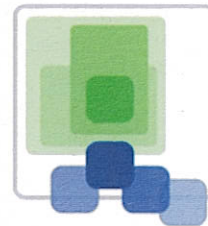


Annual Report

2010 / 2011



**Computer Aid
International**



A group of nine school children are walking from left to right across a dusty ground. They are wearing various school uniforms, including skirts, trousers, and shirts. Most of the children are carrying backpacks. In the background, there is a plain white wall with a small square window and a wooden door on the left. To the right, there is a tall, ornate metal gate with a circular pattern. The sky is clear and blue.

OUR VISION

A world where rich and poor
have equal access to ICT

Chair's introduction

Computer Aid International saw a key change this year as we said goodbye to Tony Roberts, Computer Aid's founder and CEO for almost 14 years. As well as adjusting to Tony's departure the organisation has had to adapt to meet global economic challenges, such as the reduced turnaround of ICT equipment in many UK companies which has impacted the number of PCs and monitors donated to our charity. Support is still strong however, and we received over 16,000 reusable PCs and laptops over the course of the year.

The need for ICT in developing countries is growing and Computer Aid has continued to work hard to provide ICT solutions to those who need them most. This year we have provided ICT to over 130 organisations across 42 countries. Recipients include Todo Chilenter who send PCs to disadvantaged schools in Chile, and the National Library in Nigeria who distributed the computers to libraries across the country. Many of the recipients are longstanding partners of Computer Aid that distribute the computers to smaller organisations and provide training and technical support to ensure the sustainable use of the equipment.

As well as providing PCs, Computer Aid also works on numerous projects to increase access to ICT and training. For example, we are expanding connectivity in remote areas through the ZubaBox, our new solar powered internet hub. We are also increasing access to ICT among rural healthcare specialists through the provision of telemedicine kits to our longstanding partner, the Africa Medical Research Foundation (AMREF).

As always, Computer Aid's success this year is in large part due to the hundreds of companies, universities, government departments, charities and individuals who have donated their unwanted PCs to our charity as well as the Trusts and corporate donors who have funded the provision of PCs, training, electricity and internet access to some of the most rural areas in the world.

I would like to take this opportunity to thank all our donors as well as our staff, volunteers and partners for your support, without which our continued success would not be possible.

Sara Williams

Chair, Computer Aid International

An aerial photograph of a rural village in Zambia. The landscape is a mosaic of brown, dry earth and patches of green vegetation. A complex network of thin, light-colored dirt roads crisscrosses the terrain. In the center-right, a cluster of buildings with light-colored roofs is visible, surrounded by more trees and greenery. The overall scene depicts a remote, rural community.

The rural village of Macha in Zambia where Macha Works and Computer Aid have built a mesh network to bring ICT and online access to the whole community

Information and Communications Technology (ICT) is an essential tool for sustainable poverty reduction and plays a vital role in economic growth, education, healthcare, governance and rural development.

ICT for Development

There is a massive disparity between the 'technology-rich' and 'technology-poor', which is commonly referred to as the digital divide. Computer Aid exists to close this divide by increasing access to ICT among those who need it the most.

In order to increase access to PCs, Computer Aid refurbishes computers, laptops and monitors donated by organisations and individuals across the UK and sends them to not-for-profit organisations in developing countries.

As well as a need for computers, there are other barriers to ICT access, such as a lack of electricity. 67% of people living in rural areas in Africa and Latin America have no access to electricity or, if they do, then the grid system is often underdeveloped meaning the electricity supply can often be 'down' for hours. To address this, Computer Aid has designed the ZubaBox, a computer lab that requires no wired internet or mains electricity supply. Instead the thin-client computer network is powered by solar panels on the roof of the container that provide enough electricity to power ICT access for 18 hours.

Internet connectivity is also critical to growth. However, few people in developing countries are able to take advantage of this technology. In 2007, only 4.7% of Africa's population were internet users. This is largely due to the prohibitive cost of internet connectivity, which can be much more than the average monthly income.

Computer Aid is working to provide solutions which address this problem and help make the internet more accessible to communities. For example, we are working in partnership with Macha Works in Zambia on a project involving a mesh network so communities can share the cost of internet access, making it affordable and therefore useable by everyone.

16,000

refurbished PCs deployed in 2010/11
to over 130 organisations in 42 countries

Education

The prohibitive cost of ICT equipment means that the vast majority of children in the developing world leave school having never touched a computer in the classroom. However, ICT skills are essential to level the playing field between children in developing countries and other parts of the world. With ICT, teachers can gain access to up-to-date teaching materials and children are able to learn the ICT skills required for further education and higher paid employment in the future, enabling children to significantly improve their life prospects.



Health

There is a chronic shortage of doctors and nurses in much of Africa, particularly in rural areas. In Zambia there are only 20 nurses and midwives for every 10,000 people and, in Southern Sudan, there is just one doctor for every 100,000 people. With access to ICT, doctors and nurses can connect to specialists and participate in e-learning courses. In this way, health professionals can gain the support and training they need to provide life-saving medical care to rural populations.



Agriculture

Many farmers are reliant on traditional methods of growing crops and are unable to access information which will help them increase yields and improve their production. Access to ICT makes it possible for farmers to find and share information with other communities and keep up to date with weather forecasts which can help them to increase crop growth. Once harvested, the internet can also help farmers gain entry to new markets.





Children in Manabi, Ecuador
now have PCs at school

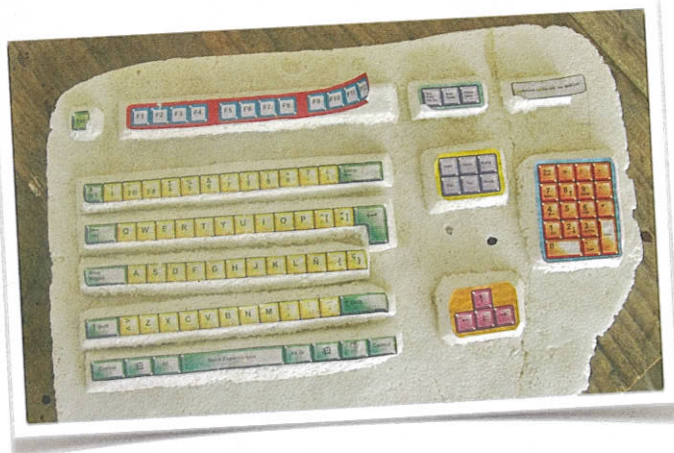
School children in Ecuador access ICT

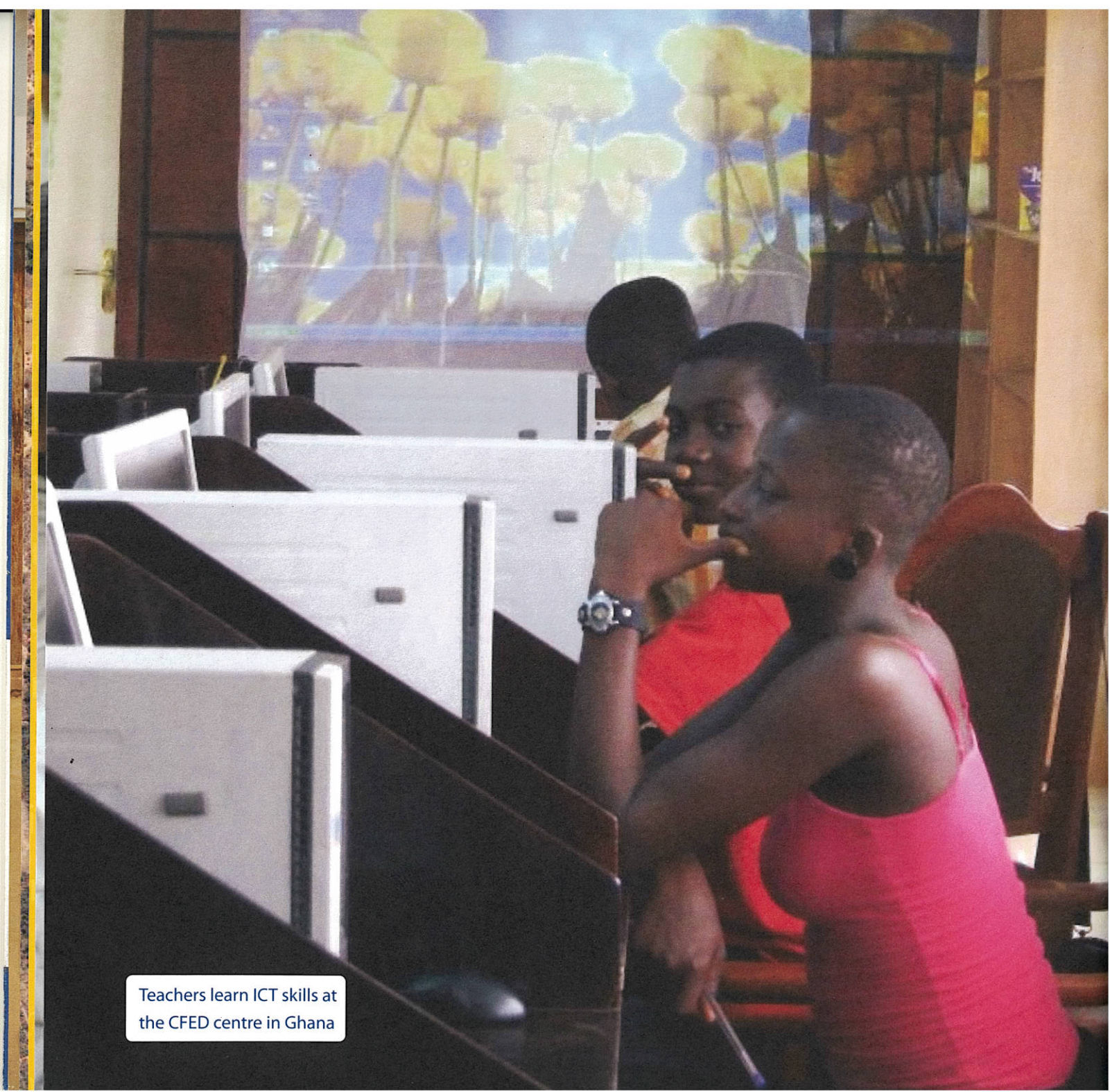
Computer Aid has provided the provincial government of Manabi with 1,000 computers which it has distributed to schools throughout the region, giving children in the province the opportunity to learn ICT skills.

Ecuador has 39 computers per 1,000 people

Teachers in Manabi have long understood the need for their pupils to learn computer skills. Prior to receiving PCs, they had designed innovative ways of working around the lack of IT. For example, in one of the schools (pictured), children were taught how to use a keyboard on mocked-up paper versions.

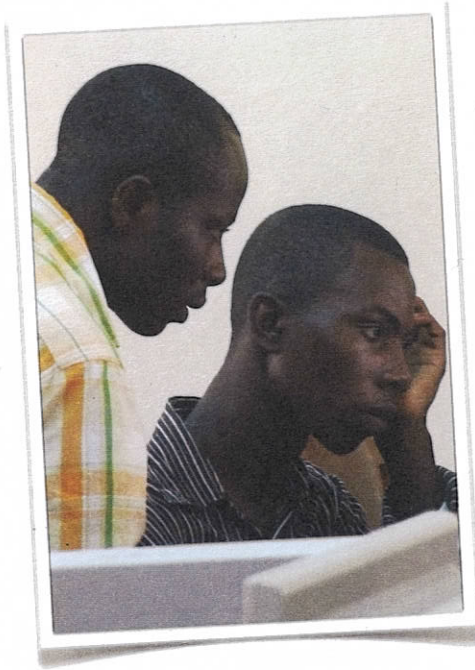
Having received their first computers, children are now able to practice on real PCs and can learn the skills they need to help them progress to higher education and improve their future employment opportunities. This will improve the life prospects of the school children and, in turn, help reduce poverty in communities across the district.





Teachers learn ICT skills at the CFED centre in Ghana

Training teachers in Ghana



Ghana has 5 PCs
per 1,000 people

All secondary-level school children in Ghana are set ICT exams, however few schools actually have computers. Where ICT is available, teachers often lack the skills and knowledge to use them or the technical support required to maintain them.

To address this situation, Computer Aid has been working with Computers for Education and Development (CFED) to provide PCs for use in an ICT training programme for teachers. The centre provides access to computers as well as the training required to help teachers gain the experience and skills necessary to teach ICT to their students.

As a result of this training, teachers are able to use ICT to the best possible advantage. For example, they can download lesson plans and teaching programmes to improve lesson content and quality across all subjects. They are also able to teach ICT skills to a high level, which can bring huge benefits to their students' further education and employment prospects.

The Centre also opens to the wider public as an internet café and provides short courses on specific subjects for a minimal fee outside of course hours. This not only increases ICT access for the whole community but also ensures that the centre is sustainable in the long term.



Doctors in Makindu Hospital,
Kenya now have access to ICT

ICT and health in East Africa

Across East Africa, healthcare provision faces a number of barriers. Health clinics are few and far between and, where they do exist, they lack specialist doctors and access to vital services such as lab tests.

Attrition is high as doctors feel overburdened, isolated from their peers and see no opportunities for training and development. Many leave for better opportunities in the cities and abroad. In Ethiopia, 60% of health workers leave their job within a year because of these factors.

Computer Aid has continued working in partnership with the East African based NGO the African Medical Research Foundation (AMREF), to provide telemedicine equipment to rural and isolated healthcare centres across East Africa. Consisting of five PCs, one laptop, a printer, a digital camera and a scanner, the telemedicine kits help link doctors and nurses to specialists, referral hospitals, labs, training workshops and research institutions. These facilities can prove invaluable to health professionals in areas where resources are scarce.

Over 100 telemedicine kits have already been deployed in hospitals across four countries - Kenya, Ethiopia, Tanzania and Uganda.

Providing rural health professionals with ICT enables:

- Up-to-date electronic training materials to be delivered at low cost, strengthening the skills and knowledge of doctors and nurses
- Access to the advice of specialist consultants without the long and expensive journey that often prevents patients from seeking appropriate medical care
- Health centres to make sure they have the right medicines and supplies in stock since automatic electronic orders can reduce delivery time from weeks to days
- Doctors and nurses to send patient notes, images of wounds and X-ray scans electronically to consultants or referral hospitals and gain advice on accurate diagnosis, facilitating life-saving treatment





Farmers in Macha, Zambia use ICT to map the weather and share information to improve crop yields

ICT and agriculture

In Ethiopia, 95% of agricultural output is produced by its 12.7 million smallholders. Of these, some 5 million are chronically food insecure, even in years of good weather.



In Kenya, where 79% of people live in rural areas, half the population cannot meet their daily nutritional requirements. This problem particularly affects rural women, of which 70% rely on subsistence farming for their livelihood.

Farmers are often extremely vulnerable to external factors such as drought and other natural disasters. Even when there is good weather, many lack access to both local and global markets. Volatile food and energy prices only serve to compound this problem. This situation is common across rural Africa.

Computer Aid is working with Macha Works in rural Zambia, to provide internet connectivity and PCs for the whole community. With ICT, farmers are able to find and share information and access forecasts from weather stations. Radio broadcasts detail the symptoms and treatment for crop diseases, videos demonstrate pest control techniques and web pages provide satellite imagery and analyses of local soil and vegetation.

These tools help farmers plant the crops most suited to the region and the expected weather and increase their crops' resistance to pests, all of which enable them to significantly increase their yields. Additionally, specially developed software collates and distributes market data to farmers' mobile phones so that once their crops are ready to sell, they have the information necessary to secure a good price for their produce.



Improper ICT disposal can cause significant damage to the environment and human health

ICT and the environment

While reusing PCs with Computer Aid can help expand access to ICT in developing countries, it also ensures the most environmentally friendly solution for unwanted computers in the UK, since reuse is far better for the environment than recycling.

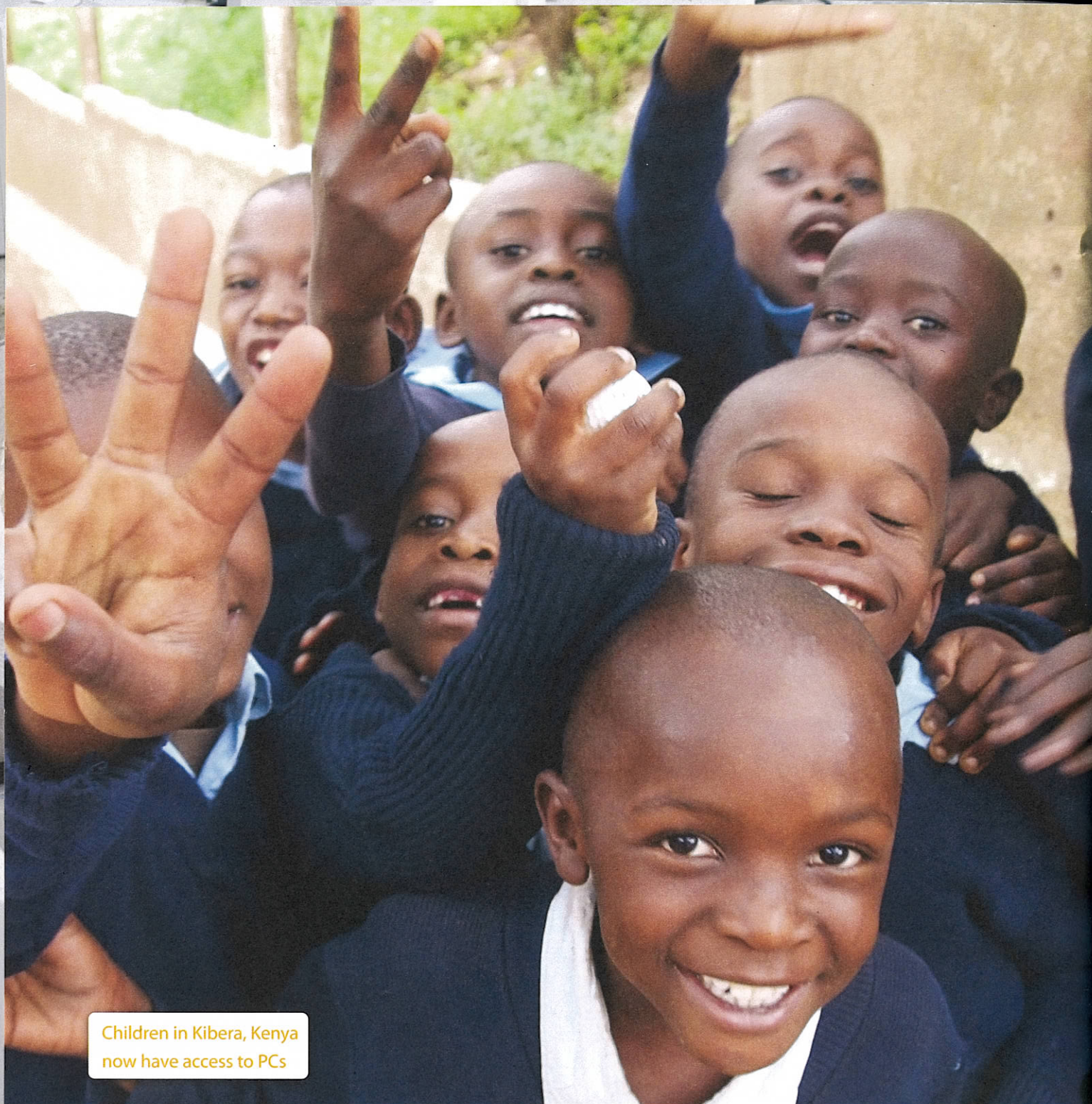


Computer Aid is a strong advocate for the sustainable use of Electrical and Electronic Equipment (EEE) and we have continued to create awareness in the UK about the environmental importance of reuse over recycling and campaigned to put a stop to the dumping of e-waste outside of the EU.

This year, Computer Aid received funding from the European Union to help increase e-waste advocacy capabilities in the Balkans and improve policy and practice across Serbia, Croatia, Macedonia and Bulgaria in partnership with the Balkans E-waste Management Advocacy Network. This funding meant we could hire a full-time Environmental Advocacy Officer on a 12 month contract for the first time.

Having a full-time member of staff working on these issues allowed us to consolidate our knowledge and experience into four special reports, of which one was presented at a Parliamentary event on the House of Commons terrace in March 2011.

The funding also enabled us to put together a comprehensive environmental advocacy toolkit for community groups and NGOs worldwide, which will help others to also campaign to reduce e-waste. We hope to secure funding next year in order to build on our experience in e-waste advocacy and facilitate improved e-waste management in Africa. This is critical if countries in the region are to cope with the increased use of electrical equipment worldwide.



Children in Kibera, Kenya
now have access to PCs

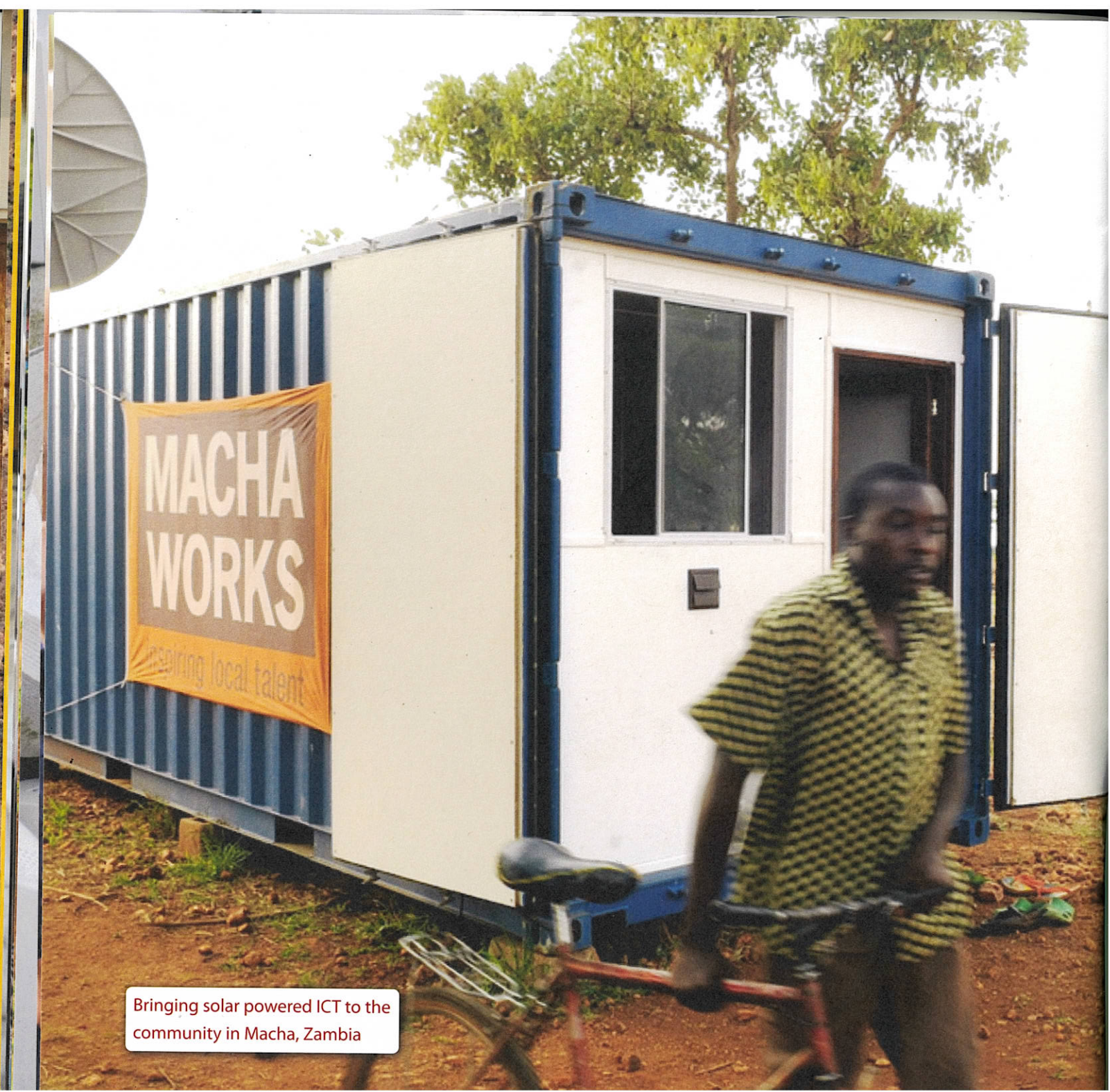
Computer Aid relies on the support of organisations and individuals in order to provide ICT to those in very poor and rural areas. If you would like to support our work, then there are lots of ways to get involved.

Supporting Computer Aid

We are always in need of unwanted PCs, laptops and monitors, which we data wipe, test and refurbish before sending them to our partners in Africa and Latin America. If you or your company have any unwanted equipment, please do consider donating it to Computer Aid.

We also need financial support. Sending one refurbished PC or laptop to a recipient costs just under £100, including shipping costs. However, increasing ICT access doesn't stop with the provision of PCs. Providing ICT training to teachers, telemedicine kits to hospitals and connectivity in the most rural areas are all ways in which we can maximise the benefits of ICT and help reduce poverty in less developed countries.

We need your help to continue our work! You can support us by taking part in challenge events, getting your company involved in our corporate sponsorship opportunities, or by recycling your cartridges and mobile phones with us.



Bringing solar powered ICT to the community in Macha, Zambia

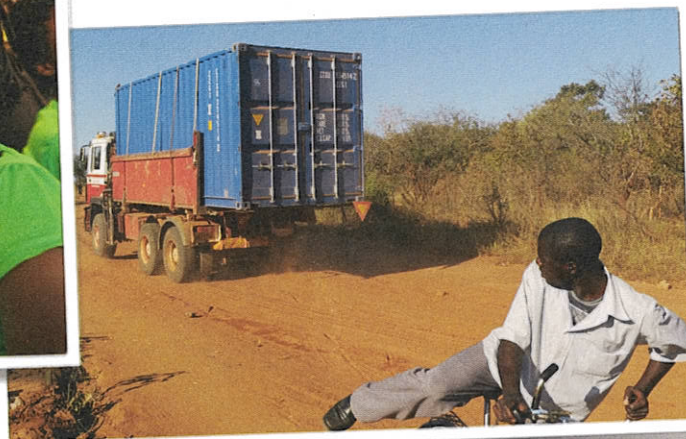
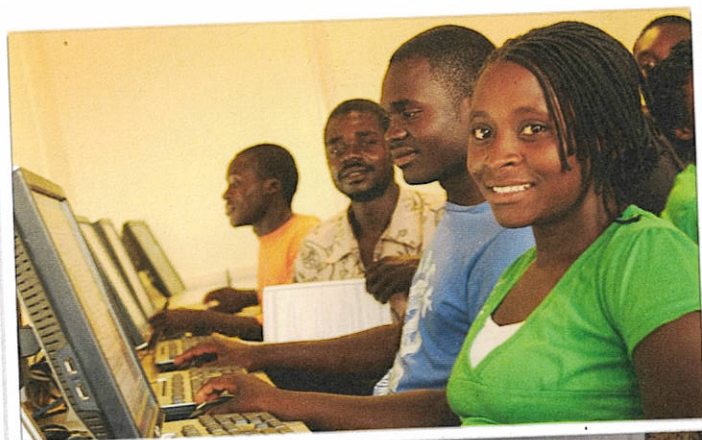
zubabox

Across many rural areas in Africa and Latin America, there is no access to mains electricity. Innovative, sustainable and cost effective solutions are required to enable access to ICT and the associated educational, health and economic development benefits. The ZubaBox, a solar powered cyber cafe containing 11 individual monitors running off a single base unit, is one such solution.

The ZubaBox's six roof-mounted solar panels provide 18 hours of electricity every day for their 25 year life-span. This makes the ZubaBox both environmentally friendly and sustainable. Because it is powered by solar, the ZubaBox can be deployed anywhere in the world, enabling the provision of ICT to the most rural areas on the planet.

The ZubaBox can be used by the entire community. Students can gain vital ICT skills, teachers can access online learning resources and doctors and nurses can benefit from web-based training and order essential medicines online. Furthermore, the ZubaBox can strengthen the local economy as farmers and entrepreneurs can grow their businesses by sharing knowledge, learning new techniques and taking their produce to new markets.

Following the success of three pilot projects, Computer Aid is now looking for corporate sponsorship so that more ZubaBoxes can be provided to rural areas in need of ICT. Sponsoring a ZubaBox means companies can be involved in an innovative CSR initiative and create tangible benefits to an entire community.





Challenge event participants
enjoy the view and a well
deserved break in Nepal

Challenge events

Computer Aid runs a number of challenge events every year to help raise money for our work. These events are a great opportunity to visit some incredible places, see Computer Aid's projects in action, and raise money for a great cause!

This year, our supporters headed off to complete challenges in Nepal, Paris and across London at night. The London to Paris 2011 bike ride was a huge success this year, with participants raising a fantastic £35,000. This money will help Computer Aid equip schools, hospitals and charities with ICT.



Next year we'll be heading to Kenya to cycle the Rift Valley, spend a long weekend cycling to Paris, and we'll also be taking on the streets of London by night with the Nightrider challenge. Our challenges are open to everyone (with a little training!) and friends, family and colleagues are all welcome, so why not get involved?

Email events@computeraid.org for a free information pack.



"It's hard to describe the feeling of exhilaration when you first spot the Eiffel Tower. The memories of the team celebrations after the end of the trip will stay with me for a long time"

Maurizio Borgatti, event participant in 2010



Workshop and warehouse volunteers at Computer Aid's London headquarters



Thank you to our volunteers!

Managing the turnaround of 3,000 donated computers and laptops per month involves lots of skill and hard work. Computer Aid could not do this without the support of our incredible team of volunteers. As well as helping to reduce poverty in developing countries, volunteering at Computer Aid is a great way for those who are looking for a route to paid employment to gain skills, training and a reference.

In the workshop, volunteer technicians work together with full-time staff to provide a professional decommissioning service. This includes data wiping donated equipment to UK military standards before testing, refurbishing and packaging donated PCs so that they are ready to be shipped to countries across Africa and Latin America.

While some of the technical volunteers are already skilled ICT professionals, many of the technicians volunteer at Computer Aid as part of their ICT course at college or university. This helps them to gain experience and receive training by working with our experts on a wide range of computers.

Students from both Newham College and Southgate College as well as from Padre Piquer College in Spain have volunteered with us this year. We have also started discussions with the London Metropolitan University around incorporating a placement at Computer Aid into its ICT degree courses.

We are also very grateful to our trustees as well as our fantastic team of office-based interns and volunteers who have given their time and enthusiasm to the marketing, fundraising, finance, operations and administration departments throughout the year.

Addison Lee | The Alfred Haines Charitable Trust | Alice Ellen Cooper Dea
Charitable Foundation | The Allan Charitable Trust | Arts Coucil England | BE
Worldwide | Betfair | BioMed Central | The Bonus Trust | Brent Council | Britis
& Foreign School Society | British Airways | British Computing Society | TH
British Museum | Brookcourt Solutions | Buckingham Palace | The Calley
Foundation | Centrica | The Clark Bradbury Charitable Trust | Clyde & Co | Co
Cola | The Cruach Trust | The Dagny Raymond Charitable Trust | Deak
Charitable Trust | The Department for International Development | Diageo
EMAP | ESG Robinson Charitable Trust | Everything Everywhere | Fath
O'Mahony Charitable Memorial | Glendower School | The Haremead Trust
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Haymarket | HSBC |
Healthcare Trust |
Bowers Fund | The

Thank You to all our supporters

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Trust | The Thriplow Charitable Trust | The Tula Trust | UNESCO | UNHCF
University of Oxford | Navchetna BV Charitable Trust | NSK Europe | Vinci | T

Financial statement

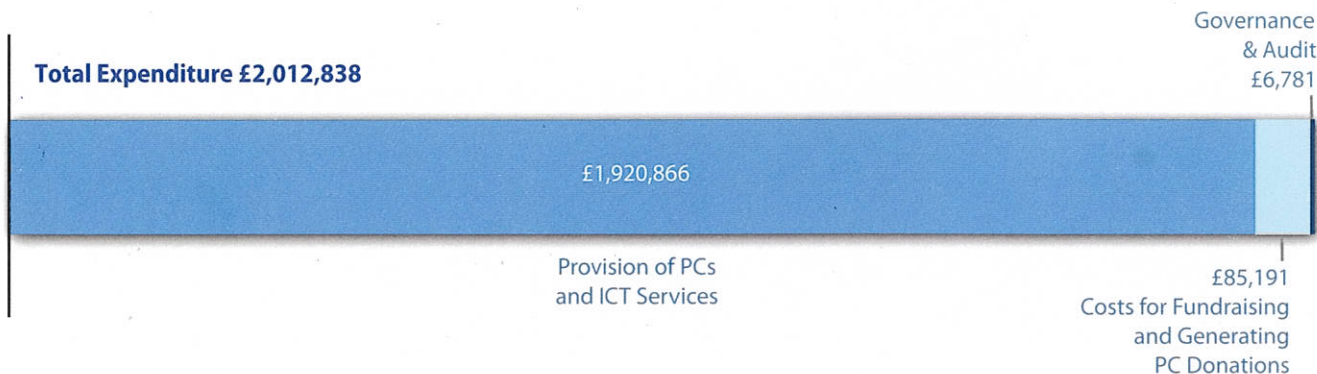
The past year has been a challenging one for Computer Aid and we ended the financial year with the balance of total funds amounting to £158,286 and with unrestricted reserves of £112,050. This was due to a range of factors related to the global economic downturn which affected both our supply of equipment from donors in the UK and our partners' ability to find funds for shipments in Africa and Latin America. However, our largest source of income continued to be receipts derived from handling fees, predominantly from our long term partners in developing countries, which highlights the quality of our services to our recipients.

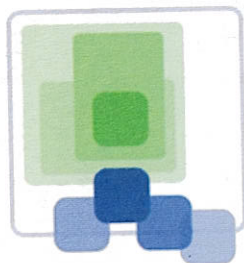
Computer Aid maintained strong controls on spending and reduced the number of staff and other overhead costs. Because of the measures we implemented through 2010 and 2011, we were able to enter the current financial year in a sustainable position. This has allowed us to consolidate the organisation and continue focusing on our core competencies as a provider of affordable equipment and innovative low cost ICT solutions for the developing world, while at the same time delivering innovative solutions such as the ZubaBox to the most rural communities.

Total Income £1,569,665



Total Expenditure £2,012,838





**Computer Aid
International**

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