ANNUAL REPORT

2020

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While the year 2020 started on a bright note after our victory in the Google Impact Challenge at the end of 2019, the COVID-19 crisis soon transformed our daily operations. We leveraged these changes as an opportunity to strengthen our goals and innovate. Faced with the possibility of a total training shutdown, we rolled up our sleeves and adapted: from online mentorship, to distance learning courses and loaning out materials, we did everything possible to ensure that our students were able to continue learning. We also worked with institutions such as the United Nations High Commissioner for Refugees (UNHCR), the French Interministerial Delegation for Refugee Integration (DIAIR: Délégation Interministérielle à l'Accueil et à l'Intégration des Réfugiés) and the Digital Solidarity Initiative (Solidarité Numérique) to provide solutions to all those excluded from the digital world.

Despite the setbacks of the COVID-19 crisis, 2020 was a year of growth and expansion. Moving into our first office headquarters, which allowed us to host even more trainings, opening our first regional branch in Nouvelle-Aquitaine, and implementing an extended evaluation of our social impact have been among the key undertakings of the year. As always, our ever-growing number of partners (companies, organizations, and institutions) have supported us in this growth.

Thanks to these efforts, Konexio has now established more than 350 partnerships, offered more than 1,200 training opportunities, and launched more than 125 cohorts of our programs, reached nearly 13,000 volunteer hours, and delivered over 110,000 hours of classes. To keep up with this growth, we have tripled our staff from seven employees at the end of 2019 to 21 today.

We have won several awards, including Ashoka's Future Skills Innovation Challenge, and our executive director, Jean Guo, received the Best Digital Changemaker award at the 2020 All Digital Awards. We also benefited from incubator programs such as HUBIK, Share it, la Ruche, Incoplex 93, and the Singa acceleration program. Additionally, we met with Cedric O, French Secretary of State for Digital Transition and Electronic Communications, with whom we discussed digital policy and Konexio's current initiatives and development prospects.

Today, Konexio has established a solid foundation from which we can continue to multiply our impact. Rigor and excellence, two of our fundamental values, have guided our development, allowing us to foster long-term public and private partnerships. This is evidenced in particular by our projects supported by the European Social Fund in the Est Ensemble territory (a region composed of several municipalities to the east of Paris) the PRIC (Regional Investment Pact in Skills) in the Île-de-France Region, and the renewal of our training program in Malawi, which we plan to expand to more countries in the near future.

As Konexio grows, so does our responsibility towards those who are digitally excluded. This is why, more than ever, we aim to take an active role to ensure that those who are excluded today are not left out tomorrow. We are actively involved in the Mouvement Impact France (movement of social entrepreneurs) as an ambassador for the #TechForGood community. Konexio is now also engaging in more advocacy activities.

This activity report takes stock of the work achieved in the previous year. Though it was not the year we had envisioned, it has since allowed us to bounce back even stronger for 2021. On behalf of all of us at Konexio, we are pleased to present this activity report and hope you join us in our mission to combat digital exclusion.

Jean Guo, Executive Director
Marion Abecassis, President of the Board

+3,000 volunteer hours engaged

+120 volunteers involved

+450 unique students trained

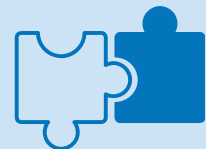**54 cohorts launched in 2020**

+44,000 hours of classes taught

77 % of students reported using acquired digital skills daily in their professional lives

78 % of students reported feeling more integrated in society

+ 100 partnerships formed at local and international levels

65 % of students have a high school diploma or less

54 % of students are less than 30 years old

DIGITAL INCLUSION CHALLENGES HIGHLIGHTED BY THE COVID-19 CRISIS

The public health crisis highlighted many inequalities, shedding light in particular on the depth and breadth of the digital divide.

Accelerated Digitalization

In an instant, our world found itself in total lockdown and has since learned to live with many new restrictions. As online tools become increasingly important in daily life, we are beginning to understand the full extent of the hardship experienced by the digitally excluded, an estimated 13 million people in France. Medical consultations, remote work, school, even quality time with loved ones, have all become part of our new digital reality. People without computers, internet, or the necessary digital skills to join the online world, have suffered the most as a result of the COVID-19 crisis.

Companies had to adapt and digitalize massively and quickly; experts estimate that the public health crisis has accelerated the digital transformation of companies by at least seven years.

New Students to be Trained Urgently

Digital illiteracy takes many forms and is not, as often believed, only common amongst older generations. One can be comfortable with social networks, share videos on TikTok or Instagram, or video chat, yet still not know how to create a CV in a word processing tool, add an attachment to an email or effectively use social services websites, including those that provide unemployment benefits. This is particularly the case for at-risk youth supported by social services; only 50% of students have an email address upon registration and one third need help to search for work online. Many of these youths use the internet primarily for leisure, indicating that while young people and employees under fifty are likely familiar with the internet, many lack the digital skills necessary to engage in professional activities. This challenge became especially pronounced as companies and public sector actors switched to an almost entirely digital world in March 2020.

The Need for Employee Training

The COVID-19 crisis accelerated digitalization within the professional world, requiring employees to be trained in digital tools on a massive scale. Those who do not adapt to the new digital normal risk being further marginalized and rendered unemployable. The World Economic Forum predicts that 50% of all employees will need to be retrained by 2025 as technology adoption increases. Digital skills are therefore no longer an added bonus for employees but rather an essential requirement: 75% of jobs in France and 90% in Europe now require mastery of basic digital skills.

Company demand for digitally-trained employees is surging. For example:
- Construction companies now train employees to use digital tools for scheduling, online chats, and synchronizing the status of inventory at different sites.
- Cleaning companies now require employees to use online applications for gathering real-time information such as employee sign in, reporting problems, and logging defective equipment.

Providing Equitable Access to Opportunity for Vulnerable Groups

In addition to upskilling members of the workforce, Konexio's priority is to train vulnerable groups, including disadvantaged youth, long-term unemployed women, and refugees, to promote their employability and increase their job retention. Special emphasis will need to be placed on young populations; the OECD estimates that the COVID-19 crisis has set back their professional integration by ten years.

At the same time, according to the "France Stratégie" policy guidelines, there will be 170,000 to 212,000 job openings in the French digital sector by 2022. Among them, across sectors of activity, technical jobs, such as web development, are in particularly high demand. Contrary to popular belief, these jobs do not require any academic prerequisites or a high aptitude for mathematics. They open the door to a promising future for non-traditional profiles sorely lacking in the tech sector: women, young people from diverse backgrounds, and people undergoing retraining.

Employees are inspired by the new possibilities offered in the digital economy. 46% of French employees report that they are ready to convert to a digital profession, including an additional 22% if their current jobs become obsolete.

VISION, MISSION, VALUES

OUR VISION

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

OUR MISSION

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

OUR VALUES

- Inclusion & Diversity
- Rigor & Excellence
- Innovation & Continuous Improvement

OUR PROGRAMS

To promote employability and equal opportunity, Konexio offers a practical approach to customized digital skills training for marginalized individuals.

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 increasing as public services increasingly go online.

Towards the Jobs of Tomorrow

Konexio has become an expert in prioritizing inclusivity, offering even the most digitally excluded populations a pathway for digital participation. Konexio offers various levels of coursework, from short introductory sessions to full length programs that raise awareness of, and train for, opportunities in the digital economy.

FLASH COURSES

Flash Courses are one-time awareness workshops designed specifically for populations who face the highest barriers to digital and professional inclusion. Konexio provides a glimpse of opportunities in the tech profession using real-life examples and exercises, professional testimonies, and discovery games. Konexio provides these workshops in close proximity to our community, such as in neighborhood centers.

DISCOVERY COURSES

Discovery Courses build Konexio students' basic skills and create interest in tech professions. The courses offer flexible formats, accessible to all, particularly those from disadvantaged backgrounds. Their presence would diversify the tech industry.

→ The DigiStart program introduces students to programming and allows them to code their first website.

PROFESSIONAL COURSES

Professional Courses give access to high opportunity professions in the digital economy via certified training and mandatory professional experience. Equivalent to a 2-year college degree, they serve as a springboard to gainful employment and are inspired by the most successful coding boot camps in the United States.

→ The Web Development Program (formerly known as DigiTous) provides intensive training for the high-growth profession of full stack web developer.

### Soft Skills, the Key to Global Integration

Soft skills workshops allow students from all backgrounds to master the social and cultural codes that govern job markets and daily interactions for better social and professional integration. Konexio supports students throughout their training and helps them gain their first professional experiences post-program.

© photo : Michele Caleffi - Wow!Labs

OUR ADDED VALUE

A Unique Approach

Konexio offers students:

- Professional opportunities through privileged access to key partners in the private, public, and non-profit sectors
- Expertise in training vulnerable 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
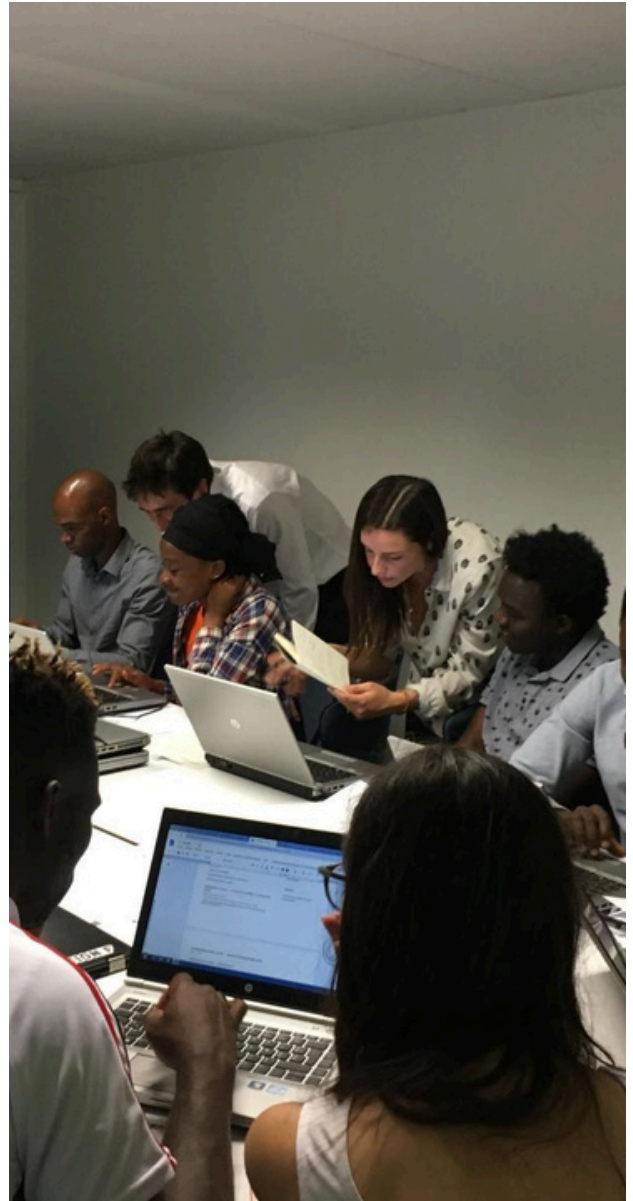
A Pedagogy Based on In-Person Learning

"At a time when the temptation of e-learning is great, we offer the choice to be either in person or online in order to support all our students' needs, to help them gain confidence and feel encouraged. This also allows each person to create mutual support networks with other students, to regularly interact with local trainers and acquire the keys to master essential social codes - a guarantee of better integration."

Jean Guo - Co-founder and Executive Director

OUR STRATEGY

The unprecedented public health crisis and society's growing collective awareness of the widening digital divide have pushed Konexio to mobilize even further. Konexio presses for greater inclusion of those who need, or will need, digital training. Though the crisis was initially an obstacle, we leveraged it as a catalyst to amplify the Konexio mission. We have adapted and innovated, and we will continue to move forward with resilience.

Our Actions During the COVID-19 Crisis

Initial impact of the crisis on our activities

When COVID-19 arrived in France, Konexio placed an immediate hold on courses. When we were able to resume in-person training (the preferred method to enable hands-on support for our students) we halved the number of students per group to abide by health regulations.

The pandemic unfortunately slowed down plans to scale up in 2020. Regional expansion, particularly in Bordeaux and Lille, stalled and did not proceed as quickly as intended. The intended number of students to train (1,000) dropped by more than half. We responded to the situation on a case-by-case basis to maintain the maximum number of courses and to continue offering support to our students, including lending materials.

Online courses and mentorship

To ensure continuity and not compromise the learning progress, we adapted some courses to an online format. This mode of learning maintains course material integrity and has proved successful in training students. We now implement certain distance learning courses such as DigiStart, on a permanent basis.

For soft skills training, Konexio developed an online mentorship system with individual coaching sessions of 3-4 hours on topics related

to professional integration, such as writing a CV/cover letter and preparing for a job interview.

Mobilization within our ecosystem

This period of isolation has also been an incredible period of mutual support and collaborative work. Konexio, like many organizations, took part in group efforts. We participated in the working group "Sharing good information and maintaining social networks," co-sponsored by the UNHCR and the DIAIR (Interministerial Delegation for Refugee Integration). Through combined efforts, the DIAIR and its teams incorporated digital inclusion into their overall global strategy. Konexio also contributed to the "Digital Solidarity" (Solidarité Numérique) initiative led by MedNum and Cedric O, the Minister of Digital Transition and Electronic Communications, to provide digitally excluded people access to government and public service platforms.

Digitalization of Our Training

In 2020, we began integrating Crossknowledge, a digital platform for education, into our DigitAll program. This opportunity was made available to us through the Crossknowledge Foundation. The platform allows us to create interactive training materials, store them centrally and securely, and most importantly, make them easily accessible to our volunteer trainers and students.

We can now easily track students' progress as they move through the course. Students have access to the CrossKnowledge platform during training sessions and when they study and complete assignments outside the classroom. We will soon provide students with additional content used during their training via the Crossknowledge platform, which they will be able to access even after they finish their Konexio training.

More Territories, More Students

Konexio on the move

In 2020, Konexio started developing its first regional branch in Nouvelle-Aquitaine (a region in southwestern France). Since July, we have benefited from the support of HUBIK, the territorial hub for digital inclusion in Nouvelle-Aquitaine. The nine month long project allowed us to assess how to best respond to the needs of the territory, to meet other key actors in the ecosystem and to refine our development strategy.

In November, Konexio recruited a development manager in Bordeaux (the capital of Nouvelle-Aquitaine), with the aim of launching our first trainings by the end of the first quarter of 2021.

New groups of students

The COVID-19 crisis has shown that all populations are affected by the digital divide, which led us to increase efforts to diversify our audiences. Amongst the target populations we work with, we have deployed training programs for young people, especially in highly vulnerable urban neighborhoods, for unemployed women, and for employees in need of digital skills.

We have adapted our programming in response to a regional call for proposals addressing the digital divide. In partnership with the Île-de-France region and the European Social Fund, we are deploying DigiStart (intro to code) and Web Development (formerly known as DigiTous) courses in the Est Ensemble territory to enable people with limited employment opportunities. We will train 160 students through this program by 2022, with a particular emphasis on vulnerable youth.

Additionally, in partnership with Social Builder (a non-profit organization aimed at empowering women in professional settings), we offer specific training for women who wish to become web developers. This program, "Women In Digital 93" (this number refers to the district number of Seine-Saint Denis where the program takes place), aims to train forty women in precarious situations to become web and mobile web developers.

We also launched the G.O.A.L. Project (projet Global pour Orienter, Accompagner et Lutter contre les inégalités), supported by the Île-de-France regional government. Translated to English, G.O.A.L stands for a "Global Project to Orient, Support, and Fight Inequality." The project promotes the social and professional integration of 220 vulnerable people who lack digital skills in Paris and the Seine-Saint-Denis regions by 2022.
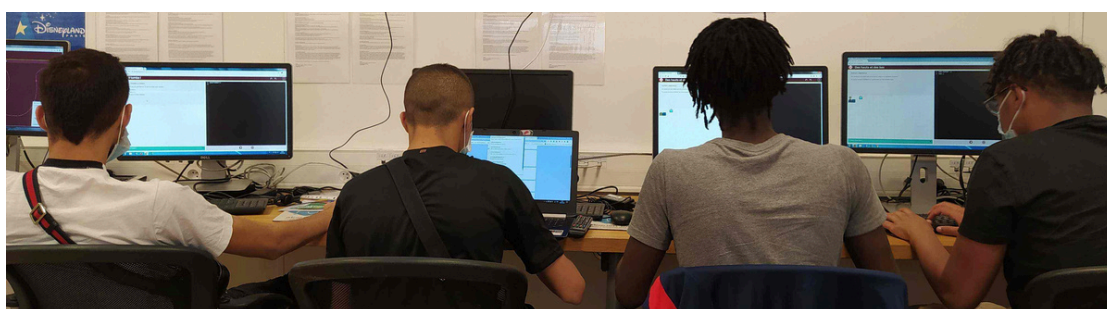
HIGHLIGHTS

In partnership with the Jesuit Refugee Service (JRS) and the UNHCR, Konexio trains the second cohort of its Digital Inclusion Program (DIP) in Dzaleka, a refugee camp in Malawi, to become digital freelancers.

January

The first COVID-19 lockdown calls for the adoption of multiple new initiatives (mentorship, online code training, engagement in the Digital Solidarity initiative, etc.) in accordance with changing restrictions and health conditions.

March

April

As part of the World Economic Forum's "Addressing the threat of COVID-19 on refugees and asylum seekers" round table, Jean Guo leads a discussion addressing the current situation of refugees and asylum seekers in the face of the coronavirus pandemic.

Konexio wins the HSBC and Ashoka "Future Skills" challenge alongside eleven other social entrepreneurs. The prize awards organizations that propose innovative solutions addressing the digital skills gap at a global level so that everyone can play an active role in the economy of tomorrow.

May

June

For World Refugee Day, Konexio and Global Shapers launch Upskill Library, a resource sharing platform for refugee upskilling in coordination with the Global Shapers' community global hubs. Jean Guo also participates in the conference on digital inclusion for refugees organized by the DIAIR and UNHCR.
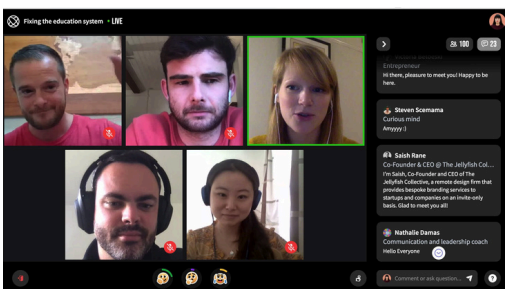
Konexio is part of the fourth cohort of social enterprises and non-profit organizations accepted into the Share it accelerator dedicated to Tech for Good. As our programs become increasingly digitized, our work becomes more efficient, allowing us to multiply our impact.

July

Konexio launches its first regional branch in Bordeaux thanks to support from HUBIK, with the objective to quickly establish Konexio and its digital inclusion initiatives in Nouvelle-Aquitaine.

Launch of the first Women in Digital cohort in partnership with Social Builder. The Women in Digital program is a back-to-work program that trains 200 women in digital professions in Seine-Saint-Denis.

Launch of training programs in the Est Ensemble territory, with the aim of training 120 students by 2022.
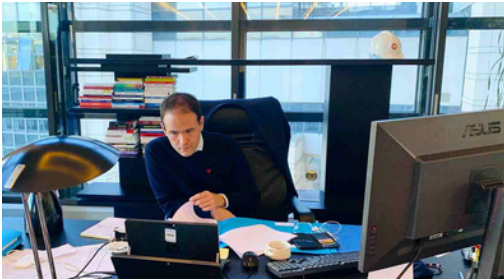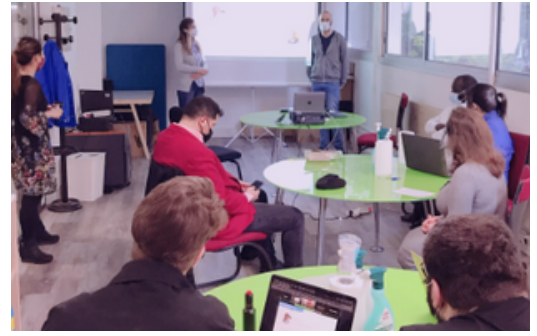
September

October

Jean Guo participates in the "F for Future" conference at Station F (a startup incubator in Paris) to talk about education in an increasingly digital world. This conference highlights the ideas and initiatives of the tech industry to bring about change that is more inclusive and sustainable.

Konexio moves to its first official headquarters on Rue de la Réunion on the east side of Paris. The team is growing, and with larger classrooms we can increase our capacity to welcome more students.

Konexio meets with Cedric O, Minister for Digital Transition and Electronic Communications, to discuss digital upskilling and inclusion, which is a key component of France's COVID-19 recovery plan. Konexio shares specific initiatives that pave the way for other programs to follow in our footsteps, including utilizing 'conseillers numériques' or 'digital advisors' to support students, modes for expanding to new territories through partnership, and how to think through issues of scale and impact.

Konexio participates in a hackathon organized by Big Bloom and French Impact around innovative projects to promote more diversity in the recruitment process, as well as the professional integration of young people. Over a period of 6 months, with employees from La Poste, Chanel, Neptune Energy, and other companies, we will propose solutions to promote hiring of our students through a more inclusive process.

Konexio is selected by the Île-de-France region to launch the G.O.A.L. Project, which aims to support the social and professional integration of 220 vulnerable people with limited employment opportunities in Paris and Seine-Saint-Denis by 2022.

December

RECOGNITION

In 2020, Konexio won several awards and competitions, recognizing our impact and affirming our position as an important player in training and digital inclusion in France and internationally.

Prizes

Ashoka - Winner of the Future Skills Innovation Challenge by Ashoka

Konexio won the Future Skills Innovation Challenge by Ashoka, an international NGO with an established network of changemakers promoting social innovation. The prize rewards organizations worldwide that propose innovative solutions for facilitating skills development so that everyone can play an active role in the economy of tomorrow. The prize includes a grant and support from HSBC and Ashoka.

Hello Europe by Ashoka

Jean Guo was named a Hellopreneur Social Innovator and Future Skills Changemaker for Konexio's commitment to fighting digital exclusion. Hello Europe is an Ashoka initiative that identifies solutions to challenges related to migration, integration and refugee movements. Hellopreneurs are selected based on their proven, effective, citizen-led solutions to migration and integration.

Finalist: Innovation in Politics Award 2020

Konexio was named a finalist of the Innovation in Politics Award for the most courageous and creative political project in Europe based on fundamental European values: democracy, human rights and social balance.

All Digital Awards 2020

Jean Guo received the award for Best Digital Changemaker in October 2020. The All Digital Awards recognize European initiatives which enable citizens to transform and enrich their lives through the benefits and opportunities created by digital technologies.

INCUBATORS & NETWORKS

HUBIK has been instrumental to Konexio's initiatives in Nouvelle-Aquitaine. HUBIK is a resource center in the region committed to closing the digital divide. HUBIK expertly advises projects that combine digital technology and social innovation, and will continue to support Konexio to successfully develop in the region in the coming years.

HUBIK

Share it
Konexio benefited from Share it support to optimize and digitalize our training management and to follow-up on processes key to future development.

La Ruche
La Ruche assisted Konexio on several strategic objectives as a part of the Google Impact Challenge, including our increased scale of operations.

INCOPLEX 93
Konexio worked with accelerator and incubator INCO 93, which lent support for Konexio's development in the Est Ensemble region in 2020. The program, "INCOPLEX 93," was piloted and brought to life by INCO 93 with the goal of supporting entrepreneurs and developing their business.

Singa Acceleration
Singa supported Konexio's national scale-up with several workshops and discussions where Konexio has further defined needs and developed different techniques for scaling up projects with respect to regional needs.

Participation in the Impact France solidarity hackathon and incubation with La Poste
Konexio participated in a hackathon hosted by Impact France and Big Bloom. Konexio's theme was 'inclusive recruitment', for which employees from La Poste worked with Konexio on possible solutions. This incubation event, led by Big Bloom, brought together employees from different companies, ultimately strengthening the socio-professional integration of Konexio students.

Ambassador #TechForGood of Impact France
Impact France is an organization of entrepreneurs aiming to help at least 30% of French companies transition to socially and environmentally sustainable practices over the next three years. In 2020, Impact France (formerly known as Mouves) elected new governance, headed by Eva Sadoun from Lita.co and Jean Moreau from Phenix, establishing a more robust structure. The movement is now divided into six communities to provide a common voice for strategic sectors of the impact economy. Among them is the TechForGood community, to which Konexio Executive Director, Jean Guo, has been named ambassador. She acts as their expert on issues related to digital accessibility and inclusion.

PARTNERSHIPS

Konexio and La Banque Postale signed an official partnership on September 28, 2020. As a part of this partnership, Konexio helps users access La Banque Postale's online banking services, fostering greater autonomy as well as inclusivity.

On September 30, 2020, Konexio signed an agreement with the city of Pré-Saint-Gervais to promote digital inclusion in the Est Ensemble territory, where Konexio will train vulnerable populations through our DigiStart introduction and Web Development code programs.

Konexio and its partners were selected for the Regional Investment Pact in Skills (PRIC: Pacte Régional d'Investissement dans les Compétences) project by the Île-de-France region, and now offers professional training in both digital and soft skills necessary to gain employment in up-and-coming professions (fullstack web developer, network and systems technician, etc.) in Paris and Seine-Saint-Denis.

The city of Paris has reiterated its support for Konexio through the Paris Tous en Jeux program. The objective of this call for projects was to train additional workers for short-term contracts created by the 2024 Olympic and Paralympic Games. Specifically, Konexio will train those lacking necessary skills to meet the demand for workers. Konexio will train students in advanced digital skills with the objective of preparing them for highly-demand jobs in the industrial and construction sectors.

KONEXIO IN THE NEWS

Fighting Against Exclusion Through Future-Oriented Jobs: Web Development

Lutter contre l'e-exclusion par un métier d'avenir: développeur web

February 20, 2020

Software engineering is one of the most highly-demand professions, and its growth is predicted to be exponential in the years to come. However, on the other side of the employment spectrum, there are many disadvantaged people excluded from the digital economy who have great need for integration into the job market. Training can bridge the two, contributing to greater innovation and social impact. This is the mission of Konexio, whose Web Development program (formerly DigiTous) trains refugees and young people who have not been able to pursue academic studies to become full-stack web developers.

Special Edition - Lockdown: Organizations Remain on the Front Line of Professional Integration

Spécial confinement: les associations restent sur le front de l'insertion professionnelle

March 29, 2020

The public health crisis must not interrupt the milestones that lead to training and employment. That's why Konexio, which targets refugees and young adults lacking employable skills, has reorganized its tech training courses. The DigiStart coding program has switched to distance learning (...) in addition, a one-on-one online mentorship service was specifically created to help participants gain useful job search skills.

Lockdown Reveals the Emergency need for Digital Transition in France

Le confinement, révélateur de l'état d'urgence numérique français

May 25, 2020

The digitally excluded have suffered a double punishment during the lockdown... It will be necessary to mobilize all stakeholders (government, local communities, organizations, companies) to launch a vast investment plan for digital upskilling in France, whether we are talking about the job seeker, the farmer, the social worker, the employee of a VSE (very small enterprise) or SME (small-medium enterprise), the shopkeeper, the young schoolgirl or the retiree. Organizations serving as 'digital mediators', who support and facilitate this digital transition, must be recognized for the key role they play in this paradigm shift.

Op-Ed: "It is urgent to involve foreign workers, essential to our economy, in the debates that concern them"

« Il est urgent d'impliquer les travailleurs étrangers, essentiels à notre économie, dans les débats qui les concernent »

June 4, 2020

It is not only urgent to stop considering refugees and migrants as non-citizens - in particular by granting them the right to vote in local elections - but also for each of us to value their potential and experiences for the benefit of our societies. If we want profound changes, they will come, not from above, from the State, but from each of us. From now on, it is urgent to involve the newcomers, not only in the debates that concern them, but also and above all, in every aspect of our society.

Op-Ed: "Mayors of France, it is urgent to welcome the migrants of the Moria camp"
Tribune: « Maires de France, il est urgent d'accueillir les migrants du camp de Moria »
September 17, 2020

Citizens and organizations form a collective to call on state and local elected officials to mobilize in favor of welcoming refugees to avoid a humanitarian disaster in Greece. [...] "We, citizens, and organizations, collectively call on the State as well as the recently elected mayors, to welcome migrants and refugees from the Greek island [...] France is a land of welcome, and must remain so."

Deloitte Foundation Hosts Demo Day Organized by Salesforce Partner Konexio
La Fondation Deloitte accueille le Demo Day organisé par Konexio partenaire de Salesforce
October 27, 2020

For four and a half months, students participated in the intensive DigiTous (now Web Development) training, a fullstack course with a focus on soft skills necessary for professional integration. At the end of this training, a "Demo Day" allows students of the web development program to present the websites and mobile applications they have developed over two weeks for their final capstone project.

Op-Ed: "Recovery plan and tech: where are the women?"
Tribune: Plan de relance et numérique: où sont les femmes?
December 4, 2020

While training in the tech sector has been identified as one of the essential components of the recovery plan, it is essential that 50% of the trained workforce be women [...]. Women represent only 30% of positions in tech companies and this, mainly in supportive roles.

Get Involved!
Être Impliqué!
2020

Jenaïc, Web Development trainer: "What I like about Konexio is the fact that they provide courses to refugees. I live in the suburbs and I know that not everyone has the job I have. My goal was to teach people who don't know this [tech] world and who think that it's not for them. I learned coding on my own, so I know everyone can do it."

Konexio's Online Mentorship and Training During COVID-19
2020

Konexio, co-founded and directed by Jean Guo, works with vulnerable communities, training them with the skills necessary to integrate into today's workforce.[...]. With France and many other countries throughout the globe still in lockdown, Konexio is bringing their workshops online in order to continue to support and train their students.

DIGITAL LITERACY

"I want to be an entrepreneur and open an online store, but first I have to become proficient in computer skills."

- Saikou, DigitAll student

Challenges

Digital literacy is essential today for administrative procedures and access to essential services such as applying for public services and employment. 75% of jobs in France require basic digital skills, making digital literacy a prerequisite to guarantee employability. Digitalization has increased as a consequence of the coronavirus, making basic tools even more essential. These include email, word processing, spreadsheets, and web browsing, they are important for all activities and at every level of employment. Konexio has therefore created courses based on practical, relevant situations, and adapted to student needs.

Objective

Aligned with standards recognized at the European level (DigComp), the DigitAll program aims to combat digital exclusion as public services move online and available jobs require digital skills.

Participating Partners

Organization

The DigitAll program offers three different training paths to acquire fundamental digital and IT skills.

Student Spotlight

A refugee in France for five years, Omar had started learning digital skills in Sudan and wanted to continue. A friend told him about Konexio. He first enrolled in the intermediate DigitAll course and then, on the advice of a volunteer, he followed the DigiStart program which introduced him to code. These training sessions allowed him to discover the world of web development as well as develop his self-confidence. Today, he works in industrial maintenance where he uses his newly acquired skills every day.

The DigitAll course offers four blocks of skills:

BEGINNER

- Discovering the components of a computer and how they work
- Browsing the Internet
- Proficiency in navigating a computer
- Ability to carry out simple personal or professional tasks

INTERMEDIATE

- Browsing the Internet
- Internet security and data protection
- Use of email
- Proficiency with word processing software
- Professional use of office tools

ADVANCED: WEB ESSENTIALS

- Browser functions
- Protecting personal data /Internet safety
- Email functions (organizing emails, managing contacts, mastering the calendar and creating events)

ADVANCED: GETTING STARTED WITH SPREADSHEETS

- Principles for structuring a table
- Efficient data entry
- Functions (simple functions, conditional functions)
- Formatting

STUDENT TESTIMONIAL

"Konexio allows me to live in society and has helped me tremendously in learning new digital skills."

Marie-Thérèse, DigitAll intermediate level student

PARTNER TESTIMONIAL

"We refer a lot of our beneficiaries to Konexio, they are often very interested in computer classes. What's great is that all types of profiles are accepted! We get great feedback from our students. I remember one of them, before entering [Konexio's] program, didn't know how to do much except go on Facebook. After the training he was able to send me emails with attachments. He had even redone his resume!"
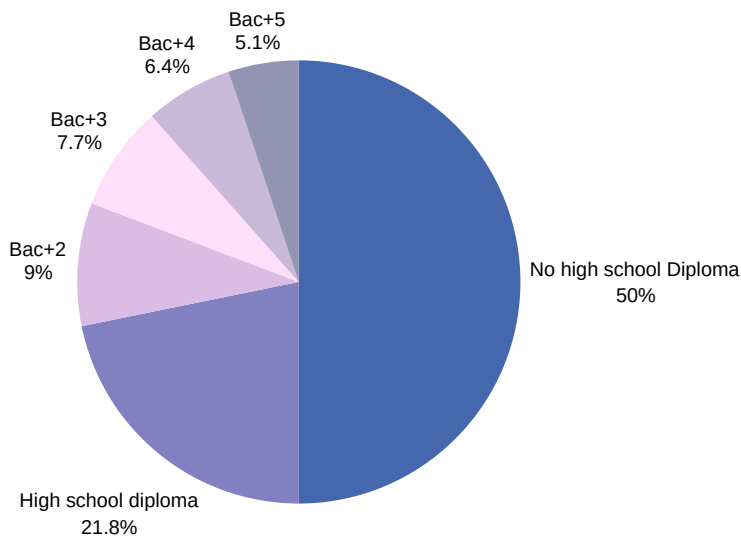
Sarah Courdesse, Kolone, an NGO

The DigitAll Program - Student Profiles

80% of DigitAll students are under 35 years old

72% have only a high school diploma or less

Education levels of DigitAll students

Bac+5
5.1%

Bac+4
6.4%

Bac+3
7.7%

Bac+2
9%

High school diploma
21.8%

No high school Diploma
50%

Education level equivalencies
Bac+2 (Two year college degree or eq.)
Bac+3 (Three year Bachelor's degree or eq.)
Bac+4 (Four year Bachelor's degree eq.)
Bac+5 (Master's Degree eq.)

Age range of DigitAll students

+ 35 years
19.6%

-25 years
21.6%

25-35 years
58.8%
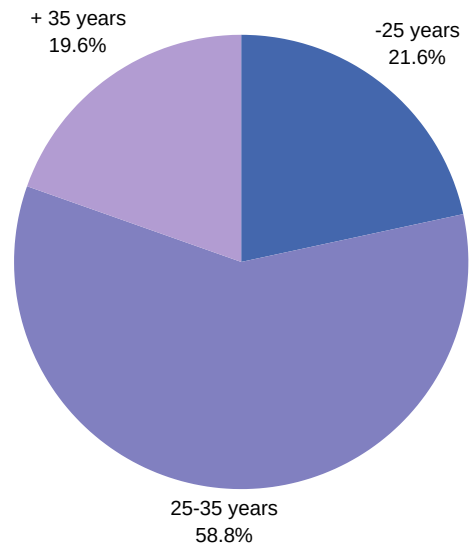
DigitAll Student Characteristics

Without documentation
5.5%

Other
17.9%

Citizen of France,
the EU, or the EEA
3.5%

Refugee
35.9%

Asylum seeker
37.3%
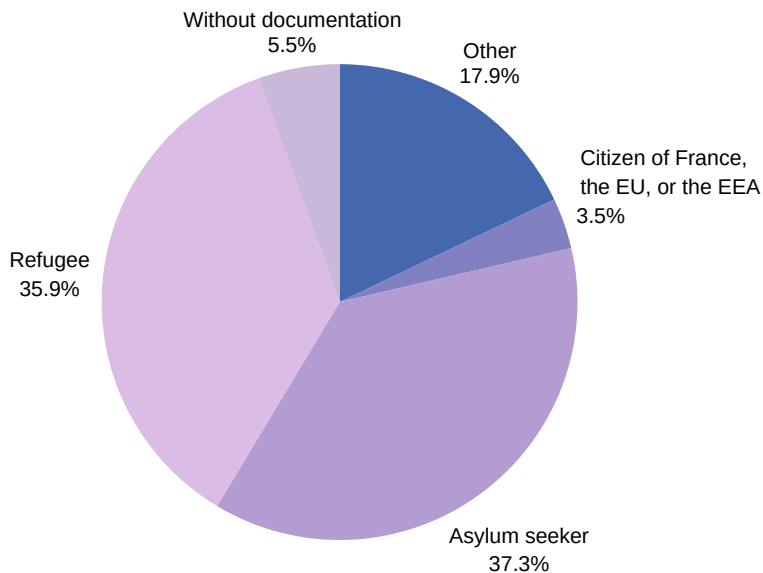
Other key figures

109

Students trained

395

Applications received

28

Cohorts

SKILLS GROWTH

94%

of students report they have improved their digital skills

CAREER GROWTH

54%

of students report that Konexio helped them in the choice of their new career

DAILY USE OF SKILLS

80%

of students now use the newly acquired digital skills in their professional life

94%

of students now use these digital skills in their personal lives

SOCIAL INTEGRATION

78%

of students feel more integrated into society

INTERPERSONAL SKILLS

80%

of students have more confidence in themselves

JOBS OF THE FUTURE

> *This training gave me the basic thinking that a developer must have: the logic and methodology applicable to the tech world. It allows me to be autonomous quickly, even with new tools.*
>
> **Linda, Web Development student**

Challenges

According to a study by Pôle Emploi, the French bureau of labor, the digital sector recruits 2.4 times more than other sectors. The most highly-demanded professions include web developer and mobile developer.

Objective

In order to help disadvantaged people integrate into the high-growth digital field and diversify the tech industry, Konexio offers several sequential courses, starting from beginning levels and reaching the equivalent of a two-year college degree. We seek to raise awareness of high-tech careers and train people in highly-demand digital skills to facilitate professional integration.

Organization

Konexio offers three kinds of courses for future-oriented professions. Flash Courses help students explore these new professions; Discovery Courses consist of mastering digital basics, and intensive Professional Courses teach students the skills required for high-tech professions. Students can follow one, two, or all three of these courses to increase their employment prospects.

→ Flash Courses

To raise awareness of job opportunities in the tech sector, Konexio regularly organizes Flash Courses, awareness workshops that take place in the community, designed to showcase the day-to-day realities of a high-tech profession such as web development. These awareness workshops also challenge false stereotypes, such as tech professions being careers only for men or those with advanced math skills, by having experts from the sector share their experiences. The expert then introduces the participants to course topics through games and other interactive activities. Interested participants can then follow with Konexio's introductory course in coding and web development, DigiStart.

Key Figures

17

Number of workshops

101

Total number of participants

FLASH COURSE WORKSHOP TESTIMONY

"I participated in a flash course discovery workshop. I liked being able to talk to a developer who explained the advantages of being a developer. He had us play games at the end to explain the code. The Konexio employees explained the career paths to me very well. So I started DigiStart afterward and am now taking the web development course!"

Mugilan, DigiStart student

Partenaires

Est Ensemble Grand Paris
Noisy-le-Sec and Est Ensemble Employment Centers

Mission Locale **de la LYR**

ENSEMBLE POUR L'EMPLOI

MISSION LOCALE pour l'emploi des jeunes de Bondy

pôle emploi **Seine-Saint-Denis**

➤ **Discovery Course (DigiStart program)**

DigiStart is an introductory program to coding and web development offered both in-person or remotely at an accelerated pace. This program introduces the basic concepts of web programming, specifically those of front-end development. At the end of the program, students are able to code their own personal and/or professional websites.

Discovery Course (DigiStart Program) - Student Profiles

81% of our DigiStart students are under 35 years old

67% have a high school diploma or less

Education levels of DigiStart students

Bac+8
1.1%

Bac+5
9.5%

Bac+4
4.2%

Bac+3
9.5%

Bac+2
8.4%

No high school diploma
32.6%

High school diploma
34.7%

Education level equivalencies
Bac+2 (Two year college Degree or eq.)
Bac+3 (Three year Bachelor's Degree or eq.)
Bac+4 (Bachelor's Degree eq.)
Bac+5 (Master's Degree eq.)
Bac+8 (Doctorate Degree eq.)
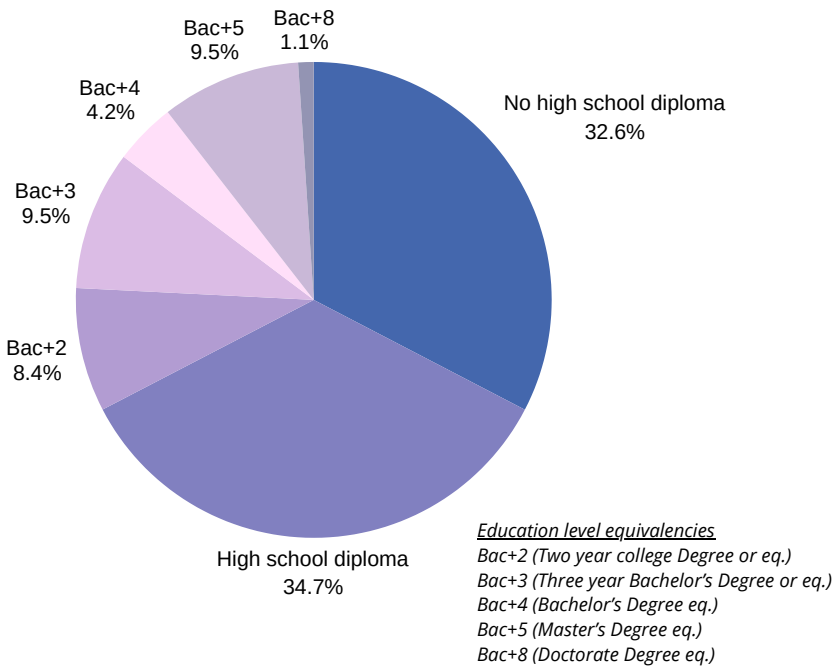
Age range of DigiStart students

+ 35 years
18.6%

- 25 years
34.9%

25-35 years
46.5%

DigiStart student status

Refugee
18.2%

Asylum Seeker
17.3%

Undocumented
3.8%

Other
17.4%

Citizens of France,
the EU, or the EEA
43.2%

Other key figures

99

**Students
trained**

286

**Applications
received**

24
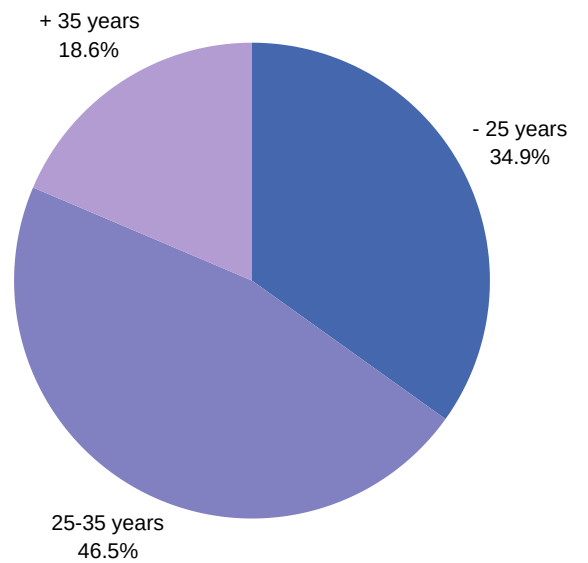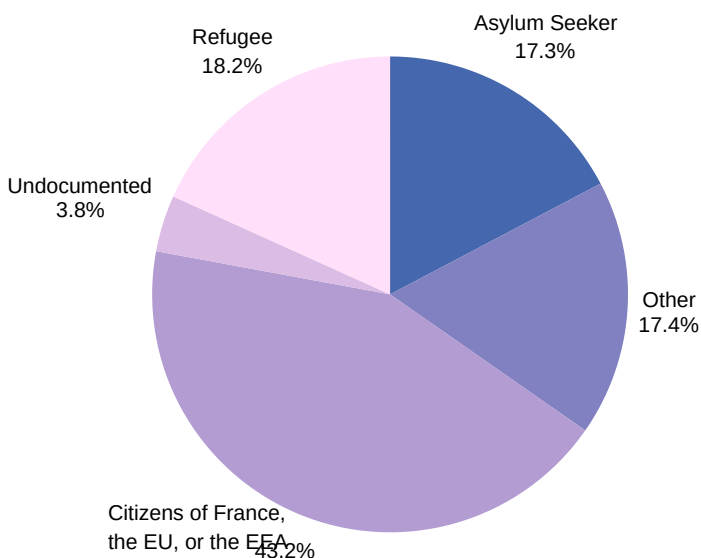
Cohorts
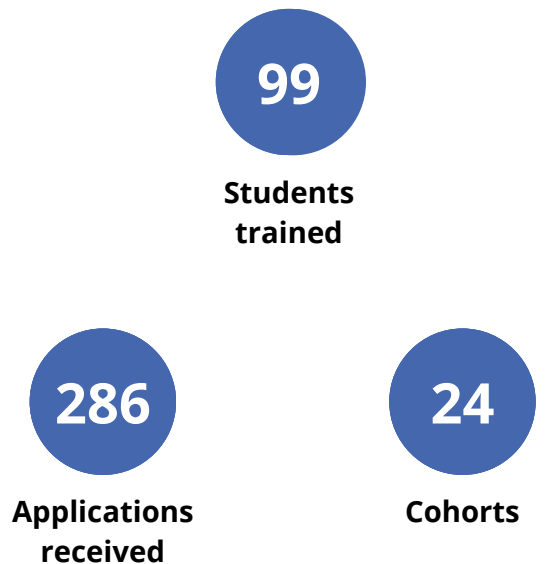
SKILLS GROWTH

97%

of students report that their digital skills have improved

CAREER GROWTH

67%

of students report that Konexio helped them in the pursuit of their new career

TECH PROFESSION AWARENESS

94%

of students report having a better understanding of tech professions thanks to their participation in Konexio programs

DAILY USE OF SKILLS

58%

of students now use the newly acquired digital skills in their professional life

SOCIAL INTEGRATION

80%

of students feel more more integrated into society

INTERPERSONAL SKILLS

63%

of students have more confidence in themselves

➡️ **Professional Course: Web Development (formerly DigiTous)**

Inspired by the most successful code boot camps in the United States, our professional course is an intensive full-stack web development training program with a focus on the soft skills necessary for professional integration. This training leads to a certificate (RNCP Level 5, equivalent to Bac +2 or a 2-year US college degree) and is taught by trainers with several years of experience in the profession, guaranteeing the quality of the program.

The program is divided into two parts:

- Theory, which lasts four and a half months with a focus on hands-on learning through project-based modules
- Practice, which consists of an internship of 4 to 6 months at the end of the training (an apprenticeship format will also be offered in 2021)

The framework of this program specifically addresses the needs of students from diverse backgrounds (refugees, youth from disadvantaged urban neighborhoods, women, etc..) who have traditionally been excluded from the labor market, promoting social diversity and fostering greater integration with host communities.

STUDENT SPOTLIGHT

Elora has always been a code enthusiast and started learning on her own before committing to a Konexio training program. Even though she does not have a high school diploma, she was the first in her cohort to obtain an internship as a front-end engineer in a startup where she was later hired on a permanent basis. "If someone had told me a year ago that I would be here today, I simply wouldn't have believed it!" Her long-term plan: to join Google. Where there is a will, there is a way!

STUDENT TESTIMONIALS

"The training was very good for my professional portfolio. Konexio brought me not only many technical skills but also interpersonal skills."

Franck, web development student

"The intensive training in web development at Konexio allowed me to become aware of my abilities and to obtain new professional keys to find a challenging job."

Valerie, web development student

Student Achievements 6 months post graduation

77% of our students are employed or continuing their education after graduating from our program

27% have permanent or fixed-term contracts
38.3% are employed through apprenticeships, trainings or internships
11.5% are freelancers

94% of our students have obtained at least one of the skill blocks of the web and mobile web development diploma, equivalent to a two year college degree (Bac +2)

RECRUITING PARTNERS

RECRUITERS SAY...

"Konexio interns are prepared and conscientious. Their experiences and backgrounds give them a broader horizon, tools in their belt, and much more creativity. They are adapted to collaborative work methods, have the reflex to collaborate, to test ideas, and they are particularly experienced in remote work in COVID times."
Helga Petrovic, recruiter of four web development interns at Artists Without Borders

"I have never encountered such a level of professionalism in an intern. She was operational from the very first days and quickly integrated into the team. She was able to implement her technical skills and prove her efficiency."
Amine Garici, senior manager at It's Time

"The intern's technical knowledge gives her a good grasp of the subject matter and she continues to deepen it through her daily work."
Paolo Amorim, project manager for naval management products at Thales

PARTNERS SAY...

"SAP's belief in connecting to something bigger than ourselves has found form in this partnership with Konexio. Our success is based on the enthusiasm of our employees to make an impact in the communities where they live and work."
-Alexandra Darras, Foundation Manager at SAP France

"Since 2019, we have been supporting Konexio in soft skills and mentorship for various DigiTous [now Web Development] cohorts. The exchanges we have had in our offices and more recently remotely have always been very enriching for our highly engaged teams. Thanks to the participation of many recruiters and employees in these actions, we were able to discover the backgrounds, passions and ambitions of the students and the Konexio team! Bravo and thank you!"
-Sophie Spitzer, digital inclusion project manager at Capgemini France

Professional Course (Web Development Program) - Student Profiles

65% of our students are under 35 years old

49% have a high school diploma or less

Students' level of education
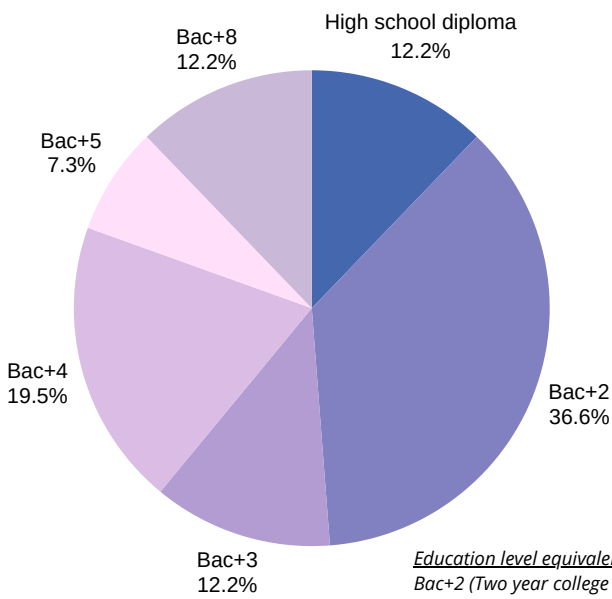
- High school diploma 12.2%
- Bac+8 12.2%
- Bac+5 7.3%
- Bac+4 19.5%
- Bac+3 12.2%
- Bac+2 36.6%

Education level equivalencies
Bac+2 (Two year college degree or eq.)
Bac+3 (Three year Bachelor's degree or eq.)
Bac+4 (Four year Bachelor's degree eq.)
Bac+5 (Master's degree eq.)
Bac+8 (Doctorate degree eq.)

Age range of students

- Under 25 years 25%
- Over 35 years old 35%
- Between 25 - 35 years old 40%

Students status

- Other 14.6%
- Refugee 34.2%
- Citizen of France, the EU, or the EEA 51.2%
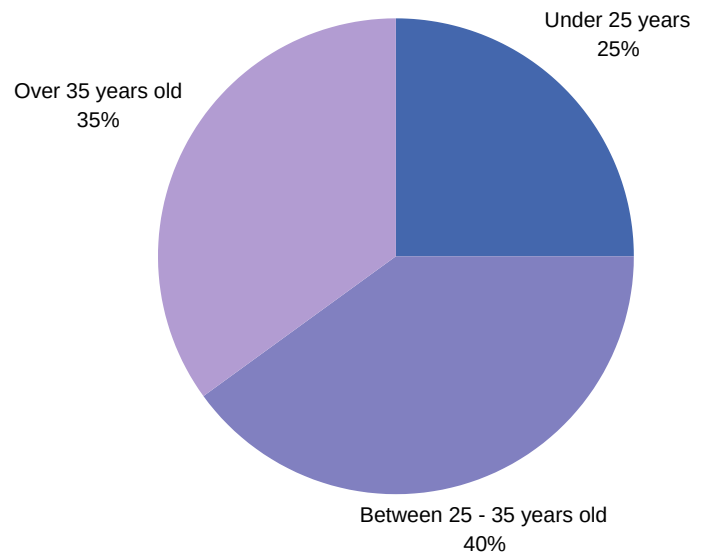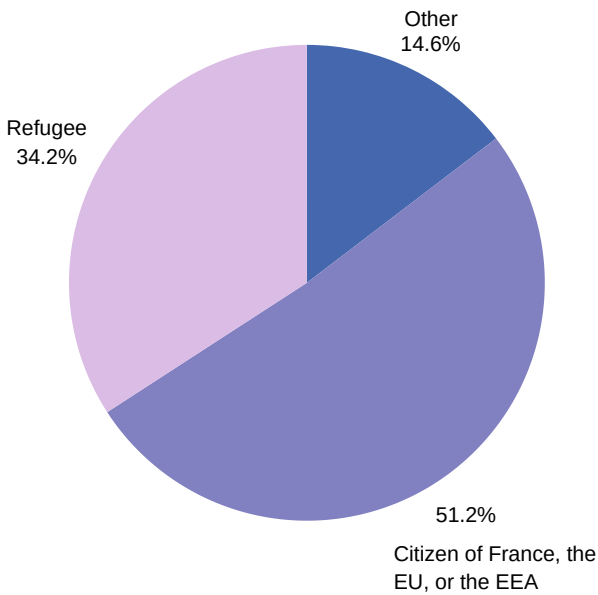
Other key figures

39
Students trained

706
Applications received

2
Cohorts

SKILLS GROWTH

100%

of students report improved digital skills

SOCIAL INTEGRATION

78%

of students report making social and/or professional connections that are useful for their future career

TRAINING QUALITY

86%

of students would recommend the course to a friend

81%

of students felt that Konexio's pedagogy was highly effective

PROFESSIONAL COACHING & GUIDANCE

73%

of students are satisfied with the support Konexio offered in finding employment

SOFT SKILLS

81%

find the soft skills workshops useful

COACHING & PROFESSIONAL INTEGRATION

> *"A very enriching experience on both a professional and a human level. It was full of friendly and authentic moments where we took much pleasure engaging with the students."*
>
> **Guillaume, Badenoch & Clark, soft skills coach**

Soft Skills Workshops

The ultimate goal of our training programs is to help people gain employment and integrate into society. While this requires solid technical skills, 82% of the time it is a candidate's interpersonal skills that are judged first during a job interview, ahead of experience and educational attainment. In order to equip our students as best as possible, and to make them technically and interpersonally capable, we co-create customized support services with our partners in the business world.

> ## Soft skills in 2020
>
> - **41 workshops**
> - **186 company employees mobilized**
> - **93 hours of workshops offered**
> - **108 students trained**

These 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 on soft skills

As part of the Skill-Building Program for Refugees, Konexio and the France Fulbright Alumni Association, supported by the U.S. Embassy in France, organized a CV creation workshop in 2020. During this workshop, Fulbright alumni and Konexio students worked on improving job search skills.

The Global Shapers initiative, a program designed by the World Economic Forum, consists of a network of young, forward-looking individuals under the age of thirty who work together to tackle local, regional, and global issues. Global Shapers Paris organized workshops in 2020 on various topics, such as writing CV's, cover letters, interview preparation, growing a professional network, and more.

Mentorship

Mentorship in 2020

- **56 pairs created**
- **53 volunteers mobilized**
- **460+ hours of support**

Web Development Course

Konexio's web development students have the opportunity to be matched with a mentor in a company while searching for an internship. The mentorship lasts the entire training period with weekly meetings. Mentors support and advise students on recruitment processes and best practices.

The focus on soft skills is an essential element of Konexio's pedagogy. To prevent lockdowns from becoming a hindrance to the learning and professional integration of our students, Konexio developed online mentorship with our partners. The mentorship program offered several hours of individual coaching on topics related to professional integration, including writing a CV and cover letter, preparing for a job interview, etc.

Partners

MENTOR TESTIMONY

"My motto in joining Konexio as a volunteer is to dedicate my skills [as well as] my professional and human qualities... to find solutions to the problems of the students. And so it allowed me to express my solidarity through commitment."

Abdallah, Capgemini, Konexio mentor

"This mentorship has brought me a lot. I found the student's attitude always positive and full of energy. These mentorships are great opportunities for exchange and sharing."

Xavier, Finastra, Konexio mentor

STUDENT TESTIMONY

"It was a pleasure to benefit from the experience of those who have already completed great projects in the IT field."

Sampson, web development student

Event

Students have the opportunity to gain exposure to real-life scenarios through events like job fairs and company partner workshops. They prepare students to meet recruiters and to highlight their non-traditional profiles. For example, the web development training course ends with a Demo Day.

On Demo Day, students present the results of their two-week intensive group projects. Konexio invites partners not only to meet students and see their projects, but also to thank them for their support and show them the career paths chosen by the students they met in the soft skills workshop. The day provides students the opportunity to showcase their technical and interpersonal skills and to meet recruiters during a networking event.

SOFT SKILLS PARTNER TESTIMONIALS

"What I liked was putting the human being back at the center of the machine. We focus on the individual and help them gain or regain confidence in themselves. The approach is human and pragmatic. Konexio succeeds in its threefold approach: revealing potential, developing a practical approach, and implementing it all with kindness."

Stéphane, Salesforce, soft skills coach

"I found the workshop very rewarding. Apart from my personal interest in teaching, discussing and working with people who don't necessarily have the same training or professional experience allows me to reflect on certain aspects of the job, certain daily practices and their usefulness, to better understand them and maybe even improve them. Seeing oneself through the eyes of others is always interesting. Thank you for giving me this opportunity! I hope we were able to demystify a little bit about [what it's like] to be an engineer at Google."

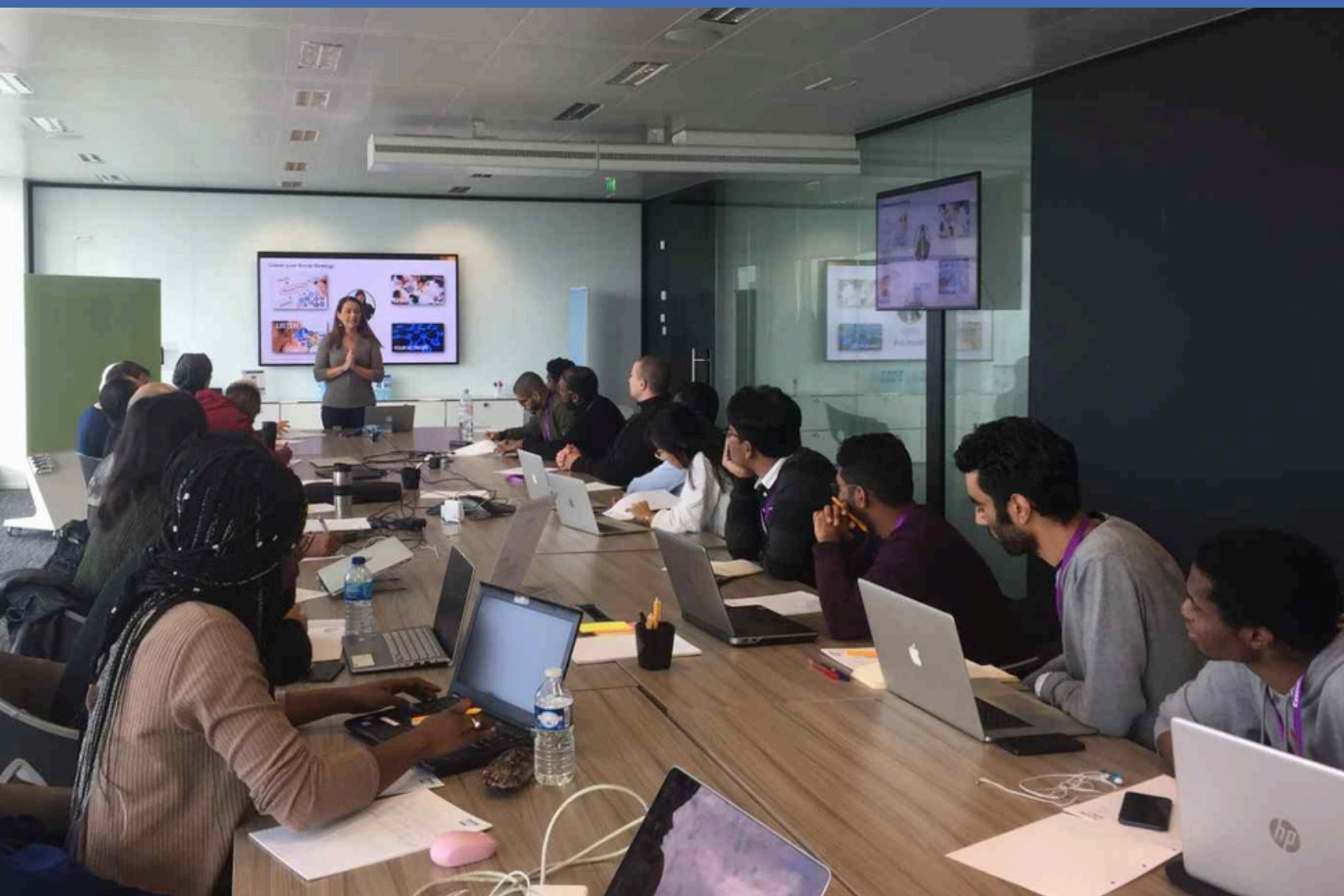Alex, Google, soft skills coach

Our partners

CUSTOM COURSES: LEARNING EXPERIENCES COLLABORATIVELY DESIGNED TO SUIT SPECIFIC CLIENT NEEDS

> *The training was great! I got a lot of information! I will try to write professional emails with my smartphone even if I still have trouble writing in French - I understood a lot of things.*
>
> **Mohammed, WERO student**

Challenges Addressed by Our Training Courses

All professional sectors are affected by society's digital transformation. For example, in logistics, even positions requiring lower-level skills now use digital tools. Someone preparing orders requires the use of digital tools on a daily basis, particularly in the implementation of the WMS (automated warehouse management system). This trend will only become more prevalent over time; it is estimated that the public health crisis has accelerated the digital transformation of companies by about seven years. This is why Konexio offers customized training courses tailored to participant profiles, taking into account their digital qualifications and employer requirements. Our training can also be integrated into the French skills training program POEC (préparation opérationnelle à l'emploi collective), which facilitates job skill development. The goal is to enable participants to acquire the digital skills that are essential to access and maintain their new jobs.

Training in Digital Tools

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

- Companies that need to improve the digital skills of their employees

- Non-profits, and other organizations that are part of the "Social and Solidarity Economy," an ecosystem that promotes social impact and sustainability as key organizational values
- Governmental agencies

These tailored courses are conducted in partnership with other social service organizations. Our partners support people who experience specific barriers to employment, either due to low levels of proficiency in written French, or due to long-term breaks from the labor market that necessitate retraining and skill updating.

> **The average participant's age is thirty years old.**
>
> **The initial level of qualification is between "infra niveau 3 and level 6" (by reference to the official nomenclature of diplomas in France).**
>
> **Profiles of the participants include: refugees, long-term job seekers, women engaged in a professional integration process.**

Chiffres clés

38%
Of participants are women

122
People trained

11 529
Training hours delivered

CLIENT OUTCOMES SPOTLIGHT

In 2020, Konexio established strong collaborative relationships with partners whose objective is to improve economic mobility for participants by offering professional certification courses.

PLIE EST ENSEMBLE

The multi-year Local Plan for Integration and Employment (PLIE: plan local pluriannuel pour l'insertion et l'emploi) facilitates access to employment for the professionally excluded. It connects job seekers and companies based upon matching competencies and professional needs.

LA TABLE DE CANA

La Table de Cana is a social impact caterer focusing on professional integration. It is rolling out the "Stars and Women" job integration pilot project aimed at long-term unemployed female job seekers and those undergoing retraining in the field of cooking and gastronomy. It has support from prominent figures in the culinary world.

Konexio offers digital workshops to help job seekers become more autonomous using digital tools for their search, including finding and reviewing job offers, applying to them and preparing for interviews.

Konexio offers digital workshops to participants so that they can participate in online training modules included in the professional integration program. Students were also taught to communicate by email independently, download attachments, and apply for job offers online.

COMPANY TESTIMONY

"For long-term job seekers, not being able to use digital tools independently is an additional factor of exclusion. The COVID context has accentuated the difficulties by making all in-person support impossible. The barrier to autonomy is not having equipment but the knowledge of using it. The challenge of the "Smartphone & employment" workshop is to make the essential uses of a smartphone accessible. It teaches students to search for information on jobs, find tips and tricks to create a CV, a cover letter, all steps towards allowing them to regain their autonomy."

Lucien Nguema - PLIE project manager

PARTICIPANT TESTIMONY

On using digital tools for training: *"I have a better knowledge of how to use a smartphone and how to use the internet on a laptop. Great training, I learned a lot. Thank you very much."*

Leïla, apprenante Table de Cana

PARTICIPANT TESTIMONY

Using digital tools to promote employability:
"I was able to learn quite a few things during these two days. I will be able to use my smartphone more to respond to job offers now that I know how to create a CV and a cover letter for a job application. The trainer listened to and answered my questions with encouragement."

Nadja, PLIE Est Ensemble student

DIGITAL INCLUSION PROGRAM: TOWARDS FINANCIAL INDEPENDENCE

" *This program allowed me to acquire skills and financial autonomy.*

Céline, Digital Inclusion Program Malawi student "

Background

The Digital Inclusion Program (DIP) was first established in 2019 in Malawi **in partnership with the Jesuit Refugee Service (JRS) and under the auspices of the UNHCR.**

As part of this partnership, Konexio coordinates a first-of-its-kind program to bridge the digital divide in offering economic opportunity through digital work at the Dzaleka camp in Malawi, where more than 48,000 refugees from the Democratic Republic of Congo, Rwanda and Burundi live. Given Malawi's current refugee policy, refugees face barriers to employment, some of which are legal, leaving them without real opportunities for economic inclusion.

At the same time, the potential for online freelance work is exploding. It is estimated that **up to 230 million people could find work in the near term through online employment platforms.** With the increase in digital services and a shift online during the COVID-19 pandemic, demand for digitally skilled freelancers has boomed.

Objective

The DIP was created to train refugees in essential soft skills and technical skills in order to gain employment through freelancing platforms. By earning an independent income, participants will not only be less dependent on food aid distributed through the Dzaleka camp, they will also be able to build a life for themselves, leading to greater resilience and long-term integration. With estimates of average displacements ranging from ten to twenty-six years, this independence is paramount for refugee self-reliance and overall well-being.

Program Structure

Konexio has designed a complete six month freelancing training program that combines theory and practice to advance students from zero digital skills to delivering digital freelance services autonomously.

Module 1 Digital Culture	Module 2 Internet	Module 3 Word processing	Module 4 Spreadsheets
• Computers and digital society • File management	• Internet browsing • Use of email • Collaborative work / social networks	• Autonomy on • word processing software • Integrated functions	• Spreadsheets, databases • Data processing
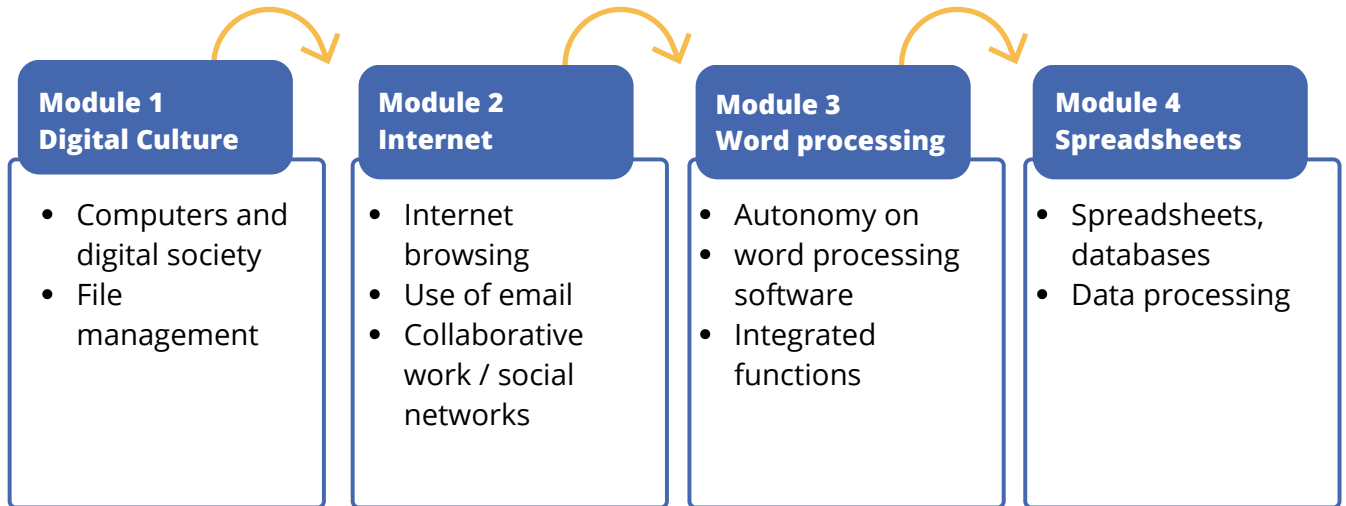
In addition to training on essential digital tools, fifty-one hours of training are devoted to soft skills and entrepreneurship. These soft skills (communicating with clients, time management, budget management, etc.) are essential for managing freelance work. The following workshops were also implemented for a well-rounded professional skill set:
- mastery of professional English
- mastery of image editing tools
- mastery of web scraping tools.

Student Follow-up

In 2020, Konexio continued to support graduates in the 2019 program. Konexio provided personal guidance on:
- platform functions and registration
- entrepreneurship best practices

Trainers

Konexio, in partnership with JRS, recruited five trainers to implement the training. These recruits included four local trainers, a local project coordinator, as well as all of the refugee students who underwent an intensive three-month training program to become trainers.

CERTIFICATION

80%

of students have achieved program completion

PROFESSIONAL INTEGRATION

83%

increased their monthly income

$485

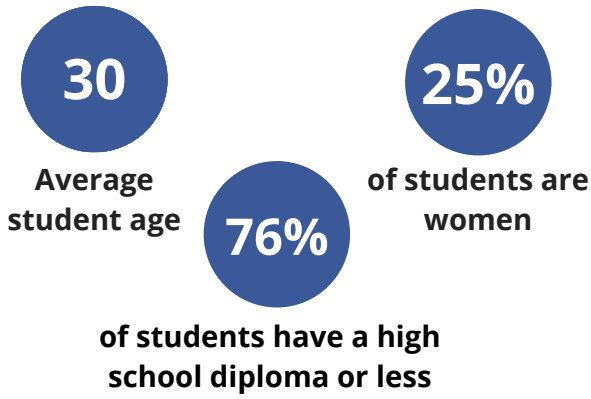**average earned per month**

SOCIAL INTEGRATION

87.5%

of students report higher integration because of the skills they have acquired

EMPLOYMENT

92%

of students are engaged in self-employment

Demographic figures

30

Average student age

76%

of students have a high school diploma or less

25%

of students are women

The DIP has allowed students to raise their income from a baseline of $0 to an average of $485/month - an encouraging result, especially given the challenges of the COVID-19 crisis.

In particular, students have found success through online freelancing platforms in the field of translation and transcription of African languages. With the DIP, the entire community benefits as students invigorate the local economy and share their skills with others through peer-to-peer learning.

Persevering Through Lockdowns

At the end of the first quarter of 2020, COVID-19 led the Malawi government to declare a lockdown. As a result, the JRS education center closed. To ensure continuity, Konexio and the JRS provided laptops and a 4G connection to students.

STUDENT TESTIMONY

"I am a network and telecommunications engineer in my home country, but as a refugee in Malawi since 2017, I do not have the right to work. In 2019, after I graduated from DIP, I started working on freelancing platforms. I started small by doing translations. It was during the lockdown in Malawi that I became a professional. I really hope this program continues to give other young people the chance to work online and become independent as well."

Stan, DIP student

STUDENT TESTIMONY

"I completed my freelancing training course in December 2020. To be a freelancer, you need to have a good profile. There are various techniques to get clients, you have to master the codes (the right language, positioning yourself with respect to the clients - writing proposals with impact to gain trust and taking into account deadline constraints). Working online requires adaptation but it is motivating! The training allowed me to discover and practice a new profession!"

Jolie, DIP student

Balance sheet Net (in 1000s of €)

FIXED ASSETS

Property and equipment	37.2
Total Fixed Assets	47

CURRENT ASSETS

Receivables	502.1
Investment securities	520.9
Cash & cash equivalents	276.7
TOTAL CURRENT ASSETS	**1299.7**

LIABILITIES

Retained earnings	176.6
Profit or loss for the year	29.7
Investment grants	160.5
TOTAL EQUITY	**366.8**
Operating debts	127.2
Deferred income	852.7
TOTAL (Balance Sheet)	**1346.8**

Despite the pandemic, Konexio doubled its budget in 2020 to ensure the continuation of training for a maximum number of students. While the initial lockdown slowed down activities significantly, the second half of the year saw a massive rebound:
- Investment of €150,000 in updating programs, analyzing labor market needs and preparing new training courses for 2021
- The launch of new training and professional integration projects worth over €500,000.
- Deferred revenue from 2020 to be used for operations in 2021. This paves the way for a substantial increase in operations for 2021 and allows for a larger diversification in Konexio's financial model.

Income statement

Services provided	122.6
Operating grants	185.9
Other revenues (donations)	524.3
TOTAL	**833.8**
Purchases and external expenses	205.3
Taxes	33
Salaries and expenses	567.5
Depreciation	6.2
TOTAL	**812.3**
Financial products	1
Financial expenses	0
TOTAL	**1**
Non-recurring income	7.2
Surplus	**29.7**
Voluntary contributions in kind	
Volunteering	47.7
Service provided	114.4

After three years at Station F, a start-up incubator, Konexio moved to Paris's 20th arrondissement. Investing in new premises brought our training courses closer to our target audiences, namely communities in the north-east of Paris, and the towns near Seine-Saint-Denis. With classrooms located in several districts of Paris as well as in the suburbs of Montreuil and Le Pré-Saint-Gervais, our presence in the region grows steadily. Konexio has also expanded nationally within France, starting with the establishment of Konexio's first branch office in Bordeaux at the end of 2020 and in Lille in 2021.

Financially, funding surpluses in 2018 and 2019 allowed Konexio to increase investments in 2020. Konexio closes its fiscal year in balance, with a surplus representing 3% of the budget. This surplus is entirely reinvested in programming for beneficiaries.

Multiplying the Impact

Konexio aims to use the momentum from our development in 2020 to multiply our impact even further in 2021. With the help of the French government's stimulus and recovery plan, Konexio will work with and support professionals, volunteers and those excluded from employment to become "conseiller.ères numeriques," or digital advisors, who help people transition to new technologies and identify opportunities in the digital economy. Thanks to the basic digital skills acquired through our training, the digital advisors will be able to support socially and professionally vulnerable people in their daily administrative and professional tasks. These trainings fight against the digital divide, which the public health and economic crisis has exacerbated. Through the training of "conseiller.ères numeriques", Konexio creates a virtuous cycle where students can in turn train, and assist, other disadvantaged community members.

With the aim of duplicating programs throughout France, particularly in Paris, Seine-Saint-Denis, Bordeaux, and Lille, Konexio will expand in multiple territories so that increasing numbers of vulnerable people can be supported in their social and professional integration.

To further this goal, Konexio is strengthening our growth strategy. The launch of our basic digital skills training program in Bordeaux provides an opportunity to expand meaningfully throughout Nouvelle-Aquitaine, where the need for social and digital inclusion is great. Additionally, we will soon be launching training courses in Lille in the Hauts-de-France region, where there is a strong need for digital training to increase the autonomy and employability of people in precarious situations and/or excluded from the job market.

Finally, Konexio aims to further its projects in Seine-Saint-Denis, with initiatives such as our G.O.A.L. project. Supported by the Île-de-France regional government, G.O.A.L. aims to train 220 socio-economically vulnerable people in basic digital skills. Students are then supported through professional training in the tech or industrial sectors and/or through personalized support for activities like job interviews. Another example is the project in the Est Ensemble area, where we have been training vulnerable people in web development since October 2020. These projects will be duplicated in other territories.

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Internationally

With a successful program in Malawi, we aim to expand internationally through our partners to impact other areas around the globe. Our model of development, partnership, and skills transfer has a strong potential for impact and scale.

Konexio has selected two additional launch sites for the Digital Inclusion Program (DIP) in partnership with Jesuit Refugee Service (JRS): Kakuma/Kalobeyei, Kenya, and Amman, Jordan. In addition, Konexio aims to renew its pilot in Malawi, where the Malawian government has expressed interest in including unemployed and untrained Malawian youth in Konexio's programs. In all three locations, Konexio will also develop partnerships with companies looking to hire young talent. Finally, developing relationships with other key stakeholders will allow us to develop programs at the international level to meet similar needs elsewhere.

New Training Programs

Konexio will continue to develop its programs to ensure that students acquire skills that make them as professionally competitive as possible. With this in mind, Konexio will launch new training pathways in 2021 to meet the needs of the changing job market. We plan to expand our training offerings with skills in networking, cloud computing, and cyber security.

The first of these training programs to launch will be the Systems and Network Technician (SNT; TSSR in French) course. During the course's four and a half months, students will receive intensive systems training from network technicians, emphasizing soft skills necessary to professional integration in the digital economy. This program will prepare students for the Systems and Networks Technician exam (RNCP level 5, equivalent to a 2 year college degree).

Following this training Konexio will offer, as with the web development program, internships 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 of our students have the opportunity to apply their skills.

Advocacy

COVID-19 created collective awareness of the importance of bridging the digital divide. Since the end of 2020, Jean Guo, Konexio's Co-founder and Executive Director, has been made a #TechForGood ambassador for Impact France, serving as a leading advocate for issues related to digital inclusion.

Konexio is also launching its own advocacy with great ambitions to present in 2021. We will work to raise awareness of diversity issues among companies through our BigBloom / La Poste incubation by proposing concrete actions to recruiters in order to innovate and promote the integration of professional youth.

By the end of 2020, despite the public health crisis, Konexio was able to begin scaling its activities. The year 2021 will allow Konexio to multiply impact in new places and among new audiences through additional trainings and renewed advocacy for digitally excluded audiences.

PARTNERS

They trust us: our institutional partners, companies and ecosystem.

PUBLIC INSTITUTIONS

- CDC Habitat
- Conseil Départemental de Seine-Saint Denis
- DAE
- DASES
- Direction Départementale de la
- Cohésion Sociale
- Direction Régionale de la Jeunesse, des
- Sports et de la Cohésion Sociale (DRJSCS)
- EPN d'Île-de-France
- EPT Est-Ensemble
- Grande École du Numérique (GEN)
- Haut-Commissariat aux réfugiés des
- Nations Unies
- JRS
- Mairie de Paris
- Maisons de l'Emploi
- Ministère du Travail
- Missions locales de Paris
- Paris Code
- Pôle emploi
- Préfecture de Paris
- Région Île-de-France
- Social Hackers Academy
- Union Européenne avec le FSE
- Ville de Bondy
- Ville de Montreuil
- Ville de Paris
- Ville du Pré-Saint-Gervais

PRIVATE COMPANIES AND FOUNDATIONS

- Air Liquide
- Algolia
- AWS
- Ayudar Fonds de Dotation
- Transatlantique
- Badenoch & Clark
- Banque Populaire Rives de Paris
- BNP Paribas
- Bouygues
- Capgemini
- Crossknowledge
- Devoteam
- Fondation Brageac
- Fondation EDC
- Google
- La Banque Postale
- La Société Générale
- MAIF
- Salesforce
- SAP
- Thales
- UiPath
- Unititative

ECOSYSTEM

- **Action Emploi Réfugiés**
- **ARDHIS**
- **Article 1**
- **Ashoka**
- **Aurore**
- **Autremonde**
- **Bim Bam Job**
- **Bleu Blanc Zèbre**
- **CADA de Paris**
- **CASP**
- **Causons**
- **Centres sociaux de Paris**
- **Cité Tech**
- **Colombbus**
- **Défi métiers**
- **Diaconat de Bordeaux**
- **E2C**
- **EachOne**
- **Emmaüs Connect**
- **Emmaüs Solidarité**
- **Equalis**
- **Espace 19**
- **ESPEREM**
- **Espero**
- **Etincelles - Paris 20**
- **Fondation FACE**
- **Français Langue d'Accueil**
- **France Terre d'Asile**
- **Grande Ecole du Numérique (GEN)**
- **Groupe SOS**
- **Groupe SOS CPH Libourne**
- **HUBIK**
- **JRS**
- **Kodiko**
- **Kodiko - Paris 20**
- **Kolone**
- **L'Industreet**
- **La Cravate Solidaire**
- **La Fabrique NOMADE**
- **La MedNum**
- **La Pierre Blanche**
- **La Ruche**
- **Le Picoulet**

- **Le Réseau des Missions Locales**
- **Mairie de Paris**
- **Makesense**
- **Meet my Mama**
- **Mission Locale**
- **Mozaïk**
- **Office Français de l'Immigration et de l'Intégration (OFII)**
- **Paris Code**
- **PIMMS**
- **Pôle emploi**
- **Refugee Food Festival**
- **Refugeeks**
- **Réfugiés Bienvenue**
- **Resome**
- **Revivre**
- **Sation F**
- **Share it**
- **Simplon**
- **Singa**
- **Social Builder**
- **Sport dans la Ville**
- **Techfugees**
- **THOT**
- **UniR**
- **We Work**
- **Webforce 3**
- **Wero**
- **Wintegreat / Each One**

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