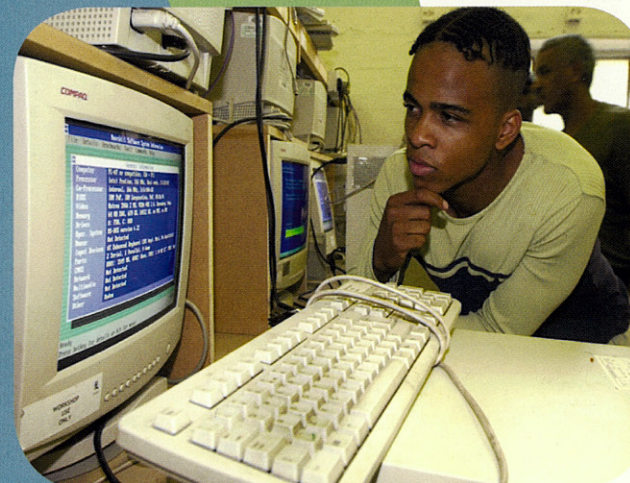


**Computer Aid
International**

ICT for development success stories

Annual Report 2002/3

www.computeraid.org

Our aim

Computer Aid International's aim is to increase the access of schools and community organisations in the developing world to information communications technology (ICT). This is achieved by:

- ☐ maximising the volume and quality of refurbished Pentium class PCs being re-used overseas
- ☐ increasing the number of UK organisations donating their used ICT equipment for re-use overseas
- ☐ identifying and working with not-for-profit organisations in developing countries able to derive maximum social and economic value from refurbished PCs
- ☐ providing training and work experience in PC repair and maintenance to unemployed people in our workshops in the UK

Registered Charity no. 1069256.

Registered Company no. 3442679.

What we do

Paul Thomas, volunteer, refurbishing a donated Pentium PC for re-use overseas



Tracey Jele, six-former at St Theresa's High School, Swaziland. Refurbished PCs provided by Computer Aid International.



In the UK

Computer Aid International provides a decommissioning service to PC donors in the UK as well as providing quality PCs to its recipient organisations in developing countries.

Computer Aid's decommissioning service in the UK encourages organisations to think of refurbishing for re-use rather than just dumping their old ICT equipment. Through our PC decommissioning service we help organisations to put into action their corporate social responsibility programmes.

By donating their equipment to Computer Aid International thousands of PCs are given extended user life instead of being simply dumped in landfill sites creating long-term environmental problems. Importantly the donated equipment provides an opportunity for our workshop volunteers to develop extensive PC repair and maintenance skills as they test and refurbish all donated equipment before being packed, ready for

shipment, to schools and community organisations. Our overseas recipients benefit by receiving a fully tested and refurbished Pentium class PC.

In developing countries

The demand for quality, refurbished ICT equipment from not-for-profits in developing countries is enormous. For many, access to such equipment is out of reach - only available in expensive internet cafes and private colleges.

Clearly such limited access is far from ideal for school-children and charity staff. Brand new PCs are not a viable option for the vast majority of schools and community organisations in countries where GDP per capita is between \$US 300 and 800 per year.

For the great majority the only affordable solution is access to low-cost professionally refurbished PCs from organisations such as Computer Aid International.

Refurbish for re-use

"Tokyo-Mitsubishi International plc prefers to work with an organisation such as Computer Aid who can make good use of such equipment rather than to scrap it or store it for long periods. Giving our old computers to Computer Aid International has proved so much easier than arranging for disposal/scraping equipment ourselves.

We called up Computer Aid and they verified their policy of securely removing any applications and data from the computers and then arranged to collect the PCs. Computer Aid accepts full liability upon receipt of computers so all we had to do was list the equipment that was removed.

This year (2002) we made our first major donation of 250 units and we intend to make further donations whenever possible."

Nick Pye, Hardware Support Manager, Technology Department, Tokyo-Mitsubishi International plc. (part of the Bank of Tokyo-Mitsubishi group)

It is estimated that in the UK alone more than 1 million used PCs are put into storage by businesses and consumers each year, largely because they are unsure of the appropriate channels of disposal.

A further 1.5 million working Pentium PCs are dumped in landfill sites. By comparison a relatively small number (300,000) of redundant PCs are decommissioned through appropriate environmentally friendly channels, namely PC refurbishers and recyclers. The EU WEEE (Waste Electronic and Electrical Equipment) directive, which comes into effect in August 2004, will make PC manufacturers responsible for the collection, re-use and recycling of used PCs.

In addition, the UK Data Protection Act makes it a legal requirement for companies to take appropriate security measures to ensure that redundant computer hardware is properly data-wiped when decommissioned. Both of these trends should encourage donations to charities as an alternative to costly disposal.

Computer Aid International, as the largest and most experienced not-for-profit supplier of PCs to the developing world, has already proved that it has the requisite knowledge, human resource expertise and capacity to scale up operations. A recent Bain and Co. consultancy report concluded that Computer Aid International is uniquely well placed to capitalise



Kenyan school benefits from Computer Aid PCs

on the major opportunity presented by trends and legislation such as the WEEE directive.

In this financial year Computer Aid International has provided over 6000 PCs, our plan is to process 50,000 PCs per year by 2005/6. In order to achieve this level of growth, it will be necessary for Computer Aid to recruit more new staff, volunteers and further enhance its internal infrastructure.

Thanks to a timely and generous grant to assist in this process from the Southampton Row Trust, many of these changes have already been set in motion.



Supply partnerships in the UK

In the UK Computer Aid International has been developing partnerships with businesses, universities, local councils and other charities in order to source the ever increasing number of unwanted PCs.

As mentioned in the previous page a million and half PCs are discarded each year, most of which are still in working order. Rather than fill landfill sites with working, re-useable equipment, Computer Aid is encouraging all organisations to think seriously about refurbishing for re-use.

With the impending EU WEEE directive, which instructs member states to organise systems for collection of discarded equipment, with an emphasis on re-use and recycling, there is an enormous opportunity for Computer Aid International to partner with businesses to donate their equipment for re-use overseas. Computer Aid International provides a professional decommissioning service that includes:

- ☐ An acceptance of full legal liabilities of donated equipment
- ☐ Collection of donated equipment
- ☐ Data privacy (hard disk sector multiple overwrites using approved US Department of Defence software)
- ☐ PR for donors.

Listed below are just some of the hundreds of organisations who have donated their equipment to Computer Aid International and have benefited from knowing that their old equipment has been put to good use in developing countries. They also have the satisfaction of knowing that donated PCs are providing unemployed UK volunteers with practical experience in PC repair and maintenance.

- ☐ Warner Bros.
- ☐ Tokyo Mitsubishi International
- ☐ British Government's Department for International Development
- ☐ British Lung Foundation
- ☐ Pipex
- ☐ Enfield Council
- ☐ Ford (Credit Europe)
- ☐ Barnardo's
- ☐ University College London
- ☐ British Airways

"The Institute of Chartered Accountants in England & Wales is pleased to be involved with the charity Computer Aid International. As an organisation, we are conscious of our environmental responsibilities and are therefore pleased that our old PCs continue to be used, rather than being dumped. We are also interested in helping children in under-developed countries to learn about technology and our hardware gives them this opportunity."

Phil Warburton
Information Protection Manager
The Institute of Chartered Accountants in England & Wales

"We donated our old PCs to Computer Aid International because we wanted to ensure they would be put to good use. It's the first time we've disposed of PCs like this and it was remarkably straightforward so we will definitely be donating again."

James McKinnie, IT and Database Manager, British Lung Foundation

Case studies

Computer Aid International PCs are now being used to enhance the capacity of not-for-profit organisations whose work collectively encompasses a huge range of areas central to the development process.

Over 150 not-for-profit organisations have benefited from PCs from Computer Aid International in the last year alone.

The following examples demonstrate some of the many ways in which refurbished computers can be put to productive use in the developing world.

Timidria, Niger

For use in conducting the first ever survey of the social history and status of people in Niger who consider themselves to be living in slavery, Timidria is a formal partner of Anti-Slavery International and the only NGO in Niger to be formed by ex-slaves or people of the slave caste.

As well as collating previously unobtainable information and data, the report will act as an important lobbying and campaigning resource within Niger and internationally.

Kared-Fod Womens Group (KWG), Kenya

Based in a rural area of Kenya, Kared Fod Womens Group is a community-based organisation run by its members and dedicated to improving living conditions and opportunities for local women.

Women are discriminated against at all levels in Kenyan society, particularly in access to education, which sets in motion a cycle of poverty devoid of opportunity and dependence on male family members.

The KWG IT-project empowers women and girls through providing access to IT skills training, enabling them to access job opportunities and build self-reliance.

KWG is also providing internet access to the community as a whole, with women acting as gatekeepers to the technology.

Mazabuka HIV/Aids Multisectoral Initiative, Zambia

For use in generating and disseminating HIV/Aids training materials at workshops conducted with at-risk groups such as migrant workers, vulnerable children and commercial sex workers. The computers are also being used for administrative purposes within the communication centre – increasing efficiency and allowing more human resource time to be devoted to programme tasks.

Teaworkers Education Trust, Sri Lanka

For use in the technical and vocational education of the children of estate and plantation workers 75 miles from Colombo, the capital of Sri Lanka. Sri Lanka is experiencing significant urban migration, with many migrants forced by poor educational qualifications to make a living in the informal sector on arrival. It is recognised that the children of teaworkers need IT skills to give them a chance of professional or clerical employment in the new economy.



Students using Computer Aid PC, South A



Sustainable use of ICTs

The need to work with key distributing organisations and to build the capacity and self-sustainability of their operations is pivotal to making sure that Computer Aid International PCs can be put to the most effective and productive use possible by end-users.

To achieve these goals, Computer Aid International is actively consulting with existing partners over their needs to make a sustainable not-for-profit social enterprise possible.

It is important that Computer Aid International identifies and focuses on those areas where it can offer the most useful, practical and lasting support.

Building financial self-sustainability

Computer Aid International is piloting a self-financing project that reduces donor dependency with the British Council in Cameroon.

The British Council partners with a wide range of not-for-profits working across a huge range of development and charitable activities in Cameroon.

This project is distributing an effectively limitless supply of affordable PCs to participating not-for-profits. This idea evolved from consultations with a number of the British Council's existing partners.

Under this scheme the British Council in Cameroon provides a full one year warranty with all Computer Aid International PCs provided, maintaining a staffed technical repair workshop to deliver effective technical back-up to all recipient organisations.

By providing the PCs and back-up services on a non-profit cost recovery basis, income from the first consignment of PCs enabled them to finance a second shipment from Computer Aid International - without recourse to donors or fundraising.

Computer Aid International is currently preparing a third shipment for distribution by the British Council in Cameroon taking the number of PCs supplied to over 650 in just over 6 months.

Mutual training support

Computer Aid International's expansion makes it possible for learning exchanges to take place between our technical and operational staff and volunteers and those of our partners. It is expected that exchanges will have significant benefits for all organisations involved.

Computer Aid International hopes to provide staff of partner organisations with the opportunity to develop their technical skills and gain valuable experience as they are exposed to a broader range of make and model of PC.

Through exchanges of staff between the London workshop of Computer Aid International and recipient not-for-profits, staff can gain an understanding of each others organisational culture, operating environment and specific local challenges.

Computer Aid International staff and volunteers will gain greater appreciation of the different technical requirements of beneficiaries. Importantly this will feed into Computer Aid International's developing work plans and have lasting benefits for future recipients of computers.



Nicaraguan students using a Computer Aid PC



Increasing access to ICT in schools

"When our children leave school and apply for a job, the very first question that they are asked is are they computer literate."

**Sister Mwila, Head Teacher,
Roma Girl's School, Lusaka, Zambia**

Most requests for Computer Aid International's refurbished PCs come from schools. It is worth remembering that in the developing world, the vast majority of children continue to graduate from the state (high) school system without ever having had the opportunity to use a computer in the classroom. This means that the majority of young people are locked into cycles of poverty because they lack the basic skills demanded by business.

Computer Aid International offers an affordable means for schools to acquire PCs. However, for schools to make the maximum productive use of the machines, it is necessary for local organisations

with local knowledge and capacity to act as 'channels' to distribute the computers. These organisations are also needed to provide the necessary support in preparation and installation as well as, technical support and maintenance of the computers.

To this end, Computer Aid International is committed to working wherever possible through locally owned, managed and run organisations to operate large-scale projects. This approach is closely aligned with a wider strategy to move towards volume PC distribution. Current project partners of Computer Aid International include:

SchoolNet Africa

SchoolNet Africa is a network of organisations set up to facilitate the introduction of ICTs into schools for vocational training and curriculum development. Computer Aid International has supplied PCs to SchoolNets in Kenya, Namibia, South Africa, Nigeria, Ghana, Zimbabwe and Malawi and is actively working to collaborate with others. For example, SchoolNet Kenya has distributed 450 computers to secondary schools across Kenya.



In total 45 secondary schools will receive computer labs, installed and prepared with the support of SchoolNet Kenya. As part of SchoolNet's policy of engagement with all key stakeholders, SchoolNet Kenya has also liaised with the country's teacher training college to ensure that IT literate teachers are placed into recipient schools – ensuring that the computers are put to immediate and productive use.

Funding for the SchoolNet Kenya project has come from the Dulverton Trust.

Computer Education Trust, Swaziland

The Computer Education Trust (CET), Swaziland, aims to install a 20-machine computer lab in every secondary school in the country. Before this project began, 99% of children graduated from Swaziland's state school system without ever having had the opportunity to use a computer.

Together, Computer Aid International and CET have provided over 1,672 PCs to Swaziland schools. This amounts to over one third of Swaziland's 187 state secondary schools being equipped with a minimum 20-machine computer lab since the project began in 2000.

Sixth formers at St Theresa High School, Swaziland, using Computer Aid refurbished PCs.



Support for this project continues to come from a number of private sources within Swaziland, the British High Commission and the Southampton Row Trust (Ex-Pat Donor Advised Fund).

Atlas of Cultural Diversity, Latin America

The Atlas of Cultural Diversity project aims to allow students, teachers and communities in eight Latin American countries to use information technology to participate in a learning and international cultural exchange.

Participants will build an online community in which they can communicate and share ideas, acquiring information technology skills as they do so. This project is being developed by a host of stakeholders in each participating country with the support of the International Education and Resource Network (I*EARN).

Computer Aid International's role will be to provide 1,000 refurbished PCs, which will facilitate the effective inclusion of the participating Latin American schools.

This project is funded by the European Union.

"For all students it's important to have basic computer skills - you need them for a career. They are vital to help students get jobs after school."

Tracey Jele, six-former at St Theresa High School, Swaziland

Chief Executive's review for 2002/3

What a year! In twelve short months we have provided over 6,000 PCs in 194 separate shipments to schools, universities and not-for-profit community groups in 55 different developing countries.

With so many consignments provided to so many compelling projects it's not easy to pick out just a few to illustrate the amazing work being done by our partners to apply ICTs to development.

Who is to say which is more important: the 680 Computer Aid International PCs introduced into Swaziland schools this year alone by the Computer Education Trust, or the relatively few that went to ZTUC and other progressive organisations of civil society struggling in Zimbabwe?

Are the 320 computers supplied with adaptive technologies to blind and visually impaired users in the Caribbean, in partnership with Sight Savers International, more or

less important than the relatively modest numbers of PCs provided to HIV/AIDS programmes in Kenya, Uganda and Zambia?

Rather than engage in such arguments we need to remain focused on the millions of PCs still urgently required in not-for-profit organisations. Not-for-profits working at the cutting edge of social and economic development in Africa and Latin America, as well as on the literally millions of working Pentium PCs still being trashed in the UK and Europe. There remains much to do.

But 2002/3 has been a year in which we have put in place the key foundations of a far larger capacity for the years to come. Thanks to the generosity of the Southampton Row Trust, ExPat Donor Fund, we have received the necessary funds to secure much larger new premises and to embark upon an ambitious new expansion programme. Our target for each of the next three years is to double our capacity year on year:

2004/5 we confidently expect to provide 12,000 PCs

2005/6 we are planning to ship 25,000 PCs

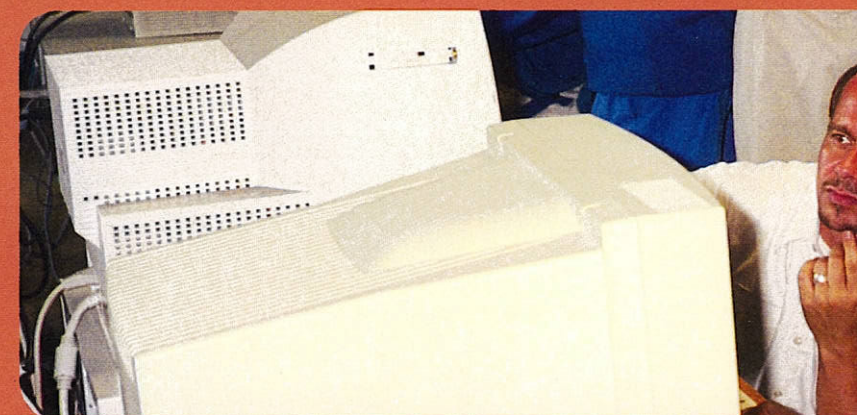
2006/7 we hope to exceed 50,000 PCs

Whether you are reading this because you have PCs that you might donate or because you are considering applying for PCs for your not-for-profit project or school we look forward to productive collaboration. Whether you have free time to help assist us in our UK workshops or whether you are a potential donor we know that to be successful we remain entirely dependant upon your help and collaboration.

We look forward to working with you and to meeting these goals together.

Tony Roberts
Chief Executive & Founder
Computer Aid International

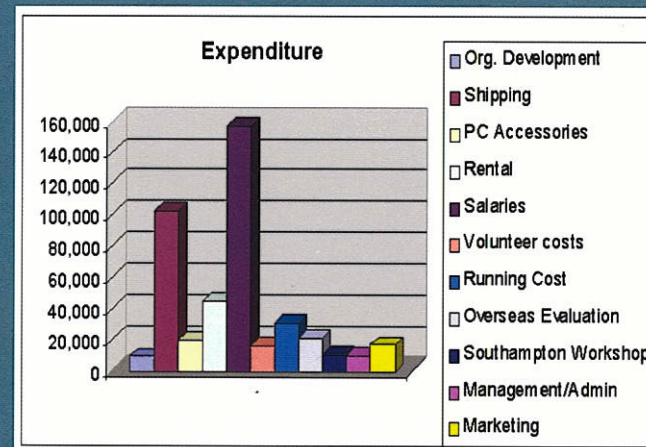
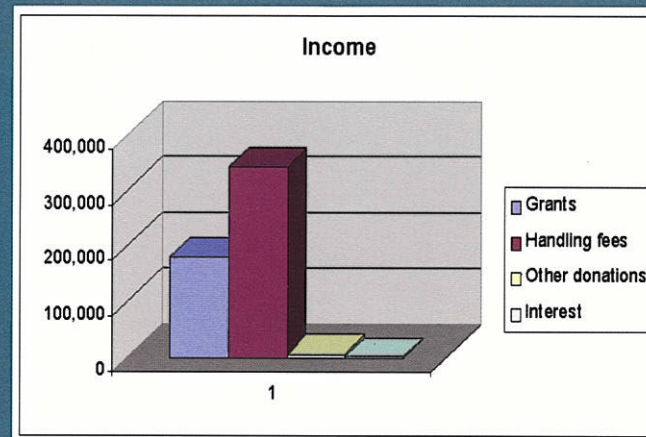
Tony Roberts visiting the SchoolNet Kenya project



Finances for 2002/3

The year ended March 31, 2003 was one of major growth. Income generated from trusts and foundations increased significantly, largely attributable to a large donation towards Computer Aid International's internal organisational development project. Increased levels of production and shipment of computers also contributed significantly to the growth of the organisation in this financial year.

Audited accounts are available upon request.



How you can help

Computer Aid International has to meet the cost of maintaining our workshops to refurbish PCs as well as costs associated with collection and delivery of equipment. Your donations are crucial in enabling us to continue our work. The unit-cost of collecting, testing, refurbishing and packaging a single computer ready for shipment, when all of our overheads are taken into account is just £39. Each refurbished computer has an average re-use life of 3 years, or, based on average use by a school or community organisation, 6,000 additional user hours. From this we can calculate that each £10 donated makes possible an average of 1,538 hours of computer education, vocational training or other not-for-profit use.

Please consider making a one-off or standing order donation to Computer Aid International today. You can also make a credit or debit card donation via our website: www.computeraid.org

All donations should be made payable to Computer Aid International. The completed form should be sent to :

**Fundraising Dept.
Computer Aid International
433 Holloway Road
London
N7 6LJ**

Yes! I would like to help Computer Aid International supply high quality refurbished Pentium PCs to schools and community organisations in the developing world.

☐ I enclose a donation of: £ _____ To Gift Aid your donation, please tick here

☐ I would like to set up a standing order to Computer Aid International of £ _____ per month
starting on ____/____/____ (date). To Gift Aid your donation, please tick here

Your Name: _____

Your Address: _____

Your Telephone Number: _____

Account in Name of: _____

Bank Name: _____

Branch Address: _____

Account Number: _____

Sort Code: _____

giftaid it

Use Gift Aid and you can make your donation worth more. For every £1 that you give us, we can get an extra 28p from the Inland Revenue.

So if you want your donation to go further, Gift Aid It!

☐ Please tick if you are a UK taxpayer.

Instructions to the above bank: Please debit the amount specified from my account and transfer it to the following account on a monthly basis from the start date specified until cancelled by me in writing.

Bank Address: Lloyds TSB, Highbury Corner, 31 Holloway Road, London N7 8JU
Account Name: Computer Aid International Ltd
Account Number: 00862945 Sort Code: 30-94-21

Signed: _____

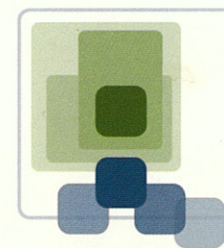
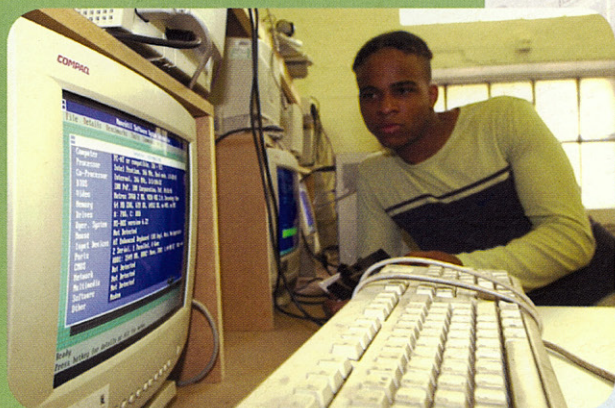
Date: _____

Supporters

Computer Aid International continues to rely on a wide range of individual and institutional donors to carry out its work. We have received generous financial support in the last year from the following charitable trusts and foundations:

The Archer Trust
The Arimathea Charitable Trust
Miss Jean Bisgoods Charitable Trust
The E & H N Boyd & J E Morland Trust
The British Alcan Charitable Trust
The William A Cadbury Charitable Trust
The Stephen Clark Charitable Trust
The George Henry Collins Charity
The Angela Gallagher Memorial Fund
The Walter Guinness Charitable Trust
The Miss KM Harbinsons Charitable Trust
The Jane Hodge Foundation
The Just Trust
The Kreitman Foundation
The Logica Sharescheme
The Mary Webb Trust
The Open Gate
Open Society Initiative Southern Africa
The Pentland Stalls Charitable Trust
The Peter Stebbings Memorial Charity
The Souter Charitable Trust
The W.F Southall Trust
The Southampton Row Trust (Ex-Pat
Advised Fund)
The Rhododendron Trust
The Rufford Foundation
The Sir James Roll Charitable Trust

Thank you to all of the organisations and individuals that have supported us in the past year.



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