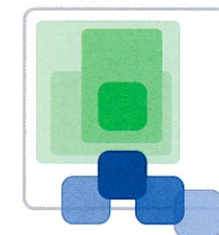




Computer Aid International - Reducing Poverty Through Practical ICT Solutions

Annual Report
2009/10



Computer Aid
International

About Computer Aid International

Founded in 1998, Computer Aid International is a UK registered charity that aims to reduce poverty through practical ICT solutions. Computer Aid provides high quality, professionally refurbished computers for reuse in education, health and agriculture in developing countries.

Computer Aid exists to empower poor and disadvantaged communities through the practical

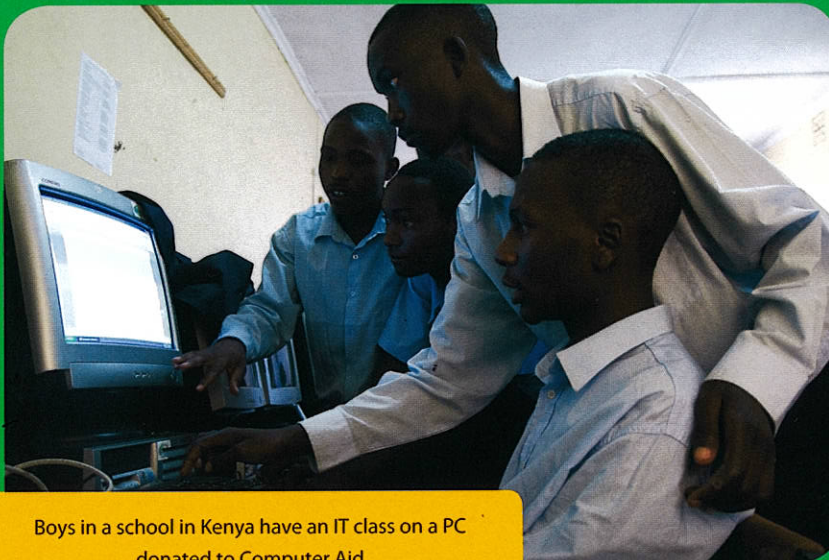
application of Information Technology for long-term sustainable development in the world's poorest countries. We have provided over 150,000 PCs and laptops to where they are most needed in more than 100 countries, making us the world's largest and most experienced ICT for development provider.

Computer Aid works with partners to provide training and support to ensure that ICT is used effectively. We are a demand-led organisation and our services are shaped by continuous engagement, consultation and gathering of feedback from our partners to ensure the immediate, productive and sustainable use of the equipment.

Computer Aid is also committed to providing a high standard professional decommissioning service to our UK computer donors, who include businesses, government departments, universities and individuals.

At our London workshop we asset track, data-wipe, test and professionally refurbish each donated computer, monitor and laptop before they are shipped overseas. Any equipment we are unable to reuse because it doesn't meet our minimum standards or specifications, is recycled within the UK with zero percent going to landfill.

Each PC, laptop and server donated to Computer Aid is data wiped using US and UK military approved Ontrack Eraser data wiping.



Boys in a school in Kenya have an IT class on a PC donated to Computer Aid

Chief Executive's review

This year, Computer Aid achieved a significant milestone and provided our 150,000th PC to our partner organisations. Despite the economic downturn, we have successfully met the challenges of increased demand for ICT from our partners. We are optimistic about our continued ability to impact positively on development challenges and are encouraged by the growing awareness of the important role that ICT is playing in international development.

Information and communication technology is reaching further and playing an ever more important role in education and healthcare in developing countries. Women and men in resource-poor environments are using ICTs to improve health, provide training, gain employment opportunities and increase their household income. It is also a tool for empowerment in the hands of disadvantaged groups such as women and the visually impaired.

This year I have been privileged to learn from people applying ICT to development in a wide variety of ways. In Zambia our PCs were being used by rural nurses to access health resources such as information from the World Health Organisation. In Ecuador I met banana farmers using Computer Aid laptops to organise their fair-trade cooperative finances. In Liberia I was fortunate to accompany engineering graduate Naomi Griggs from partner Stella Maris University as she installed her first

computer network in a rural girls school.

Early 2010 saw the fruition of our research on low-power computing as we piloted our first solar internet café. The project developed in response to partner requests for a solution for accessing the web in rural areas that don't have access to mainstream electricity or to the internet. We have now created a turnkey solution that delivers internet computing to even the most isolated location. Using a standard shipping-container, Computer Aid pre-installs a low-power computer network that is powered by solar panels and connected to wireless internet. This solar internet café is then ready to use and can be freighted to any location worldwide. We anticipate multiple applications for this ICT solution in relief and emergency work, to train rural nurses and in eHealth, eLearning and eAgriculture.

Computer Aid played an active role in the process of consultation and implementation of eWaste legislation in the UK and campaigned around Green IT issues. The experience we gained from our many years of work in advocacy and campaigning around ICT and Environment issues is now being distilled into a series of Special Reports which are available on our website and are being shared with international partners seeking to shape policy and practice in their countries. We also have full-time staffing for these activities for the first time. Because of this, Computer Aid is now able to actively exchange experience and expertise with partners worldwide trying



Education projects continue to be the largest recipients of ICT equipment provided by Computer Aid

to bring positive change in their countries on Green IT and eWaste issue.

Looking forward to the year ahead I expect to see the completion of our work on adaptive software for blind and visually impaired users. We will also announce two exciting new projects in the areas of access for women to ICT as well as technical training.

I would like to take this opportunity to thank all of our volunteers, staff, trustees, donors and partners for their continued support on which Computer Aid relies.

Tony Roberts
Chief Executive & Founder

Promoting Gender Equality in Liberia

Liberia's 14 years of civil war cost the country over 250,000 lives and displaced a further 800,000, devastating the social and cultural fabric of its society. From a pre-conflict middle-income country, Liberia has become a post-conflict state where 75% of the population lives on less than \$1 a day. Much of Liberia's large youth population were deeply affected by the civil war, with many uprooted, internally displaced or becoming refugees.

In order to improve access to vocational training by young people in Liberia, Computer Aid has provided PCs for an IT technician's training course at Stella Maris Polytechnic University. The course trains students to become fully skilled IT technicians with knowledge of computer installation, preventative maintenance, networking, security and troubleshooting. The course is recognised by Microsoft, HP and Cisco and is the industry standard for computer technician's training. Increasing the skills base of young people in Liberia will support job creation, economic growth and also encourage inward investment.

The civil war also exacerbated inequalities in Liberia and gender inequality remains a major obstacle to

poverty reduction. 90% of employed Liberian women work in the agricultural or informal sectors which often means meagre earnings and greater exposure to exploitation. Continuing our work with Stella Maris Polytechnic and other partners, Computer Aid International is looking to establish a vocational ICT technician's training course especially for women. This will challenge the gender boundaries of a male

dominated industry whilst it's still in its infancy within Liberia. Inspirational stories of young women learning new skills and confidence in a field normally associated with men will, Computer Aid hopes, encourage others to follow paths of vocational training in fields that they otherwise might have considered impossible or inappropriate.



Engineering graduate Naomi Griggs installing a computer network in a rural girls school in Liberia

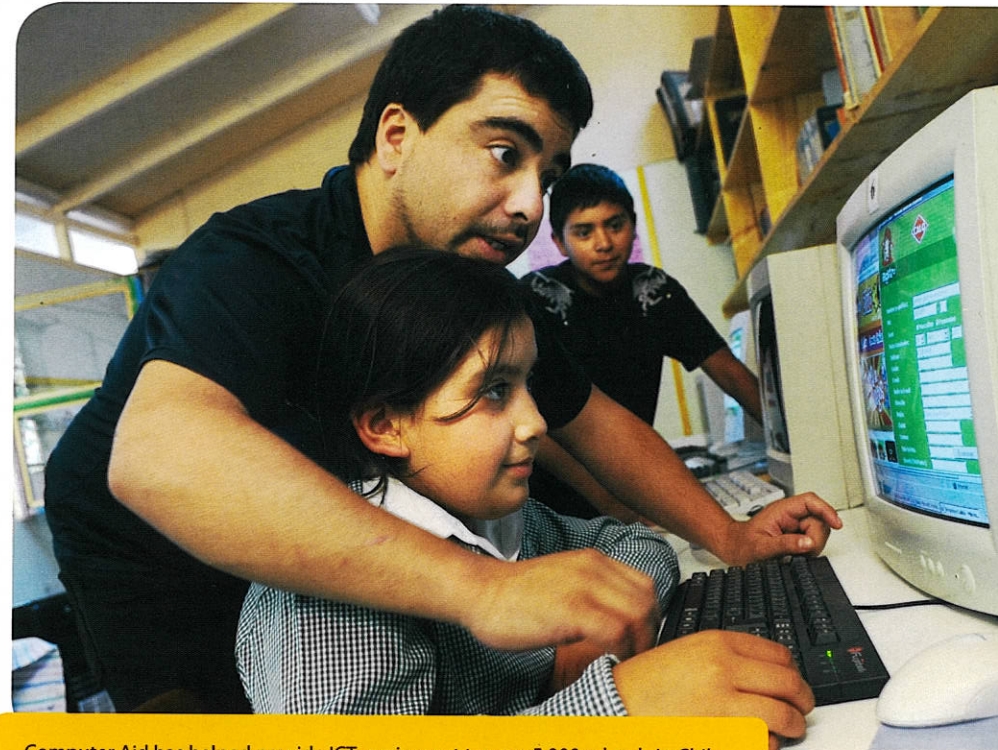
Connecting Schools in Chile

Chile is one of South America's most prosperous nations, characterized by a dynamic market-oriented economy. Despite this, approximately 40% of the country's wealth is concentrated in the hands of 10% of the population. As a result, there exists a great deal of urban and rural poverty. Estimates suggest that 15% of the population is currently living below the national poverty line and this is expected to rise to 20% in the wake of the February 2010 earthquake. This leaves a significant gap in educational opportunities for vulnerable segments of the population.

By partnering with the Chilenter Foundation, Computer Aid International is able to reach some of the most disadvantaged communities in Chile. This is no mean accomplishment in a country typified by dramatic geographical diversity. Our established partnership means that Computer Aid's professionally refurbished PCs will have the greatest impact. In addition to the provision of ICT hardware, Chilenter provides technical

support and training to ensure that Computer Aid's computers reach their maximum lifespan.

To date, Computer Aid has shipped over 20,000 PCs to Chilenter. This equipment has been distributed to over 5,000 schools and 600 community organizations across Chile, including the remote frozen region of Tierra del Fuego (Land of Fire) in the extreme south of the country. In this region, disadvantaged groups such as the Yaghan Indians are able to learn IT skills, which increases employment opportunities in these communities. The combined efforts of Computer Aid and Chilenter will continue to ensure that ICT equipment reaches and serves those communities most in need.

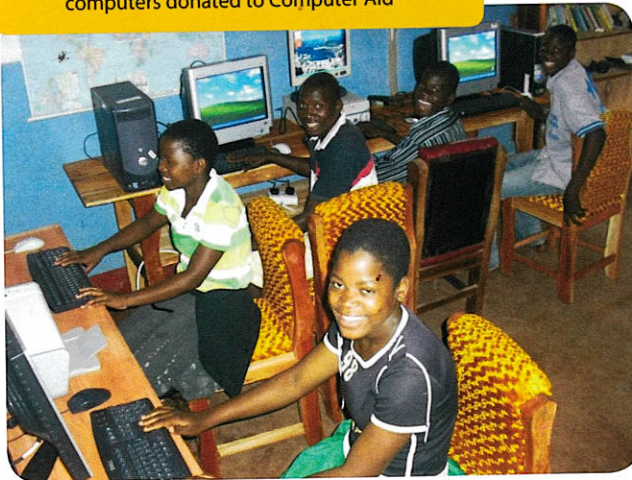


Computer Aid has helped provide ICT equipment to over 5,000 schools in Chile

Providing Computers to Orphanages in Malawi

Often it is the most vulnerable and marginalised groups who lack access to ICT. According to UNICEF estimates from 2007, there are 1.1 million orphans in Malawi under the age of 18. Vocational training in ICT can provide vital life skills to help children escape poverty and find employment. In the last year, Computer Aid has provided over 200 computers to orphanages in Malawi, including Abbas Rest Orphans.

Children at Abbas Rest orphanage using the computers donated to Computer Aid



These computers will provide up to 12,000 children with the opportunity to gain skills in ICT.

Abbas Rest Orphans serves over 300 children in two centres and ten substations located throughout the south of the county. The orphanages provide children with food, clothes, medical aid and education. This includes vocational skills training, which might otherwise be unavailable to these children.

The computers have been enthusiastically received by the children. Computer courses are taught two days a week during school term time and four days a week during the holidays. The computers are also used outside of school hours to do homework. In addition, the computers at Abbas Rest Orphans have

helped to give skills to girls who otherwise would have limited training opportunities, allowing them to gain the skills with which to seek employment and thus gain increased independence.



Computer lessons have proved popular at Abbas Rest Orphans

Supporting Rural Development in Nepal

It is often the division between urban and rural communities where differences in wealth and access to ICT are most pronounced. In Nepal 88% of the population live outside the country's towns and cities. Access to ICT is limited because of the difficult terrain which characterises the country and the lack of reliable power supplies - it is estimated that only 30% of Nepal's population has access to the electric grid.



Looking into the new computer room

Computer Aid has been working with Nepal's Committee for the Promotion of Public Awareness and Development Studies (COPPADES), a community development organisation which believes that ICT has a crucial role to play in narrowing the wealth divide that exists in Nepal.

COPPADES has focused on providing IT access to remote schools and libraries and to date they have built 400 computer suites. Each computer lab is equipped with a minimum of 5 computers, a printer, and networking equipment to allow access to the web. All the technology is powered using solar energy systems enabling the schools to operate off grid.

As well as providing IT training to teachers at the schools, COPPADES has invested in providing technical training to local people. This creates jobs and ensures the local community owns the skills needed to maintain the computer suites and provide an ongoing resource centre for the community.



Rural communities are often excluded from the benefits of ICT

Bringing a Smile to East African Children

Unoperated cleft lips and palates represent a major problem in many developing countries and cause suffering for millions of children. Often they face difficult lives, left in isolation and subject to stigma. Many cannot speak or eat properly and aren't allowed to attend school or even hold a job. Operations to improve their lives only take 45 minutes, yet the resources and expertise required are often not available, particularly in rural areas.

Through its partner, AMREF (The African Medical and Research Foundation), Computer Aid has provided ICT to improve healthcare provision in East Africa and have facilitated a cleft lip and palate surgery programme. ICT can play a crucial role in overcoming the communication problems which hinder operations and opportunities for knowledge sharing that particularly affect rural doctors and surgeons in developing countries.

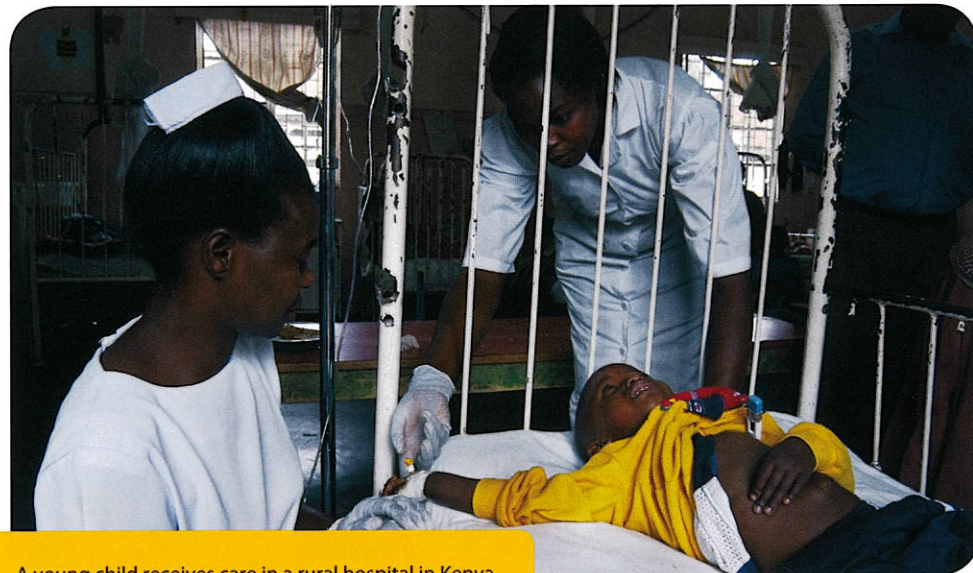
Providing equipment and expertise to rural hospitals, AMREF have trained doctors to use computers and digital cameras so that they can upload photographs of patients for remote consultations with surgeons. This is also essential for sending before and after photographs of patients to receive funding from

Smile Train, the US-based charity who cover the cost of cleft palate operations in many developing countries.

The provision of ICT allows up-to-date skills training to be delivered to isolated doctors and surgeons over the internet. Furthermore, ICT training helps to overcome the surgeons lack of experience in using

computers and allows more of these life changing operations to go ahead.

AMREF, working exclusively in rural areas, have so far carried out over 3,000 cleft palate operations using computers provided by Computer Aid.



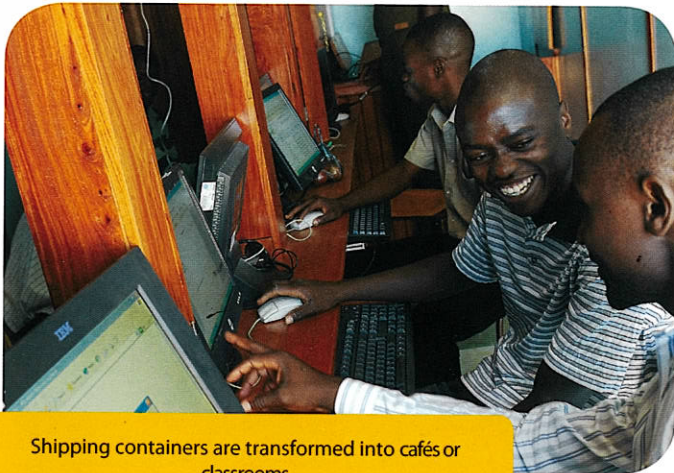
A young child receives care in a rural hospital in Kenya

Computer Aid Launches Solar Powered Internet Café

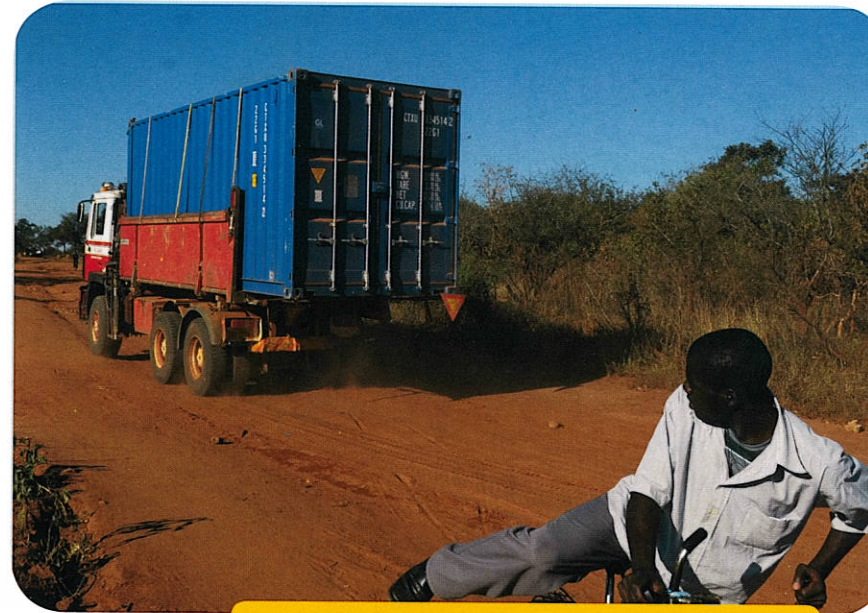
Computer Aid International launched its first solar powered internet café this year. The café, which was built at our London headquarters, is put together in a standard 20ft shipping container that we normally use to transport refurbished computers. On arrival at its destination in Chikanta in Zambia, the container converted into a fully functional internet café for 11 users at a time. The first Internet café was shipped to Chikanta to provide the community with internet access through Africa's largest rural wi-fi network.

The internet café requires little power due to the thin client network, which includes 11 flat screen monitors that run off a single Pentium PC. Six solar panels are fitted onto the roof, enough to provide 18 hours worth of electricity everyday. The panels will last up to 25 years. The container can be placed and used anywhere on the planet, with no mains electricity or wired connectivity needed. The only requirement is power from the sun. Internet access is acquired through cellular data connection, wifi or VSAT.

The internet café is an exciting new project for Computer Aid which enables us to reach even the most isolated rural communities. Computer Aid is committed to removing the barriers to ICT access in developing countries and this project is just one of many that we are working on to provide ICT solutions for rural communities. We are planning to set up several more solar internet cafés in sub-Saharan Africa over the coming year and we're keen for sponsors to get involved and help us to expand this solution.



Shipping containers are transformed into cafés or classrooms



A solar café on its way to Chikanta, Zambia

Encouraging Responsible Business in the UK

During 2009/10 Computer Aid International received donations of over 4,000 PCs from British supermarket Sainsbury's.

The computers, which came from Sainsbury's stores around the UK, were tested and data wiped using UK military approved software in Computer Aid's London workshop.

These computers are now providing access to ICT to communities around the globe. They are being used by schools in India, hospitals in Kenya and by Fairtrade banana producers in Ecuador, amongst others. Sainsbury's has long been committed to the ethics of

Fairtrade and, since beginning to stock products bearing the logo over 15 years ago, has gone on to become the UK's largest Fairtrade retailer.

Jack Cunningham, Sainsbury's Environmental Affairs Manager, said "Being a responsible retailer is core to what we do. The success of relationships with organisations such as Computer Aid can be significant, in this case both social and environmental. As the UK's largest retailer of Fairtrade products it's exciting to be able to donate old IT equipment via Computer Aid to Fairtrade producers and the additional benefit is that we are continuing to divert a valuable resource from landfill. Both successes should be celebrated!"



Sainsbury's IT Project Manager Clare Tucker and IT Warehouse & Logistics Manager Neil Morgan with Computer Aid's Chief Executive Tony Roberts and Director of Marketing and Communications Anja French

Rob Fraser, Sainsbury's IT Director added that "Computer Aid made donating these PCs extremely straight forward... a win-win solution for all concerned".



Fairtrade banana producers in El Guabo, Ecuador are amongst the organisations benefiting from Sainsbury's donations

Working with our Community

Computer Aid would not be able to operate without the valuable support of its volunteers. Technicians who volunteer in our North London workshop work in partnership with full-time members of staff to provide a professional IT decommissioning service which involves data wiping, testing, refurbishing and packaging over 2,500 PCs a month.

All volunteers are trained and supervised by full-time members of staff to ensure that all PCs have been tested and refurbished to the highest standards. Using skilled volunteers enables Computer Aid to provide computers at an affordable price to schools, hospitals and charities in developing countries.

Volunteering with Computer Aid is a great way to gain skills and experience and, in return, Computer Aid can

provide training opportunities and references for people who are looking for a route into work.

During 2009/10 Computer Aid volunteers have gone on to find employment in a variety of different roles including IT support, retail, telecommunications and warehouse work. Please visit our website for information on how to volunteer with Computer Aid.

We are also extremely grateful to our fantastic team of office based volunteers who have given their time to the administration, fundraising, marketing and logistics teams and to our trustees who have volunteered their time, skills and expertise.



Volunteer Solomon refurbishing a base unit in Computer Aid's workshop



Computer Aid volunteer Kevin packaging computers and monitors into boxes ready for shipping

Get Involved by...

More and more businesses, individuals, charitable trusts, local authorities and government departments are partnering with us to deliver the benefits of ICT across the developing world.

Recycling printer cartridges and mobile phones

Recycling old printer cartridges and mobile phones couldn't be easier. Computer Aid can deliver a collection box for your office or school and, once it is full, collect it free of charge. We can then use the funds generated by recycling to fund new projects in developing countries.

Visit www.computeraid.org/cartidge to find out more.

You can raise funds for Computer Aid by recycling old mobile phones



Donating old PCs, monitors and laptops

Computer Aid needs PCs, monitors, laptops, keyboards, cables and mice to continue our work. We offer a professional decommissioning service to organisations and individuals in the UK, which includes military approved data wiping, full asset tracking, a country wide collection service and a guarantee that 100% of reusable equipment will go to not-for-profit organisations in developing countries.

For more information please visit www.computeraid.org/donate

Fundraising with Computer Aid

We can partner with your business or charitable trust to deliver cost effective, high impact projects that meet your objectives and make a massive difference to people's lives. In return for your support we can offer engaging case studies, arresting images and assistance with communicating the benefits of your support to your clients, staff and stakeholders. We can also let you know exactly what we have achieved with your support.

Taking part in a challenge event

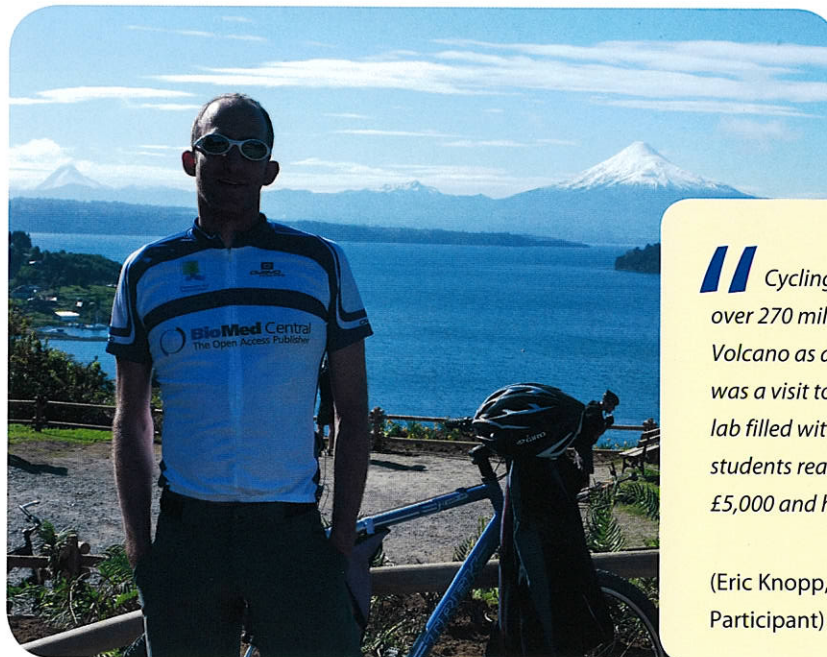
Challenge Events are a great way to get involved with Computer Aid's work, as an individual supporter or as part of a team. These events offer a challenge of a lifetime while raising funds to support Computer Aid's work.

Computer Aid can also arrange bespoke events for corporate teams. Please contact events@computeraid.org to find out more. For details of upcoming events please visit: www.computeraid.org/events

Queuing up for a computer lessons, Nairobi, Kenya

Volunteering in our workshop

We are always keen to hear from experienced hardware technicians who are interested in volunteering in our north London workshop to data wipe, test and refurbish donated computers. Please visit our website www.computeraid.org for further information.



// Cycling in Chile was a fantastic experience, covering over 270 miles around Lake Llanquihue with the Osorno Volcano as a gorgeous backdrop. The best part of the trip was a visit to a school in Santiago which has a computer lab filled with computers donated by Computer Aid. The students really loved learning there. I also raised nearly £5,000 and have signed up to the next trip! //

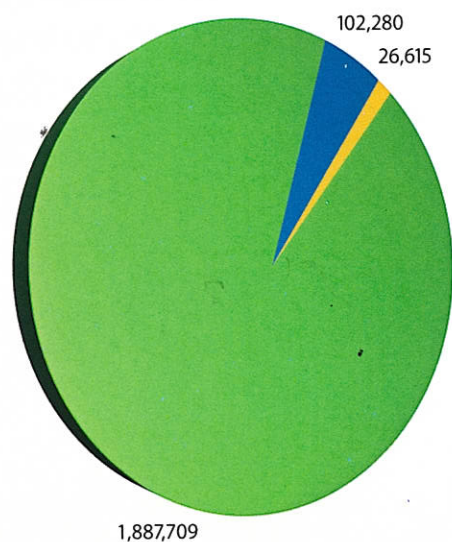
(Eric Knopp, Individual Supporter and Event Participant)

Finances for 2009/10

This year we achieved an income of £2,353,417 and, due to substantial cost savings throughout the year, recorded a surplus of £336,813 which was needed to cancel out previous deficit.

We shipped 24,150 computers to educational and other non-profit projects in developing countries. We also invested in the research and development of new products and services including solar containers and adaptive software for blind and visually impaired people. PC donations remained strong.

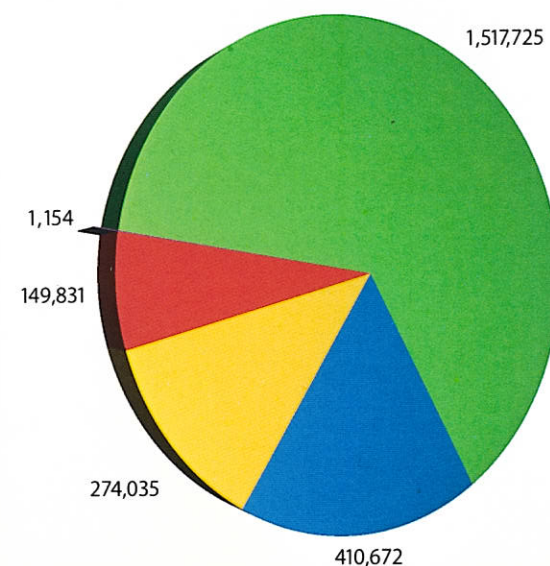
- Provision of PCs and ICT Services
- Fundraising and PC Donations Costs
- Governance and Audit



How we spent it
(all figures GBP)

How we earned it
(all figures GBP)

- Fees for Computers and Services
- Value of Donated PCs
- Donations and Grants
- Fundraising Events and Trading
- Interest



Receipts from handling fees remain our largest source of income which we mainly receive from long-term partners in developing countries. This reflects the quality of our services to end-users and their donors.

Our large surplus is in part due to the receipt of a large number of handling fees towards the end of the year as many of the PCs had not yet been shipped at the point when our accounts were published.

Our full audited accounts are available on request.

Supporters

We are grateful to all our volunteers, trustees, IT donors and financial donors for their generous donations of time, money and IT equipment. Unfortunately we are not able to list every single person and organisation here.

IT Donors Include:

Addison Lee
Arts Council England
AstraZeneca
Balfour Beatty
Betfair
Birmingham University
Bournemouth University
British Airways
The British Museum
Buckingham Palace
CAFOD
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Christian Aid
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Cranfield University
DfID
Duchy Originals
Eaga
The Electoral Commission
Emap
Emirates Airlines

The Energy Saving Trust
Enfield Council
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GE Money
Great Ormond Street Hospital
Hamleys
Haymarket
Hyatt
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Panasonic Avionics
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Salvation Army
Save the Children
Siemens
Sightsavers
Simon and Schuster
Sony Pictures Entertainment
Syngenta
Talk Sport Radio
Toshiba International
UNICEF
University College London
Vinci Plc
Virgin Active
Wedgwood
Which?
Wiles Greenworld
Wood MacKenzie
WWF
YouGov

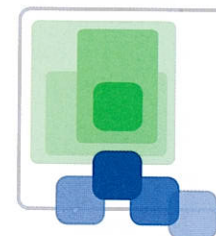
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The Alfred Haines Charitable Trust
The Alice Ellen Cooper Dean Charitable Foundation
Allan and Nesta Ferguson Charitable Settlement
A Bonar Charitable Trust
The Austin Bailey Foundation
The Belmont Trust
BioMed Central

The Bisgood Trust
Bliss Family Charity
The Bonus Trust
The Bower Trust
The Brian Mercer Charitable Trust
The British and Foreign School Society
Brookcourt Solutions
The Bryan Guinness Charitable Trust
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Cole Charity Trust
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The Dagny Raymond Charitable Trust
Dulwich College Preparatory School Trust
Elizabeth Finn Care Employees
Eva Reckitt Trust Fund
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The ExPat Foundation
The Follett Trust
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H D H Wills Charitable Trust
The Happy Charitable Trust
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Murray Grainger
Navchetna BV Charitable Trust
The Oakdale Trust
Open Gate
Penn Schoen & Berland Associates
The Pennycress Trust
Peter Barker-Mill Memorial Charity
The Rhododendron Trust
Rita and David Slowe Charitable Trust
Robert Kiln Charitable Trust
The Rufford Foundation
S C and M E Morland's Charitable Trust
Scottish Widows
The SFIA Educational Trust
Simon's Charity
The Sir James Roll Charitable Trust
The Sir Julian S Hodge Charitable Trust
Spear Charitable Trust
The Charity of Stella Symons
Thriplow Charitable Trust
The Tinsley Foundation
The Tory Family Foundation
The TUUT Charitable Trust
The Ulverscroft Foundation

Thank you!



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