The COVID-19 National Business Response Network

Tech Appeal

In the UK, 1.9 million households have no access to the internet. Yet, half of all UK households have at least one unused electronic device such as a tablet, smartphone or laptop with 45% of homes having between 2 and 5, an estimated 40 million devices, many of which could be re-purposed or re-used.

This **Tech Appeal** seeks unused and working tech devices such as Apple iPads, android tablets or phones. These will be re-purposed and provided to households without access to the internet including disadvantaged children, teenagers, families and older people isolated due to Covid-19.

To date, the charity has had 250 requests for thousands of devices. These request have mainly come from schools, community groups helping homeless and refugees, and care homes.

By partnering with BITC, your employees could support this Appeal by donating personal, unwanted tech devices to those in desperate need. This will help give children access to school lessons and help reduce isolation for older people.

Each organisation is different, so we will work with you to create a bespoke approach to ensure that your employees can participate in The Appeal. Ideally, your organisation would provide a central drop-off and collection point. If this is not possible, we will look at options to partner you with another organisation in your region to act as a collection point.

When devices are received, they will be delivered to a local charity which will check that it has been reset properly and that no personal data remains on the device. Your device will then be repurposed and redistributed to various beneficiaries.

To create the greatest impact and ensure those who need the support receive it, The Appeal is time-limited to 2 weeks. This allows turnaround for the devices to be data cleansed and distributed.

Tablets and laptops should be no more than 8 years old. Functional devices with cracked screens will be considered. Any donated device that cannot be used (e.g. due to damage or software incompatibility) will be responsibly recycled via accredited partners, reducing e-waste and the demand for rare-earth elements used in the manufacture of tablets and laptops.

Donations

Devices

Please note that we can only accept tablets (iPads, android devices), phones and functional laptops into The Appeal. Before devices are returned, employees should be encouraged to save and/or remove any personal data, apps, photos or videos. If devices can be reset to a default factory setting, (e.g. no password

or pin number or any cloud-based protection such as iCloud), this will help immensely. Guidance on how to reset devices is below.

Any 'find my device' functionality should also be disabled by employees, otherwise, we may not be able to process or donate your device. Any SIM or memory cards should be removed before donating a device.

All devices need to be unlocked. You can check this by taking the sim card out and adding another to see if it works. Another way of checking is typing *#06# into your phone. This will bring up you IMEI number. Input the IMEI number into www.IMEI.info. If your phone is locked, contact your provider to unlock the device before donating.

For employees who are not able to donate a device, they can still participate in The Appeal by donating funds which can be donated by your business which can go towards data or devices. For example £10.00 will provide a 3GB data bundle, £15.00 for 6GB and £20.00 for 10GB.

Making your device safe

Your technology, helping our communities
As far as possible, before donating devices, please check if they are in a working condition preferably without a cracked screen, and fully functional although we will accept cracked screens.

Please include the required chargers.

Please remove all personal information from the devices to help the recipient get connected sooner. This is an employee's responsibility as neither your employer, Business in the Community nor the recipient organisation take responsibility for any data left on the devices. We may not be able to return the devices.

Simple steps from the Government's National Cyber Security Centre and manufacturers' information on how to reset the devices and remove your data is contained below. Whilst these are not guaranteed sanitation methods, they are recommended for sanitising devices before redistribution. For more information, please follow this link: https://www.ncsc.gov.uk/collection/end-user-device-security/factory-reset-and-reprovisioning

Laptops

Windows 10 Devices
To perform a system reset, use the following option.

PC Settings → Update & security → Recovery → Reset this PC → Remove everything → Remove files and clean the drive

This method removes all user data, files and installed applications (including Microsoft applications), and wipes over every sector of the drive before formatting it, making it much more difficult to recover files.

Operating systems before Windows 10 may require additional downloads, which the link above outlines.

MacOS Devices

To perform a system reset, follow the eight step guidance found here: https://support.apple.com/en-gb/HT208496

Smart phones and tablets

iOS devices

To erase all content and settings, choose the following options once you have disabled Find my iPhone:

Settings → General → Reset → Erase all Content and Settings.

All settings and data, including any decryption keys are deleted. This method is recommended by Apple as well as the NCSC, and for more information please see the link above.

Android devices

The following option allows a user to delete all data from the data partition.

Settings → System → Reset → Factory data reset

The factory reset function reboots the device into recovery mode and re-formats the data partition (and Cache partition if present). With this method, the data partition is overwritten. The data partition holds all application data, including device settings. After performing a factory reset, the device returns to default settings.

Next steps

For more information please contact Joey Tabone – joey.tabone@bitc.org.uk or NBRN@bitc.org.uk

Employee Tech Appeal - checklist

- *Please fill in as much detail as possible and attach to device being donated*

- **Name:**

- **Contact number:**

1. Description	2.
3. What type of device is it: Laptop, tablet or phone. Include make and model if possible.	4.
5. How old is the device? (we can only accept devices less than 8 years old?)	6.
7. Is the power cord/charger included?	8.
9. Has the device been factory reset?	10.
11. What, if any, software remains on the device eg. MS Office	12.
13. Has Password Protection been removed? 15. If a location app is installed, please remove it from the device.	14. 16.
17. For phones only: please unlock them from any networks.	18.

I donate this item to the Business in the Community National Business Response Network in support of its COVID-19 response. I provide this item in good faith and disclaim any further rights to this property:

Please sign and date here:

Please note that Centrica and Business in the Community will be unable to return devices to you once they are donated to a charity for redistribution.