# Table of Contents

## 1. Organisation
- About
- Mission
- Key facts and figures
- Structure & organisation

## 2. 2011 at a Glance
- Events in 2011
- Facts and Figures 2011
- Project overview 2011

## 3. Projects in Developing Countries
- Supporting, service and beneficiary partners
- Project examples
- Evaluation

## 4. Projects in Europe
- PC Solidarity
- Belgacom Foundation
- Other Belgian projects

## 5. The Green Perspective
- Reduce, reuse, recycle
- WorldPC: Creating an integrated e-waste solution

## 6. Collection and Refurbishment Process
- Collection of ICT assets
- Refurbishment and reporting

## 7. “Friends of” Programme
- How to support Close the Gap?
- What’s in it for the company?
- Strategic partners
- Friends of Close the Gap
- Donated assets in 2011

## 8. United Nations
- UNDP
- UNIC
- UN GAID

## 9. Non-Profit Governance


## 11. Vision of the Future

## 12. Contact Details

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**Projects in Europe**

- PC Solidarity
- Belgacom Foundation
- Other Belgian projects

**2011 at a Glance**

- Events in 2011
- Facts and Figures 2011
- Project overview 2011

**Projects in Developing Countries**

- Supporting, service and beneficiary partners
- Project examples
- Evaluation

**The Green Perspective**

- Reduce, reuse, recycle
- WorldPC: Creating an integrated e-waste solution

**Collection and Refurbishment Process**

- Collection of ICT assets
- Refurbishment and reporting

**“Friends of” Programme**

- How to support Close the Gap?
- What’s in it for the company?
- Strategic partners
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- Donated assets in 2011

**United Nations**

- UNDP
- UNIC
- UN GAID

**Non-Profit Governance**

**Financial Report**

**Vision of the Future**

**Contact Details**
In the foreword of the annual reports for 2009 and 2010, I wrote that notwithstanding the global financial and economic crisis Close the Gap had been able to continue its growth path. I am pleased to mention that this trend also continued in 2011. Indeed, to a large extent Close the Gap seems to be unaffected by today’s uncertain economic situation. No doubt this is due to the sound business concept, including great social entrepreneurial talent, of our non-profit organisation. The strength of Close the Gap lies in its innovative concept, which has led to sustainable projects that have been valued by our various computer donors and strategic partners for almost ten years. Another important factor is that Close the Gap offers its partners an efficient, transparent and above all reliable tool for translating their community investment objectives into effective and down-to-earth actions. Monitoring and evaluation of all activities, in a participatory approach, are key fundamentals.

On the inbound side, Close the Gap has been very active in Belgium and the Netherlands since the start in 2003. Over the past two years our activities in France, Germany and Luxembourg have also been growing in a promising manner. In January 2011 Close the Gap participated in a CIO colloquium in Germany and presented its business concept to a select group of German CIOs.

Without the continued and substantial support of its sponsors and strategic partners, Close the Gap would not be in a position to develop its activities so successfully. At present, we can rely on strong and reliable partnerships with strategic partners in Belgium, France and the Netherlands.

In 2011 Close the Gap also succeeded in extending its original concept of shipping IT hardware to projects in developing countries to offering fully fledged IT solutions with networking equipment, software solutions and training programmes with the direct and active involvement of qualified local partners. There is no doubt that Close the Gap has further strengthened its position in the market of ICT for Development (ICT4DEV) projects, using principally reused ICT equipment.

In 2011 the total on the balance sheet came to €5,574,901. As in previous years, efficient management and a conservative expenditure policy accounted at the end of this fiscal year (31/12/2011) to a positive result of €572,797. This result will allow Close the Gap in the coming years to expand its activities within its mission towards new areas.

While there was a fairly major dip in received assets in 2010, this was more than compensated for in 2011. In 2011 Close the Gap received 40% more IT assets than in 2009, our previous top year. In total more than 16,000 high-quality computer assets were shipped to projects: almost 10,000 (10,978) to 26 developing countries and more than 5,000 (5,186) to social projects in Europe. In 2011 Close the Gap supported no less than 727 different organisations. This is a clear indication that Close the Gap has become an important player in the ICT4DEV sector.

In addition, 2011 saw major steps taken in the greening of Close the Gap. A three-year cooperation agreement was worked out between Close the Gap’s e-Waste project, WorldPC vzw and Recupel vzw, the Belgian take-back scheme of electronic waste, in line with the EU WEEE directive. Not only will Recupel make a substantial financial contribution, it will also provide the technical expertise needed for setting up an e-waste recycling system in Eastern Africa. An essential component of the e-waste concept by WorldPC was the creation of a self-sustainable financing system through the sale of e-resource certificates, so that for each computer installed there is one computer that is recycled.

An important practical step was the official inauguration of WorldPC’s first recycling plant in Africa, which was opened in Nairobi on 27 September 2011 by Mrs. Neelie Kroes, Vice-President of the EU Commission, and Mr. Peter Sabbe, CEO of Recupel. Both key project enablers were accompanied by the main strategic partners in this project, namely the VUB, KLM, Deloitte, Ricoh and Flection.

I would like to finish with a word of appreciation and gratitude for the continued support Close the Gap received in 2011 from its long-standing partners and sponsors; the members of the Board of Directors and, last but certainly not least, the management and staff of Close the Gap. A special thanks to all our project partners in the developing countries for their continued trust, transparency and professional collaboration.

Prof. em. Dr. Wim A.G. Blonk
CHAIRMAN’S FOREWORD
ORGANISATION

1.1 About
1.2 Mission
1.3 Key facts and figures
1.4 Structure & organisation
1.1 ABOUT
Close the Gap is an international non-profit organisation that is helping to bridge the digital divide by offering
high-quality pre-owned computers donated by European
companies to projects which empower the individual and
their community.

In the industrialised world, computers are replaced every
two to four years, so companies are increasingly looking for
sustainable ways to replace their used equipment.

Close the Gap creates a win-win situation by supplying
projects in developing countries with high-quality
refurbished IT equipment that is donated by companies
in Western countries. Not only does Close the Gap offer
companies another alternative to just recycling, but it also provides a full
service for companies and institutions wishing to reuse
their computer equipment in a socially and environmentally
responsible way.

Since the foundation of Close the Gap in 2003, more
than 220,000 computers assets have been donated by
companies in Belgium, France, Germany, Luxembourg, the
Netherlands and Switzerland to projects in Sub-Saharan
Africa, South-East Asia, Latin America and to employment
programmes in Europe.

Close the Gap is recognised as a United Nations Department
of Public Information (UNDP) NGO and is a member of
the United Nations Global Compact (UNGC) and of the United Nations Global Alliance for ICT & Development
(UN DPI). Close the Gap is recognised as an official NGO
and of the United Nations Global Compact (UNGC).

1.2 MISSION
Close the Gap aims to bridge the digital divide between
high-tech countries and developing countries by offering
communities access to IT equipment.

Close the Gap adopts a comprehensive and sustainable
approach: local partners take care of the installation and
maintenance of the computers and offer IT training on-
site. Supporting partners provide content and educational
software for the projects. When the computers reach the
end of their lives, Close the Gap’s partners in Eastern Africa
take care of the collection, dismantling and sustainable
treatment of the electronic waste (e-waste). It is the
intention to extend this system to other regions in the
South were Close the Gap is active.

An equal partnership with all stakeholders is a key value
of Close the Gap. Furthermore, Close the Gap always
works on the basis of a supply-demand equilibrium with
its partners in the South.

Ultimately, Close the Gap offers companies and
organisations the opportunity to participate in the United
Nations Millennium Development Goals.

1.3 KEY FACTS AND FIGURES

March 2001: De facto association (unofficial start-up at
Vrije Universiteit Brussel).

September 2003: Official establishment of the legal entity
by deposition of the articles of association at the Brussels
Chamber of Commerce.


March 2006: First strategic partner study visit – Belgian
Crown Prince Philippe and Princess Mathilde visit one of
Close the Gap’s projects supported in Cape Town (South
Africa) with Archbishop em. Desmond Tutu.

November 2008: Close the Gap receives its 100,000th
computer.

March 2009: Official launch of PC Solidarity in Belgium.

September 2009: Close the Gap becomes founding
member of the spin-off WorldPC vzw/ASBL.

December 2009: Close the Gap becomes UN GAID forum
member and is recognised as a UN Global Compact
Programme supporter.

July 2010: Close the Gap is recognised as an official NGO
by the United Nations (United Nations Department of
Public Information).

September 2011: European Commissioner Vice-President
Mrs. Neelie Kroes inaugurates Close the Gap’s first e-waste
centre in Nairobi (Kenya).

1.4 STRUCTURE & ORGANISATION

ORGANISATIONAL AND LEGAL STRUCTURE

Close the Gap Int. VZW/ASBL
Registration number: 960333772
VAT Belgium: BE 0600-355-772
VAT The Netherlands: NL 8153.23.062.B01

REGISTERED HEADQUARTERS & POSTAL ADDRESS

c/o Vrije Universiteit Brussel
Pleinlaan 2, 1050 Brussels, Belgium

OFFICE & VISITOR’S ADDRESS

Karel Van Miert Building
Pleinlaan 5, 1050 Brussels, Belgium

CLOSE THE GAP TEAM

Mr. Olivier VANDEN EYNDE
Managing Director

Mrs. Aurelie DUPONT
Operations Director

Mr. Peter MANDERICK
Head of Projects

Mrs. Sophie COLMANT
Project Manager

Mrs. Joëlle VERRIEST
PR, Communication & Office Manager

Mrs. Danuta SARNA
Management Assistant

WORLDPC TEAM

Mr. Olivier VANDEN EYNDE
Managing Director

Thomas POELMANS
Project Director

Barbara TOORENS
Business Development and External Relations Manager

1 ASBL = Association Sans But Lucratif
VZW = Vereniging Zonder Winstoogmerk
2 Via a management contract, representing DMPG/tech
3 WorldPC vzw is a separate legal entity co-founded by Close the Gap Int. vzw
**BOARD OF DIRECTORS**

Mrs. Alessandra AZCARRAGA DE SURMONT
Member of the technical committee at Close the Gap. Mrs. Azcarraga de Surmont assists the management of Close the Gap in developing environmentally friendly technology and in challenging Close the Gap’s solutions in terms of green ICT hardware and software solutions for developing countries. Mrs. Azcarraga de Surmont is also a founder of Avalon Studios and Avalon Network.

Prof. dr. Wim A.G. BLONK, President
Since 2002, Prof. Blonk has been actively involved in the creation of Close the Gap. Since its creation, he has been Chairman of the Board of Directors at Close the Gap. He retired in 1999 from the EU Commission as Honorary Director General and retired in 2004 as Professor of Economics at the Vrije Universiteit Brussel. Prof. Blonk is personally involved in projects for disabled children in Tanzania, Malawi and North India (Ladakh).

Mr. Michel DE BRAUWER
President and CEO of the Pietercil Group N.V., an international sales and marketing company located in Belgium. Mr. De Brauwer is member of the audit & budget committee at Close the Gap. On top of being Board member in several non-profit organisations in Belgium, Mr. De Brauwer has been elected President of the European Sales and Marketing Association (ESMA). He is also founder and Managing Director of WorldPC vzw since September 2009. WorldPC vzw is focusing on a sound e-waste solution in developing countries.

Mr. Guido VANDERVORST
Managing partner of the Enterprise Risk Services division within Deloitte Belgium. Mr. Vandervorst focuses on internal audit and control services, CFO services, forensic services and ICT. Mr. Vandervorst is a member of the audit & budget committee at Close the Gap.

Mr. André BONTEMS
Television Systems Engineer and member of the technical committee at Close the Gap. Mr. Bontems helps develop new technologies that consume less energy and are an alternative source of power within ICT4Development. He is also a founder of Avalon Studios and Avalon Network.

Mr. Olivier VANDEN EYNDE
Mr. Vanden Eynde founded Close the Gap in September 2003 at the Solvay Business School, as a mini-enterprise and spin-off of the Vrije Universiteit Brussel. Since the start, Mr. Vanden Eynde has been the Managing Director of Close the Gap. He is also founder and Managing Director of WorldPC vzw since September 2009. WorldPC vzw is focusing on a sound e-waste solution in developing countries.

Mr. Guido VANDERVORST
Managing partner of the Enterprise Risk Services division within Deloitte Belgium. Mr. Vandervorst focuses on internal audit and control services, CFO services, forensic services and ICT. Mr. Vandervorst is a member of the audit & budget committee at Close the Gap.

* BOARD OF RECOMMENDATION*

Viscount Etienne DAVIGNON
Former Vice-President of the EU Commission

Prof. dr. Marc DESPETINO
Professor at the Vrije Universiteit Brussel

Mr. François-Xavier de DONNEA
Member of the Belgian Chamber of People’s Representatives of State, Belgium

Mr. Dieter FRISCH
Former Director General for Development at the EU Commission

Mrs. M.F. HEIJN EVERWIJN LANGE
Ambassador De Grote Onderneming

Mrs. Corinne LEPAGE
Member of European Parliament Former Minister of Environment, France Partner at law firm Cabinet Hugo Lepage Associates

Prof. dr. Silvain LOCCUFIER
Honorary Rector of the Vrije Universiteit Brussel

Baron Dr. Peter PIOT
Director of the London School of Hygiene and Tropical Medicine Former Executive Director UNAIDS

Prof. dr. Jan PRONK
Former Minister for Development, the Netherlands Former Deputy Secretary-General United Nations Former special UN envoy for Sudan

Prof. h.c. dr. Harold E. ROBLES
Former special UN envoy for Sudan

Prof. Dr. Frank VANDEN BROUCKE
Former Flemish Minister of Education, Belgium Professor at Katholieke Universiteit Leuven, Universiteit Antwerpen & Universiteit van Amsterdam

Mr. Tony VANDEPUTTE
Honorary Delegate Administrator at the Federation of Belgian Companies

As a social enterprise, Close the Gap needs to re-challenge itself permanently in order to realise the best achievements and solutions for its partners.

**Eventually we want to federate our vision by creating a worldwide federation based on Close the Gap’s values, experience and strengths.**

- Guido Vandervorst
  Partner Deloitte Belgium & Member of Close the Gap Board of Directors

Since 2003 Close the Gap has continued to grow impressively. This on all different levels: strategic partners, donors from different European countries, supporting and service partners...

"This is only the beginning of a long story for a small organisation acting local but thinking global, being ambitious without forgetting to stay realistic"  
- Guido Vandervorst
  Partner Deloitte Belgium & Member of Close the Gap Board of Directors

"Eventually we want to federate our vision by creating a worldwide federation based on Close the Gap’s values, experience and strengths."

- Michel De Brauwer  
  President and CEO of the Pietercil Group N.V. & Member of Close the Gap Board of Directors

**The refurbished computers that Close the Gap provides are a gateway to knowledge for young people and an opportunity for them as they strive to achieve their full potential.**

"...for young people to tap into their full potential."

- Jacques Rogge
  IOC President & Member of Close the Gap Board of Recommendation

Mrs. Sylviane TOPOUKOFF
Founder and Partner at Items International Founder and President of Global Forum Lecturer at Paris VIII University (Dauphine)

Prof. Dr. Frank VANDEN BROUCKE
Former Flemish Minister of Education, Belgium Professor at Katholieke Universiteit Leuven, Universiteit Antwerpen & Universiteit van Amsterdam

Mr. Tony VANDEPUTTE
Honorary Delegate Administrator at the Federation of Belgian Companies

Close the Gap owes the late Prof. Dr. Karel Van Miert a tremendous debt of gratitude for all his efforts to help Close the Gap. We would therefore like to mention his name here as a sign of our recognition and respect.

Baron Prof. Dr. Benjamin VAN CAMP
Chairman UZ Brussel Rector Vrije Universiteit Brussel

The International Olympic Committee (IOC) congratulates Close the Gap for delivering the benefits of computer technology to thousands of young people in the developing world. Education is also at the heart of the IOC.

"The International Olympic Committee (IOC) congratulates Close the Gap for delivering the benefits of computer technology to thousands of young people in the developing world. Education is also at the heart of the IOC."

- Jacques Rogge  
  IOC President & Member of Close the Gap Board of Recommendation
Since 2011 Close the Gap has received the support of six counsellors. The counsellors use their expertise and networking to support Close the Gap in further developing projects and partnerships. The duties and responsibilities of a counsellor vary greatly, depending on his or her specialty.

Mr. Corjan BAST
Counsellor for North America

Mr. Bast seeks opportunities to build a network of contributing and strategic partners for Close the Gap by communicating and promoting its mission, which strongly aligns with his own personal goals. He is a Global Product Manager for ITpreneurs, a provider of learning content and training for IT best practices. He works closely with IT vendors and executives to discuss how to best leverage innovative learning solutions. In addition, he collaborates with industry professionals to publish articles and deliver presentations on the latest trends in the IT Governance arena. Mr. Bast resides in Tampa, Florida.

Mr. Remko DALKMANN
Counsellor for Andes Region Latin America

Mr. Dalkmann is a publicity professional who moved to Ecuador in 2011. He is interested in using his presence in Ecuador for Close the Gap in order to assess potential synergies with ICT Development projects in Ecuador, Peru and Bolivia.

Mrs. Anne HERMAN
Counsellor for Africa

Mrs. Herman has a background in institutional and public policy development and has worked for 20 years as a parliamentary advisor (Belgium), specialised in international issues. She was involved with Close the Gap right from the start and coordinated one of the first school projects in Mali. As an international expert in development, she has conducted numerous monitoring and evaluation missions within a large variety of projects, funded by international donors. Mrs. Herman contributes with extensive field knowledge of development problems and policies, especially in Africa.

Mr. Jean-François SOUPIZET
Principal Counsellor

Mr. Soupizet, a graduate of the French National Statistics and Economic Administration School (ENSAE), is a doctor of economics at the Université Libre de Bruxelles and a member of the French think tank Futuribles International. He has mainly devoted his career to ICT in the field of development.


In 2011 my main contribution to the development of Close the Gap’s activities in France was to facilitate the arrival of new French members on the Board of Recommendation and participate in several networking events in the country. Furthermore, I raised awareness of Close the Gap’s activities within the international community, i.e. within the United Nations Department of Public Information and the International Telecommunication Union.

The counsellor’s role is to concretise a strategic orientation, for instance the development of activities in a new geographical zone.

Therefore, to promote Close the Gap’s activities I started to develop a network of contacts in Colombia through the network of municipal libraries within the municipality of Bogota.

As a counsellor for Close the Gap, my challenge is to connect Close the Gap’s activities with new actors in the field of development.

- Jean-Francois Soupizet
Principal Counsellor

Mr. Rafael TORRES
Counsellor for Central America

Mr. Torres has a background in electricity and engineering. As a native of the Dominican Republic, he is very well placed to assess the needs of ICT4Development in the Central American and Caribbean Region.

Mrs. Nel WAGNER
Counsellor for Africa

Mrs. Wagner became interested in ICT issues through a PC donation from KPN to a school network in Africa. She was involved in the founding of the “1 million PCs for Africa Campaign” for Schoolnet Africa. Mrs. Wagner has shown a very strong commitment to connecting Close the Gap to World Links Zimbabwe and other service partners in Uganda, Nigeria and Suriname.
2011 AT A GLANCE

2.1 Events in 2011
2.2 Facts & figures in 2011
2.3 Project overview 2011
2.1 EVENTS IN 2011

JANUARY
CIO dinner and colloquium in Hamburg
On 20 and 21 January Close the Gap participates in a CIO dinner and colloquium in Hamburg, Germany, hosted by Finaki. The members of this German CIO Colloquium together represent more than 40 billion euros in IT budgets and are key influencers for Close the Gap’s first steps in extending its activities in Germany.

MAY
Ambassador Day
On 11 May Close the Gap welcomes its strategic partners and key donors to the Ambassador Day at the SAS Institute in Belgium – a great opportunity to present past, current and future opportunities. The day sees WorldPC’s successful launch in the IT industry-related press.

JUNE
Rencontres Prestiges
On 28 June Ricoh France organises its first “Rencontres Prestiges” in Paris to exchange best practices in corporate social responsibility (CSR) with partners and clients. A special slot was reserved for a keynote presentation by Close the Gap to around 100 key French ICT decision-makers. There was a verbal commitment to the donation of several thousands of computers during this lunch meeting.

PC Solidarity event
On 17 June Close the Gap distributes a total of 520 computers to 65 Belgian non-profit organisations through the PC Solidarity project, so empowering employability through access to ICT applications. The laureates event was hosted at the King Baudouin Foundation in Brussels, with practical presentations by all PC Solidarity partners.

JULY
Assessment of e-waste situation in DRC
From 2 to 8 July a delegation from the Flemish Association for Development Cooperation and Technical Assistance VVOB and Close the Gap travels to Kinshasa and Bas-Congo (Democratic Republic of the Congo) in order to assess the e-waste situation and possible solutions for the treatment of e-waste in the country.

AUGUST
New service partners
Close the Gap starts a new collaboration with three service partners who are in charge of the implementation of projects locally: Great Lakes Initiatives for Communities Empowerment in Rwanda (GLICE), Affordable Computers and Technology for Tanzania (ACTT) and Computers for Education and Development in Ghana (CFED).

Minister Kris Peeters meets with Archbishop em. Desmond Tutu
On 19 August Close the Gap’s President and Managing Director are invited to take part in a foreign trade mission from Flanders to South Africa. The focus of this mission is development cooperation. It is with great pleasure that on 26 August Archbishop em. Desmond Tutu received Minister Kris Peeters, Flemish Minister-President, for a private audience, followed by a press meeting. Desmond Tutu took the opportunity to inform the Minister-President about the creation of the Desmond & Leah Tutu Foundation. This foundation is being established as an independent organisation to take care of the legacy of Archbishop Desmond Tutu.

Archbishop em. Desmond Tutu, as a strong member of Close the Gap’s Board of Recommendation, also took the opportunity to warmly thank Flemish stakeholders for the great support they have given Close the Gap over the years.

I am thrilled to support Close the Gap. They are building bridges of understanding and knowledge. As social entrepreneurs, “they focus on the process of teaching a person to fish instead of giving a fish as a handout.”

- Archbishop em. Desmond Tutu
Nobel Peace Prize 1984 & Member of Close the Gap Board of Recommendation
**SEPTEMBER**

**UNDPI conference “Sustainable Societies; Responsive Citizens”**

From 3 to 5 September, as a recently inaugurated United Nations NGO, Close the Gap was invited to participate in the UNDPI conference “Sustainable Societies; Responsive Citizens” in Bonn in order to play a more active role within the network of UNDPI organisations.

**Bike to Close the Gap**

On 8 September Close the Gap’s strategic partner DNS.be organises the first edition of the cycling event “Bike to Close the Gap”, raising a total of €35,000 for various projects of Close the Gap and PC Solidarity. This event will take place every year.

**Inauguration of Close the Gap’s first e-waste centre in Nairobi**

On 27 September, European Commissioner Vice-President Neelie Kroes inaugurates Close the Gap’s first e-waste centre in Nairobi (Kenya). This is Close the Gap’s first African centre for e-waste treatment and proper disposal of sensitive material, which has led to the direct and indirect creation of a significant number of jobs.

**OCTOBER**

**DO for Desmond Tutu**

On 18 October the “DO for Desmond Tutu” project provides 160 computers for three projects supported by Archbishop Desmond Tutu in the Western Cape Province in South-Africa. The three projects supported emphasise on township employability initiatives and ICT access in public libraries.

**IICD’s 10th birthday**

On 25 October the International Institute for Communication and Development (IICD) celebrates its 10th birthday. The occasion was marked by a conference that presented important events in the history of the organisation as well as ideas for the future. Close the Gap took part in the event and introduced its pilot project on e-waste to the audience.

**NOVEMBER**

**Global Forum: think tank on digital future**

On 7 and 8 November Close the Gap took part in the discussion of the Global Forum, an international and independent event dedicated to the economic, political, social and societal issues relating to the successful evolution of the information society.

**CIO Day: Me, Myself and IT**

On 14 and 15 November, Close the Gap participates in the CIO days in the Netherlands, organised by ICT Media, on the topic “Me, myself and IT” (Information, Intelligence, Inspiration, Innovation & Interaction).

**Planète 5G event**

On 15 November Close the Gap and Ricoh France participate in the Planète 5G event. This event gathered general service directors to discuss the latest trends in this sector, to open the dialogue between clients and suppliers and to review and exchange ideas on future development.

**ICT DELTA congres**

On 16 November Close the Gap participates in the ICT DELTA congres in the Netherlands, where participants exchanged and demonstrated the latest innovations and services in communication technologies.

**DECEMBER**

**The IT Executive Circle launches the CIO-PE initiative**

On 1 December the IT Executive Circle network in Belgium launches a pledge of 10,000 computers through the CIO-PE (CIO for Hope) initiative for Belgian companies. During an exclusive dinner, Close the Gap was offered a keynote presentation in a panel discussion with CEOs and CIOs from Belgian leading organisations.

**SPARKS Conference on social entrepreneurship**

On 9 December 2011 Close the Gap opens the conference on social entrepreneurship at the Biblioteca Centrala Universitara of Bucharest, Romania. Close the Gap was highlighted as a great example of social entrepreneurship, which offers the possibility of expanding its activities in central Europe. The conference consisted of practical and crowd-sourced consulting workshops where young people with entrepreneurial ideas had the opportunity to pitch their social business concept to an expert audience. Close the Gap was invited to be the main jury assessment partner.
2.2 FACTS & FIGURES IN 2011

59,584 computer assets donated

72 donor companies

727 organisations supported

26 countries

More than 220,000 computer assets have been donated since 2003
### REGULAR PROJECTS

<table>
<thead>
<tr>
<th>Country</th>
<th>Project &amp; Service partner</th>
<th>Number of assets</th>
<th>Sector</th>
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<tbody>
<tr>
<td>Belgium</td>
<td>Tonuso</td>
<td>20</td>
<td>Youth care</td>
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<tr>
<td>Ghana</td>
<td></td>
<td>22</td>
<td>Education</td>
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<tr>
<td>Ghana</td>
<td>HIVnet</td>
<td>50</td>
<td>Education</td>
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<td>Ghana</td>
<td>Twende Afrikan ICT centre</td>
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<td>Education</td>
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<tr>
<td>Guinea</td>
<td>Community Development Ministry</td>
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<td>Entrepreneurship</td>
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<tr>
<td>Tanzania</td>
<td>Institut Naka Shalate</td>
<td>98</td>
<td>Education</td>
</tr>
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<td>India/Nepal</td>
<td>Youthbridge</td>
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<td>Education</td>
</tr>
<tr>
<td>Kenya</td>
<td>International Centre for Reproductive Health</td>
<td>7</td>
<td>Health</td>
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<td>Democratic Republic of the Congo</td>
<td>Mission St Paul Kasaambari</td>
<td>50</td>
<td>Education</td>
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<td>Sisters of Charity of Jesus and Mary</td>
<td>75</td>
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<td>Luminaribso Primary school project</td>
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<td>Democratic Republic of the Congo</td>
<td>Congo Biodiversity Initiative</td>
<td>35</td>
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<td>29</td>
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<td>24</td>
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<td>Sienna Leove Virtual Education Project</td>
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<tr>
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<td>OR for Orphans and Vulnerable Children</td>
<td>330</td>
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</tr>
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<td>Fundisasion</td>
<td>338</td>
<td>Education</td>
</tr>
<tr>
<td>Thailand</td>
<td>Thailand Oral Health Center</td>
<td>46</td>
<td>Training</td>
</tr>
<tr>
<td>Uganda</td>
<td>Education in Vulnerable Areas</td>
<td>8</td>
<td>Education</td>
</tr>
<tr>
<td>Uganda</td>
<td>Centre for Children in Vulnerable Situations</td>
<td>27</td>
<td>Childcare</td>
</tr>
<tr>
<td>Zambia</td>
<td>VSO Zambia</td>
<td>935</td>
<td>Education</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>ICT for Schools project Zimbabwe (World Links Zimbabwe)</td>
<td>694</td>
<td>Education</td>
</tr>
</tbody>
</table>

### PROJECT ADOPTIONS

<table>
<thead>
<tr>
<th>Country</th>
<th>Project &amp; Service partner</th>
<th>Project adoption</th>
<th>Number of assets</th>
<th>Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>PC Solidarity and other Belgian social projects</td>
<td>3689</td>
<td>Social</td>
<td></td>
</tr>
<tr>
<td>Belgium</td>
<td>Belgium Foundation</td>
<td>1758</td>
<td>Social</td>
<td></td>
</tr>
<tr>
<td>Belgium</td>
<td>Telenet Foundation/Mystere</td>
<td>524</td>
<td>Social</td>
<td></td>
</tr>
<tr>
<td>Cuba</td>
<td>Universidad Central de Las Villas</td>
<td>405</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Cuba</td>
<td>Instituto Tecnológico</td>
<td>440</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Kenya</td>
<td>Co-op for Schools Kenya (CFSK)</td>
<td>936</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Kenya</td>
<td>MCA University</td>
<td>456</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Kenya</td>
<td>Naabiti (NSFU)</td>
<td>78</td>
<td>Entrepreneurship</td>
<td></td>
</tr>
<tr>
<td>Peru</td>
<td>Universidad Nacional Agropecuaria</td>
<td>75</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Philippines</td>
<td>Ateneo De Manila University</td>
<td>440</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>South Africa</td>
<td>Benson Blue WPF Foundation</td>
<td>263</td>
<td>Health</td>
<td></td>
</tr>
<tr>
<td>South Africa</td>
<td>Ivory Park</td>
<td>42</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Tanzania</td>
<td>Rubus (Vithaka)</td>
<td>42</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Tanzania</td>
<td>School project Tanzania (ITI)</td>
<td>318</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Uganda</td>
<td>ICT for Schools project Uganda (CPSU) (Uganda)</td>
<td>885</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Uganda</td>
<td>Virtual University of Uganda (VU)</td>
<td>40</td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>University of Zimbabwe</td>
<td>362</td>
<td>Education</td>
<td></td>
</tr>
</tbody>
</table>

### MICRO-PROJECTS

Micro-projects are projects requiring less than 10 assets. 108 assets have been donated to the following projects: Energy Assistance (Cambodia, Democratic Republic of the Congo and Togo), project uGent (Cameroon, Vietnam), Slum Cinema, YouBridge, UCOS, Université de Kisangani, CDI Bwamanda, OSJ Congo, Lararen Zonder Grenzen, Scheut Bumba, University of Antwerp (Democratic Republic of the Congo), Hôpital de Kabgayi, Maison de la Culture (Rwanda), Medical Knowledge Institute, Life Exchange, Carabriere Daycare Centre (South Africa), Laguruki King’ori Education Centre (Tanzania) and Asbl Abantu Zambia (Zambia).
3.1 Supporting partners
3.2 Service partners
3.3 Beneficiary partners
3.4 Projects examples
3.5 Evaluation
While most of the projects supported by Close the Gap are located in Sub-Saharan Africa, projects in developing and emerging countries in other parts of the world can apply for computer donations. In each case, Close the Gap will select projects that share one common denominator: the empowerment of the individual and his or her community. In 2011, 57% of the projects were located in urban settings whereas 43% of the projects were situated in rural areas.

Close the Gap provides ICT support for projects in the following sectors: Education, Health, Environment, Microfinance, Research, Social, Culture, and Good governance.

Close the Gap does not cover all refurbishing and shipping costs, but strives towards a sustainable partnership. So project partners or beneficiaries in the South are asked to contribute financially to these costs.

Close the Gap is increasingly working towards a co-financing model: companies receive the opportunity to adopt a project by co-financing, among others things, the refurbishing and shipping costs of the computers. In exceptional cases, Close the Gap may decide to co-finance these costs with third-party revenues or its own allocated funds.

Close the Gap finds that the financial contribution to a project adds a sense of ownership that leads to more sustainable projects and better maintenance of hardware in the long-term.

Close the Gap wants to provide an all-inclusive and sustainable approach. Projects have to demonstrate the sustainability of their proposal. Ensuring sustainability is a key condition for receiving a computer donation. Therefore, Close the Gap collaborates with several partners through three types of partnerships: generally, North-based supporting partners, South-based service partners and beneficiary partners.

The IT support for health and medical projects in the developing world is essential in order to guarantee the monitoring required for patients. Therefore, I am very glad that Close the Gap does not exclusively support educational projects, but also pays attention to health initiatives in countries where access to medical care is not always automatic.

- Monique M.F. Heijn Everwijn Lange
Ambassador DGO and Stop Aids Now! & Member of Close the Gap Board of Recommendation

31. SUPPORTING PARTNERS

Supporting partners are generally North-based organisations that support Close the Gap by providing training, educational software or expertise for Close the Gap’s beneficiary organisations.

Belgian Rafffeisen Foundation (BRS) is Close the Gap’s consultancy partner for microfinance projects. Additionally, Close the Gap supplies BRS projects with hardware.

Belgian Technical Cooperation (BTC/CTB) is Close the Gap’s knowledge partner for e-waste management in the East African Community.

E-learning for Kids Foundation develops educational software for children. Close the Gap’s projects can obtain this software at a preferential price.

Belgian Technical Cooperation (BTC/CTB) is Close the Gap’s knowledge partner for e-waste management in the East African Community.

The Flemish Interuniversity Council for University Development Cooperation (VLIR-UOS) supports research and higher education institutions in the South through partnerships with Flemish universities and higher education institutions. VLIR-UOS wants to improve the capacity of institutions in the South to better fulfil their societal role. Close the Gap supplies computers to these partner universities in the South and to social projects supported by the educational institutions. VLIR-UOS guarantees sustainability by providing ICT maintenance and training to local staff.

The Flemish Association for Development Cooperation and Technical Assistance (VVOB) contributes to improving the quality of education in developing countries. Close the Gap provides educational institutions in the South that are partners with hardware. Additionally, in 2011 the VVOB organised a visit to the Democratic Republic of the Congo to study the local e-waste situation.

YouBridge wants to create opportunities for young people all over the world by building a platform that allows people to send new laptops to developing countries. Working in partnership with YouBridge, in August 2011 Close the Gap gained its first experience in sourcing new netbooks from ASUS. This new equipment will be used in Uganda to support secondary school teacher training programmes.

Energy Assistance (EA) is a consultancy partner for energy projects. Close the Gap delivers hardware for EA’s projects.

Ex-Change provides consultancy for management and sends volunteer experts to share knowledge and expertise with local entrepreneurs.

International Institute for Communication and Development (IICD) is Close the Gap’s knowledge and training partner in Uganda and Tanzania.

LearningGuide Solutions is e-learning software that offers structured support and immediate help and training for questions and challenges on Microsoft Office and Windows. Projects can opt for this free service.

Medical Knowledge Institute (MKI) is Close the Gap’s knowledge and innovation partner in the medical sector (more specifically HIV-related). Close the Gap provides them with hardware.

MKI is proud to be a partner of Close the Gap.

I thank the day that Close the Gap came into our lives here at MKI because they are truly making a difference to our healthcare activities.

- Prof. H.C. Dr. Harold E. Robles
Founder and President Medical Knowledge Institute (MKI)
& member of Close the Gap Board of Recommendation

UNESCO offers an open online training platform to provide trainers and trainers with free resources and training. Close the Gap supports this training platform by promoting it to its project partners.

YouBridge is Close the Gap’s partner for the implementation of solar energy and eco-friendly computers.
3.2 SERVICE PARTNERS

Close the Gap works through local service partners who work as intermediaries between Close the Gap and beneficiary organisations. Service partners are players who have local project management expertise for making ICT4Development sustainable and successful.

Close the Gap works through local service partners who work as intermediaries between Close the Gap and beneficiary organisations. Service partners are players who have local project management expertise for making ICT4Development sustainable and successful.

Working with service partners has great advantages: it enables Close the Gap to work on a larger scale and it ensures the sustainability of computers donated to projects. Based on a win-win situation, Close the Gap is creating a client-supplier relationship with its service partners. On the one hand, service partners make very critical assessments of the quality of the projects supported as well as of the service level of Close the Gap’s delivery. They provide innovative input and tools for improving Close the Gap’s work. On the other hand, Close the Gap contributes to the creation of a sustainable financial and social entrepreneurial model for the service partners, which ultimately leads to being less dependent on funds coming from industrialised countries. Over the past few years, Close the Gap’s track record has demonstrated that newly established service partners in developing countries reach a maturity level within less than 18 months of a partnership. During this period, the service partners become well respected local organisations, creating significant employability opportunities. As a result, service partners are also increasing Close the Gap’s local standing.

Service partners are all local social entrepreneurs who support a large number of projects in their country in terms of:

- import administration
- distribution and transport of the computers to the beneficiary organisations (mostly schools)
- preparation of suitable infrastructure
- installation and maintenance of ICT equipment
- training project managers or users (mostly teachers) on the software, the Internet, etc.
- take-back of end-of-life assets

**OUR SERVICE PARTNERS IN 2011**

- **Burundi** - PromoTic
- **Ghana** - Computers For Education and Development (CFED)
- **Kenya** - Computers for Schools Kenya (CFSK)
- **Mali** - Upsilon
- D. R. of the Congo - Benelux Afri-Center (BAC)
- **Rwanda** - Great Lakes Initiatives for Communities Empowerment (GLICE)
- **South Africa** - Belgian Campus
- **Tanzania** - Affordable Computers and Technology for Tanzania (ACTT)
- **Togo** - Education Science Experience
- **Uganda** - Computers for Schools Uganda (CFSU)
- **UConnect**
- **Zimbabwe** - World Links Zimbabwe

**ACTT** is an IT social enterprise in Tanzania that supports schools in setting up sustainable computers labs by linking them to donors and partners who can fund the purchase of computers, training and maintenance as well as environmentally-friendly disposal.

“**We are Close the Gap’s distribution partner in Tanzania and offer communities access to much needed IT equipment.**”

We started our collaboration with Close the Gap in 2011 by providing three educational institutions with computers.

- Robert Mafie
  Manager at Affordable Computers and Technology for Tanzania

“**Through CFED, Close the Gap is able to reach the most remote parts of Ghana, where its services are needed most.**”

We work with local and international development organisations that support educational and social development projects. We provide ICT equipment for schools, train teachers and provide support.

- Hillar Addo
  Director at Computers for Education and Development (Ghana)

“**Our biggest challenge in 2011 was to provide laptops for lecturers and students who live far from the institution in order to enhance their e-learning opportunities.**”

- Hillar Addo
  Director at Computers for Education and Development (Ghana)
3.3 BENEFICIARY PARTNERS

Beneficiary partners are directly supported by Close the Gap, without the intervention of a third party (supporting partner or service partner). In 2011 Close the Gap supported 54 projects directly.

All support for beneficiary partners is request-driven. The projects are selected on the basis of the following criteria:

- the extent to which the description and objectives of the project are in line with Close the Gap’s mission;
- the extent to which a needs assessment shows a genuine need for computer donations;
- how much added value the use of IT equipment brings to the project;
- the way the equipment will be used and by whom;
- the pedagogical scenario for educational projects;
- the infrastructure available (electricity, security, safety, protection of the equipment against heat, humidity and/or dust if relevant);
- the quality of the maintenance plan;
- the level of IT knowledge (hardware and software) of the local coordinators and end users;
- the quality of the training plan;
- respect for the environment (for instance in terms of the recycling of e-waste).

These conditions help to ensure that the equipment sent to the project meets real needs and provides access to information in a sustainable way.

3.4 PROJECT EXAMPLES

3.4.1 REGULAR PROJECTS

Project coordinators in the South are asked to contribute financially (partly with external co-funding) to the refurbishing and shipping costs of computers. The regular projects finance these costs without the intermediary involvement of Close the Gap. Since 2011 service partners have had the opportunity to obtain co-funding. This incentive was created to help service partners become sustainable and self-supporting.

3.4.2 PROJECT EXAMPLES

DEMOCRATIC REPUBLIC OF THE CONGO

Name of project
Congo Biodiversity Initiative
Equipment
35 computer assets

This project aims to improve the ICT knowledge and practical skills of 400 primary schools children in Aduamoah and Nkwatia in the east of Ghana and 80 teachers in the community and the surrounding towns. Although IT is taught through the Ghana education service syllabus, the children are clearly missing practical knowledge because of the lack of access to computers. Thanks to the acquisition of 69 computer assets, children and teachers now receive the ICT training required for future educational needs. Additionally, members of the local community receive access to these computers to communicate with friends and family outside the community.

GHANA

Name of project
Kwahu Aduamoah ICT centre
Equipment
69 computer assets

The Congo Biodiversity Initiative (CBI) is an open knowledge platform that brings together national organisations, local authorities, research institutes and NGOs involved in the study, protection, conservation and sustainable use of the biodiversity of the world’s second largest tropical rainforest in the Congo basin. The CBI wishes to provide the organisations with an easy-to-use, fast and efficient tool for discussing and streamlining their activities. It actively works to stimulate new collaborations and synergies. Regular newsletters with updates and news on relevant activities are sent to the growing CBI community. Close the Gap sent 35 computers assets to the CBI.

SIERRA LEONE

Name of project
Sierra Leone Virtual Education Project
Equipment
44 computer assets

The aim of this project is to use e-learning applications to educate, mentor and cultivate academic and leadership skills in children throughout their education: from elementary school to college. Close the Gap has supported the creation of a computer laboratory by supplying 20 computers with an e-learning curriculum. Pupils and college students have access to this lab and work daily on a self-study curriculum guided by a facilitator. Adults working in orphanages and community centres also have access to the lab to learn ICT skills. Volunteers assist teachers and students with communication and life skills through one-to-one mentoring.

Young people everywhere are eager to access the communication skills possibilities and knowledge available through new technologies. More than a thousand young people have signed up to participate in our youth centre programmes, which aim not only to reduce the incidence of HIV in and around Cape Town, but also to provide young people with a future.

“Through the generosity of donors and Close the Gap, our youth centre now has a fully equipped computer lab. After school hours, every computer is occupied until closing time - a testimony to the success of the programme.”

- Lavinia Crawford-Browne
  Marketing and Liaison Officer
  Desmond Tutu HIV Foundation
The Fatima Self-Help Centre in Bangkok helps former prostitutes and abandoned girls to re-integrate into local society through education and basic healthcare. Close the Gap has supplied the organisation with 66 computer assets for their computer centre. These computers will be used by the girls who follow courses at the secondary school in order to practise the computer skills they have learned at school. Moreover, during the day, the computers will be used by the teachers in the centre for their administration.

The Teacher Training Support Programme is run by the Flemish Association for Development Cooperation and Technical Assistance (VVOB) together with the Zambian Ministry of Education. The main purpose of this programme is to improve the quality of primary education in Zambia. VVOB collaborates with all Colleges of Education that offer training for primary school teachers (10 in total), two in-service colleges (NISTCOL and ZAMISE), and the Provincial, District and Zonal Educational Support teams in three provinces (Central Province, Copperbelt and Northern Province). The programme in the three provinces also aims to strengthen the management of in-service training in the community schools. VVOB wants to ensure that the computers are placed in an environment that is conducive to learning and that pupils will benefit from the use of a computer. It is important that schools that receive desktops can create a computer lab that is secure and dust-free. For schools that do not have sufficient space to create a lab, mobile IT equipment such as a laptop and beamer may be considered. In this case, the whole class can benefit from computer use and the laptops secured at the end of the day.

NairobiBits is a youth-based organisation that uses ICT multimedia creatively to improve the lives of less privileged children and youth from the non-formal settlement in Kenya. The organisation equips young people with knowledge about web design, creative multimedia, IT skills and entrepreneurship to improve their opportunities in employment and/or entrepreneurship. Founded in 1999, the organisation has positively impacted the lives of over 1,500 young people in Kenya. With the financial support of DNS.be and the logistical help of Computers for Schools Kenya, Close the Gap was able to supply this organisation with 70 computer assets.

The mission of the Desmond Tutu HIV Foundation is the pursuit of excellence in research, training, treatment and the prevention of HIV-related diseases and infections in South Africa. Close the Gap, together with its strategic partner Ricoh Netherlands, has installed 210 computer assets in several high schools in the country. All the computers will be used for “Kathuphila”, a programme that uses innovative interactive drama to reach primary school and pre-adolescent children. Through education and training, the programme promotes responsible life choices that lead to delayed sexual activity.

"The involvement of employees really makes a difference."
- Carol Dona
CEO Ricoh Netherlands
In partnership with DNS.be, Close the Gap has offered 40 computer assets to the Virtual University of Uganda. This is the first online university in the East African region to offer fully online programmes. It registered its first students in January 2012. The university offers online education for obtaining a master’s in international development and public health.

The University of Zimbabwe has been collaborating with the Mount Pleasant Public Library for many years. With the help of Close the Gap and VLIR-UOS, the library has now been automated. The objectives of the project are:

- to have the entire physical collection and harvested Open Source Collections available online;
- to build online portals to give users of the library access to enriched content;
- to provide Internet access at the public library;
- to train library staff to maintain ICT assets.

3.5 EVALUATION

Close the Gap evaluates the quality of its products and services in order to improve future collaborations by means of a yearly survey of its project partners. The overall evaluation of the collaboration between Close the Gap and its partners in 2011 was positive: 96% of the partners evaluated the collaboration with Close the Gap as excellent, good or satisfactory.

This general satisfaction rate is divided into subcategories:

- 100% of partners in the South find the communication with Close the Gap’s team excellent, good or satisfactory;
- 97% of partners find the personal financial contribution per product excellent, good or satisfactory; only 3% of partners were not satisfied with the prices;
- 97% of partners find the support given excellent, good or satisfactory; only 3% of partners were not satisfied with the support given.

The last satisfaction rate concerns the follow-up given by Close the Gap’s team: 91% of partners find the follow-up excellent, good or satisfactory; 9% are not satisfied with the follow-up provided.

With regards to the quality of the equipment delivered, 45% of partners found it was excellent, 45% of partners said it was good and 10% of partners thought it was satisfactory. Moreover, 100% of Close the Gap’s partners are open to the idea of collaborating again in the future.
How satisfied are you about the...

**Quality of the Equipment**
- Excellent: 10%
- Good: 45%
- Satisfied: 45%

**Communication**
- Excellent: 5%
- Good: 40%

**Financial Contribution**
- Excellent: 3%
- Good: 19%
- Satisfied: 41%

**Support**
- Excellent: 3%
- Good: 9%
- Satisfied: 55%

**Follow-up**
- Excellent: 9%
- Good: 30%
- Satisfied: 46%
4.1 PC Solidarity
4.2 Belgacom Foundation
4.3 Other Belgian projects
Running parallel to its projects in developing and emerging countries, Close the Gap supports several projects in Europe (mainly in Belgium) which aim to enhance employability and empower the most vulnerable people.

4.1 PC SOLIDARITY

**PC SOLIDARITY**

Launched in 2009 with the support of DNS.be, PC Solidarity is Close the Gap’s major project in Belgium for countering the digital divide in that country. According to Belgian research of 2010, 15% of the Belgian population between the ages of 16 and 74 did not use ICT. Moreover, 27% of Belgian families did not have access to the Internet at home.¹ The aim of Close the Gap is to reach out to organisations that help disadvantaged people to improve their skills. PC Solidarity wants to strengthen the ICT capacities of these organisations, both on an infrastructural and a pedagogic level, and works with different partners to achieve its aims.

In 2011 there were two calls for a proposal from grassroots organisations, managed by the King Baudouin Foundation. As a result of the first call, 520 computers were distributed to 65 organisations throughout Belgium. In addition to hardware, the organisations received a printer, train-the-trainer courses and a financial contribution for ICT-related services and equipment.

The distribution of computers for the second call takes places in 2012.

> "PC Solidarity helps the VDAB to pass on ICT skills to users who are difficult to reach."

The VDAB contributes by giving train-the-trainer courses for basic ICT skills as well as e-learning courses. The collaboration is a success and we are pleased to continue our partnership with PC Solidarity in 2012.

- Fons Leroy
  Managing Director VDAB

**PROJECT EXAMPLES**

**ALPHABETIC**

- Non-profit organisation: Lire et Ecrire Namur asbl
- Equipment: 24 computer assets

**WIE ONLINE**

- Non-profit organisation: Begeleidingsdienst Limburgs Mijngebied (BLM)
- Equipment: 36 computer assets

**PROJECT PARTNERS**

**Microsoft**

Microsoft provides software (Live and Windows 7) for the selected projects.

**RICOH**

RICOH Belgium donates a printer to every selected project.

**VDAB**

VDAB provides educational services and train-the-trainer courses.

**SOCIALware**

SOCIALware gives selected projects the opportunity to receive donations from Cisco (network applications), Symantec (antivirus) and Microsoft.

4.2 BELGACOM FOUNDATION

The Belgacom Foundation organises a yearly call for projects aimed at non-profit organisations and special schools in order to enhance their computer infrastructure. Close the Gap delivers the computers for these organisations. In 2011 Close the Gap supplied 197 organisations with 676 computers.

**PROJECT EXAMPLES**

**CENTRA VOOR BASISEDUCATIE**

- Non-profit organisation: My Zone
- Equipment: 36 computer assets

**NETWORK FOR TRAINING ENTREPRENEURSHIP (NFTE)**

- Non-profit organisation: Forem/Technofutur TIC
- Equipment: 36 computer assets

**4.3 OTHER BELGIAN PROJECTS**

In addition to the projects supported through PC Solidarity and the Belgacom Foundation, Close the Gap supports the following Belgian projects by means of computer donations.

The Telenet Foundation wants to counter the digital divide by helping vulnerable youngsters to use ICT in a proper and secure way. Therefore, in 2011 Close the Gap delivered 250 computers to projects which were selected through the annual call for proposals. Furthermore, Close the Gap delivered 12 computers to My Zone, a Telenet Foundation project offering computer and Internet access to hospitalised children that suffer from chronic diseases.

Bednet is an organisation for 6 to 18-year-old children who suffer from long-term and chronic diseases. It wants to create a connection between the children and their classmates. In 2011 Close the Gap donated 36 computers to this organisation with the support of DNS.be.

With the support of DNS.be, Close the Gap delivered 384 computers to Centra voor Basiseducatie. These learning centres offer basic adult education in Flanders.

Belgacom is committed to reducing the digital divide and strengthening social integration in Belgium by, among other things, providing computers to non-profit organisations and schools.

> "Since our mission is similar to Close the Gap’s mission, we have decided to develop this partnership with Close the Gap, a recognised actor in the sector."

- Lilie van Cutsem
  Head of Corporate Social Responsibility Belgacom
THE GREEN PERSPECTIVE

5.1 Reduce, reuse, recycle
5.2 WorldPC: Creating an integrated e-waste solution
Close the Gap highly promotes the three Rs as they apply to ICT equipment: Reduce, Reuse and Recycle. For its projects, the organisation wants to ensure that end-of-life equipment is handled in an environmentally-friendly and cost-effective manner.

5.1 REDUCE, REUSE, RECYCLE

REDUCE AND REUSE

IT equipment ages quickly. However, this does not necessarily mean that the hardware is “old”. A computer does not need to have the very latest specifications to still be useful. Close the Gap has always promoted affordable and environmentally-responsible reuse of used computers to support technologically disadvantaged communities in the developing world. By making high-quality and professionally refurbished IT equipment available at cost-efficient prices, Close the Gap lengthens the lifespan of e-equipment. A longer lifespan means reuse; reuse means less production of new consumption goods, which means less use of scarce resources and also less waste. At the same time, it enables businesses to deal with their obsolete electronics in an environmentally responsible and economically effective way.

In short, the following measures and controls are in place:

- Close the Gap collects and processes IT donations from its donors and adheres to specific and clearly defined criteria to evaluate whether a computer is just “old” or really worn-out. After collection, the “old” equipment is refurbished by Close the Gap’s refurbishing and logistical partner Flection;

- Flection has all required permits and audit controls to support, to prevent and to facilitate electronic waste (e-waste) minimisation.

Flection is also an active member of the STeP Initiative (Stop the E-waste Problem), which has the following core objectives:

- Optimising the life cycle of electrical equipment by improving supply chains, closing material loops, reducing contamination;

- Increasing utilisation of resources and reuse of equipment;

- Exercising concerns about disparities such as the digital divide between the industrialising and industrialised countries.

RECYCLE

Extending the lifespan of IT equipment, however, does not automatically imply that this equipment will be properly recycled afterwards. The recycling and disposal of this e-waste can cause significant problems. Unfortunately, a common perception is that it is too cost-prohibitive to dispose of e-waste in an environmentally friendly way and that it is more cost-effective to throw away the products or export them to developing countries. Most of these products contain various hazardous chemicals and materials (including heavy metals such as lead and cadmium) which pose a real threat to human health and the environment. As a consequence, e-waste is severely damaging entire communities by polluting water sources and causing poisoning, miscarriage, mental retardation and even death.

The Basel Convention and the WEEE (Waste Electrical and Electronic Equipment) Directive of the European Union have made strides to address these concerns. The Basel Convention on the Control of Trans-boundary Movement of Hazardous Waste and their Disposal is a 1998 international treaty that is designed to control and minimise the movement of hazardous waste between nations and to prevent the transfer of hazardous waste from developed to less developed countries. The WEEE Directive aims to restrict hazardous components in EEE (Electrical and Electronic Equipment) and to diminish the e-waste stream by compelling producers to take back and recycle electrical and electronic equipment in the European Union. Besides this, the Directive has imposed the Basel Convention for all Member States, heavily regulating the movement of e-waste for recycling and banning its export for disposal outside of the EU. These regulations encourage refurbishment and reuse of IT equipment, as this means that less hazardous equipment must be produced. Hence, properly functioning equipment is exempt from the WEEE directive concerning transport, enabling people in developing countries to bring about a true change to their lives.

Close the Gap and its logistic partner Flection International BV fully comply with these directives. If equipment fails tests and is not suitable for reuse, the product will be disassembled and materials and waste disposals handed over to European-approved downstream recyclers. This whole process is in compliance with the WEEE Directive and the Basel Convention. This way, Close the Gap and Flection implement a 0% landfill policy and will never ship malfunctioning equipment or hazardous waste to their projects in developing countries.

Over the years, Close the Gap has become increasingly aware of the growing e-waste issue in developing countries, including the regions where Close the Gap has projects. Once equipment reaches the end of its productive life in the developing countries, it is important to arrange recycling and safe disposal of the equipment. Environmentally sound management of e-waste is a complex process and requires specialised equipment and expertise. The necessary take-back systems and specialised processing infrastructure are currently almost non-existent in developing countries and when e-waste enters the standard waste stream, or is broken down in the wrong conditions, it can cause serious health problems as well as severe environmental damage.

As an organisation that provides e-equipment to these regions, which are ill-equipped to handle the end-of-life management in an environmentally friendly way, Close the Gap felt a responsibility to play a part in finding a solution.

5.2 WORLDPC: CREATING AN INTEGRATED E-WASTE SOLUTION

In 2008 Close the Gap introduced the concept of creating a public-private partnership to facilitate the creation of an environmentally sound e-waste management system in the East African Community (EAC) and the WorldPC project was born.

OBJECTIVES:

- To create awareness and drive action, engage in knowledge sharing and influence policy with regard to e-waste management globally;
- To facilitate the creation of an operational network of collection points, dismantling and recycling facilities to process e-waste in a safe and environmentally sound way;
- To act as a quality label for actors involved in e-waste management, guaranteeing a 100% sustainable end-of-life treatment for electrical and electronic equipment;
- To set up a self-sustaining funding system for e-waste management in developing countries based on sales of e-resource certificates

A pilot project was created in 2011, based on a feasibility study and the support of its strategic partners. On 27 September 2011 Close the Gap inaugurates the Waste of Electrical and Electronic Equipment (WEEE) Centre for the East African Community (EAC), WorldPC’s first facility for e-waste recycling in Nairobi (Kenya) that specialises in the end-of-life management of ICT equipment. A high-level delegation of European Union representatives led by European Commission Vice-President Mrs. Neelie Kroes, corporate supporters and strategic partners, attended the special event.

By collaborating with Close the Gap and thus supporting the reuse of ICT equipment in the South, companies receive the opportunity to help reduce the production of ICT equipment.

In 2011 Close the Gap went a step further by creating a concrete solution for the e-waste problem in the South. In this way, companies are being offered a great opportunity to contribute to the reduction of e-Waste in developing countries.

"In 2011 Close the Gap went a step further by creating a concrete solution for the e-waste problem in the South. In this way, companies are being offered a great opportunity to contribute to the reduction of e-Waste in developing countries."

-Sabine Denis
Managing Director Business & Society
The WorldPC pilot project is financed through a mechanism of e-resource certificates that are voluntarily purchased by sponsors in Europe. For each certificate bought by a European partner, one asset is collected and recycled in Africa. Since the start of this system in 2011 over 5,000 certificates were purchased by European early believers and 5,000 computer assets were collected and recycled in Kenya. The hazardous components of computers that cannot be recycled locally are shipped back to Europe and handled by best-practice recycling companies in Europe with whom WorldPC has a strategic partnership, such as Umicore. This allows WorldPC to ensure closed loop recycling of all e-waste components.

At the end of 2011 a period of transition started for WorldPC. Based on a business plan developed by Close the Gap, the Belgian take-back organisation for electrical and electronic waste Recupel has committed to supporting WorldPC in fulfilling its mission by setting up an integrated e-waste management system in the EAC. WorldPC will be launched as a separate organisation with a dedicated management team as of January 2012. The new team will leverage the momentum created by Close the Gap’s WorldPC pilot to expand the operational partner network to Tanzania, Burundi, Rwanda and Uganda, collecting end-of-life electrical and electronic equipment and having it recycled. Additionally, through collaboration with the communication agency AIR, WorldPC will launch a new name, brand and awareness campaigns on the impact of e-waste in developing countries by using strategic outbound communication activities and promoting the e-certificate programme. In 2012 WorldPC will have its own separate annual report.

WORLDPC’S STRATEGIC PARTNERS

Without the invaluable support of Close the Gap’s early believer strategic partners (listed below) it would not have been possible to achieve this remarkable result.

Belgian Technical Cooperation (BTC/CTB) is the Belgian development agency that mobilises resources and expertise to eliminate poverty in the world. In 2011 BTC/CTB supported WorldPC by co-financing the feasibility study to set up an integrated e-waste management system in the EAC.

Deloitte is an important and long-time loyal supporter of Close the Gap. In 2011 Deloitte supported WorldPC by offering strategic advice and expertise in the setup of the business model and it is the accountant of WorldPC.

Digital Pipeline Africa (DPA) drives initiatives for ICT for Development in Africa and facilitates collaborative relationships for environmentally sound management of e-waste. DPA is WorldPC’s local strategic partner in the set-up of an e-waste management system in the EAC from the collection, through dismantling, to disposal of e-waste components.

The Flection Group is an international company that proactively manages the transfer of used and obsolete IT equipment. In 2011 Flection supported WorldPC by offering strategic advice and technical expertise on setting up and implementing the business model of WorldPC.

KLM Royal Dutch Airlines is the flag carrier airline of the Netherlands. KLM was among the first buyers of e-resource certificates in 2011.

PKF Belgium provides quality accounting and business advisory services. PKF has committed its expertise to ensure the transparency of WorldPC’s finances through its extensive annual internal auditing contribution.

Recupel organises the collection and processing of WEEE for Belgium, in response to the “take-back obligation” laid down by the European Union. In 2011 Recupel supported WorldPC by offering strategic advice and expertise on setting up its business model. Recupel is committed to providing seed funding for the operational costs of WorldPC for the next five years.

Ricoh is one of the world’s leading manufacturers and suppliers of office automation equipment and document solutions. In 2011 Ricoh supported WorldPC by offering strategic advice and expertise in the set-up of the business model of WorldPC.

Umicore is a global materials technology group. It focuses on application areas where its expertise in materials science, chemistry and metallurgy makes a real difference. Through its support, Umicore allows WorldPC to ensure closed loop and proper recycling of all e-waste components.
COLLECTION AND REFURBISHMENT PROCESS

6.1 Collection of ICT assets
6.2 Refurbishment and reporting
6.1 COLLECTION OF ICT ASSETS
All ICT equipment is collected in a professional way and at no cost to the donor. Appointments for collection are made quickly at the donor’s convenience and organised within days of the request.

6.2 REFURBISHMENT AND REPORTING
As a result of a restricted call for tenders at the European level, the Dutch company Flection International BV has been selected as Close the Gap’s preferred logistics and refurbishing partner. Its warehouses hold all the required Waste of Electrical and Electronic Equipment (WEEE) collection permits and certifications. Flection implements and holds certificates for ISO 9001, ISO 14001 and OHSAS 18001.

Once the goods have reached Flection’s warehouses, the refurbishing procedure starts. It comprises five important steps that guarantee the delivery of a high-quality end product at all times:

- check-in and registration
- reconditioning of the PCs/monitors/other IT equipment
- final inspection
- transport
- reporting

During the check-in and registration, the status of the received equipment is checked, the computer’s serial and asset numbers are registered and every asset is given a unique barcode to enable easy track and trace.

The reconditioning of the computers consists of a power on switch test, internal and external cleaning, a virus scan, an upgrade of the computers and a durability test. The monitors go through durability and colour testing, are cleaned and checked for damage. All data is wiped using a Blancco-certified data wiping process. This data removal process complies with the strictest requirements of NATO and the US Ministry of Defense.

After refurbishing, a final inspection takes place and a new keyboard, mouse and headphones are added.

Economic continuity and global sustainability are main corporate values for Flection.

“

Besides our commercial business-to-business partners, we have teamed up with Close the Gap to support these values. We consider ourselves solid partners in bridging the gap towards the exploitation of second-hand, high-end IT equipment in emerging markets.

We believe strongly in the added value Close the Gap brings to the education and social welfare sectors, helping them become participants in the global economy.

- Joep Van Loon
  CEO, Flection
“FRIENDS OF” PROGRAMME

7.1 How to support Close the Gap?
7.2 What’s in it for the company?
7.3 Strategic partners
7.4 Friends of Close the Gap
7.5 Donated assets in 2011
7.1 HOW TO SUPPORT CLOSE THE GAP?
Close the Gap’s success depends largely on the generosity of its donors and strategic partners. Close the Gap has two types of partnerships available. A company becomes a “Friends of” as soon as its structure supports Close the Gap by giving IT assets to the organisation. If the same company wants to financially support Close the Gap, adopt a specific project, make an in-kind contribution or buy e-resource certificates, this company becomes a “strategic partner”.

FIVE WAYS TO SUPPORT CLOSE THE GAP
• ICT assets donation
• Financial contribution
• “In-kind” contribution of core business activities (via niche expertise)
• Project adoption
• E-resource certificates support for zero-waste-to-landfill

7.2 WHAT’S IN IT FOR THE COMPANY?
Supporting Close the Gap benefits corporations as it creates win-win situations in terms of:

CORPORATE SOCIAL RESPONSIBILITY (CSR)
Supporting Close the Gap adds value to CSR programmes which contribute to the growth of the company on a social level (in terms of employee awareness and involvement and community investment) and on an economical level (in terms of Social Return on Investment).

LOGISTICS
Close the Gap offers one single point of contact for the company’s end-of-life ICT hardware.

PROJECTS
Close the Gap manages social projects from A to Z; from selection to implementation and follow-up.

NETWORKING
Partners can benefit from Close the Gap’s extended network at organised events, which may lead to interesting business opportunities.

COMMUNICATION
Close the Gap provides “ready-to-use” communication tools for the partner’s internal and external communication.

Communication kit
Close the Gap offers different communication and visibility tools in order to create a win-win situation for its donors, strategic partners and its stakeholders. The “I love my PC” campaign is at the disposal of Close the Gap’s partners for enhancing employee awareness about the company’s collaboration with Close the Gap. The message is simple: “Take care of your computer. Your company is giving it a second life.” Close the Gap can provide stickers, leaflets and a tray mat.

Communication campaign
Close the Gap organises a two-yearly awareness-raising campaign for all employees of its strategic partners and major donors. In 2011 Leo Burnett created the “Window on the World” campaign, which was presented to Close the Gap’s partner organisations. The concrete implementation of the campaign takes place in 2012. The landing page was designed by the communication agency Emakina. Window on the World is a widget which allows people to be in touch with Close the Gap’s projects in the South in real time. This widget can only be created and implemented thanks to the help of a team of enthusiastic volunteers coming from all our partner organisations. Through this application, employees of our partner organisations will be able to virtually see where their computers are being reused and how they are improving young people’s skills all over the world. We count on our partners to help us realise this innovative project! The website www.close-the-gap.be provides more information about this campaign.

Communication kit

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<tr>
<th>Overview Friends of programme</th>
<th>Support Close the Gap</th>
<th>Strategic partners</th>
<th>Friends of</th>
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<td>YOU RECEIVE</td>
<td>STRATEGIC PARTNERS</td>
<td>FRIENDS OF</td>
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<td>Invitation to the two-yearly strategic partner trip</td>
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<td>Invitation to participate in awareness-raising campaigns</td>
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7.3 STRATEGIC PARTNERS
Close the Gap would not exist without the strong, supportive and dedicated commitment of its strategic partners. Strategic partners not only donate computers but they also help the organisation on a day-to-day basis by providing equipment, financial or in-kind donations and e-resource contributions or through project adoption. Close the Gap collaborates with corporate and non-profit partners and network organisations.

CORPORATE PARTNERS

Acerta is a leading human resources services provider in Belgium that specialises in consultancy, computerisation and professionalisation of administrative processes for payroll, social security, child benefits and branch formalities. Acerta supports Close the Gap by offering social secretariat and payroll services and training.

Air France is the French flag carrier and one of the world's largest airlines. It serves 35 destinations in France and operates worldwide scheduled passenger and cargo services to 191 destinations. Air France supports Close the Gap by organising networking activities in France and purchasing e-resource certificates for WorldPC. The Air France Foundation supports computer donations for educational projects in the Democratic Republic of the Congo.

Computer Task Group is an IT solutions company active in North America and Europe that specialises in services which improve the management and delivery of both business and IT projects. Computer Task Group manages all the network services of Close the Gap.

Deloitte is an important and long-time loyal supporter of Close the Gap. Helping to guarantee the transparent and professional use of funds raised through sponsors and donors. Deloitte Belgium assists Close the Gap with external audits, tax advice, accountancy and legal services. Deloitte Netherlands supports Close the Gap through its Deloitte Fair Chance Foundation and the purchase of e-resource certificates. In 2011 Deloitte Societas Europaea (SE) took the first steps towards a project adoption to support two universities in Western Uganda in 2012. The support goes further than providing access to ICT. Deloitte wants to involve employees from its different companies to stimulate university students on an entrepreneurial level, based on Deloitte's core values.

Deloitte Belgium is proud to be a strategic partner of Close the Gap, an organisation that aims to fit in perfectly with our own corporate responsibility goals of promoting education, innovation, entrepreneurship and respect for the environment.

- Rik Vanpeteghem  
  CEO Deloitte Belgium

DNS.be is a non-profit organisation founded by Agoria, BELTUG and ISPA, and its mission is to register .be domain names, make the Internet more accessible and encourage its use. This means helping to close the digital divide among disadvantaged groups as well as stimulating the digital economy.

DNS has been supporting Close the Gap financially since 2009. Overall, DNS.be has allocated a fund that would provide 20,000 computers over five years for educational projects in Belgium and in the East African Community.

A large part of the population is still not able to participate in the digital information highway known as the Internet. DNS.be is convinced, however, that the general evolution of society will be enhanced if everyone is given the same opportunities. Ever since our foundation, we have provided these opportunities through small-scale initiatives.

Since 2008 we have entered into a major partnership with Close the Gap. This partnership has enabled DNS.be to transform the Corporate Social Responsibility part of its mission into a strategic and operational plan that can be carried out meticulously.

As part of our efforts to support this programme, in September 2011 we organised "Bike to Close the Gap". This is a cycling event in which ICT staff, sponsored by their own companies, attempt to climb the famous Paterberg in Kluisbergen. The main aim of the event was to take our collaboration with Close the Gap a step further by providing a recurring inflow of cash for Close the Gap.

It was the event’s first edition, but despite the poor weather it was a great success: very few last-minute cancellations, an excellent ambiance and we collected nearly €35,000 for Close the Gap. We are holding a similar event in 2012 and hope to raise €100,000!

- Mr. Philip Du Bois  
  CEO DNS.be
Essent is an international company that has given birth to new means of interaction. Every day, new digital tools are opening up new ways of expression for brands. Native to this world of complexity, Emakina fuses imagination and innovation and orchestrates relevant points of convergence to build brand experiences that engage consumers. Emakina designed Close the Gap’s website and updates it regularly. In 2011 Emakina created the web page of Close the Gap’s campaign “Window on the World” and sent out Close the Gap’s end-of-year greetings.

Flection also takes care of the recycling of assets that cannot be reused all data on hard drive disks using Blancco software.

KLM Royal Dutch Airlines is the flag carrier airline of the Netherlands. KLM operates worldwide scheduled passenger and cargo services to more than 90 destinations. KLM supports Close the Gap by providing free cargo transport for donated computers to KLM destinations. KLM was the first buyer of a-resource certificates in 2011. The KLM AirCares programme supports sustainable projects chosen on the basis of local needs. In 2011 AirCares decided to facilitate the delivery of computers to the Medical Knowledge Institute (MKI) in South Africa. Close the Gap has been selected as one of the preferred partners of the Air France KLM Belux. This allows Close the Gap to receive visibility in Air France KLM Belux communication programmes, including the Flying Blue Partner Programme.

Microsoft develops, manufactures, licenses and supports a wide range of products and services predominantly related to computing through its various product divisions. In 2011 Microsoft supported Close the Gap by providing free software licences for computers donated to Belgian non-profit organisations through PC Solidarity. Additionally, Microsoft Belgium organised an end-of-year campaign for the benefit of Close the Gap’s projects.

As the hosting and cloud computing offer of Telenet, Hostbasket offers a complete range of hosting solutions for companies and organisations that would like to maintain a trouble-free online presence or do business on the Internet. Customers can partly or completely outsource their infrastructure to Hostbasket in complete confidence, without the need to invest in server hardware, infrastructure or licences. Hostbasket hosts Close the Gap’s website and email.

Microsoft supports Close the Gap by providing free software licences for computers donated to Belgian non-profit organisations through PC Solidarity. Additionally, Microsoft Belgium organised an end-of-year campaign for the benefit of Close the Gap’s projects.

SAS is the leader in business analytics software and services, and the largest independent vendor in the business intelligence market. In 2009 SAS developed a reporting tool for Close the Gap. This tailor-made tool allows Close the Gap to extract several reports. Furthermore, SAS hosted Close the Gap’s Ambassador Day in 2011.
Close the Gap was founded in 2002 with the help of the Free University of Brussels (VUB). The VUB is a Flemish university that welcomes more than 10,000 students every year. Close the Gap has supplied computers to local staff, providing ICT maintenance and training. Rabobank is an international financial services provider operating on the basis of cooperative principles. It offers retail banking, wholesale banking, asset management, leasing, and real estate services. Its focus is on all-finance services in the Netherlands and on retail and wholesale banking, and food and agri internationally. Rabobank has started a major partnership with Close the Gap and aims to donate approximately 50,000 computers during this project period. Through a partnership with Dell, Rabobank offers one e-resource certificate for every computer donated. DHL, a new strategic partner since 2011, commits its expertise in international express, air and ocean freight, road and rail transportation, contract logistics and international mail services to its customers. DHL accepts its social responsibility by supporting climate protection, disaster management and education. Since 2011, DHL has put its knowledge at Close the Gap's disposal by offering training on customs formalities and by advising Close the Gap's partners abroad during the import process. Belgacom is the largest telecommunication company in Belgium. Belgacom aims to be the preferred provider of intuitive end-to-end solutions that combine fixed and mobile telecom, IT and media, so helping its customers to manage and enrich their professional and private lives in a sustainable way. Close the Gap has supplied computers to social projects supported by the Belgacom Foundation since 2011. Telenet, the largest Dutch-language broadband provider operating in Flanders, Belgium, is committed to a sustainable society. Since 2011, Telenet has put its knowledge at Close the Gap's disposal by offering training on customs formalities and by creating opportunities for Close the Gap to grow in various networks in 2011. These networks are attractive for Close the Gap, and enable it to bring visibility, contacts and computer donations. DHL was founded in 2002 with the help of the Free University of Brussels (VUB). The VUB is a Flemish university that welcomes more than 10,000 students every year. Close the Gap has supplied computers to local staff, providing ICT maintenance and training. Rabobank is an international financial services provider operating on the basis of cooperative principles. It offers retail banking, wholesale banking, asset management, leasing, and real estate services. Its focus is on all-finance services in the Netherlands and on retail and wholesale banking, and food and agri internationally. Rabobank has started a major partnership with Close the Gap and aims to donate approximately 50,000 computers during this project period. Through a partnership with Dell, Rabobank offers one e-resource certificate for every computer donated. DHL, a new strategic partner since 2011, commits its expertise in international express, air and ocean freight, road and rail transportation, contract logistics and international mail services to its customers. DHL accepts its social responsibility by supporting climate protection, disaster management and education. Since 2011, DHL has put its knowledge at Close the Gap's disposal by offering training on customs formalities and by advising Close the Gap's partners abroad during the import process. Belgacom is the largest telecommunication company in Belgium. Belgacom aims to be the preferred provider of intuitive end-to-end solutions that combine fixed and mobile telecom, IT and media, so helping its customers to manage and enrich their professional and private lives in a sustainable way. Close the Gap has supplied computers to social projects supported by the Belgacom Foundation since 2011. Telenet, the largest Dutch-language broadband provider operating in Flanders, Belgium, is committed to a sustainable society. Since 2011, Telenet has put its knowledge at Close the Gap's disposal by offering training on customs formalities and by creating opportunities for Close the Gap to grow in various networks in 2011. These networks are attractive for Close the Gap, and enable it to bring visibility, contacts and computer donations.
7.4 FRIENDS OF CLOSE THE GAP

Friends of Close the Gap are companies that help Close the Gap by providing ICT equipment. In 2011 Close the Gap received computers from companies in Belgium, France, the Netherlands and Switzerland.

In 2011
Close the Gap received
59,584 ICT assets

ABNAMRO | ACERTA | ADECCO | AEGON | AIR FRANCE | AMNESTY INTERNATIONAL | THANK YOU | ARAMCO | BANK DELEN | BIOMÉRIEUX | BMW GROUP BENELUX | CARIDIANBCT EUROPE | CEGEKA | CENTRAAL ORGAAN OPVANG ASIELZOEKERS | CHU BRUGMANN | COFELY GDF SUEZ | THANK YOU | DAF | DE LAGE LANDEN | DESCRATES SYSTEMS GROUP | DRENTHE | EFMD, DSM | THANK YOU | ERNST & YOUNG | EXACT | EXACT SOFTWARE | ESSENT | GRONMTIJ | FOKKER SERVICES | GASTROSUISSE | GSK BIOLOGICALS | THANK YOU | HEERLEN | HENKEL FRANCE | ICT MEDIA | ING | INTERNATIONAL CRIMINAL TRIBUNAL FOR THE FORMER YUGOSLAVIA | KBC | KH KEMPEN | KLM | THANK YOU | KONINKLIJKE AHOUD | LEO BURNETT BRUSSELS & NETHERLANDS | MICROSOFT | THANK YOU | MOBISTAR | LGI | NATIONAL BANK OF BELGIUM | NEDERLANDSE SPOORWEGEN | THANK YOU | OCE | OCMW | ROESELARE | PGGM | PHILIPS | POSTNL | PRORAIL | RICOH | NETHERLANDS | REAL DOLMEN | REED MIDEM | SAS INSTITUTE | THANK YOU | SCHNEIDER ELECTRIC | SCK-CEN | SD WORK | STARWOOD | STORK | SÜDWEST-FRYSLÂN | SYNERGICS | TELNET | TNT POST | THANK YOU | TOYOTA | TRANSAVIA | UNIVERSITEIT GENT | VACO BVBA | VLIR-UOS | VTECH | WALT DISNEY | WEST-VLAANDEREN | WOLTERS KLUWER

NON-PROFIT PARTNERS

Gillès Foundation
The Gillès Foundation was established in 1991 with private funds of the shareholders of Etap. The purpose of the foundation is to support small-scale economic initiatives that increase the autonomy of the local population. In 2011 Gillès Foundation committed to collaborating with Close the Gap by supporting ICT4Education projects in three countries of the East African Community. The foundation is funding the delivery of 300 computer assets to Close the Gap’s starting service partners in order to stimulate their social entrepreneurship. Together with the Foundation, clear Key Performance Indicators with respect to training, user reach and broader impact are being monitored. (Project implementation: 2012.)

Jan van Ieperen Fonds
The Jan van Ieperen Fund supports social and community activities financially as well as materially. The fund provides assistance to people and initiatives that help individuals and groups to achieve a better living and/or work environment. In 2011 the Jan van Ieperen Fund decided to help children in five schools in Mampong (Ghana) to receive access to ICT education (Project implementation: 2012).
Corporate Social Responsibility is the standard for entrepreneurship of the 21st century. CSR inspires people to serve both the company and society as a whole.

"Joining the “Friends of Close the Gap programme” is joining a community that stands for this new approach in doing business."

- Willem Lageweg
  Director MVO Nederland

"Donating IT material to Close the Gap is an efficient way for ABN AMRO to work on a social and environmental level at the same time."

- Arnold Pollack
  IT Service Delivery Manager ABN AMRO Bank
8.1 United Nations Department of Public Information (UNDPI)
8.2 United Nations Global Compact (UNGC)
8.3 United Nations Global Alliance for ICT & Development (UN GAID)
8.1 UNITED NATIONS DEPARTMENT OF PUBLIC INFORMATION (UNDPI)

Close the Gap has been a member of the United Nations Department of Public Information (UNDPI) since 2010. This department helps non-governmental organisations gain access to and disseminate information to the public about United Nations issues.

In 2011 Close the Gap participated in the 64th Annual Conference of NGOs entitled “Sustainable Societies; Responsive Citizens” in Bonn. This conference focused on how civil society can make an effective contribution to creating and maintaining sustainable societies.

Since the end of 2011 Close the Gap has been able to rely on its youth representative who represents Close the Gap at the United Nations headquarters in New York.

I was born in the United States but lived in a rural part of Korea as a child for a number of years. From a young age I was taught to value education and realise its potential to overcome economic poverty and achieve one's aspirations for the future. Aligned with Close the Gap's mission, I strongly believe that education can be utilised as a driving mechanism to combat poverty and other social ills that plague our society today. Nowadays, it is almost impossible to imagine a life without technology and most of us do not realise how we are privileged to have such commodities.

8.2 UNITED NATIONS GLOBAL COMPACT (UNGC)

The UN Global Compact (UNGC) is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. Businesses, as primary drivers of globalisation, can help ensure that markets, commerce, technology and finance advance in ways that benefit economies and societies everywhere.

Endorsed by chief executives, the Global Compact is a practical framework for the development, implementation and disclosure of sustainability policies and practices, offering participants a wide spectrum of work streams, management tools and resources — all designed to help advance sustainable business models and markets.

Since December 2009, Close the Gap has been recognised as a UNGC signatory. The spirit of UNGC is already embedded in Close the Gap's vision and values. For Close the Gap, participation in the UN Global Compact is a great opportunity to share knowledge about sustainable development and another step in the process of emphasising the importance of high standards in its worldwide activities.

The UN Global Compact has two main objectives:

1. Catalyse actions in support of broader UN goals including the Millennium Development Goals.

2. Mainstream the following ten principles in business activities around the world:

HUMAN RIGHTS

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2: make sure that they are not complicit in human rights abuses.

LABOUR

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

I am looking forward to continuously supporting and providing any assistance that might help our organisation to positively influence and inspire others to do the same in advocating on behalf of disadvantaged men, women and children who cannot afford a minimum standard of education through ICT.

Christine Shim
Close the Gap’s Youth Representative at the United Nations in New York
Close the Gap has been a member of the United Nations Global Alliance for ICT and Development (UN GAID) since 2009. This is a global forum that comprehensively addresses cross-cutting issues related to ICT and development.

UN GAID wants to create an open and inclusive platform that could broaden the dialogue on innovative ways of harnessing ICT for advancing development. To accomplish this, UN GAID mainstreams the global ICT agenda into the broader United Nations agenda.

All UN GAID members are committed to the following ideals:

- Demonstrate leadership by advancing universal access to ICT.
- Raise the awareness of policy-makers on ICT4Development issues.
- Facilitate identification of technological solutions for specific development goals.
- Produce practical solutions, share best practices and knowledge to bridge the digital divide.
- Engage in policy dialogues around specific topics of mutual interest put forward for discussion.
- Share innovative business models for pro-poor investment, economic growth and empowerment of people living in poverty.

The UN GAID is well placed to promote the use of ICT in fighting poverty, illiteracy and disease, in protecting the environment and empowering women and girls. ICT has a central role to play in the quest for development, dignity and peace.

"Let us use all our energy and innovation to harness ICT to our work towards the Millennium Development Goals. Let us turn the digital divide into digital opportunity! Let us promote new business models, public policies and technological solutions in the global approach to development."

- Ban Ki-moon
  United Nations Secretary-General

http://www.un-gaid.org
CLOSE THE GAP'S VALUES
• Safety: when dealing with the erasing (data wiping) process
• Comfort: when dealing with the easy donation process in terms of logistics
• Reliability: thanks to PKF International's external audit and Deloitte Belgium's internal audit
• Transparency: when dealing with all partners
• Environmentally sound: when promoting its “zero e-waste” policy with local partners

EXTERNAL AUDIT
Since transparency is a key component of a healthy organisation, Close the Gap is audited on a yearly basis by “PKF Bedrijfsrevisoren Belgium”. The audit is conducted in accordance with legal and statutory requirements and provides assurance that the financial statements are free of material misstatement. The audit process includes measuring the accounting principles used and significant estimates made by the management, as well as evaluating the overall financial statements. This allows the organisation to better inform the public about how resources have been used.

INTERNAL AUDIT
All times, Close the Gap wants to be a reliable partner for its donors and partners. In order to ensure a transparent and professional use of funds (raised by strategic partners, donors and subsidiary governments), Deloitte supports Close the Gap with internal audits, risk management and legal support, as well as by providing Deloitte experts to carry out the entire accounting. A two-yearly audit conducted by Deloitte oversees the entire technical path to guarantee that the refurbishment and logistic track, as well as the quality assurance of the equipment delivered to Close the Gap projects take place in a consistent and transparent way.

PROJECT MANAGEMENT
This entire process of transparency by internal and external auditing is strengthened furthermore by Close the Gap’s policy concerning its project management, which operates clearly by a neutral and independent selection of projects based on clearly-defined criteria. Two guiding principles are the sustainability of the project as well as the concept of local ownership by each project beneficiary. This means that local partners are ultimately responsible for the results of their supported activities. In most cases, Close the Gap charges a modest contribution per computer configuration, but exceptions can occur when external funds or Close the Gap funds are available to bear the costs of a project. To enhance the long-term self-supporting nature of its projects, Close the Gap offers all-inclusive solutions to its partners, including peripheral equipment, additional hardware and software and capacity building programmes through various qualitative partnerships, both local and international. The tools provided by these partnerships lead to improved sustainable projects and help to bring people together to exchange knowledge and experience. A large number of projects have benefited from these broad sources to support, thereby securing a sustainable and independent integration of Close the Gap equipment.

COMMUNICATION
Having a well-developed and open communication strategy - both in the short and the long run - is vital to an organisation like Close the Gap. Therefore, a traceable communication path was established over time to improve the organisation’s transparency. This was done by providing information about every step in Close the Gap’s process chain. In practice, this means that all communication matters are handled by the polyvalent Close the Gap team, coordinated by the Managing Director, who makes sure that all relevant information about executed projects, partnerships and other facts are accessible through Close the Gap’s website, newsletters and other communication media.

SOCIAL ENTREPRENEURSHIP
In the rapidly developing non-profit world, it is important for an organisation to become self-sufficient rather than having to entirely or partly depend on contributions or subsidies. Close the Gap is aware of this and therefore operates as a social enterprise, combining the passion of a social, philanthropic mission with the very best of the for-profit enterprising world. It is, however, important to mention that Close the Gap’s social and environmental mission will always stay central to all its activities.

RISK MANAGEMENT
For Close the Gap, it is important to focus its programmes on the long term, since the digital divide cannot be closed within one day. Hence, it is important to build in financial assurance. Close the Gap has various ways of dealing with the risk of fluctuating income and the implications of this on the continuity of its projects. The organisation manages financial risks through a policy of spreading income. Income is obtained from multiple sources, including individual donors, gifts from strategic partners and institutional donors.
Close the Gap has financial transparency in its management in order to be able to account at any given moment for the use of the funds assigned to the organisation, whether by third parties, companies, private individuals or public authorities.

By actively fundraising for financial and computer contributions, Close the Gap can guarantee its existence as a financially self-supporting organisation and remain fully focused on its core activities, namely helping organisations in developing countries to continuously reduce the digital divide.

Close the Gap is a non-profit organisation partly funded by financial donations from third parties such as companies, governments and private individuals and partly funded by its own operational activities, i.e. making computers available to developing projects at cost price. If Close the Gap is unable to use specific computers from donations, for example because of a mismatch between quality and minimum specifications or because of a significant short time overstock of unusable computers, which would lead to high storage costs, the computers are offered (commercially) to third-party brokerage firms or recycled, while respecting any specific conditions agreed on with the donors. The revenues generated (by means of revenue share), combined with revenues generated from limited contributions from buyers of hardware for development projects, allow Close the Gap to cover its annual operational and administrative costs. Deloitte regularly audits the revenue share process at Close the Gap and any third parties involved to ensure proper reporting and accurate handling of this process. The money generated is used to support sustainable projects in developing countries where there is a clear need for IT solutions but where no (or too small) budgets are available to pay for the out-of-pocket expenses for the refurbished computers. In this way, Close the Gap is one of the organisations able to provide beneficiary partners in developing countries with co-funding, as well as invest in innovative solutions with its partners to tackle the digital divide effectively.

In order to keep its operational costs as low as possible, Close the Gap mainly relies on in-kind contributions for most of its activities.

The Board of Directors guarantees that all donations to Close the Gap projects are handled in a professional manner and are completely free of profit. In order to guarantee that all sponsoring funds are used as intended, Close the Gap is audited on a yearly basis by a registered and independent auditor PKF.
# BALANCE SHEET

<table>
<thead>
<tr>
<th>Date</th>
<th>Fixed Assets</th>
<th>Current Assets</th>
<th>Current Liabilities</th>
<th>Capital and Reserves</th>
<th>Total Liabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>31.12.2011</td>
<td>214,442.51</td>
<td>5,913,033.69</td>
<td>1,200,000</td>
<td>1,824,744.70</td>
<td>5,734,800.95</td>
</tr>
<tr>
<td>31.12.2012</td>
<td>774,925.45</td>
<td>5,913,033.69</td>
<td>1,200,000</td>
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<td>5,734,800.95</td>
</tr>
<tr>
<td>31.12.2013</td>
<td>774,925.45</td>
<td>5,913,033.69</td>
<td>1,200,000</td>
<td>1,824,744.70</td>
<td>5,734,800.95</td>
</tr>
<tr>
<td>31.12.2014</td>
<td>1,517.04</td>
<td>5,913,033.69</td>
<td>1,200,000</td>
<td>1,824,744.70</td>
<td>5,734,800.95</td>
</tr>
</tbody>
</table>

# INCOME STATEMENTS

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating income</td>
<td>1,600,000</td>
<td>400,000</td>
<td>131,511</td>
<td>416,078</td>
</tr>
<tr>
<td>Turnover</td>
<td>619,216</td>
<td>1,136,135</td>
<td>1,231,256</td>
<td>1,000,000</td>
</tr>
<tr>
<td>Project turnover</td>
<td>5,574,902.85</td>
<td>4,028,066.06</td>
<td>5,574,902.85</td>
<td>4,028,066.06</td>
</tr>
</tbody>
</table>

# TOTAL ASSETS AT YEAR-END

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Assets</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
</tr>
<tr>
<td>2012</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
</tr>
<tr>
<td>2013</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
</tr>
<tr>
<td>2014</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
<td>5,734,800.95</td>
</tr>
</tbody>
</table>

# PROJECT TURNOVER & INTERMEDIATE CONSUMPTION PER YEAR

<table>
<thead>
<tr>
<th>Year</th>
<th>Project Turnover</th>
<th>Intermediate Consumption</th>
<th>Operating Profit</th>
<th>EBITDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>5,574,902.85</td>
<td>4,028,066.06</td>
<td>1,600,000</td>
<td>400,000</td>
</tr>
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<td>2012</td>
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<td>2013</td>
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<td>1,600,000</td>
<td>400,000</td>
</tr>
<tr>
<td>2014</td>
<td>5,574,902.85</td>
<td>4,028,066.06</td>
<td>1,600,000</td>
<td>400,000</td>
</tr>
</tbody>
</table>

* Total amount of assets (e.g. fixed assets, amounts receivable, cash at bank...) owned by the organisation.
* Total revenue directly related to projects.
* Total amount of acquisition cost of goods used for projects, and costs for services and other goods.
Many challenges have to be met in these uncertain times. New macro-economic trends are predominantly present in our day-to-day society. I would like to refer to an ageing population, limited natural resources, economic and financial instability, high rates of unemployment and at the same time a poorly skilled workforce and an increasing interaction with stakeholders.

In terms of computer donations and as a direct result of the economic crisis, 2010 proved to be a difficult year. A significant increase in computer donations was established in 2011, surpassing the figures for 2009, our previous top year in this respect. This shows the increasing trust and enthusiasm of all Close the Gap’s contributors and confirms our valuable offer in terms of computer donations together with an endorsement of the number of supported projects. The second generation of corporate social responsibility practices (CSR 2.0), which focuses on collaborations between companies rather than individual commitments, has been launched within Close the Gap, thereby creating shared value from policing and complying with transforming and collaboration.

Together with a dedicated and motivated team, I feel passionate about the ICT4Development (ICT4DEV) industry. Our industry’s impact on global cooperation development, education and poverty reduction is immense. All our stakeholders in developing countries – beneficiary and service partners, governments and other civil society stakeholders – have welcomed the results achieved through research, development and production. ICT4DEV industry partners worldwide make a valuable and decisive contribution to education, public government services, democratization and access to public information.

ICT4DEV industry is now entering a critical phase. At this stage it is important for the industry, governments and wider stakeholders to prove our true effectiveness. Ultimately, we all strive to achieve a common result: more autonomy for stakeholders to prove our true effectiveness. Our industry is now entering a critical phase. At this stage it is important for the industry, governments and wider stakeholders to prove our true effectiveness.

Close the Gap has now been in existence for eight years and has become a key actor in terms of computer refurbishment, sustainability of ICT projects and e-waste management. Through its expertise, Close the Gap is naturally playing a bigger role as a knowledge centre for ICT4DEV. The idea of making Close the Gap an umbrella organisation is gaining in strength. Such an organisation would encompass the different practical and theoretical fields of ICT4DEV, thereby playing a leading role in meeting environmental and social challenges with all the technological opportunities at its disposal. Close the Gap aims to provide a sustainable and scientifically based all-round solution for ICT4DEV matters.

Our mission is to help shape the ICT projects we encourage, enabling a growing positive impact on the end users and ensuring access to new technologies in a safe and trusted environment.

Here are my thoughts on the five areas Close the Gap could focus on in the coming years:

• Close the Gap’s core business should remain the collection of obsolete computers from European companies for projects in the South, with a broader reach in Europe by expanding its activities into France and Germany.

• Close the Gap should continue the demand-driven implementation of computers projects in developing countries by empowering existing service partners and reaching out to the full value chain from ICT hardware, software, training, maintenance, helpdesk, e-learning and end-of-life services.

• With respect to the previously mentioned ‘end-of-life’ services, Close the Gap aims to strive for a zero waste-to-landfill policy and has therefore created WorldPic. It is now key to leverage WorldPic and the East African Community e-waste management system so that they provide a self-supporting organisational and entrepreneurial model. In a later stage, Close the Gap wishes to enhance its expertise in e-waste management and aspires to implement its e-waste treatment activities throughout the African continent, based on its experience and strengths in the East African Community.

• As technology is constantly evolving and with innovation becoming a key instrument in order to increase the impact via continuous monitoring and evaluation, it is of paramount importance for Close the Gap to keep up to date with new technologies and applications, ranging from special need technologies to energy efficient project implementation in rural areas. Therefore, backed by financial and material means, Close the Gap should look for innovative solutions focusing on new ICT trends for development through ICT4DEV entrepreneurs in the North and the South.

• Close the Gap accepts a continual challenge in the way it functions in order to improve its methodology. A partnership with an academic centre would offer a good scientific basis for developing future activities and opening up new opportunities.

At Close the Gap, we strongly believe that solutions to improve life standards are at hand, fueled by scientific research and ICT. Whilst remaining optimistic we nevertheless retain a sense of reality. In 2012 Close the Gap will strive to implement the above-mentioned priorities, pragmatically translating them into measurable and impactful day-to-day activities. Together with our Board of Directors, no effort will be spared to remain true to our mission of being the initiator of ethically and sustainably acceptable ICT projects for development, thereby creating a worldwide federation based on Close the Gap’s values, experience and strengths.

No effort will be spared to remain true to our mission of being the initiator of ethically and sustainably acceptable ICT projects for development.

“2012 will be a key year to leverage our competences, together with our peer organisations, to become partners of larger initiatives in the field of ICT4DEV, initiated by incubators such as the European Union, the United Nations, the World Bank, foundations and corporations operating worldwide in our industry. We would like to create or co-create initiatives by making funds available for useful and necessary project developments that serve our vision and lead to social return on investment (SRI). Innovation that serves as a ‘tool and instrument’ for Close the Gap’s mission will become a strong pillar throughout our value proposition. I trust that a constructive dialogue with our stakeholders can shape this futuristic vision into concrete reality.”

Olivier Vanden Eynde, General Manager and founder Close the Gap
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