



Powering the Recovery with Digital Inclusion

Report of EMEA Digital Inclusion Roundtable,
October 2020




Good Things
Foundation



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Introduction

The Covid-19 pandemic has changed the world. Digital technology has instantly become a universal need, and digital skills and access to technology will be fundamental for global recovery as we rebuild economies and strengthen society.

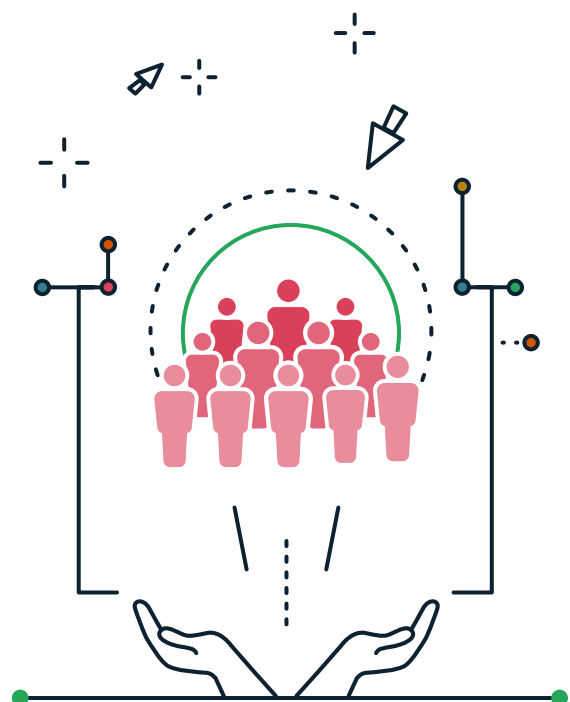
Digital exclusion was already an important and pressing global issue, with under 50% of the world's population not using the internet. As the Covid-19 pandemic continues and countries impose different lockdown strategies, citizens without access to digital technology or the skills to use it face substantial additional risks to their physical and mental health, increased social isolation, and greater economic exclusion.

In the months and years ahead, without urgent action, new thinking, and prioritisation from across sectors in all countries, those on the wrong side of the digital divide will fall further behind.

Many Non-Governmental Organisations (NGOs) across the world support the process of **digital inclusion**, engaging and helping those in greatest need to access technology and build digital confidence and skills. Working with Google.org, the philanthropic arm of Google, on 30 September 2020 Good Things Foundation hosted a Digital Inclusion Roundtable with experts from these NGOs across the Europe, Middle East and Africa region (EMEA).

The aim of the Roundtable was to share experiences of operating and delivering digital inclusion during the Covid-19 pandemic, surface the different ways in which the digital inclusion community has responded, and identify the common themes. The discussion highlighted a range of common challenges faced by digital inclusion NGOs in responding to the Covid-19 pandemic, and commonality in some of the ways NGOs are addressing these challenges - as well as a range of innovative good practice.

We hope that the Roundtable is the first of a series of events that can establish and maintain connection across an **Action on Digital Inclusion Network**, at a time when closing the digital divide has never been more important; and can support the identification of future opportunities for action and partnership.



Key Data and Call to Action



At the end of 2019, **53.6%** of the global population, or **4.1 billion** people, are using the Internet.

International Telecommunication Union

The pandemic has put tens of millions of European workers' jobs at risk, particularly those in customer service and sales, food services, and building trades. **58.8 million** jobs are at risk in Europe, or a **26% share** of total employment.

McKinsey and Company, May 2020



We now estimate that the COVID-19 pandemic is likely to push between **88 and 115 million people** into extreme poverty in 2020, setting back poverty reduction by around three years.

Measured using the international poverty line of **\$1.90/day**.

World Bank, October 2020



The crisis is an opportunity for partnerships. During the pandemic there is a need for global cooperation. It is critical for donor organisations, institutions and the non profit sector to work together, but at the same time it is important we don't lose sight of the local context and the needs of local communities, the issues and trends, and how these big numbers translate into specific needs of communities - because blanket solutions don't always work. We are interested in collaboration, looking at opportunities, actionable solutions that we can co-operate on and work together.

Liza Belozerova, Google.org



Looking back 20 years I think many of us thought we achieved a lot and maybe were close to overcoming the digital divide, and then the pandemic came and the lockdown came like an eye opener - it has showed us that the digital divide still exists and we still have a lot of things to do.

Jutta Croll, Stiftung Digitale Chancen



Headline Themes from the Roundtable

The purpose of the EMEA Digital Inclusion Roundtable was to:

- Hear from NGOs leading digital inclusion in their countries about how they have continued to deliver digital inclusion and have adapted their services during the Covid-19 pandemic
- Gain insight into the key tools and resources developed and used by digital inclusion NGOs
- Identify the challenges, trends and opportunities driven by the Covid-19 pandemic and its impact on digital exclusion
- Create connection between expert digital inclusion NGOs with the potential for future action and partnership.

This report summarises the key themes surfaced by the Roundtable, and presents alongside this feedback from a Pre-Roundtable survey that was sent out to all participants prior to the event.

The key insight from the discussion was that there is a strong commonality in the way Covid-19 has changed the global context for digital inclusion, and in the issues each organisation is facing.

These included:

- The greater urgency of addressing digital inclusion following the pandemic - as Cara Turner from Codex (South Africa) put it, “the digital divide is not a line, but a chasm”; and within this, that addressing lack of access to the internet (devices, connectivity and data poverty) has been recognised as a pressing issue in its own right.
- The disproportionate impact of the pandemic on different groups and their increased need for digital skills - from vulnerable/isolated people in later life to disadvantaged women and workers with uncertain employment prospects.
- The need to pivot to new models of delivering digital inclusion and digital skills that can be provided remotely, and through a blend of remote and face-to-face support, in line with Covid-19 social restrictions.
- The importance of engaging with the challenge of reaching people who are offline through remote channels, and once engaged, working with the constraints of technology and the ‘home environment’ on learning;
- A recognition that digital skills have become even more important, both for life and for work, and that there is a stronger acceptance of the need to upskill and reskill amongst populations.

The discussion also highlighted the range of ways in which digital inclusion NGOs have adapted to the new conditions created by the Covid-19 pandemic, and developed new approaches to delivering their mission.

These included:

- Adopting new models of delivery for digital inclusion, sometimes through a tiered structure reflecting different combinations of remote and 'onsite' delivery, in line with Covid-19 social restrictions.
- The creation of new digital skills content for learners, to help them learn effectively either independently or with remote support, and new training for the intermediaries delivering digital inclusion 'on the ground' to help them deliver using new models.
- The procurement/donation and distribution of devices and data/connectivity to those in need, either as 'gifts' or as part of a loan-based model.
- The collection of local data to help identify the need for digital inclusion and support, and target populations and geographies appropriately.





Understanding Digital Inclusion: Pre-Roundtable Survey

At its most basic level, digital inclusion is the process of helping people gain access to technology, and/or the confidence and skills to use it. By becoming digitally included, people gain access to a wide range of benefits associated with using the internet, from better financial and mental health, to improved job prospects, social connection and wellbeing.

Equally, digital inclusion is delivered in a variety of ways and frequently embedded into other forms of support for citizens. With a wide range of countries represented at the Roundtable, it was important to understand how participants understood the purpose of digital inclusion and the outcomes it drives.

Before the Roundtable, Good Things Foundation surveyed participants to understand their perspectives on digital inclusion:

- Participants identified two key ways in which a person can become digitally included: firstly, by obtaining key digital skills (**100%**), and secondly, by having access to the internet and devices (**95%**).

- Many participants also identified the importance of having the confidence and motivation to get online.

Participants were also asked about the types of impact driven by digital inclusion, in their country and for those they support:

- **70%** of participants agreed that being digitally included increased employability opportunities. Economic impact was a major focus for the largest number of the NGOs participating in the Roundtable.
- Participants also identified other areas in which digital inclusion has a significant impact; helping citizens to manage money or finances better, supporting citizens to stay connected, and reducing social isolation.



Feedback from the Roundtable

Following an introduction from Good Things Foundation and Google.org, six participating NGOs were invited to give short presentations highlighting the challenges they have faced during the Covid-19 pandemic, and how they have adapted and continued to deliver digital inclusion. Design and Activities

Following this, there was an open discussion focusing on key themes arising from the presentations, during which all participants were encouraged to share their experiences, views and ideas.

This report groups the feedback from participants into six core themes:

1. Adapting models of digital inclusion delivery
2. Increasing reach and supporting new audiences
3. Supporting access to devices and connectivity
4. Changing attitudes towards digital skills
5. The importance of digital skills for employability
6. Pressure on digital inclusion organisations.

Adapting models of digital inclusion delivery

Digital inclusion NGOs have overwhelmingly seen a need to pivot their models of delivery. The primary models adopted have been 'blended' approaches, introducing remotely-supported learning alongside, or in some cases instead of, face-to-face support for citizens. Some participants referred to these models as 'hybrid learning'. This adaptation has responded directly to the imposition of 'lockdowns' and social restrictions which

have constrained and/or prevented face-to-face contact. Decisions needed to be made quickly, against the backdrop of great uncertainty.

There was general agreement amongst participants that before the pandemic, face-to-face support was the most popular and effective mode of delivery for digital inclusion, particularly reflecting the wider range of exclusions faced by those with limited or no digital skills and limited or no access to technology. Equally, there was an acknowledgement that 'blended' models of delivery represent the future direction, on the understanding that Covid-19 has changed the world and that the pandemic will have a long course ahead.

Participants reported a process of adaptation to remotely-supported digital inclusion, including developing new learning platforms and resources, and understanding what forms of engagement, communication and support work well at a distance'. NGOs had provided support by telephone and through Whatsapp groups. Training citizens to use video conferencing software was acknowledged as important. There was agreement that adapting to distance learning is challenging and that there needs to be continued development of guidance and support, not just for citizens supported, but for teachers and organisations providing the support.



Participants also highlighted examples of research publications that have sought to understand the new challenges of remote delivery, inform decision making and support advocacy work. These included Good Things Foundation's Covid-19 Response Report.

In France, Jean Deydier (WeTechcare) described the key actions his NGO had taken forward to adapt and develop new models of digital inclusion delivery:

- Developing new pedagogical content, including self-learning paths for disadvantaged people
- Producing training online for 'helpers' (intermediaries) using an online platform
- Developing new guidance on how to develop digital inclusion programmes and facilitate the capabilities of new organisations to do this
- Directly support intermediary organisations working with citizens



Working with vulnerable people, the chances are that working remotely they're not going to achieve the sorts of outcomes that you can achieve face-to-face; there needs to be a broader range of different ways to measure impact so we can understand the steps on the journey that people are taking - which might be smaller steps to get them to the digital skills and confidence they need.

Adam Micklethwaite, Good Things Foundation



At the beginning of the quarantine, we had to react very quickly, get lecturers for online teaching, adapt content to distance learning, set up a system of remote collaboration in a team and deal with change, the absence of course fees in the budget and learn to make decisions in uncertain scenarios of further development. We also developed hybrid courses, combining distance and on-site learning to achieve better results for an individual when adopting a new skill.

Dita Přikrylová Formánková, Czechitas



““

Online Sessions with citizens learning themselves are not enough. There needs to be guidance, and support for individual interactions for people that are not up to doing it alone.

Jutta Croll, Stiftung Digitale Chancen

””

““

Adjusting the curriculum to be delivered through mobile phone - this meant that the students would risk losing out on technical aspects of the training.

Magdalene Wanjugu, NairoBits Trust

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““

We had to support a lot of target groups immediately after the lockdown. For example - the whole training process from 1st grade at schools up to university and adult training had to be switched in 1 week from face-to-face to fully online. We had to train/support/advise hundreds of teachers, trainers and facilitators how to use the online training platforms and tools.

Māra Jākobsone, LIKTA (Latvian Information and Communication Technology Association)

””



Participants noted the importance of understanding the people being supported and their needs, particularly when working at pace to develop new resources and providing new models of support. Some participants acknowledged the value of user research during the pandemic to inform their shift in delivery model, and also to support advocacy for digital inclusion at a national level.

“

Adjusting the training to accommodate all the students through gained insights from user centred research. We understood their needs and offered the training 2 days a week in the evening for 2 hours. This ensured that we kept track of the students, engaged and offered mental health support.

Magdalene Wanjugu, NairoBits Trust

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Adapting to distance support required a number of digital tools, particularly communication tools to enable organisations to provide support effectively. This was a big challenge and one that had to be done correctly when working with people who have limited digital skills.

In developing new delivery models, participants noted that the immediate need was for video conferencing and communication tools, citing some specific tools they had found helpful in adapting their support. Equally, participants noted the importance of ‘keeping things simple’ and using tools with which the audience may already be familiar, such as Whatsapp and Zoom.

“

We have learned to use simpler technology to support our teaching and outreach to our beneficiaries. We are also learning how to adapt learning content for a purely virtual medium.

Oreoluwa Lesi, Women’s Technology Empowerment Centre- W.TEC

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Using WhatsApp as a tool to offer training enabled us to develop learning materials that will serve as reusable learning materials. The videos, posters and voice notes will go into improving the curriculum.

Magdalene Wanjugu, NairoBits Trust

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We can touch very low skilled people to use Whatsapp or online video contact.

Veronique De Leener, MAKS vzw

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Adjusting the training to accommodate all the students through gained insights from user centred research. We understood their needs and offered the training 2 days a week in the evening for 2 hours. This ensured that we kept track of the students, engaged and offered mental health support.

Magdalene Wanjugu, NairoBits Trust

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Some participants also acknowledged the importance of volunteers - both from the community and from corporate giving - in boosting their capacity and supporting delivery during the pandemic. Drawing on the resources of others was noted as an important strategy as social restrictions and limited funding have increased the pressure on NGOs.

“

We had 4 volunteers offer to work with us in various departments. Giving quality technical expertise. We also had 2 Google employees sign up and offer support with our strategy. We had 135 people sign up to volunteer with NairoBits and some have come on board to offer training on life skills, SRHR, Mental Health and job preparedness. The content shared will also go into improving our curriculum.

Magdalene Wanjugu, NairoBits Trust

”



Increasing reach and supporting new audiences

Moving to a remotely-supported, or independent learning environment during the Covid-19 pandemic enabled some NGOs to increase their reach and engage with new audiences requiring digital skills and inclusion. This included people on 'furlough' (UK) and other job support initiatives, people with a new need for digital inclusion (for example, in remote areas), and people who value more flexible learning outside of normal hours to fit around other commitments, who normally wouldn't have the opportunity to learn digital skills.

Dita Přikrylová Formánková (Czechitas) described "an opportunity to reach more people through fully remote support, including women with family responsibilities and who live outside of cities in more remote areas. People also have the flexibility to learn outside the standard hours. We believe [there is] an opportunity to reach out to a broader audience and provide access to digital and IT education to people that live a distance away via online but also looking at hybrid teaching formats."

Participants from the African region noted that access to technology and connectivity can have an impact on citizens' ability to undertake remotely-supported learning. Cara Turner at Codex made the point that some beneficiaries would be sharing a room with 2-3 other people, making it challenging to take part in a Zoom call in a comfortable learning environment even if they had a device and connectivity.

Supporting access to devices and connectivity

The Covid-19 pandemic has increased the urgency of addressing digital inclusion - as Cara Turner from Codex put it, 'the digital divide is not a line, but a chasm' - and within this, access to the internet (through access to devices and connectivity) has been highlighted as an acute form of exclusion.

In the UK, 13 million people have no access to fixed or mobile broadband connectivity at home, and participants agreed that internet access, and digital and data poverty, present one of the biggest challenges for their work. Under-resourced communities were highlighted as one of the most seriously affected groups.

“ So many families didn't have the needed computers to help kids follow school.

Veronique De Leener, MAKS vzw ”

“Our target population do not have access to computers/laptops given that they come from low income backgrounds. Access to the internet is also a challenge due to prohibitive data costs. This meant that we could not transition to online training therefore loss of learning for the students.”

Magdalene Wanjugu, NairoBits Trust

Some participating NGOs had sourced devices and connectivity to support particularly vulnerable people, including those with severe health conditions who needed to isolate in their homes, and families in poverty without a suitable device to support school learning at home. For example:

- Good Things Foundation mobilised the DevicesDotNow initiative, sourcing and distributing over 10,000 new devices and data packages to vulnerable people across the UK
- MAKs in Belgium created a loan system for devices that turned into a gift following a period of support
- Stiftung Digitale Chancen in Germany created a digital care package focusing on the elderly and isolated, keeping them connected to their friends and family.

“Together with our co-founder Telefónica we prepared a digital care package. Smartphones and tablets with an Internet flat rate that they get for free for 3 months to try out the technology and learn how to use it accompanied by training material in print and online. The lending requires a setting where someone supports the elderly with their first steps.

Jutta Croll, Stiftung Digitale Chancen

“People receiving a device were able to look for work, have online interviews, order medicine and shop for food online.

Helen Milner, Good Things Foundation

“The French Government discovered that equipment and connection is still a big problem in France. We worked with an organisation to supply people with equipment. There was a focus on people with children due to the children not being able to go to school.

Jean Deydier, WeTechCare

It was acknowledged that just providing a device and connectivity is not enough, and that this needs to be part of a broader offer of support helping to build digital confidence and skills.

“ Distributing computers without any accompaniment is not good, we have to stay in touch and teach families about security and how to use the computer.

Veronique De Leener, MAKS vzw ”

Changing attitudes towards digital skills

The Covid-19 pandemic has changed the world, accelerating digital transformation in jobs and in our lives. For many, this has driven a reassessment of the importance of digital skills for life and work. This includes those who have managed without using the internet until now, and those with limited digital skills who see a need to upskill to participate in the changing employment market.

Participants acknowledged that attitudes and motivations towards learning digital skills are starting to change amongst some audiences.

“ I think that people who viewed digital as ‘not their thing’ before the pandemic are increasingly accessing tools, training and resources and discovering that they *can* do and understand more and also that they are able to apply other subject matter expertise and lived experiences to make their use of digital even better.

Haydn Thomas, Lightful ”



“ Only 10% of South Africans have the internet at home, but COVID has shifted the urgency of the problem. Up until now digital access hasn't been seen as a basic need; now there's a global recognition of how important it is - things are definitely changing and that is of value. From our candidates and their families there is both a need and readiness to learn online.

Cara Turner, Codex ”

In the UK, public polling commissioned by Good Things Foundation showed that 62% of workers in the 'furlough' scheme think digital skills are important for their future career, and 66% of small business owners think they need to continually update and develop their digital skills to keep their business competitive.

Whilst attitudes towards digital skills are changing for some, it was also acknowledged that for many others, the pandemic has precipitated an urgent need which may have affected their motivation to engage in learning digital skills.

“ The pandemic caused loss of livelihood for many families with those residing in underserved communities being most affected. Our students were forced to travel upcountry to lessen the burden on their families or look for employment to supplement the family's income.

Magdalene Wanjugu, NairoBits Trust ”

The importance of digital skills for employability

Supporting people with digital skills and employability presented as one of the highest priorities for participating NGOs. The Covid-19 pandemic has had an unprecedented impact on the labour market, placing millions of jobs at risk in Europe alone, and creating challenging conditions for years to come. Many employers have shifted, sometimes overnight, to home working requiring internet access and digital skills; and many more continue to shift towards new digital business models. Digital skills are essential for work, and this trend is accelerating: in the UK, 82% of jobs in 2019 required digital skills, and the proportion now will be higher. Yet 13.6 million people in the UK lack the core set of digital skills required for the jobs of today and the future.

“ People are losing their jobs, especially those people who run small and micro enterprises. We are also seeing less people being taken on for internships. The biggest challenge is closing institutions, as we move to blended learning support for a population that doesn't have access to computers and the internet. We have seen growth in the gig economy, a lot of jobs are now online. We are designing programmes for young people to adapt and transition to such jobs.

Magdalene Wanjugu, NairoBits Trust ”

Pressure on digital inclusion organisations

During the Covid-19 pandemic, digital transformation has accelerated and many essential services - particularly related to health - have moved online. This has increased the number of digitally excluded people needing urgent support, putting pressure on resources and funding for digital inclusion NGOs. Participants highlighted the impact of this additional pressure, and the need for additional funding to respond to new demand.

It was widely recognised that across all regions we are in extraordinary times, and that digital inclusion NGOs are needing to make rapid decisions about prioritisation knowing that the people they support are some of the most vulnerable in our societies. Participants reported working long hours to design new systems and new content to support digital inclusion trainers and networks.

Participants also reported a struggle to secure funding during the pandemic, despite the greatly increased need for digital inclusion, as other sectors and services - again, particularly health - were prioritised.

“ “We were faced with the fact that many people don't know how to access simple digital services.... The funding in this field has been limited, as there are other fields that were desperate for more money. This limited our ability to deliver digital inclusion.”

Avigdor Rabinovich, JDC

“ “First, burnout is real, and the pressures we all face from uncertainty, illness, restrictions, caring for loved ones and constant Zoom calls are not easy. Also, it's clear going back to 'normal' is a way off, and each organisation and community needs to invest in (and constantly improve) a new toolkit to better manage remote working, collaboration and service delivery.”

Haydn Thomas, Lightful

“ “Basically if some sectors feel that they were locked down or feeling unemployed, in LIKTA we had the tremendous increase of the workflow and basically March to June we have been working for 12-14 hours per day to help all who needed our assistance.”

Māra Jākobsone, LIKTA (Latvian Information and Communication Technology Association)

“ Our team of eFacilitators had to keep on being the reference for training, support and assistance in the use of digital technologies in the new scenario, adapting to the available resources and digital tools of users during and after the lockdown, especially those who belong to disadvantaged groups, when organizing virtual training activities, which has helped raising awareness on the importance of digital competence.

Antonio Román, AUPEX ”

In both the Roundtable discussion and the pre-Roundtable Survey, it was acknowledged by NGOs that additional investment in digital inclusion will be required as the digital transformation accelerated by the pandemic continues, and the impact on economies and society is felt more deeply, particularly for those experiencing the greatest exclusion.

“ Previous lack of investment in digital has brought the digital divide into sharper relief and has been compounded by dramatic income reduction, lack of capacity due to furloughed staff, and uncertainty about the future.

Haydn Thomas, Lightful ”





Next Steps

The purpose of the Digital Inclusion Roundtable was to:

- Hear from NGOs leading digital inclusion in their countries about how they have continued to deliver digital inclusion and have adapted their services during the Covid-19 pandemic
- Gain insight into the key tools and resources developed and used by digital inclusion NGOs
- Identify the challenges, trends and opportunities driven by the Covid-19 pandemic and its impact on digital exclusion
- Create connection between expert digital inclusion NGOs with the potential for future action and partnership.

The discussion, and the pre-Roundtable Survey, highlighted a range of common challenges faced by digital inclusion NGOs in responding to the Covid-19 pandemic, and commonality in some of the ways NGOs are addressing these challenges - as well as a range of innovative good practice.

We hope that the Roundtable is the first of a series of events that can maintain connection between digital inclusion NGOs, and ideally create an **Action on Digital Inclusion Network** focused on identifying opportunities for action and partnership. Digital inclusion is fundamentally important at a global level, for economic recovery and the strength and connection of society. It will need to be prioritised for years to come.

Following the Roundtable, Good Things Foundation plans to:

- Share contact details with all Roundtable participants, to begin to create a supportive network of digital inclusion experts across the EMEA region who can share experience, ideas and good practice
- Host a second Roundtable early in 2021, expanding the coverage to other regions of the world and working with EMEA Roundtable participants to identify themes for discussion
- Establish an **Action on Digital Inclusion Network**, encouraging partnership and collaboration in order to secure funding, test new approaches to the delivery of digital inclusion, and advocate at a national level and beyond.

Alongside this, Good Things Foundation will establish a repository of best practice into which digital inclusion NGOs can submit the resources, reports and good practice they are continuing to develop, so these have wider access for all.



Appendix 2

List of Roundtable Attendees

Name	Organisation	Country
Cara Turner	Codex	South Africa
Dita Přikrylová	Czechitas	Czech Republic
Helen Milner	Good Things Foundation	UK
Oreoluwa Lesi	WTec	Nigeria
Jean Deydier	WeTech Care	France
Adam Micklethwaite	Good Things Foundation	UK
Liza Belozerova	Google.org	EMEA
Tamilore Oni	Google.org	EMEA
Paul Apostol	Digital Nation	Romania
Magdalene Wanjugu	NairobiBits	Kenya
Jutta Croll	Stiftung Digitale Chancen	Germany
Núria Ishii Balagueró	Colectic	Spain
Renato Sabbadini CEO	All Digital	Europe
Mara Jakobson	Latvian Information and Communication Technology Association (LIKTA)	Latvia
Veronique de Leener	Media Action Kureghem City (MAKS)	Belgium
Avigdor Rabinovich	JDC	Israel
Haydn Thomas	Lightful	UK
Gema Parrado	Aupex: Folk-High-School Association of Extremadura	Spain
Antonio Román	Aupex: Folk-High-School Association of Extremadura	Spain



Appendix 2

NGO Pen Portraits

Good Things Foundation - United Kingdom and Australia

Good Things Foundation is a social change charity that supports socially excluded people to improve their lives through digital.

Digital technology and community action is at the heart of everything we do.

We bring together thousands of community organisations to form digital inclusion networks, reaching deep into communities to help people gain the digital support and skills they need to change their lives and overcome social challenges. We co-design and find out what works so we can scale up the programmes that make a real difference to people's lives

Used primarily in the UK at present, the Learn My Way online learning platform, has given hundreds of thousands of people every year a clear path to gain the digital skills they need.

Website: www.goodthingsfoundation.org and www.goodthingsfoundation.org.au

Googlew.org - EMEA

Google's philanthropy, supports nonprofits that address humanitarian issues and apply scalable, data-driven innovation to solving the world's biggest challenges. We accelerate their progress by connecting them with a unique blend of support that includes funding, products, and technical expertise from Google volunteers.

We engage with these believers-turned-doers who make a significant impact on the communities they represent, and whose work has the potential to produce meaningful change. We want a world that works for everyone—and we believe technology and innovation can move the needle.

Website: <https://www.google.org>

Czechitas - Czech Republic

Czechitas is a non-profit organization that is (1) popularizing tech education among youth, women and the general public, (2) providing students with affordable, up-to-date and hands-on IT/digital education and access to a learning community and (3) guiding them on career transit to professions of the future.

The organization emerged in 2014 from a simple idea: to bring tech closer to girls, and girls closer to tech via programming workshops. Over time, this idea attracted a strong community of tech professionals, leading companies and volunteers, and gave rise to a diverse portfolio of educational concepts and has grown to one of the largest communities for informal IT education for women and youth in Europe. With the support of Google.org, CTP Invest, Accenture and numerous IT companies and industry specialists, since 2014, Czechitas has empowered 20.000 of new talents in technology, particularly women and young people, who then pursue careers in tech.

Website: www.czechitas.cz

We Tech Care - France and Belgium

Wetechcare is an NGO dedicated to digital inclusion. We develop digital solutions, and support digital transformation in order to leverage digital inclusion programs.

Website: <https://wetechcare.org>

Codex - South Africa

Codex is a full time, one year coding program in Cape Town that trains and places bright young talent as software developers.

Website: www.projectcodex.co

Stiftung Digitale Chancen (Digital Opportunities Foundation) - Germany

Since it was founded in 2002, the Digital Opportunities Foundation has been tasked with researching the social consequences of digitization, advocating equal access to the Internet for all and strengthening their media skills.

Its aim is to promote the digital integration of all social groups and to counteract an impending digital divide. The Digital Opportunities Foundation is under the patronage of the Federal Ministry for Economic Affairs and Energy and the Federal Ministry for Family, Seniors, Women and Youth.

Website: www.digitale-chancen.de

LIKTA (Latvian Information and Communication Technology association) Latvia

LIKTA is a non-governmental professional organisation, encompassing the ICT industry and leading universities, ICT professionals, established in 1998. It represents more than 27.000 ICT professionals in Latvia. Its objectives are to promote and further the development of Information Society, provide ICT skills evaluation, training and certification for individuals and SMEs and to support ICT industry growth in Latvia.

It is one of the leading e-Skills and e-Inclusion stakeholders in Latvia. It is coordinator of e-Skills development initiative Latvia@World (L@W), engaging more than 180.000 participants since 2005.

It is implementing projects, developing ICT training programs and ICT training activities in close cooperation with the Ministry of Economics of Latvia, Latvian State Investment and development Agency, State Employment agency, regional municipalities, libraries, various sector industry associations and NGOs.

Website: <https://likta.lv/en/home-en/>

Lightful - United Kingdom

We're passionate about making the best technology accessible to charities and nonprofits. Our programmes, products and custom solutions help organisations unleash the power of technology and make the good work they do even greater.

Website: <https://www.lightful.com/>

Women's Technology Empowerment Centre- W.TEC - Nigeria

The Women's Technology Empowerment Centre (W.TEC) is a Nigerian nonprofit organisation raising the next generation of female technology creators, entrepreneurs and leaders. Our programmes encourage more girls to pursue technology careers and supports women in using technology confidently to increase their economic power and ability to speak about issues affecting their lives. W.TEC's programmes include technology camps, maker spaces, afterschool technology clubs, research and mentoring.

Website: <https://wtec.org.ng/>

Colectic - Spain

Colectic is a non-profit cooperative project that works for the inclusion, autonomy and empowerment of people and communities in the social, labor and technological fields ; while understanding and using technology as a tool for participation and social transformation.

We work in a network to develop spaces, tools and projects that promote processes of emancipation, employment and training of people. And we do it from a critical, conscious, participatory perspective ; involving citizens in the improvement and construction of the neighborhood and its surroundings.

We understand technology as a facilitating and enabling tool for the autonomy of people; that is why we work to promote universal access to ICT by training and accompanying social groups and organizations and the social and solidarity economy. At Colectic we consider the current technological model to be proprietary and governed by capitalist logics. That is why we are committed to a creative citizenry and not just a consumer of technology, able to respond to their own needs and motivations. In this sense, we promote the use of free software and hardware ; because technology must be a common good guaranteed and not exclusive in the knowledge society.

We place our activity within the framework of the solidarity economy; an economic model governed by the values of autonomy, equality, horizontality, social impact, respect for the environment, relationship with the environment, cooperation and assembly. We believe in an economy that puts people at the center.

Website: <http://colectic.coop/>

ALL DIGITAL - Belgium

ALL DIGITAL (all-digital.org) is a Brussels-based network of 70 member-organisations representing and supporting more than 20,000 digital competence centres, ICT learning centres, adult education centres and libraries across Europe, where every year thirteen and a half million children and adults can access the Internet, learn the latest digital skills and keep up to date with technology and community developments.

Website: <https://all-digital.org>

MAKS vzw -België

Maks has been working for already 20 years in one of the poorest neighbourhoods of Brussels and Belgium. Our aim is to activate people and empower them on the labour market and at school. Our methods are based on IT-education. People from disadvantaged groups are attracted to digital media and are at the same time aware that they are at risk of being excluded. Maks vzw is specialised in using digital media to give disadvantaged groups a voice, inviting them at the same time in a lifelong learning process and in an integration process. Taking part in essentials dialogues about poverty, elections, domestic violence, hate crimes, Maks helps people to reflect and change attitudes. Two years ago, we developed a digital storytelling project with semi-illiterate people in partnership with Brusselleer, the formal educational center for non-skilled adult learners in the Brussels Capital Region.

Mission

At Maks, the sons and daughters of the Brussels “Canal Zone” can sharpen their digital skills and media literacy, enabling personal development and active participation in society

Website - <https://maksvzw.org>

NairoBits Trust - Kenya

NairoBits Trust is a non profit based in Nairobi, Kenya working to improve the social and economic prospects of youth from underprivileged backgrounds. This is achieved by offering demand aligned training in creative and digital skills, entrepreneurship and life skills improving their social and economic prospects. Since 2001 when it was founded, NairoBits has trained over 9000 young people with more than 80% successfully accessing employment opportunities. The Bits model is anchored on collaboration and partnership with Community Based Organisations to directly reach these young people. We currently operate 7 community training centres in various informal settlements in Nairobi.

Website - <https://nairobites.com>

JDC - Israel

About 16% of the Israeli population aged 18 and over do not use the Internet, and do not enjoy the benefits that technology and digitization produce for the quality of life. The Digital Communities Initiative works to reduce digital disparities by imparting digital skills in a variety of areas of life.

JDC (the American Jewish Joint Distribution Committee or “The Joint”) is the leading Jewish humanitarian organization, working in 70 countries to lift lives and strengthen communities. We rescue Jews in danger, provide aid to vulnerable Jews, develop innovative solutions to Israel’s most complex social challenges, cultivate a Jewish future, and lead the Jewish community’s response to crises. For over 100 years, our work has put the timeless Jewish value of mutual responsibility into action, making JDC essential to the survival of millions of people and the advancement of Jewish life across the globe.

Website - www.digital-communities.com

Aupex - Spain

AUPEX is a non profit organisation gathering over 210 folk-high-schools, most of them located in rural areas. The organization develops a variety of lifelong learning projects in the field of culture, environment, art, languages, democratic values, citizen participation and, particularly, digital and social inclusion. The organisation plays an essential role in the lifelong learning of those who live in rural areas and marginal neighbourhoods, focusing on social-labor inclusion and citizen participation, especially through digital skills enhancement. Thus, AUPEX contributes to a better society, creating the conditions for the equal opportunities among citizenship and empowering people in a changing and challenging context, in order to contribute to a more sustainable and inclusive development.

AUPEX manages the Digital Literacy Programme of Extremadura, implemented in over 75 digital competence centers across the region -reaching over 29.000 users every year-. The Digital Literacy Programme implements digital inclusion-related training actions based on DigComp, so that unemployees, minorities, youngsters and groups in risk of exclusion can find an opportunity for their social inclusion and to improve their employability.

Website - www.aupex.org

For more information
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