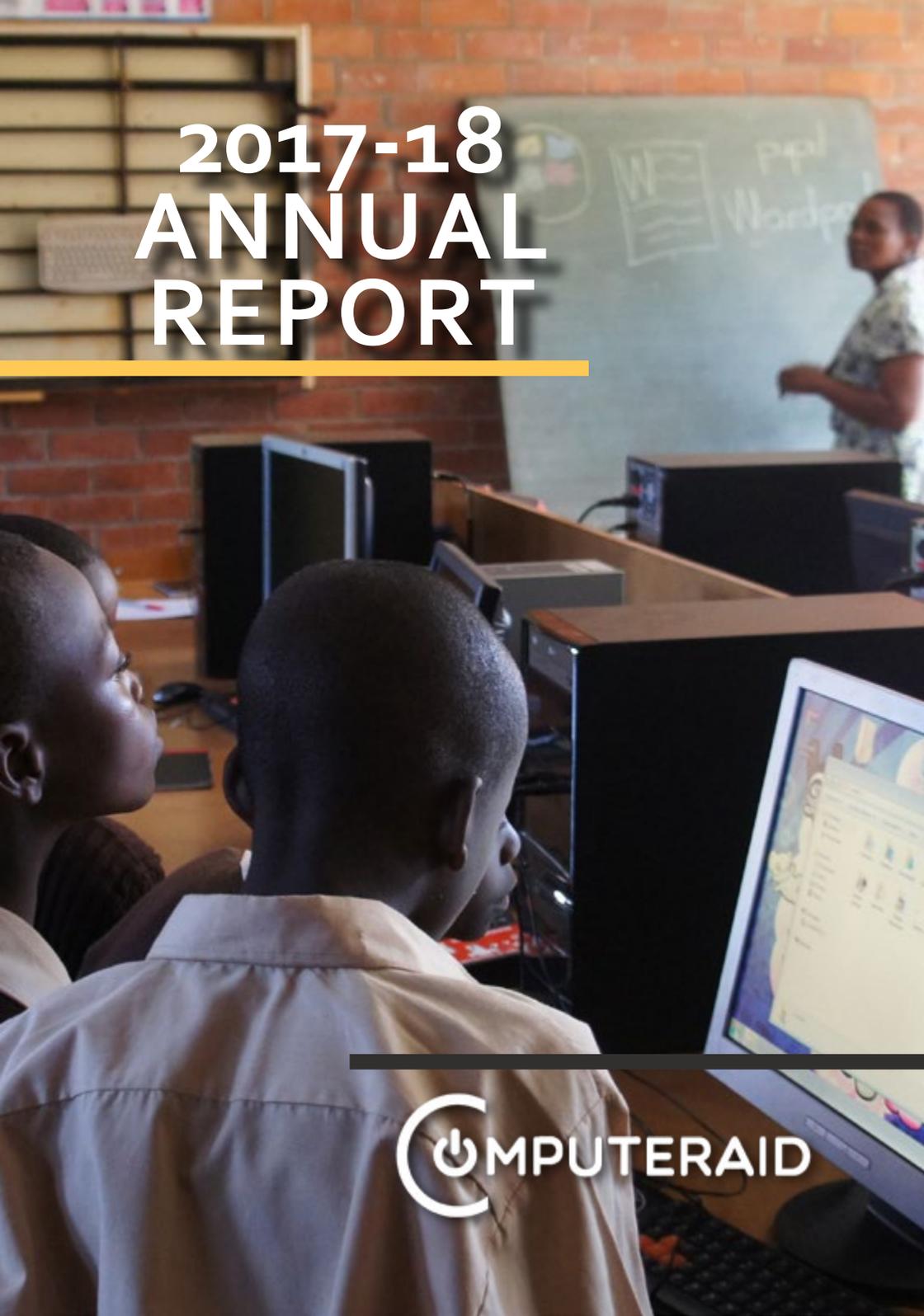


# 2017-18 ANNUAL REPORT

---

A photograph of a classroom. In the foreground, several young students are seated at desks, looking at computer monitors. One student in the center is wearing a light-colored shirt. In the background, a teacher is standing near a whiteboard, which has some diagrams and text on it. The room has brick walls and wooden desks.

MPUTERAID

Computer Aid HQ  
1E Mentmore Terrace,  
London Fields,  
London,  
E8 3DQ.  
Email: [info@computeraid.org](mailto:info@computeraid.org)

Computer Aid Disposal  
c/o Tier 1  
59 Stanley Road,  
Whitefield,  
Manchester M45 8GZ  
Email: [collections@computeraid.org](mailto:collections@computeraid.org)

Computer Aid Kenya  
International House  
15th Floor, Mama Ngina Street,  
P.O Box 14,91-00100  
Nairobi, Kenya  
Email: [kenya@computeraid.org](mailto:kenya@computeraid.org)

Computer Aid South Africa  
PO Box 468  
Westhoven,  
Johannesburg, 2092  
South Africa  
Email: [southafrica@computeraid.org](mailto:southafrica@computeraid.org)

 CompAidInt

 Computeraid

 @Computer\_Aid

[www.computeraid.org](http://www.computeraid.org)



## A message from our CEO...

As this annual report demonstrates, 2017/18 has been an important year for Computer Aid. We successfully developed our new IT disposal service in partnership with Tier 1, which guarantees to companies and donors of computer equipment full data security. Thus companies were assured that by working with Computer Aid they have a service that is fully GDPR compliant. But, additionally through the assets donated we prevented nearly 400,000 lbs. of carbon from entering the atmosphere and sustainably recycled 35% of those donated assets, thus ensuring none went into landfill.

Computer Aid's mission is to ensure that the benefits of ICT are available to all, and to assist people to improve their lives in ways they have reason to value. Thus the 65% of donated computers that we were able to refurbish and reuse have been used in our projects to benefit many of the most disadvantaged. We have, through these projects, been able to reach directly some 35,000 beneficiaries this year and a further 49,000 indirectly. In doing so we have been supported by a number of companies that have provided project funding, as this report demonstrates.

The World Economic Forum in its global IT report stated that 'The future of countries, businesses and individuals will depend more than ever on whether they embrace digital technologies'. Research has shown that there is a significant link between sustainable development progress and the use of ICT. Whilst most countries now have digital development policies and strategies, so many citizens in so many countries still lack access to such technology or to the electricity needed to run it. The need is great and we will continue to try and help bridge that digital divide.

Keith Sonnet, CEO  
Computer Aid International

# 2017-18

# Achievements

---

12,000

## Assets Donated

Including servers, printers, scanners, mobile phones, tablets and other e-waste, we've saved 12,000 items from ending up in the landfill this year

65%

## Reused

Of the computers donated to us, we managed to get extra life out of 65%, meaning we've used 20 times less energy than recycling

377,695 lbs

## Less carbon emissions

From the reusable equipment, carbon emissions will be prevented from entering the atmosphere

35%

## Recycled

Of the computers donated to us, 35% weren't reusable so we recycled them with nothing going to landfill.

94

## Organisations helped

We've sent computers to 94 non-profit organisations who will benefit from access to ICT

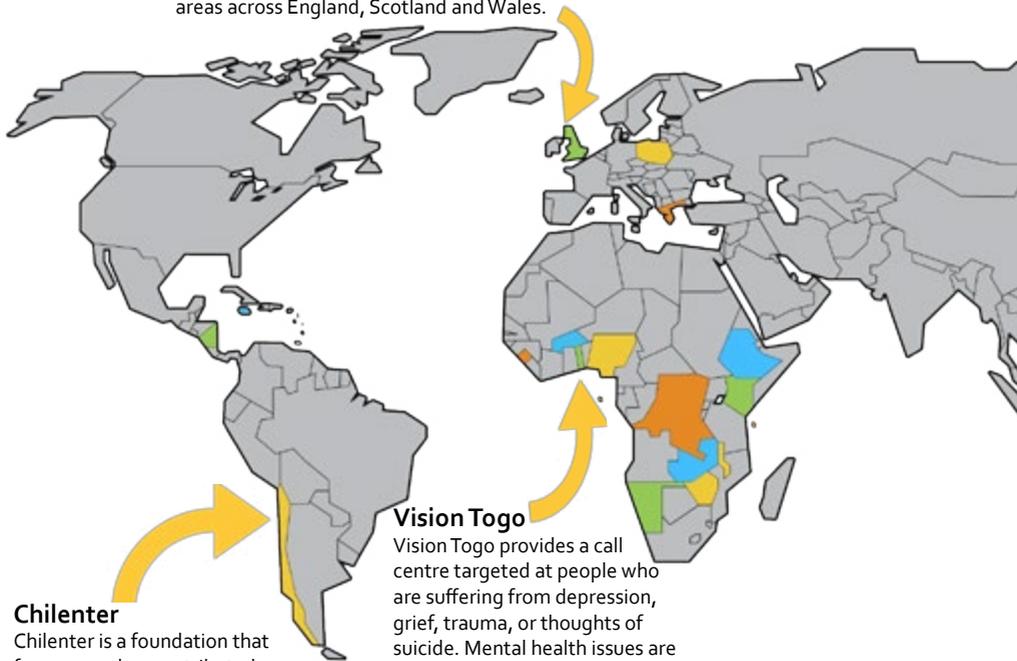
# Who donated and where did it go?

We've had an astonishing year for donations, and we've managed to help 21 countries and 94 organisations.

## Where did our computers go?

### Crisis UK

Crisis work directly with thousands of homeless people every year. They provide vital help so that people can rebuild their lives and are supported out of homelessness for good. They offer one to one support, advice and courses for homeless people in 12 areas across England, Scotland and Wales.



### Chilenter

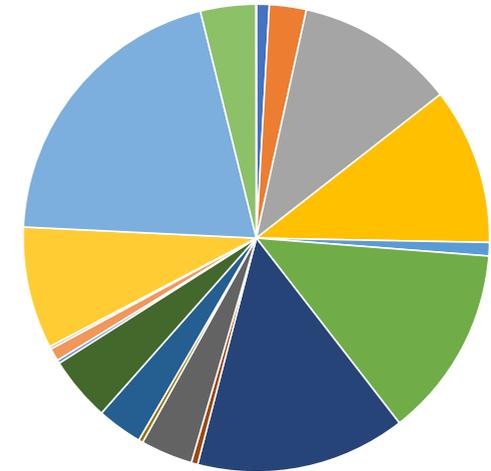
Chilenter is a foundation that for 13 years has contributed to the education and use of technologies in Chile.

### Vision Togo

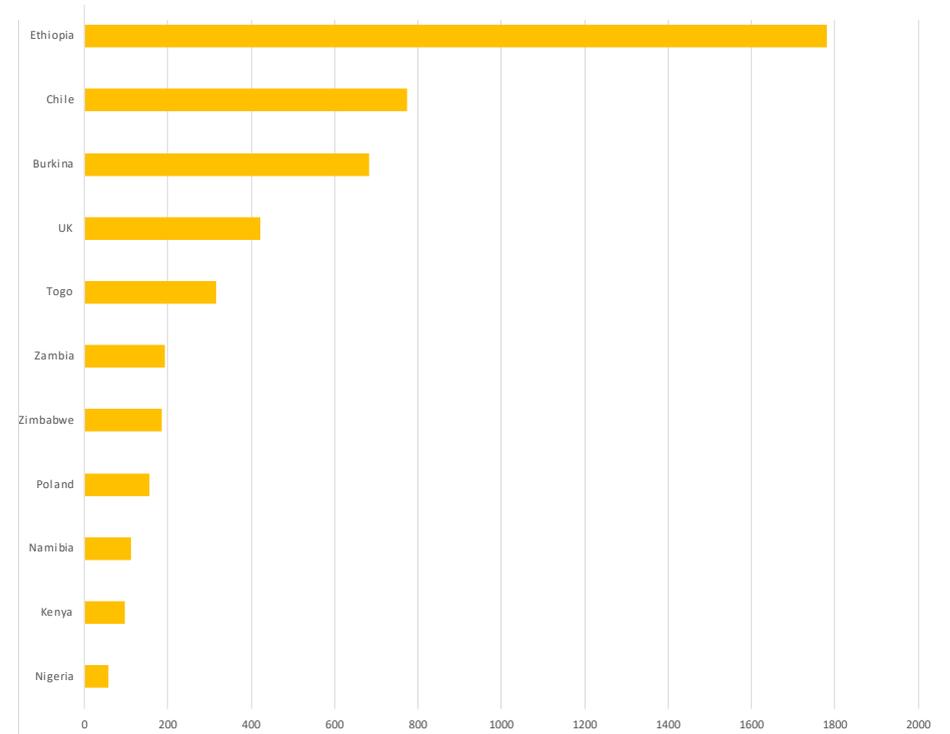
Vision Togo provides a call centre targeted at people who are suffering from depression, grief, trauma, or thoughts of suicide. Mental health issues are a serious challenge in Africa, and in West Africa, there are little infrastructures in place to enable people dealing with such issues to get better.

## Which industries did our computers come from?

- Architect
- Association
- Charity/NGO
- Communications
- Construction
- Finance
- Government
- Hotel/Tourism
- Law Firm
- Logistics
- Manufacturing
- Media
- Mining
- Individual Donations
- Retail
- School
- Services
- Technology
- Transport



## Which countries received the most computers?



# Projects

Our in-country projects team is based in Nairobi, where Alejandro and Alejandra oversee how our work is implemented in local communities. We've had the continuation of several projects this year, as well as the start of some new ones! We've seen the start of our Zimbabwe eClasses. We collaborated on an entrepreneurship hub in Sierra Leone with YMCA SL. We saw the success of our Ethiopia Amhara eClasses project, which is now in the third year. We also continued our work on our partnership with Dell, installing 4 more Solar-powered Learning Labs in Africa and South America.



## Solar Powered Learning Lab - South Africa

Sponsored by



This year saw 2 new ZubaBoxes, meet their homes in South Africa where they'll support students education and enable the school's adoption of technology. These were Computer Aid's 14th and 15th Zubaboxes, and 3rd and 4th in partnership with Dell. The latest labs create unique learning spaces for local partners, Change the World South Africa, who work to bridge the skills gap in the ICT job market in South Africa. They train students in skills ranging from PC Basics to intermediate coding, and IT Technician workshops. Their training programs help to develop young people's competence in ICT and enable them to use their skills to find purposeful employment and enhance the quality of their lives. As part of our partnership with Dell Giving this year, we supported the expansion of the Dell Youth Learning program to more locations around the world. Children who previously might have had limited access to technology, now have access to the best of Dell Thin Client technology and an ICT education adapted to their local curriculum and needs by our in-country partners.



## eClasses - Amhara, Ethiopia

Sponsored by



The 3rd year of the Ethiopia e-Classes project trained and tested 8 members of the regional Bureau against the standards of the International Computer Driving License. We set-up Amhara's first ICDL training centre at the Bureau of Education in Bahir Dar. Computer Aid has so far worked in partnership with the Bureau, and the Amhara Development Association, to deliver the project to 25 schools. During our monitoring and evaluation at the end of Stage 1, some schools felt more confident than others in using ICT in education. In discussions with members of ADA and the Bureau to evaluate why these disparities existed, it became clear that the Bureau's own staff had varying ICT literacy and needed training to deliver a more uniform service to the teachers and schools. Computer Aid will work with ICDL HQ in Rwanda, to deliver the training. We hope the new ICDL centre will not only give the teachers an internationally accredited certification but it will also build the Bureau's capacity to deliver certified training to new schools and the region it serves at large, ensuring sustainable use to future schools in years to come.



## eClasses - Harare, Zimbabwe

Sponsored by



The Zimbabwe eClasses Project in Harare, Zimbabwe has equipped 10 previously under-resourced primary and secondary schools with computer labs, each hosting 20 computers, 1 teacher laptop, 1 printer, speakers, headphones and a Connect Device. Almost all 30 teachers (3 from each school) have now gained basic ICT skills, with 19 teachers having passed assessment in all 4 base ICDL modules. The 11 remaining teachers have all passed the Digital Citizen Plus module, which is an introductory program to ICT basics. This is particularly heartening given that prior to the project, 53% of teachers had never used a computer before. All 30 teachers completed training in the ICDL 'ICT for Education' module. This module trains teachers how to effectively incorporate ICT into their teaching and will help to enhance lessons in subjects other than ICT, particularly STEM subjects. Students will benefit, since teaching and learning will be more engaging and interactive.

## Youth Entrepreneurship Hubs - Sierra Leone

Sponsored by

**COMIC  
RELIEF  
ENDEMOL  
SHINE  
GROUP**

We have installed two Youth Entrepreneurship Hubs in Makeni and Pujehun in Sierra Leone. These will give the opportunity for the local youth to get their ICDL and increase their employability in a competitive job market. With funding from Comic Relief and Endemol Shine Group, this project has been in development since last year. For the community, it means they now have the tools to decide how the internet could be a new platform for their business ideas. Pujehun doesn't have electricity, anything which needs power is currently run from a diesel generator, and there are no public computers available in the area. Although Makeni has stable electricity, there isn't any ICT training available in the area. The benefits for the community will be varied, but the training and access will bring increased employability, better opportunities for entrepreneurship and access to technology, in many cases for the first time ever.



## Solar-Powered Learning Lab - Mexico City

Sponsored by



This project was set up to benefit families whose income is below 11,600 Mexican pesos (\$645 USD) per month. Located in the urban areas of Mexico City, they have access to electricity, food, health, communications, transport and some technology but they lack quality learning experiences which could help them to improve their employment and economic condition. The youth living in these areas have been traditionally served by the public education system which in most cases, deprives them of a good quality education, and vital ICT skills. We'll run the Solar Learning Lab program at the Escuela Benito Juarez located in the Reforma district. We want to impact the students at the school, but also the wider community, giving them access to quality learning experiences. The project will use the Solar Learning Lab to reach up to 5520 students.

## eClasses - Zambia

Sponsored by



On our trip to Zambia this year, we visited some schools for our next eClasses project, selected by in-country partner SchoolNet Zambia, in collaboration with the Ministry of Education. As with all of our projects, we visit to make sure the schools included will be able to host an ICT lab and to ensure the project will have the highest impact possible. We do this by evaluating the schools current infrastructure and capacity to host a computer lab. This can be dependent on electricity access, availability of a secure room to be converted into a computer lab and a range of other factors. We also ensure that staff are keen to incorporate ICT into teaching and learning. We have found that enthusiasm needs to come from the staff as well as students.

## Solar-Powered Learning Lab - Morocco

Sponsored by



We wanted to reach young people in remote areas of Morocco with a focus on developing digital skills, so we created our first mobile learning lab called "Chemsî". We partnered with Dell, the Ministry of Youth and Sports, SOS Villages, Bayti, and Education for Employment (EFE). By using photovoltaic panels, the solar lab powers 10 Dell Wyse computers which use just 4% of the energy required to run traditional PCs. Over a period of two months, the digital lab moved through several regions of Morocco before it finally stopped at Sidi Allal Tazi, at the youth center and educational farm of the Bayti association. This program provides young people with sustainable and affordable connectivity with three levels of training; computer science, coding, and ICT for career development.





# IT Disposal

We've had to step up our levels of security, with new regulations surrounding data protection. The new European General Data Protection Regulations brought attention to the need to ensure full security for assets from the moment we receive them to the moment they are sent to our projects. Thanks to our partnership with leading UK IT disposal company Tier 1 Asset Management Ltd., Computer Aid can offer its supporters the most secure asset management service, compliant with all data security and environmental regulations.

## Secure collection

All equipment is collected using ADISA certified transport vehicles which are GPS tracked from the company premises to the Tier 1 Ministry of Defence accredited facility where it is refurbished or recycled.



## On-site asset scanning

We can provide on-site scanning, including the option for companies to upload their asset list, which is then matched during the scanning process.



## Recycling

All assets that cannot be reused are sustainably recycled and any income raised, used to support our charitable work. All equipment is processed under ISO 14001 and 9001 accreditations and data management certifications, with our partner Tier 1 Asset Management Ltd.

## Asset tracking

We provide all of our supporters with free asset scanning and data destruction reports within 21 days of equipment being collected from your premises.



## Data Sanitisation and Destruction

Assets are 100% wiped of all data using Blancco Data Erasure software, a Ministry of Defence approved baseline, permanently removing all data and programs from any hard drive. Our partner Tier 1 is a Blancco Gold Partner and an ADISA accredited business. Computer Aid provides this service free of charge for reusable and donated equipment.



## Sustainability Reports

Full detailed reports are provided which can be incorporated into company sustainability reports. These contain information on each asset disposed, data destruction reports and whether it has been reused or recycled, all within 21 days of collection.



# Monitoring and Evaluation

As part of refining our work and improving the effectiveness and outcomes of projects, we have intensified our work in a number of countries in Africa that allow technological projects to better-thrive given government policies, electrical access and a range of other environmental factors.

Whilst focusing our work to where it can be most effective, we have been refining our training and monitoring processes; arguably two of the most important components to an educational technology-for-development project. We now work to ensure that training taking place during the project, will not only have benefits in the life of the project, but also once the project concludes and well into the future. This sustainability is created through our training process with the ICDL Foundation.

During the project's life, our local technology partner will become ICDL accredited, meaning that a number of their staff have been trained and passed assessment in various modules focused on computer use. These modules include 'Computer Essentials', 'Word Processing', 'Online Essentials', and 'Spreadsheets.'

We have three main types of beneficiary in our educational projects;



## Training Partners

- Relatively good skills
- Would benefit from skill development



## Teachers

- Work at our partner schools
- Usually low to medium skills



## Students

- Study at our partner schools
- Will benefit from the lab installation

The project training follows the following process:

- 1** Training Partners are trained directly by ICDL and pass ICDL assessment; They then undertake 'Training of the Trainers' where they are taught how to train others.



- 2** Teachers from all schools in a project are trained by Technology Partners in ICDL modules and take ICDL assessments once training has been completed.



- 3** Students at each of the schools involved in the project have classes with trained Teachers both dedicated to ICT and STEM subjects.

We've found that ICT literacy expands more evenly in areas where a project is run and continues to increase ICT literacy thereafter, since our partners can continue to offer ICDL training, assessment and certification.

We collect quantitative and qualitative data to gain an understanding of project outcomes, but we primarily focus on factual quantitative data as it indisputably proves an outcome or change. We try to minimise the use of self-reported data, since this is prone to be unreliable, although we are still interested in opinions and having feedback from beneficiaries.

Our monitoring framework largely follows that of the International Telecommunications Union (ITU), we focus on three broad areas to monitor across a project lifetime:

- **Access:** How many people are accessing computers at the schools we have installed computer labs in?
- **Usage:** How are computers being used? What software are students using? Which subjects are students being taught using computers? What digital educational content are they using?
- **Skills:** What skills have teachers and students gained? What impact has ICT had on students' grades for subjects which are taught in the computer lab?

We also collect data about the schools at the start of every project year to see what broader impact the project has had on variables such as Student Attendance, Absence Rate, Student Retention and Student Grades. We also monitor the impact on Teacher Attendance, Absence and Retention.

All our projects promote ICT access to both male and female beneficiaries to promote gender equality. We also adapt our projects depending on the beneficiary, for example, if we are working with young adults, our focus is to promote youth entrepreneurship through the use of ICT. We have also formed new partnerships with organisations that teach coding which we think will be particularly useful for Secondary school and young adult beneficiaries.

Our work has been refined to focus on where our projects can have the greatest impact. Both training and monitoring play a key role in our projects and we have worked to improve both, whilst ensuring that beneficiaries of our project will improve their skill-set, job prospects, hopefully leading to a more prosperous life.

## Lifetime Achievements



Reached 14.5 million individuals



Provided over 260,000 computers



Worked in over 100 countries



Enabled over 1 billion hours of learning

## Recent Achievements (2017-18)



35,000 direct beneficiaries in our projects



Over 49,000 indirect beneficiaries



Over 235 ICDL assessments



Over 500 beneficiaries

# Events

We took part in our annual Santa Run and Superhero run which helped us to raise additional funds for our projects. We also exhibited at Edie Live, Bett, The Business Show and attended ICT forums throughout the year; it's been great to network with the ICT community and spread the word about how to make a social impact through a secure IT disposal service.



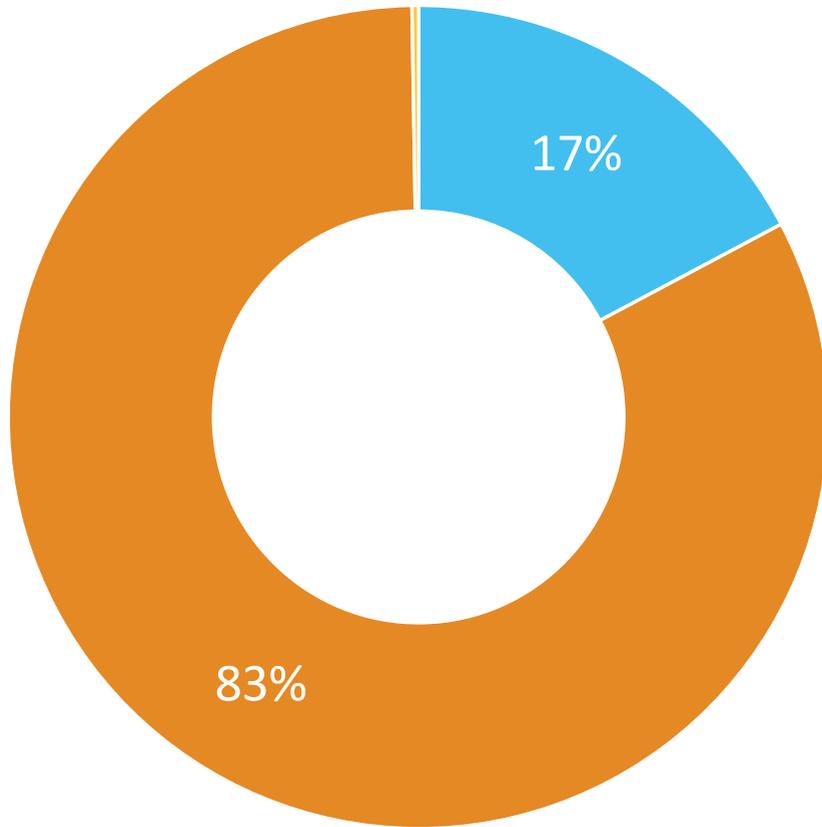
# Fundraising

We've had some fun examples of fundraising this year with local business, Interxion, holding a charity pub quiz to raise funds for our projects, and nearby climbing center, Arch Climbing, completing a sponsored climb for us! We also received a donation from email service provider, Retarus, who even sent an honorary novelty check!

## Incoming Resources

We receive no government funding and we rely entirely upon annual donations from individual supporters, corporate donors and trusts. We also receive an income from the services we provide for decommissioning donated IT equipment.

Total incoming resources £ 1,153,053

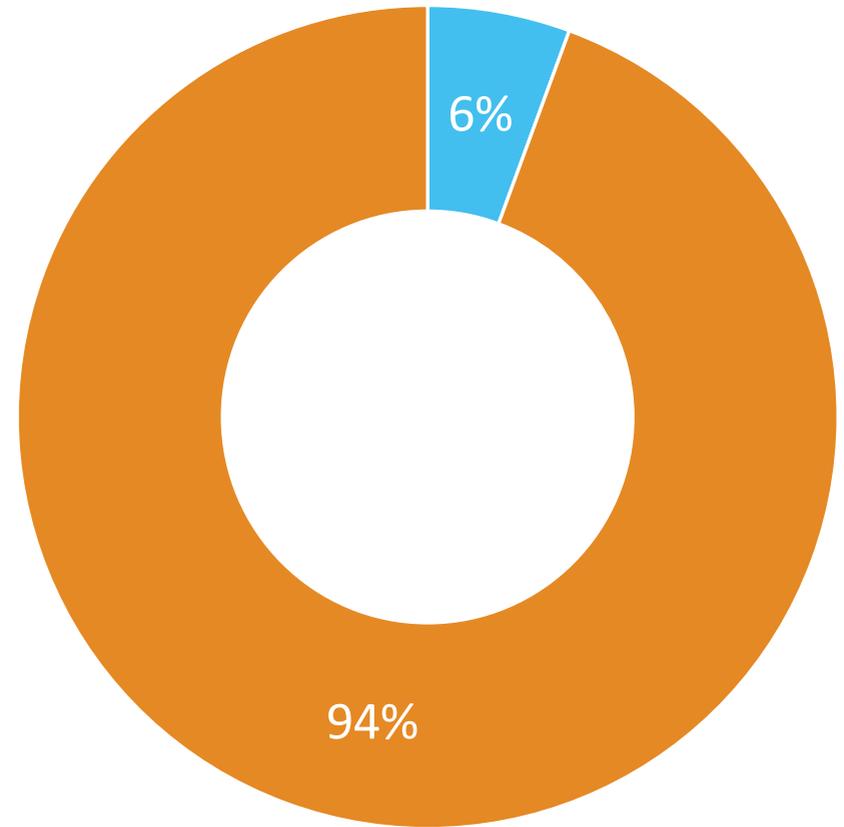


■ Grants and Donations ■ Income from Charitable activities ■ Other Income

## Resources Expended

The charitable activities include the cost of ICT equipment provided to partners overseas and for charitable activities in the UK as well as restricted expenditure for fund-raised projects.

Charitable expenditure: £ 1,149,313



■ Cost of raising funds ■ Expenditure on Charitable activities

INFORMATION  
COMMUNICATION  
TECHNOLOGY

Thank you  
for the  
computers

ADP  
7312





[www.computeraid.org](http://www.computeraid.org)