COMPUTERAID

100% RECYCLED PAPER

ANNUAL IMPACT REPORT 2023/2024

Building a world where everyone has access to technology.

INTRODUCTION

PROFESSOR DOMINIC MCVEY - CHAIR OF THE BOARD OF TRUSTEES

This report highlights just some of the work that Computer Aid has undertaken over the period 2023/24 but also our achievements since our formation 27 years ago. Our mission has always been to bridge the digital divide and to provide access to digital technology and the skills to use it, to disadvantaged people in both the UK and overseas. We do this in ways which are environmentally friendly. Part of our work includes taking equipment that companies no longer need and providing it on a charitable basis for those in need.

Our IT disposal work provides a completely secure and GDPR compliant asset repurposing service not just in the UK but around the world. As this report shows, since our formation, through reusing computers and equipment we have saved over 27.5m Kg CO2e from entering the atmosphere, the equivalent of planting over 1.3m adult trees. Companies using our IT disposal service can not only be assured of a professional disposal service but also benefit their environmental and social value objectives.

I have been proud of our work in helping to provide digital technologies and connectivity for refugees from Ukraine fleeing the ongoing conflict. Over the last year we have extended our work with those experiencing upheavals in their lives to the people in Morocco impacted by the earthquake in September 2023 in a large area south of Marrakech. As this report shows we have established Portable Connectivity Centres funded by Dell Technologies and the Airbus Foundation to help maintain educational services for young people and other services for adults.

I would like to thank all the companies, trusts and foundations that have supported our work over the last year but also my fellow trustees on the board of Computer Aid International for their commitment to our mission.

KEITH SONNET - CHIEF EXECUTIVE

The last year has seen a number of important developments in information technology, not least the emergence of artificial intelligence and a plethora of new laptops and other AI enabled devices. We are experiencing what has been dubbed the fourth industrial revolution that will change all our lives in ways which at present we can only imagine. These new digital technologies will continue to be the drivers for economic and social change but also will exacerbate the divide between those with access to the technologies, and those without.

Computer Aid's mission to bridge the digital divide will remain as important as it has always been, but we can use AI and the emerging technologies in innovative and creative ways to help create that bridge. Our Solar Community Hubs programme, illustrated in this report, is an area of our work where generative AI, as an example, can assist in developing more diverse services, better connectivity and sustainability. But we will still need devices and so our IT disposal service for companies will remain a priority. Millions of computers and other devices get discarded every year, many of which can be reused. Reuse not only helps those without digital equipment but also helps save carbon and, with Computer Aid, creates social value.

This report showcases just a small part of the work we undertake. We are a small team but have a large network of supporters and we do make a difference.

Charity No:
England/Wales (1069256) and Scotland (SC040154)
Company No: 03442679

Address:
33 Foley Street,London,
W1W 7TL, United Kingdom

Contact:
info@computeraid.org
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WHAT WE ACHIEVED IN 2023/2024

Access:

- ✓ Over 135 organisations worldwide supplied with equipment
- ✓ 109 schools, councils, and organisations supplied in the UK
- ✓ Over 1,000 laptops and desktops supplied in the UK
- ✓ A total of 10,211 laptops, PCs and monitors distributed
- ✓ A total of 10,785 pieces of equipment distributed
- ✓ Over 147 companies provided equipment to us

E-waste:

- ✓ 3,096,282 Kg CO2e prevented from entering the atmosphere through e-waste
- ✓ This is equivalent to taking 1,513 cars off the road for 1 year
  Or planting 147,442 adult trees to offset the same CO2e
- ✓ 10,359 pieces of equipment reused
- ✓ 15,608 pieces of equipment recycled

Projects:

- ✓ 1,521 ICDL assessments
- ✓ 1,343 ICDL certifications
- ✓ 1,215 students certified in Computer & Online Essentials ICDL Module
- ✓ Average Pass mark was 83%

OUR TOTAL IMPACT

Access (since founding):

- Provided over 14.7 million people with access to technology
- Enabled over 1.15 billion hours of digital learning
- Over 281,000 laptops and PC kits distributed
- Average of over 140 organisations supplied each year
- Supplied over 4,141 organisations
- Over 770 companies provided equipment to us (since 2016)

E-waste (since we began measuring in 2016):

- 27,589,839 Kg CO2e prevented from entering the atmosphere through e-waste
- This is equivalent to taking 13,482 cars off the road for 1 year
- Or planting 1,313,802 adult trees to offset the same CO2e
- 77,571 pieces of equipment reused
- 100,832 pieces of equipment recycled

Project (since we started ICDL assessments in 2015):

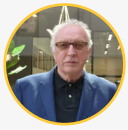
- 5,083 ICDL assessments
- 3,445 ICDL certifications
- 1,762 students certified in ICDL modules
- 242 teachers certified in ICDL modules
- Over 111,204 direct project beneficiaries

25TH ANNIVERSARY EVENT AT NO. 10 DOWNING STREET

A year ago, Computer Aid International hosted an event at 10 Downing Street, a testament to our work in leveraging technology for social good. The event highlighted our commitment to reducing the digital divide, bringing together stakeholders, policymakers, and advocates under one roof to discuss strategies for enhancing digital inclusion globally.

The visit underscored the importance of collaborative efforts in fostering digital literacy and access, especially in underserved communities. It served as a platform to showcase success stories and innovative approaches that we have championed over the years, such as our Solar Community Hubs.

Our mission to bridge the digital divide is expanding. Following our impactful event at Downing Street, we are energised and motivated to reach more people in need. This year, we've completed projects in South Africa, Colombia, Morocco, and beyond. We're actively seeking volunteers and fundraisers to help us connect with even more communities. We must keep up the momentum!



– Keith Sonnet,
Chief Executive of Computer Aid

Our continued impact

Since the visit to Downing Street, we've made significant strides in strengthening partnerships with governments, NGOs, and corporate entities in expanding our reach. By collaborating with diverse stakeholders, we can scale our initiatives and deploy technology solutions where they are needed most.

Programmes focused on digital skills training and e-learning have greatly expanded due to the success of the Solar Community Hubs. These initiatives aim to build capacity and foster economic opportunities through technology education.

One of our main priorities is the refurbishment and reuse of IT equipment. This approach not only reduces electronic waste but also extends the lifespan of devices, maximising our impact in communities over time.

Moving forward, we hope to continue to improve digital skills through training programmes that equip individuals with the tools required to succeed in the digital economy, advocating for policies that promote digital inclusion and access to technology on a global scale, and embrace technological advancements to innovate and adapt our programmes to meet evolving needs and challenges.

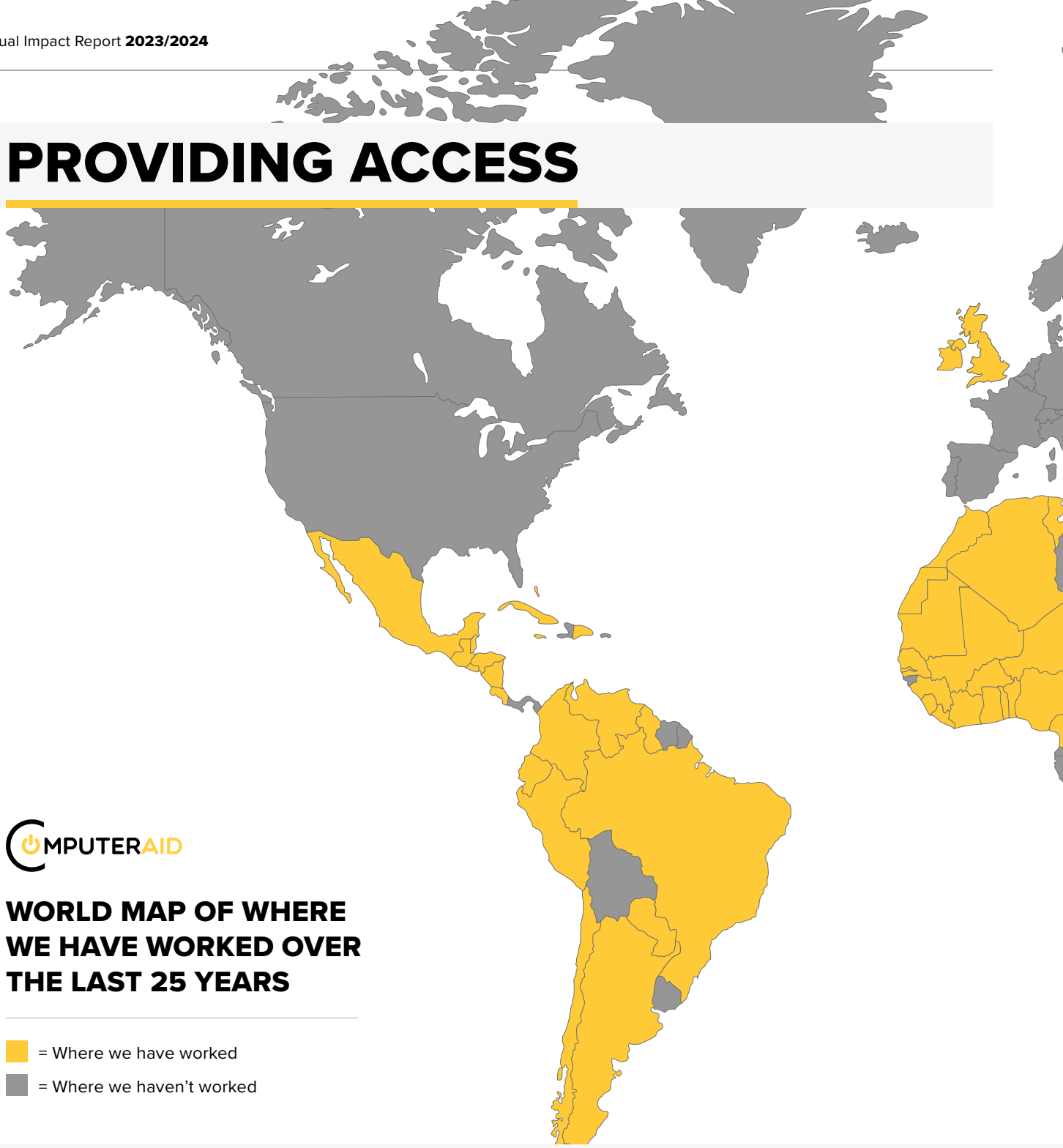
SECURE GLOBAL IT DISPOSAL SERVICE

Our secure, global IT disposal service has worked with over 147 companies during the last year, some of whose logos appear in this report. We offer companies a fully secure IT disposal service whereby we collect IT equipment and refurbish what we can for reuse. It is then provided on a not-for-profit basis to other charities and non-profits, both in the UK and overseas. What cannot be reused is sustainably recycled, so no equipment goes to landfill.

We provide:

- Secure collection of assets
- Data Destruction using the best Blancco data erasure software and onsite wiping if required
- Full test reports on collected equipment and documentation of data destruction
- Sustainable recycling of assets that can't be reused
- Sustainability reports showing the environmental impact of reuse
- Social value reports of where reused equipment are being used, by whom and for what purpose. We can often provide photos and quotes for use on social media or in ESG reports

PROVIDING ACCESS



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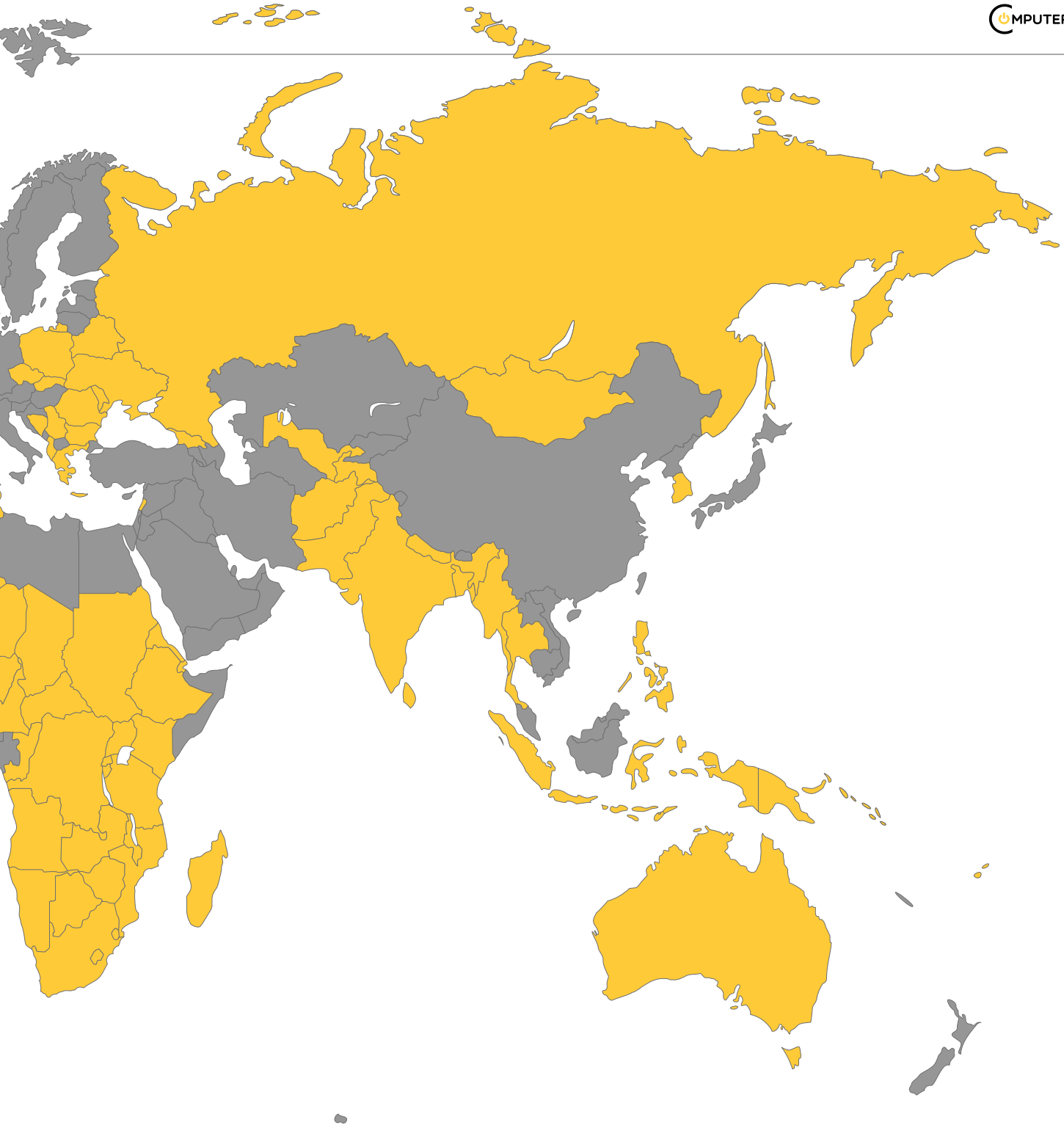
WORLD MAP OF WHERE WE HAVE WORKED OVER THE LAST 25 YEARS

= Where we have worked

= Where we haven't worked

1. Afghanistan
2. Albania
3. Algeria
4. Angola
5. Antigua
6. Argentina
7. Australia
8. Azerbaijan
9. Bahamas
10. Bangladesh
11. Barbados
12. Belarus
13. Belize
14. Benin
15. Bolivia
16. Bosnia & Herzogovina
17. Botswana
18. Brazil
19. Bulgaria
20. Burkina Faso
21. Burundi
22. Cambodia
23. Cameroon
24. Cape Verde
25. Central African Rep.
26. Chad
27. Chile
28. Colombia
29. Comoros
30. Congo Brazzaville
31. Costa Rica
32. Cuba
33. Czech Republic
34. Rep of Korea
35. Dem Rep Congo
36. Djibouti
37. Dominica
38. Dominican Republic
39. East Timor
40. Ecuador
41. El Salvador
42. Eritrea
43. Ethiopia
44. Fiji
45. Gambia
46. Georgia
47. Ghana
48. Greece
49. Grenada
50. Guatemala
51. Guinea Conakry
52. Guyana
53. Honduras
54. Indonesia
55. India
56. Ivory Coast
57. Ireland
58. Jamaica
59. Kenya
60. Kosovo



61. Lebanon
62. Lesotho
63. Liberia
64. Madagasgar
65. Malawi
66. Mali
67. Mauritania
68. Mauritius
69. Mexico
70. Moldova
71. Mongolia
72. Morocco
73. Mozambique
74. Myanmar / Burma
75. Namibia
76. Nepal
77. Nicaragua
78. Niger
79. Nigeria
80. Pakistan
81. Papua New Guinea
82. Paraguay
83. Peru
84. Philippines
85. Poland
86. Romania
87. Russia
88. Rwanda
89. Sao Tome & Principe
90. Senegal
91. Serbia
92. Sierra Leone
93. Slovakia
94. Soloman Islands
95. Somalia & Somaliland
96. South Africa
97. Sri Lanka
98. St. Kitts and Nevis
99. St. Lucia
100. St. Vincent
101. Sudan
102. Swaziland
103. Tajikistan
104. Tanzania
105. Thailand
106. Togo
107. Trinidad & Tobago
108. Tunisia
109. Uganda
110. Ukraine
111. United Kingdom
112. Uzbekistan
113. Venezuela
114. West Indies
115. Zambia
116. Zimbabwe

CASE STUDIES: UK

Manta Trust

Formed in 2011, The Manta Trust is a UK registered charity that co-ordinates global manta and devil ray research and conservation efforts.

Six laptops were sent to the Manta Trust in Baa Atoll, Maldives between April 2023 and March 2024. These included laptops donated by Watson, Farley & Williams LLP and Siemens Mobility Limited. The laptops were used by Interns for research purposes and to input and collate oceanographic data, helping them to gain practical experience in the field whilst assisting the Manta Trust in their work.

Computer Aid have provided us with laptops for use by our Maldivian interns, enabling us to train them in day to day administrative and desk-based research operations, such as data entry and processing, video and photo editing and writing reports. This has been instrumental in the interns´ programme, gaining essential practical experience in marine conservation and directly contributes to the Manta Trust's goal to increase the number of people seeking careers in this sector.

– **Tam Sawers,** Maldives Project Leader

I spent a month working with Manta Trust as a Research Assistant Intern, collecting oceanographic data and zooplankton samples in Hanifaru Bay, Baa Atoll, which is the largest known manta ray aggregation site in the world. I learned a lot about manta ray behaviour and had the most amazing opportunity to see it all for myself. The experience I got was extraordinary working with the researchers, learning about research equipment and spending hours in a lab processing sample after being in the ocean all day, collecting zooplankton samples.

– **Dhuaa Abdulla,** Baa Atoll intern

Great Lakes Outreach

Great Lakes Outreach (GLO) is a Christian organisation founded in 2003 working with local leaders in Burundi to transform education, sport, business, and healthcare, providing support to the most vulnerable. GLO also supports a number of partner organisations who work to create the next generation of young leaders through orphan care, children's homes, excellent schools, and medical clinics for the very poorest communities.

Great Lakes Outreach received 150 laptops from Computer Aid International in early 2024 at their office in Bujumbura, Burundi. The laptops were distributed amongst 28 of their partner organisations. The laptops will be used by students who attend their partner schools, by partner admin teams to assist with the day-to-day running of the organisations, within the healthcare clinics run by their partners, and some will be used directly by the beneficiaries of their work. In addition, a total of 5 laptops were supplied to 'Heritage TV', a Christian broadcasting TV station to help with their work, and similarly 5 laptops went to Transworld Radio, a Christian radio station.

Digital Essex

Digital Essex is a programme setup by Essex County Council focusing on improving digital connectivity and digital inclusion across Essex. They received 80 laptops from Computer Aid in November 2023.

Some of the laptops they received from Computer Aid were given to community volunteering services to support them in running their own digital inclusion sessions, but the majority were given to residents in need, specifically those with children who need laptops for education and to complete homework. One of the laptops was provided to a woman who has an autistic child. She mentioned that the device will have a massive impact on her and her family.

We don't have a laptop at home, and I'd really like to be able to do a business admin course with ACL so that I can find a job that's flexible around my kids. I'd like a better paid job to give me more of a sense of purpose other than being a mum.

At the moment, my daughter is having to complete her online school homework on my phone. This laptop will allow my daughter to complete her homework properly and a lot easier! I'm also studying for my driving theory test and I'm looking to start an English language course. Having access to this device will give me a much better opportunity to pass my exams.

– Anonymous Benificiary

London Enterprise Academy

London Enterprise Academy is a brand-new state funded secondary school which opened in September 2014 in Tower Hamlets. London Enterprise Academy is a small, more personal school with no more than 120 pupils in each year group. Students are grouped into smaller class sizes.

The school aims to encourage the students to become “learners for life” by embedding enterprise skills throughout the curriculum and embracing technological advancement and innovation. Every student gets a Chromebook when they start in Year 7, but the school has no funding for purchasing laptops.

Cognizant donated 10 laptops to the school in April 2023 in partnership with Let’s Localise and Computer Aid. These laptops have been allocated to each school department.

Computer Aid visited the London Enterprise Academy in April 2023 to find out how the laptops received will help the school and the students. We met Mr. Muhi Mikdad, the Careers advisor and Sumaia Bhuiyan, the School Administrator and Admissions Officer.

> *All the students and teachers at London Enterprise Academy would like to thank Cognizant for the 10 laptops they donated to the school in April 2023 in partnership with Let’s Localise and Computer Aid. These laptops will be donated to each department and will make a big difference for us.*
>
> – **Muhi Mikdad,** Careers Advisor at London Enterprise

DIGITAL SCHOOLS CASE STUDY

KENYA: **Digital Schools**

The Kenya Digital Schools project successfully concluded at the end of 2023. In the final year of the project the focus was on testing students to understand their levels of basic ICT literacy and giving them the opportunity to obtain internationally recognised certification.

This was achieved by assessing 459 students from Secondary Forms 1-3 across the schools in the ICDL Computer & Online Essentials module. This module focuses on file navigation, the basics of networking, internet browsing, emailing, and online security threats.

Students needed to score 75% or higher to pass the module and the average pass mark across the 459 students was 84%. In total 440 students (96% of students tested) passed and received certification. This means they have obtained basic Computer and Online skills, and the certification they have received will provide them with a competitive advantage in their educational and career prospects.

In total there were 257 female students and 202 male students tested. Brian Ngugi was the highest performing student who was tested, and he passed the Computer & Online Essentials module with a perfect score of 100%. Christine Njuguna, Shalyne Wangui, Vallery Kendi were the joint top performing female students, each scoring 97% in the Computer & Online Essentials module.

RWANDA: **Digital Schools**

Similarly to the Kenya Digital Schools project, the Rwanda Digital Schools project also finished at the end of 2023. It followed a similar timeline to Kenya and student testing in ICDL module Computer & Online Essentials took place between July and October 2023.

All students from Senior Grade 3 (S3), students around 15 years old, across the 8 schools were assessed and certified. S3 students were selected since they are 3 years from graduation, and all students at that level have had 3 years of exposure to the computer lab as all schools provide ICT training from S1-S3.

In order to prepare the schools for the student testing, a short training session occurred in March 2023 for 2 teachers from each of the schools. This allowed them to familiarise themselves with the ICDL testing platform ahead of the student testing. A total of 830 students (534 female and 296 male) were tested with 843 assessments taking place. In total, 786 students passed the module and therefore 95% of the cohort passed.

Patrick Marara, a Senior Grade 3 student at Busanza Secondary School was the highest performing student, passing the Computer & Online Essentials module with a perfect score of 100%. Kanyana Justine, Senior Grade 3 student at Musave Secondary School was the highest performing female student across all schools, passing the Computer & Online Essentials module with a score of 97%.

SOLAR COMMUNITY HUBS

Nxarhuni SCH

One of our newest Solar Community Hubs (SCHs) in South Africa which officially opened in June 2024, is situated in a rural set of villages called Nxarhuni. This SCH is in collaboration with Dell Technologies, CDW, and local partner Small Projects Foundation (SPF). This hub has a unique focus on sexual health, specifically HIV prevention among adolescents and youth, in addition to access to digital technologies. Residents will also be provided with healthcare and resources for environmental preservation.

Nxarhuni has a population of around 40,000 people and is served by only 3 health clinics and 7 schools. The community is financially poor with limited services available and high levels of unemployment. Residents need to travel to neighbouring East London to access all government services.

This Hub marks an important milestone in how we can support the community in both the near-and long-term. We're keen to see the community's reception and continue to adapt the project to what matters most to them. Our priority is to support and advance the community through our Solar Community Hub's services, and we're just getting started. With the Hub, we're opening the door to so many opportunities and creating a brighter, more tangible future for many people in the community.

– **Dr Paul Cromhout,** CEO, Small Projects Foundation

Cape Town SCH

Computer Aid is working with Violence Prevention through Urban Upgrading (VPUU) to implement a new Solar Community Hub in the BELK informal settlement in Cape Town, South Africa. The hub will create a Youth Café, a relaxed creative space for young people to spend time in and get involved in activities and community projects. VPUU has run similar Youth Cafés in other projects they have worked on.

The SCH will allow the community to gather information, record residents of the area, allow copies of legal documents, and work towards administrative tenure for people. In addition, the hub will provide school programmes, business support, and wider connectivity to the local community in BELK through Wi-Fi hotspots.

The school programmes will consist of computer skills training for students and after school tuition in Maths and Science. The Wi-Fi hotspots will provide accessible and reliable public Wi-Fi access to residents of BELK, with the first 60 minutes of Wi-Fi access free per day. Any usage above 60 minutes will require a voucher purchase though residents will still be able to send text messages (SMS) free of charge through the network.

> The SCH in the BELK settlement of Cape Town is scheduled to be opened in October 2024.

Nigeria SCH

The Solar Learning Lab in Lagos was the first such lab funded by Dell Technologies. It was commissioned in 2013 and deployed at the Senior State High School in Ikeja, Lagos. At that time the school was not connected to the electricity grid, had no computers and the teachers had very limited digital skills. It was a single converted shipping container fabricated in the UK to our basic design and shipped to Nigeria on behalf of Dell. Teachers received training to improve their digital competencies and the Solar Learning Lab provided much needed access to computers and skills training for the school.

Since 2013, our solar-based learning centres using converted shipping containers have undergone major design changes and are, as much as possible, fabricated in the countries where they are to be deployed. The changes include using two shipping containers to form the basis of our community hubs programme. Due to these changes, Dell agreed that we should revisit the Lagos container to bring it in-line with our more up-to-date deployments and this took place in November 2023.

The learning lab was reorientated into the format used for Solar Community Hubs to improve accessibility and to create an outdoor patio area for students to work on laptops. The interior was completely renovated with new Dell desktop computers, a recharging cabinet installed for laptops, and improved windows and doors. A local artist was commissioned to provide a culturally relevant design which was painted on the outside on all four sides of the container.

The school was highly delighted with the improvements and held an informal reopening ceremony in January 2024 attended by representatives of the State education authority and Governor's office. The work was undertaken by our local partner Adex Solar.

Morocco PCC

Following the September 2023 earthquake in Morocco which destroyed buildings and infrastructure, Computer Aid partnered with the Foundation Orient Occident (FOO) to provide Portable Communication Centres (PCCs) in areas around Marrakech where schools had been destroyed, or villages where communal centres had been wrecked by the earthquake. There are 5 PCCs in total and all are being supplied by Dell.

Young students in these areas who attend the PCCs will receive digital skills orientation and unemployed youth will also receive assistance in their job search, through our local partner Education for Employment (EFE).

The PCCs will provide beneficiaries with:

- Increased technological access through the computers and internet connectivity
- Skills building in digital skills and practical knowledge
- Social connectivity through collaboration and beneficiary networking
- Digital engagement through projects, training and local initiatives
- Educational and professional opportunities

The PCC construction started in Spring 2024 and four of the PCCs were installed in June 2024. The fifth PCC will be installed at the end of the Summer 2024.

PARTNERSHIP: BRITISH STANDARDS INSITUTE PROJECT

Computer Aid and the British Standards Institute (BSI) are working together to supply laptops to young adults in Africa and Latin America.

Computer Aid and the British Standards Institute (BSI) are working together to supply laptops to young adults in Africa. The project will specifically target young adults who need digital technologies to support their educational and career needs across numerous countries including the UK, South Africa, Kenya, Nigeria, Tanzania.

Laptops will be supplied to existing Computer Aid Solar Community Hubs (SCHs) and a selection process will occur at each hub to ensure that appropriate beneficiaries receive the laptops who will utilise them in the most effective way for their personal development.

Computer Aid will monitor beneficiaries to understand how often they use their equipment, what kind of tasks they are conducting, changes in their educational or career status, changes in their confidence, and in some cases, assessment in computer and online basics to verify levels of ICT literacy and provide certification. The ICDL certification will provide beneficiaries with a competitive advantage in their pursuit of higher education and job opportunities. Upon project completion, the laptops will be gifted to the beneficiaries.

HOW YOU CAN HELP US

Computer Aid receives no government funding and relies solely on donations and partnerships from corporate companies, trusts and foundations.

You Can Help By:

#1
Funding a project

#2
Spreading the word

#3
Donating equipment

#4
Supporting our socials

#5
Fundraising by participating in or organising events

Leeds University Computer Society

Decided to support Computer Aid and to raise funds on our behalf. The activities included an end of year gala dinner for society members. As well as being a very enjoyable evening, over £2,055 was raised on our behalf and as the photo shows it was a glamorous evening.

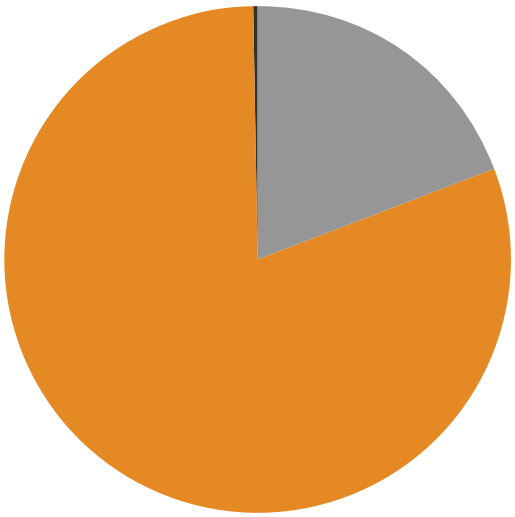
£2,055 Raised

2024 ACCOUNTS

Income from:	Restricted (£)	Unrestricted (£)	Total (£)
Donations	–	419,157	419,157
Charitable activities	887,065	633,678	1,520,743
Investment income	–	5,318	5,318
Other income	–	15	15
Total income	**887,065**	**1,058,168**	**1,945,233**

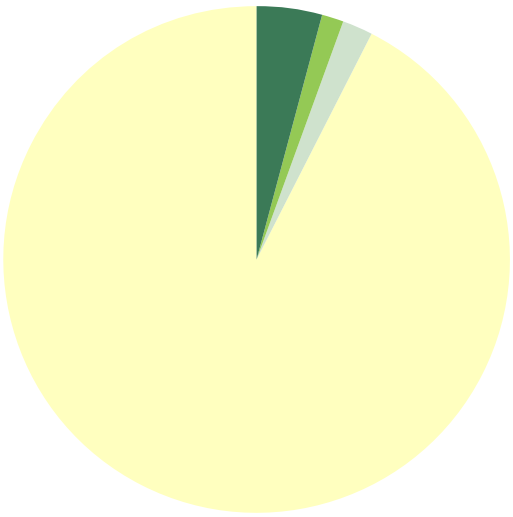
Expenditure on:	Restricted (£)	Unrestricted (£)	Total (£)
Costs of generating donations of ICT equipment	–	69,667	69,667
Fundraising costs	–	53,667	53,667
Staff costs	–	36,010	36,010
Charitable activities	641,621	1,034,819	1,676,440
Total expenditure	**641,621**	**1,194,163**	**1,835,784**

TOTAL INCOME
£1,945,233



- Donations
- Charitable activities
- Investment income
- Other income

TOTAL EXPENDITURE
£1,835,784



- Costs of generating donations of ICT equipment
- Staff costs
- Fundraising costs
- Charitable activities

If you wish to see the detailed audited financial accounts for 2023-24, please visit the following link on the Charity Commission website: https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/3949243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