



Empowerment and Connection
through Digital Learning

Annual Report 2021



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EDITORIAL



This past year, Konexio grew regionally, nationally and internationally.

Thanks to our new premises in Paris, we hosted more programs than ever and began providing in-person teaching for most of our certified career track courses. Expanding beyond Paris, we now provide our DigitAll and DigiStart programs throughout the larger Paris region.

As part of our commitment to stay close to our target audience, Konexio opened regional offices in the Nouvelle-Aquitaine region in the spring of 2021, and then in the Hauts-de-France region in the fall of 2021. Our certified career track courses also reached a milestone. In 2021 we launched 6 Web Development cohorts, doubling from 3 in 2020. But it doesn't stop there. Staying true to our idea of training for jobs in short supply in the tech sector, we created a brand new certified career track course: TSSR (Technicien.ne Réseaux et Systèmes - Network and Systems Technician Training), which saw the launch of 2 cohorts in 2021. Our impact: 1,300 students trained in just one year. A huge thank you to our corporate, non-profit and institutional partners, as well as all the volunteers who have been supporting us since our creation in 2016.

Thanks to the generosity and energy of our supporters, Konexio has now launched more than 400 classes, trained nearly 3,000 students, and offered more than 200,000 hours of learning to date.

Our team has also grown, and we have recruited extensively to support this growth. At the end of 2020 the team numbered 15 employees; at the end of 2021 the team had doubled to 30 employees, including 11 Conseillers Numériques (Digital Advisors).

The past year, Konexio received several awards and invitations to important events, in recognition of our commitment to diversity, social integration, and women's empowerment in tech.

On a French and international scale, this year was also marked by meetings and discussions with leading organizations and individuals. Our actions to catalyze digital inclusion now include advocacy. We regularly dialogue with policymakers responsible for employment and digital issues, and with private-sector actors seeking to diversify their companies' talent pool.

Each new year brings its own challenges. This year, Konexio focused on 5 pillars:

- improving the solidarity (digital basics) programs;
- building apprenticeship programs as a tool for promoting diversity;
- creating tailor-made trainings for companies;
- expanding internationally;
- and promoting the Konexio mission for a more just, inclusive and sustainable digital world.

Beyond our own programs, we developed 7 key ecosystem-wide propositions to promote equitable access to digital opportunities. These range from propositions focused on the creation of the *Droit Universel* ("Universal Right" to digital training), to driving an ecosystem approach to sustainable technology, to making tech more inclusive.

To conclude, 2021 has been the busiest year since Konexio was founded in 2016, but the stakes are high and we still have much work to accomplish.

Happy Reading!

**Marion Abecassis,
President of the Board**

**Jean Guo,
Executive Director**

2021 IN NUMBERS



105,738

hours of teaching



6,629

volunteering hours

424

volunteers



132



cohorts launched

1,258



trainings delivered

43.8%

refugees and asylum seekers



69.4%

with a high-school diploma or below

22 sites
12 cities

Île-de-France

- Montreuil
- Près St-Gervais
- Pantin
- Noisy-le-Sec
- Bondy
- Bagnolet
- Paris

Nouvelle Aquitaine

- Bègles
- Bordeaux
- Libourne

Hauts-de-France

- Lille

International

- Dzaleka (Malawi)



over

100

new local and international partners

CHALLENGES AND STRATEGY

The Digital Inclusion Challenge: Acceleration and Diversification

2021 presented two urgent challenges: to support and train as many people as possible in digital literacy to bridge the digital divide; and to promote awareness of the environmental impact of technology. These two challenges must be met by sustainable and inclusive digital technology.

Digitization continues to accelerate

Even if 2021 was a "hybrid" year in terms of a return to normality, society continued to digitize. Companies actively pursued ways to move their work and services online, and governments continued to digitize public services.

Digital autonomy, the new essential skill

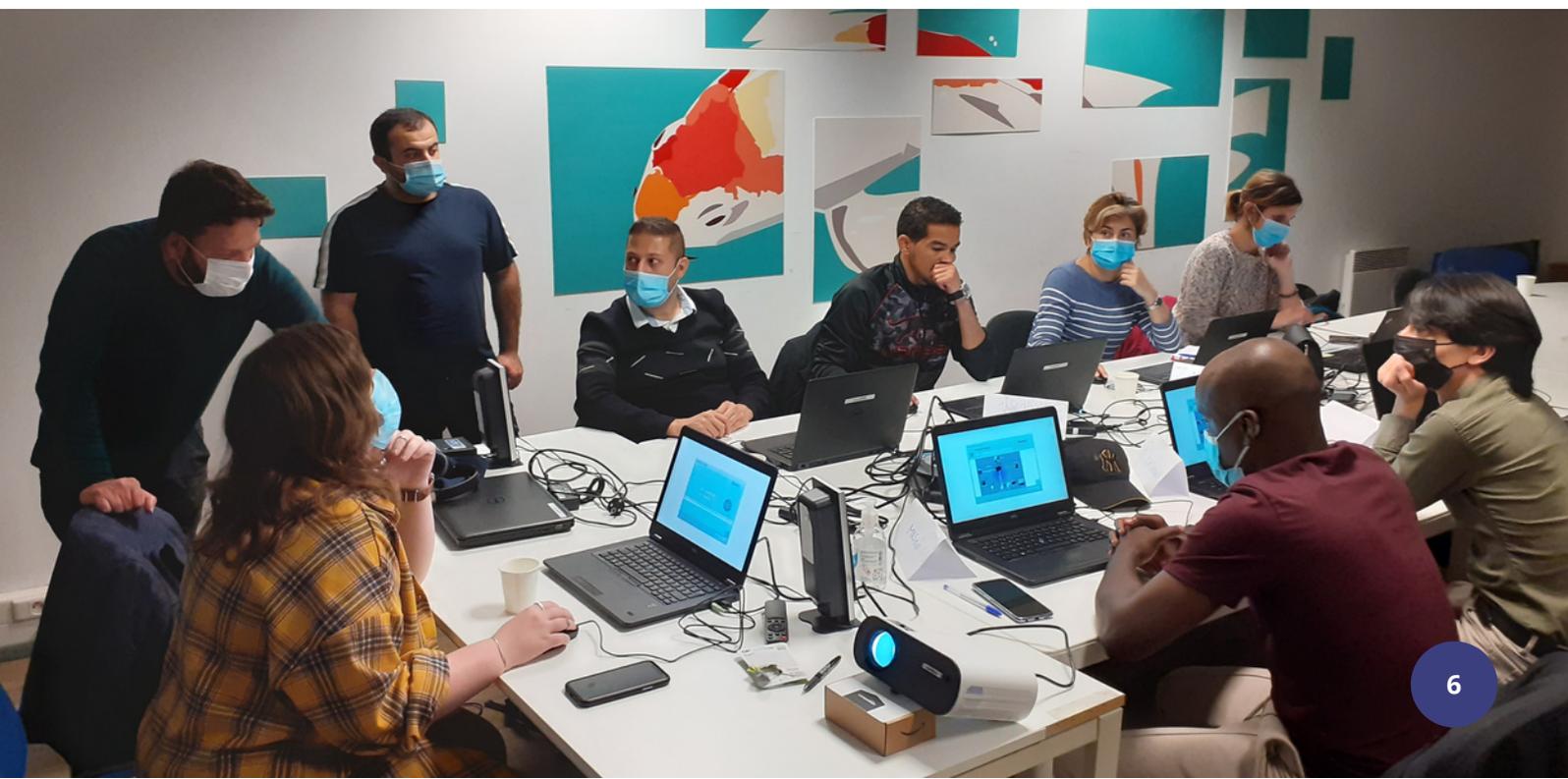
According to INSEE (L'Institut national de la statistique et des études économiques - the French National Institute of Statistics and Economic studies), one third of adults

abandoned an attempt at an online administrative procedure in 2021, notably the elderly and underprivileged. The study indicates that 38% of users in France lack basic skills in at least one of the four essential areas identified by Eurostat: searching for information (e.g. on market or administrative services), communication (e.g. sending or receiving emails), solving problems (e.g. accessing one's bank account online, copying files) and using software (e.g. word processing software). According to INSEE, the French population has the least proficiency in this last skill: 35% of Internet users and 45% of the general population are unable to use word processing software.

Employees need training

The digital transformation of companies, accelerated by the covid crisis, requires a substantial increase in employee skills.

By 2025, 50% of employees will need digital training to support the digitization of their company. For companies to maintain their competitiveness and ensure the loyalty of their employees, they must provide digital training. This training is not only essential for "tech" jobs, but for all jobs: human resources, communications, sales, and even many jobs that require handiwork or physical labor. Today, the growth of digital technology impacts and influences all jobs and functions. It has become paramount that companies take ownership and responsibility for training their employees sufficiently.





A possible talent shortage of IT professionals by 2030

According to the joint publication "Jobs in 2030" from France Stratégie and DARES (Direction de l'animation de la recherche, des études et des statistiques - Directorate for Research, Studies and Statistics), one million jobs will be created by 2030.

The digital sector is expected to continue to grow during the current decade. Experts predict that over 201,000 jobs will be available over the next eight years. With 120,000 new positions created, young talent is expected to represent 96% of these new hires.

Tech, a sector lacking diversity

Lack of diversity in tech remains a pressing issue. Studies show that employee diversity is an important source of output and innovation for companies.

Tech lags behind in a number of measures, including diversity of company founders, the number of female employees, and the fact that fundraising for startup capital is mainly carried out by men. According to the Sista Collective, a think tank, and BCG (Boston Consulting Group), in March 2022, 88% of funds raised for startups were by 100% male teams.

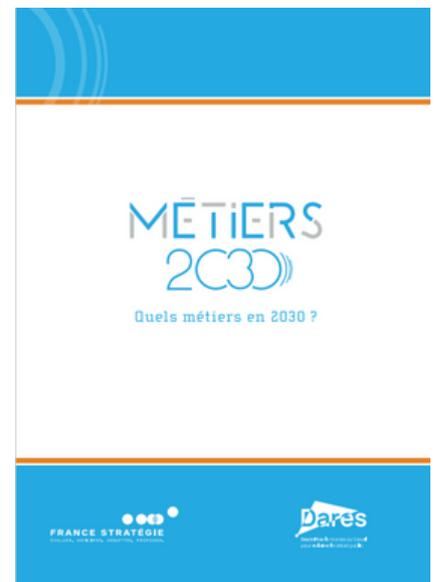
The percentage of women in the tech sector is slowly increasing: 17% in 2020, compared to 12% in 2018, according to the Gender Scan 2022 study. The issue of female representation is key; so is the inclusion of minorities who continue to be largely underrepresented today.

The environmental impact of digital technology grows alongside digitization

Digital technology now accounts for 3% to 4% of greenhouse gas emissions worldwide (GES) and 2.5% of the national carbon footprint in France. This percentage, even if moderate compared to other sectors, should be a wake-up call for everyone. As the annual growth of digital consumption (data volume, servers, etc.) increases, so will its environmental impact.

According to a Senate report on the environmental impact of digital technology, greenhouse gas emissions from digital technology could increase significantly if nothing is done to reduce its impact now: an increase of 60% by 2040 (6.7% of current French greenhouse gas emissions) is possible.

To prevent this future outcome, we must act today to address both environmental sustainability and social inclusivity for digital technologies.



Konexio Meets The Challenge

OUR VISION

To create a more inclusive society, in which no one is marginalized due to lack of digital skills



OUR MISSION

To train the most underserved in digital skills - from the most basic to the most advanced - in order to facilitate their social and professional integration



OUR VALUES

1

Inclusion and diversity

2

Rigor and excellence

3

Innovation and continuous improvement



Our programs

Konexio offers practical training programs designed for people who are impacted by the digital divide. These programs provide them an introduction to the digitization of society, improve their employability, and catalyze their potential.

Towards digital literacy

Aligned with European and international standards, the innovative DigitAll program teaches foundational digital literacy and advanced office skills to facilitate professional integration. This program fights digital exclusion, which has been rising as public services increasingly go online.

Towards the skills of tomorrow

Konexio enables the acquisition of new skills related to digital tools and workplace digitization.

Towards the jobs of tomorrow

Specialized in identifying and reaching out to underserved talent, Konexio's courses raise awareness of the opportunities offered by digital technologies and train people in their use.

FLASH COURSES

These one-time awareness workshops take place in close proximity to our target audience, such as in community centers. Using discovery games, real-life examples and the testimonies of tech professionals, Flash Courses offer a glimpse of different career opportunities.

DISCOVERY COURSES

These courses provide individuals lacking digital skills an opportunity to discover tech professions and build a foundational level of digital skills. Their flexible format makes training accessible to all.

→ The DigiStart program introduces learners to programming and enables them to code their own website.

CERTIFIED CAREER TRACK COURSES

These courses serve as a gateway to the most sought-after professions in the tech industry. Certified training and mandatory work experience create a springboard to employment. They are equivalent to a 2-year college degree.

→ The Web Developer program provides intensive training for the highly demanded profession of full stack web developer.

→ The Systems and Networks Technician Training program trains students in systems and networks, and in the hardware and software elements that create infrastructure.



Our added value

Konexio's unique approach

Professional opportunities through privileged access to key partners in the private, public, and non-profit sectors.

Expertise in training underserved groups and a pedagogy adapted to a public that is not natively francophone.

A community of committed professional and volunteer trainers.

Customized and comprehensive support to avoid disruption of the training pathway and to foster the creation of networks for both social and professional support.

An international perspective at the intersection of cutting-edge digital technologies, innovative technical skills training, and the rapidly growing tech sector.

Multiplying impact through a Train-the-Trainers model, which accelerates the dissemination of Konexio's programs around the world.

A pedagogy based on in-person learning.

“

At a time when distance learning is becoming more and more popular, we have chosen to maintain an in-person approach, especially for courses that teach foundational digital skills. Our students need both access to equipment and on-hand support to gain confidence and feel encouraged. This also allows them to create a network of knowledge, provide mutual support and regularly interact with the volunteers who deliver the courses. For our Certified Career Track courses, we use a hybrid format.

”

Jean Guo - Co-Founder and Executive Director

An Impact-Oriented Strategy

An evolution of programs

Building on our work since 2016, Konexio focused its strategy in 2021 around four key points:

- Evolving our programs;
- Strategically deploying projects in key areas;
- Growing Konexio's influence within our ecosystem;
- Gaining recognition of our Certified Career Track courses from national actors and the tech sector.

Digital technology is a constantly evolving field. As a training organization, Konexio must know and understand the expectations of students as well as those of companies and recruiters. Course redesigns are underway for all programs, updating both course content and structure.

Pix: recognition of our solidarity programs

Konexio and Pix, the state-owned digital skills assessment start-up, both celebrated their fifth anniversary in 2021. What better way to bring these two groups together than to offer our students an official third-party

validation of their skill level! We launched the first Pix-accredited training programs in July 2021, the day after being certified as an official examination center.

In 2022, we will be redesigning our DigitAll programs to integrate Pix training from the intermediate level and prepare for the certification of at least five skills at the advanced level.

Launch and development of new training courses for our certification courses

Covid caused companies to manage their online offices flexibly enough so that employees working from home could access workstations remotely, while increased cybersecurity protection. As a result, the market demand for network and systems management has increased, leading Konexio to launch a training course for Network and Systems Technician in the summer of 2021. The course is equivalent to a 2-year college degree.

To boost the employability of our students, the program includes three specializations: network & infrastructure, cloud computing, and cybersecurity.

Our ambition is to train generalists with a thorough understanding of technical issues to assist network and system administrators. These types of technical professions, which do not require a 4-year graduate degree, are an ideal pathway to the opportunity-rich tech sector.

Companies benefit from hiring candidates with solid technical skills, who are committed and eager to keep learning. Graduates are hired by commercial enterprises, professional groups, banks and insurance companies, as well as industrial sector companies.





Tailor-made programs to support company employees

Today, 75% of jobs, regardless of their level of qualification, require mastery of basic digital skills such as using the internet, email and word processing. Acquiring these skills is key to finding and keeping a job. We therefore created tailor-made training programs for companies, non-profits, and public institutions to increase the digital skills of their employees, clients, and members.

In 2021, we worked with a dozen organizations to train long-term jobseekers, recently re-skilled employees, as well as employees whose jobs are changing due to digitization.

Through our programs, employees became more comfortable with using digital tools. They also learned to use these tools more effectively, promoting employee engagement. These training courses cover office software applications and business specific tools, such as inventory management applications.

Apprenticeship, a springboard to employment

According to a YouGov study, nearly one in two recruiters (48%) agree that apprenticeship programs accelerate employment. Moreover, 77% of companies that have recruited apprenticeship students over the past three years hired them on a fixed-term or permanent contract at the end of their apprenticeship. We are convinced that this is a real springboard to professional integration, particularly for longtime jobseekers.

Government initiatives also reinforce these apprenticeship programs. For example, the program "1 jeune, 1 solution" ("1 young person, 1 solution"), launched in the summer of 2020 to offer support for every young person. With more than 9 billion euros invested, it provides a wide range of services, including hiring assistance, training, professional guidance, financial aid for young people in difficulty, etc. The solutions are broad in an effort to help as many as possible. Konexio participates in 1 jeune, 1 solution through its status as

a CFA (Centre de formation d'apprentis - apprentice Training Center).

Our goals in developing courses that include apprenticeships are firstly, to create conditions for effective professional integration and secondly, to broaden our teaching methods to include a greater diversity of student profiles.

Apprenticeship, in the broadest sense of the term, makes it possible for Konexio to achieve our training goals in a meaningful, effective way.

Konexio's expansion in France

Konexio began expanding within France in 2020. After exchanging with local actors on how we could best contribute to the ecosystem and local needs, Konexio launched in two new regions thanks to the support of the Google.org Impact Challenge in France. We began classes in Nouvelle-Aquitaine in the spring of 2021 and continued to the Hauts-de-France in the fall of 2021.

Promoting regional development through Conseiller Numériques (Digital Advisors)

In 2020, the French government launched the France Relance (France Revival) initiative nationwide to reduce the economic impact of covid. Part of this plan included support for fighting digital illiteracy and to recruit and train 4,000 Conseiller Numériques (Digital Advisors), whose mission is to help people impacted by the digital divide.

Konexio recruited 11 Conseiller Numériques to support and train users in digital technology based on the needs identified in our three regions. The Conseiller Numériques give workshops and train students; their goal is to promote socio-professional integration through digital technology.

Their arrival allows us to provide new daytime classes beginning in January 2022. This approach enables Konexio to better serve women in our target audience, who have expressed a desire for daytime programming.

Nouvelle-Aquitaine, the first step in national expansion

Konexio's expansion began in Bordeaux thanks to incubation by HUBIK, a local incubator. Konexio first partnered with local organizations to source students, then hired instructors and sought out classrooms and funding.

The first DigitAll training sessions began in April 2021 in Bordeaux, Bègles and Libourne. The recruitment of Conseiller Numériques in these three locations to support and train students made our expansion to Nouvelle-Aquitaine possible.

Local partners in the Gironde such as the Diaconat de Bordeaux, Groupe SOS, WeJOB, the COS Foundation, Action Emploi Réfugiés, ATIS, and ScaleChanger helped Konexio connect with students. Bordeaux Metropole and Pôle Emploi (the French government's Employment Agency) also contributed to Konexio's program success throughout the region.

Hauts-de-France, our second stepping stone in national expansion

Next, the Hauts-de-France region welcomed Konexio's presence, enabling Konexio to set up its second regional office. From the very start, the Hauts-de-France team began contacting the local organizations in professional and social integration: community centers, CCAS (Centre Communal d'Action Sociale - Community Centre for Social Action), Missions Locales (a government sponsored youth support organization), PLIE (Plans Locaux pluriannuels pour l'Insertion et l'Emploi - Local multi-year Plans for Integration and Employment), etc. We began creating partnerships with other like-minded organizations, who share common goals and values, such as SOS Solidarités, each One, and the Federation of Solidarity Actors.

Our first class began in October 2021 thanks to links between SOS Solidarités and Konexio. La Grappe and the Maison des Associations provided logistical support for launching the training. The class was also made possible thanks to the recruitment of three regional Conseiller Numériques (Digital Advisors).



And soon the Pays de la Loire?

In 2021, several organizations in the Nantes region contacted Konexio for partnership. We began discussions with the Hub Nantais as well as the Écoles de la 2ème Chance to determine regional needs and pinpoint how Konexio could add value to the Pays de la Loire region. We will continue exploring the possibility of developing a Konexio Nantes branch in 2022 while remaining attentive to the needs of our partners in the field.

International expansion

While the use of digital technology has accelerated dramatically, the UN warns that the digital divide risks becoming "the new face of inequality". Almost half of the world's population is still offline, the majority of whom are in the Global South.

Konexio's international approach supports those most affected by the digital divide globally, especially refugees, underserved women, and young people. We team up with local partners to train local trainers, develop digital skills curricula, and link underserved beneficiaries to jobs, so that digitally excluded people worldwide can access new opportunities.

In 2021, Konexio's international strategy leveraged the strong growth of online freelancing platforms, accelerated by Covid-19, as a work opportunity for some of the world's most underserved populations. Overnight, online work has become the norm, creating a huge demand for remote and digitally skilled workers.

To meet this demand, Konexio has focused on renewing its existing programs for digital freelancing in Malawi and creating new partnerships in East Africa and the Levant. These two regions have both high levels of need and are rapidly digitizing.

Konexio has gained international recognition for its global programs by winning awards in competitions such as MIT Solve and the Tallberg Leadership Prize. Jean Guo, Konexio's Executive Director, spoke at the Reykjavik Global Forum for Women Leaders, an international convening, to share on Konexio's vision for a digitally equitable world in which the most underserved are empowered with digital skills to earn income and thrive.





A growing voice in our ecosystem

In this French presidential pre-election year, Konexio met with all its partners (students, charitable and public organizations, companies, etc.) to discuss current issues and above all, the solutions that promote an inclusive and sustainable digital environment.

These conversations inspired Konexio's first advocacy platform which gathers 7 key propositions, across 5 key axes :

1. Make digital skills training accessible to all;
2. Provide access to digital equipment and public services;
3. Ensure digital opportunities for all;
4. Standardize assessments to measure digital autonomy;
5. Promote and accelerate sustainable technology.

Simultaneously, Konexio was invited to participate in numerous events on the national, regional and international scene.

To name a few: Viva Technology, ChangeNOW, Universities of the Economies of Tomorrow (UEED), Economic Inclusion Summit, and the Reykjavik Global Forum for Women Leaders.

The year 2021 was also marked by meetings with Elisabeth Moreno, Minister Delegate for Gender Equality, Diversity and Equal Opportunities, Cédric O, Secretary of State for the Digital Economy, Thibaut Guilluy, High Commissioner for Employment and Business Engagement, Anne Hidalgo, Mayor of Paris, and others.

We would like to thank all of our corporate, institutional, and non-profit partners. Their active participation enabled us to meet our many goals, and we recognize their contributions with gratitude.



changeNOW

VIVA TECHNOLOGY

Recognized talents and certifications

The Konexio team has grown to support our expansion. 33 employees, 3 interns, and 2 service civique (civil service) volunteers make professional integration possible through digital skills training.

Konexio has built a diverse staff team, with 6 nationalities represented and gender parity between women and men. With an average age of 38, Konexio maintains its entrepreneurial spirit, balancing experienced hires with young talent. Konexio has also welcomed team members with non-traditional backgrounds, such as those living with a disability or who have formerly dropped out of high school.

In recruiting two service civique (civil service) volunteers, Konexio demonstrated our willingness to contribute, internally, to professional integration*.

In 2021, Konexio strengthened its program evaluation and formalized processes for implementing training, seeking funding, and monitoring activities. The Qualiopi certification (a national certification in France for training organizations) highlighted some of our strengths: our diagnostic assessment, our student follow-up, our impact measurement tool, our collaborative educational platform, our network of more than 450

partner companies, and finally a logistics management system that meets our educational requirements.



*The service civique (civil service) program is a French initiative to encourage civic engagement. It aims to strengthen national cohesion and promote social diversity and offers young people aged 16 to 25 the opportunity to commit themselves for a period of 6 to 12 months to a social mission



HIGHLIGHTS AND RECOGNITION

Highlights



JANUARY

Medici

"Digital inclusion for all" was the theme of the closing conference of the European Medici project. It brought together many actors, including Konexio, to share knowledge and best practices concerning digital inclusion across the European Union.

Meeting with Elisabeth Moreno, Delegate Minister in charge of Gender Equality, Diversity and Equal opportunities

Elisabeth Moreno visited Konexio and met some of our students. We discussed inclusivity, equal opportunity, diversity in tech, and resilience.

FEBRUARY



[PODCAST] EU Industry Days - The Next Generation for the next innovation?

Jean Guo and other young Europeans gathered for a podcast to discuss what it means to be the "next generation" of the European Union. Discussion centered around the challenges that young people face today and how to adapt to them. They shared their experiences in creating innovative projects to fight against social inequalities.



MARCH

1000 Possibilities

As part of the 1000 Possibilities campaign, nearly 100 women wrote a letter to encourage and inspire the baby girls born on March 8th, 2021. Jean Guo took part in this initiative on the occasion of International Women's Day, writing a letter to one of those 1000 girls born on March 8th, 2021.



Meeting with Anne Hidalgo and Elisabeth Moreno on International Women's Day, March 8, 2021

On March 8th, 2021, Jean Guo had the honor of being invited by Paris Mayor, Anne Hidalgo, to City Hall to discuss the challenges of creating a more inclusive world, especially for women. Participants included Elisabeth Moreno, Sandrine Bonnaire, and other women in leadership.



APRIL



Launch of Konexio Bordeaux

After Île-de-France, the Konexio team expanded to the Nouvelle-Aquitaine region to roll out its programs. The first training course started on April 15th with a beginner level at the Bordeaux École du Numérique in Bègles. The first customized program took place with WEJOB and their Activ'Seniors program on March 25th.

Konexio Webinar: "How to engage women in entrepreneurship and empowerment?"

A webinar on entrepreneurship and empowerment for women! Participants included Kat Borlongan, Dominique Crochu, Bernadette Giard, Emmanuelle Larroque, and Delphine O. Moderated by Jean Guo.



MAY



ChangeNOW 2021

ChangeNOW, a global conference that highlights innovative solutions to the world's biggest challenges, selected Konexio to speak at the "Breaking Barriers and Connecting the Dots" panel.

JUNE

Viva Technology Conference "Digital Connection to Fight Exclusion"

Konexio was invited to speak at the conference "Digital Connection to Fight Exclusion" organized at VivaTechnology 2021, an international event for business transformation, startup growth and innovation for the common good. This was an opportunity to analyze integration issues for refugees in France and to present actions to fight against the socio-professional exclusion of underserved groups.



Fighters Day

The first edition of Fighters Day at Station F was a unique opportunity to discover entrepreneurship in all its forms. Konexio, a participant of the very first Fightlers program in 2018, was invited to participate and present.

Launch of the TSSR program

On June 7th 2021, Konexio launched the first class of the Systems and Networks Technician training course. The first cohort was composed of 16 students. The program focuses on digital learning as a key step towards professional integration. The skills taught include network equipment administration, cybersecurity, and cloud computing.



Webinar "How to improve the living conditions and labor market integration of refugees?"

70% of refugees live in countries with restricted rights to work and 66% live in countries with restricted freedom of movement. Refugees are regularly excluded from opportunities due to economic, legal and structural barriers.

In July, Konexio organized a webinar on the living conditions and professional integration of refugees with RefugePoint, the United Nations Refugee Agency (UNHCR) and the Refugee Investment Network.

JULY

WEBINAR : How to improve livelihoods and the labor market integration of refugees?

July 7th from 6:00 pm to 7:30 pm CET

moderated by

Sasha Chanoff
Executive Director and Founder, RefugePoint

Tim Docking
Managing Director, Refugee Investment Network

Jean Guo
CEO and Cofounder, Konexio

Celine Schmitt
Spokesperson & Senior External Relations Officer, UN Refugee Agency

Simar Singh
Refugee Self-Reliance Initiative Lead, RefugePoint

#KonexioWebinar #Refugees #Empowerment {konexio}



Recruitment of Conseillers Numériques (Digital Advisors)

In the summer, we began our recruitment campaign to recruit 11 Conseillers Numériques to strengthen the teams in the Île-de-France, Nouvelle-Aquitaine and Hauts-de-France regions.



Dual accreditation from the Grande École du Numérique

Konexio received a dual accreditation from the Grande École du Numérique for both of our Certified Career Track courses. The Web Development program was renewed, and the new Systems and Networks Technician training program, launched in 2021, also received full accreditation.

AUGUST

Qualiopi certification

Konexio received its Qualiopi certification. Qualiopi is the new quality certification standard for training providers. Obtaining the certification recognizes the quality of our organizational processes and the information given to our students, partners, and funders. It also demonstrates the quality of our approach towards continuous improvement of our operations and our programs.



Summer Universities for the Economy of Tomorrow (UEED)

Konexio participated in a series of conferences, including one entitled "TechForGood - GafamForGood: Ambition or Utopia?". Konexio's executive director Jean Guo spoke alongside high-ranking industry leaders and government officials, including Corine de Bilbao, President of Microsoft France, Philippe Inglebert, Technical Advisor to the French President, Clara Chappaz, Chief Business Officer of Vestiaire Collective, and Diariata (Diata) N'Diaye, Founder of Résonantes.

SEPTEMBER





OCTOBER

Lille: First training course for digital inclusion

A few months after opening our office, the Lille team launched the first DigitAll class in collaboration with SOS Solidarités. The successful first run closed with satisfied students who had acquired the fundamentals of digital literacy.

First Apprenticeship contracts

Beginning in 2021, Konexio offered an apprenticeship format for the Web Development and TSSR classes. One goal is to promote the employability of our students. A second is to offer them a balance between learning technical and soft skills while gaining first-hand work experience building real projects in companies.



NOVEMBER



Parisian Digital Inclusion Strategy, Part 2

The city of Paris launched the second part of its Parisian Digital Inclusion Strategy at the Maison des Métallos. As an organization that works for digital inclusion every day, Konexio was invited as a key player to bring its vision and ideals for supporting underserved talent in achieving digital self-sufficiency.

Economic Inclusion Summit

55000 decision makers were present at the French Ministry of Finance to implement actions in favor of diversity, inclusion and improved performance. Bruno Le Maire, Minister for the Economy, Finance and Industrial and Digital Sovereignty of France, and Saïd Hammouche, founder of Mozaïk RH, organized this summit. Konexio held a booth and also spoke at the roundtable talk "Tech Digitization: the new catalyst for economic inclusion?" Alongside Konexio were Matthieu Beucher (Klaxoon), Gaël Magda (Grohe), Emilie Sidiqian (Salesforce), Christophe Roth (Agefiph), and Samia Ghozlane (Grande École du Numérique).



DECEMBER



Day dedicated to refugees organized by BNP Paribas

On December 3rd, the BNP Paribas Foundation organized a conference on the place of refugees in the professional world. The morning was dedicated to discussing the private sector's commitments to integrating refugees. The day also provided an opportunity to present the results of an IFRI study (Institut Français des Relations Internationales). In the afternoon, "Job Dating" workshops were organized to encourage interactions between refugees and companies.

Winner of the PIC 100% Inclusion QPV

With Diversidays and the Mozaïk Foundation, Konexio won the call for proposals for the project PIC 100% Inclusion. The project's objective focuses on increasing the employability of young people and people experiencing difficulty in finding work, especially those in low income neighborhoods. The project fights against digital illiteracy and prepares participants for digital jobs.



Certificates and Awards

In 2021, Konexio won several competitions and awards for its impact, affirming its position as an important player in inclusive education.



MIT Solve Digital Inclusion Challenge, Finalist

MIT Solve named Konexio as one of 35 finalists in the Digital Inclusion Challenge, which seeks to recognize impactful companies taking action to bridge the digital divide. As a finalist, Konexio accessed a network of organizations working on similar issues. The MIT Solve network brings together a rich ecosystem of social startups, both for-profit and non-profit, that offer new and innovative solutions to global challenges.



10 female entrepreneurs to follow in the Tech Industry in 2021 (by Sista)

The tech scene and the startup ecosystem are still far from being the model in terms of gender diversity. To encourage more inclusion of women and minorities, organizations and collectives are taking action. In January 2021, Sista, which promotes diversity in tech, published a list of ten women to watch in the sector in 2021, including Jean Guo, co-founder of Konexio.



CEO Awards, Be a Boss Bronze

Jean Guo was the bronze winner of the 1st edition of 'Be A Boss' award for 'Woman Entrepreneur of the Year' alongside Justine Hutteau (Respire) and Julie Chapon (Yuka).



Deloitte "Digital Inclusion" Award

Since 2015, the Deloitte Foundation Award has recognized projects with lasting impact in the areas of education and sustainable innovation. For the 7th edition, the Foundation Prize broadened its scope to also reward organizations and social entrepreneurs. Konexio received the award for Digital Inclusion.



Palmares Cercle de Giverny - Le Point Awards

Jean Guo was one of the recipients of the 1st edition of the Palmares Cercle de Giverny - Le Point award for the 50 committed leaders under 40 years of age. What do they have in common? They contribute to the acceleration of the ecological and social transformation of France.



ChangeNow's WomenForChange Award

The ChangeNOW Award is part of the Women For Change campaign, born out of Change Now and its partners' desire to accelerate change around the world and highlight the most promising initiatives. For this campaign, ChangeNOW nominated 15 women with diverse backgrounds and experiences. These women share a common desire: to challenge the status quo by proposing new initiatives for increased resilience through their daily work; Jean Guo was part of this campaign.

Konexio's Expanding Networks



Convergences 93

Konexio contacted Convergences 93, an organization that helps establish new projects in Seine-Saint-Denis, to initiate social and professional integration projects for underserved youth. Konexio will implement new daytime courses led by Conseillers Numériques (Digital Advisors), which will allow Konexio to work more closely with Convergences 93 and the grassroots organizations in their network. Two local groups have expressed interest in creating a course in January 2022.



Signing the Inclusive AI Charter

In 2021, Konexio signed the Inclusive AI Charter, which is a benchmark for all companies committed to equal opportunity. Its purpose is to ensure that Artificial Intelligence is designed, deployed and operated in a sustainable and inclusive manner. By signing this charter, Konexio joins many companies and organizations involved in this approach including: Camfil, Danone, EDF, L'Oréal, Orange, Sodexo, Banque de France, Numeum, and Accenture. By signing, Konexio became a member of the Inclusive AI Club.



Les Acteurs de la Compétence

Konexio joined the Fédération de la Formation Professionnelle (Federation for Professional Training) in early 2021, renamed in the spring, Les Acteurs de la Compétence (Services for Skill). With 1,200 members, this network brings together the main players in training. Konexio's mission of professional integration and inclusion of long-term job seekers is thus part of a broader framework aimed at all people, whether job seekers or employees, who are confronted by the digital divide.



#AvecLesRéfugiés

Alongside 100 other organizations, Konexio is involved in the #AvecLesRéfugiés (#WithRefugees) project. In particular, we organize events for World Refugee Day, including in coordination with the Interministerial Delegation for the Reception and Integration of Refugees (DIAIR).



Work with Refugees (WwR)

As the world goes through this unprecedented economic crisis, access to employment becomes even more complicated for refugees who are already heavily affected by unemployment in France. Konexio and other non-profits have come together to encourage professional integration of newly arrived refugees in France. This talent pool represents a real opportunity for French companies.

Groups in this collective include : Les Entreprises pour la Cité, Simplon, Kodiko, Singa, Jesuit Refugee Service France, Action Emploi Réfugiés, and Res Publica.

Regional networks

Nouvelle-Aquitaine

The Bordeaux Métropole Jobs Collective



The Collective aims to unite the maximum number of actors in the professional integration ecosystem to improve pathways to local employment.

Digital Advisor Network France Services - Gironde region



Konexio is part of the CNFS network coordinated by Bordeaux Metropole, and participates in events and training, as well as sharing experience and resources.

Hauts-de-France

Digital Advisor Network France Services - North region



Konexio Hauts-de-France is part of the Digital Advisor France Services Network (CNFS) for the French North Region. The Conseiller Numériques (Digital Advisors) have participated in webinars and are in regular contact with other CNFS in the region and especially with those in the Lille area.

Roubaix and Lille European Metropolis Employment Collective



This Collective, created by non-profit organizations providing assistance to the unemployed, complements public employment services to improve the pathways to jobs. The challenge is to ensure that the highest number of people are supported by the right program at the right time. These actions rely on collective knowledge, organizational meetings, and co-creating tools to encourage collaboration between groups.



Konexio in the News

JANUARY

Les Echos

Les Echos - Who are the ten women of French Tech to follow in 2021?

"Over the years, [Konexio] has grown and now offers a wide range of training programs in the field of digital skills training, in Ile-de-France but also in Bordeaux. Simultaneously, Konexio has been conducting a project in a refugee camp in Malawi since 2019. Jean Guo's own journey testifies to the fact that borders have never been a problem."

FEBRUARY



France 3 TV Broadcast

"During the first lockdown, we adapted our courses with an online and a face-to-face option. We must be agile and adapt to this crisis, because there will be no true return to normality, there will be a very different world, especially the way we work, and a need to master the tools of tomorrow, etc."

MARCH



France 3 Ensemble c'est Mieux (Together is Better)

"There are many opportunities in this sector [the digital and tech sector] but you need the keys to access them. Konexio's goal is to support and train these audiences on key [digital] skills, some of them quite basic. Today, to apply for a job, you must be on LinkedIn, for example..."

"It's important for us to show the differences between social networks (Tiktok, Snapchat) and professional life. Our goal is to give this toolbox to those who need it, because many jobs are digitized today."



BSmart

"Since the covid crisis, according to the latest OECD studies, 10 years of progress have been erased among young people. On one hand, we see more and more demand but on the other we see new types of audiences coming to us who were not necessarily affected before [by the digital divide]. Our objective is to help those who are facing economic exclusion, to bring down the barriers that prevent them from showing their talents so they can all benefit from these great opportunities."

A P R I L



BFMTV.com - Konexio trains the most underserved audiences in digital skills

"[We're targeting] people who are in the second half of their career who need to retrain or find work. Our target is still job-seekers, regardless of their age or socio-professional category. We also target employees who are in work but whose jobs are threatened with increasing digitization."



Sud Ouest - Bordeaux digital training courses against the exclusion of migrants and the disadvantaged

"Konexio allows marginalized populations, foreign or long-term job seekers to acquire sought-after skills in digital literacy. This non-profit organization provides digital skills training. Their headquarters are located in the Paris region. Konexio just launched its first training courses in Bordeaux."



Yahoo Finance

"We have taught more than 1,400 students. Six months post-training, 72% have found a job, pursued a qualifying course or launched an entrepreneurial project. [In terms of growth, we aim] to reach 10,000 people by 2023."

Challenge^s

Jean Guo, an entrepreneur who democratizes digital access with Konexio

"We offer training programs, ranging from the most basic skills to the most advanced, to make digital literacy accessible to all. We started with refugees. Some were traveling 100 kilometers a week to come to class. Today, we work with a lot of young people in disadvantaged neighborhoods, long-term job seekers, and people undergoing retraining. [Our dream for growth?] To become a movement, to bring other organizations on board, and to multiply our programs across geographies."

M A Y

STRATÉGIES

Jean Guo (Konexio) "Digital literacy is a language that needs to be mastered in order to integrate"

"We are lucky to have a strong network of partners: public actors, companies, and non-profit organizations. This means that our students do not pay to attend courses. The goal is also to benefit companies, so that at the end of the training, they find talented candidates to integrate into their own workforce. Our communication challenge is two-fold: to promote our training programs and to promote our talent."

M A Y

Chef d'Entreprise

Chef d'Entreprise - Even "digital natives" can be excluded

"We really need to think about what kind of world we want to see in the next ten years and how we can develop talent from all backgrounds and all walks of life. That's why, in addition to helping the digitally excluded, we also need to promote training courses to facilitate access to digital professions, for developers or network technicians, with specializations in cloud or cybersecurity, etc. To do this, we need to get a message across that goes beyond preconceived ideas. People often think that you need a 5-year degree and a lot of technical requirements to get into these positions: all that counts is motivation. For example, we have trained plumbers and hairdressers who have chosen to move into tech jobs. In the end, this diversity of social and professional backgrounds will contribute to the richness of the sector. As for companies, they should encourage inclusive recruitment."



Konexio, the organization that reconciles us with the digital world, sets up in Bordeaux

"Contrary to what you might think, it's not necessarily seniors who make up the majority [of the digitally excluded]. We also have young people who know how to use a smartphone, but who don't know how to write a proper CV. That's why we're interested in different backgrounds."

Tierno Souleyman is proof of that. An asylum seeker from Guinea, he participated in the training programme to find a job. "There, I was a sales manager. But here, I don't have the necessary skills. I feel that I am progressing and with these courses, I would like to continue my studies."

J U N E



LCI - Impact Positif - Jean Guo, breaking the digital divide, revealing potential

"We are in a more and more globalized world where we share the same issues: global warming and economic issues are increasingly linked, for example, the covid crisis... We can't live in silos isolated from each other. We need to engage with talent from elsewhere, as well as here, but those who haven't necessarily had access to opportunities."

SiecleDigital

The Digital Century - At VivaTech, we invent the world of tomorrow

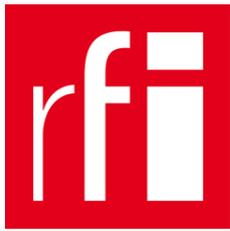
"Using technology to fight social exclusion is also the project of Karen Dolva, founder of No Isolation, and Jean Guo, founder of Konexio, who provide IT tools for disadvantaged populations: from sick children to seniors to refugees. 'A lot of people feel isolated, and we realized with Covid what mass digitization can take away,' Karen Dolva explained. 'In 10 years, most jobs will have been transformed by digitization. So we must adapt and make sure that basic services are accessible to everyone,' added Jean Guo."

J U L Y



Courier International - Konexio: free training to bridge the digital divide

"Konexio offers several types of training programs. What do they have in common? Professional support and wrap-around services. This is the case for the DigiTous program (now Web Developer), which focuses on teaching programming skills as a key step in professional integration. With the Grande École du Numérique and Paris Code recognition, DigiTous is an intensive four-and-a-half month course which includes a focus on soft skills, followed by four to six months of internship. Soft skills include relational and non-technical skills such as project management, organization, communication, and teamwork."



RFI - How to reduce the digital divide?

" 'Internet for all, Internet everywhere' is far from being a reality throughout the world. The digital divide in Europe has not been bridged. Until three years ago, only 3% of Romanians exchanged with governmental administrations via the Internet, compared to 92% of Danes; the EU average is 52%. This divide, often superimposed on top of the economic divide, has become even more glaring with the pandemic. Konexio is a gold nugget among the start-ups committed to the fight for digital access in France. It has developed a training system that speaks to the 13 million victims of the digital divide. Among Konexio's students, 40% are refugees and asylum seekers, and many are people who have no formal education."

With the digital acceleration linked to the health crisis, there is an urgent need for training in France to reduce digital exclusion

"Identify, raise awareness, train and support so that digital literacy is a factor of socio-professional inclusion. The recovery will rely heavily on digital solutions. Improving access to digital devices and the internet is part of the solution, but will not be enough: investing in training will facilitate the inclusion of everyone in all areas of society, from education to healthcare, to the world of work. This crisis gives us the opportunity to rebuild a fairer world by giving everyone the skills of tomorrow: it's time to act and not make digitization synonymous with marginalization."

Maddyness

Maddyness - Jean Guo, "Tech is a fountain of opportunity, but also a source of exclusion"

"Konexio has developed a series of responses to try to limit the harmful effects of Covid-19 in terms of the digital divide. First, we conducted surveys to find out if students had any primary needs, such as access to housing, for example. We maintained our courses, online or mixed format, with the possibility of remaining partly face-to-face. We also lent materials to trainees so that they could continue their training. During the first lockdown, we were also mobilized through the state initiative Solidarité Numérique (Digital Solidarity), a platform and toll-free number for supporting disconnected people who could no longer go to public agencies to carry out their administrative procedures. We have also been involved in working groups with the interministerial delegation for refugees and the UNHCR (United Nations High Commissioner for Refugees). Our exchanges have resulted in the addition of digital inclusion to the national action strategy for the latter."



Télématin - Interview Jean Guo

"Today there are more than 13 million people who are excluded from technology in France. It is increasingly essential to master digital skills to be able to work. We offer training from the very basics to more advanced levels, up to the most sought-after jobs in the digital sector today. We work with a whole network of partners, companies, organizations..."



OCTOBER

Carenews - Video highlights of the FNAF conference for organization and foundations

"Carenews asked the following question: what is your argument to engage citizens to participate in the charitable sector?"

Konexio's Jean Guo answered, 'Because we all need to act together to fight for our world tomorrow'."



NOVEMBER

Vozer - Konexio, an non-profit organization, has arrived in Lille

"Konexio's primary mission is to digitally train any public in social and professional difficulty, explains Laurent Thieffry, head of the Lille branch. '[We seek to support] people receiving public financial assistance, young people without qualifications, residents of low income neighborhoods, people in social centers. And always with a view to professional integration.' It may sound crazy, but the need is real. 'One might think that young people are born with computers in their hands, when in general, it is only for recreational purposes.' According to the organization, thirteen million people are excluded from technology in France.



AFP - Employment, an evening course and the hope of branching out into tech

"The short training course called DigiStart is intended to verify that [prospective students] are motivated and suitable to become web developers. If they are, they will move to a certifying course of several hundred hours, free of charge, like the previous course. The course is recognized by the state and followed by a 4 to 6 month internship. Looking around the classroom, the profiles and ages are diverse.

The youngest, Tareq, 18 years old, explains to AFP that when he arrived from Bangladesh, he enrolled in CAP Fast Food (a training program) because of the language barrier, but now wants to return to what he loves to do."



La Voix du Nord - Konexio Lille, how to fight the digital divide through free training

Since October 12th, Konexio has been offering workshops to people affected by the digital divide (lack of technical knowledge, lack of equipment...). Five-week training courses were put in place to facilitate socio-professional inclusion.

DECEMBER

Carenews - 22 rising stars to follow in 2022

"Discover our non-exhaustive selection of 22 personalities who have not gone unnoticed this year. You probably know them, or maybe not. You've seen them in our industry markets or heard them in our podcast "Changing the Norm". We advise you to closely follow these 22 "rising stars" in 2022.

Jean Guo founded the social startup Konexio, a digital training organization that fights digital exclusion in society. The social startup, Konexio, was awarded the top prize at the Google.org Impact Challenge in 2019 and continues to scale out its operations in the next three years."



Our Supporters

Our work would not be possible without the participation of our supporters. These collaborations stabilize our growth and provide Konexio with long-term sustainability. Here are a few of the projects supported by Konexio's partners and sponsors:



L'Oréal Women's Fund

Konexio received support from the L'Oréal Women's Fund in 2021 to train women in our DigitAll, DigiStart, Web Development, and Systems and Networks Technician Training (TSSR) programs in Île-de-France and Nouvelle-Aquitaine.



Seine Saint Denis departmental council for collaboration with the Convergence 93 network

Konexio intervened within local support centers in cooperation with the Convergence 93 network. Our two Conseillers Numérique (Digital Advisors) support these local centers by confirming local needs and providing digital skills training for essential workplace tasks.

Google.org Impact Challenge

Google.org Impact Challenge, Women and Girls Edition

Konexio's Digital Inclusion Program was selected to receive funding from the Google.org Impact Challenge, Women and Girls Edition, from a pool of over 8000 applicants. Konexio partners with Kenya-based non-profit RefuSHE to empower young refugee women in Nairobi, to seek work in the global digital economy through online freelancing.



PIC 100% Inclusion QPV - Tech Your Job

Konexio won the 2022 Skills Investment Plan call for projects which aims to increase the employability of residents of the Quartiers Politiques de la Ville (QPV, or low income neighborhoods) of Île-de-France and Hauts-de-France. The project seeks to combat digital illiteracy, raise awareness, and guide these residents into training for in-demand jobs.

ACTIVITIES AND SOCIAL IMPACT

TOWARDS DIGITAL LITERACY

“

I have been in France for 27 years and I found out about Konexio through the group, Les Cinq Toits. I have needed computer training for a long time, but never had the time to search and find a training that suited me until I discovered Konexio. I needed to increase my digital skills for my professional and personal life. I am an inventory manager and this job requires knowledge of computer tools. I used to use the Internet here and there but it was not enough to flourish in a world where it is essential to know how to use a computer. Now, I know how to use computers and these tools better. I have deepened my knowledge.

”

Christian, DigitAll student in Paris



ACTIVITIES AND SOCIAL IMPACT

Solidarity Programs for Basic Digital Skills

DigitAll

Challenges

Computer skills have never held so much importance in daily life. They have become essential for government administrative procedures and accessing public services. For example, the French unemployment agency has been online since 2016. At a hearing on June 24, 2020, France's National Association of Human Resources Directors announced that "job postings are now fully digitized, and the algorithms of the sites ranking job postings imply that it is now necessary to learn how to write a CV that allows certain keywords to be highlighted." Digital technology has become a determining factor in professional integration, and at the same time, a discriminating factor against those who do not master it.



Objective

Aligned with standards recognized at the European level (DigComp), our DigitAll program fights digital exclusion in a world where public services have moved online and available jobs require digital skills. The program increases the employability of our students and contains three levels: beginner, intermediate and advanced, each 20 hours long. First implemented in Île-de-France, it is now offered in Hauts-de-France and Nouvelle-Aquitaine.

Program Structure

The DigitAll program offers three levels: two core levels and the third which offers specializations in more advanced skills or digital communication with the possibility of registering for the national Pix certification.

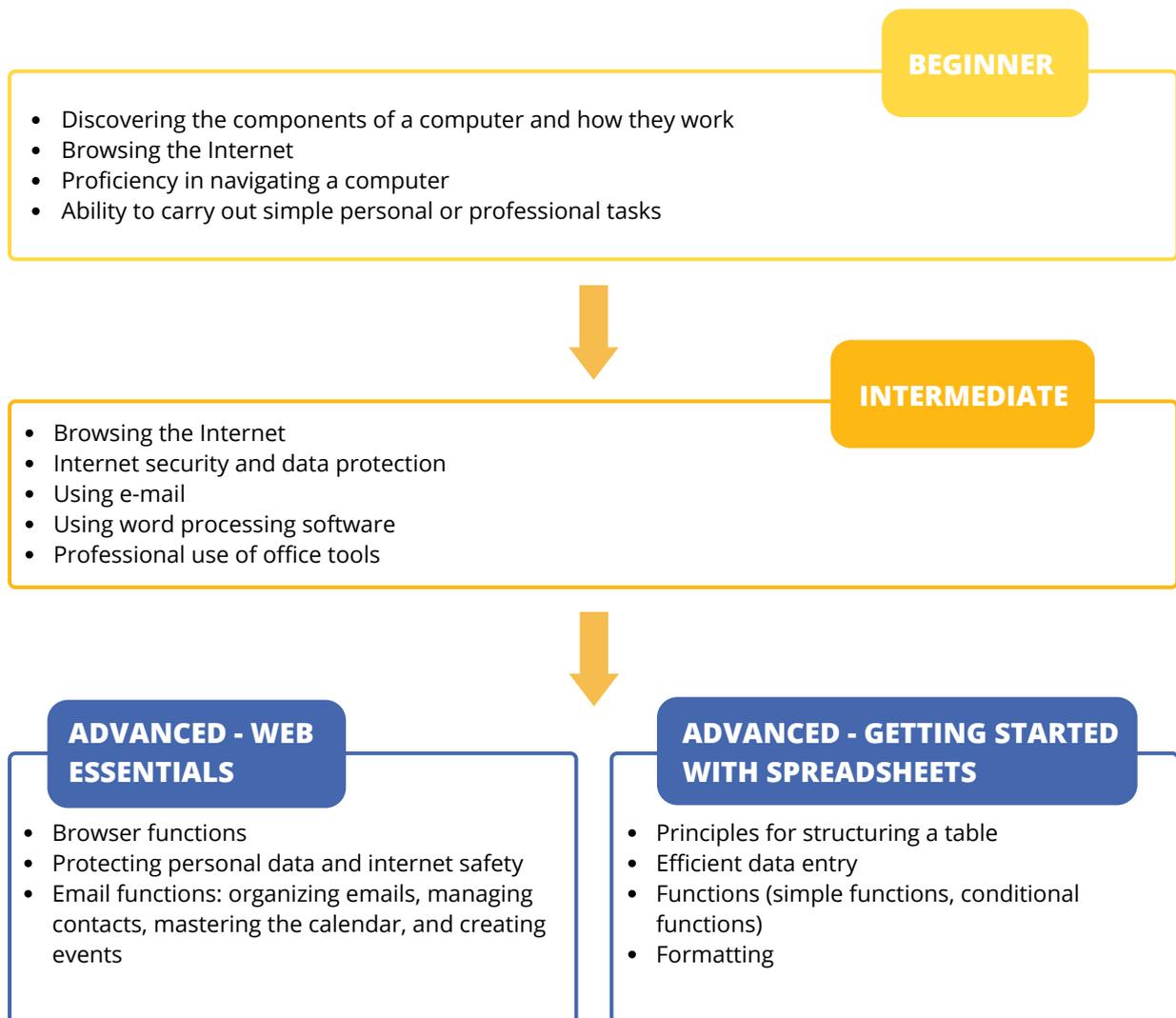


After DigitAll Beginner, I took the DigitAll Intermediate course. When I started the beginner level, it was my very first time using a computer. I enjoyed learning about navigation, email, writing a letter on Word... It helped me send emails, but also make appointments and do things online.



Bienvenue, DigitAll student

The DigitAll course offers four sets of skills:



“

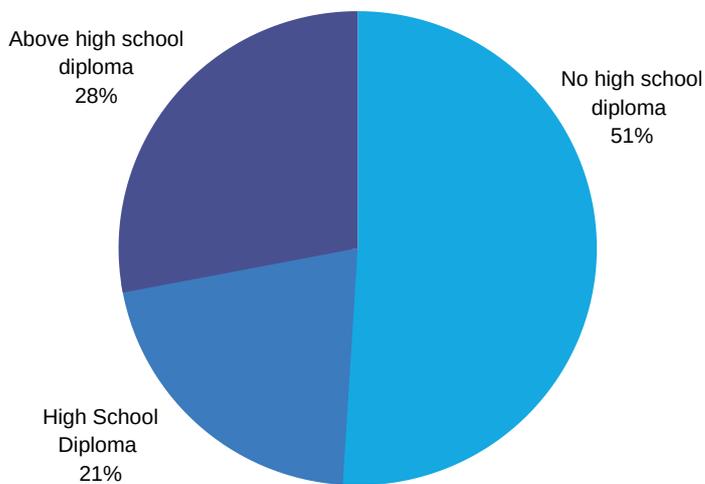
Aurore [a local non-profit organization] and Konexio have a very complementary approach. On the Aurore side, we focus on learning French, but digital technology seems to us to be another language that our audiences need to acquire. Thus, we share about the GOAL program's DigitAll Sessions. The evening [classes] are particularly useful because the students are in language classes during the day, and in computer classes in the evening. As a result, students are more comfortable with digital tools, know how to better manage their relationship with administration and related procedures, and are more autonomous in responding to their job offers. The discovery of these tools will help them in their future work. We hope that our partnership will continue because those who have validated the A2 level in French also have an important need to increase their digital skills.

”

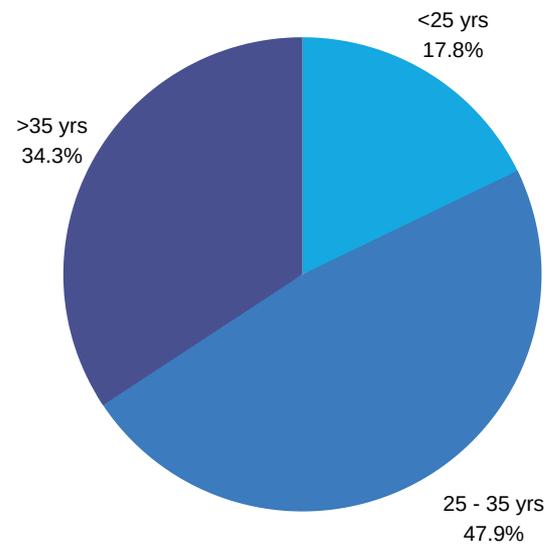
Karine, Professional Integration Officer, PIC Refugees, Association Aurore

DigitAll in numbers

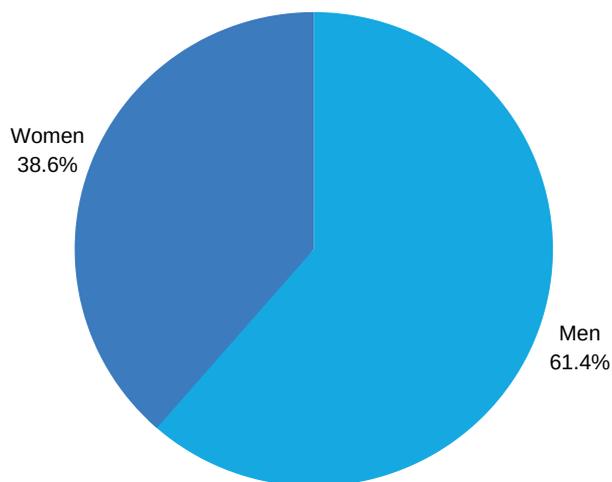
Prior education levels:



Ages:



Gender:



Other key numbers:



Training courses delivered



Students trained*



Cohorts

**for one or several levels (beginner, intermediate and/or advanced)*

A few figures to measure the impact of our basic digital skills training:

57.1%

of respondents are employed or in training 6 months after completing one or more DigitAll programs*

58.5%

of respondents say they are comfortable completing tasks online

DigitAll in Île-de-France

DigitAll training courses began in 2016 in Île-de-France, but the year 2021 marked a true scaling up in terms of pace and number of people supported.

Konexio launched 68 cohorts this year. Over a third of students were women (37.2%). Refugees and asylum seekers constituted 30.7%, and nearly one in two students (47.9%) were between 25 and 35 years old. Finally, 52.5% had less than a high school diploma.

Students are referred to Konexio through various partners such as each One, Aurore, or Singa. We also collaborate with the Missions Locales and Pôle Emploi (the French employment agency) in the different departments of Île-de-France, mainly in Seine-Saint-Denis, the Yvelines and Paris.

Starting in January 2022, we will also offer daytime classes, overseen by Conseillers Numériques (Digital Advisors). These classes will take place in new classrooms in Paris, Yvelines, and Seine-Saint-Denis. In this way, we hope to be able to extend our offer to more women, to people on back-to-work contracts, and to young people being assisted by Missions Locales.

“

I learned many things on this course, including using spreadsheet tables, data entry, formatting, formulas and much more.

”

Sandra, DigitAll Excel Advanced



DigitAll in Nouvelle-Aquitaine

Konexio's development in the Bordeaux region began in 2020 with the launch of DigitAll training courses. Grassroots organizations referred prospective students who lacked the digital skills to the DigitAll course.

The three levels of training: beginner, intermediate, and advanced took place during the daytime in the three cities of Libourne, Bègles and Bordeaux at four different locations. Three Conseillers Numériques (Digital Advisors) conducted baseline assessment for the students' levels and the DigitAll trainings began in September.

In total, 12 cohorts of 64 students participated, with an average age of 44 years old. Among these students,

50% were women, 42% were refugees, and 47.9% did not have a high school diploma (baccalaureate). Some students will continue to improve their digital skills in 2022 by graduating to higher levels.

Training courses are implemented in close coordination with local organizations who refer prospective students to Konexio. Some of these include the Diaconat de Bordeaux, Groupe SOS, Action Emploi Réfugiés, EPIDE, Missions Locales, PLIE, and others. Bordeaux Métropole and Pôle Emploi (the French employment agency) also contribute to the continued growth of our mission throughout the territory.

For 2022, the teams in Nouvelle-Aquitaine will offer new course

formats in new territories and to new audiences. We will be strengthening our place in the Bordeaux ecosystem and working with partners such as the Cravate Solidaire, the Groupe d'Entraide Mutuel de Libourne, the Centre Communal d'Action Sociale, WeJOB, and Cités Coop.

“

I'm more comfortable with Excel and also with the different functions. I know I can do better in life. One day, I'd love to pass on what I've been taught, but I think I need more experience for that.

”

Anzizat, DigitAll student in Libourne



DigitAll in the Hauts-de-France

Konexio Hauts-de-France began its first DigitAll session in October 2021: it was an intermediate level for a group of 6 students, all of whom came via the nonprofit SOS Solidarités. One third of the students were under 30, two thirds had a baccalaureate level +3 or less (equivalent of a 3-year bachelor's degree), and 17% were women.

SOS Solidarités called its work with Konexio a "collaboration that has

yielded a very positive result both qualitatively and quantitatively with a great partnership dynamic." Several students have even expressed the wish to continue their adventure with Konexio by proceeding to the DigitAll Advanced training.

Looking forward to 2022, the Hauts-de-France team will accelerate its number of DigitAll and DigiStart course sessions, particularly for the 100% Inclusion QPV: Tech Your Job

program. Lastly, partnerships will be forged with local organizations, particularly those working to advance economic and social equity, so that Konexio can support people with diverse needs through our courses.



“

I had never touched a computer before coming here. It's very important for the process. I'm getting more and more autonomous. The first thing I did because of the training? I booked a doctor's appointment on Doctolib.

”

Ahmed, DigitAll student, Lille

ACTIVITIES AND SOCIAL IMPACT

TOWARDS THE JOBS OF TOMORROW

“

It's a job that I've been passionate about and that stimulates me enormously since I discovered it. It calls upon my perseverance and my sense of organization, as well as my creativity. It's an environment that combines autonomy and team spirit, which are two work environments that represent what I aspire to.

”

Laura, Web Developer student, Paris



ACTIVITIES AND SOCIAL IMPACT

Outreach workshops

Throughout the year 2021, we held dozens of outreach workshops. They were sponsored in partnership with many groups: Pôle Emploi, the Mission Locale of Pantin, Bondy, and Paris, the Cité éphémère of Noisy-le-Sec, Employment Centers in Bagnolet, Pantin, and more.

Their purpose is to present the various digital professions to long-term job seekers and/or those under-represented in the tech industry today, and more specifically the two Certified Career Track training courses Konexio offers: Web Development and Systems and Networks Technician Training.

These workshops feature testimonials from former learners and trainers, and are also marked by a discovery phase, notably topics to help learners understand more about the tech profession. New pedagogical content has been designed to improve this practical phase during the initiation workshops, this will then be used for these sessions starting in 2022.

38

Workshops

214

Participants

Discovery course (DigiStart program)

DigiStart is an introductory program to code and web development offered in-person or remotely over a period of 5 to 9 weeks depending on the program (4 hours per week, 20 or 36 hours of training in total). The DigiStart program introduces the basic concepts of programming by teaching beginner web programming languages (HTML, CSS and JavaScript).

It is aimed at people who are interested in code but do not necessarily have a clear idea of what coding involves. This initiation allows them to better understand how computer languages function and to eventually enroll in a certified developer training course.

“

What I like most about digital technology is using it as a work tool. I am interested in coding - CSS, HTML - because it is a rewarding skill that will allow me to express my creativity. I found Konexio thanks to my Pôle Emploi advisor when I talked about my project to start training to be a web developer. I remember the presentation made by Audrey from Konexio at Pôle Emploi, which convinced me to register. What I like about the training is its framework: we are in small groups of students, well supervised by instructors with whom contact is easy. I find that the learning conditions are very good.

”

Jean-Didier, DigiStart student

“

The training is going well, even if it is a bit difficult when you don't know anything about the field and you are starting out like me. But I find it quite fun since I'm learning new things every day like with HTML, CSS, JavaScript. As a result it's very interesting to be there and learn but also to have instructors who are patient with us and take the time to explain things step by step.

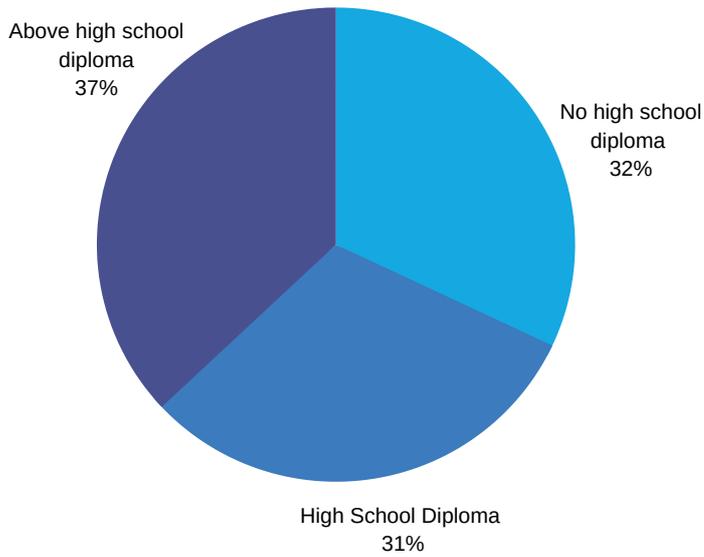
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Sokona, DigiStart student

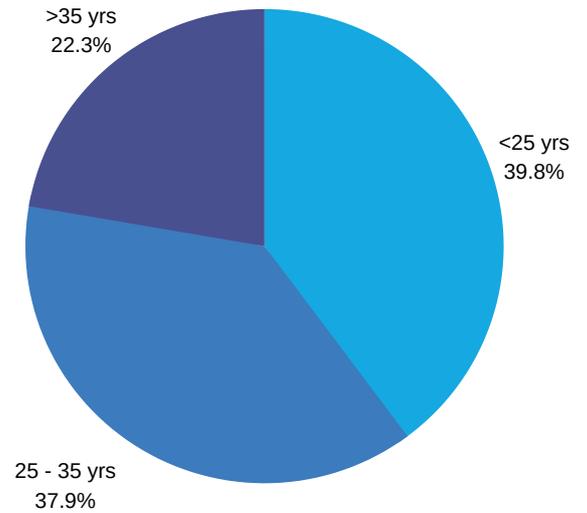


DigiStart in numbers

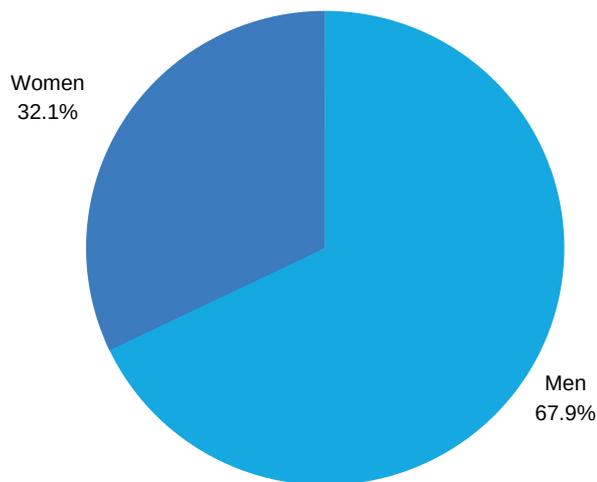
Prior education levels:



Ages:



Gender :



Other key numbers :



Training courses delivered



Students trained



Cohorts

Two numbers and the impact of the DigiStart program:

58,3%*

respondents were employed or in training 6 months after leaving the DigiStart program

72,6%

report using skills learned in DigiStart in their professional life

ACTIVITIES AND SOCIAL IMPACT

Certified Career Track Courses

Web Development

Challenges

The tech sector is expected to remain high-growth in the current decade. Business service occupations, including engineering-related activities, are ranked second in the top 10 sectors where employment growth is expected to be the strongest by 2030. More than 201,000 jobs are expected to be created over the next eight years.*

In this context, recruiting employees from diverse backgrounds will be key in the years to come.

Diverse recruitment will enable a wider range of skills and experience within teams, greater linguistic and cultural awareness, and greater ability to innovate.

Objective

The goals for Certified Career Track courses are to offer more opportunities to train for high demand tech jobs and also to encourage the recruitment of diverse candidates.



In 2021, I had the opportunity to work with three trainees from Konexio's Web Development course. I was able to create a project team that supported various other projects happening at Orchestra. It was a very good experience for the trainees as well as for the internal teams. We were even able to offer a job to one of them for 2022.



Richard, Platform Director of Orchestra

Companies that have recruited:



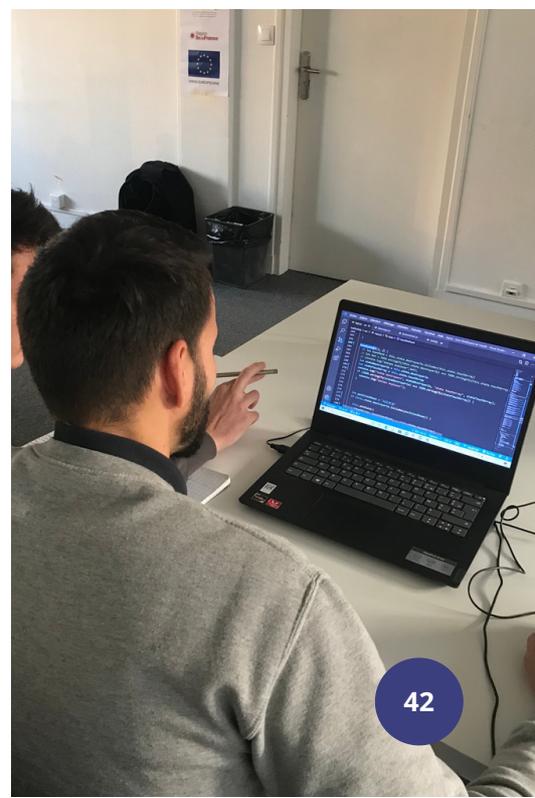
*Les Métiers en 2030 (The Jobs of 2030) report published jointly by France Stratégie and DARES (Direction de l'animation de la recherche, des études et des statistiques)

The Web Development program (formerly DigiTous) continued successfully throughout 2021, drawing enough momentum to include three other projects:

Est Ensemble - In July 2020, Konexio launched the Est Ensemble program, a series of Outreach Workshops and Certified Career Track courses in digital and web development for 160 people. The campaign was created to serve residents of Paris' east side and particularly in the Est-Ensemble territory. The training project for the Est Francilienne region is co-financed by the European Social Fund (ESF).

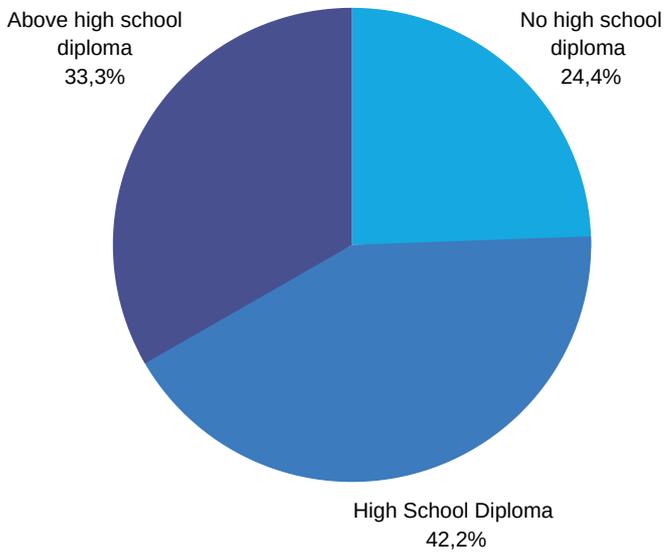
GOAL is a global project to guide, support, and fight against inequalities. This project, financed by the Île-de-France Region, aims to socially and professionally integrate 220 people, including young NEETS (youth who are neither in education nor employment nor training) in Paris and Seine-Saint-Denis from January 2021 to May 2022.

Women In Digital is a catalyst program that helps women in the Paris region re-enter the workforce through web development training. The project, led by Social Builder, aims to train and coach women living in Seine-Saint-Denis.

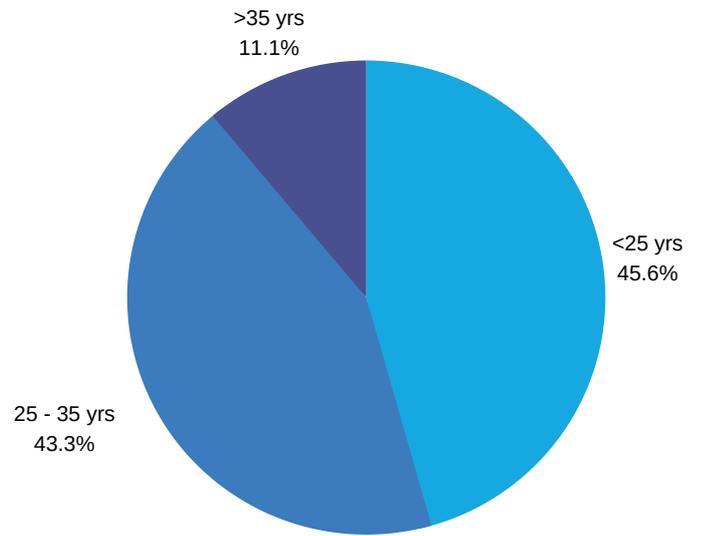


The Web Development course in numbers

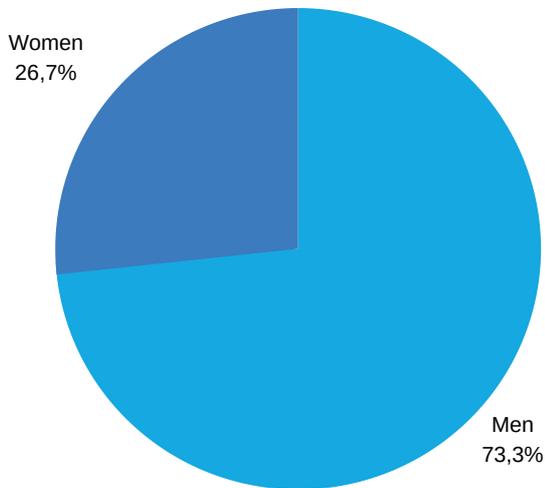
Prior education levels:



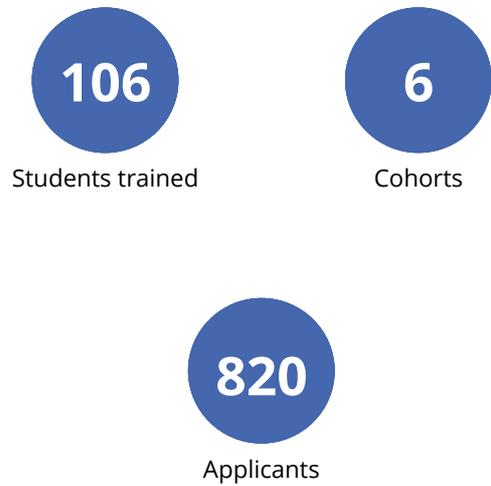
Ages:



Gender:



Other key numbers:



2 figures to illustrate the Web Development program:

88.3%

of students would recommend the training

88.2%

of students appreciated Konexio's support

SOFT SKILLS

71%

of students had improved their interpersonal skills

68%

of students have created social and/or professional connections that will be useful for their future career

STUDENT OUTCOMES 6 MONTHS AFTER TRAINING: 79% IN WORK, FURTHER TRAINING, OR ENTREPRENEURSHIP

65%

are in work (permanent contract, fixed-term contract, internship)

8%

in pursuit of further certification/ educational course

6%

in entrepreneurship/ freelance

Of our Web Development students in 2021 who took the exam for the Web Development professional title (RNCP level 5, equivalent to a 2-year college degree), 62.5% obtained their certificate in all areas (front-end and back-end) and 25% obtained their certificate in one of the two. In total, **87.5% of students obtained a certificate at the end of the course.**

The Web Development program, which is accredited by the Grande École du Numérique and Paris Code, is inspired by the most successful code bootcamps in the United States and promotes an in-demand profession as a key step towards professional integration. The program combines the technical competencies most sought after by companies with the development of interpersonal skills essential for professional success.

At the end of the course, participants have acquired the skills necessary to obtain the professional title Web Development (RNCP31114, level 5 equivalent to 2-year college degree). They will be able to :

- Develop the front and back end of a web or mobile application in Javascript;
- Integrate and create dynamic and responsive user interfaces;
- Design databases, make requests, and develop data access components;
- Use the following languages: HTML, CSS, Javascript, JQuery, Bootstrap library, frameworks React JS, Node JS, Express, MongoDB and SQL databases.

In 2021, the Web Development curriculum was divided in two sections:

- the theoretical section, a 4.5 month classroom experience, focused on practical application;
- the practical section, an internship of 4 to 6 months at the end of the course (the apprenticeship program will be proposed as of 2022).

All motivated candidates are eligible to participate in the program, without distinction of gender, ethnic background or level of education.

This program allows refugees, young people from underprivileged neighborhoods, women, people who are isolated from the job market, or those in the midst of a career change to participate.

“
I arrived in France as an asylum seeker in 2013. I worked in a restaurant while learning French. I completed a hospitality course (CAP agent polyvalent de restauration) which improved my language skills, while working in a restaurant. I was still looking for a course to be a web developer. Luckily, I found Konexio while I was surfing the Internet. And I had the opportunity to start my basic web development training at Konexio (DigiStart) and the advanced Web Development training afterwards. Konexio basically opened the door to a better future for me. My journey with them has been very informative, productive and results-oriented. I really like and appreciate the support provided by the mentoring and workshops. Thanks to Konexio, I was able to graduate as a Web Developer.”

Yangchen, Web Development student

“
Konexio helped me become a new person, I learned new skills and even found new friends. The Konexio course didn't just teach me how to code, it also taught me to trust myself, to work on my weaknesses and to communicate with others. Being a student at Konexio has been the best experience I've had in a long time and now, after completing the course, I have countless job opportunities and a bright future.”

Rahmad, Web Development student



Systems and Networks Technician Training (TSSR)

Konexio launched the new training program Systems and Networks Technician Training in June 2021. Created in the same format as the Web Development course, Konexio launched two cohorts in 2021. For four and a half months, the students followed an intensive training program in systems and networks, with a focus on soft skills necessary for long-term professional integration. This course allows students to prepare for the Systems and Networks Technician Training exam (RNCP level 5, equivalent to a 2-year college degree).

Students are trained in systems and network administration, and then specialization is offered in three options: advanced network infrastructure management, cloud computing and cybersecurity.

Following this training, Konexio offers internship or apprenticeship opportunities through its partners in the tech field to give students privileged access to professional experience. The goal is to ensure that all students have the opportunity to apply their skills in a practical work environment with clients.

“

I spent 10 years at the CNRS in Grenoble as a laboratory operator. As a self-employed computer repairman in the meantime, I trained as a helpdesk technician and then did the AWS ReStart program. To establish my career path and obtain a professional title of Bac +2 level [a 2-year college degree] I joined Konexio. Today I'm in an apprenticeship program as a senior systems and networks technician at the Mutuelle Générale de l'Education Nationale (MGEN).

”

Bachir, TSSR student

“

Having wanted to work in the systems and networks sector, I turned to Konexio to gain skills. Today, I feel supported in my search for an internship and I was part of a close-knit class. The real advantages of Konexio are the quality of the courses and the instructors which allowed me to develop real autonomy and gain confidence for the future. I hope to become a team leader in a large company in a datacenter.

”

Lionel, TSSR student



“

I didn't know the IT environment at all before I joined the TSSR training at Konexio. I discovered the networks and systems sector and it allowed me to understand the IT sector as a whole. Konexio helped me focus this research and supported me in my transition.

”

Wellington, TSSR student

“

I have always wanted to work in the digital sector and I want to become a business leader in this sector. Ambitious, I joined Konexio to achieve these goals and train as a Systems and Networks Technician Training.

”

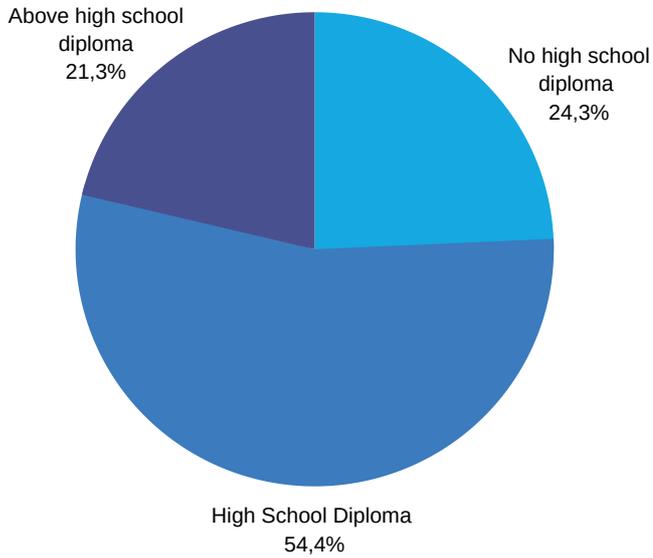
Saleem, TSSR student

Companies that have recruited:

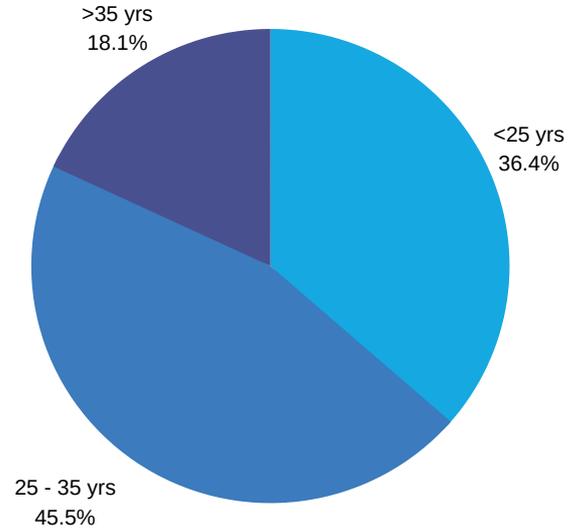


The Systems and Networks Technician Training (TSSR) program in numbers

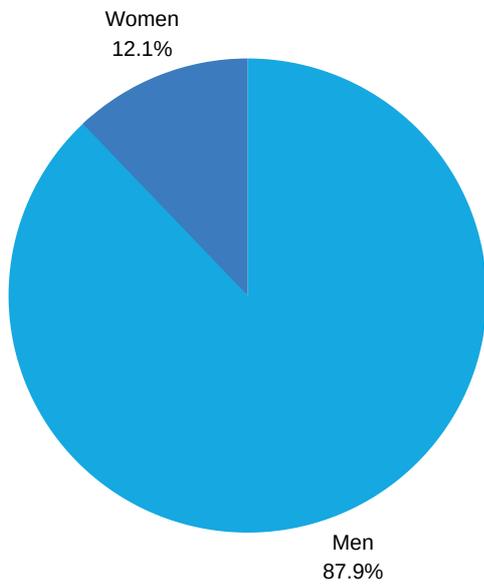
Prior education levels:



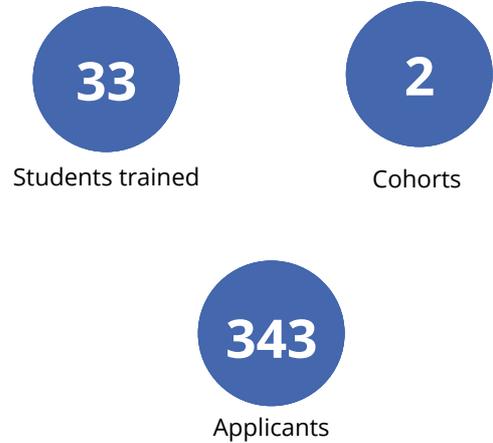
Ages:



Gender:



Other key numbers:



TSSR program impact

68%

of TSSR students have internships or are in apprenticeship programs

ACTIVITIES AND SOCIAL IMPACT

TOWARDS LONG-TERM SUCCESS

“

I had the chance to speak to Konexio's Web Development class where we were able to talk about a subject I love, LinkedIn. Congratulations to all the students who decided to change their path and give it their all to succeed. Keep it up and good luck!!

”

David Nget, Co-founder and CEO at Sempai.io



Soft skills and mentoring: the keys to global integration

Konexio's soft skills workshops focus on self-confidence, communication and teamwork. We also provide concrete techniques for writing CVs and cover letters specific to the sector, as well as creating a LinkedIn account.

Focus initiatives - soft skills workshops

With the support of the U.S. Embassy in France, Konexio and the Fulbright Alumni Association sponsored a program entitled "Konnected for Refugees." It initiated four soft skills workshops.

During the workshops, Fulbright alumni and Konexio students met to develop skills, such as creating a CV or understanding non-verbal communication. Another collaboration with the Global Shapers led to workshops once a month on topics such as CVs, interview preparation, or networking.

Soft skills in 2021:



Apprenticeship

Konexio accelerates professional integration by including work study or apprenticeship contracts within the framework of our course structure. This is a proven method for professional integration and corresponds to policy implemented at the national level for all levels of training. Konexio also wishes to broaden the services it offers to its partner companies by providing them with solutions within the framework of their GPEC, or provisional management of jobs and skills (Gestion prévisionnelle des emplois et des compétences).



I had the pleasure of leading a workshop for Konexio students. This workshop was about interviewing as a junior developer. I went through this 3 years ago and was lucky enough to have found a job quickly: it was a real pleasure to be able to exchange with these students.



Claire, Web Developer at Jamespot

Partner companies for the soft skills workshops:



Many companies have already developed apprenticeship policies. This is as much an issue of developing useful skills and profiles as it is a strong and real commitment to CSR (Corporate Social Responsibility). Konexio would like to contribute in this area as well.

Our Certified Career Track courses will be conducted within this framework. Regular intervals of coursework alternated with professional work allow for greater transfer of knowledge and a more effective acquisition of skills.

Mentoring

Konexio offers students in our Web Development and Systems and Networks Technician trainings the opportunity to be supported by a company mentor. During weekly meetings, mentors support their mentees as they search for an internship and progress through the coursework. The mentors support them and advise them on the processes and good practices to be aware of for successful recruitment.

The mentoring was an enriching experience. The perspective of an experienced third party allowed me to see things differently and to approach my internship search in a more efficient and informed manner. The interview simulations allowed me to practice my responses and to learn to stay focused. You gain more than just knowledge at the end of this experience.



Bilal, Web Developer student

Equal opportunity is very important to me and I saw this mentorship as an opportunity to give a helping hand to Konexio students by contributing my experience and network.



Carole, Finastra mentor

What an enriching experience it is to accompany a person in the midst of a career transition who wants to live his passion and needs advice to feel legitimized and confident



Philippe, SAP mentor

Mentoring partners:



In 2021 :



mentors engaged



hours of coaching

Demodays

Konexio uses "Job Dating" events or project presentations, through Demodays, to put our students in real-life simulations. These exercises serve as practice, making it easier for them to be face-to-face with recruiters and to highlight their unique backgrounds.

We invite our partners to the event to:

- present to them the impact of our work;
- introduce them to potential candidates to recruit;
- thank them for their support and show them the progress of the students they met in soft skills workshops.

This day gives our students the opportunity to showcase their technical and interpersonal skills and to meet recruiters during a networking event.

Supported by:



Focus on special projects

Est Ensemble

When the Île-de-France region and the European Social Fund sent out a call for proposals to aid the Est Ensemble territory, Konexio responded, proposing "Pathways to digital learning to increase skills and employability for the habitants of the Est Ensemble territory."

Within this framework, we began our "DigiStart" introductory code course and the "Web Development" certification course (formerly known as DigiTous), with the aim of increasing the digital skills of the long-term job seekers.

The project targets young people from disadvantaged and low income neighborhoods (QPV, Quartiers politiques de la ville) who are registered with a public employment service. By the end of the project, 120 students will have completed DigiStart and 40 students, the Web Development training. The project, launched in July 2020, will continue through June 2022.

In 2021 the project has resulted in:

- The creation of 8 DigiStart cohorts, either in-person or online. The in-person workshops were held at the youth department of the Pré-Saint-Gervais town hall and at the Axel pour l'emploi CDC Habitat offices in Montreuil.
- A first cohort of 19 students in the Web Development program, beginning on February 22nd, 2021 and ending with internships from July to November 2021.
- A second cohort of 21 students in the Web Development program, beginning on September 13th, 2021 which will continue through June 2022.

In cooperation with our corporate partners, these students will benefit from soft skills workshops and mentor support. These mentors, employees of the companies listed below, pass on their skills, particularly on HR questions such as the job/intern search. Salesforce, Jamespot, CapGemini, SAP, IPSEN and Allianz led these workshops; the mentors are employees of Salesforce, Thales, and BNP Paribas.

The digital skills training project for the Est Francilienne region is co-financed by the European Social Fund (ESF) as part of the integrated territorial investment of Est Ensemble.



A Global Project to Guide, Support and Fight Against Inequality (GOAL)

Konexio won the call for projects from the Île-de-France region for G.O.A.L*. This project aims for the socio-professional integration of 220 long-term unemployed people in Paris and Seine-Saint-Denis between January 2021 and May 2022.

The GOAL program targets young adults registered with Pôle Emploi, the French national employment agency. It aims to raise awareness and train participants in digital professions thanks to a consortium of partners from the nonprofit sector and professional training sectors:

- Article 1 with the Job Ready platform focused on the acquisition of Soft Skills;
- Cité Tech with the Artefact program, which introduced the target audience to digital manufacturing through fun workshops and various projects, such as creating a radio, printing on T-shirts, and creating via a 3D printer;
- WebForce 3 with the TSSR program;
- And Konexio, the project leader, integrated the DigitAll, DigiStart, and the certified Web Development training into this comprehensive program.

The project's framework provided different training paths to students:

- A first path dedicated to people needing to gain digital literacy, including the DigitAll training, the course on basic skills in digital literacy, and the Article 1 Soft skills workshop;
- A second pathway for people more experienced with IT tools and who wish to move into the digital sector. This pathway enabled them to discover different jobs in the IT sector, starting with an introduction to coding (DigiStart), a workshop on soft skills (Job Ready), and an introduction to digital manufacturing (Artefact).

Mid-way in the project, we have so far reached 65% of the objectives set at the beginning of the training program. 58 students have benefited from the first training course, and 77 have benefited from the second training course.

As far as professional integration is concerned, GOAL students have benefited from both job coaching and the training course, and 19 GOAL students enrolled in mentoring programs to accelerate their professional integration.

In addition, we interviewed 41 students 6 months post-training to gather their opinions on the training course and to evaluate the effect of the GOAL project on their professional trajectory. The figures collected show a real impact on GOAL students: **80% of students were in training or employed 6 months after leaving the program; 85.7% consider that GOAL was useful for their professional development.**

Finally, it should be noted that 82.1% of former students who are currently employed or in training say they are satisfied with their current situation. This fact indicates that GOAL not only facilitates professional integration, above all it shows that the students have participated in a program that correspond well to their needs and expectations.



*PRIC stands for the Pacte Régional d'Investissement dans les Compétences or Regional Pact for Investment in Skills. G.O.A.L stands for un projet Global pour Orienter, Accompagner et Lutter contre les inégalités, or a Global project to Guide, Accompany and Fight against inequalities.



Tech Your Job

The Plan d'Investissement dans les Compétences (or PIC, Investment Plan for Skills) is a professional inclusion program set up by the French government as part of the Grand Plan d'Investissement, or great investment plan. Konexio is the leader of this ambitious project with partners Diversidays and the Mozaïk Foundation which aims to introduce 985 people to digital professions and/or to train them in basic digital skills.

This project seeks to increase the employability of the target groups by fighting against digital illiteracy and by directing people towards training for in-demand jobs. The project targets underserved young people and job seekers who are having difficulty finding employment, who live in low-income neighborhoods, and who have few qualifications.

To achieve these objectives, the coalition has set up seamless learning pathways. It begins with a precise diagnosis of each student's needs and expectations so that we can best support them throughout the program, from increasing their digital skills to their professional integration:

- The three partners: Konexio, Diversidays, and the Mozaïk Foundation, jointly assess the digital skills, training needs, and the necessary assistance to prepare students for digital professions.
- Konexio provides digital training (DigitAll basic digital skills training at all 4 levels, and DigiStart introductory web development training).
- Diversidays organizes workshops to promote awareness of the digital professions. These workshops are grouped into Déclics Numériques sessions which last about two weeks. Guest speakers, professionals from the field, present their experiences and share advice with the students.
- The Mozaïk Foundation supports students at the end of the course by offering them access to their recruitment platform, to selecting job offers or apprenticeship programs based on their needs.

This project will start in Île-de-France and then expand to Hauts-de-France. It will be deployed from March 2022 to February 2024.

DIGITAL TRAINING	DISCOVERING JOBS IN THE TECH SECTOR	FINDING A JOB OR APPRENTICESHIP
<p>20 hours of training</p>  <ul style="list-style-type: none"> • Digital Autonomy • Knowledge of Word, Excel & Other Tools • Discovery of the Web Developer profession <p>DELIVERED BY {konexio}</p>	<p>8 to 10 days of workshops</p>  <ul style="list-style-type: none"> • Discovery of tools and resources • Meeting with recruiters and trainers in the region <p>DELIVERED BY DIVERSIDAYS</p>	<p>Personalized support</p>  <ul style="list-style-type: none"> • Information on jobs and sectors that are recruiting • Coaching solutions • Thousands of offers for jobs & apprenticeships • Regular follow-up <p>DELIVERED BY MOZAIK FOUNDATION</p>

ACTIVITIES AND SOCIAL IMPACT

TOWARDS THE SKILLS OF TOMORROW

“

I thank you for providing us with such beautiful facilities, excellent instructors who possess solid pedagogy, availability and listening skills, and a case-based program.

Jessica, PLIE student

”



Customized Programs

Our approach

The professional sectors with whom we work share the challenge of digital transformation. For example, in the logistics sector, all employees use digital tools, from the warehouse floor to the corner office. Preparing orders requires using digital tools on a daily basis, particularly in the context of automated warehouse management systems. The need for digital skills at all levels will only increase, as experts estimate that covid has accelerated digitization by as much as seven years.

To help companies meet the challenge of digitization, Konexio offers customized training courses to employers. Konexio creates courses based on the employer's needs and the level of their employee's digital skills.

The goal is to enable participants to acquire the key digital skills they will need as their companies digitize, so that they can maintain their current job, or shift to a role in managing the new technologies their companies will use.

Training in digital tools: an employability boost

As part of its mission to promote equal opportunities for access to employment, Konexio provides training services to :

- companies that need to improve the digital skills of their employees
- NGOs and their target audiences
- social and government service

Some of these customized trainings are conducted in partnership with professional integration agencies. These partners work with people who have specific barriers to employment, either because they have a poor level of written French, or because they have had a long-term break from work and need to retrain and update their skills.

241

students trained

3513

cumulative teaching hours

Spotlight on 2021 projects

In 2021, Konexio collaborated with our partners with the common goal of reskilling workers through offering them customized training paths.



Sport dans la ville

The organization Sport Dans la Ville (Sport in the city) supports young people seeking employment or training through sports activities. We jointly proposed a project to help 15 young people become acquainted with digital tools. These tools can be used to map their professional goals, charting courses, internships and jobs, as well as online access to government administration websites for health or education.



Very good. The schedules are convenient, the classes are customized well according to the level of knowledge and learning for each and every participant.



Josette, jobseeker



PLIE EPEC (Ensemble Paris Emploi Compétences)

The PLIE (Plan Local pluriannuel pour l'Insertion et l'Emploi - Multi-year Local Plan for Integration and Employment) is a regional project for building access to employment for long-term job seekers. It brings together job seekers and companies seeking to hire.

Konexio proposed a series of workshops entitled "Make technology a means for integration" in the form of three different modules. The main objective of these workshops was to enable job seekers to become more independent in their use of digital tools and to facilitate the job search process: in particular to be able to seek job offers, to respond to them with a customized application, and to prepare for an interview. In addition, Konexio has become authorized for Pix certification. The Pix process evaluates a participant's digital skills level and issues a certificate recognized by both Pôle Emploi (the French employment agency) and French companies.

"Make technology a means for integration" supported 50 participants. 30 participants took the Pix certification test; 25 passed the exam.



I am really satisfied with this training because I learned a lot in a short time.



Marie-Louise, jobseeker



Banking Inclusion Workshops with the Banque Postale

Konexio trains Banque Postale customers to use online banking services, both via computer and mobile. The partnership aims to build client confidence to check their accounts remotely, download documents, and contact their financial advisors. It also teaches them about using online security measures in line with European standards.

- 12 workshops
- 72 participants



Maisons Digitales Orange

Konexio trains volunteers from Maisons Digitales Orange, or the Digital Orange Centers, on the subject of teaching digital literacy and training students. This collaboration first aims to coach volunteers on using audience-specific support tools, especially those for underserved women; and secondly to help them teach online. During the workshop, discussion focuses on the participants' experiences and ways to support students practically, so that the volunteers can improve their teaching methods.

- 34 participants from the Maisons Digitales Orange



Dynamic and clear teaching, the instructor sets aside time for thoughts and discussion on each point.



Johanna, Orange Digital Center volunteer



Very good, it's a complete workshop that allows us to think about what we are doing. There are lots of links and information to help us with our workshops. The practical case studies allowed us to share our methods.



Sylvie, Orange Digital Center volunteer

ACTIVITIES AND SOCIAL IMPACT

TOWARDS AN INCLUSIVE DIGITAL ECONOMY - INTERNATIONAL PROGRAMS



We collectively negotiated the rates, we organized ourselves as a team and we worked together to succeed. This work is very motivating even if it requires perseverance! To support each other, we always exchange tips and tricks.



Jolie, DIP (Digital Inclusion Program) student, Malawi



International Programs

The digital divide: A global challenge

With almost half the world's population still offline, the digital divide risks becoming the new face of global inequality. 3.7 billion people lack digital skills and connectivity; most live in the Global South, and over half are women. As digitization accelerates around the world, the digitally unconnected risk becoming even more marginalized.

Advancing digital inclusivity in the Global South

Konexio advances its vision for a digitally inclusive world by adapting its activities to reach marginalized populations in the Global South. Our mission remains the same - to reverse inequality caused by the digital divide, and to serve as a springboard to opportunity for digitally excluded people, particularly in the digital economy. In 2021, Konexio renewed its activities in Malawi, and developed new pilots in Kenya and Jordan, all operated in partnership with local organizations.

The Digital Inclusion Program (DIP): a scalable model for online freelance training

With the increase in digital services and a shift to online work in the wake of covid, demand for online freelancers has skyrocketed. It is estimated that up to 230 million people could find work in the near term through online employment platforms. Meanwhile, NGOs in the global south seek to connect their beneficiaries to these new opportunities, yet lack the digital expertise, knowledge of the online employment landscape, and the tools to implement reskilling programs. Konexio partners with on-the-ground NGOs to fill this gap, training trainers, offering customizable curricula, and linking beneficiaries to employment opportunities.

Objective

The Digital Inclusion Program (DIP) was created to train digitally unskilled people in digital literacy, soft skills and online freelancing skills in order to gain employment online.

The program particularly focuses on refugees and underserved host community youth who lack access to any kind of safe income generating activities. The training catalyzes their potential, enabling them to take their first steps towards self-reliance. Concretely, this means that beneficiaries can begin to meet their own basic needs, such as food and shelter, send their children to school, and have hope for the future.

The DIP also empowers on-the-ground NGOs with the knowledge and tools to become a lasting community resource for digital education. Konexio trains local trainers, who are then equipped to train others in digital livelihoods, with increasing independence over time. Konexio also provides the curricula, tools, and best practices to jump-start digital skills training, so that local organizations do not need to build from scratch.



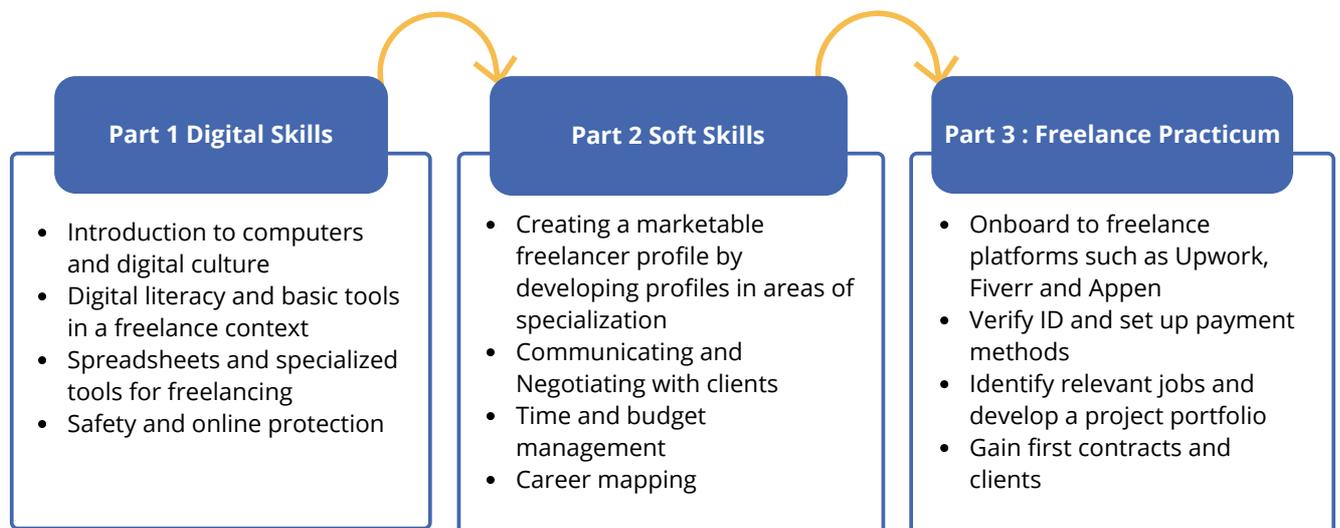


Digital Inclusion Program (DIP) Structure

Konexio has designed a complete 6-month training program that takes beneficiaries from beginner levels to being able to complete low and mid-skills digital tasks, such as data annotation, translation and transcription, and video editing. The curriculum is case-study based and includes soft skills training and a practicum, in which students actively begin freelancing online. This structure equips students with real-world experience, portfolios, and self-confidence, so that they are prepared to continue their freelancing journeys upon graduation.

Pilot Impact results

Konexio has run two pilot cohorts of the DIP since the course launched in 2019, with promising results. The program has an 80% graduation rate, and on average, participants raised their income from \$0 baseline to an average of \$500 a month. Konexio seeks to replicate these successes as we scale to multiple countries in 2022.



Malawi

In 2021, Konexio launched the third cohort of its Digital Inclusion Program (DIP) in Malawi's Dzaleka refugee camp, which was the site of our first ever international pilot in 2019. In Malawi, Konexio partners with the Jesuit Refugee Service (JRS) and UNHCR. Konexio serves as the technical training partner for JRS at the Dzaleka camp, home to 48,000+ refugees and people of concern (POC) from the Democratic Republic of Congo, Rwanda and Burundi. Currently, Malawi's refugee policy prevents refugees from leaving the camp or working locally, leaving them without any real opportunities for economic inclusion.

Ongoing support for graduates

To enhance long-term outcomes, Konexio continues to support graduates of cohorts 1 and 2 in issues they experience as they freelance online. In particular, Konexio advises on:

- Best practices to abide by platforms' terms of use, especially given the difficulty refugees face in verifying their identities;
- Best practices in responding to potential job opportunities, particularly those that Konexio secures for its graduate pool through impact sourcing.

Continuous improvement of training content

In 2021, we improved the content of the training program for our instructors, enabling them to better implement innovative pedagogical practices, such as learning by doing.



*The digital inclusion program provided a good opportunity for people in the Dzaleka refugee camp, because most people here are not allowed to work as refugees. The DIP provided this great opportunity and we learned several skills that can help us earn money via platforms. The skills we learned include Microsoft Excel, Microsoft Word, PowerPoint and Publisher, and we also learned how to create a good online profile, a good portfolio and a good proposal. **This program will help me become financially independent and self-sufficient by earning money on the platforms and be able to provide money for myself and also for my family.***



Izere, Digital Inclusion Program (DIP) student

Training of students

60 students have been recruited to participate in cohort 3 of the DIP, which will formally launch in January 2022. The students are currently completing pre-training activities to prepare them for the course, such as attending career counseling, practicing basic digital skills, and engaging in JRS's business English training.

Training of trainers

Cohort 3 doubled student intake compared to cohorts 1 and 2. To support this scale, Konexio and JRS recruited and trained additional trainers, all refugees, and some who were graduates of past DIP cohorts. These trainers underwent an intensive two-month training program to be able to deliver the training themselves. This training took place in the fall of 2021.



My role as an instructor is to facilitate the freelancing course in the Digital Inclusion Program, teach students and give them skills on how to become independent by working online on different platforms such as Upwork, Fiverr, Appen, Freelancer... It is very important to work on inclusion issues because it incorporates everyone, meaning that we will also develop our community, enabling them to have income, which helps them find independence.



Serge, Assistant Trainer

Kenya

In 2021, Konexio began developing concrete expansion plans for a second country abroad. Kenya was chosen for three reasons: the high density of refugees, the high number of opportunities to support underserved youth and women, and the vibrant ecosystem of technology partners and NGOs.

Google.org Impact Challenge for Women and Girls

The first half of the year was spent exploring partnerships. Konexio submitted a joint proposal to the Google.org Impact Challenge for Women and Girls with RefuSHE, a Nairobi-based NGO that offers comprehensive support for separated and unaccompanied refugee women and girls. Together, we proposed a project to train RefuSHE trainers and 180 young refugee women in digital skills for freelance work, to support their transition to independence. We are honored to have been selected from over 8,000 proposals.

Preparing for Konexio's first pilot in Kenya

The DIP Nairobi accomplishes three key strategy goals:

- scale Konexio's operations by doubling annual student intake;
- focus programs on supporting underserved women, who are more likely than men to be digitally excluded;
- and establish a presence in Nairobi, one of Africa's leading tech and innovation hubs.

Piloting in Nairobi also presents an opportunity to test Konexio's international model in an urban context. The latter part of 2021 was spent preparing for the launch of the DIP Nairobi in spring of 2022, including both operational setup with RefuSHE, and preparing to hire a small staff team in Nairobi.

Google.org Impact Challenge



With RefuSHE, our goal is to bridge the digital divide, through the training program that aims to improve girls' skills to facilitate their access to online jobs. There are a myriad of opportunities in the digital field and I believe this program will transform girls, so that they participate competitively [on digital platforms] to earn a living for themselves and their families.



Susan, RefuSHE Trainer





Jordan

In mid-2021, Konexio began exploring a potential partnership with the Jesuit Refugee Service in the Middle East and North Africa regions. We chose Amman, Jordan, as a potential project site, because of its high per capita refugee rate - the second highest in the world - as well as its unemployment situation, in which a third of young people cannot find work. A joint proposal was developed for 60 DIP participants as part of the JRS's vocational training initiative, the Pathfinder Program.

A multi-region partnership with the Jesuit Refugee Service (JRS):

The Jesuit Refugee Service (JRS), a global refugee assistance organization present in 58 countries, partnered with Konexio to launch its first international pilots in Malawi, in 2019. The partnership has grown to encompass multiple regions: Southern Africa (Malawi), the Middle East (Jordan), and future projects planned in East Africa (Kenya).

JRS's mission is to accompany, serve, and protect refugees and other forcibly displaced people, that they may heal, learn, and determine their own future. Education and livelihoods training is a central part of JRS's programming. With increased demand from beneficiaries for digital livelihoods, JRS sought Konexio as a technical training partner.

By the end of 2021, Konexio and JRS secured funding to begin planning the project. A formal agreement was signed and project plans were put in place for execution in 2022. This allows our model to be tested in the Middle East and North Africa region, where political instability has caused persistent refugee crises.



Now, Konexio is nested within JRS's Pathfinder Program, a holistic vocational education program that includes soft skills training, counseling, and career guidance. Konexio builds capacity for local JRS project sites by training JRS trainers, developing curricula, and linking beneficiaries with Konexio's employer partners.

Given promising results from the first pilot project in Malawi, Konexio and JRS plan to scale the partnership to other high-need regions. Funding has been secured to launch in Amman, Jordan, in 2022, and a second site in Kenya's Kakuma refugee camp is also in development.

Balance Sheet Net (in 1000s of €) Income Statement

FIXED ASSETS

Property and equipment	84.6
Total Fixed Assets	112.6

CURRENT ASSETS

Receivables	881.6
Investment Securities	201
Cash & cash equivalents	581.4
TOTAL CURRENT ASSETS	1 670.5

Liabilities

Retained earnings	206.3
Profit or loss for the year	18.7
Investment grants	150.8
TOTAL EQUITY	375.7
Operating debts	210.8
Deferred Income	1171.2
TOTAL (BALANCE SHEET)	1 783.1

To ensure the continuation of training for as many beneficiaries as possible, Konexio has doubled its budget in 2021, as it did in 2020.

The financial year was marked by:

- A tripling of investments in equipment in order to equip students with the necessary materials for their coursework. The creation of a new career track program and the update of existing programs, mobilizing ten people to maintain course quality and to respond to market needs.
- A doubling of the number of employees and the recruitment of more experienced profiles to support the development of our activity and to better support our students and our partners.
- The launch of training courses in Bordeaux and Lille with an initial investment of €200,000 per site.

Services provided	196.6
Operating grants	934.5
Other revenues (donations)	787.4
TOTAL	1918.6
Purchases and external charges	781.7
Taxes	41.5
Salaries and expenses	1050.5
Depreciation	30.4
TOTAL	1929.8
Financial Products	0.5
Financial expenses	0
TOTAL	0.5
Non-recurring income	29.4
Surplus	18.7
Voluntary contributions in kind	85
Volunteering	57.5
Services provided	27.5

The strong development of 2021 required high operating costs. Due to the significant investments made though, Konexio closed its fiscal year with a surplus representing 1% of the budget. This and any surplus is always reinvested for the benefit of people who suffer from the digital divide and those who are furthest from employment.

A year for growth

With the support of our entire team and our Conseillers Numériques (Digital Advisors), we help more and more people move into the digital world. We will actively pursue this work in the Île-de-France region and further strengthen it in Nouvelle-Aquitaine, Hauts-de-France and Pays de la Loire. In Île-de-France, we will continue and finalize the GOAL and Est Ensemble projects.

From March 2022 to February 2024, with Diversidays and the Mozaïk Foundation, Konexio will implement the Tech Your Job project. The project consists of the organization of coursework to improve basic digital skills, discovery and awareness actions for digital professions, and personalized support for the students. The program will impact a total of 985 people over the next two years.

3 countries targeted internationally

Three years ago, it all started with the DIP - Digital Inclusion Program. This program is carried out in partnership with Jesuit Refugee Services (JRS) and the United Nations High Commissioner for Refugees (UNHCR).

The first cohort was launched in Dzaleka camp in 2019. Konexio guided JRS in the implementation of the program, directly training the future trainers, following the students through to the end of the courses, and advising the local teams on the sustainability of the programs.

In 2019, the first cohort had 30 students, as did the class of 2020. In 2022, the number has more than doubled with a third cohort of 68 students. Graduates have demonstrated a clear increase in employability through digital or digitally enabled jobs, with 100% raising their income compared to baseline levels. Based on Malawi's promising pilot results, Konexio will replicate the Digital Inclusion Program in Kenya and in Jordan in 2022.

Enriched solidarity training

Konexio will continue to develop and innovate these programs so that our students are as competitive as possible. In this perspective, we will launch new training courses in 2022 which respond to the needs of the changing job market.

Daytime courses

Thanks to the arrival of 11 Digital Advisors, we will be offering daytime courses in the Ile-de-France region in January 2022. This approach is particularly favorable to women, who will be able to attend these courses more easily due to the flexibility of their schedules.

An overhaul of the DigitAll programs

In order to improve the coherence of our programs and the transition from one level to another, our curriculum designers have begun redesigning the intermediate and advanced courses.



Apprenticeship programs, the new focus of our certification programs

Apprenticeship programs promote the professionalization and integration of our students.

The project of revamping our courses into an apprenticeship framework will occur in two main stages.

Firstly, we will preserve the intensive 3-4 month training program and support systems already in place. Then, the course will continue as an apprenticeship contract for a period of one year.

In the second phase, though, eligible candidates will be able start the course directly with a apprenticeship contract and follow all the training hours until certification. The two systems offer solutions adaptable to each person, depending on their background, situation, and potential.

In fall of 2022, we will run two classes, one TSSR and one Web Development. Many of these students will have an apprenticeship contract. The model will eventually be extended to a wider range of courses and for a longer duration.

New courses: designed for digital sustainability

Our training courses traditionally include an awareness of the challenges of sustainable digital technology: ensuring data protection, lightening file size, and finding ways to keep code lean so that emissions are reduced.

In 2021, we sought to improve our approach towards cybersecurity issues, code optimization, data management, and cloud storage methods to limit carbon impact.

In conjunction with the Pix certification of office automation training courses, we combined raising awareness of the digital divide with eco-responsible digital use.

In 2022, we will strengthen this approach and offer modules dedicated to sustainable digital technology in our certification courses, particularly on eco-design. The two systems will make it possible to offer a solution adapted to each person, depending on their background, situation and potential.



Customized approach, support for all employees

By 2025, 50% of employees will need digital training to support company digitization. This need to adapt must be anticipated by companies. Digital illiteracy does not only concern people who are isolated from the job market or senior citizens, but also people who are currently employed,

as the tools they use will change as companies accelerate their digital transitions. The major challenge is to maintain employment for all who have or will need to master the use of office automation tools or digital software.

The focus is therefore on raising company awareness of these needs so that they can begin supporting their employees sooner rather than later.

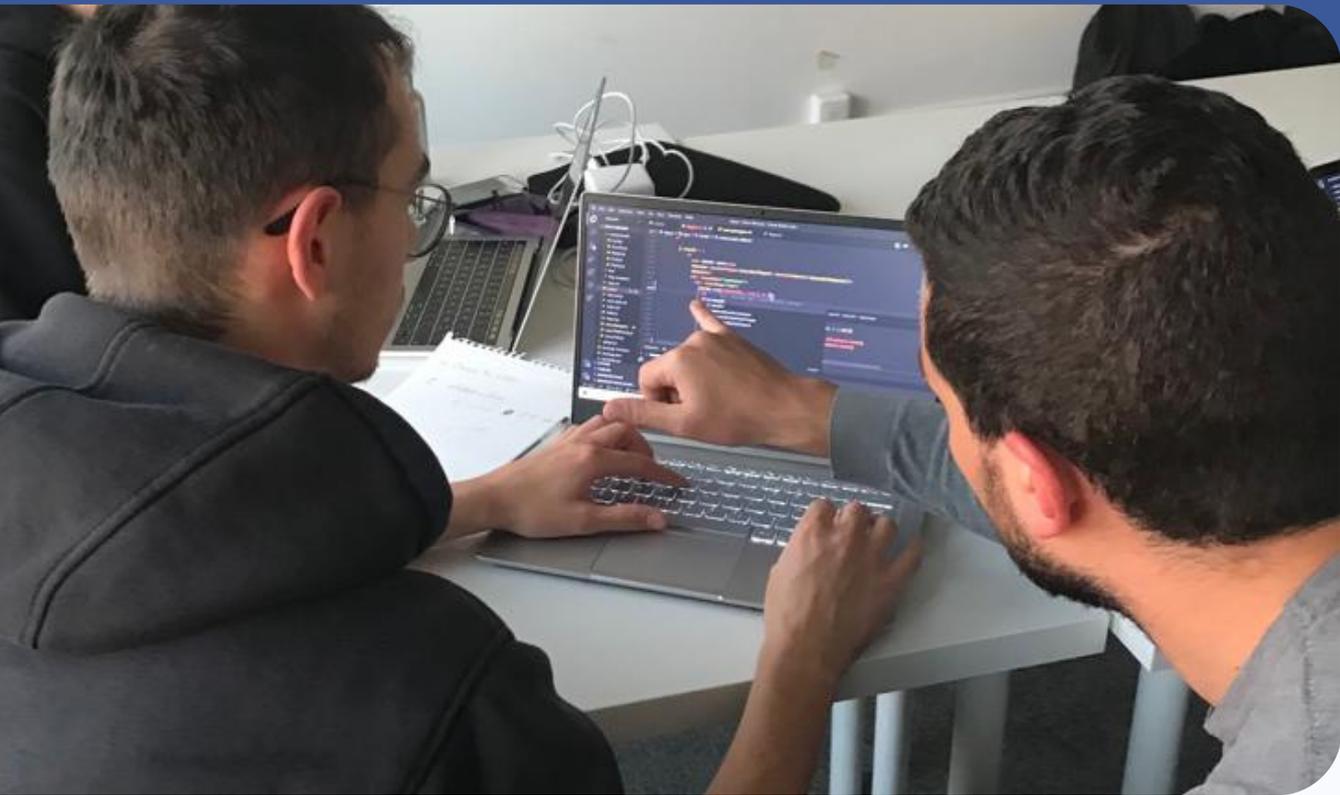
Strengthening our presence in the ecosystem

This year marked the creation of our advocacy work; it is only the beginning. We will continue our dialogue with the parties involved and continue to enrich our propositions. In addition to all these projects, we will be working on a number of

fundamental issues such as inclusive AI, raising scientific and digital career awareness among girls, developing techniques for inclusive recruitment, increasing diversity in companies, and strengthening the place of women in tech.

Konexio looks forward to a promising year in 2022.





Empowerment and Connection
through Digital Learning

Konexio

15 rue de la Réunion, 75020 Paris

+33 07 66 38 74 96

