

ANNUAL REPORT

2014





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Allowing WorldLoop to show its mission through images.

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FOREWORD

CHAIRMAN

OF THE BOARD

After being active for three years in e-waste recycling in developing countries, WorldLoop is proud to see local progress for sustainable e-waste management solutions. Prior to its engagement in many of the countries WorldLoop partners operate, little was being done in a formal and regulated manner. For example, I noticed with satisfaction that Tanzania has issued its first e-waste dismantling and export permit and a system of collectors and dismantlers is being set up across the country. I commend WorldLoop's local partners for their continued drive and empowerment to facilitate local, sustainable e-waste solutions and for the Tanzanian government for making ICT e-waste an environmental priority.

Much has happened in the scope of e-waste management on the global front as well. WorldLoop has noted an increased demand of precious metals from global traders for discarded electronics in Africa. This trade is occurring today in a mostly unregulated market, reducing the transparency of flows for reusable fractions and resources. This reality validates WorldLoop's relevance and impact at such a pivotal time to drive towards transparent, sustainable resource conservation and recovery.

More and more, the international community is underlining the importance of stronger prioritisation for a circular economy. The European Commission has also emphasised the strategic and environmental importance of resource recovery and in 2014 introduced the ambition of a much stronger circular economy strategy, to be presented late in 2015. The Commission is engaged in a thorough reflection on how the objective of circular economy can be reached in an efficient way that is fully compatible with the creation of jobs and growth agenda.

The United Nations has introduced a number of key focused and coherent actions towards sustainable development as the successor of the Millennium Development Goals, set to expire at the end of 2015. These new "sustainable development goals" also prioritise a circular economy from eco-design to sustainable waste management and resource conservation.

WorldLoop closed 2014 with a positive impact towards these larger ambitions. With 15 local partnerships up and running, collecting over 1,425 tonnes of ICT related e-waste since the start of activities, WorldLoop sees its drop is quickly becoming a small stream in changing the e-waste cycle. The transboundary shipment of 12 containers of complex and hazardous fractions have been facilitated. WorldLoop diversified its fundraising activities in 2014 and was able to account for 43% of its operating income by getting support for capacity building and project implementation activities which has helped the organisation's ambitions of becoming a social enterprise.

I don't like to close this foreword without expressing a word of appreciation and thanks to all our strategic partners and sponsors, to our e-waste entrepreneurs in Africa, to the members of the Board as well as to the members of the WorldLoop staff for supporting our organisation to change the e-waste cycle.

Professor em. Dr. Wim A.G. Blonk,
Chairman of the Board, WorldLoop



1

DISCOVER US



An e-waste dismantler separating fractions of a CRT monitor, WEEE Centre Nairobi Kenya

ABOUT WORLDLOOP

Extending the positive impact of ICT projects in developing countries, offsetting the negative environmental impact of its hardware. By turning ICT e-waste into human and economic resources through the creation of accessible, environmentally sound, socially responsible and sustainable e-waste recycling in developing countries.

WorldLoop is an international non-profit organisation whose mantra, "changing the e-waste cycle," expresses how the traditional linear flow from product to landfill has been transformed to embrace a circular economy.

Literally, WorldLoop is changing the e-waste cycle by organising reverse flows of hazardous e-waste from developing to industrialised countries, for environmentally responsible treatment.

A figurative change in the e-waste cycle is the conversion of an environmental threat into a social asset by creating green job opportunities, promoting youth employment and ensuring the environmental sustainability of ICT projects.

CREATING SHARED VALUE WITH WIN-WIN SOLUTIONS

Information Communication Technologies (ICT) is a social and economic change maker. Developing countries can get access through quality new and reused equipment.

It has long been understood that reuse is more sustainable than immediate recycling but sound recycling at the end of the technical lifespan is a crucial factor in the sustainability equation.

Developing countries often lack the expertise and infrastructure needed to manage e-waste properly. Polluting primitive recycling processes are often used to get valuable material out while the toxic and non-valuables are left behind, negatively impacting the surrounding communities. Through its network of partners, WorldLoop is working with members of these communities to set-up their own e-waste collection and recycling centres, in turn contributing to the environmentally sound and sustainable use of ICT in developing countries.

"I love the idea that you have responsible use, reuse and recycle. I think that is the first step of getting out of linear thinking of our society and towards a circular thinking which I think is actually the more natural way of having a society."

Prince Carlos de Bourbon de Parme, Member of the Dutch Royal Family

"By addressing the e-waste problem in developing countries, local communities – including those at the Base-of-the-Pyramid – can experience a positive ripple effect stimulating a more inclusive society."

Archbishop em. Desmond Tutu, Board of Recommendations WorldLoop



Raising Awareness



Setting up Facilities



Quality Assurance



Engaging Collaboration

WORLDLOOP'S CORE OBJECTIVES

HISTORY

- 2009** WorldPC vzw/asbl registered
- 2011** Launched first ever e-waste recycling centre in Nairobi, Kenya
Recupel announces support to expand WorldPC
First 5 tonnes of hazardous e-waste from Kenya arrives in Belgium
- 2012** WorldPC officially launches & rebrands as WorldLoop
- 2013** WorldLoop launches projects in Tanzania, Zambia, Senegal, D.R.C. and Chile
- 2014** WorldLoop starts up 6 new projects and expands operations to Burundi and Togo

WorldLoop was founded by **Close the Gap International vzw/asbl** in 2009. Close the Gap is an ICT for Development (ICT4Dev) organisation that helps bridge the digital divide in developing countries by promoting responsible reuse, giving donated high quality ICT equipment a second life in socially beneficial projects. Unfortunately, many of the regions don't currently have environmentally responsible recycling solution for the IT equipment when it reached end-of-life, so Close the Gap took on the ethical obligation to help these communities find a solution.

On the 27th of September 2011, WorldLoop's first e-waste recycling centre, the WEEE Centre, was inaugurated in Nairobi, Kenya. This was the first ever formal e-waste recycling centre in East Africa, specialising in end-of-life management of ICT assets. European Commission Vice-President Neelie Kroes led the special event attended by a high-level delegation of European Union representatives, corporate supporters, Close the Gap and their strategic partners to honour the occasion.

To help finance WorldLoop's activities, Close the Gap introduced a voluntary e-waste offsetting programme. Close the Gap donors and strategic partners are given the option to purchase a €10 e-Resource Certificate for every asset that was donated. For every certificate, WorldLoop guarantees that 20kg of ICT e-waste is responsibly collected and recycled. This programme enables a closed loop recycling system for all ICT e-waste components and promoted resource recovery.

WorldLoop became a fully operational, independent organisation in 2012 thanks in large part to the invaluable support of Close the Gap partners and stakeholders, including its founding member **Recupel**, and rebranded itself from WorldPC to WorldLoop since e-waste is not just limited to PCs.

Today, WorldLoop continues to work with local entrepreneurs in sub-Saharan Africa and around the world, helping them to start up their own e-waste collection and recycling systems in line with the strong standards of e-waste recycling found internationally. WorldLoop's key lessons are shared with others, inspiring local communities to develop their own sustainable solutions, with the hope that one day, WorldLoop's existence will no longer be necessary.



“ Our partnership with WorldLoop allows us to continue a tradition of knowledge sharing and best practice exchange outside our comfort zone. ”

Mr. Peter Sabbe,
General Manager Recupel



CLOSE THE GAP

BRIDGING THE DIGITAL DIVIDE

Close the Gap is an international non-profit organisation that 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.

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.

Close the Gap bridges the digital divide by giving donated, high-quality ICT equipment a second life in schools, universities, medical centres, micro-finance institutes and other social projects in developing and emerging countries. An equal partnership with all stakeholders is one of Close the Gap's core values.

CLOSE THE GAP

BRIDGING THE DIGITAL DIVIDE

Hear the stories from the mouths of those most impacted by responsible and sustainable reuse of IT equipment and recycling. See what new opportunities open up, new roads paved

when technologies meets vulnerable communities and IT equipment is taken care of responsibly at end of life. **LET'S TALK TRASH:** www.worldloop.org/letstalktrash. For more information, please see page 23.

FACTS & FIGURES

- 450,000 IT devices donated from **370** companies
- 3,500 projects in **56** companies
- Reaching more than **1.7m** unique users



Archbishop em. Desmond Tutu,
Nobel Peace Prize Winner, 1984

Dr. Jan Pronk,
*Former Minister International
Development Cooperation, Netherlands*



Dr. Marleen Temmerman,
*Former Director, Department of
Reproductive Health and Research
at the World Health Organisation*

BOARD OF RECOMMENDATIONS

BOARD OF DIRECTORS

The Board of Directors advises on the management and strategic development of the organisation. Its three members have specific expertise in WorldLoop's focus areas.



Professor em. Dr. Wim A.G. Blonk, Chairman of the Board, was actively involved in the creation of Close the Gap (2002) and WorldLoop (2012). He retired from his positions as Honorary Director General at the EU Commission in 1999, and Professor of Economics at Vrije Universiteit Brussels in 2004. Professor Blonk is a strong promoter and active volunteer in the area of sustainable ICT for development, including projects supporting disabled children in Tanzania, Malawi and Ladakh.

Drs. Hennie Wesseling, Board Member, studied physics at Vrije Universiteit Amsterdam. His career includes experience in IT, marketing, business innovation and transformation. He served as CIO at TNT Post for ten years before starting his own consultancy firm. Part of his responsibilities while at TNT Post included the development of various infrastructure projects in Africa. As chairman of the Dutch CIO Community, he united the CIO community in the Netherlands in donating IT equipment to ICT for development projects and the responsible recycling of these assets through the e-Resource Certificate Programme. He joined the Board of WorldLoop in 2010.



Mr. Olivier Vanden Eynde, Board Member, is Founder and Managing Director of WorldLoop, as well as its founding organisation Close the Gap, an ICT for development organisation. Mr. Vanden Eynde founded Close the Gap in 2003, while attending Solvay University as a business student. Providing a sustainable solution for the end-of-life assets utilised in Close the Gap's projects was key in allowing Close the Gap to fulfil its "zero-waste to landfill" policy. Today, WorldLoop provides Close the Gap and other ICT for development organisations an environmental license to operate.

WORLDLOOP TEAM



Mr. Olivier Vanden Eynde¹,
Founder & Managing Director

Driving overall management and strategic direction of WorldLoop.

Ms. Barbara Toorens,
Director of External & Partner Relations

Developing WorldLoop's communication strategy execution, business development and partner relations.

Mr. Thomas Poelmans,
Project Director until June 2015

Implementing the strategy, management and follow-up of WorldLoop's recycling projects in developing countries.

Ms. Sabine Lebrun,
Management Assistant

Joined WorldLoop in Nov. 2014.
Managing the day-to-day internal operations of WorldLoop including accounting, human resources and payroll.

Mr. Luc Severi,
Project Manager

Joined WorldLoop in Dec. 2014.
Managing and driving follow-up of WorldLoop's recycling projects in developing countries.

Mr. Kris Goossenaerts,
Internal Operations Manager

Joined WorldLoop in Jan. 2015.
Overseeing WorldLoop's internal operations and finance.

Ms. Sandy Lepage (not pictured),
Management Assistant until Aug 2014

Managing the day-to-day internal operations of WorldLoop including accounting, human resources and payroll.

Ms. Isabelle Servant (not pictured),
Communications Coordinator

Joined WorldLoop in July 2015.
Executing WorldLoop's communications strategy supporting event management and online content delivery.

¹ Via management contract with OKMGM bvba/sprl.

CODE OF CONDUCT

By enabling environmentally sound e-waste recycling practices in developing countries, WorldLoop promotes the creation of new social enterprises aligned to the triple-bottom line: People – Profit – Planet, stimulating local jobs while being financially sustainable in an environmentally responsible manner. As WorldLoop’s operational model offers financial and technical support over a period of time, WorldLoop projects are able to become self-sustaining in a supported environment. By adhering to the Code of Conduct, WorldLoop projects ensure that proper health, safety and labour practices are adopted by the projects supported.

WorldLoop conducts its business in accordance with the highest international standards of business ethics and respect for human rights and the environment. As a signatory of the United Nations Global Compact, WorldLoop takes its commitment to ethical business and operations very seriously. Its Code of Conduct was implemented in 2012. WorldLoop’s model and current success are based on strong partnerships. The future success and sustainability of the model will depend on a strong commitment to the same principles from WorldLoop’s projects and partners. Therefore, WorldLoop requires its projects and partners to also adhere to the WorldLoop Code of Conduct.

“ The United Nations Global Compact is a United Nations initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. The United Nations Regional Information Centre (UNRIC) welcomes organisations which adopt the United Nations Global Compact as part of their operational Code of Conduct. ”

Ms. Caroline Pettit,
Deputy Director United Nations Regional Information Centre for Western Europe

To learn more about the WorldLoop Code of Conduct, please visit worldloop.org/about-worldloop/code-of-conduct/



STAKEHOLDERS

WorldLoop actively engages with many stakeholders promoting transparency and an open dialogue. This enables WorldLoop to gather insights and feedback from experts and those most impacted by e-waste. Communication includes regular discussions, conferences, print mediums and annual meetings.

- **Academia:** The environment or community concerned with the pursuit of research, education, and scholarship.
- **Civil society organisations:** Other non-governmental and non-profit organisations involved with e-waste management, ICT for development, environmental protection, workers’ health and job creation in developing countries. Their involvement can be based on ethical, cultural, political, scientific, religious or philanthropic considerations.
- **Employees:** Those individuals working for WorldLoop, their partners, sponsors and projects.
- **e-Resource Certificate holder:** Any individual or organisation participating in WorldLoop’s e-Resource Certificate Programme to offset their IT footprint by investing in sustainable e-waste management infrastructures in developing countries.
- **Government:** Any governmental entity at the local, national, regional or international level, involved in e-waste management including but not limited to: customs control, national environmental and infrastructure agencies in project countries, the European Commission, INTERPOL, OVAM, U.S. EPA, etc.
- **ICT end users:** The consumers of ICT products (new or reconditioned), who generate electronic waste based on this consumption.
- **Informal recycling sector:** A local economy stimulated by individuals operating as e-waste recyclers whose use of primitive dismantling practices to extract valuable resources can create environmental and health risks.
- **Original Equipment Manufacturers (OEMs):** In the context of WorldLoop’s stakeholders, an OEM is the brand owner under which various products/components are combined to create an electronic product.
- **Project:** An entrepreneur or organisation active in e-waste collection, dismantling or recycling, receiving support in exchange for transparency and compliance to WorldLoop’s standards.
- **Strategic partner:** An organisation that supports WorldLoop through financial contributions and in-kind support. WorldLoop distinguishes three categories of strategic partners, according to the support provided: founding, operational, professional services or knowledge.
- **United Nations:** An intergovernmental organisation, comprising 193 Member States and is committed to maintaining international peace and security, developing friendly relations among nations and promoting social progress, better living standards and human rights.



WORLDLOOP & THE UNITED NATIONS

THE MILLENNIUM DEVELOPMENT GOALS AND BEYOND

WorldLoop is proud to partner with the United Nations (UN) to achieve its mission and objectives. The role of the UN to maintain international peace and security, developing friendly relations among nations and promote social progress, better living standards and human rights helps WorldLoop accomplish its activities on the ground.

Furthermore, the introduction and work invested in realising the UN's Millennium Development Goals (MDGs) has been impressive. Global poverty continues to decline, environmental preservation is on the agenda in boardrooms and political summits, more children are receiving quality education, child mortality rates have dropped, and health conditions continue to improve. The MDGs are making a real difference to people's lives, and this progress can be expanded in most of the world's countries by the target date of 2015 with strong leadership and accountability. After 2015, efforts to achieve a world of prosperity, equity, freedom, dignity and peace will continue unabated with the **Sustainable Development Goals (SDGs)²**.

WorldLoop applauds this continued trajectory and believes strongly that the economic, social and ecological dimensions of sustainable development and a circular economy play a pivotal role in realising the SDGs.

Even more, thinking in terms of South-South, North-South and East-West in the development context is going to be key for success.

“ The Sustainable Development Goals are about achieving development goals from an economic, social and environmental perspective. In this view, we can think about Corporate Social Responsibility (CSR) as a way to implement these goals at the level of enterprises including Small and Medium-sized Enterprises in developing countries who can use CSR to improve their competitiveness while complying with international standards and norms. ”

Mr. Christophe Yvetot,
Head of United Nations Industrial Development Organisation Brussels Liaison Office

² The Sustainable Development Goals will be voted upon as part of the United Nations Summit to adopt the post-2015 development agenda, Sept 25-27 2015, in New York.

WorldLoop is proud to be associated with the United Nations on several levels, including United Nations Environmental Programme (UNEP), the United Nation's Partnership for Action on Computing Equipment (PACE), and:



STEP PROJECTS

The United Nations Solving the E-waste Problem (Step) Initiative, founded in 2007, is a global consortium of companies, research institutes, governmental agencies, international organisations and NGOs dedicated to advancing the management and development of environmentally, economically and ethically sound e-waste resource recovery, reuse and prevention.

WorldLoop is pleased to be able to contribute to collaborate with and learn from this unique organisation of diverse stakeholders sharing the common goal of addressing the e-waste problem.

“ EWAM was a good learning and sharing opportunity for all the participants. The conference has equipped each of us with valuable information and a worldwide reliable network of different e-waste stakeholders. As each country has its own challenges, there have to be some customisation in order to suit local legislation and requirements. ”

Mr. Vedaste Ndizeye,
EWAM Participant and e-waste expert



E-WASTE ACADEMY - MANAGER'S EDITION

WorldLoop was a proud sponsor and steering committee member of the Step's 2014 E-Waste Academy - Manager's Edition (EWAM) in El Salvador. EWAM focuses on the practical implementation of science-based e-waste solutions, in particular in policy development and e-waste system design. Targeted at policymakers and government officials as well as small- and medium-sized enterprises (mostly recyclers, refurbishers and collectors), it provides a neutral platform stimulating fruitful discussion among policymakers and SME operators while also facilitating exchange of best practices and expert feedback.

2 CHANGING THE E-WASTE CYCLE



Dandura dump, Nairobi Kenya

Open for more than 40 years and receiving more than 2,000 tonnes of waste daily, Dandura Dump offers informal employment to thousands in the outskirts of Nairobi, Kenya.

“ I got a scholarship and finished all my studies. After a long search for a job, I got disappointed to the extent that I could not find money to sustain myself. This made me go to the dumpsites where I struggle to get my daily bread. The future is not very certain and the sooner I find anything else to do, the better for me. I've a vision and ambition to work and move out of the dumpsite. ”

*George,
Collector at the Dandura Dump*

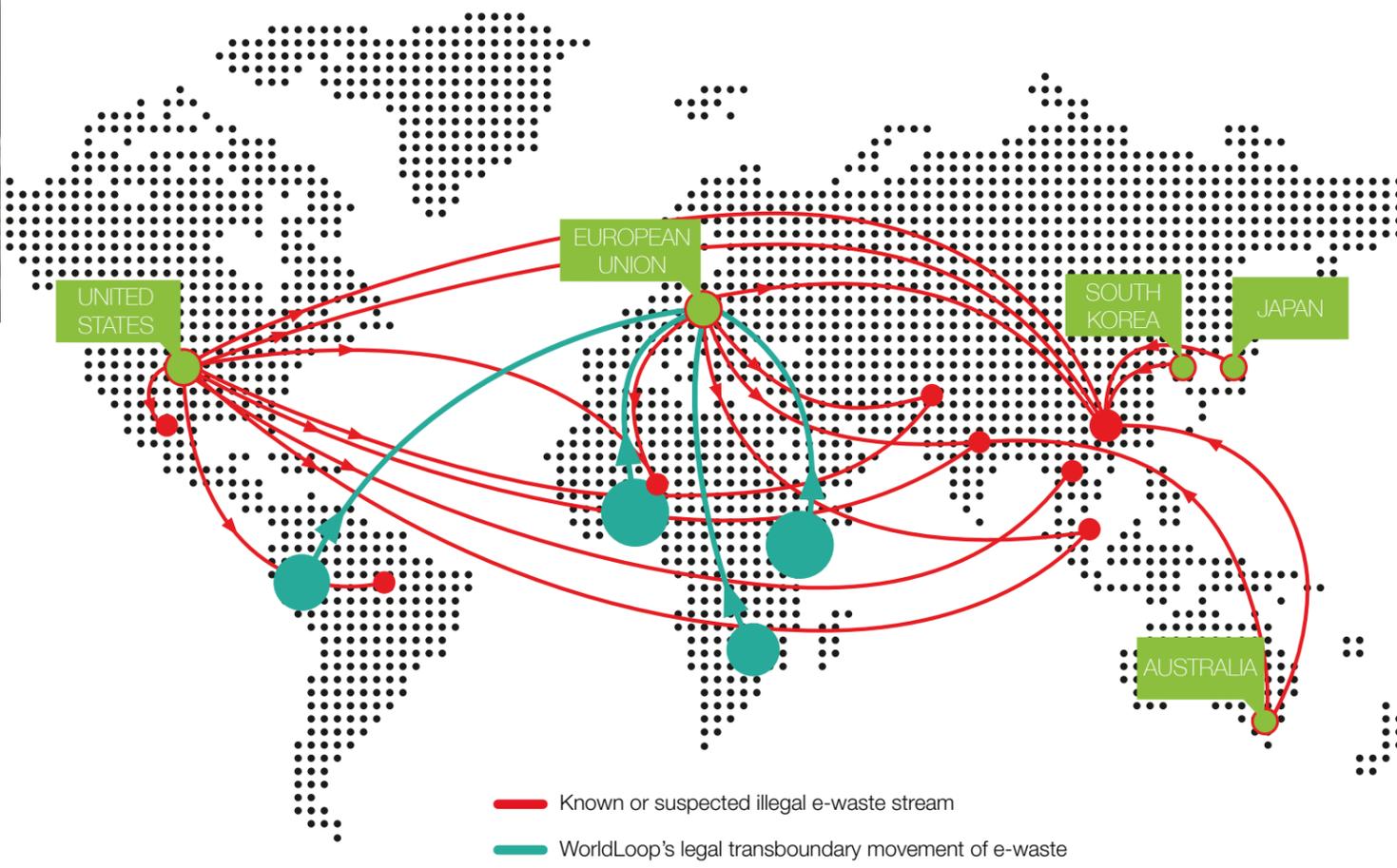
“ It's ironic, precious minerals are taken from the grounds of Africa, used in the developed world and then end up back in our soil, in the dumpsites. ”

*WorldLoop / UNEP Stakeholder Meeting,
Nairobi, Kenya*

This sentiment is echoed across the African continent, mirroring the traditional linear, take-make-waste thinking of our society, coupled with the illegal flows of e-waste that still unfortunately occur far too often. WorldLoop, together with its international partners are changing this e-waste cycle, this reality, one project at a time. One tonne of e-waste at a time.

WorldLoop's activities enhance the **circular economy** by promoting responsible use, reuse and finally recycling of ICT e-waste providing a transparent collection and treatment stream of all fractions in developing countries. This enables complex and hazardous fractions to be used in new manufacturing providing a better use of already scarce resources, thus avoiding landfills or incineration and environmental devastation.

KNOWN AND SUSPECTED ROUTES OF E-WASTE DUMPING OVERLAPPED WITH WORLDLOOP'S REVERSE E-WASTE FLOWS



— Known or suspected illegal e-waste stream
— WorldLoop's legal transboundary movement of e-waste

REALITIES OF URBAN MINING

When IT devices stop functioning, they can still maintain value. Each device contains material that can be used in new production, including plastics, aluminium, gold, silver, copper, palladium, platinum, etc.

The downside is that most of these devices also contain hazardous chemicals and metals (including lead, mercury, and cadmium) which can threaten human health and the environment if released into the environment. These can severely damage entire communities through air and water pollution, leading to poisoning, miscarriage, intellectual disabilities, pulmonary and cardiovascular diseases and even death.

Many developing countries lack the necessary infrastructure, awareness and legislation to promote and enforce sustainable recycling practices that focus on optimal resource recovery while ensuring worker safety and environmental protection. In its absence, primitive recycling processes such as open-air burning and acid leaching are often used to cherry-pick valuable material, which release these toxins into the environment. What's more, anything without perceived value, such as the leaded glass of CRT monitors, is left behind. The Base of the Pyramid is disproportionately impacted by these practices due to prolonged exposure because they often live and/or work in these areas.

“ WorldLoop’s coaching and incentives for communities to embrace more sustainable e-waste recycling practices has a ripple effect. The local entrepreneurs raise awareness and provide a service to their own community of consumers, businesses and governments and become a strong bottom-up force for national solutions in the future. ”

*Mr. Hermann Koller,
Managing Director
International Solid Waste Association*



A man uses a large rock to break open CRT monitors along a riverbed in Africa. The leaded glass cuts his hands, toxic phosphorus powder mixed with sweat covers his face. He doesn't have a mask or even a handkerchief to prevent him from inhaling the toxins.

This is a regular day in the informal sector. Extracting the metal frame from CRT monitors earns him 5 Kenyan Shillings, or €0.05 and it's his biggest priority. This will buy a small meal at the local cantina. The glass and plastics, of no value to him, will be nonchalantly brushed off his "workbench" into the river so he can move onto the next monitor.

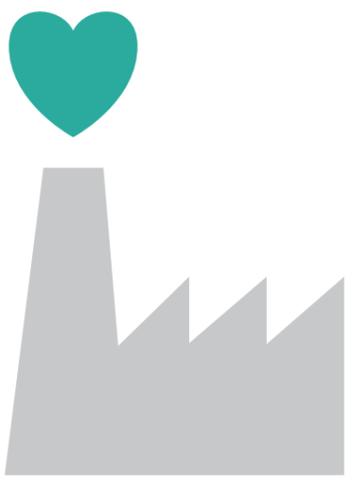


RAISING AWARENESS

WHAT WE DO



ENGAGING COLLABORATION



SETTING UP FACILITIES



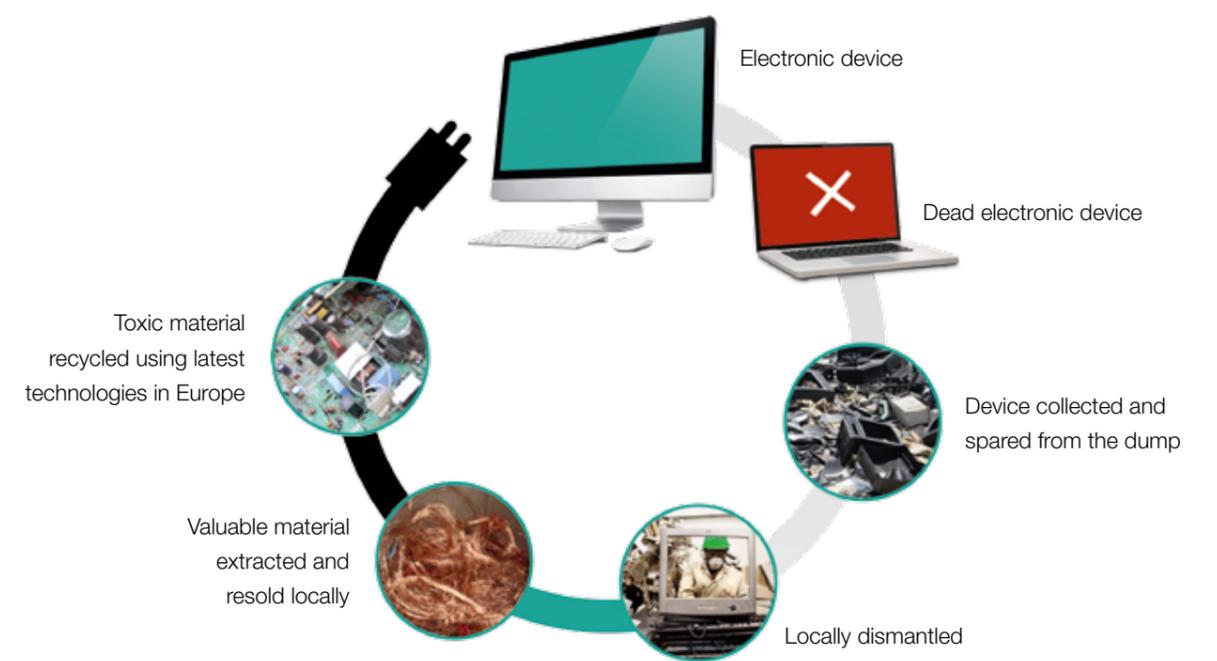
QUALITY ASSURANCE

BEST OF 2 WORLDS

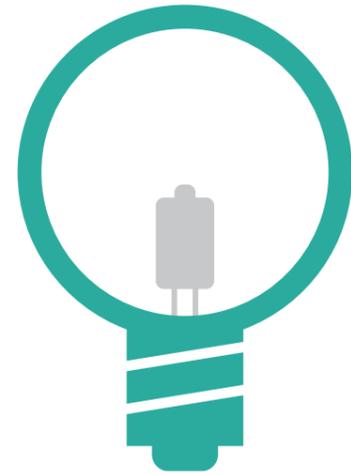
WorldLoop is working to operationalise the “Best of 2 Worlds” (Bo2W) approach first introduced by United Nations University and Step across sub-Saharan Africa³. Bo2W combines local collection and dismantling efforts in developing countries with best-in-class, technologically advanced recycling solutions available in industrialised countries.

When implemented, this approach can support numerous organisations in a region specialising in:

- **Collection:** WorldLoop provides capacity building for entrepreneurs to collect from the private and public sector, learning institutions, general consumers and the informal sector.
- **Manual dismantling:** WorldLoop trains entrepreneurs on how to dismantle the e-waste locally, sorting and separating the various fractions such as iron, steel, copper, aluminium and plastics from the complex and hazardous components. Manual dismantling results in high recycling efficiency. WorldLoop provides guidance on how to find a local market for some of the fractions so they can be reintroduced into local production processes.
- **Semi-automated pre-processing:** After manual dismantling, certain e-waste components are further processed using specific equipment or machinery (e.g. CRT cutter, cable stripper, shredder, etc). Others, such as plastic casings, are processed automatically to reduce their volume.
- **International recycling and disposal:** Highly complex and hazardous fractions (such as batteries, printed circuit boards, transformers and sim cards) require specialised treatment that is only available today outside of Africa. WorldLoop facilitates the process for these fractions to be exported to international best-in-class recyclers. This ensures maximum value from extraction, which flows back to local entrepreneur.



³ For more information on Bo2W, please refer to the Glossary on page 90.



RAISE AWARENESS

WorldLoop works to raise awareness, drive action and engage in knowledge sharing with regard to responsible e-waste management in developing countries. While there is a lot of international coverage on the dangers of e-waste in developing countries, through its actions WorldLoop is demonstrating a new paradigm: that e-waste is a positive resource, and if managed properly it reduces pollution, supports green job creation and promotes resource conservation.

WorldLoop participates in the global discourse on ICT e-waste giving lectures and speaking at events, engaging with stakeholders and connecting entrepreneurs and experts.

Additionally, WorldLoop is raising awareness on sustainable e-waste management through the implementation of e-waste collection and recycling centres in developing countries aligned to international standards.

“ We should not pay too much attention to the differences between people, but should focus on the similarities. This point of view was advocated by Professor Theodore Levitt in 1988. Levitt has been a great inspiration to me and stimulated the Vintage staff to successfully create cross-border communications. As a matter of fact, marketing communications tries to reach everyone, everywhere. My staff and I are proud to partner in WorldLoop’s global project. ”

*Mr. Jos Dillen,
Chairman Vintage Productions*

LET’S TALK TRASH

International attention has been given to the negative impacts ICT equipment can have on the environment and communities when it becomes e-waste. This story can develop misconceptions on the social benefits high quality reused equipment brings to the most vulnerable communities. Those benefiting and impacted are never given a voice.

Through interviews and visits, the web documentary “Let’s Talk Trash” (www.worldloop.org/letstalktrash) is bringing a human voice and face to a world at the base of the pyramid benefiting from reused ICT equipment and e-waste in sub-Saharan Africa.



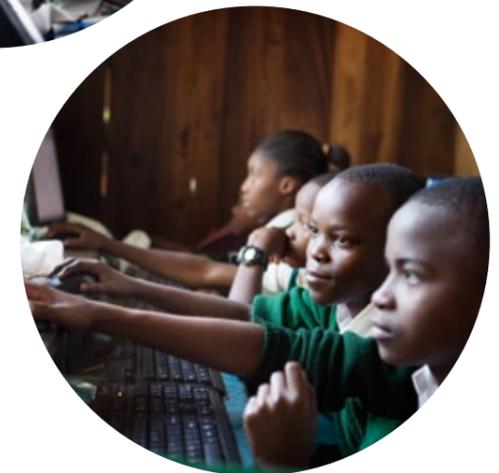
RECYCLE

Joseph started as an intern, and is now working fulltime as a dismantler in a formal recycling facility.



REDUCE

George wasn’t able to find a job in the formal sector so tapped into their entrepreneurial spirit and are now earning a living by selling scrap metal and fractions they find in the large municipal dump to informal markets.



REUSE

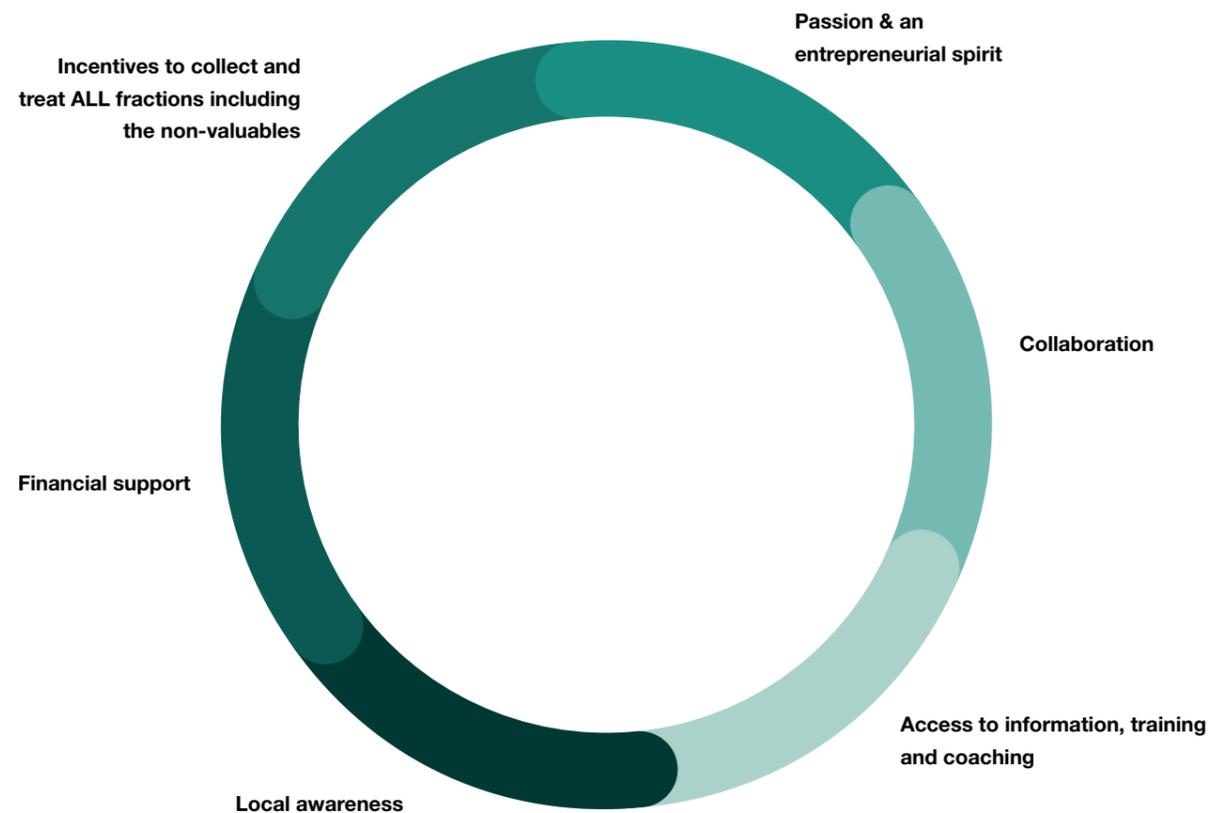
Kelvin, age 11, really likes computer classes. He wants to become a computer expert so he can help others learn how to use computers.



SET UP FACILITIES

NGOs and private companies who are passionate about social entrepreneurship and interested in becoming e-waste recycling enterprises seek out support from WorldLoop. Often, they have existing ties to the ICT management, maintenance, refurbishing or recycling industries.

WorldLoop's experience has demonstrated that a successful e-waste recycling project is made with a mix of:



WORLDLOOP'S ROLE IN PROJECTS

WorldLoop does not own or operate the projects it engages in. Instead, it acts as an incubator and facilitator, supporting the various actors involved in e-waste management. This ensures maximum empowerment of local organisations. Projects can receive one or all aspects of WorldLoop's support depending on the need.

FINANCIAL SUPPORT

Co-funding to help start up e-waste activities. Financial support reduces over time as projects move towards self-sustainability and the revenues from recycling activities increase.

TECHNICAL ASSISTANCE

Expertise and training in e-waste management, including business plan support and training on collection strategies, process & plant organisation and the implementation of health, safety and environmental standards.

Bo2W RECYCLING

An environmentally friendly processing solution for the complex and hazardous fractions that can't be processed locally. This includes facilitating export/import of fractions to WorldLoop partners in Europe.



“ We are extremely grateful to WorldLoop for making the WEEE Centre an outstanding facility in Africa. WEEE Centre has borrowed technology, expertise and best practices from Europe through WorldLoop. Kenya is close to passing the e-waste regulation in East Africa. This will enable e-waste volumes to increase, that will lead to increased business and growth of the centre. ”

*Mr. Tom Musili,
CEO WEEE Centre, Nairobi, Kenya*

PROJECT ASSESSMENT PROCESS

Interested projects participate in WorldLoop's pre-project evaluation process to assess the viability of the project proposals. The process includes:

Discovery call: intended to allow each party to get to know each other, understand respective backgrounds, track record, motivations, outlines of the business plan and the possible support available.

Formal business planning: After review, approved entrepreneurs will be supported in fine-tuning their business plan for credibility and viability, at which point they are encouraged to start up a pilot project.

Pilot phase: Entrepreneurs are given a collection target, based on the available e-waste in the country and strategy developed. After successfully reaching this target, the pilot phase ends and the entrepreneur is supported to continue growing his business into a successful self-sustainable enterprise.

100% QUALITY ASSURED

Environmental standards, workers' welfare and fair, transparent business methods are all essential to WorldLoop's vision for a world without e-waste. WorldLoop has a commitment to act as a quality label towards its projects, ensuring sustainable end-of-life treatment and promoting adherence to high recycling standards and best practices. WorldLoop also feels it is important to contribute back to the "body of knowledge" that has enabled it to operationally support its projects by engaging with various stakeholders in the industrial, academic and public sectors to gain observations and key learnings.

Areas of compliance:

- Human rights
- Workers' health and safety
- Environmental standards
- Fair prices and wages
- Transparent business practices

Entrepreneurs partnering with WorldLoop agree to:

- Abide by the WorldLoop Code of Conduct⁴, derived from the 10 principles of the United Nation's Global Compact
- Implement occupational health and safety standards
- Implement environmental standards
- Implement recycling standards
- Comply with all applicable legislation
- Comply with monthly reporting requirements
- Be audited annually on financials, environmental performance and occupational health and safety

To continue to improve and adapt its quality assurances, WorldLoop works with industry experts and thought leaders in e-waste recycling and development standards including:



⁴ Refer to page 12 for more information.



“ ‘A rising tide raises all boats’. The WEEE Forum has long been committed to get all European actors in the WEEE market to report and conform with standards. We commend the efforts of individual actors, including authorities, intergovernmental organisations, producers, the WEEE processing industry, and civil society organisations who are looking for solutions to the e-waste challenges faced in developing countries. A key step is to introduce legislation and standards to help create an equal playing field for responsible WEEE players in developing countries. If we continue to work together, progress will be made.**”**

Mr. Pascal Leroy,
Secretary General WEEE Forum

ENGAGE COLLABORATION

WorldLoop is committed to the financial and environmental sustainability of its projects. In its role as incubator, it provides seed capital and supports entrepreneurs in Africa with technical assistance and treatment for complex, hazardous and non-valuable material.

However WorldLoop cannot achieve this alone. Cross-sector engagement and collaboration as a partner and fundraiser are needed to make the goal a reality. WorldLoop could not exist without its strong community of partners, donors and extended network.

WorldLoop's supportive community shares a commitment to the sustainable, environmentally responsible use of ICT

equipment with a desire for tangible results and lasting impact in the developing world.

By partnering with WorldLoop, organisations join the growing community of stakeholders empowered to have a direct, positive impact on the environment and stimulate local economies in developing countries while at the same time reducing the negative impact of electronic waste.

Mr. David Leyssen,
Co-Executive Officer The Shift (formerly Business & Society and Kauri)



“ Societal challenges are so big, no individual organisation can tackle them alone. The WorldLoop innovative network model is a wonderful example that helps solve societal problems through smart collaboration between businesses and non-profit organisations.**”**



WorldLoop stakeholders visiting the WEEE Centre in Nairobi, Kenya

Strategic partners help WorldLoop's work in developing countries to:

- Support the startup of e-waste recycling projects
- Drive awareness raising campaigns
- Bring high standards of e-waste management
- Invest in e-waste recycling training and equipment programmes
- Promote north-to-south and south-to-south capacity building initiatives

4 WHAT WE DID IN

2014

471 TONNES

E-WASTE COLLECTED AND RECYCLED

54 TONNES

HAZARDOUS E-WASTE TREATED IN EUROPE

15 PROJECTS

SUPPORTED (6 NEW)

7 TRAININGS

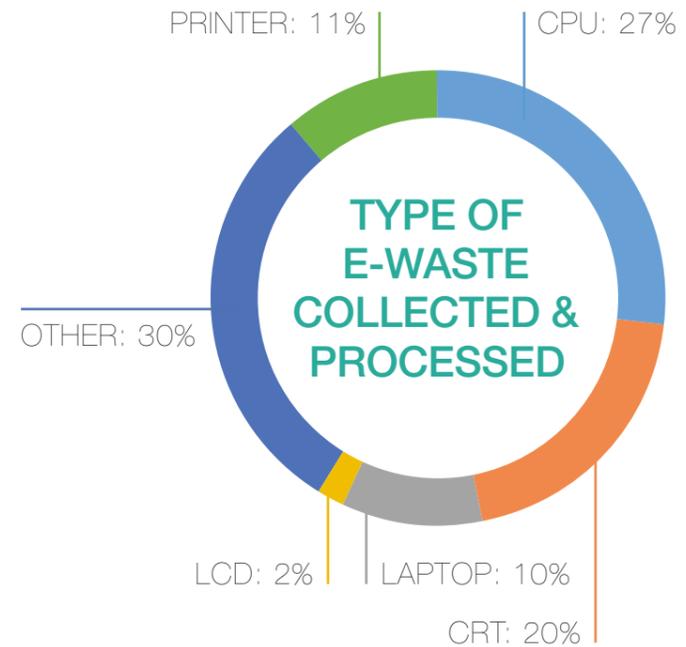
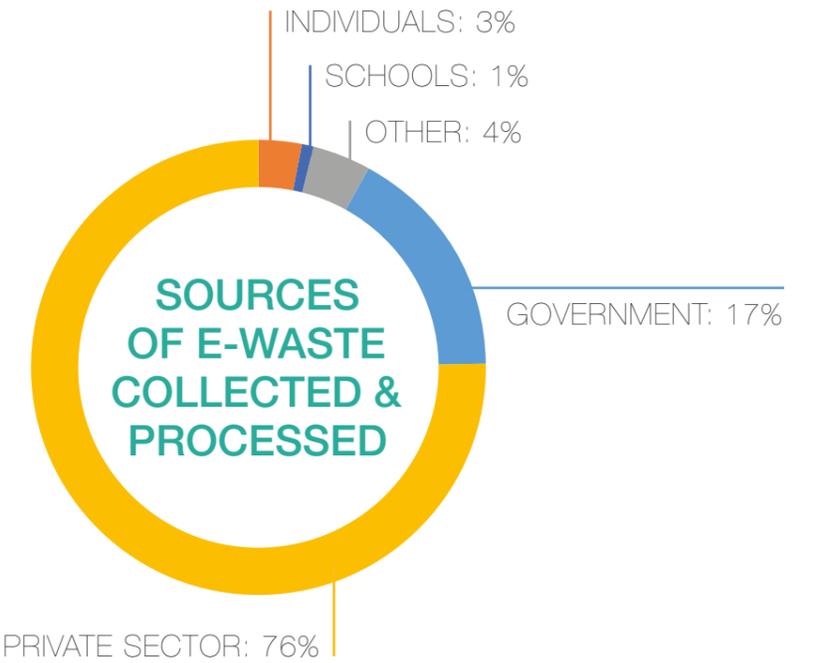
OFFERED

269 TONNES

E-WASTE VOLUNTARILY OFFSET WITH E-RESOURCE CERTIFICATE

387 TONNES

CO₂ EMISSIONS AVOIDED



ACTIVITIES AGAINST OUR OBJECTIVES

		Raising Awareness	Setting up Facilities	Quality Assurance	Engaging Collaboration
					
JANUARY	New project starts up in Bujumbura Burundi with GLICE		●	●	●
	Site visit - WEEE Centre & EACR, Kenya		●	●	
FEBRUARY	WorldLoop e-waste Practitioner Training, Brussels, Belgium	●	●	●	●
	Sociale Innovatie Fabriek - Social Innovation Meet-up, Antwerp, Belgium	●			
	Flemish Government - New Industrial Entrepreneurship (Nieuw Industrieel Ondernemen Happening), Antwerp, Belgium	●			
	New strategic partnership with World Computer Exchange				●
MARCH	United Nations Step - E-Waste Academy Managers Edition, San Salvador El Salvador	●		●	●
	CSR Europe – Sustainable Living in Cities, Brussels, Belgium	●			
	WarChild - Sustainable ICT4D presentation, Amsterdam, The Netherlands	●			
	OVAM - Critical Materials in a Circular Economy (Overleg Kritieke Metalen in Kringloop), Mechelen, Belgium	●			
	South African - Netherlands Chamber of Commerce (SANEC) - Meet Up, Amsterdam, The Netherlands	●			
	New project starts up in Dakar, Senegal with SetTIC		●	●	●
APRIL	Site visit - WEEE Centre, Kenya		●	●	
	L'EPHEC - Business Ethics and CSR, Louvain-la-Neuve, Belgium	●			
	United Nations Global Compact - Belgium Welcomes new President, Brussels, Belgium				●
MAY	King Baudouin Foundation - Day of Philanthropy, Brussels, Belgium	●			
	European Investment Bank - Social Platform, Luxembourg, Luxembourg	●			●
	Inspiring More Sustainability (IMS) - Social Entrepreneurship and CSR, Luxembourg, Luxembourg	●			●
	United Nations Step - General Assembly, Bonn, Germany	●		●	●
JUNE	New project started in Lomé, Togo with Action Sociale pour le Développement Intégral (ASDI)		●	●	●
	New partner site visit with City Waste Recycling, Accra Ghana		●	●	●
	European Commission - EU Green Week, Brussels, Belgium	●			
JULY	European Commission - COBALT Conference on Urban Mining, Brussels, Belgium	●			
	United Nations Environment Programme - E-waste in Developing Countries, Paris, France	●			
	Business & Society - Winner Sustainable Partnership Award together with Recupel, Brussels, Belgium	●			●
	Desmond Tutu Legacy Foundation connects - French Business and Academia, Paris, France	●			●
	New strategic partnership with Jansen Recycling B.V.			●	●
	Kauri - Principles of Smart Collaboration, Recupel Partnership, Brussels, Belgium	●			●
AUGUST	New project starts up in Casablanca Morocco with Al Jisr		●	●	●
	European Environmental Bureau - Roundtable US-EU Product Lifecycle and Material Efficiency, San Francisco USA	●			
SEPTEMBER	WorldLoop Stakeholder Roadshow, Denver/ San Francisco/ Seattle, USA	●			●
	New project starts up in Kirundo Burundi with Kem Burundi		●	●	●
	Container from WEEE Center (Kenya) shipped		●	●	
	Container from Chilenter (Chile) shipped		●	●	
	Site visit - Akaki Demanufacturing Facility, Ethiopia		●	●	
	VITO – Industry & Innovative Sustainable Production Growth & Sustainability (I-SUP), Antwerp, Belgium	●			
OCTOBER	Release - WorldLoop 2013 Annual Report	●		●	●
	American University of Paris - Changing the e-waste cycle with CSR, Paris, France	●			
	New strategic partnership with Basel Action Network		●	●	●
	Grant approval by Gillés Foundation for project expansion, Benelux Afro Centre in Kinshasa DRC		●	●	●
	Site visit - Benelux Afro Centre, D.R.C.		●	●	●
	Container from ASDI (Togo) shipped		●	●	
	Business & Society -Circular Economy Office, Brussels, Belgium	●			
NOVEMBER	PIANOo Market Meeting - Circular Purchasing ICT Hardware, Amsterdam, The Netherlands	●			
	Ondernemers voor Ondernemers - Winner Entrepreneurs for Entrepreneurs Award	●			●
	WorldLoop & Battery Collection Info Session, Zoetemeer, The Netherlands	●		●	●
	ICT4D Alliance Kick-off Meeting, Brussels, Belgium		●	●	●
DECEMBER	WorldLoop Stakeholder Mission Kinshasa, D.R.C.	●	●	●	●
	D.R.C. - Ministry of Environment Roundtable, Kinshasa D.R.C.	●	●	●	●
	Close the Gap - 10 Year Celebration with Desmond Tutu	●			●
	Container from MMF (Senegal) shipped		●	●	
	Finalist European Business Awards for the Environment	●			●
JANUARY	New project started up in Dar es Salaam, Tanzania with Chilambo General Trading Company		●	●	●
	Agreement with OK Plast (Tanzania) for export of e-waste under Bo2W		●		●
	New strategic partnership MSC			●	●
	New strategic partnership Stichting Batterijen (Stibat)			●	●
FEBRUARY	Grant approval from King Baudouin Foundation for project expansion, GLICE in Bujumbura, Burundi		●		●

AWARENESS RAISED

IN THE NEWS



UNITED STATES OF AMERICA

- European Environmental Bureau: Roundtable US-EU product lifecycle & material efficiency
- Stakeholder briefing: Denver
- Stakeholder briefing: San Francisco
- Stakeholder briefing: Seattle

BELGIUM

- WorldLoop e-waste practitioner training
- Sociale Innovatie Fabriek: Meet-up
- Flemish Government: New industrial entrepreneurship
- CSR Europe: Sustainable living in cities
- OVAM: Critical materials in a circular economy
- LEPHEC: Business ethics & CSR
- King Baudouin Foundation: Day of Philanthropy
- European Commission: EU Green Week
- European Commission: COBALT Conference on Urban Mining
- Kauri: Principles of smart collaboration
- VITO: Industry & Innovative Sustainable Production Growth & Sustainability
- Business & Society: Circular Economy Office
- Close the Gap: 10 Year Celebration with Desmond Tutu

THE NETHERLANDS

- South Africa Chamber of Commerce: Meet-up
- PIANOo: Circular purchasing ICT hardware
- WarChild: Sustainable ICT for development

GERMANY

United Nations: Step General Assembly

LUXEMBOURG

- European Investment Bank: Social Platform
- Inspiring More Sustainability: Social Entrepreneurship & CSR

EL SALVADOR

United Nations: E-waste Academy Managers Edition

D.R.C.

- WorldLoop Stakeholder Mission
- Ministry of Environment Roundtable

FRANCE

- UNEP: E-waste in developing countries
- Desmond Tutu Legacy Foundation: Sustainable future with business & academia
- American University of Paris: Changing the e-waste cycle with CSR

2014

MARCH	In the developing world, e-waste emerges from the shadows. <i>GreenBiz</i>	JUNE	Sustainable Partnership Award with Recupel	Step Initiative turning e-waste into an e-resource (mention). <i>TriplePundit</i>
SEPT	Un Monde Durable. <i>RTL TVI</i>		Environment: 17 companies nominated for the 2014 European Business Awards for the Environment. <i>EU News, New Europe</i>	
OCT	Ondernemers voor Ondernemers Award with Umicore		Umicore & WorldLoop: E-waste partnership wins Entrepreneurs for Entrepreneurs Trophy	
			Umicore & WorldLoop win award	
			<i>Recycling News, Recycling Today, Agoria, Recycling Portal, Mo* Magazine, Engineering Net, French People Daily, De Standaard, Engineering.BE, Trends</i>	
		DEC		Des entreprises belges primées au prix européen de l'environnement. <i>L'Echo</i>

AWARDS

RECUPEL & WORLDLOOP RECEIVE PRESTIGIOUS SUSTAINABLE PARTNERSHIP AWARD

The sustainability networks **Business & Society Belgium** and **KAURI** were given the honour to distribute the **Sustainable Partnerships Award** for the second consecutive year for the most inspiring collaborations between business and civil society in Belgium. The partnership “**Changing the e-waste Cycle**” between **Recupel** and **WorldLoop** received first place.



CHANGING THE E-WASTE CYCLE

Recupel was one of WorldLoop's first strategic partners, and truly a **FOUNDING PARTNER**. They have been involved since the very beginning, when WorldLoop was still an idea at **Close the Gap**, to voluntarily address the e-waste challenge impacting the regions where it operated. Support first came in the form of strategic advice and expertise in setting up the business model, challenging the business plan and acting as a knowledge partner. It has since bloomed into a formal partnership with financial backing allowing WorldLoop to blossom from a concept into an independent non-profit organisation. As a founding partner, Recupel has enabled WorldLoop to:

- Develop a monitoring framework based on Recupel's management model, driving transparency and efficiency within WorldLoop's projects
- Expand from 1 to 15 projects in 3 years
- Receive access to knowledge internal and external to Recupel
- Increase fundraising and knowledge sharing potential due to the credibility lent by Recupel's reputation

Recupel is striving for a better environment through optimisation of materials recovery in Belgium, ensuring that e-waste is collected and processed in a sustainable and cost-effective way. Recupel has always been a pioneer in sustainable e-waste management as a founding member of the WEEE Forum. This collaboration allows Recupel to demonstrate its leadership role outside of its comfort zone, following the tradition of knowledge sharing and exchanging best practices.

Recupel is a non-profit organisation responsible for coordinating the collection and treatment of e-waste in Belgium. Recupel collects e-waste from container parks, retailers and user goods centres and oversees the transport and ecological processing of discarded appliances.

The partnership was developed by Belgian organisations, but its impact is most apparent in the South. Recupel provides its expertise in the collection and processing of waste electrical appliances to WorldLoop while also providing financial support to facilitate the creation of e-waste recycling centres in Africa. WorldLoop projects combine a best-of-two-worlds approach: local collection and manual dismantling of e-waste through formal and informal networks on the one hand, and use of international infrastructure and expertise for the end-processing of complex and hazardous e-waste fractions.

Jury chairman and KVS – director Jan Goossens praised the organisations for “their courage to dare to look back at the creation of shared value across organizational boundaries.”

As pictured from left to right: Mr. Jan Goossens (Head of the Jury & Director KVS); Ms. Oriane De Vroey (Business & Society); Ms. Katrien Verfaillie (Recupel); Mr. Thomas Poelmans (WorldLoop); Ms. Barbara Toorens (WorldLoop); Mr. Olivier Vanden Eynde (WorldLoop); Mr. Peter Sabbe (Recupel); Mr. David Leysens (Kauri).



Mr. Luc Meert, Chairman Recupel, CIO Siemens

“As a thought-leader in the space of e-waste management, we at Recupel understand the importance of starting somewhere. WorldLoop is making a strong impact on e-waste management in developing countries through their partnerships laying the groundwork for sustainable solutions. With a focus on transparency and quality assurance, we are proud to be a partner and be able to share our experience and knowledge.”



Mr. Olivier Vanden Eynde (WorldLoop);
Ms. Christina Meskers (Umicore)
accepting the **Entrepreneurs for Entrepreneurs** award.

WORLDLOOP TOGETHER WITH UMICORE WIN ENTREPRENEURS FOR ENTREPRENEURS AWARD

The three-year-old partnership between Umicore and WorldLoop won the first ever Entrepreneurs for Entrepreneurs (Ondernemers voor Ondernemers) Trophy award.

The jury, composed of experts from the private and non-profit sectors, praised the partnership for its "joint efforts in providing local African entrepreneurs with the educational tools and knowledge to set up environmentally sound solutions for e-waste collection and dismantling in Africa".

WORLDLOOP & UMICORE FINALIST IN THE EUROPEAN BUSINESS AWARDS FOR THE ENVIRONMENT



Ms. Christina Meskers (Umicore); Mr. Karmenu Vella (European Commissioner of Environment, Maritime Affairs and Fisheries);
Ms. Barbara Toorens (WorldLoop)

The partnership between WorldLoop and Umicore was a finalist in the prestigious European Business Awards for the Environment 2014-15 in the International Business Cooperation category. The announcement was made by European Union's Environment, Maritime Affairs and Fisheries Commissioner Karmenu Vella at a ceremony during the 17th European Forum on Eco-innovation in Lyon, France.

The European Business Awards for the Environment recognize and promote today's pioneers in green innovation. The Awards were established by the European Commission Environment Directorate-General in 1987.

"We are very pleased with this recognition as our partnership with WorldLoop is putting into practice our vision on sustainability and contribution to society. This recognition is also an extra support for the local entrepreneurs that are included in the partnership."

Mr. Luc Gellens,
**Senior VP Umicore
Precious Metals Recycling**



"To strengthen the European economy businesses should strive to put eco-innovation at the heart of their business model... These businesses, both large and small, prove that environmental and business performance can go hand in hand."

Mr. Karmenu Vella,
European Commissioner

EVENT HIGHLIGHTS

10 FEBRUARY



WorldLoop's E-Waste Practitioners Training

WorldLoop had the honour of hosting 11 e-waste practitioners from Burundi, Ethiopia, Kenya, Morocco, Senegal, D.R.C., Tanzania, Uganda and Zambia who participated in a five-day e-waste workshop which took place in Brussels and Menen with the support of UNIDO and Galloo. The training focused on the best practices and sustainable solutions in the collection, dismantling and recycling of electronic and electrical waste as well as facilitating South-to-South collaboration. For more information on the workshop and results, visit page 52.

Step E-waste Academy Managers Edition

WorldLoop was a proud sponsor and steering committee member of the Step's 2014 E-Waste Academy - Manager's Edition (EWAM). Read more about EWAM on page 15.

31 MARCH

3 JUNE



EU Green Week: Circular economy – saving resources, creating jobs

Each year, the European Commission hosts EU Green Week, the biggest annual conference on European environment policy. WorldLoop presented in various sessions, including the "2nd EU Civil Society-Industry Dialogue on Urban Mines, Consumer Behaviour and Producer Responsibility in a Circular Economy," a project co-funded by the 7th Framework Programme of the European Union, on its pragmatic approach partnering with international partners on e-waste management and reverse logistics to promote a circular economy.

As pictured from left to right: Ms. Barbara Toorens (WorldLoop); Ms. Elisabeth Herbeck (UNIDO); Mr. Seth Munyambu (WEEE Centre); Mr. Dereje Asfaw (Akaki); Mr. Joel Kamba (Computers for Schools Uganda); Mr. Alioune Dabo (ADIE); Ms. Roquia El Boudrari (Al Jisr); Mr. Benson Musili (WEEE Centre); Mr. Hubert Fodop (Ateliers du Bocage); Mr. Gideon Chilambo (Chilambo); Mr. Rohan Fernando (OK Plast); Mr. Roger Ouedraogo (GLICE); Mr. Peter Debaere (Galloo); Mr. Marc Jansen ('t Veer).

11 JUNE

WorldLoop and Deloitte France welcomes Desmond & Leah Tutu Legacy Foundation to Paris

40 French CxO's received the most inspirational croissant and café au lait to be found in Paris at an intimate breakfast meeting with Archbishop em. Desmond Tutu that was graciously hosted by Deloitte France.

Archbishop em. Desmond Tutu motivated the audience with his encouraging words expressing how young people all over the world are engaging in peace building activities and how companies that stay involved in social activities make a difference. He also shared inspirational stories of the impact the Desmond & Leah Tutu Legacy Foundation is having in South Africa and around the world.



"The young people we have in this world are amazing! Have you heard them say, 'let us make poverty history!?' Young people, by and large, are incredibly idealistic. And I have to thank WorldLoop for the splendid initiatives and commitment to helping different parts of the world to be slightly better."

Archbishop em. Desmond Tutu

Roundtable US-EU: Product Lifetime & Material Efficiency

WorldLoop had the opportunity to join the European Environmental Bureau, iFixit, Silicon Valley Takeback Coalition, GreenPeace and the US Environmental Protection Agency in a multi-stakeholder dialogue on possible ways to improve the durability, reparability, recoverability of IT products, notably through regulatory/voluntary standards and extended producer responsibility schemes. The discussion also considered more harmonised standards between US and EU to create a larger market for manufacturers - thus a possibility of quicker return on investments - to deliver on design for the environment.

26 AUGUST

3 SEPTEMBER

Industry & Innovative Sustainable Production Growth & Sustainability (i-SUP)

Presenting alongside partners and industry experts such as Umicore and iFixit, WorldLoop discussed several critical issues in today's European material context including how to succeed in closing material loops and which business concepts should be developed for sustainable materials management. Experts from various disciplines and industries from all across the world came together to exchange views on how to enhance innovation for the benefit of a more sustainable world.



Mr. Olivier Vanden Eynde, (WorldLoop) speaking at i-SUP.

WorldLoop Strategic Partnership Mission – D.R.C. (Kinshasa)

WorldLoop, together with Close the Gap, visited Kinshasa with 17 top executives from Agoria, Arrow Value Recovery, Business & Society, Data News, Deloitte Belgium, Design is Dead, Dumoulin Pet Foods, Grant Thornton, Hanssens Telecom, Insead University, Laurius Advocaten, Recupel, Red Cross Flanders, Toyota, and Vintage Productions so that they could see first-hand how IT projects, coupled with sustainable IT recycling are benefiting people's lives. The esteemed and knowledgeable guide Peter Verlinden of the Belgian news media outlet VRT took the group through the colonial remnants at the Post Office, Central Train Station, National Archives and the colonial region of Kisantu giving all those present a deep appreciation of the post-colonial "New Congo".

Participants also had the opportunity to see the entrepreneurial spirit alive and well at the Benelux Afro Centre (BAC) e-waste collection and processing centre in Kinshasa. Read more about BAC and its activities on page 46.

Mr. Peter Sabbe, General Manager of Recupel, provided a short demonstration on the importance of proper dismantling of CRT monitors while the BAC staff shared their collection strategies and gave a tour of their workshop. Following the visit, a smaller group of e-waste experts including Peter Sabbe and Christ'l Joris, president of the Gilles Foundation which provided a grant to BAC to enable BAC to scale up their activities, visited the Marche de Kasa-Vubu, a busy second-hand IT market in Kinshasa. Here entrepreneurs run their own small repair and sales stands of reused IT equipment. The e-waste program ended with a special meeting with the Ministry of Environment who has shown its support for BAC and WorldLoop's work with a formal memorandum of understanding.

14-19 NOVEMBER



Mr. Peter Sabbe (Recupel) explaining to WorldLoop stakeholders the process of responsible CRT monitor recycling to avoid exposure to hazardous substances.



WorldLoop stakeholders meeting with the D.R.C. Ministry of the Environment, Kinshasa, D.R.C.



Personal protective equipment is very important when dealing with ICT e-waste. BAC makes gloves, face masks and goggles available to all their staff.

19 NOVEMBER

Close the Gap's 10 Year Anniversary Celebration with Archbishop em. Desmond Tutu, Dolce La Hulpe, Belgium

On this special day, WorldLoop's founder and partner Close the Gap looked back at 10 years of bridging the digital divide and launched new collaborations and innovative projects together with over 350 CEO, CIO and CSR executives from European and international companies. On the momentous occasion, the ICT4D Alliance was launched and a new partnership with Deloitte University was announced to offer boot camps to the Close the Gap and WorldLoop partners in Africa, taught by Deloitte people with a focus on business management skills development and entrepreneurship.

Special guest Ms. Mpho Tutu, daughter of Archbishop em. Desmond Tutu, together with her father inspired the audience with the message of humility, humour and conviction that we are all one family, interconnected and engaged. Additional keynote speakers included Mr. Thomas Leysen (Chairman of Umicore and KBC Group), Mr. Tom Musili (CEO Computers for Kenya and the WEEE Centre) and Prof. Dr. Marleen Temmerman, member of WorldLoop's Board of Recommendation (Former Director of the Department of Reproductive Health and Research at the World Health Organisation).

Belgian jazz harmonica player, Baron Toots Thielemans, ended this 10 year anniversary celebration by surprising his old friend Archbishop em. Desmond Tutu on stage with a beautiful tune.



“ Deloitte has as a global organisation a social responsibility that is deeply embedded. When Deloitte University was founded on 27 January 2013, one of its principle pillars was that we would take the richness of our knowledge and experience and use it for a good cause. Africa which is a part of the EMEA region, has a great need for education, particularly in the field of entrepreneurship so during Close the Gap's 10 year anniversary in November, a strategic alliance was created to provide boot-camp sessions. The first pilot will take place in Tanzania, with the firm intention of delivering these sessions in many African countries. ”

Mr. Rik Vanpeteghem, Managing Partner, CEO Deloitte Belgium



Archbishop em. Desmond Tutu; Baron Toots Thielemans

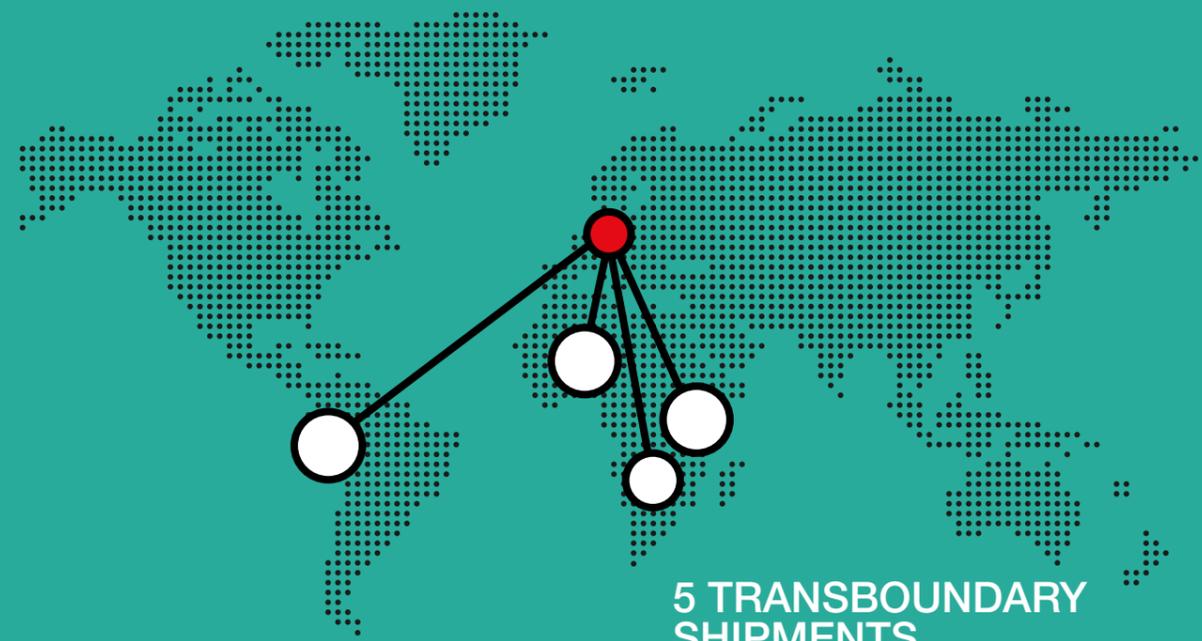
As pictured from left to right: Mr. Mark Majeske (Arrow Electronics); Mr. Joe Verrengia (Arrow Electronics); Ms. Bianca Debaets (State Secretary of the Brussels-Capital Region responsible for Informatics Policy, Digitisation, Equality, Road Safety, Animal Welfare and Development Cooperation); Mr. Olivier Vanden Eynde (WorldLoop); Mr. Thomas Leysen (Umicore; KBC); Dr. Marleen Temmerman (World Health Organization); Archbishop em. Desmond Tutu; Ms. Neelie Kroes (European Commission); Mr. Alexander De Croo (Belgian Minister of Development Cooperation, Digital Agenda, Telecom and Postal Services); Mpho Tutu

“ As Toyota Motor Europe, we have been a long-time supporter of Close the Gap, donating thousands of IT equipment. On the partner trip to Kinshasa organized by Close the Gap and WorldLoop, we saw the smiles on the faces of the users of the computers, as well as the dedication of the Benelux Afro Centre (BAC) team recycling the end of life electronic waste. They achieve great things that just force our admiration in places where nobody would expect this high standard of quality, and I hope we can extend our partnership for many more years. ”

Mr. Pierre Masai
CIO Toyota Motor Europe



FACILITIES SET UP



5 TRANSBOUNDARY SHIPMENTS

Since the start, WorldLoop projects have collected & recycled 1425 tonnes of e-waste, had 129 tonnes of hazardous material treated and created 73 new green jobs.

WorldLoop ended 2014 supporting 15 projects in 10 countries, across 2 continents.

WORLDLOOP PROJECTS

COUNTRY	PROJECT	FINANCIAL SUPPORT	TECHNICAL ASSISTANCE	Bo2W RECYCLING
BURUNDI	GLICE: Great Lakes Initiatives for Community Empowerment (new in 2014)	●	●	●
	Kem Burundi (new in 2014)		●	
CHILE	Chilenter		●	●
D.R.C.	BAC: Benelux Afro Centre	●	●	●
GHANA	City Waste Recycling (new in 2015)		●	
KENYA	EACR: East African Compliant Recycling	●		
	WEEE Centre	●	●	●
MOROCCO	Al Jisr (new in 2014)		●	
RWANDA	GLEM: Great Lakes Electronics Management		●	
SENEGAL	SetTIC (new in 2014)	●	●	●
	ADIE – MMF	●	●	●
TANZANIA	ACTT: Affordable Computer & Technologies Tanzania (new in 2015)		●	
	Viafrica	●	●	
	Chilambo (new in 2014)	●	●	
	OK Plast (new in 2014)		●	●
TOGO	ASDI (new in 2014)	●	●	●
ZAMBIA	CFK: Crescent Future Kids		●	

E-WASTE SOLUTIONS IN COUNTRIES

TANZANIA

ACTIVE SINCE 2012
1 E-WASTE RECYCLER
3 COLLECTORS



CRT monitors safely collected and securely stored by ACTT and awaiting dismantling from OK Plast.

WorldLoop first engaged in Tanzania in 2012, partnering with ICT for development organisation Viafrica in Moshi, close to the base of Kilimanjaro. Viafrica supports ICT for entrepreneurship and ICT for education projects in the surrounding areas of Moshi in northern Tanzania as well as in Dar es Salaam. WorldLoop provided guidance on collection and storage techniques for the deployed assets when they reached end of life. WorldLoop has since partnered with Affordable Computers & Technologies Tanzania (ACTT). ACTT is also active in

ICT for development and had a similar need for safe recycling options of their obsolete ICT equipment. As collection volumes continued to increase, the need for a local registered dismantler arose. In 2013, WorldLoop partnered with the United Nations Industrial Development Organization (UNIDO) and their local Cleaner Production Centres to address this need. Through this partnership, WorldLoop engaged with Dar es Salaam-based collector Chilambo. Local recycler OK Plast already manages a successful plastics and battery recycling facility and was

interested in expanding its operations. With the support of WorldLoop and UNIDO, both organisations started the process to obtain the appropriate licenses and permits to collect, transport, store, dismantle and export electronic waste, undergoing an extensive environmental impact assessment in the process. 2014 marked continued progress and in early 2015, these permits were approved and now OK Plast is the first certified e-waste recycler in Tanzania.



WorldLoop & UNIDO

In 2013, WorldLoop formed a partnership with the United Nations Industrial Development Organisation (UNIDO).

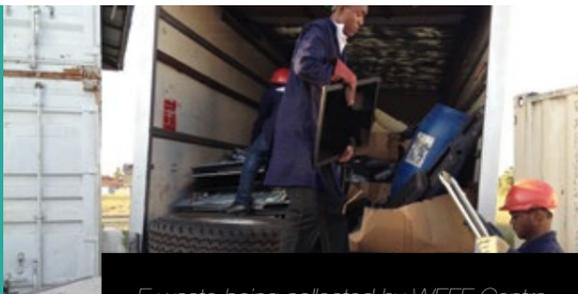
WorldLoop recognised UNIDO's vast knowledge in promoting sustainable industrial development in developing countries and shares UNIDO's vision on the **Best-of-2-Worlds** model for e-waste recycling. UNIDO recognised WorldLoop's hands on experience in the management of e-waste recycling projects, including project selection & monitoring, providing technical assistance, and the disposal of hazardous materials. The partnership materialised with three collaborative projects, in **Tanzania, Rwanda** and **Ethiopia** as well as co-organising the **E-waste Practitioners Training** (page 52).

“ WorldLoop has been an important partner for UNIDO in order to work towards sustainable solutions for e-waste in developing countries. In Tanzania WorldLoop and UNIDO joined forces to support a joint venture between an entrepreneur and an e-waste collector to set-up a dismantling facility. WorldLoop's involvement in a UNIDO led project in Ethiopia focused on developing a plan to optimise the ongoing dismantling operations and provide hands-on training to the involved staff. UNIDO appreciates WorldLoop's continues engagement and enthusiasm in contributing to identify a global e-waste solution. ”

*Mr. Smail Alhilali,
Industrial Development Specialist UNIDO*

KENYA

ACTIVE SINCE 2011
2 E-WASTE COLLECTORS &
PRE-PROCESSORS



E-waste being collected by WEEE Centre

WorldLoop has been active in Kenya since 2011, partnering with Computers for Schools Kenya, Close the Gap and Computer Aid International to launch the first ever formal e-waste recycling centre in East Africa, the WEEE Centre. The WEEE Centre offers collection, manual dismantling and pre-processing services. In 2013, WorldLoop partnered with East African Compliant Recycling (EACR) for the treatment of non-valuable CRT leaded glass. EACR set up a franchising model for the collection centres which operate as microbusinesses and has received support from Dell, HP, and the ICT for development organisation Camara Education.

The WEEE Centre and EACR work together commercially, building a future for a robust e-waste recycling industry from Nairobi to Mombasa and have been able to collect more than 400 tonnes of ICT related e-waste. The impact and lessons learned from these two initiatives are helping in the process to get e-waste management legislation adopted in Kenya.

BURUNDI

ACTIVE SINCE 2014
1 E-WASTE DISMANTLER
1 E-WASTE COLLECTOR



GLICE workshop

Burundi, a country situated in the Great Lakes region of Africa, is one of the rapidly growing markets for mobile phones and ICT equipment. Recent research showed that in 2015, half of the Burundian population will possess a cell phone and be subscribed to cell phone networks. 2014 marked the launch of two new ICT e-waste initiatives in Burundi supported by WorldLoop. **Great Lakes Initiatives for Community Empowerment (GLICE)** started in 2008 with the goal to empower local communities in Burundi by providing ICT assistance and training to schools and other not-for-profit organisations (health, microfinance, etc.). In 2014, GLICE started up e-waste collection and awareness activities, participated in WorldLoop's **E-waste Practitioners Training** (page 52) and received a grant from the King Baudouin Foundation to set up and strengthen an

e-waste collection and recycling centre in Burundi. In August, GLICE organised the second edition of the Information and Communication Technology Forum of Bujumbura (FITB). This forum provided a significant e-waste awareness raising opportunity. **KEM Burundi** is a new company that started in July 2014, with coaching support from WorldLoop. KEM Burundi hopes to raise awareness in Kirundo on the dangers of e-waste mis-management and to organise the collection of end-of-life cell phones in an environmental friendly and safe way, leveraging WorldLoop's Bo2W e-waste solution to ensure sustainable recycling of the devices. KEM Burundi plans to focus on ICT e-waste collection in the northern part of Burundi, utilising GLICE as their downstream dismantling partner.

DEMOCRATIC REPUBLIC OF THE CONGO

ACTIVE SINCE 2014
1 DISMANTLER (KINSHASA)
INFORMAL COLLECTOR & 2ND HAND MARKETS



Benelux Afro Centre's mobile phone collection bike that collects broken mobile phones from the communities in and around Kinshasa.

The entrepreneurial spirit is alive and well in the D.R.C. While the environment is challenging to start up a private e-waste collection and treatment system, WorldLoop partner Benelux Afro Centre (BAC) is taking this on. BAC is a non-profit organisation created by members of the African diaspora in Brussels in the context of self-community care, to help bridge the digital divide sustainably. To date, there isn't any legislation on e-waste management, but the ground-up initiative taken by BAC has launched a public discussion, community awareness and an engagement from the Ministry of Environment to address this growing issue.

Since 2013, BAC has operated a small scale e-waste collection and dismantling centre based in Kinshasa (DRC) supported by Air France & WorldLoop. BAC provides e-waste collection and dismantling services in the greater Kinshasa area collecting electronic waste from learning institutions, public & private sector and households.

WorldLoop supports BAC with technical assistance and Bo2W logistics support.

In 2014, BAC received a grant from the Gillès Foundation to grow its activities and scale its operations.

GHANA

1 RECYCLER
LARGE INFORMAL SECTOR



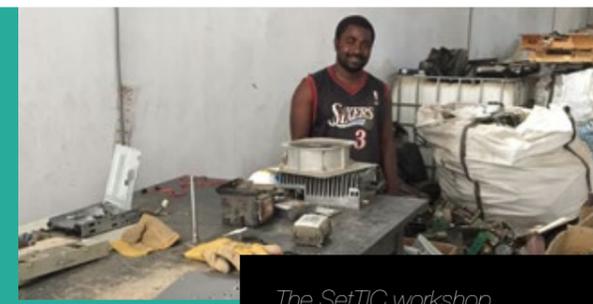
Ghana is one of the biggest importers of second-hand electronics, only surpassed by Nigeria, and Agbogbloshie, a dumpsite near the Ghanaian capital of Accra, is the second-largest e-waste processing area in West Africa.

Various initiatives have been started to address the growing environmental and health concerns for the informal workers in Agbogbloshie. WorldLoop has partnered with one such small business, City Waste Recycling (CWR), who wishes to expand its recycling activities from household goods to include ICT e-waste.

CWR is committed to avoiding cherry picking and leveraging the Bo2W approach.

SENEGAL

2 COLLECTION/ DISMANTLING CENTRES



The SetTIC workshop.

In 2014, a pilot project with Moustapha Mboup & Fils (MMF), in partnership with the Senegalese governmental agency ADIE, successfully ended following the arrival of a shipment of complex material in Europe. WorldLoop started the procedure for a subsequent shipment of hazardous material – CRT tubes – in late 2014.

Simultaneously, WorldLoop partnered up with SetTIC, a women-led e-waste collection and dismantling organisation in Dakar. SetTIC also carries out sensitisation activities in partnership with the Ministry of Environment, who has supported SetTIC with some seed funding.

ETHIOPIA



Outside the recycling facility in Akaki.

In 2014, WorldLoop and UNIDO decided to join forces and work together in Ethiopia⁵.

UNIDO and the Ethiopian Government had already launched the E-waste Management Project in Ethiopia (EWaMP), enabling sustainable collection and treatment of e-waste in Ethiopia with financial support from the Global Environmental Facility (GEF).

The project assists the Ethiopian Government to establish a national e-waste strategy (e-waste regulations, collection, financing, training and awareness raising), upgrade the operations of an existing e-waste recycling facility in Akaki, promote the cooperation with other countries in the region, and link the Ethiopian waste treatment facilities to national, regional and international markets.



Part of the Akaki crew getting excited about e-waste recycling and protective equipment.

WorldLoop engaged with EWaMP to support it in its efforts to scale up and upgrade the e-waste recycling facility in Akaki, sharing the experience of similar e-waste projects in other countries and e-waste recyclers in Europe.

The project is making good progress and the upgraded e-waste recycling facility is expected to be inaugurated in 2015 with an e-waste dismantling training facilitated by WorldLoop.

⁵ WorldLoop does not have a formal partnership with Akaki and the Ethiopian Government at the time of writing this annual report, however was asked to collaborate as an expert by partner UNIDO.



100%
QUALITY
ASSURED

WorldLoop continued to meet its objectives to ensure quality within its activities in 2014 by conducting follow-up field missions to evaluate the progress of projects, offering more trainings, and supporting research initiatives.

“ Although the e-waste situation is one of the major waste challenges worldwide, it is not considered as such on a national level, in Europe or elsewhere. This makes it difficult to get sufficient funding to support sustainable treatment solutions and enforcement against illegal trade. Initiatives like WorldLoop are taking a holistic approach in developing countries. Engaging the e-waste recycler with trainings and expertise, connecting them to a legal international market for trade in compliance with all international regulations while at the same time engaging with the responsible local authorities. This is laying the foundation for a local solution to e-waste management. ”

Mr. Andre Habets,
Board Member NVMP



Administration and operations work together to strengthen the dismantling activities at the WEEE Centre in Nairobi, Kenya.

RESEARCH AND KNOWLEDGE SHARING

WorldLoop is committed to supporting the body of knowledge which has positively impacted the quality of WorldLoop’s activities. In 2014, WorldLoop contributed to a number of research projects including a Step study on e-waste prevention⁶ and an analysis conducted by Katholieke Universiteit Leuven on improvements for resource recovery of e-waste leveraging the Bo2W framework⁷.

EU HORIZON 2020: EWIT PROJECT

WorldLoop, as part of a consortium led by the Italian take-back scheme Remedia, will be an active contributor to a 2-year project funded under the European Union’s Horizon 2020 initiative, starting in early 2015. The project - Developing an e-waste implementation toolkit (EWIT) to support the recycling and secondary raw material recovery strategies in metropolitan areas in Africa – brings together stakeholders from the academic, NGO, and private sector, as well as urban authorities (municipalities) to develop a toolkit following a range of workshops focused on knowledge exchange between cities, including financing, legislation, and closed-loop modelling. In the latter workshop, WorldLoop will take up the role as lead expert, while being a knowledge partner and participant in the other workshops.

“ Extending the positive impacts of ICT projects, limiting hazardous impact derived from e-waste treatment, and facilitating the creation of e-waste recycling systems at various degrees of the value chain, are just some of WorldLoop’s activities in Africa. Due to the experience and level expertise in the field of e-waste management in developing countries, we considered it a natural for WorldLoop to take a leading role in the EWIT project, whose core mission is contributing to develop and improve the current policies of e-waste management in various African contexts. ”

Mr. Danilo Bonato,
CEO Remedia, EWIT
Project Coordinator



⁶McCann, D. Wittman, A. 2014. “E-waste prevention, take-back system design and policy approaches”. Solving The E-waste Problem (STEP) Green paper.
⁷Vanegas, P. Peeters, J.R., Plessers, F, Cattrysse, D., Dufflou, J.R. 2014. “Synergizing industrialized and developing countries to improve resource recovery for e-waste.” 21 CIRP Conference on Life Cycle Engineering.

FIELD MISSIONS

WorldLoop provides continuous coaching and guidance for its projects. While much of this is accomplished with the assistance of ICT tools like email, WhatsApp and Skype, occasional site visits are also necessary. The goals and outcomes of the visits are as varied as the regions in which the WorldLoop projects are found.

AUGUST 2014 ETHIOPIA (WORLDLOOP & UNIDO)

Visited partner: Akaki Demanufacturing Facility (DMF)

- OBJECTIVE**
- Review of the current dismantling & sorting process.
 - Design a plant lay-out for the new DMF workshop.
 - Provide a list with recommended equipment to upgrade the DMF.
 - Design an updated process flow for the DMF.
 - Valorisation & treatment of output fractions.

JAN. 2014 KENYA (WORLDLOOP)

Visited partner: WEEE Centre

OBJECTIVE Mid-term evaluation of partnership WorldLoop – WEEE Centre.

OUTCOMES Evaluation report summarising status, challenges and recommendations.

Visited partner: EACR

OBJECTIVE General status update EACR, Progress CRT collection.

OUTCOMES Collection points visited, Dismantling facility visited.

SEPT. 2014 DEMOCRATIC REPUBLIC OF CONGO (WORLDLOOP)

Visited partner: Benelux Afro Centre (BAC)

OBJECTIVE Engage with the Ministry of Environment.

OUTCOMES Memorandum of Understanding from Ministry of Environment in support of BAC and WorldLoop's activities to bring sustainable ICT e-waste recycling to Kinshasa.

MARCH 2014 KENYA (VRIJE UNIVERSITY BRUSSELS STUDENT)

Visited partner: WEEE Center

OBJECTIVE Evaluate WEEE Centre-CFSK takeback programme for e-waste collection in schools. Assess WEEE Centre informal sector collection programme.

OUTCOMES Findings & recommendations to improve existing programmes.



“ There is an African proverb saying ‘If you want to walk fast, walk alone. If you want to walk far, walk together.’ Our partnership with WorldLoop has been vital for the launch of an e-waste recycling facility in the D.R.C. WorldLoop has helped us develop the business plan, start up a pilot project, attract funding and continues to guide us in growing our e-waste dismantling centre, collection results and internal organisation. Together we have already walked far and are still going. ”

Dr. Ndudi Phasi, President of Benelux Afro Centre

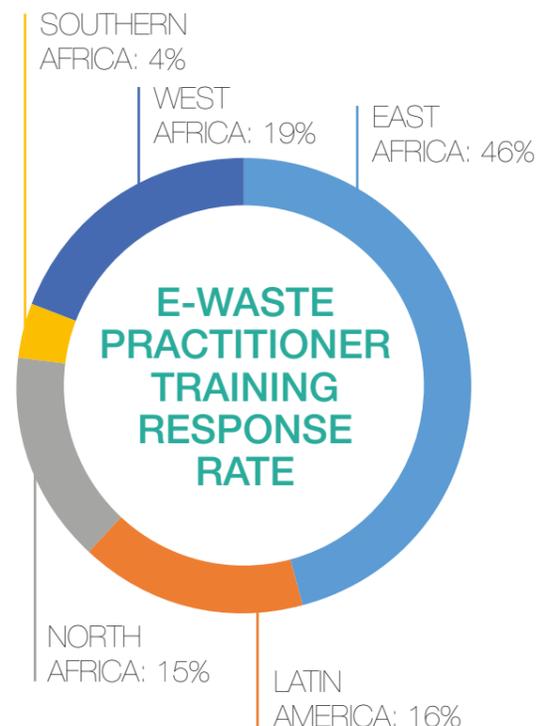
TRAININGS

Over the last three years, WorldLoop has been able to fine-tune the type of technical support that is the most beneficial and impactful for sustainable ICT e-waste processing in developing countries. In addition to the operational training on how to properly dismantle and treat e-waste, WorldLoop also offers business management coaching on topics such as work floor and material flow optimisation, cash flow management, inventory analysis, human resources and marketing/communications.

E-WASTE PRACTITIONER TRAINING

In 2014, WorldLoop organised a first of its kind E-Waste Practitioner Training, together with UNIDO, Recupel and the Belgian recycling industry. While there are a lot of trainings and workshops offered at the international level for upper management and policy makers, WorldLoop and UNIDO saw a need for more practical training for the people who spend the majority of their working day handling e-waste to receive guidance on how to run a recycling centre to improve efficiencies and resource recovery.

The boot camp was open to any e-waste practitioner operational for more than 6 months and participating in an approved international cooperation project⁸ focusing on e-waste collection, dismantling and/or recycling. WorldLoop received 26 applications, more than double the space available for the training.



The week of February 10th, 2014 found 12 e-waste practitioners from all over Africa, including, Burundi, Ethiopia, Kenya, Morocco, Senegal, D.R.C., Tanzania, Uganda and Zambia braving the cold Belgian winter to participate in the 5-day e-waste management boot camp.

The goal of the training was to facilitate South-to-South capacity building as well as share best practices on how to organise and run a dismantling facility. The participants received hands-on participatory training followed by 3 days in a classroom setting getting trained on the essentials to run an e-waste dismantling operation including collection

strategies, transboundary regulations, value optimisation in dismantling and treatment, container composition and pre-processing / material recovery techniques in Europe.

After the training the participants could improve dismantling operations at their own facilities and they also gained a clearer picture about the requirements of an internationally certified dismantling facility.

The workshop was organised together with UNIDO, Recupel, OVAM, The WEEE Forum, Galloo, Arrow, Coolrec, and Umicore.



“ Meeting with others working in the field of e-waste management in Africa was the first time for me! This training made me realise the importance of government involvement in the establishment of a WEEE management industry in Morocco which could be inspired by the Belgian model or another. Our role as Al Jisr is to strengthen advocacy and sensitisation of stakeholders in this direction.”

**Ms. Royaka el Boudrari,
Development Director Al Jisr, Morocco**



“ The best take-away for me was hearing what the other practitioners are doing elsewhere.”

**Mr. Joel Kamba, Project Manager,
Computers for Schools Uganda, Uganda**



⁸ Examples of international development cooperation includes projects supported by the United Nations, Oko Institute, EMPA, WorldLoop, national development cooperation programs such as the Belgian Development Cooperation, etc.



COLLABORATION ENGAGED

WorldLoop is nothing without its strong community of partners, supporters and extended network who share a commitment to the sustainable use of ICT equipment and to the environment. By partnering with WorldLoop, organisations join the growing community of stakeholders empowered to have a direct, positive impact on the environment and stimulate local economies in developing countries while at the same time reducing the negative impact of electronic waste.

Strategic partners help WorldLoop's work in developing countries to:

- Support the startup of e-waste recycling projects
- Drive awareness raising campaigns
- Bring high standards of e-waste management
- Invest in e-waste recycling training, equipment and non-valuable fraction collection and treatment
- Promote north-to-south and south-to-south capacity building initiatives



“ This past year has proved that business continues to be pivotal in the transformation towards an inclusive green economy and in achieving inclusive and sustainable growth in developing countries. WorldLoop is a solid practical example of how companies and international partners can work on Base of the Pyramid initiatives in development cooperation with partner countries to promote sustainable consumption and production. ”

Mr. Stefan Crets,
Executive Director CSR Europe

WORLDLOOP'S STRATEGIC PARTNER PROGRAMME

WorldLoop's strategic partners share the common goal for sustainable e-waste management in developing countries. The relationship between WorldLoop and its strategic partners is based on win-win scenarios focused on the long-term success of projects, creating shared value for the partners, projects, society and the environment as a whole.

Support comes in the form of financial or in-kind contributions falling under following categories:

- **Founding Partner:** Key supporters involved with the operational growth and expansion of WorldLoop as an organisation.
- **Operational Partner:** Providing services (in-kind or at a reduced rate) to WorldLoop's recycling activities which align to their core business, including but not limited to transport, logistics, import, export, recycling and disposal.
- **Professional Services Partner:** Providing services (in-kind or at a reduced rate) to WorldLoop's internal operations, including but not limited to accounting, HR, creative input, web design, etc.
- **Knowledge Partner:** subject matter experts and thought leaders in e-waste management and/or sustainable development. These entities promote the WorldLoop mission, share contacts, provide technical guidance and collaborate on awareness raising activities.

THANKS TO ALL WORLDLOOP'S 2014 STRATEGIC PARTNERS

	Founding 	Operational 	Pro. Services 	Knowledge
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WORLDLOOP STRATEGIC PARTNERS

acerta

Acerta is a leading human resources services provider in Belgium. It specialises in consultancy, computerisation and professionalisation of administrative processes for payroll, social security, child benefits and branch formalities.

Acerta supports WorldLoop by offering social secretariat and payroll services and training.



“ Acerta strives to excel in creating more value out of human capital and supports our partners in their initiatives to deliver this. This is why we continue to partner with WorldLoop, in helping them build and develop the human capital within the organisation as well as enabling them to focus their energies on building human capital in developing countries. ”

*Mr. Brecht Decroos,
Chief Human Resource Officer, Acerta*



partner of McCANN

AIR provides WorldLoop with creative and strategic in-kind support of all communication activities for WorldLoop, including managing the entire rebranding of WorldLoop in 2012, communication assets and the creation of awareness raising campaigns. AIR is a Brussels based creative and branding consulting firm offering end to end support for client's creative needs.



ARROW | Value Recovery

Arrow Value Recovery is an international company specialised in reuse, data erasure, recycling and disposal of IT equipment. Since the beginning, Arrow Value Recovery has been a holistic supporter of WorldLoop providing operational and knowledge-sharing support.



“ We are very serious about eliminating e-waste from the planet. For more than a decade with our partner, Close the Gap, we have been working to send refurbished computers to emerging communities. In parts of the world where the infrastructure and know-how is lacking, we work closely with WorldLoop to develop safe recycling capacity and reuse opportunities. We look forward to continuing this highly impactful work together. ”

*Mr. Joep van Loon,
VP/GM Arrow Value Recovery
North America*



Ateliers du Bocage (AdB) is a French ICT for development NGO with strong local presence in West Africa, supplying refurbished computers & mobile phones to ICT projects, as well as collecting electronic waste to be dismantled and recycled in a safe and environmentally sound way. AdB participated in WorldLoop's 2014 e-waste practitioners training.



CHG-MERIDIAN is one of the world's leading leasing companies specialised in ICT with embedded social or environmental compliance for their customers. Since 2013 CHG-MERIDIAN has made it possible for its clients to donate their leased computers to Close the Gap while offsetting the future e-waste impact by participating in WorldLoop's e-Resource Certificate Programme (for more information, see page 82).



The e-Stewards Initiative is a project of the Basel Action Network (BAN), a 501(c)3 non-profit, charitable organisation in the United States. The e-Stewards initiative has its own mission: "The e-Stewards initiative defines and promotes responsible electronics reuse and recycling best practices worldwide." BAN and e-Stewards support WorldLoop with information and recommendations on sustainable e-waste management system development.



new partnership 2014

" WorldLoop offers one of the most promising models we have seen that will support the bridging of the Digital Divide without creating a Digital Dump. We are impressed by their principled and practical approach to development."

Mr. Jim Puckett,
Executive Director, Basel Action Network



BTC

BTC, as a founding partner, has supported WorldLoop by sponsoring the original feasibility study to set up an integrated e-waste management system in the East African Community. In the subsequent years, BTC has been a strong advocate for WorldLoop's mission across Africa.

BTC is the Belgian Development Agency responsible for the implementation of bilateral development aid for the account of the Belgian state. BTC mobilizes resources and expertise to eliminate poverty in the world, contributes to the efforts of the international community and works towards a society that provides present and future generations with sufficient resources to build a sustainable and fair world.



BELGIAN
DEVELOPMENT
COOPERATION
(BTC/CTB)

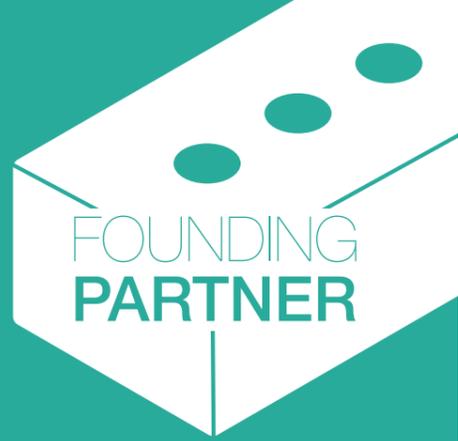
" As we near the end of the Millennium Development Goals (MDGs), we see the impact that collaborative, ambitious goals with real targets can have. As we enter into a new era, it is encouraging to see the potential social enterprises, such as those working together with WorldLoop, in partnership with the private sector and civil society can have on the environment, economy and society as a whole."

Mr. Carl Michiels,
Director General Belgian Development Corporation



CLOSE THE GAP

BRIDGING THE DIGITAL DIVIDE



Close the Gap, as the founding organisation of WorldLoop, continues to support the WorldLoop initiative by being an e-Resource certificate reseller and acting as liaison between WorldLoop and potential entrepreneurs interested in starting up e-waste recycling activities in the regions they serve.

For more information on Close the Gap, see page 9.



Computer Aid International

Computer Aid is a not-for-profit ICT for Development organization providing professionally refurbished PCs to developing countries to reduce poverty through practical ICT solutions and offer high quality, professionally refurbished computers and laptops for reuse in education, health, agriculture, and not-for-profit organisations in developing countries.

WorldLoop offers Computer Aid's projects with sustainable end-of-life training and expertise for their ICT e-waste and in 2014, Computer Aid International signed the ICT4D Alliance Charter. For more information, see page 80.



COMPUTER TASK GROUP

Computer Task Group is an IT solutions company active in North America and Europe. It specialises in services which improve the management and delivery of both business and IT projects. Computer Task Group manages all the network services of WorldLoop.



Coolrec



Coolrec is a leading European recycling company which is part of the Van Gansewinkel Group. It gives waste a second life in the form of raw materials. Coolrec specialises in recycling metal/plastic combinations, such as those found in electrical appliances and ICT.

Coolrec offers WorldLoop partners a safe disposal solution for toxic and residual waste fractions like CRT glass, fluorescent coatings, capacitors and plastic-metal mixes.



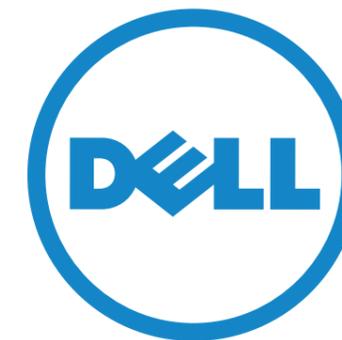
“ Waste no more. That’s our philosophy. In a world where raw materials are scarce, we’re striving to make waste suitable for useful recycling. The heart of our business is quite literally working toward - and for - a sustainable society and we are proud to be a strategic partner of WorldLoop since 2012 offering knowledge and expertise help this aim in developing countries. ”

*Mr. Arjen Wittekoek,
Director Coolrec*

Deloitte.

Deloitte Belgium is a member of Deloitte Touche Tohmatsu, one of the world’s leading professional services organisations. It is part of a global network operating in nearly 140 countries, with 182,000 people. In Belgium, Deloitte is the leading audit and consulting practice. More than 2,500 people in 10 offices across the country serve national and international companies, including small and mid-sized businesses who may be public sector or non-profit organisations.

Deloitte offered WorldLoop strategic expertise with the set-up of its business model. It also provides an in-kind contribution to WorldLoop through accounting, tax and internal audit services.



The multinational computer technology corporation, Dell, develops, sells, repairs and supports computers and related products and services. Along with Rabobank, Dell has committed to purchasing a significant number of WorldLoop e-Resource Certificates, supporting the environmentally sound recycling of PCs in Africa.



“ At Dell we take a very much holistic, end-to-end, full lifecycle view of recycling. So we are absolutely delighted to be part of this programme. ”

*Ms. Marianne de Roos,
Global Account Manager Dell*



European Flame Retardant Association (EFRA) brings together and represents the leading organisations which manufacture, market or use flame retardants in Europe. EFRA offers expertise and information on proper end treatment of flame retardant plastics found in ICT e-waste.

new partnership 2015



“ In EFRA, we believe the sound management of all wastes via the circular economy is a must in our modern life. Smart use of wastes or reuse and recycling is therefore key for sustainable development. This is achievable if and while ensuring that goods made from virgin and/or recycled raw materials remain fit for purpose and fire safe.

To this effect, with the aim of having excellence in product stewardship as the core of our activities, EFRA since long leads environmental initiatives and research activities about the End-of-Life phase of products containing flame retardants. These initiatives could not be successful without the equally strong commitment of our partners.

With the rapid adoption of ICT in Africa, we can play a strong role, through our partnership with WorldLoop, in helping these communities responsibly manage the plastics in ICT products.”

*Mr. Philippe Salémis,
Director European Flame Retardant Association*



Galloo Group is one of the leading recycling companies for the recycling of ferrous and non-ferrous metals in all of Western Europe. Its many branches in Flanders, Wallonia and the North of France make for strong roots within this region. Galloo and WorldLoop partnered together in early 2014 to provide hands-on e-waste dismantling training for 12 e-waste practitioners from Africa.



“ Actively contributing to sustainable solutions for the e-waste problem. You do that by sharing knowledge and experience.”

*Mr. Luc Waignein,
R&D Manager, Galloo Group*



Grant Thornton (previously PKF Business Advisors) provides quality accounting and business advisory services. Grant Thornton has committed its expertise to ensure the transparency of WorldLoop's finances through its extensive annual internal auditing contribution.



“ Imagine a world that is focused on value creation: value creation in relation to customers, critical resources, intellectual capital and a respected position in society. WorldLoop's capacity building initiatives for small businesses in sub-Saharan Africa is helping drive this change from the ground up.”

*Mr. Gunther Loits,
Partner, Grant Thornton*



Jansen Recycling specialises in treatment of CRT glass and other e-waste streams. Jansen treats CRT glass from WorldLoop projects as a CSR contribution as well as providing technical assistance and advise on proper storing, packing, loading and shipping CRT glass.

new partnership 2014



A Belgian based translation services company offering translation services in for texts from and to Dutch, French and English. Key Consult offers WorldLoop translation support.



Mediterranean Shipping Company (MSC) is a privately owned shipping line offering global container services on a network of 200 trade routes, taking in 340 container ports. MSC supports WorldLoop by shipping complex and hazardous fractions from Africa to Europe under the Bo2W Model as a CSR activity.

new partnership 2014





FOUNDING
PARTNER

Recupel organises the collection and processing of WEEE for Belgium, in response to the “take back obligation” set forth by the European Commission.

Recupel has been involved with WorldLoop since the beginning, offering strategic advice and guidance as WorldLoop continues to actively operationalise the Best of 2 Worlds concept in various regions of Africa.

The decision to formalise the partnership was made after a fruitful and constructive collaboration in the launch of the first recycling centre in Nairobi. Recupel also committed to providing seed funding for the operational costs of WorldLoop, allowing the organisation to kick off as an independent organisation.

Learn more about Recupel and their partnership with WorldLoop on page 33.



Symphony XIB is a Dutch based web development shop offering end-to-end online support for companies. Symphony manages and hosts WorldLoop’s website.



RICOH

imagine. change.

Ricoh is one of the world’s leading manufacturers and suppliers of office automation equipment and document solutions.

Ricoh Belgium offers WorldLoop professional services by way of strategic advice and expertise in the set-up of its business model as well as printing WorldLoop’s annual reports.



Stibat is the organisation that is engaged in the collection and recycling of used batteries in the Netherlands.

new partnership 2014



“ We fully support WorldLoop’s programme “Changing the e-waste cycle”. Stibat strives for a separate recycling of batteries from e-waste in order to ensure a maximum recovery of materials. That’s why we are happy to be able to provide our expertise in reducing the environmental impact of e-waste in Africa, especially with regard to batteries that arise from e-waste. ”

Mr. Laurens ten Horn,
President of the Board Stibat

PILOT PROJECT – BATTERY COLLECTION IN AFRICA

Stibat (Stichting Batterijen), the Dutch battery collection authority, and WorldLoop have partnered together to support responsible collection, sorting and recycling of portable batteries recovered from ICT electronic devices during the dismantling process in Africa. WorldLoop and Stibat are both organisations active in the domain of sustainable, responsible e-waste and battery-waste management, recognising that expertise and infrastructure to ensure proper battery disposal is often lacking in many areas in developing countries.

WorldLoop and Stibat share a strong commitment to the sustainable treatment of batteries and as a result have partnered together to support such solutions in Africa.

Local approach and international expertise

A local approach combined with international expertise characterises the projects of WorldLoop.

Stibat will provide such knowledge and expertise to support local collection, and safe and responsible separation of batteries from appliances as well as support international treatment of the collected batteries under the Bo2W model WorldLoop has operationalised.





Umicore is a global materials technology group. It focuses on application areas where its expertise in materials science, chemistry and metallurgy makes a real difference.

Umicore's provides WorldLoop professional processing of complex and hazardous fractions from parts such as printed circuit boards, connectors, data cables, mobile phones and batteries. There is a high degree of material recovery, the proceeds of which flow back to recyclers in Africa.

In addition to being a strategic partner of WorldLoop's since 2012, Umicore also walks the talk by donating their retiring IT assets to Close the Gap and offsetting the future e-waste of their donation by participating in WorldLoop's e-Resource Certificate Programme. For more information on the e-Resource Certificate Programme, see page 82.



2013 marked the start of a formal partnership between WorldLoop and UNIDO. Because UNIDO's mandate is to promote and accelerate sustainable industrial development, including e-waste recycling activities, in developing countries and economies in transition, the synergies between the two organisations were obvious and complementary. Visit page 44 to learn more about WorldLoop's collaboration with UNIDO.



solving the e-waste problem

The United Nation's Solving the E-waste Problem (Step) Initiative, founded in 2007, is a global consortium of companies, research institutes, governmental agencies, international organisations and NGOs dedicated to advancing the management and development of environmentally, economically and ethically sound e-waste resource recovery, reuse and prevention. The Step Initiative does not endorse any specific products and seeks instead to provide science-based but applied recommendations towards a sustainable solution to the e-waste issue.

WorldLoop is pleased to be able to contribute, collaborate and learn from this unique organisation of diverse stakeholders sharing the common goal to address the e-waste problem.



VINTAGE PRODUCTIONS

Vintage Productions is a provider of MARCOM for market leaders or leaders to be. Vintage looks further than traditional advertising agencies. It crosses borders in order to efficiently communicate one consistent message throughout the client's entire communication mix, across audiences, communication strategies and tools.

Vintage Productions has provided continuous in-kind support through development, maintenance and hosting of the rebranded WorldLoop.org website. It has also created 3D animations to help WorldLoop spread its message on the hazards of e-waste and on its activities.



The WEEE Forum is a European association of 41 electrical and electronic waste producer compliance schemes. Its mission is to provide a platform for co-operation and exchange of best practices. In so doing, it aims to optimise the effectiveness of the operations of the member organisations, while striving for excellence and continuous improvement in environmental performance.

It seeks to be a centre of competence that allows members to make constructive contributions to the general debate on e-waste policy matters.



World Computer Exchange is a non-profit education and environment organisation that works through 900 partner organisations in 78 countries Africa, Asia, Latin America and the Middle East. WCE has over 800 volunteers in collaboration with 25 international non-profits providing partners with: capacity building, low-cost computers, digital content, training trips, and local recycling.





Companies who have donated their decommissioned IT assets to ICT4Development projects also go an extra mile to ensure a zero-waste-to-landfill solution by purchasing e-Resource Certificates. To learn more about the e-Resource Certificate Programme, check out the SUPPORT US section in this annual report.

In 2014, the following companies supported sustainable end-of-life management.



A GLOBAL IMPACT THROUGH LOCAL ACTIONS:

NEW SMARTPHONES FOR EMPLOYEES MEANS SUSTAINABLE PHONE RECYCLING IN BURUNDI

What does a Burundian e-waste recycling entrepreneur, a large consulting firm and an IT leasing company have in common? Not much unless you bring together the core businesses of all three through a socially responsible collaboration with international not-for-profit WorldLoop.

Smartphones are becoming the new PC, and it's almost impossible to work in today's business climate without one. For this reason, Deloitte Belgium, a strategic partner of WorldLoop, upgraded their employee's smartphones to iPhones at the end of 2014 to facilitate stronger collaboration and access information. As a company, they found leasing a sustainable solution to ownership and contracted with CHG-MERIDIAN to roll-out new phones internally. CHG-MERIDIAN is also a WorldLoop strategic partner who has made it possible for its clients to offset future e-waste by participating in WorldLoop's e-Resource Certificate Programme (for more information, see page 82).

As a leading service firm, beyond compliance leadership and taking up environmental and social responsibility globally is very important to Deloitte. Because of this, the company decided that for every new iPhone issued to a Deloitte employee, a contribution would be made to WorldLoop, supporting the collection and environmentally sound treatment of mobile phones in Burundi.

In other words, Deloitte's internal roll-out helps ensure that more than 20,000 smartphones are spared from a landfill in Africa and are recycled in the best possible conditions by local social entrepreneurs and international treatment facilities.



5 FINANCIALS & ACCOUNTABILITY

FINANCIAL REPORT

Financial transparency is a management priority for WorldLoop. At all times, the organisation is able to account for the use of funds assigned to the organisation, whether by third parties, companies, private individuals or public authorities. This level of transparency is key in any and all engagements with WorldLoop's stakeholders, including governments in the various countries and regions WorldLoop operates.

WorldLoop is a non-profit organisation that operates without subsidies from public authorities and therefore focuses on Corporate Social Responsibility partnerships with corporations and civil society organisations and associations. In order to keep its administrative overhead costs as low as possible, WorldLoop mainly relies on in-kind contributions for most of its operational activities. To a lesser extent, WorldLoop engages in marginal 'income generating activities' in line with their not-for-profit goal and mission (e.g. facilitating collection, transport and export/import of hazardous e-waste fractions from our projects in developing countries). Part of this income contributes to WorldLoop's operational and administrative costs. In its e-Resource certificate programme, an overhead percentage is deducted from funds raised to cover the costs of project management (e.g. follow-up visits) and quality assurance (e.g. project audits).

By actively fundraising for financial and in-kind contributions, WorldLoop can guarantee its existence as a financially self-supporting organisation and remain fully focused on its core activities, namely helping organisations in developing countries change the e-waste cycle. Projects receive funds to support e-waste management initiatives where there is a clear need for e-waste solutions but where no (or very small) budgets are available to pay for the out-of-pocket expenses related to start up, growth and treatment of the non-valuable materials.

WorldLoop supports these projects with co-funding, as well as investments in innovative solutions with its partners to tackle the e-waste challenge effectively.

The use of WorldLoop funds is monitored through external (Grant Thornton) and internal (Deloitte) audits, ensuring transparent use of funds as well as correct reporting towards sponsors. The use of project funds by WorldLoop projects is monitored by financial audits, commissioned by WorldLoop and performed by international audit firms (e.g. PKF Africa). The Board of Directors guarantees that all donations to WorldLoop projects are handled in a professional manner and are completely free of profit.

2014 AUDITOR'S REPORT



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Auditor's report to the general meeting of the association WorldLoop vzw for the year ended December 31, 2014

As required by law and the association's by-laws, we report to you on the performance of the audit assignment, which has been entrusted to us. This report includes our opinion on the annual accounts, as well as the required additional statements. The annual accounts include the balance sheet as at December 31, 2014, the income statement for the year then ended, and the disclosures.

Report on the annual accounts - Unqualified opinion

We have audited the annual accounts of the association WorldLoop vzw for the year ended December 31, 2014, prepared in accordance with the financial reporting framework applicable in Belgium, which show a balance sheet total of EUR 551.831,41 and a positive balance for the year of EUR 29.369,79.

Responsibility of the board of Directors for the preparation of the annual accounts

The board of Directors is responsible for the preparation of annual accounts that give a true and fair view in accordance with the financial reporting framework applicable in Belgium, and for such internal control as the board of Directors determines is necessary to enable the preparation of annual accounts that are free from material misstatement, whether due to fraud or error.

Responsibility of the auditor

Our responsibility is to express an opinion on these annual accounts based on our audit. We conducted our audit in accordance with the International Standards on Auditing (ISAs). Those standards require that we comply with the ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the annual accounts are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the annual accounts. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the annual accounts, whether due to fraud or error. In making those risk assessments, the auditor considers the association's internal control relevant to the preparation of annual accounts that give a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board of Directors, as well as evaluating the overall presentation of the annual accounts.

We have obtained from the board of Directors and the company officials the explanations and information necessary for performing our audit.



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We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Unqualified opinion

In our opinion, the annual accounts of the association WorldLoop vzw give a true and fair view of the association's equity and financial position as at December 31, 2014, and of its results of its operations for the year then ended, in accordance with the financial reporting framework applicable in Belgium.

Report on other legal and regulatory requirements

The board of Directors is responsible for the compliance with the Law of 27 June 1921 on non-profit organisations, international non-profit organisations and foundations, with the by-laws and with the legal and regulatory requirements regarding bookkeeping.

In the context of our audit assignment and in accordance with the Belgian standard which is complementary to the International Standards on Auditing (ISAs) as applicable in Belgium, our responsibility is to verify, in all material respects, compliance with certain legal and regulatory requirements. On this basis, we make the following additional statements, which do not modify the scope of our opinion on the annual accounts:

- Taking into account that the audit of the report of the board of directors is not part of our legal mission, we do not give an opinion upon its contents.
- Without prejudice to formal aspects of minor importance, the accounting records were maintained in accordance with the legal and regulatory requirements applicable in Belgium.
- There are no transactions undertaken or decisions taken in breach of the by-laws or of the Law of 27 June 1921 on non-profit organisations, international non-profit organisations and foundations that we have to report to you.

Brussels, June 9, 2015

Grant Thornton Bedrijfsrevisoren CVBA
Represented by

Gunther Loits
Registered auditor | Partner

2014 FINANCIAL REPORT

		31.12.2014	31.12.2013	31.12.2012	31.12.2011
ASSETS					
FIXED ASSETS		9.600,00	0,00	0,00	0,00
Financial fixed assets					
Guarantees		9.600,00			
CURRENT ASSETS		542.231,41	482.617,13	310.492,21	196.901,82
Amounts receivable within one year		77955,44	241.577,17	65.919,15	8.700,00
Trade debtors		69.168,18	231.949,94	65.919,15	2.100,00
Other amounts receivable		8.787,26	9.627,23		6.600,00
Current investments					
Cash at bank and in hand		436.503,81	203.400,92	241.628,76	158.282,97
Deferred charges and accrued income		27.772,16	37.639,04	2.944,30	29.918,85
TOTAL ASSETS		551.831,41	482.617,13	310.492,21	196.901,82
EQUITY AND LIABILITIES					
EQUITY		265.891,38	236.521,59	211.175,86	166.890,64
Accumulated result		265.891,38	236.521,59	211.175,86	166.890,64
PROVISIONS					
Provisions for liabilities and charges		0,00	120.980,00		
CREDITORS		285.940,03	125.115,54	99.316,35	30.011,18
Amounts payable within one year		266.369,11	113.406,44	97.368,41	11,18
Financial debts					
Trade debts					
Suppliers		24.409,20	84.545,84	81.662,20	
Advances received on contracts in progress		206.989,00			
Taxes renumeration, and social security taxes		34.970,91	28.860,60	15.695,03	
Taxes		5.930,59	5.460,85	2.137,93	
Renumeration and social security		29.040,32	23.399,75	13.557,10	
Other amounts payable				11,18	11,18
Accrued charges and deferred income		19.570,92	11.709,10	1.947,94	30.000,00
TOTAL LIABILITIES		551.831,41	482.617,13	310.492,21	196.901,82
INCOME STATEMENT					
Operating income	A	525.665,04	623.327,25	378.137,86	50.106,85
Turnover		227.916,98	296.522,91	102.760,00	50.106,85
Contributions, donations, grants, etc		283.629,41	272.036,29	261.357,67	
Other operating income		14.118,65	54.768,05	14.020,19	
Operating charges		494.378,44	596.286,94	333.549,26	33.417,94
Intermediate consumption		325.534,19	317.770,61	206.604,24	33.417,94
Raw materials, consumables and goods for resale	B	159.179,14	115.912,25	88.321,89	
Purchases		159.179,14	115.912,25	88.321,89	
Increase (-) / decrease(+) in stocks					
Services and other goods		166.355,05	201.858,36	118.282,35	33.417,94
Gross Margin	A-B	200.130,85	305.556,64	171.533,62	16.688,91
Remunerations, social security costs and pensions		162.214,93	148.315,63	120.404,67	
Provisions for Liabilities and charges		-120.980,00	120.980,00		
Other operating charges		127.609,32	9.220,70	6.540,35	
Operating result (+)/(-)	(+)	31.286,60	27.040,31	44.588,60	16.688,91
Financial income		164,90	246,65	184,82	132,13
Income from current assets		164,87	164,49	184,82	132,13
Other financial income		0,03	82,16		
Financial charges		2.081,71	1.941,23	488,20	12,61
Interest and other debt charge	(-)		78,40	0,89	
Other financial charges		2.081,71	1.862,83	487,31	12,61
Result on ordinary activities	(+)	29.369,79	25.345,73	44.285,22	16.808,43
Extraordinary income	(+)				
Extraordinary charges	(-)				
Result for the year	(+)	29.369,79	25.345,73	44.285,22	16.808,43
Result for the period to be carried forward	(+)	29.369,79	25.345,73	44.285,22	16.808,43

ACCOUNTABILITY

BOARD OF DIRECTORS:

WorldLoop is governed by an independent Board of Directors whose primary function is to give advice and make recommendations to the Managing Director about policies, strategies, allocation of resources and legislative arrangements. The board is also responsible for providing formal approval to major strategic and organisational decisions taken within WorldLoop.

COMMUNICATION:

Having a well-developed and open short and long-term communication strategy is vital to an organisation like WorldLoop. Therefore, a traceable communication path has been established to improve the organisation's transparency to provide information about every aspect of WorldLoop's operations. In practice, this means that all communication matters are handled in such a way to ensure that all relevant information about projects, partnerships and other facts is accessible through WorldLoop's various communication mediums including but not limited to events, website and newsletter.

EXTERNAL AUDIT:

Transparency is a key factor of a healthy organisation and as such, WorldLoop is audited on a yearly basis by Grant Thornton Bedrijfsrevisoren - Réviseurs d'Entreprises CVBA - SCRL Belgium. The audit is conducted in accordance with legal and statutory requirements and provides assurance that financial statements are free of material misstatement. The audit process includes measuring the accounting principles used and significant estimates made by the management, as well as evaluation of the overall financial statements. This allows the organisation to better inform the public about how resources have been used.

GENERAL ASSEMBLY:

The General Assembly of WorldLoop is the highest governance body of the organisation. It meets once a year to ratify the annual accounts and the annual report as well as to appoint the Board of Directors.

INTERNAL AUDIT:

WorldLoop wants to be a reliable partner for its sponsors and partners at all times. In order to ensure the transparent and professional use of funds, Deloitte supports WorldLoop with internal audits, risk management and legal support, as well as by providing Deloitte experts to carry out all the accounting. Deloitte is also involved in developing reporting and monitoring frameworks for WorldLoop projects.

MANAGING DIRECTOR:

The Board of Directors has entrusted the daily management to Olivier Vanden Eynde, founder of the organisation, by means of a management agreement. Two members of the Board of Directors hold an annual evaluation session with the Managing Director as part of an on-going, collaborative inquiry to explore the daily functioning of the Managing Director.

PROJECT:

A project is an individual or organisation participating in the WorldLoop network, receiving WorldLoop financial and/or consulting support in exchange for transparency and compliance to WorldLoop standards.

RISK MANAGEMENT:

It is important for WorldLoop to focus its programmes on long-term goals and build in financial assurance, since e-waste will not disappear in a day. The organisation manages financial risks through a policy of income diversification. Income is obtained from multiple sources, including donations from individuals and strategic partners as well as the self-generated income out of not-for-profit activities.

SOCIAL ENTREPRENEURSHIP:

In the rapidly developing non-profit world, it is important for an organisation to become self-sufficient rather than having to depend entirely or partly on contributions or subsidies. WorldLoop is aware of this and therefore operates to support social enterprises, combining the passion of a social, philanthropic mission with the very best of the for-profit enterprising world. WorldLoop's social and environmental mission will always remain central to all its activities.

PROJECT MANAGEMENT:

WorldLoop operates with two guiding principles for the projects supported: self-sustainability and local ownership by independent entrepreneurs in developing countries. This means that all projects must have a reasonable chance of becoming fully self-sustaining over a period of 3-5 years. Ultimate responsibility for the success of a project lies with the entrepreneurs. The transparency of the entire process is supported by WorldLoop's project management cycle. This process involves: project selection based on a pre-screening and clearly defined selection criteria; pilot-based and gradual growth approach to e-waste projects; continuous monitoring of project progress through regular reporting; periodic evaluation of projects and new strategies. The provision of a full range of support services to member organisations, including seed funding support, technical assistance and e-waste fraction disposal support.

STRATEGIC PARTNER:

A strategic partner is an organisation that supports WorldLoop by offering financial or in-kind support (funding, operational, professional services or knowledge) that is closely aligned with the core business of the strategic partner.



THE ROAD AHEAD

The balance between ICT's social benefits and the end-of-life management of hardware is still a challenge in need of strong international collaboration. It involves manufacturers, international recyclers, corporations, small businesses, governments and civil society. The number of people who are passionately engaged in this discussion indicates its importance and the reality of the opportunity to find lasting solutions.

A message from Mr. Olivier Vanden Eynde, WorldLoop Founder and Managing Director

“ I am again reminded of my commitment as a social entrepreneur and humbled by the opportunity to pass along the torch of entrepreneurship and mentorship that so many have passed along to me. By drawing upon business techniques to find solutions to social problems, WorldLoop has established a track record which includes taking calculated risks and exercising a controlled level of flexibility, expanding our support in terms of geographies we serve and the fractions we are able to process under Bo2W⁹.

Operationalising the Bo2W model has not been without its own learnings. First, WorldLoop is committed to leading its pilot projects on the road to sustainable success as businesses, supporting a larger ecosystem which includes municipalities, the private sector and consumer markets. As such, new feasibility discussions are underway with some projects to diversify their activities to include maintenance or refurbishing service lines. Additionally, where practical, some entrepreneurs are looking to offer recycling services of other waste streams, in addition to the ICT e-waste. WorldLoop supports these innovative ideas to help drive sustainable business practices and has committed to facilitate the Bo2W option if and when possible to further ensure positive economic and environmental returns.

WorldLoop has also identified a need for stronger business management training amongst the organisations it supports. This is why WorldLoop entrepreneurs have been invited to participate in a 5-day training boot camp in Dar es Salaam, Tanzania to take place in 2015 in partnership with Deloitte University EMEA and Close the Gap. Such programmes not only strengthen the partnerships already existing but also cultivates and facilitates strong South-to-South collaboration.

In addition to these new strategic areas of development for WorldLoop, we as an organisation are still fully committed to our primary mission and mandate, to guarantee that ICT projects in Africa do not become an environmental liability. As new products come onto the market, we will continue to be faced with the challenge recyclers all over the world are experiencing. How to responsibly treat fractions that contain toxic material inside with little market value such as batteries and printer cartridges. To meet this challenge, we are cultivating partnerships with organisations whose primary mandate is to address these fractions, such as Stibat for portable battery collection. We also rely on the goodwill and visionary backing of ICT for Development supporters through our e-Resource Certificate programme and will continue to partner with Close the Gap and the ICT4D Alliance in this regard.

Finally, as any new business owner or entrepreneur can appreciate, in addition to timing, financial capital to start and expand a business is key. To help ease the financial burden of a system with a long investment period on financial return, WorldLoop is launching a revolving fund, the WorldLoop Fund, to make short-term loans available to its partners.”

*Mr. Olivier Vanden Eynde,
WorldLoop Founder and Managing Director*

⁹ See page 21 for more information on Best of 2 Worlds.



WORLDLOOP & THE ICT4D ALLIANCE

THE ICT FOR DEVELOPMENT ALLIANCE (ICT4D ALLIANCE) REPRESENTS COMMITTED INTERNATIONAL ICT4D ORGANISATIONS DELIVERING ICT4D SERVICES, HARDWARE AND SUPPORT IN DEVELOPING COUNTRIES.



The ICT4D Alliance aims to align these organisations with a shared vision to sustainably increase digital literacy internationally and overcome current and future ICT challenges with unified messages to the relevant stakeholders and outside world.

By coming together as one voice and partnering on shared challenges, the individual organisations can deliver greater impact through the projects and initiatives they support and the sector can improve its services by increasing overall efficiency.

WorldLoop joined the ICT4D Alliance as a founding member and secretary of the Alliance offering a holistic and sustainable end of life solution.

PRIORITIES IDENTIFIED FOR 2015

- Lobbying, advocacy and raising awareness
- End-of-life asset management
- Monitoring & evaluation
- Innovations in ICT4D

ICT4D Alliance signed charter



“ Sometimes a worthy cause is not enough. Sometimes you need a loud voice and that is why we are part of the ICT4D Alliance. ”



Mr. David West, Chief Operating Officer, Computers 4 Africa, UK

Mr. David West (Computers 4 Africa), Mr. Tom Musili (Computers for Schools Kenya), Mr. John Fitzsimons (Camara Education), Ms. Emmy Voltman (Viafrica), Mr. Ludovic Gautier (Computer Aid International), Mr. Olivier Vanden Eynde (Close the Gap/WorldLoop), Archbishop Desmond Tutu.

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SUPPORT US



Whether you are someone who loves technology and are always on top of the latest gadgets coming to market, or someone who uses it as a necessary evil to do business and function in today's society, you benefit directly or indirectly from it. These benefits transcend geographical, language and socio-economic boundaries. Unfortunately, when the hardware isn't properly disposed of, the negative impact transcends the same boundaries.

Luckily, it is easy to support a grassroots solution that is making measurable impact.

HERE'S HOW YOU CAN HELP.

BECOME A STRATEGIC PARTNER

Does your organisation have a strong commitment to environmental preservation, corporate responsibility, and sustainable development? If so, consider becoming a strategic partner to support our projects in developing countries.

FOUNDING: Sponsor a WorldLoop programme and help WorldLoop grow as an organisation to continue supporting countless projects around world.

OPERATIONAL: Provide CSR support through your organisation's core business in collection, logistics or recycling of e-waste.

PROFESSIONAL SERVICES: Enable WorldLoop to keep their operational overhead low by offering business services such as web, marketing, accounting or IT services.

KNOWLEDGE: Have an expertise in e-waste recycling, circular economies or driving sustainable business? Consider sharing your knowledge to entrepreneurs in Africa through WorldLoop.

SUPPORT RESPONSIBLE REUSE AND RECYCLING

Give your company's IT assets a second-life and offset the future impact with an e-Resource certificate.



SPREAD THE WORD

Awareness about the risks and opportunities of e-waste is staggeringly low. WorldLoop's projects and international partners are hitting the streets to spread the word, and so can you! Check out our website, follow us on Social Media and be sure to visit Let's Talk Trash (www.worldloop.org/letstalktrash) WorldLoop's new interactive web documentary.

WORLDLOOP'S STRATEGIC PARTNER PROGRAMME

WorldLoop partners form a strong community of individuals and organisations who share a commitment to the sustainable use of ICT equipment and to the environment. They strive for tangible results and a positive impact on the developing world.

By collaborating with WorldLoop, you play a direct and pivotal role in changing the e-waste cycle, the lives of social entrepreneurs and have a ripple effect on the local and global community as a whole. Your support avoids CO₂ emissions,

helps create new jobs, employing youths and giving them valuable life skills, and actively engages the Cradle-2-Cradle concept for IT devices.

WorldLoop's strategic partners share the common goal for sustainable e-waste management in developing countries. The relationship between WorldLoop and its strategic partners is based on win-win scenarios focused on the long-term success of projects, creating shared value for the partners, projects, society and the environment as a whole.

SUPPORT COMES IN THE FORM OF FINANCIAL OR IN-KIND CONTRIBUTIONS FALLING UNDER FOLLOWING CATEGORIES:

FOUNDING PARTNER

Key supporters financing the operational growth and expansion of WorldLoop as an an organisation.

OPERATIONAL PARTNER

Providing services (in-kind or at a reduced rate) to WorldLoop's recycling activities which aligns to their core business, including but not limited to transport, logistics, import, export, recycling and disposal.

PROFESSIONAL SERVICES PARTNER

Providing services (in-kind or at a reduced rate) to WorldLoop's internal operations, including but not limited to accounting, HR, creative input, web design, etc.

KNOWLEDGE PARTNER

Subject matter experts and thought leaders in e-waste management and/or sustainable development. These entities promote the WorldLoop mission, share contacts, provide technical guidance and collaborate on awareness raising activities.

MAKE A FINANCIAL CONTRIBUTION

WorldLoop is committed to the financial sustainability of its projects. In its role as incubator, WorldLoop provides entrepreneurs with seed capital and technical assistance to set up the necessary infrastructure for e-waste recycling with the goal of making it self-sustaining overtime.

WorldLoop does not receive compensation for its activities thus it seeks co-funding opportunities to support the entrepreneurs start up until their activities are mature enough to receive support from more traditional funding sources such as banks and impact investors.



SUPPORTING WORLDLOOP JUST GOT EASIER FOR US-BASED DONORS

WorldLoop is excited to announce that as of 2013, U.S.-based donors are now able to support its activities in a tax-efficient way by making a contribution to the WorldLoop American Fund at the King Baudouin Foundation United States (KBFUS).

In 2013, WorldLoop partnered together with the KBFUS to enable US donors to support WorldLoop and receive the maximum tax benefits allowed by U.S. tax law.

Because KBFUS is a public charity, within the meaning of Sections 501(c)(3) and 509(a)(1) of the U.S. Internal Revenue Code, donors may claim the maximum tax benefits allowed by U.S. tax law for their contributions.

If you wish to support the WorldLoop American Fund, here is how to proceed:



Gifts by check: Write your check to KBFUS, write "WorldLoop" in the memo section of the check, and send it to KBFUS, 10 Rockefeller Plaza, 16th Floor, New York, NY 10020.

Gifts by credit card: Go to www.kbfus.org, click on the 'Donate Now' button and select "WorldLoop" under 'Giving Option 1: Nonprofit Partners Overseas'.



Gifts by wire transfer or to contribute other types of property: Contact KBFUS at: info@kbfus.org, phone +1 (212) 713 7660.

SUPPORT RESPONSIBLE REUSE & RECYCLING

High quality reused IT equipment makes access to information available at unprecedented levels, empowering poor and disadvantaged communities living in developing and emerging countries. 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. With the voluntary e-Resource certificate programme, computer donors can support the responsible recycling of a similar asset in a developing country.

By supporting e-waste entrepreneurs with the upfront costs to start operations, the e-Resource Certificate Programme enables ICT for development projects to fulfill a "zero-waste-to-landfill" policy, pollution reduction, resource conservation and local job stimulation.



THE FUNDS ARE USED TO...

- Seed capital to local entrepreneurs in developing countries to start up e-waste collection and dismantling activities.
- Incremental funds to help cover operational costs of projects from start-up to financial self-sufficiency.
- Drive local e-waste awareness raising and collection campaigns.
- Support the highest standards are met for training, environmental compliance, and business management.
- Ensure 100% environmentally sound treatment of ALL e-waste fractions.

WHAT DO YOU GET BY PARTICIPATING?

- WorldLoop-guarantee that environmentally friendly e-waste solutions are being created in developing countries.
- Overview of the environmental impact made and the methods that were used in collection and recycling.
- Use of the "e-waste offsetting" logo.
- Mention on WorldLoop's website newsletter.



SPREAD THE WORD

Awareness about the risks and opportunities of e-waste is staggeringly low. WorldLoop's projects and international partners are hitting the streets to spread the word, and so can you! Check out our website, follow us on Social Media and be sure to visit Let's Talk Trash (www.worldloop.org/letstalktrash) WorldLoop's new interactive web documentary.

International attention has been given to the negative impacts ICT equipment can have on the environment and communities when it becomes e-waste. This story can develop misconceptions on the social benefits high quality reused equipment brings the most vulnerable communities. Statements like "Agbogbloshie is one of the most toxic places in the world, next to Chernobyl" cast a dark shadow on informal economies but such reports never give those benefiting, and those impacted, a voice.

A new project, developed in partnership with Close the Gap is striving to share this side of the story with an interactive web documentary. Through series of research, interviews and visits, the web documentary "Let's Talk Trash" (www.worldloop.org/letstalktrash) is bringing a human voice and face to a world at the base of the pyramid benefiting from reused ICT equipment and e-waste in sub-Saharan Africa.

LET'S TALK TRASH

“ Close the Gap and WorldLoop are leading examples of the two things that society may expect from 21st century businesses: a strong and inspiring mission which make very clear what the company want to contribute to make the world a better place and a professional internal organisation focusing on efficient use of resources and close cooperation with business partners and other stakeholders. ”



*Willem Lageweg,
Director MVO Nederland*



CONTACT DETAILS

NAME: **WORLDLOOP VZW/ASBL**

ORGANISATIONAL AND LEGAL STRUCTURE:

WORLDLOOP VZW/ASBL¹⁰

REGISTRATION NUMBER: **0818 590 720**

VAT NUMBER: **VAT BE 0818 590 720**

NUMBER OF EMPLOYEES: **4**

REGISTERED HEADQUARTERS

POSTAL ADDRESS:

c/o Vrije Universiteit Brussels
Pleinlaan 2
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¹⁰ vzw/asbl (Vereniging zonder winstoogmerk/Association sans but lucrative): Official registration name for a non-profit organisation in Belgium.

GLOSSARY OF TERMS

Base of the Pyramid (BoP): The largest, but poorest socio-economic group. In global terms, this is the 3 billion people who live on less than US \$2.50 per day.

Bo2W: Best of Two Worlds, seeks technical and logistic integration of the “best” pre-processing in developing countries to manually dismantle e-waste and ‘best’ end-processing to treat hazardous and complex fractions in international state-of-the-art end-processing facilities. It was a concept originally developed by the multi-stakeholder Solving the E-waste Problem (Step) Initiative hosted by the UN’s research arm, the United Nations University (UNU).

EAC: East African Community, the trade region in eastern Africa that is comprised of Uganda, Kenya, Rwanda, Tanzania and Burundi.

e-Resource Certificate Programme: A fundraising mechanism to support sustainable ICT4Dev in developing countries through the creation of an e-waste recycling infrastructure in the developing world that can support an end-of-life supply chain.

E-waste: In the context of WorldLoop’s operations today, e-waste is means obsolete ICT equipment, including material with resale value and non-valuable fractions. In broader terms, any product or by-product that requires voltage to operate and has reached the end of its productive life can be considered e-waste.

Hazardous fractions: The material found in e-waste that has the potential to generate significant negative environmental and human health impact if handled improperly. Examples include leaded glass found in CRT monitors and TVs, mercury found in batteries, cadmium, flame retardants and chlorofluorocarbons.

ICT4Dev: Information and Communication Technologies for Development. The application of ICT within the fields of socio-economic development, international development & human rights.

Industrialised Country: A sovereign state that has a highly developed economy and advanced technological infrastructure relative to other less industrialized nations.

PACE: Partnership for Action on Computer Equipment. PACE was launched at the ninth meeting of the Conference of the Parties to the Basel Convention, which took place in Bali, Indonesia from 23 to 27 June 2008. PACE is a multi-stakeholder partnership that will provide a forum for governments, industry leaders, non-governmental organisations and academia to tackle the environmentally sound management, refurbishment, recycling and disposal of used and end-of-life computing equipment. The Partnership is intended to increase the environmentally sound management of used and end-of-life computing equipment, taking into account social responsibility and the concept of sustainable development, and promoting the sharing of information on lifecycle thinking.

Seed funding: Early investment intended to support a business or organisation until it can generate its own income and become self-sufficient.

Stakeholder: Any entity or individual impacting or impacted by e-waste and/or WorldLoop’s operations including, but not limited to: partners, sponsors, members, government, private sector, civil society.

Step: The Solving the E-waste Problem (Step) Initiative was founded by various UN organisations in 2007. It is a global consortium of companies, research institutes, governmental agencies, international organisations and NGOs dedicated to advancing the management and development of environmentally, economically and ethically sound e-waste resource recovery, reuse and prevention. The Step Initiative does not endorse any specific products and seeks instead to provide science-based but applied recommendations towards a sustainable solution to the e-waste issue.

WEEE: Waste electric and electronic equipment.

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