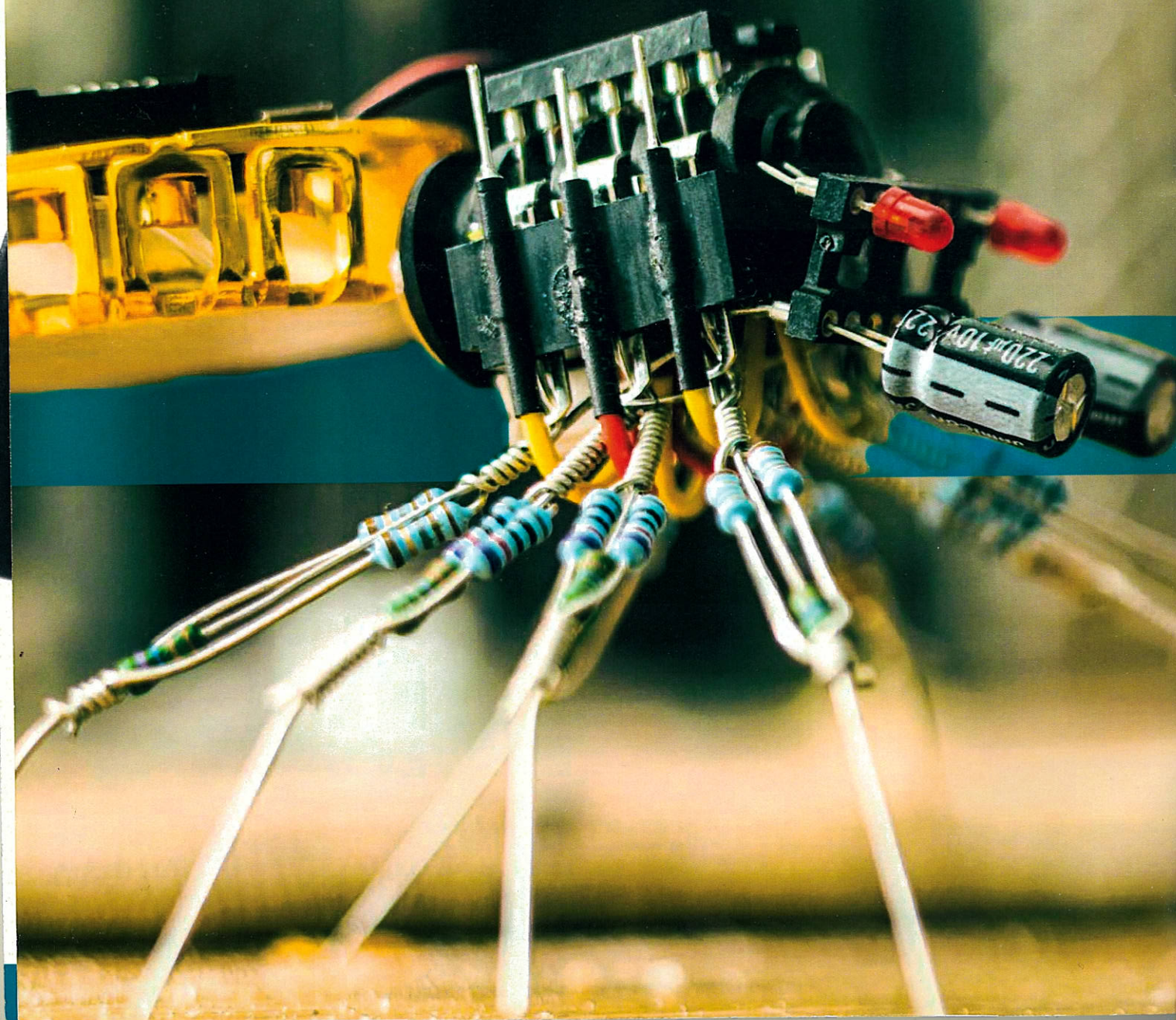


Computer Aid
International

2011/12 Annual Report



Message from the Chair

Keith Sonnet

Chair, Computer
Aid International



From April 2011 through to March 2012, at Computer Aid International we continued to provide high-quality professionally refurbished PCs to non-profit organisations and delivered ICT-based solutions to the challenges faced by communities and organisations worldwide. The digital divide – far from being bridged – is actually becoming more complex in its nature, and in the solutions required to overcome it.

Despite the tough economic times, there have been a range of successes – highlights of which are detailed over the pages of this report. In particular, we've deployed 10 ZubaBoxes – solar-powered and mobile IT classrooms – to rural communities, and are at present evaluating their full impact. Along with these and other innovative new products and services, our core refurbished PC delivery service has also been sustained.

This, once again, has been made possible by generous donations of IT equipment from our supporters UK- and worldwide. Ranging from a single laptop from a personal user to 1,000+ items from larger corporate donors, support has come from a wide base of those interested in seeing their redundant IT have a second useful life.

In offering a full IT disposal service to organisations, we've also acted as both an advocate and educator on the ethical treatment of e-waste, and a proponent of the environmental and social benefits of IT reuse. Continuing this theme into next year, we aim to transfer the knowledge we've gained to our partners in Africa and Latin America and to continue to lobby the UK and EU level governments on better ewaste policy.

There's a lot to be done, and our relationships will be pivotal to what we can achieve. We are reaching out to new non-profit organisations across Africa and Latin America, as well as developing and strengthening our relationship with existing partners to ensure we carry on meeting their needs. As part of this, we very much hope we can continue to rely on your engagement with us – however that may take place and at whatever level that is.

The year in social media

Follow us on twitter @Computer_Aid
Find us on facebook.com/ComputerAidInternational

We're shipping 2,626 PCs this month
2 charities & education institutions in
Ghana, Nigeria, DRC, Chile, Tanzania,
Kenya Zimbabwe & Swaziland



8th April 2011

Computer Aid have just launched a
Best Practice Guide to IT Disposal -
download a free copy

19th September 2011

Royal Mail's donated PCs are being
used in schools & NGO's in Malawi,
Namibia, Ethiopia & Chile



31st October 2011



Any not for profit organisation or
educational institution in any country
can apply for our computers or laptops



18th September 2011

Sion Jones, our Trusts Partnerships
Officer, visiting schools in Papua New
Guinea!

We're not far off having provided
200,000 computers & laptops! Just
2,025 more to go! #greenit #ict4d
#reuse #globaldev



6th December 2011



9th February 2012





20th April 2011



The London to Paris bike ride set off *early* this morning. The team is #cycling to raise money for #ICT4D in #Africa - good luck everyone!



6th May 2011

Computer Aid receives an award from The Kenya Chapter of LinuxChix Africa (KE-Chix) which recognised our work to encourage girls in Kenya to gain and develop their careers in ICT

11th August 2011



We've just finishing packing 385 PCs & monitors onto a container headed for schools in Chile bit.ly/hlwxbF #ict4d #greenit #reuse

We're packing 309 PCs today for schools & libraries in #Eritrea to be distributed by our partner @BritishCouncil Eritrea



21st July 2011

Huge thank you to our team of courageous supporters for cycling 100km around London last week-end on the famous Nightrider Challenge! This brave team of 8 riders raised over £2,400 for Computer Aid!



16th June 2011



28th February 2012



Computer Aid Launches E-Waste Partnership with the WEEE Centre in Nairobi, Kenya #ewaste #greenit #electronics #weee

Closing in on 6,000 followers! Wow, thanks to all of you who found us over the weekend!



5th March 2012

8th March 2012



Congratulations to @Computer_Aid on providing a total of 200,000 computers for ICT4D initiatives worldwide. Sorry to miss the knees up.

Our projects

IT-based solutions can have a significant impact on many problems facing resource-poor communities in developing countries. Such solutions are unique in supporting individuals and communities in determining their own approaches to improving their lives, through improved access to information, communications and idea sharing.

Committed to being demand driven and working closely with local organisations on the ground, we are experienced in delivering effective solutions that support education, healthcare and community activities in developing countries. Here are some snapshots from the last year:

In healthcare

We provided 10 computers to the Kuvuka Information Centre in Mozambique, which assists people affected by HIV, to enable them to continue their work.

Our project providing telemedicine equipment to health centres in Kenya has gone from strength to strength and is now ready to

be expanded to a number of neighbouring countries. Additional unexpected benefits have emerged, such as doctors being able to keep in touch with their families, and the project has been improved to maximise these. The need is still great as many isolated and remote communities lack access to resources and support.

Across education

Education is the biggest sector we serve – 60% of our PCs go here. Some examples of different types of projects are below.

We continued to supply computers to Chilenter, an organisation which works alongside the Chilean government to ensure the poorest and most rural schools in Chile have access to ICT. Chilenter is a long-standing partner of ours and, over the past four years, we have sent over 30,000 computers there.

The Presbyterian Church Centre, a church organisation in Cameroon, has received over 1,000 computers from us and distributed

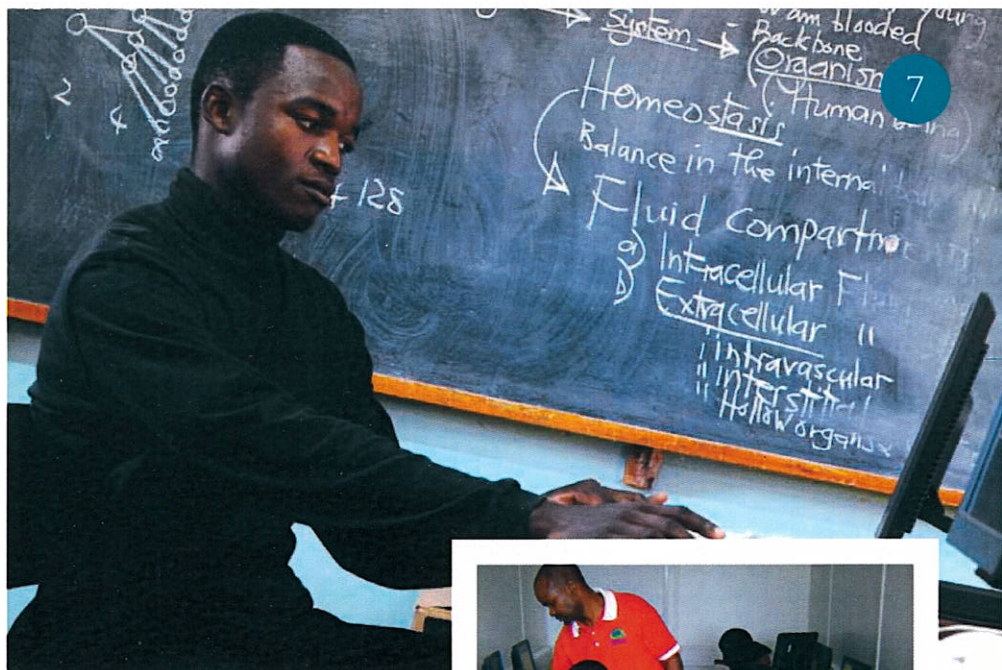
them across their network of 19 schools in the southwest of Cameroon.

In Malawi, Euthini High School received 50 PCs, two projectors and internet connectivity. Its position as a school cluster leader means they also give access to the 10 surrounding schools who have very few resources in what is a very remote and isolated area.

Six primary schools in Kwahu-Tafo, a small town near Lake Volta, Ghana, gained 200 PCs, a selection of projectors and funds to refurbish their classrooms. These were the Seventh Day Adventist Primary School, the Methodist Primary School, the Presbyterian Primary School, the Roman Catholic Primary School, the Islamic Primary School and the Experimental Primary School. Each school has between 100-150 students and received around 25 PCs each.

We also issued Moodle eLearning and ICT4D (information and communication technologies for development) information training packages for lecturers in tertiary institutions

ts
 "We are experienced in delivering effective solutions that support education, healthcare and community activities in developing countries"



in conjunction with Kaduna State University, Nigeria, and the UK Worcester College of Technology. Moodle is the most widely used online learning system internationally – it is free and open-source and used by many of the world's leading universities.

In civil society

The Great Lakes Initiative for Communities Empowerment (GLICE), Burundi, have set up a cyber cafe using 60 Computer Aid laptops. GLICE exists to help poor children and adults to have access to information communication and technology. We also sent 56 computers including laptops to the Survivors Fund (SURF), the primary international organisation supporting survivors of the genocide in Rwanda. SURF works in partnership with survivor-led organisations including AVEGA (Association of Widows of the Genocide) and AERG (Student's Association of Genocide Survivors) to develop and deliver programmes to address the needs of survivors, ranging from healthcare to housing, education to employment.

ZubaBox

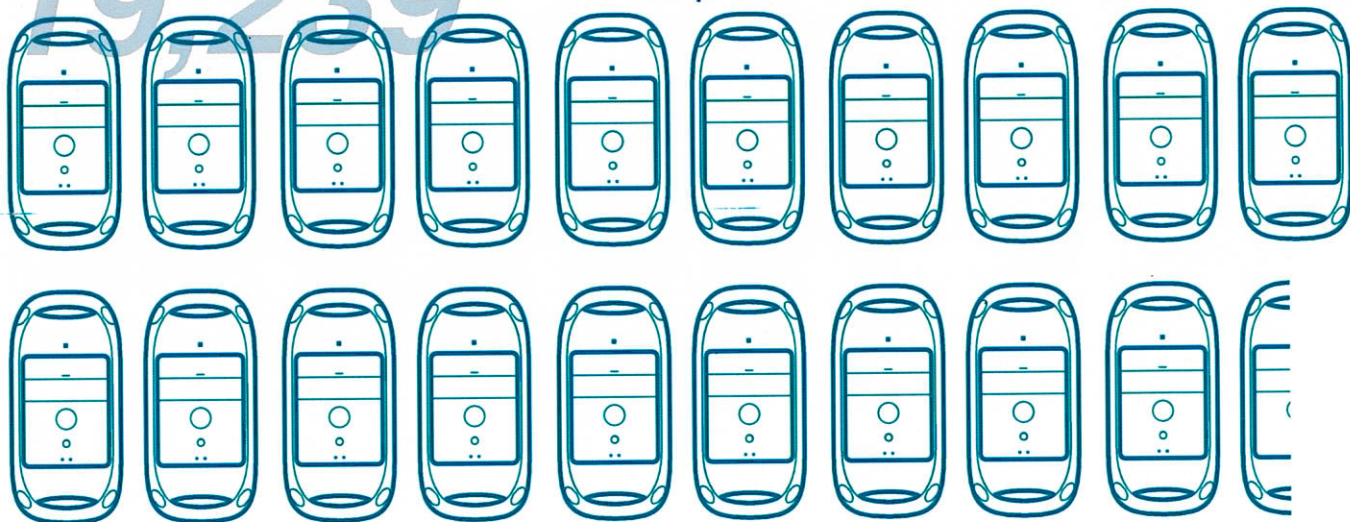
Our ZubaBoxes provide low-power computing solutions to communities without access to mains electricity or ICT. As a self-contained unit, the ZubaBox can be deployed to the most rural and isolated communities anywhere in the world. In February 2012, software company Ensoft funded three ZubaBoxes for projects which improved education, health and economic opportunities in Africa. One went to Nigeria, and is being used by two schools in Taraba State. As well as being accessed by children and teachers in these schools, it is used by the local community.

Another went to Zimbabwe, to UNESCO's Madziwa Secondary School, outside Chipinge. Schools in the area do not have access to mains electricity but, with the ZubaBox, teachers and children from Madziwa and the surrounding schools could access computers and e-learning materials and learn the IT skills necessary for them to gain higher paid employment in the future.



19,239

Personal computers



11,733

Computer monitors



4,693

Laptops



Computer Aid International continued to distribute PCs, monitors and laptops worldwide in 2011/12. Here's how the shipments broke down.

Donations of IT equipment

2011/12 was a great year for computer donations. Individuals, businesses, academic institutions and government departments throughout the country gave over 24,000 computers for use by our partners in the developing world.

Support for Computer Aid International came from a variety of sources. Our donors often cite environmental concerns as a key motive for donating to our organisation. Where possible, Computer Aid ensures all items are reused by our partners, extending the life of the equipment and recouping the environmental cost of production. If the equipment we receive is not suitable for reuse, the items are recycled to the highest standard of environmental disposal.

Many of our supporters are also concerned that the data on their units is handled in a secure and responsible way. Computer Aid guarantees that all PCs donated are data-wiped using CESG-approved software, the

Ministry of Defence baseline for permanently removing all data and programs. This free service assures our corporate and individual donors their information is erased and their privacy and security respected.

Addressing the growing technological disparity is also an issue for many of our suppliers. The use of information and communication technologies is key to the social and economic development of a country. Diffusion of this technology is a primary driver of economic growth and the rapid exchange of information made possible by this technology has dramatic implications in reducing poverty. By providing access to these technologies, together we are challenging this digital divide and reversing the trend of inequality.

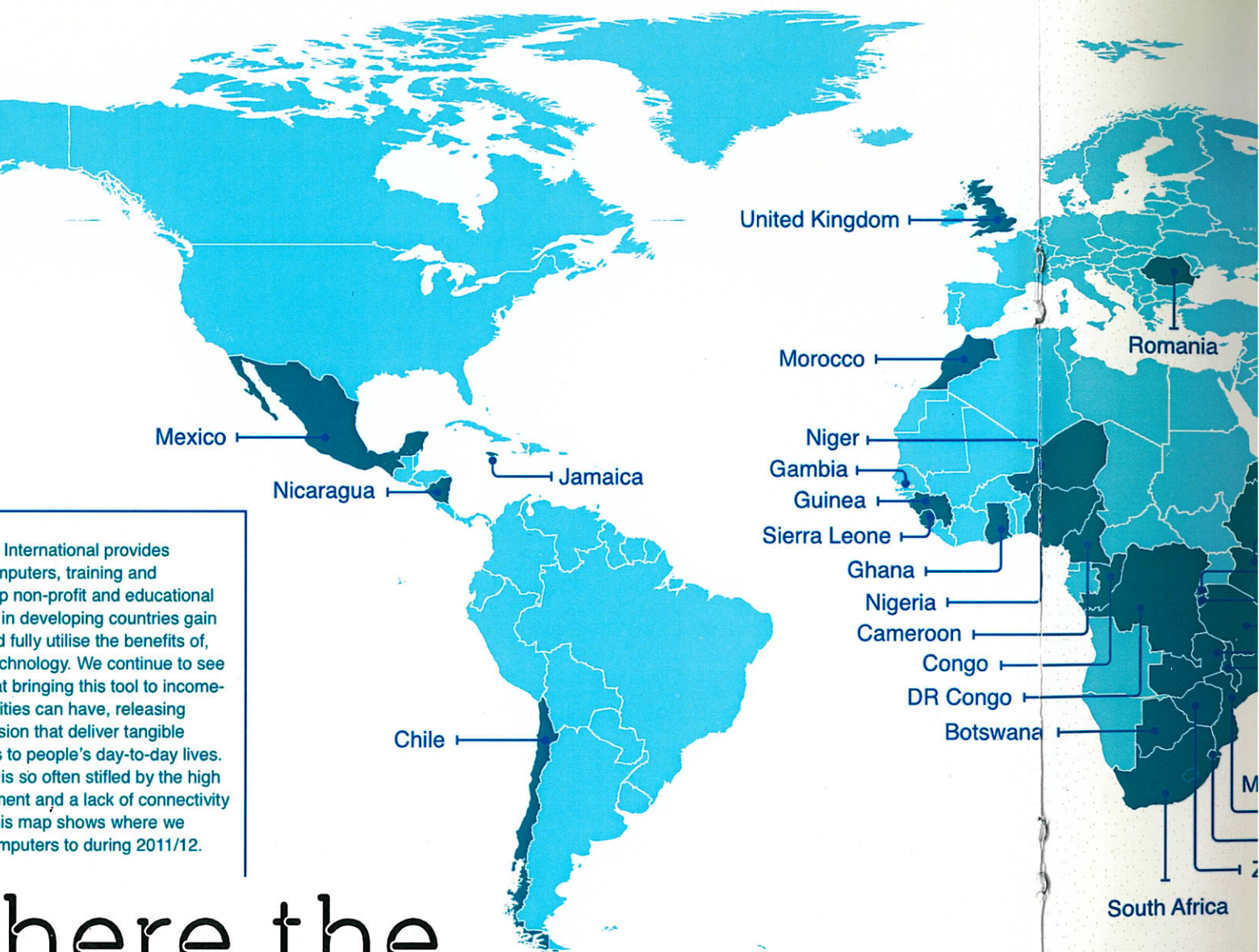
These concerns motivated British Airways to commence a substantial multi-year partnership with Computer Aid. Such partnerships extend benefits to all the parties

as BA can safely and ethically dispose of their IT equipment while non-profit groups, educational institutions and community organisations in the developing world enjoy the benefits of increased technological empowerment.

Dave George, BA Worldwide Desktop Operations Manager, said, "We recognise the dedication of the Computer Aid team in the UK and the value that the reused IT brings to communities around the world."

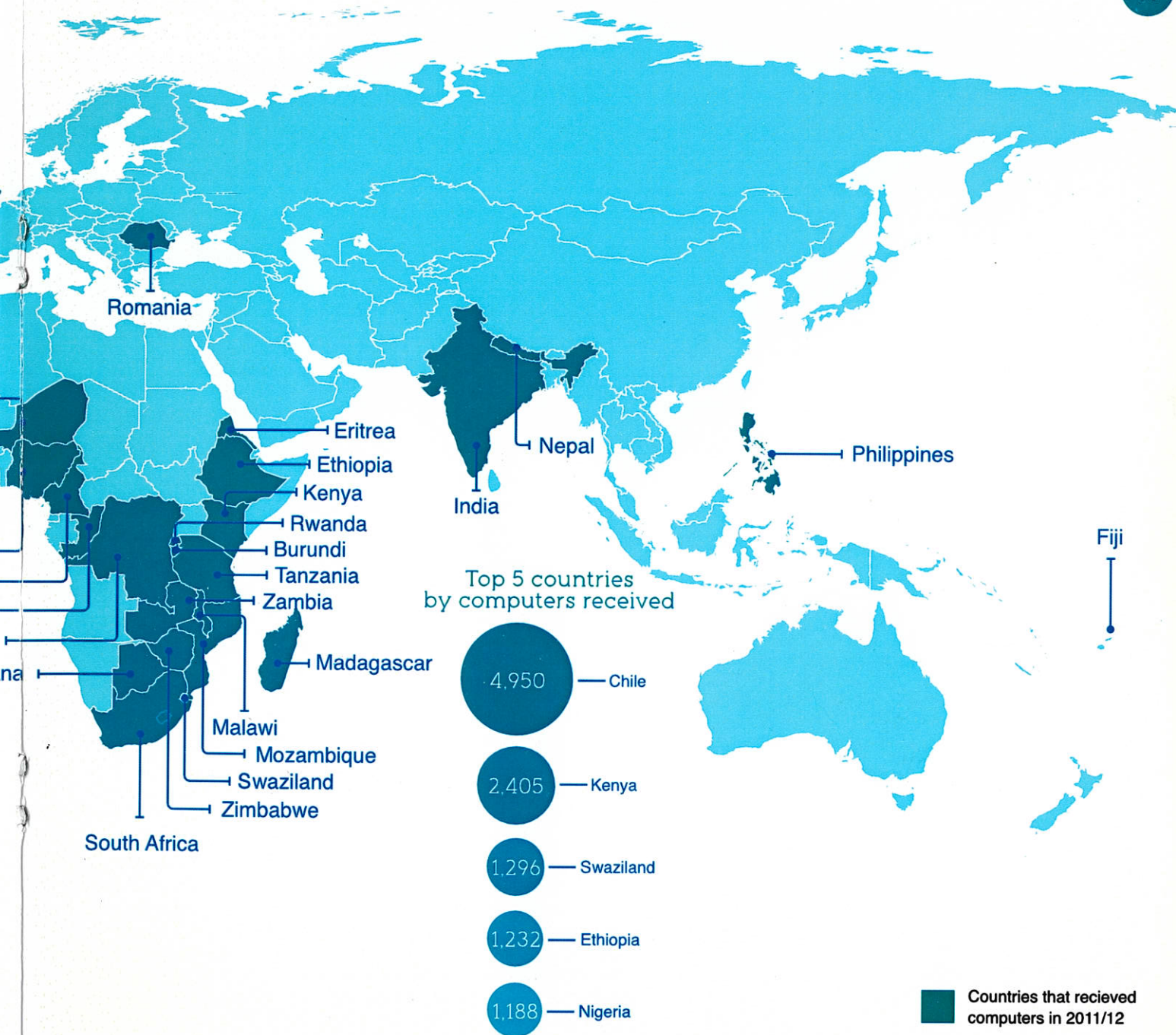
Moving forward, Computer Aid hopes to develop our international presence by utilising our strengths to appeal to European businesses. With strong demand for experienced and reliable computer disposal partners, Computer Aid will be expanding our donations from outside the UK, enabling us to further satisfy the growing calls for ICT equipment from current and emerging partners abroad.

"All PCs donated are data-wiped using CESG-approved software, the Ministry of Defence baseline for permanently removing all data and programs"



International provides computers, training and support for non-profit and educational projects in developing countries gain and fully utilise the benefits of technology. We continue to see the impact of bringing this tool to communities that have, releasing the potential that deliver tangible benefits to people's day-to-day lives. This is so often stifled by the high cost of equipment and a lack of connectivity. This map shows where we have provided computers to during 2011/12.

Where the computers go



Within the Warehouse



Volunteers

It is really fun working at CAI. Everywhere you go, people are talking about their preferred operating system or the new robot they've built with their Raspberry Pi



CAI creates real jobs, numerous internships and work experience opportunities that would not exist otherwise



Most of the volunteers are very skilled professionals and you can learn a lot on basically any field, from hardware to networking or programming



Our London workshop continued to produce an extremely high standard of professionally refurbished IT equipment. Its inspirational team of 50 volunteers has processed 17,570 PCs, and data-wiped a total of 18,341 hard drives over the last 12 months.

To ensure the high quality and reliability of the equipment we send, we maintain a stringent minimum specification for all equipment shipped. We began the year with a minimum specification of 1.8 GHz, and, owing to the increasing quality of equipment received from our donors, ended the year with this pushed up to 2.4 GHz.

Once donated equipment arrives in the warehouse, it is immediately asset tagged so we can track each item's progress through our facility. This also means we're able to provide detailed feedback to donors on what project ultimately benefited from their donated equipment.

We continued our successful partnership with Kroll, utilising their Ontrack Eraser software to securely data-wipe all donated equipment. Meeting the international security requirements,

including UK CESG HMG Infosec 5 (Lower and Higher) standards and US Department of Defence standards, Ontrack Eraser has allowed us to allay many donors' concerns over data security and ensure their focus remains on the benefits their equipment will bring to our partners.

Finally, as a lifelong Microsoft Registered Refurbisher, after datawiping we then install Windows 7 and the Office Suite, and various open-source and free applications.

Cartridge Recycling

We've had our best year to date with our mobile phone and cartridge recycling scheme, which raised nearly £23,000. The scheme has continued to grow with support across the UK from businesses and individuals alike. The project has allowed donors to help fund shipments of refurbished equipment to beneficiary projects abroad by supplying us with their used toner cartridges and mobiles, which are refurbished and resold in the UK by our partners at ERS Europe. With the support and income generated from this scheme growing year on year, it continues to be an important part of our fundraising work.

Wishlist

We receive all kinds of IT equipment, but to make sure that the equipment we send to our beneficiaries has the longest life possible, we only reuse the following:



Working Pentium 4 computers and laptops or similar processor rated at 2.4 GHz upwards



Laptop power adaptors, power cables, keyboards and mice



Any size working TFT monitor

Recommendations: How to end all e-waste

The fourth edition of Computer Aid International's Special Reports ('How to End all E-Waste') made six recommendations to governments. See our website for more details and the complete set of reports.



1 Ban the import and export of e-waste



2 Ban the landfill and other dumping of e-waste



3 Prioritise reuse over recycling



4 Compel e-waste recycling, but only through legitimate operators



5 Enact producer responsibility to fund e-waste management and promote ecodesign



6 Enforce it – monitor actors and punish criminal activity

Environmental advocacy

The problem of e-waste continues to dominate the agenda – and, as a registered WEEE (Waste Electrical and Electronic Equipment) refurbisher, we are acutely aware of our responsibilities.

Through partnerships with other organisations, working with the media and listening closely to our donors and beneficiaries, we've advanced thinking and understanding on e-waste.

We helped the Environmental Investigations Agency (EIA) investigate illegal e-waste exports, and were cited in their report, System Failure: The UK's harmful trade in

electronic waste, as "the right way to do business." It further describes us as a "wholly legitimate" organisation which ensures the "compliant exports of secondhand electronics".

We also contributed to BBC's Panorama programme which looked at Britain's e-waste illegally leaking into West Africa. Panorama called us a best practice charity in our field.

The fourth edition of our Special Reports: How to End all E-Waste was published this year where we made a series of recommendations to governments on the spectrum of regulation required. See our

website for more details and the complete set of reports.

But the whole e-waste debate impacts all levels of society. Recognising this, and in conjunction with the Balkans E-Waste Management Advocacy Network (BEWMAN), we launched a guide for NGOs and civil society actors on how to conduct e-waste and electronics advocacy. The 52-page resource provides civil society actors with the information and tools required to push for change to minimise the environmental, health and social impacts of electronics and e-waste.

"The Environmental Investigations Agency described us as a 'wholly legitimate' organisation which ensures the 'compliant exports of secondhand electronics'"

Fundra



Computer Aid hosted several challenge events throughout 2011/12 to raise vital funds to further our work. These events took people to some incredible places where they saw projects in action.

The income raised surpassed £56,000, and we're extremely grateful to all who took part for their efforts supporting Computer Aid. Highlights of this year included our long-term supporters, Brookcourt Solutions, cycling to Brussels and taking part in the Nightrider bike ride around London.

We were also lucky enough to benefit from committed individuals cycling from London to Paris and going on a trek to Tanzania. The organisers of the annual UKIT Awards once again chose Computer Aid as their beneficiary charity, raising an amazing £12,000 in just one night.

New for 2013/14

There's the Nightrider Paris – where you can take in the glorious sights of the Eiffel Tower, the Seine and the Arc de Triomphe by night!

Or explore Burma, a land of ancient temples, golden pagodas and magnificent monasteries where monks collect alms each morning. This spectacular trek takes place in the Shan Mountains.

And donor trips will again provide supporters with a chance to visit projects, see our work first hand and maybe even lend their skills to support this work. Find out more by visiting the Get Involved section of the website.

For an information pack contact us at:
events@computeraid.org

ising

£56,598

was raised from fundraising events



Finance

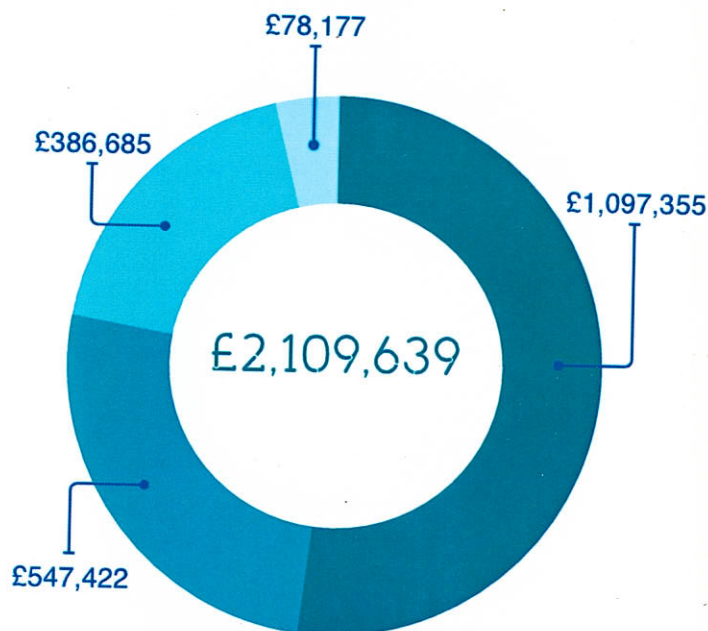
So how did 2011/2012 look in financial terms? We started this financial year carrying forward a surplus of £158,286 in total funds (restricted and unrestricted). The year produced a surplus of £58,788, such that at 31 March 2012 the balance on total funds amounted to £217,074.

In reality we experienced a difficult year financially; a range of factors related to the global economic downturn affected both our supply of equipment and our partners' ability to pay for shipments.

We ended the year with unrestricted reserves of £217,074 which was achieved by maintaining strong controls on spending and a reduction in staff and other overhead costs.

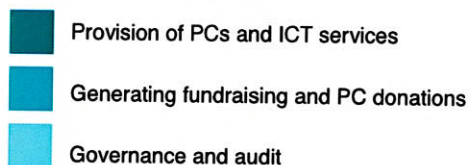
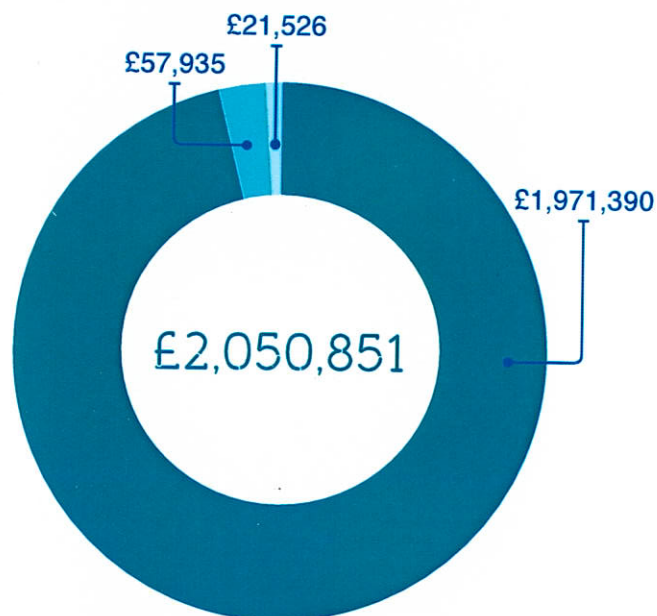
This work has enabled us to enter the following financial year in a sustainable position and has allowed us to consolidate the organisation to focus on our core competencies as a provider of affordable equipment and innovative low-cost ICT solutions for the developing world.

Income



- Fees for computers and ICT services
- Value of donated PCs
- Donations, grants and fundraised events
- Investment income

Expenditure



96



percent of expenditure was spent on provision of PCs and ICT services

6.67



pounds were delivered in income against every pound spent generating financial donations, grants and fundraising

A black and white photograph of a person in a dark jacket leaning over a desk, working on a laptop. The laptop is open, and the person's hands are on the keyboard. In the background, other people are visible, some looking at computer monitors. The scene appears to be a computer lab or a training center.

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Vision:

A world where rich and poor
have equal access to ICT

Mission:

To reduce poverty through
practical ICT solutions