Annual Impact Report 21/22

25TH ANNIVERSARY EDITION

BRIDGING THE DIGITAL DIVIDE FOR 25 YEARS

INTRODUCTION

PROFESSOR DOMINIC MCVEY

2021/22 was a year of growth and development for Computer Aid after the difficulties of the previous year caused by the COVID restrictions. This was particularly pleasing given that 2022 is our 25th anniversary.

During the year we were successful in diversifying the range of companies donating IT kit to us, thus substantially receiving more reusable computers than our performance targets required.

A number of our partners are household names with global operations.

Our ability to provide an IT disposal service not only in the UK but globally was a significant factor in our development. As a result, through our refurbishment partner Tier 1 Asset Management Ltd, we were able to collect equipment from as far away as Australia, Peru the USA, and Canada.

Companies donating computers and other devices to us know they not only benefit from a secure and professional disposal service but also achieve environmental and social value benefits through reuse.

The large number of Ukrainian refugees arriving in neighbouring countries has once again highlighted the importance of digital technologies. Whilst enduring the conflict, many people damaged or lost their mobile phones or laptops, or even had them stolen.

Such devices are essential for researching supportive resources, accommodation, health facilities, and are needed for keeping in touch with displaced family and friends.

Computer Aid responded to the call for the donation of such devices by sending some 700 iPhones to Poland for distribution to refugees and by deploying ten Portable Connectivity Centres for their use.

Dominic Mcvey

– Chair Person

KEITH SONNET

Computer Aid International was established as a charitable company in Oct 1997 and our mission over the intervening 25 years has always been to bridge the digital divide between those that can enjoy the benefits of digital technologies and those that can't.

We have always sought to use technology to help overcome disadvantage and discrimination and to do so in ways that benefit the environment.

We have taken computers and related equipment that companies don't want and refurbished it for reuse by those who otherwise would not have access to such technology and through training, We then provide thorough training on how to use the equipment, therefore helping companies achieve both their environmental and ESG objectives through the social value we create.

Our achievements over 25 years have been tremendous. Some 267,000 computers were distributed, providing 14.5 million people with access to technology and over 1 billion hours of usage and learning. All this whilst saving 80,100,000 Kg of CO2e, the equivalent of 3.8 million trees being planted.

Many people in the UK saw the digital divide as a problem in only third-world countries. That is until COVID struck and the realisation that many, up to 8 million members of the population, don't have access to a computer or the internet. Both of these are essential for keeping in touch with displaced family and friends, as well as researching supportive resources, accommodation, and health facilities. The refugees fleeing the war in Ukraine have needed access to digital technologies to plan their futures, access resources to assist them, and contact displaced family and friends.

I am so pleased that Computer Aid has been able to play a small part in helping to alleviate this humanitarian disaster. Our collaboration with Geeks Without Frontiers and the N50 partnership has been so important in this work. Whilst we are proud of our past achievements, we look forward to the challenges the future will bring.

Keith Sonnet

– Chief Executive

Charity No - England/Wales (1069256) and Scotland (SC040154)

Address - Unit 33, Containerville, 35 Corbridge Crescent, London, E2 9EZ, United Kingdom
info@computeraid.org | www.computeraid.org

Registered with FUNDRAISING REGULATOR

Twitter - @computer_aid
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WHAT WE ACHIEVED IN 21/22

ACCESS:

- Over 100 UK schools and organisations supplied with equipment
- Over 155 organisations worldwide supplied with equipment
- A total of 5,587 pieces of equipment distributed
- A total of 4,497 machines distributed

E-WASTE:

- 3,181,200 Kg CO2e prevented from entering the atmosphere through e-waste
- This is equivalent to taking 1,555 cars off the road for 1 year
- Or planting 151,486 adult trees to offset the same CO2e
- 10,604 pieces of equipment reused
- 17,289 pieces of equipment recycled

PROJECTS:

- 51 teachers trained and certified in ICDL modules
- 80% of teachers trained and certified in all 6 ICDL modules offered
- 90% of female teachers ICDL trained and certified

IN OVER 25+ YEARS

ACCESS:

- Provided 14.5 million people with access to technology
- Enabled over 1 billion hours of learning
- Over 267,000 pieces of equipment distributed
- Supplied over 4,000 organisations with equipment

E-WASTE:

- 80,100,100 Kg CO2e prevented from entering the atmosphere through e-waste
- This is equivalent to taking 39,130 cars off the road for 1 year
- Or planting 3,814,286 trees to offset the same CO2e
- 267,284 devices donated across 4 continents

PROJECTS:

- 3,258 ICDL assessments
- 1,849 ICDL certifications
- 62% of all ICDL certifications by women
- 547 students ICDL trained and certified
- 171 teachers ICDL trained and certified

ABOUT COMPUTER AID

Computer Aid's mission over the last 25 years has been to provide the benefits of digital technologies to those who are disadvantaged - whether they be in the UK or overseas.

This means providing access to both the technologies themselves and the skills to use them, so that people can improve their lives in ways that add long term and sustainable value. Part of our work centres around taking items that are being disposed of, fixing any issues, and passing them on to someone who can use them.

WE OPERATE UNDER **FOUR CORE** ACTIVITIES:

- Using a secure and GDPR-compliant IT disposal service, we collect redundant assets and prepare them to be redistributed to those in need – wiping hard drives to UN standards and then refurbishing the devices for reuse.
- Making sure that unusable assets are recycled sustainably to ensure that none go to landfill.
- Distributing the refurbished assets on a charitable basis to organisations, so that organisations can pass them on to individuals in both the UK and overseas countries.
- Developing and implementing projects using digital technologies to overcome disadvantage and poverty.

UN SUSTAINABILITY GOALS

All of Computer Aid's work is designed to contribute towards the UN Sustainability Goals (SDGs). The SDGs were set up in 2015 by the United Nations, with the intention of being achieved by 2030. These include 17 goals with specific sub-targets. Overall, Computer Aid projects consistently contribute to 5 of these SDGs – with a focus on education, gender equality, environmental sustainability, innovation, and economic growth.

Whilst all projects contribute to SDGs focused on education, gender equality and infrastructure, there is some variation between our Digital Schools projects and Solar Community Hub projects.

OUR DIGITAL SCHOOLS PROJECTS CONTRIBUTE TO THE FOLLOWING SDGS:

- **SDG 4** – Quality Education

Our work contributes directly to:
Target 4.1 by improving secondary school educational outcomes for boys and girls
Target 4.4 by increasing the number of youth and adults who have relevant skills for employment
Target 4.6 by increasing the number of youth and adults achieving literacy and numeracy
Target 4.A by upgrading education facilities for students
Target 4.C by increasing supply of qualified teachers through ICT training, assessment, and certification

- **SDG 5** – Gender Equality

Our work contributes directly to **Target 5.B** by enhancing the use of ICT to women and girls and therefore providing enabling technology which promotes their empowerment

- **SDG 9** – Industry, Innovation, and Infrastructure

Our work contributes directly to:
Target 9.A by facilitating infrastructure development and providing technical and technological support
Target 9.C by significantly increasing access to ICT in low economically developed countries

- **SDG 12** – Responsible Consumption and Production

Our work contributes directly to **Target 12.5** by preventing e-waste generation through reuse and recycling of equipment

OUR SOLAR COMMUNITY HUB PROJECTS CONTRIBUTE TO THE FOLLOWING SDGS:

- **SDG 4** – Quality Education

Our work contributes directly to:
Target 4.4 by increasing the number of youth and adults who have relevant skills for employment
Target 4.6 by increasing the number of youth and adults achieving literacy and numeracy
Target 4.A by upgrading education facilities and providing inclusive and effective learning environments

- **SDG 5** – Gender Equality

Our work contributes directly to **Target 5.B** by enhancing the use of ICT to women and girls and therefore providing enabling technology which promotes their empowerment

- **SDG 8** – Decent Work and Economic Growth

Our work contributes directly to **Target 8.6** by helping to reduce the proportion of youth not in employment, education, or training

- **SDG 9** – Industry, Innovation, and Infrastructure

Our work contributes directly to:
Target 9.A by facilitating infrastructure development and providing technical and technological support
Target 9.C by significantly increasing access to ICT in low economically developed countries

ENVIRONMENTAL SUSTAINABILITY

Environmental Sustainability is a core aspect of Computer Aid's activities and responsibilities.

Every company which donates equipment to Computer Aid will receive an Impact Summary, providing an itemised breakdown of their donated equipment, the carbon savings amassed from the reuse of this equipment, and specific case studies of where and how their unwanted equipment is being reused. As part of these Impact Summaries, companies can see and understand their e-waste saving and carbon dioxide equivalent (CO2e) per item type.

The CO2e indicates the amount of carbon dioxide and other gases including methane and nitrous oxide which were prevented from being released into the atmosphere as a result of equipment being reused.

The Impact Summary also shows the quantity of items which were recycled.

Recycling only occurs when equipment is no longer fit for reuse and still prevents any equipment from ending up in landfill.

AN EXAMPLE **ITEMISED BREAKDOWN OF EQUIPMENT** AND ITS **CORRESPONDING ENVIRONMENTAL IMPACT** IS SHOWN BELOW:

EQUIPMENT DONATED				ENVIRONMENTAL IMPACT		
Type	Reused	Recycled	Total	e-Waste Saving - CO2e KG	No. Cars	No. Trees
Laptops	1,175	583	1,758	352,440	172.22	16,782.86
PCs	1,440	1,256	2,696	676,800	330.73	32,228.57
Monitors	872	1,040	1,912	383,680	187.49	18,270.48
Printers	–	825	825	–	–	–
Phones	–	–	–	–	–	–
Tablets	–	–	–	–	–	–
Servers	128	640	768	23,040	11.26	1,097.14
Comms	24	171	195	528	0.26	25.14
Other	253	1,253	1,506	12,650	6.18	602.38
Total	**3,892**	**5,768**	**9,660**	**1,449,138**	**708.14**	**69,006.57**

OUR ZERO CARBON STRATEGY

In addition to ensuring that all donated assets are dealt with in a sustainable manner, Computer Aid is committed to implementing a Zero Carbon strategy. We have audited our carbon footprint, taking into account Scope 1 and 2 emissions as follows:

- **SCOPE 1** relates to any first-hand emissions by a company, for instance, a company vehicle
- **SCOPE 2** relates to any second-hand emissions such as electricity and heating for offices

WE ARE WORKING WITH OUR SUPPLIERS REGARDING SPECIFIC SCOPE 3 EMISSIONS:

- **SCOPE 3** emissions such as transportation and the technology distribution networks which are utilised as part of our work

Computer Aid has been working with **Our Carbon** to complete this audit and has collected information from employees regarding the length of their commute, method of travel, how often they work from home, and a range of other factors such as the number of servers running our site, and our heating and electrical usage.

Since Scope 3 emissions relate to carbon consumed on our behalf by other companies, we will be looking to offset this until these companies are Carbon Zero themselves. We will also measure the carbon footprint of Solar Community Hubs in an effort to ensure and improve the environmental sustainability of our projects abroad. Taking these steps will allow us to understand which aspects of our work create the most emissions and therefore minimise these activities where possible. Where it is not possible to minimise such activity, we will seek to offset those emissions.

OUR WORK IN THE UK

CASE STUDY: **THE BOUTCHER SCHOOL**

Boutcher Church of England Primary School is a Voluntary-Aided school, celebrating its 150th anniversary in 2022.

The vision of this school is to make a distinctive contribution in the field of education by demonstrating a caring and compassionate concern for all the children it admits, and by building a school community based on Christ's teaching.

Eilidh Verhoeven, who has been Boutcher's Headteacher since 2009, prides herself in making sure that everyone involved with the school - including pupils, staff, and parents - feels like they are part of a greater community. The school wants to help all children to grow and to achieve their best. The attitude and behaviour of all pupils is exemplary.

Like many other schools during the COVID-19 pandemic, the school faced many challenges due to the lack of IT resources and online access.

They possessed some Chromebooks but unfortunately had no funds for getting laptops to support learning remotely.

Cognizant donated 10 laptops to The Butcher School in February 2022, in partnership with Let's Localise, to make sure every pupil had access to the best digital resources and educational support services.

– Eilidh Verhoeven, Headteacher of Boutcher school

HOW THESE LAPTOPS HAVE BEEN USED SO FAR:
(REPLY FROM EILIDH VERHOEVEN, HEADTEACHER, 17/05/22)

"Our children in homework club without adequate IT hardware at home are using the laptops in the class to complete their tasks. Being able to use a laptop and not a chrome book has given them more options - as the chrome books, which the school currently use, are quite limited in programs etc. ***It also means that the chrome books used to deliver the curriculum are kept solely for that purpose.*** *These laptops donated by Cognizant are also used for group work in and out of class.*

I feel that being able to use the laptops for completion of homework tasks has taken away some of the anxiety from the children who otherwise struggle to hand in the tasks on time.

We will start a computer programming club in September when we have the time to plan the sessions properly. This means that the group will have been able to use hardware that is the same."

– Eilidh Verhoeven, Headteacher of Boutcher school

CASE STUDY: **ST GILES TRUST**

Around the world, individuals, organisations, schools, companies, and even families have had to find new ways of staying connected throughout the global pandemic. While some reverted to traditional ways of reaching out to each other, in the form of letters and phone calls, others have employed the use of innovative new technology to stay connected.

With every major step in this technology-reliant modern world, we become ever more disconnected from those who have no access to computers.

The St Giles Trust is a social justice charity that helps people who are being held back by poverty, abuse, addiction, imprisonment, and mental health challenges. They work to show people how to build a better future through support, advice, training, and access to the tools they need to achieve all of this.

Over the last 20 years, they have developed a successful peer support system where people who have overcome difficult situations can volunteer and work in advice and guidance roles - passing on their own experiences and knowledge to those in need.

The St Giles Trust believes that everyone with a past, also has a future. Some just need a little help to access it and bring it to life.

When the pandemic hit, caseworkers at the St Giles Trust were cut off from their clients and connections - stuck at home with no ways of communicating and providing support to those in need.

The only way forward was to utilise the support of technology - but that meant a big grant was needed for the trust to be able to supply each client with a laptop for communication and connection.

The first step was to earn and be awarded the support of the National Lottery fund. With this funding, equipment was quickly brought in to facilitate training and enable a consistent communication platform between caseworkers, clients, and peers.

Computer Aid stepped in during this time to distribute equipment to St Giles Trust - minimising the need to spend their grant on technical equipment and thus allowing them to redirect funds to other areas of their crucial work.

As part of their commitment, this support from Computer Aid was provided not just during the pandemic but on a long-term (only needs to say its long term once) basis, keeping everyone connected regardless of their situation or position.

Throughout 2020 and 2021, Computer Aid distributed 101 devices to the St Giles Trust.

50% ACHIEVED QUALIFICATIONS

20% ACHIEVED STABLE EMPLOYMENT

In 2021, 50% of the people helped by the St Giles Trust achieved qualifications, and 20% obtained stable employment. In 2022, the St Giles Trust team has already secured a further 64 laptops to continue to keep the organisation and its clients connected and supported. The pandemic may be all but over, but the work continues.

In 2022 they have already received **64 laptops.**

The St Giles Trust team has decided that a portion of the budget attributed to each client should be spent on the necessary equipment that will keep them connected. This includes training on how to use the devices, as well as workshops and activities to support engagement.

"Following time in prison, I found that I lacked the on-paper skills and qualifications needed to further my career. Before I was put in prison I worked in the construction industry, and so being gifted a laptop by the St Giles Trust allowed me to complete a 3-week CSCS (Construction Skills Certification Scheme) course which I needed to apply for Assistant Site Manager roles.

Thanks to the belief and support of the St Giles Trust, and the work of organisations like Computer Aid, I was able to secure employment and a full-time position with a local company."

– Individual who received a laptop and support, St Giles Trust.

UKRAINE CRISIS

OUR WORK FOR UKRAINIAN REFUGEES

At least 12 million people have fled their homes since Russia's invasion of Ukraine, as stated by the United Nations. More than five million have left for neighbouring countries, while seven million people are still thought to be displaced inside Ukraine itself.

Reports from humanitarian agencies shared that many refugees had lost, damaged, or had their mobile phones or laptops stolen – thus preventing them from accessing support and assistance.

Digital devices have proved essential for researching accommodation, accessing health care, applying for visas, and keeping in touch with other displaced family members and friends. It is crucial to stay connected and have internet access in these situations.

Computer Aid responded to calls for help by providing around 700 iPhones, donated by the Department of Environment, Food and Rural Affairs, to World Vision International which was working in Poland and Romania with refugees. We also issued a general public call for mobile phones from companies and other agencies. Through our membership of the N50 Partnership, we were also commissioned to provide 10 Portable Communication Centres, providing internet connectivity for Ukrainian refugees in neighbouring countries.

These centres were funded by Intel with computer equipment provided by Dell Technologies. The designs and plans are based on our experience in manufacturing solar-powered community hubs in converted shipping containers.

Due to the need for speed, we used a simplified form of a flat pack container which could be set up more efficiently.

The first two connectivity centres were deployed to success in Bucharest. Our project development team, Alejandro Espinosa Llano and Alejandra Collazos Reina rapidly travelled to Poland and sourced suppliers, arrange logistics and oversaw the first deployment in Bucharest at the Romexpo which was converted in a refugees reception centre.

– CAI, World Vision and Geeks without Frontiers, Bucharest Romania

"This program left me incredibly proud of being part of an initiative driven by volunteers and funded by the private sector where everyone did their best to contribute to achieving a common goal. In less than 5 weeks since our initial ideation meeting, the first PCC was deployed in Bucharest supporting refugees. Every positive action we take with the victims and refugees helps to counteract the barbarity of war and allows us not to be indifferent to it."

– Alejandro Espinosa Llano, Computer Aid Project Manager

N50 PROJECT

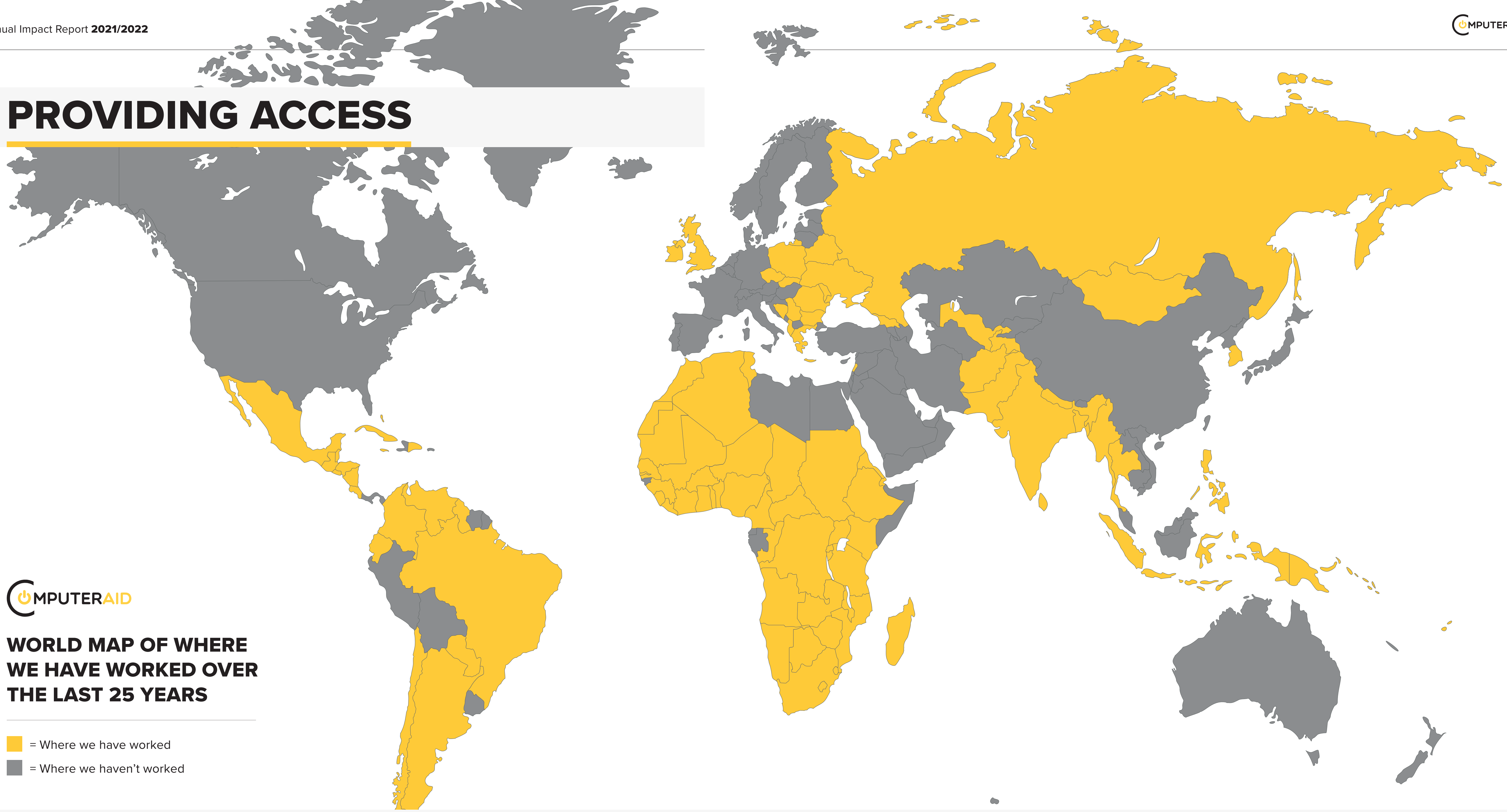
Computer Aid International is part of the N50 Project Partnership, which is an international non-profit seeking to develop collaborative initiatives among industries, governments, NGOs and others. The idea is to spread the benefits of connectivity to the 50% of the global population that doesn't have it.

By accelerating digital adoption and community enrichment through innovative applications, network design, and business models, the Project seeks to enable a further 3.9 billion people to join and participate in the digital world. Broadband adoption will be both quickly accelerated and sustained, globally, through commercial, non-profit, government, and community partnerships.

The N50 Project is managed by the US non-profit Geeks Without Frontiers - with whom Computer Aid has worked closely. Computer Aid first became a supporter of the Project in November 2021 and subsequently was made a full partner organisation in recognition of our work for Ukrainian refugees.

Other partners include Intel, Dell Technologies, GMSA, and World Vision International.

PROVIDING ACCESS



COMPUTERAID

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. Azerbaijan
8. Bahamas
9. Bangladesh
10. Barbados
11. Belarus
12. Belize
13. Benin
14. Bolivia
15. Bosnia & Herzegovina
16. Botswana
17. Brazil
18. Bulgaria
19. Burkina Faso
20. Burundi
21. Cambodia
22. Cameroon
23. Cape Verde
24. Central African Rep.
25. Chad
26. Chile
27. Colombia
28. Comoros
29. Congo Brazzaville
30. Costa Rica
31. Cuba
32. Czech Republic
33. Rep of Korea
34. Dem Rep Congo
35. Djibouti
36. Dominica
37. Dominican Republic
38. East Timor
39. Ecuador
40. El Salvador
41. Eritrea
42. Ethiopia
43. Fiji
44. Gambia
45. Georgia
46. Ghana
47. Greece
48. Grenada
49. Guatemala
50. Guinea Conakry
51. Guyana
52. Honduras
53. Indonesia
54. India
55. Ivory Coast
56. Ireland
57. Jamaica
58. Kenya
59. Kosovo
60. Lebanon
61. Lesotho
62. Liberia
63. Madagasgar
64. Malawi
65. Mali
66. Mauritania
67. Mauritius
68. Mexico
69. Moldova
70. Mongolia
71. Morocco
72. Mozambique
73. Myanmar / Burma
74. Namibia
75. Nepal
76. Nicaragua
77. Niger
78. Nigeria
79. Pakistan
80. Papua New Guinea
81. Paraguay
82. Peru
83. Philippines
84. Poland
85. Romania
86. Russia
87. Rwanda
88. Sao Tome & Principe
89. Senegal
90. Serbia
91. Sierra Leone
92. Slovakia
93. Soloman Islands
94. Somalia & Somaliland
95. South Africa
96. Sri Lanka
97. St. Kitts and Nevis
98. St. Lucia
99. St. Vincent
100. Sudan
101. Swaziland
102. Tajikistan
103. Tanzania
104. Thailand
105. Togo
106. Trinidad & Tobago
107. Tunisia
108. Uganda
109. Ukraine
110. United Kingdom
111. Uzbekistan
112. Venezuela
113. West Indies
114. Zambia
115. Zimbabwe

OUR PROJECTS

PROJECT DESIGN & IMPLEMENTATION

Our projects are designed to create meaningful and sustainable impact by upgrading technological infrastructure and establishing core technology skills, in order to ensure the longevity of positive outcomes even after the project has concluded.

This is the case for both the Digital Schools projects, where we estimate that equipment in computer labs will be functional for a minimum of 6-8 years, and the Solar Community Hubs, where equipment is estimated to last for 8-10 years before replacement.

During each project, data is collected bi-annually to understand how outcomes are changing over the course of the year. We usually conduct surveys with each beneficiary type, for instance, teachers, students, and principals – as well as unemployed youth, entrepreneurs, and project partners.

– **Teacher Erick Ogugu,** Naivasha, Kenya

OUR IMPACT MEASUREMENT REVOLVES AROUND ACCESS, USAGE AND CORE SKILLS RELATED TO TECHNOLOGY:

Access – relates to how often and the duration of which beneficiaries are accessing equipment, whether that be in a school lab we have installed or within a Solar Community Hub.

Usage – relates to the tasks which beneficiaries are completing using the equipment - for example, using word processing software to write a letter or completing a coding exercise through an internet browser.

Skills – relates to measurable changes in beneficiaries' ability to use technology. This is only accurately detected through assessment – for example, if teachers are trained in various components of using a computer, they are then assessed with their score indicating how competent they are. The same process applies to students who, in some projects, are assessed with a practical ICT test. These assessments only occur once adequate training or teaching has occurred.

For certain projects we are required to monitor specific metrics at the request of the project funder - for instance, the company funding the project might want to understand how many of its beneficiaries are categorised as marginalised or monitor the cumulative amount of learning hours achieved across all beneficiaries.

OUR PARTNERS

Computer Aid works in every country through a network of local partners. These partners have the access and ability to work closely with their local communities and know the problems they face. Before agreeing to work with a local partner organisation, Computer Aid completes full due diligence to ensure all partnerships meet our eligibility criteria and abide by our safeguarding and integrity policies.

CASE STUDY: **SCHOOLNET ZAMBIA**

SchoolNet Zambia is a Non-Governmental Organization (NGO) established in 1999. It was set up by the Zambian government with the aim to integrate ICT across all schools in Zambia.

They work with a network of schools that are interested in promoting the integration and use of ICT for teaching and learning, and are assisting schools by building ICT facilities and using them to develop technical capacity and understanding.

The majority of SchoolNet Zambia's board consists of senior education officers and lecturers and as such, it works closely with the Zambian Ministry of Education. Computer Aid started working with SchoolNet Zambia in 2005, with our main value being in the supply of PC kits to their network of schools.

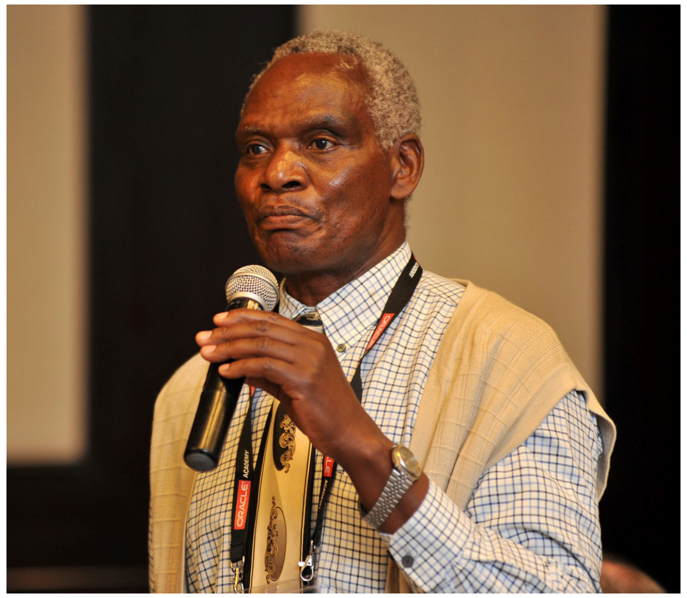
In 2013 SchoolNet became Computer Aid's sole IT distributor and technical partner in Zambia. In the past 9 years, more than 8,000 machines have been installed in schools all around the country.

By working through SchoolNet Zambia, Computer Aid aims to strengthen the organisation's institutional capacity to meet their original mandate, while also creating local jobs in the services sector and helping them develop a competitive local ICT industry.

The partnership also entitles all the schools which receive equipment to technical support locally. In 2019, we launched Coding Clubs in 8 schools around Lusaka in collaboration with SchoolNet and, despite disruption by the pandemic, the club has grown with a Coding Competition between the schools hosted in December 2021. The response from students has been extremely positive, and many were keen to spend extra time at school to work on their coding skills. We are keen to replicate this enthusiasm and skill-building focus in further secondary schools in the country.

"In education everyone is very enthusiastic about the usage of computers. Teachers have reported to us that it has improved their quality of teaching giving children the opportunity to be interactive learners. A lot of schools are eager to come and pick up machines from us. We had one school which is 17km away that got 5 machines from us. Since the Ministry of Education has integrated ICT in the curriculum in secondary school exams, the school had only 5 machines for 800 people to take the practical test. ***Some children were up at 4am waiting for their turn to use the computer for the test.*** *The interesting thing is even if some had to take the test early in the morning or late at night, the kids were enthusiastic about it and keen to take their turn."*

– Moses Mwale, Chairman of SchoolNet



ICDL AFRICA: OUR MAIN TRAINING PARTNER

ICDL is the world's largest computer skills certification programme, with 15 million candidates in 150 countries as it continues to provide a universal standard of excellence in ICT qualifications from basic to advanced processes.

Through this partnership, Computer Aid aims to both support and enhance institutional capacity across developing countries and establish the foundations of ICT compliance across schools for the benefit of their students.

ICDL Africa is headquartered in Rwanda, one of the most advanced and committed countries on the continent in terms of new technologies – with the head office team coordinating the work of all ICDL offices on the continent.

Computer Aid has worked with ICDL Africa specifically to train and qualify teachers and trainers across five core ICDL modules (those being Computer Essentials, Online Essentials, Word Processing, Spreadsheets and Presentations). We have also incorporated the ICT in Education module; a module specifically designed for teachers.

So far, we have collaborated with ICDL in 7 different countries (Zambia, Zimbabwe, Kenya, South Africa, Sierra Leone, Ethiopia, and Rwanda) and have trained and certified more than 200 educators. These educators will train over 100,000 students during the lifespan of the equipment donated, allowing each of these students to leave secondary school with the necessary ICT skills they need to thrive in the 21st century.

During the pandemic, ICDL has been extremely responsive and has made both its curriculum and certification process accessible via online outlets. This allowed us to keep training and certifying teachers throughout the various lockdowns, as opposed to shutting down our projects. In 2021, we also worked with ICDL Africa directly in Rwanda to install computer laboratories in 8 schools around the country, in collaboration with the Ministry of Education.

"ICDL success is based on strong partnerships like the one we have with Computer Aid. We work with education and training partners, local and regional authorities, national governments, international development organisations as well as public and private sector employers in all sectors, in the delivery of our programmes."

– Solange Umulisa, Executive director at ICDL Africa

PROJECT CASE STUDIES

CASE STUDY: **KENYA DIGITAL SCHOOLS**

The Kenya Digital Schools project is now in its second year, working to improve educational outcomes across 10 secondary schools in Naivasha, Kenya.

In Year 1 of the project, computer labs were set up and installed across all 10 participating schools, and 3 teachers from each of the schools were trained in the 6 required ICDL modules.

90% OF TEACHERS PASSED ALL 6 MODULES

In total, 175 modules were passed and 90% of teachers passed all 6 modules. In October 2021, teachers received ICDL certification in all modules which they passed.

One of the modules completed by these teachers is called 'ICT in Education' which, according to ICDL, *"supports educators who wish to start effectively using ICT in their professional practice and certifies the key concepts relating to the use of ICT in the classroom."*

The module provides teachers with considerations for planning an ICT-enhanced lesson regardless of the subject or topic and outlines ICT resources that can be utilised to support and enhance teaching, learning and assessment.

In Year 2 of the project, students are now being introduced to classes that use the designated computer labs, with teachers putting their training into practice.

Further teacher training will occur in September 2022, so that teachers who haven't yet passed all ICDL modules offered to them will have the opportunity to resit assessments.

In the final project year, a selection of 100 students across the 10 schools (1,000 students in total) will be assessed in the ICDL Digital Citizen module.

This is an entry-level assessment for individuals with no prior experience of computers, and the results will be used to establish a success rate and provide an indication of how ICT literate students have become as a result of the project.

TEACHER SUCCESS STORY

Sarah Jebet Ruttoh, Grade 8-11
Teacher at Magereza Academy in Naivasha, Kenya

Sarah was the top performing female teacher in the designated ICDL modules, passing all 6 modules on her first attempt with an average score of 89%.

She scored 94% in Online Essentials and Presentations and scored 100% in Spreadsheets. She teaches Kiswahili and Christian Religious Education to a total of 450 students per week.

"ICDL certification has enabled me to be part of the information society, as it has raised my level of competence in using computers, devices and common computer applications in the delivery of content to my learners and has also raised computer literacy amongst the learners. The course has helped me to understand the best practices and the advantages of using computers and devices."

– Sarah Jebet Ruttoh

CASE STUDY: **RWANDA DIGITAL SCHOOLS**

Our project in Kigali, Rwanda has also progressed to its second year, following a similar path as the Digital Schools project in Kenya.

While in Kenya we are working with 10 secondary schools, in Kigali we are working with 8 schools and each school has received double the number of computers (40 PCs) due to their larger capacity classrooms and larger groups of students.

Three teachers per school were trained in 6 core ICDL modules and were assessed and certified in the modules they passed. 83% of teachers passed at least 1 of the modules, and 67% of teachers passed all 6 modules. In Year 2, teachers who haven't yet passed all 6 of the ICDL modules offered will undertake further training and assessment in order to become fully certified. As with the Kenya project, in the final year, 800 students (100 per school) will undertake an assessment in the ICDL Digital Citizen module to assess changes in ICT skills due to the project – and establish the success rate of the overall project.

TEACHER SUCCESS STORY

Uwimana Jean Baptiste, secondary Computer Science Teacher at Busanza secondary School in Kigali, Rwanda.

"The training was beneficial because I have gained skills which will help me in teaching and learning activities. This is helping teachers and students to increase their skills in using ICT. COVID-19 affected me as my income gained per month has reduced, and I had been at home for a long period without teaching."

– Uwimana Jean Baptiste

SOLAR COMMUNITY HUBS

The Solar Community Hub, formerly Solar Learning Lab, is a project developed in collaboration with Dell Technologies. With support from our partners, we have deployed more than 25 units in 7 countries around the world, impacting 18,000 students and community members per year.

They are sited in convenient locations for easy access by local people and provide the services prioritised by the communities. All community hubs provide access to computer facilities, connectivity, and digital skills training, and act as internet cafes for local residents. In addition to the provision of equipment, we are providing a wider range of services through the community hubs.

For example, we have integrated a telemedicine service in a remote community in the Amazon and have established an internet community service in Mankosi in the Eastern Cape. The Solar Community Hubs consist of two converted shipping containers with useable space between them – more than doubling the potential computing and solar capacities.

CASE STUDY: **SOUTH AFRICA, MAMAILA, LIMPOPO**

Our work in Mamaila centered around overcoming the challenge of digital isolation for disadvantaged rural youths, whose lives and futures were impacted by the lack of quality education, computers and the internet.

Mamaila is a cluster of six villages with a population of more than 20,000 people - of whom over 50% are not economically active and only 22% are employed. Farming is the primary economic activity, though a significant proportion of households depend on social grants and casual wage labour, with the average annual household income in the region at ZAR 14,600 (US$926).

Whilst mobile phone providers operate in the area, their services are too expensive for most local people to use, meaning they are cut off from the benefits of digitalisation.

The community believes strongly that access to computers and internet connectivity is crucial for the economic and social development of Mamaila, particularly among its young people.

Computer Aid was brought on board and partnered with the Zuri Foundation which is committed to bridging the digital divide in Mamaila through the development of a community network - providing affordable connectivity and increasing access to digital technologies.

Computer Aid, with funding from Dell Technologies, developed and built a Solar Community Hub equipped with computers to serve as a centre for digital skills development, innovation, and experimentation. Our partner in the Eastern Cape, Zenzeleni Community Networks, stepped in to help by providing support for the learning hub which included assessing the community needs.

A grant of $30,000 from the Internet Society then enabled the community network to be fully developed as an operational site of digital innovation. The Solar Community Hub is made from 2 shipping containers converted into a single space, with the a capacity of 51 devices - 11 Dell client desktops and 40 Dell Chromebook laptops. Up to 1500 children from the local schools will now be able to train there each year.

CASE STUDY: **BRAZIL, BOA ESPERANCA, AMAZON**

Boa Esperanca is a small and isolated community that faces multiple problems born from its disadvantaged status.

Computer Aid partnered with Foundation For Amazon Sustainability to provide the infrastructure, training, finances, and equipment required for a Solar Community Hub – integrating telehealth as part of the offering and ensuring that sustainability was at the core of the set-up both in terms of long-term value and environmental monitoring.

The hope is that employment and career opportunities outside of the community will increase with the skills building enabled by digital connectivity.

"Before, we could only finish the third year of high school in our community and there was no internet. If we wanted to continue our studies we had to move to the city, so it was a great difficulty. For me and for most, this project is of great importance. ***I see what is happening in the world about what warming is doing on the planet, I believe that the little I can explain to people will already make a difference."***

– Raimunda Costa, Resident of the Boa Esperança community and Environmental Monitor of the Solar Community Hub

PC DONATIONS

OUR SECURE GLOBAL IT DISPOSAL SERVICE

We offer companies a completely secure and GDPR-compliant IT asset disposal service, both within the UK and on a worldwide basis. When companies collaborate with Computer Aid, they benefit from the environmental benefits of reuse by **reducing carbon** and also bolster their **social value** as an organisation – creating two main reasons for companies to work with Computer Aid.

1. 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 facility. Devices are then either refurbished or recycled.

2. ON-SITE ASSET SCANNING

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

3. RECYCLING

All assets that cannot be reused are sustainably recycled, with any income raised going directly into supporting 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.

4. ASSET TRACKING

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

5. DATA SANITISATION

Assets are 100% wiped of all data using Blancco Data Erasure software, a Ministry of Defence approved baseline which permanently removes 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..

6. SUSTAINABILITY REPORTS

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

CORPORATE PARTNERS

OUR RECYCLING PARTNER TIER 1 ASSET MANAGEMENT LTD.

In July 2016, Computer Aid chose Tier 1 Asset Management as its refurbishment partner - through whom we collect, process, and distribute donated equipment.

Tier 1 is the UK's number one circular economy IT Asset Disposal organisation - with sustainable and social impact at its core. After the recent merger with EOL IT services, the Tier1 Group 1 has over 70,000 sq. feet of secure Cas-S and List X MOD approved facilities across England. The group has been in operation for over 25 years and has a dedicated team of 125 individuals with over 1000 years of combined experience. Tier 1's business model includes recovering IT assets, refurbishing, reusing and reselling IT devices via valued partners and across e-commerce platforms. The Tier 1 Group's suite of services ensures that their clients can mitigate the risks associated with securely managing IT assets throughout their lifecycle, comply with all relevant data security, ensure environmental compliance, and reduce costs.

Items that cannot be reused are recycled in Tier 1's workshop at HMP Hindley, where they offer training and qualification to inmates as part of the "Through The Gate'' programme. Their ethos of 'Reduce. Reuse. Recycle' is central to all they do, ensuring data security, minimising environmental impact, and supporting social value initiatives. In 2021/2022 Tier 1 has further supported Computer Aid on a global basis. They have worked with a multitude of companies around the world to re-purpose several thousand devices in support of Computer Aid's initiatives.

Bev Benham, Tier 1 Partner Account Director
E: bbenham@tier1.com
L: Linkedin.com/in/bev-benham-02b34b8/

HOW YOU CAN HELP US

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

YOU CAN HELP BY:

#1
FUNDING A PROJECT

#2
SPREADING THE WORD

#3
DONATING EQUIPMENT

#4
SUPPORTING US ON SOCIAL MEDIA

#5
FUNDRAISING BY PARTICIPATING IN OR ORGANISING EVENTS

CASE STUDY: **GOODHABITZ**

GoodHabitz is a Dutch-based company that helps organisations establish a learning mindset across their workforce through the provision of online courses.

During the month of January 2022, for each online course completed on their platform, they donated €1 to Computer Aid.

Over the course of the month, more than 40,000 training courses were completed and a total of €40,234 was raised, which Computer Aid used to give students across three schools in Kenya access to 800,000 hours of lessons. Each Euro donated allowed each student to benefit from 20 hours of lessons.

€1 DONATED FOR EVERY COURSE COMPLETED

40,000+ COMPLETED COURSES

€40,234 RAISED

80,000 HOURS OF LESSONS

CASE STUDY: **UTELIZE**

Utelize, specialises in developing and delivering mobile devices and connectivity strategies for enterprise customers.

Their data-driven model helps customers to reduce their carbon footprint, release IT resources and budget, and deliver productive, secure and supported technologies to end-users.

Utelize wanted to support the development of our Solar Community Hub deployments in South Africa and created an innovative solution to raise funds whilst also recycling thousands of devices.

The initiative invites companies to donate their devices to this project, with Utelize then organising the processing and wiping of those devices, to prepare for resale.

100% of the funds raised from the resale will go towards the selected Solar Community Hub projects to improve education through technology in areas where access is limited.

– Richard Slade

"Computer Aid are helping us play our own small part in bridging the digital divide between those 'who have' and those who 'have not'. As a Telecommunications consultancy, we see a huge opportunity to support businesses to more productively recycle their mobile devices at the end of their 2-year corporate lifecycle whilst also transforming lives and communities through the Solar Community Hub programme. Computer Aid have also been brilliant in helping us to set-up a flexible recycling model that donates 100% of the residual value of the device to the project."

– Richard Slade, Head of Partner Development, Utelize

25 YEARS BRIDGING THE DIGITAL DIVIDE

1997

1 October Computer Aid was incorporated as a limited private company. November saw the first meeting of stakeholders.

1997

First shipment of computers:
70 to South Africa
25 to Cuba
5 to Nicaragua

1998

February: Computer Aid was registered as a charity, 600 computers were sent to Cuba. Application was made for funding from National Lottery!

1999

The charity was moved from a garage to its new furbished workshop and warehouse. Two part time staff were appointed.

2000

1 March: Tony Roberts was appointed first full time Executive Director. 22 volunteers were registered. The first Annual Report was published.

2002

Denis Goldberg became a Patron.

2005

Offices opened in Nairobi and South Africa. Turnover rose to over £1m for first time.

2006

Moved to new workshop and warehouse, Brunswick Park, North London.

2008

Celebrated 100,000 shipped computers. Launched a campaign calling on UK Government to prevent dumping waste in developing countries.

2009

150,000 computers shipped.

2010

Piloted the first solar power internet café in a converted shipping container. called a ZubaBox.

2011

Helped create mesh network in Macha, Zambia to enable online access.

2012

First Dell sponsored solar learning centre to Lagos, Nigeria.

2013

Awarded Royal Warrant of Appointment to provide computer recycling services to Her Majesty The Queen.

2015

ZubaBox completely redesigned by Squires and Partners. First Solar Learning Lab in South America in Bogota, Colombia.

2016

Partnership with Tier 1 Asset Management Ltd, established. Own workshop and warehouse closed. Moved to office facility in East London.

2018

First double Solar Community Hub lab established in Mexico.

2020

Patron Denis Goldberg died in April aged 87 years. COVID travel restrictions in place and into 2021.

2021

Collected first equipment outside the UK in India for the Oxford University Press and 30+ other countries through IC4D network.

2021

GDPR facility established with Tier 1 to remotely wipe the hard drives of home workers and collect by courier service.

2022

25th Anniversary Celebrations.

ACCOUNTS

	2022 (£)	2021 (£)
Expenditure on charitable activities unrestricted		
ICT equipment collected	206,472	132,480
Shipping & packaging	27,211	6,260
Insurance	2,645	2,426
Collection of ICT equipment	65,759	33,255
Purchase of ICT equipment	8,849	8,755
International programs	13,251	10,622
Partner refurbishment & recycling costs	133,584	61,491
Partner software licenses	30,044	26,039
Staff costs	199,716	166,233
Support costs	126,626	127,567
Governance costs	19,465	17,196
Unrestricted total	**833,622**	**592,324**
Expenditure on charitable activities restricted		
International programs	433,617	187,816
Restricted total	**1,267,239**	**780,140**
Support costs		
Staff costs	62,450	72,656
Transport & travel	2,347	94
General office costs	32,873	33,089
Accountancy	14,181	14,046
Depreciation	144	213
Other costs	7,957	5,837
Bad and doubtful debts	6,674	1,632
Total	**126,626**	**127,567**
Governance Costs		
Staff costs	15,061	13,700
Audit fees	4,404	3,496
Total	**19,465**	**17,196**
Net expenditure for the year		
Depreciation of tangible fixed assets	144	213
Auditor's remuneration	4,404	3,496

	2022 (£)			2021 (£)		
Income from	**Restricted**	**Unrestricted**	**Total**	**Restricted**	**Unrestricted**	**Total**
Donations & legacies	–	291,076	291,076	–	175,388	175,388
Charitable activities	476,147	577,167	1,053,314	544,545	311,654	856,199
Investment activities	–	393	393	–	1,063	1,063
Other income	–	257	257	–	59,848	59,848
Total income	**476,147**	**868,893**	**1,345,040**	**544,545**	**547,953**	**1,092,498**
Expenditure on						
Raising funds	–	90,898	90,898	–	37,822	37,822
Charitable activities	433,617	833,622	1,267,239	187,816	592,324	780,140
Total expenditure	**433,617**	**924,520**	**1,358,137**	**187,816**	**630,146**	**817,962**
Net income (Expenditure)	42,530	(55,627)	(13,097)	356,729	(82,193)	274,536
Transfer between funds	(139,806)	139,806	–	(110,514)	110,514	–
Net movement in funds	(92,276)	84,179	(13,097)	246,215	28,321	274,536
Reconciliation of funds:						
Funds at 1ST April 2021	677,070	(2,104)	674,966	430,855	(30,425)	400,430
Funds at 31ST March 2021	579,794	82,075	661,869	677,070	(2,104)	674,966

* The statement of financial activities includes all gains or losses for the year. All income and expenditure derives from continuing activities.

FULL ACCOUNTS:

*At the time of writing, audited accounts not available. The audited version can be accessed at **www.computeraid.org** This should just cover any discrepancy after auditing.

Computer Aid International
+44 (0) 208 361 5540
Unit 33, Containerville, 35 Corbridge Crescent, London, E2 9EZ, United Kingdom