

**CLOSE THE GAP - COMMUNICATION ON ENGAGEMENT (COE) - UNITED NATIONS**

---

Period covered by this Communication on Engagement: January 2016 to December 2017

**Part I. Statement of Continued Support by the Chief Executive**

January 12, 2018

To our stakeholders,

It is my pleasure to express with enthusiasm our continued support and commitment to the Global Compact and its Ten Principles concerning Human Rights, Labor, Environment and Anti-Corruption.

Over the years, Close the Gap has been implementing different activities advocating for the Ten principles of the United Nations Global Compact, especially in terms of sustainability, social entrepreneurship and human rights.

In this Communication of Engagement, we describe the activities we have been caring on over the years and their impact. Close the Gap believes access to information through ICT is key for the sustainable development of less developed countries, ensuring human rights, labour, environmental and anti-corruptions standards are respected.

I can't close this statement without expressing a word of appreciation and thanks to all our strategic partners and sponsors, to our service partners in Africa, to the members of the Board as well as to the members of the staff of Close the gap for supporting our organisation and therefore, supporting the UNGC and its principles.



Olivier Vanden Eynde  
Founder & Managing Director  
Close the Gap

## **Part II. Description of Actions**

### **ABOUT CLOSE THE GAP**

Close the Gap aims to bridge the digital divide by offering high-quality, pre-owned computers donated by large and medium-sized corporations or public organisations to educational, medical, entrepreneurial and social projects in developing and emerging countries. All the projects are demand-driven and share the common denominator of being non-profit oriented initiatives.

In 2008, Close the Gap identified the need for accessible environmentally safe recycling processes for the ICT hardware used in their beneficiary projects in the developing countries. After exploring the possibility of creating a public-private partnership to create an environmentally friendly e-waste management system for these regions, the WorldPC Project was born.

Based on a feasibility study and thanks to the support of Computer Aid International, Safaricom Foundation, Close the Gap set up a pilot project in 2011 in Nairobi, Kenya, enabling inauguration of the WEEE Centre in Dec 2011, the first e-waste recycling facility in East Africa.

2012 marked a year of transition for the pilot project. Through the invaluable support from sponsors and partners, the WorldPC project was able to take off as a separate organisation with the new name **WorldLoop** and a dedicated management team, becoming an innovative solution of e-waste in Africa.

In 2015, Close the Gap partnered to build and launch the **first digitruck**. This mobile IT lab is an innovative solution for African off-the-grid communities that enables them to have access to ICT. Since 2015, Close the Gap has supplied four additional digitrucks (2 in South Africa, 1 in DR Congo and 1 in Kenya), thus reaching a growing amount of people off-the-grid in need of its services.

The **Close the Gap Foundation**, operational since 2014, developed a strategy to empower African entrepreneurial organizations with technology driven solutions. Here again, the technology aspect is an instrument to achieve some of Close the Gap's goals such as better access to education, increased employment opportunities and a more equitable ecosystem for entrepreneurship.

In 2017, this new strategy was piloted with the launch of the **LEAP 2 program**, which supports young African entrepreneurs developing and scaling digital solutions for societal issues.

In September 2017, Close the Gap was awarded the coordination of the new **Belgian Digital for Development platform**. Ultimate goal is to build a bridge and create partnerships between the Belgian private sector and the development sector around digitalization in realizing the Sustainable Development Goals.

## CLOSE THE GAP ACTIVITIES AND THE UNGC PRINCIPLES

Close the Gap collects decommissioned computers from companies and arranges for other organizations to clean the hard disks and then check and configure the hardware according to the requirements of its end-users. The computers are then shipped to the destination country by sea or air transport. Since it was created in 2003, Close the Gap received 700.000 computer assets donated by over 400 companies. The computer assets that meet stringent quality standards are refurbished and sent to different projects (a medical center, a school for example). Since 2003, over 5000 projects have been supported in Africa and elsewhere.

The computers that do not meet the quality standards and therefore, cannot be reused, are properly recycled.

Close the Gap would not exist without its partners and aims to create partnership through enterprises' Corporate Social Responsibility programs, which ultimately improve their performance towards being a sustainable enterprise. Consumers aren't the only ones who are drawn to businesses that "give back or do good", employees are now also looking to work for companies that have a CSR program. Through its many partnerships with Private Companies, Close the Gap aims to align its partners' CSR strategies and operations with the UN Global Compact Principles.

Through collaboration with the UNGC, Close the Gap has created opportunities to share knowledge and best practices about sustainable development goals, and emphasizing the importance of high standards in terms of human rights, labour, environment and anti-corruption. A countless number of projects have demonstrated that ICT can contribute directly or indirectly to the UN Global Compact Ten Principles.

### *Human Rights*

Access to ICT is a key driver for the development of any society in today's world. Improving access to information contributes to the elimination of poverty and disease, leads to better education and more gender equality. However, the cost of new equipment, limited infrastructure and the lack of IT knowledge and proficiency mean that many people still have no access to IT. The digital divide is not only a divide between people who have access to ICT and people who don't. It's also a divide between people who have knowledge of ICT and those who don't, between people who realize the opportunities presented by ICT and those who don't. It consists of an infrastructure gap, a knowledge gap and a psychological gap. High-quality reused IT equipment gives access to information at unprecedented levels, empowering poor and disadvantaged communities living in developing and emerging countries. **Close the Gap contributes to defending the Human Rights, through access to ICT.**

### *Labour Standards*

Access to ICT involves information on the benefits for parents and children to attend school instead of obliging them to work in the field/ factories/ mines. Indeed, letting the children attend school will, in the future, be much more beneficial for the children and their families. A child that attends school will be

better educated and, therefore, will have a higher chance to access a job that requires specific intellectual skills, and will earn a higher salary. By providing access to information through ICT, **Close the Gap contributes to the eradication of child labour.**

By supporting young African entrepreneurs who develop and scale digital solutions for societal issues through its new Leap2 program, **Close the Gap contributes to the elimination of discrimination in respect of employment and occupation.**

### **Environment**

At end-of-life, IT equipment does not have to be an environmental liability. Through responsible recycling it can pose new opportunities in communities creating green jobs, stimulating local economies and recovering precious material that can be used in new IT equipment. Through Close the Gap's e-waste offsetting program, operated by WorldLoop, computer donors can support the responsible recycling of a similar asset in a developing country. Therefore, **Close the Gap promotes greater environmental responsibility and counts on its partners to encourage the development and diffusion of environmentally friendly behaviors.**

### **Anti-Corruption**

Close the Gap's strategic partners are social enterprises based mainly in Africa. Close the Gap sells the refurbished computer assets to those social enterprises at an affordable price. These service partners then sell them to schools, medical center, social projects etc. Close the Gap makes sure the donated computers in Europe go to one of pre-determined destinations, thus bridging the digital divide.

Close the Gap is committed to compliance with all applicable anti-bribery and anti-corruption laws and regulations, and promotes this compliance amongst its partnerships. Close the Gap does not accept bribes, and avoids doing business with others who may harm its reputation by not respecting these values. **Therefore, Close the Gap works against corruption in all its forms, including extortion and bribery.**

## OUR IMPACT



It is important to keep in mind that **15 devices** constitute a computer lab,

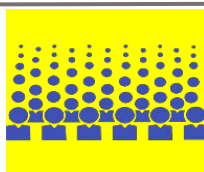


and **1 computer** lab can reach **240 kids per week**.

---

Every device donated, refurbished and sent to a project in Africa can have a significant impact in people's lives.

---



In total, more than 5.000 projects have been supported in 56 countries, and reached 1.700.000 people unique users per week.

**In 2017, over 100 companies were involved in donations, and donated more than 100,000 computers assets. This enabled the support of 300 projects in 12 African countries and reaching an estimated 150,000 beneficiaries.**