ANNUAL REPORT
FINANCIAL YEAR 19
July 1, 2018 – June 30, 2019
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**Note:** The document includes sections on Board letter, Our Impact, 2018–2019 Calendar, Technology for Nonprofits, Digital Transformation, CIVIC ENGAGEMENT, Validation Solutions, Finances, and Contact.
TechSoup’s mission is to build a dynamic bridge that leverages technology to enable connections and innovative solutions for a more equitable planet.

We empower civil society to use the best technology for social change.
Board letter

Dear Friends,

This year is the 10th anniversary of the founding of Fundacja TechSoup (FTS). While this report concerns our financial year 19 (July 1 2018 – June 30 2019), we think it is worthwhile to connect the remarkable work that was done the past year with the founding spirit of this organization.

It all started to better support technology capacity for civil society – in Poland, across Europe and around the world. Fundacja TechSoup was founded to strengthen international perspectives and partnerships in collaboration with TechSoup Global, a nonprofit founded in the San Francisco Bay Area. Fundacja TechSoup founded in 2009, has created a unique collaboration across continents has taken TechSoup from matching mentors on one of the world’s first online communities, the WELL, to scaling a software donation program and educational programs that has now reached communities in 236 countries and territories.

Today, with 24 TechSoup European partners, Fundacja TechSoup serves a community of over 435,000 civil-society organizations in the region, equipping them with the tools, technology, and resources they need to make change and build a better world. We are very proud that in financial year 2019, the 10th anniversary of our founding, TechSoup’s programs have saved the third sector in Europe USD 135,042,357 while delivering technology supporting nonprofits alleviating poverty, creating job skills, and supporting refugees as well as supporting many other causes.

In the last financial year, we have been intensively developing digital capacity building programs for nonprofits to complement the existing Donation Program with tailor-made solutions for nonprofits, moving them forward on their digital transformation roadmap.
To expand the portfolio of our offers for nonprofits, together with TechSoup Global we bought a limited-liability company and thus created TSE Enterprises sp. z o.o. The core activity of this entity is solely to run the software discount program and cloud services for nonprofits. The creation of a for-profit entity for such a program helps us fulfill our mission, as any potential income will be invested directly into the nonprofit work of FTS. Our traditional software Donation Program remains under FTS.

Fundacja TechSoup focuses not only on donations and discounts, but also on other tech-for-good activities critical for civil society in the region. FTS leads European partners’ collaboration in many areas. For example, thanks to generous support from SAP under the Meet and Code project, last year together with 19 partners we reached 50,000 young Europeans, funding 1,100 digital and coding events.

Thanks to European Union grants, we continue multi-year projects to strengthen the network’s educational initiatives. We believe that improvement of the digital-literacy competencies of nonprofit staff is a crucial element for strengthening their capacity and the communities they serve.

Thanks to the Academy of Good Communication, created with Facebook, we were able to train almost 1,600 activists in Poland on how to communicate in social media. Digital skills, especially in digital communication and marketing, help nonprofits conduct and promote their activities, resulting in more effective fundraising and stronger relations with donors and supporters.

With support from the Charles Stewart Mott Foundation, Fundacja TechSoup has been able to further expand and strengthen its community-building activities by leveraging already established networks such as TransparenCEE, and building new programs and networks within Central & Eastern Europe and the rest of the continent. We organized the very first MEGAPHONE conference, which was also supported by the Open Society Foundations.

In response to an urgent need to equip civil-society actors taking a critical approach to the Central & Eastern European media and social ecosystems with the tools and resources enabling them to effectively identify and respond to disinformation, we have started implementing the Media Literacy Accelerator project with the support of the US Department of State. We aim to restore faith in democratic values by supporting civil-society organizations in defending themselves and strengthening their sense of civic responsibility, solidarity and community.

We have continued our open data work in Ukraine. Thanks to the support of the National Endowment for Democracy, Fundacja TechSoup was able to help 30 small and mid-size Ukrainian cities embrace the open data movement. This resulted in opening 500 data sets, creating seven open-data city platforms and an Open Data Handbook.

Ten years ago we started Fundacja TechSoup with just a few people and the Donation Program. Over time we have expanded to a team of nearly 30 people and many new intervention areas and projects, such as Digital Transformation and Civic Engagement. We have successfully built a reliable network of partners, experts and civil-society players, allowing us to scale up pretty much any project. We look optimistically to our future work!

We would like to thank the Fundacja TechSoup team for the last year of hard work, but also every employee, intern and volunteer who supported us since 2009. Without them, the last 10 years would not be possible!

A big THANK YOU to all our network partners, donors and collaborators for their support of our work. Without their generosity, we wouldn’t be able to help thousands of civil-society players to work so effectively for the communities they serve.

Stay in touch with us throughout the year. Connect via Facebook, Twitter, Instagram or our newsletter.

Sincerely,

Fundacja TechSoup Board:
Anna Sienicka
Wojciech Rustecki
Michał Szwarz
John McDermott
OUR IMPACT IN FINANCIAL YEAR 19

We helped the third sector in Europe save USD 135,042,357.

- 1,936 Trained activists from CEE
- 52,000 Engaged Europeans in coding
- 3 Social campaigns
- 3 Open-data platforms
- 7 Conducted open-data audits
- 11 Solutions were developed

In Romania and Bosnia & Herzegovina:
- 1,936 Trained activists from CEE

In Ukraine:
- 3 Social campaigns
- 7 Conducted open-data audits
- 11 Solutions were developed

In Poland:
- 3 Social campaigns
- 7 Conducted open-data audits
2018 – 2019 CALENDAR

**OCTOBER**
- Ministry of Digital Affairs Hackathon
  more on p. 48
- Meet and Code
  more on p. 23
- DLNGO project started
  more on p. 37

**JULY**
- Tech4Stories Campaigns
  more on p. 51

**JANUARY**
- DIGILEAD project launch
  more on p. 40

**FEBRUARY**
- Personal Democracy Forum CEE
  more on p. 62

**MARCH**
- Game Changer launch
  more on p. 42

**APRIL**
- DLNGO meetup in Warsaw
  more on p. 37

**MAY**
- Mobility + training in Warsaw
  more on p. 61

**JUNE**
- Mobility + training in Warsaw
  more on p. 61

**AUGUST**
- Academy of Good Communication launch
  more on p. 28

**2018**
- MEGAPHONE
  more on p. 55

**NOVEMBER**
- Apps4Cities Data Audits
  more on p. 45

**DECEMBER**
- Media Literacy Accelerator launch
  more on p. 61

**JULY**
- Tech4Stories Campaigns
  more on p. 51

**2019**
- Media Literacy Accelerator launch
  more on p. 61

**FEBRUARY**
- Personal Democracy Forum CEE
  more on p. 62

**APRIL**
- DLNGO meetup in Warsaw
  more on p. 37

**JUNE**
- Mobility + training in Warsaw
  more on p. 61
TechSoup equips changemakers with technology solutions and skills they need to improve lives globally and locally. We help activists spend less time worrying about technology and more time focusing on their causes.

The TechSoup Donation Program provides eligible organizations with donated and discounted software, hardware, and solutions. In collaboration with the TechSoup Global Network, our trusted donor partners give organizations worldwide access to the technology they need.

Global Donation Program

Throughout financial year 19, Fundacja TechSoup and its Partner Services team ran and supported the hardware and software Donation Program in 236 countries and territories with the help of 45 network partners. Fundacja TechSoup maintains technology donation platforms that serve our partners as a tool for nonprofit legal status validation, a database of eligible organizations, and a catalog of products available in the donation and discount program in each country. The FTS team runs day-to-day operations, and supports and trains TechSoup partners around the world on how to best support nonprofits globally.

In the beginning of 2018, together with US-based nonprofit TechSoup Global, we bought a limited-liability company and created a subsidiary, TSE Enterprises sp. z o.o. Since March 30, 2018, Fundacja TechSoup has been a minority shareholder of TSE Enterprises, owning 45% of the company. TechSoup Global owns 55% of the shares.

The acquisition of an LLC helps TechSoup to even better fulfill its mission by adding programs complementary to TechSoup’s portfolio. The core activity of this entity is to run the software discount program and cloud services program for nonprofits. TSE Enterprises is certified reseller of software for non-profits. Any potential income in the for-profit entity will be invested directly into the nonprofit work of FTS. Our traditional software Donation Program remains under FTS.

TSE Enterprises sp. z o.o.
ul. Bracka 25
00-028 Warsaw
KRS 0000713122
NIP 5272833969
Regon 369225760

Orders completed in Europe
67,700

Savings for the European third sector
USD 135,042,357

Nonprofits served across Europe
435,000
<table>
<thead>
<tr>
<th>Supported countries</th>
<th>Partner</th>
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<tbody>
<tr>
<td>France, French Guiana, French Polynesia, Guadeloupe, Martinique, Mayotte, New Caledonia, Réunion, Saint Barthelemy, Saint Martin, Saint Pierre and Miquelon, Wallis and Futuna</td>
<td>Adb Solidatech</td>
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<td>Centre for Social Innovation</td>
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<td>Turkey</td>
<td>Civil Society Development Center</td>
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<td>Hong Kong Council of Social Service</td>
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<td>Cyprus, Greece</td>
<td>Impact Hub Athens</td>
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<td>Kenya</td>
<td>Kenya Community Development Foundation</td>
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<td>Colombia</td>
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<td>Benin, Burkina Faso, Cameroon, Cape Verde, Chad, Côte d'Ivoire, The Gambia, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone, Togo</td>
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<td>Workshop for Civic Initiatives Foundation</td>
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Polish Donation Program

As a nonprofit ourselves, FTS understands the challenges facing the nonprofit sector. Our help focuses on nonprofits’ digital capacities, which we run via the TechSoup Poland (TSPL) program.

Technology Donations, Discounts and Solutions

Within the TechSoup Poland program, we provide eligible nonprofits easy access to the best available technology: software, hardware, cloud, and solutions. TechSoup Poland also offers non-tech solutions such as discounts on bus tickets and coach rentals from Flixbus and car rentals from Avis.

In the last year our subsidiary, TSE Enterprises sp. z o.o., started helping nonprofits move to the cloud, as this is must-have technology of the 21st century. TSE Enterprises provides Microsoft cloud licenses, such as Office 365 and Microsoft 365.

In June 2019, TSE Enterprises rolled out the first three inhouse solutions for nonprofits:
- Cloud Consult
- Office 365 Complete Setup Package
- Office 365 Complete Migration Package

Through these offerings, we were able to complement our foundation’s statutory activity aimed at strengthening the nonprofit sector.

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CC BY-NC-SA 3.0
Photo by: Miheea Ratte
The TechSoup program allowed us to save a lot of money, which we could use for our foundation’s other needs. We equipped our offices and branches with hardware and software, without which I cannot imagine working today.

—Podkarpacie Hospice for Children Foundation

Refurbished Hardware

In cooperation with certified hardware refurbishers EVK sp. z o.o. and Flex IT, we put useful technology in the hands of nonprofit organizations, public libraries, and museums, and at the same time extend their life. We offer high-quality, competitively priced desktops, laptops, printers, projectors and smartphones. We are constantly expanding our offer. This is our contribution to the eco-friendly economy and saving the planet.

Nonprofits’ estimated savings thanks to TechSoup Poland hardware program:

- Net value of hardware purchased by nonprofits: PLN 747,170
- Number of hardware items delivered:
  - 750 laptops
  - 300+ PCs
  - 70+ monitors
- PLN 1,200,000

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  - 300+ PCs
  - 70+ monitors
- PLN 1,200,000
Fundacja TechSoup helps nonprofits enhance their impact through the adoption of state-of-the-art digital technologies to create new — or change existing — processes, culture, and beneficiaries’ experiences to adjust to ever-changing environments.

Fundraising, marketing, communication, organizational productivity, security, and operations are all affected by the digital revolution. FTS helps nonprofits in the process of achieving their full potential impact through embracing digital technologies and achieving more with less. Our mission is to build awareness of NGO staff that technology can improve their organizations by helping them implement easy-to-adapt solutions and purpose-built tools.

Meet and Code: Empowering a Generation

Imagine a world where all young European citizens have the digital skills to shape their own future. Meet and Code is the right place for young Europeans to make their first steps as digital creators. They learn not only coding but also problem-solving and collaboration in a fun and engaging way.

Since 2017, thanks to SAP, in the Meet and Code project we have invited local nonprofits across Europe to apply for micro-grants to organize events fostering interest in and access to digital skills among young Europeans age 8–24. Grants of up to EUR 500 are used by nonprofits to organize hundreds of workshops using Scratch, Minecraft, HTML, C++, Python, or JavaScript, and classes introducing Arduino sets, Ozobots, and LEGO Mindstorm during EU Code Week (14 days each October). Participants not only get a lot of new knowledge but also have fun and make new friendships. Of participants, 86% declare that they will continue to pursue their adventure in the directions of computer science.

Meet and Code events are also a great community-building opportunity. Nine out of 10 events have been held in towns with fewer than 10,000 inhabitants. Local nonprofits cooperate with libraries, teachers, parents and students to join forces to empower the young generation. Of the nonprofit organizers, 56% admit that would not be able to create a coding event without such grants. Meet and Code was co-created by SAP and the TechSoup partner in Germany, Haus des Stiftens gGmbH. Fundacja TechSoup coordinates the grant-giving process among the network partners and manages the TechSoup Europe network activities in all countries apart from the DACH region (Germany, Austria and Switzerland).

22 countries
52,000 participants
1,100 events
The Meet and Code initiative is something that needs to live on! SAP, TechSoup Europe and network partners, in cooperation with local NGOs, with all their knowledge, financial and technical support, and organizational skills, are opening the door to the future for children and adolescents. Coding and programming is the future, and it is our job to equip children and young people with these skills regardless of their social status.

—Maja Bostič, Meet and Code Slovenia Coordinator, Zavod MISSS, TechSoup Europe Partner
We were given a lot of practical skills. I am so inspired! I understood that when I leave this place, I want to study and become a programmer.

—Cyril Shlyakhov, pupil at the Kremenchug Educational Colony

Photos by: Peter Bohmer

More: www.meet-and-code.org

Funders: SAP, Haus des Stiftens

Partners: Haus des Stiftens (Austria, Germany, Switzerland), Socialware (Belgium, the Netherlands), Agencija MaŠta (Bosnia & Herzegovina, Croatia, Serbia), Workshop for Civic Initiatives Foundation (Bulgaria), Sdružení VIA, z.ú. (Czech Republic), Les Ateliers du Bocage (France), NIOK Alapítvány (Hungary), The Wheel (Ireland), SocialTechno (Italy), Eurasia Foundation of Central Asia (Kazakhstan), Metamorphosis Foundation (North Macedonia), Fundacja TechSoup (Poland), Entrajuda (Portugal), Asociația TechSoup (Romania), Teplitsa of Social Technology (Russia), Nadacia Pontis (Slovakia), Zavod MISSS (Slovenia), Ilunion Technology & Accessibility (Spain), GURT Resource Centre (Ukraine), TechTrust (United Kingdom)

Project Timeline: May 2018 – April 2019

Grant: EUR 467,971 / PLN 1,995,147

Type of statutory activity: Unpaid statutory activity
The Academy of Good Communication was a series of training events for nonprofits and local groups of activists from all regions in Poland, during which almost 1,600 changemakers could develop their digital and marketing skills. This knowledge allows them to more effectively conduct and promote their activities, raise funds, and build relationships with potential donors and supporters.

The Academy of Good Communication was created by Facebook and Fundacja TechSoup. Through this project, activists with often limited resources, time and funds gain skills related to brand-building, creation of digital content, and conducting communication in social media. Free workshops were held in all 16 Polish provinces thanks to TechSoup Poland and 15 selected local partner organizations.

Each project round started with training of trainers from the regions. Later, the trainers led at least two workshops on each of the three following topics:

- **Communication strategy and brand-building** of the organization
- **Facebook step by step**—setting up and managing a Facebook page, raising awareness about the organization, and building an active and engaged audience
- **Online technologies and apps to create engaging social media content**—creating animations and films, and editing photos.

Thanks to the project, many small nonprofits could build their communications strategy for the first time. For bigger NGOs it was a great chance to reevaluate their brands and marketing plans. An additional value of the project was that it provided a good space for networking and future collaboration between participants.

---

**105**
training events

**1,597**
participants

**898**
number of trained organizations

---

“The Academy of Good Communication helped participants understand the importance of social media in their daily activities. The project showed that communication should be not only accurate and effective, but also tailored to the needs and goals of the organization.”

— Kamil Wrzos, Fundacja Przestrzeń Lokalna, Podkarpacie Province
Cooperation with: Facebook Inc.

Partners: TechSoup Polska, Przestrzeń from Facebook

Project Timeline:
September 2018 – March 2019

Type of statutory activity:
Paid statutory activity
TechSoup Poland Inhouse Training

TechSoup Poland helps nonprofits in Poland face digital transformation with sets of inhouse training events. We increased the number and scope of the training events for NGOs as a result of ever-growing needs by the sector to learn how technology helps them tell their story, attract allies, and raise funds.

Our inhouse training is designed specifically for nonprofits’ staff and their needs. Topics include fundraising, communication, and brand-building. Training takes place in small groups led by subject-matter experts with deep experience in the sector. We apply adult learning methodologies and ensure that every training event is a practical workshop.

124
training events

1,771
participants

1,000
NGOs attended training

Mobility Training for European Partners

TechSoup Poland cooperates across borders and supports TechSoup partners in Europe. In May 2019, TechSoup Poland helped TechSoup partners TechSoup Česká Republika, NIOK Alapítvány – Nonprofit.hu, and Fundraising Verband Austria in implementation of their joint Erasmus+ Mobility project.

Our team hosted nonprofit employees from Austria, Czech Republic and Hungary for a one-week workshop. Participants had a chance to improve their digital skills and learn how to use the best technology for work on social change.

Budget: EUR 13,890 / PLN 59,451
Timeline: May 6–10, 2019
Partners: TechSoup Česká Republika, NIOK Alapítvány – Nonprofit.hu, Fundraising Verband Austria
Type of statutory activity: Paid statutory activity

Thanks to TechSoup Polska training, I gained valuable knowledge and skills I need in the work of the foundation, especially in the field of Facebook advertising and email marketing. A rich and diverse training offer allows beginners to acquire new knowledge and more qualified specialists to improve their skills.

—Beata Cymerman, Fundacja Alberta Schweitzen
Supporting the Tech Capacity of Fountain House

The mission of Fountain House is building a community and various programs dedicated to the recovery of men and women with mental illnesses. The local clubhouses face many challenges. One of them is lack of effective and reliable means of communication. Unstable connections, with poor-quality audio and video, were mercilessly slowing down many activities such as online training, meetings and discussions. Another challenge was lack of IT knowledge among clubhouse staff on how to effectively leverage the capabilities offered by Cisco videoconferencing systems.

Fundacja TechSoup supported Fountain House in the process of implementing video systems at several European clubhouses by organizing training in the UK and Norway.

Before the TechSoup training, London had all sorts of technical problems and was demoralized and would not use the system at all. The Mosaic Clubhouse staff were taught how to put the system together and take it apart and get it up and running, and now they are using it!

—Craig R. Bayer

"The whole idea was that the system is not just a luxurious toy, or even a mere vehicle for standard reviews, but a way to introduce clubhouses to cutting-edge technology and fight the fear of and apathy about technology in the nonprofit world, thereby dragging clubhouses into the 21st century.

—Craig R. Bayer
TechSoup helps nonprofits introduce digital transformation within the structures of the organization.

Contact us to learn how we can help!

DLNGO – Digital Literacy Education Frameworks for the Social Sector

Fundacja TechSoup leads the design and delivery of TechSoup programs in Europe. We continue our efforts to collaborate and strengthen educational initiatives of the network through the Digital Literacy Working Group. We believe that improvement of the digital literacy competencies of nonprofit staff is a crucial element of strengthening their capacity and the communities they serve.

With the support of the European Union, seven TechSoup Europe partners (Fundacja TechSoup, Les Ateliers du Bocage, Fundraising Verband Austria, Fondacija Mozaik, Ilunion Tecnología y Accesibilidad, Socialtechno, and GURT) work on the development of a basic educational framework for digital literacy for NGOs. We focus on the exchange of educational content, methodologies and best practices on the use of digital technologies existing within the TechSoup Europe network.

The project members share their innovative approach to digital literacy education for NGOs between themselves for improvement of their quality, raising the effectiveness of their education programs.

Project Timeline:
September 2018 – August 2020

Grant:
EUR 16,455 / PLN 69,966

Type of statutory activity:
Unpaid statutory activity

Funder: European Union Erasmus+ Program

Partners: Les Ateliers du Bocage – Solidatech, co-lead (France), Fundacja TechSoup (Poland, co-lead), Fundraising Verband Austria FVA (Austria), Fondacija Mozaik (Bosnia & Herzegovina), Socialtechno (Italy), Ilunion Tecnología y Accesibilidad (Spain), GURT (Ukraine)

face-to-face meetings and monthly virtual calls

participants

7
TechSoup Europe partners

5

24
The DLNGO project allows us to connect with other organizations around Europe, sharing best practices and knowledge to learn from each other’s experiences. Our work together will have a great impact on the NPO community we serve. Local civil society needs training in order to digitally transform the social activities they perform and achieve their mission by adopting the IT tools best suiting their needs.

It is really inspiring when great people from various countries come together to discuss how to accompany nonprofits on their digital transformation journeys and help them embrace technological innovations that have the potential to create more impact with fewer resources.

— Patricia Rubio Alonso, Ilunion, Spain
DIGILEAD – Advancement of Digital Transformation of the Social Sector with the Use of Open Badges Recognition System

At the end of FY19 Fundacja TechSoup launched DIGILEAD—Advancement of Digital Transformation of the Social Sector with the Use of Open Badges Recognition System. Together with TechSoup Europe partners, FTS aims to develop the digital leadership skills among NGOs’ senior staff.

Thanks to European Union support, together with Haus des Stiftens, Les Ateliers du Bocage, SocialTechno and Fondacija Mozaik, we are working on creating educational resources on digital transformation for nonprofits. We focus on NGO leaders who aim to apply digital transformation plans in their organizations and help their staff understand the need for such changes.

One of the methods is training on digital transformation, which we will develop and test in FY 2020. We also plan to prepare the Standard of Certification Digital Skills using Open Badges methodology. Another element for digital skills improvement will be recommendations from TechSoup’s self-assessment tool, ICT4NGO.

DIGILEAD is also a capacity-building project for our network partners, enabling them to exchange inspirations and ideas on how to introduce digital transformation to nonprofits throughout Europe.

Funder: Erasmus+

Partners: Fundacja TechSoup (Poland, project leader), Fondacija Mozaik (Bosnia & Herzegovina), Les Ateliers du Bocage (France), Haus des Stiftens (Germany), SocialTechno (Italy)

Project Timeline: December 2018 – December 2020

Grant: EUR 229,375 / PLN 993,354.31

Type of statutory activity: Unpaid statutory activity
Game Changer

At TechSoup Europe, we believe that new technologies can play a positive role in powering up social change. As a part of this effort, together with several partners, we have designed the Game Changer project, which aims to promote tolerance, respect, and civic engagement among young people, to prevent polarization within communities.

With the support of the European Commission, in FY19 Fundacja TechSoup launched a new capacity-building project, Game Changer. The project uses new technologies to empower NGOs to help young people become more active and engaged citizens and build their resistance to extremist narratives.

In FY 2020, our partners in France, Greece and Poland will work with young Ambassadors of Change whose aim is to reach their peers with online campaigns promoting tolerance, respect, and civic engagement. The project will also develop and test social city games that can be used by NGOs to address the anxieties and grievances of young people in their local communities. The game-based campaign will be replicable across countries and cultural contexts.

Game Changer seeks to build a community of experts, activists, NGOs and changemakers focused on the civic engagement of young people. In June 2020 we will all meet in Warsaw for a Game Changer camp.

Funder: European Commission

Partners: Association Artemis (France), Impact Hub and Logou Paignion (Greece), RNW Media/RNTC (Netherlands), Civis Polonus (Poland), ExploreIT (Poland)

Project Timeline:
March 2019 – February 2021

Grant:
EUR 1,108,532 / PLN 4,763,582

Type of statutory activity:
Unpaid statutory activity

Thank you TechSoup Europe for organizing the project strategy development workshop! It was a unique opportunity to meet youth, involve the team in the discussion, clarify the objectives, and brainstorm about what kind of actions we could take and what an online social campaign could look alike.

—Project coordinator a partner NGO, participant in the workshop
4 CIVIC ENGAGEMENT

One of Fundacja TechSoup’s core competencies is building bridges for collaboration between civil society, governments, IT specialists, and tech activists to use technology for the public good. Among many other projects, we have been supporting the open-data movement in the region. Through our activities we encourage government entities to provide data useful for society. As a result, we make better use of open data in favor of transparency, accountability, and local development.

In times of shrinking civic space in Central & Eastern Europe, we also help strengthen the voice of civil society. We support changemakers through new technology, innovation, and digital tools. We provide space for collaborative discussions where we aim to find new ways of resistance and strengthening of counternarratives.

Harnessing Open Data to Promote Participation

Apps4Cities Ukraine

Apps4Cities Ukraine/Dani Mist promotes civic engagement around public open data to enhance government transparency and accountability to citizens in small and midsize cities and towns in Ukraine.

Our goal is to support local activists and officials in harnessing the use of public open data to increase transparency and accountability. By open data we mean digital data made available with the technical and legal characteristics necessary for it to be freely used, reused, and redistributed by citizens and activists, anytime and anywhere for public use.

Thanks to the National Endowment for Democracy, we educate civil leaders and local officials on how to work with open data. Through workshops they learn how to conduct data audits, clean data, and create open data portals.

In FY19 over 60 local officials and activists from 30 cities across Ukraine took part in our workshops. After data audits that we conducted, 500+ data sets and three open data portals were created for the municipalities of Dubno, Kolomyia and Irpin.
contacts, intensive workshops, and lots of knowledge with useful recommendations regarding implementation of open-data policies. This project has made us true ‘change agents’ in our cities.

—Ludmyla Gorbata, head of the Information Support Division, Executive Committee of Irpin City Council

Follow:
www.ukraine.apps4cities.org

Funder: National Endowment for Democracy
Partners: Civil Network OPORA (Ukraine)

Project Timeline:
September 2018 – August 2019

Grant: EUR 79,027 / PLN 336,024

Type of statutory activity:
Unpaid statutory activity
Ministry of Digital Affairs Hackathon

We believe that the open-data movement is driving innovation in a wide variety of different sectors, including politics, journalism, public services, and anti-corruption. In October 2018 we supported the Ministry of Digital Affairs of Poland in organizing their second hackathon, titled “New Side of Data.”

The aim of the hackathon was to make the Polish Open Data Portal (www.dane.gov.pl) more accessible and useful for citizens and businesses. The hackathon resulted in 11 prototypes of improvements and new functionalities for the data.gov.pl portal. Among them was an engine for glocalization data visualizations showing time, value and category for analysis of public contracts and presentation of public money flows. Enhanced search functionalities of the portal were introduced, and a new process for engaging the users’ community in building data validators. The Ministry of Digital Affairs followed up with the teams, and most of the concepts have been implemented on the portal.

Organizer: Ministry of Digital Affairs of Poland
The hackathon was organized within the project “Open Data: Access, Standard, Education,” co-financed by the Digital Poland Operational Program.

I really liked the way everything was organized: the working and relaxation zones, catering, and most of all the program—starting with the description of the event’s aims and tasks for participants, introduction to design thinking, and support for participants at all stages of their work.

—Weronika, one of the participants
Strengthening Institutional Capacity to Provide ICT Support to NGOs in CEE

With the support of a Charles Stewart Mott Foundation institutional grant, Fundacja TechSoup has been able to further expand and strengthen its community – and capacity-building activities by leveraging established net-works and building new programs and partnerships within CEE and throughout Europe. In FY19 we were able to focus on addressing the ongoing challenges of maintaining open civic space in Europe through a variety of edu-cational programs, community-building activities, and capacity-building initiatives, while continuously building our internal capacities. Here are the accomplishments.

Tech4Stories

You cannot do much when you act alone. In times of shrinking space for civil society in Central & Eastern Europe, we need to strengthen the voice of people working for the common good.

In response to this need, we developed the pilot project Tech4Stories to help activists create engaging social campaigns.

Together with partners from Asociatia Techsoup in Romania and Mozaik Foundation in Bosnia & Hercegovina, we developed an educational program supporting civil society communities in learning how to:

• Communicate – make their voice heard in the mainstream to reach more people
• Engage – create and implement campaigns to engage people in supporting their causes and build a community
• Change – convince people to stand up for an open and inclusive society.

Within Tech4Stories, we created the Social Campaigning Accelerator. It was a comprehensive capacity-building pro cess designed to get participants from an initial idea to a fully implemented campaign. The process included training, coaching, mentoring, and support in design and implementation of campaigns. The training courses were delivered by our partner RNCTC Training Center, whose experts also served as mentors helping activists create their social campaigns.

Out of 23 project teams who joined our workshops, three received our full support to complete their activities: mothers with postpartum depression in Bosnia & Hercegovina, survivors of domestic violence in Romania, and dealing with the problem of nuclear waste in Bosnia & Herzegovina.
#YouCanDoItToo Campaign

During Tech4Stories training in Romania, A.L.E.G., a small NGO from Sibiu, decided to create a campaign connecting survivors of domestic violence with women still struggling to get out of abusive relationships.

TechSoup’s workshop helped activists realize that a secret group on a social media channel and a forum for people experiencing domestic violence created by A.L.E.G. is not enough, and they need something bigger. They prepared a 6-month campaign (October 2018 – March 2019) and built the portal https://www.sieureusesc.ro, where survivors can present testimonials and inspire all those still trying to find the courage to change their life. It’s the first opportunity of this kind in Romania for women experiencing domestic violence. It attracted 7,000 unique users who visited it over 13,000 times. The video testimonial with the personal story of Loredana, one of the campaign ambassadors, reached over 23,000 views on Facebook, and their closed support group on Facebook engages 100 women. Most of the women they support prefer to remain anonymous, mostly because they want to protect their children from the stigma connected with publicizing their family trauma. During the campaign, 11 women decided to share their story publicly and become ambassadors of the campaign.

A.L.E.G. has been sharing their experience and the lessons from Tech4Stories at international gatherings of organizations working with gender-based violence survivors, and there was huge interest in following their working methods, so we have invested in translating this campaign portal into English to support scaling of their working model (https://sieureusesc.ro/EN).
MEGAPHONE

MEGAPHONE is an annual international event organized in an unconference spirit that provides space for collaborative discussions and peer-to-peer learning to brainstorm new ideas between activists, action groups, and NGOs from Central & Eastern Europe and Central Asia who are struggling in an era of misinformation and social-media algorithms.

The very first MEGAPHONE took place on November 13–15, 2018, in Cluj-Napoca, Romania, thanks to generous support from the Charles Stewart Mott Foundation and Open Society Foundations. Overall 105 participants from 26 countries attended, 66% of whom were women. Participants included grassroots activists and representatives of NGOs.

The event consisted of 19 workshops and interactive training sessions. The agenda included the following topics: the mechanisms behind disinformation, how to protect yourself from online harassment, shaping narratives, and ways of reaching a wider audience. We also designed workshops during which activists from different countries (Armenia, Poland, and Romania) shared their experiences and good practices around mobilization, a vital element for engaging people in our social causes.

MEGAPHONE introduced a larger community to the knowledge and skills presented during the Tech4Stories training and added new value and fresh perspectives as well as a community-building component to the topics and themes covered in the program. Overall, 16 participants of Tech4Stories from both Bosnia & Herzegovina and Romania attended MEGAPHONE and shared their experiences of social campaigning within the accelerator.

CIVIC INITIATIVES RECEIVED TRAINING IN THE TECH4STORIES SOCIAL ACCELERATOR

23 civic initiatives received training in the Tech4Stories Social Accelerator

The event was supported by Open Society Foundations.

Grant: USD 84,880 / PLN 316,602
Type of statutory activity: Unpaid statutory activity

MEGAPHONE was also supported by Open Society Foundations

GAMMA, 64 NAGY JÁNOS, 1053, BUDAPEST, HUNGARY
Watch, listen and learn from MEGAPHONE experts. Check out our educational materials such as webinars and podcasts:

www.megaphone.techsoupeurope.org

I realized that we need more transnational, independent mobilization across countries and across activists. We have a lot to learn from each other, as bottom-up approaches spread across Europe, outside organizations and outside specific countries.

—MEGAPHONE participant in evaluation survey

We are stronger together, and if we stay in touch and mobilize our resources and knowledge, we will be much more powerful to gain social change.

—MEGAPHONE participant in evaluation survey
One of our major goals was to gather a diverse group of activists and NGO workers from different fields and countries at the right level and role, so they could most benefit from the workshops. The unconference spirit of the event created a good atmosphere for people to engage and share their stories and valuable experiences. The post-event evaluation shows that MEGAPHONE met or exceeded the expectations of 82% of participants and 80% of them would like to take part in it again in the future.

After MEGAPHONE we produced 6 webinars and 10 podcasts about new trends and challenges civil society is facing, as well as solutions that have worked in different countries.

TechSoup Partners Network Meetings

Warsaw, December 2018. Together with European partners we discussed the future of cloud technology and how further progress will influence NGOs, especially smaller ones with limited capacities.

Sarajevo, January 2019. This was a follow-up meeting dedicated to practical opportunities for expanding our support to the organizations we serve. The main goal was to understand how we could replicate and scale new initiatives throughout Europe.

The European meetings not only resulted in improving collaboration and operational processes, but also enabled European partners to design an educational program which resulted in new Digital Transformation Initiatives (described above, funded by the Erasmus program).

March 21, 2019, San Francisco. The European Partners Meeting took place on the last day of the TechSoup Global Network Summit. The summit was an opportunity for all TechSoup network partners to share experiences, learn from each other, and gain knowledge about different types of technology programs for NGOs across Europe and the globe.

Funder: Charles Stewart Mott Foundation
Project timeline: May 2017 – April 2019
Grant: USD 400,000 / PLN 1,492,000
Type of statutory activity: Unpaid statutory activity
There is an urgent need to equip civil-society actors who take a critical approach to the Central & Eastern European media and social ecosystems with tools and resources enabling them to effectively identify and respond to disinformation in both the immediate and long term. To address these issues, TechSoup is implementing the Media Literacy Accelerator (MLA) project. The goal is to restore faith in democratic values by supporting civil-society organizations in defending themselves and strengthening their sense of civic responsibility, solidarity and community.

We believe that countering the wave of distrust and radicalization in an age of disinformation starts with local communities, in places where people come together and form social ties. That is why we are working towards strengthening civil-society organizations that play an active role in building social trust through communities of faith, communities of common social issues, communities of the underserved, and communities that represent people. We support civil-society organizations in making changes to how ICT is used in their communities, especially around how online content is consumed. Access to knowledge and education is a basic human right, but to understand and uphold democracy in today’s society, we also need access to accurate information and media literacy skills. We aim to change people’s approach to social media and other online content, to encourage them to seek out reliable sources of information, take a critical approach to the information they come across, and understand technology and its potential to distort and manipulate facts, but also its capacity to provide access to narratives reinforcing democratic standards.

In addition to media literacy skills, civil-society actors need the proper tools, knowledge, and support mechanisms that can help them counter negative messaging in an environment increasingly hostile to civil society. These civil-society groups are often unaware of the extent to which disinformation plays a leading role in radicalizing the debate around key issues such as women’s rights, environmental issues, and immigration, to mention just a few examples. Their lack of awareness is further compounded by limited access to reliable information, basic facts, and relevant knowledge on the larger activist communities within their countries.

Within the MLA project, we are planning to create:

- An international community of trainers/experts and a community of media literacy practitioners equipped with technical skills and knowledge tailored to their specific environment (some 1,500 people in 14 CEE countries)
- An online Resource Hub supporting the educational infrastructure of the project, including training materials, online resources, and a repository of technology tools and products
- A regional network of capacity-building partners (TechSoup and Regional MLA Partners) and other supporters in the Baltics, the Visegrad countries, the Western Balkans, and the Black Sea region
Meaningful support structures are also needed to ensure long-term impact following training. A simple network of specialized groups will be leveraged to connect local communities within countries and cross-regionally for communication, ideas, tool-sharing and scaling, and immediate access to information. A shared space online through the Resource Hub will be fitted with tools and resources to increase public interest in social activism, combat disinformation, build counter-narratives, employ fact-checking tools, and increase outreach in local media to create positive change in the media and online ecosystems across CEE.

TechSoup is the leader of the MLA project. The organizations partnering with us to implement the project (RNTC, ePaństwo, CEPA, Zasto Ne, and Funky Citizens) have deep links to civil society in their regions and an extensive network of contacts with specific expertise in fields relevant to the project. Through this strong partnership and their expertise on how to better support civil society around the urgent issues of countering disinformation and creating positive narratives, the MLA project will help bridge societal divisions, strengthen and amplify resistance to this wave of distrust, and reduce vulnerability to disinformation across CEE.

Personal Democracy Forum CEE

Since 2013, Personal Democracy Forum CEE has brought together NGOs, activists, journalists, and public officials from the CEE region (and beyond) interested in technology, democracy, and civic engagement. As a part of the TransparenCEE community, we co-finance the event via the Media Literacy Accelerator. The 2019 edition was titled “In Whom We Trust” and took place on April 4–5, 2019, in Gdańsk, Poland.
POINT 8.0

Another community-building event bringing together our partners from the TransparenCEE community is POINT (Political Accountability and New Technologies), which we have been supporting since 2014. The conference took place on May 16–18, 2019, in Sarajevo, Bosnia & Herzegovina. It gathers organizations from the region working on government accountability and transparency to share experiences and learn about different initiatives around the world.
We partner with companies like Google, Microsoft, Airbnb and Benevity to provide free and discounted services to nonprofits, allowing access to tech beyond software donations. With TechSoup Europe, its strong network connecting 435,000 nonprofits in the region, and more than 10 years’ experience in well-managed partnerships, donors can increase their social impact and invest in trusted projects and organizations.

Grantmakers, governments, companies, and others often need to verify that an organization is eligible for support before offering in-kind gifts, employee giving, charity sales, or cash grants. As part of the TechSoup Global Network, Fundacja TechSoup has expertise and rigorous systems for validating organizations and helping them connect to giving resources.

We offer validation solutions in a variety of formats and local outreach to make giving easy. When a donor needs to determine if a nonprofit in its home country is legitimate and integrate with data and systems supporting its giving programs, we can help.

Our offer includes “white label” front-end applications and APIs or collaborative applications. Many of the largest philanthropic and socially responsible corporations, and several multinationals and institutions, rely on us to support validation worldwide.

In FY19 Fundacja TechSoup, in cooperation with TechSoup Trust, provided validation services for nonprofit organizations in the following countries: Afghanistan, Armenia, Azerbaijan, Belarus, Cyprus, Estonia, Georgia, Greece, Israel, Jamaica, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Poland, Portugal, Tajikistan, Ukraine and Uzbekistan.

Your donation is not simply giving, but investing in society and helping with social change.

Together we can scale your social impact!
Fundacja TechSoup performs statutory activity (paid and unpaid public benefit work) and economic activity.

### Statutory Activity

Fundacja TechSoup’s statutory activity is presented in points II – V of this Report. Revenues on statutory activity in financial year 19 were PLN 7,925,607.87.

### Economic Activity

The scope of the foundation’s economic activity includes:
- Renting and operating of own or leased real estate (PKD 68.20.Z)
- Building service support activities (PKD 81.10.Z).

The foundation carried out economic activity in financial year 19. Revenues from economic activity in financial year 19 were PLN 23,040.17, or 0.28% of the foundation’s total revenue.

### Tax Liabilities

In the reporting period Fundacja TechSoup issued tax declarations PIT-11 and PIT8A (personal income tax, VAT-7K, CIT8 and ZUS-DRA).

Fundacja TechSoup did not pay any CIT tax.
## Revenues

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<th>Amount</th>
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<td>Revenue obtained in financial year 19</td>
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<tr>
<td>Paid statutory activity</td>
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<tr>
<td>Unpaid statutory activity</td>
<td>PLN 6,520,529.19</td>
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<td>Economic activity</td>
<td>PLN 23,040.17</td>
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<td>Other income</td>
<td>PLN 210,374.63</td>
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## Costs

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<th>Description</th>
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<td>Including:</td>
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<td>Administration costs</td>
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<td>Paid statutory activity costs</td>
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<td>Foreign exchange losses</td>
<td>PLN 332,268.76</td>
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<td>Other operational costs</td>
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## Salaries

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<td>Contractors' agreements</td>
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<td>(including contractors' agreements</td>
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<td>for economic activity PLN 0)</td>
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### Additional information

1. The Foundation did not make any loans in the reporting period.
2. There was no acquisition of properties.
3. There was acquisition of fixed assets:
   - Purchase of other fixed assets, with a carrying value of the acquisition of PLN 11,181.50
4. The audit for financial year 19 was conducted by the external company RSM Poland Audyt S.A. The audit did not find any irregularities or risks in the audited areas. A detailed report from the audit will be presented to the Foundation Board in November 2019.
5. Fundacja TechSoup issued financial reports for statistical purposes for financial year 19: DNU-R.

## Bank accounts

The final balance of the organization's bank accounts at Bank on 30 June 2019 was PLN 4,409,447.85.
### Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>WWW</th>
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<tr>
<td>Fundacja TechSoup</td>
<td>ul. Bracka 25</td>
<td>(+48) 22 102 21 35</td>
<td><a href="mailto:kontakt@techsoup.pl">kontakt@techsoup.pl</a></td>
<td><a href="mailto:tseurope@techsoup.org">tseurope@techsoup.org</a></td>
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<td></td>
<td>00-028 Warsaw</td>
<td></td>
<td><a href="mailto:kontakt@techsoup.pl">kontakt@techsoup.pl</a></td>
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### Management Board Resolutions

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<td>01/06/2/2019</td>
<td>Confirmation of receipt and acceptance of donation</td>
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<td>02/06/2/2019</td>
<td>Approving accounting policy applicable from July 1, 2018</td>
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<td>03/06/2/2019</td>
<td>Approving donation of EUR 2,500 to the European Foundation Centre</td>
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<td>04/06/2/2019</td>
<td>Allocation of TechSoup Global donation to an unpaid statutory project</td>
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<tr>
<td>05/06/2/2019</td>
<td>Approving write-off of liabilities and receivables in accordance with the Accounting Act of September 29, 1994</td>
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### Staff Resources

As of June 30, 2019, the foundation employed 28 people.