

1) Digital Houses Program by the Orange Foundation

Name of the best practice	Program Maisons Digitales (Digital Houses Program) by the Orange Foundation.
Country where it is realized	The Foundation is present in Europe, Africa and in the Middle East, namely in 24 countries, through 320 Digital Houses, including 160 in France.
Who realised the best practice?	Learner women, trainers from partner associations, Orange employees who are volunteers and skilled patrons who run digital learning workshops and more than 25 personalities work alongside The Foundation's team
When was it realized?	The Orange Foundation was created in 1988. The Digital Houses program was set up in 2015.
Arguments of the best practice	Digital literacy is the priority of Orange Foundation. For people in difficulty, it is factor of equal opportunities for the future, access to one's right, the job market, the online content (online courses, free access encyclopaedias, educational videos...) to the new professions of digital manufacturing. Digital is a new way of learning, a door to new activities for people in situation of exclusion.
Describe the best practice	Since 2015, Digital Houses Program answers to a need for development of women skills without qualifications and without employment. It fosters social and professional inclusion of woman and promotes their digital inclusion. These free digital trainings last between 6 months to 1 year, which are a key to women economic independence. It organizes with local Associations, the reception of women in training places. On site, trainers from partner associations and Orange employees who are volunteers or skilled patrons who run digital learning workshops, and the use of online courses, free access encyclopaedias, educational videos
Results achieved and impact obtained	More than 40,000 women have been trained since 2015.
Web Link for more information	www.fondationorange.com

2) Social Builder

Name of the best practice	Social Builder (SB)
Country where it is realized	France
Who realised the best practice?	Women, SB is a social enterprise expert
When was it realized?	Currently active
Arguments of the best practice	Through this mission, SB is line with objectives 5, 8 and 10 of the “Sustainable Development Goals”, set up by United Nations. “the digital world needs women and women need to be present in professions of the future”-Emmanuelle Larroque- General delegate
Describe the best practice	SB is a social enterprise expert in helping women in the digital world, through guidance, training and professional integration actions. Through its training, organizations and its consulting firm, SB trains women in digital skills and tech professions.
Results achieved and impact obtained	SB has sensitized, trained and accompanied 28,000 women.
Web Link for more information	www.socialbuilder.org

3) Terra-symbiosis

Name of the best practice	A la bonne ferme (at the good farm) by Terra-symbiosis Association
Country where it is realized	France
Who realised the best practice?	For job seekers, RSA beneficiaries (government help), people who experienced the street and kids. With grants around 6000€ for 2019
When was it realized?	2019
Arguments of the best practice	“A la bonne ferme” wishes to develop a permaculture farm for people in difficulties. In addition, the Association wishes to develop a digital expertise, in the service of agricultural project and of the numerous administrative tasks that fall to an integration structure.
Describe the best practice	They imagined a friendly place with 4 activities based on organic Farming: a shop with local producers, a zero-waste grocery store, a diversified catering offers for all budgets, offering seasonal cuisine and an entertainment area dedicated to education and citizen initiative. The idea is also to create a real circular economy between these different poles. Fields of intervention: -Ecological Farming (11ongoing projects, 46 completed) -Trees and Ecosystem (8 ongoing, 11 completed) -Childhood and Nature (23 ongoing, 27 completed)
Results achieved and impact obtained	The group has formed a cooperative society of collective interest (SCIC) in 2019 -Ecological Farming program (11ongoing projects, 46 completed) -Trees and Ecosystem program (8 ongoing, 11 completed) -Childhood and Nature program (23 ongoing, 27 completed)
Web Link for more information	www.terra-symbiosis.org

4) GSMA Association / Corporate

Name of the best practice	GSMA represents the Worldwide Mobile Communications Industry
Country where it is realized	France, Germany, Spain, UK, US
Who realised the best practice?	GSMA Association / Corporation (mobile operators worldwide -750 operators with 350 companies-) In order to help elderly, low income, people with disabilities (PwD), abuse victims, NEETs, substance abusers, homeless, refugees
When was it realized?	May 2019
Arguments of the best practice	The mobile industry is keen to demonstrate how mobile solutions and apps can enable digital inclusion, especially those expected to generate the greatest economic return (e.g. internet of things and Smart environments). As consumer groups and an untapped workforce, underserved and marginalised groups present important opportunities for telecommunications sector in general. Addressing the needs of underserved groups through mobile technology is both an opportunity and responsibility.
Describe the best practice	<ul style="list-style-type: none"> ▪ Innovate: enable an ecosystem where initiatives can flourish ▪ Promote: promote mobile technology as viable tool ▪ Facilitate: smooth the way for initiatives to take hold ▪ Implement: executive via dedicated organizations and platforms ✓ Role of CSOs: <ul style="list-style-type: none"> ▪ Promote social innovations through mobile ▪ Training programs tailored to vulnerable client groups ▪ More apps that appeal to marginal users ✓ Role of local governments and communities: <ul style="list-style-type: none"> ▪ Offer mobile training in local centers

	<ul style="list-style-type: none"> ▪ Caregivers help users with mobile at home ▪ Help to manage user fear of data charge ✓ Role of National Government: <ul style="list-style-type: none"> ▪ Increase government spending for training ▪ Improve usability of governments sites (including mobile)
<p>Results achieved and impact obtained</p>	<p>Results based on the Maslow’s hierarchy of needs:</p> <ul style="list-style-type: none"> ✓ <u>Self-fulfillment</u>: tools facilitating work integration (PwD), tools facilitating education (kids with illness) ✓ <u>Psychological</u>: apps supporting counselling (women, NEETs), apps helping to fight addictions (drug and gaming addict, apps helping to find relatives (refugees), apps enabling entertainment (PwD) ✓ <u>Basic</u>: Apps overcoming handicaps (PwD), apps enabling greater safety (elderly, abuse victims), apps enabling food distribution (low income, homeless, NEETs), apps helping to find housing (low income, homeless)
<p>Web Link for more information</p>	<p>www.gsma.com</p>

5) All Digital Week

Name of the best practice	All Digital Week
Country where it is realized	31 countries including Finland, Spain, Slovenia, UK, Serbia, Germany, Croatia, Bulgaria, Armenia, Cyprus, Italy, Latvia, Russia, Lithuania, Romania, Poland, Sweden...
Who realised the best practice?	All Digital Week are over 25,000 organizations including Lifelong Learning Platform, European Schoolnet, Europeana, Public Libraries 2030, CEPIS, European Banking Federation, Digital SME Alliance, European Cybercrime Center of Europe, Liberty Global, Ceriport, Google Europe... All digital Week helped 130,000 participants like people over 50 years old, children in primary schools, youth between 12 to 19 years old...
When was it realized?	Since March 2010, march 2019
Arguments of the best practice	43% of European citizens lack digital skills to be able to fully participate in and benefit from digital society. To support them and raise awareness of the importance of digital skills training, ALL digital together with its partners has been running the Pan-European campaign All Digital Week.
Describe the best practice	With over 3,600 training events <ul style="list-style-type: none"> ✓ Training events on Media Literacy and Disinformation by developing critical thinking and digital Literacy ✓ Build safety and trust in technology by developing cybersecurity skills ✓ Enhance employability by developing the right skills for the new digital Jobs ✓ Basic digital skills ✓ Workshops, Lectures, Hands on trainings, Discussions, Digital fairs, digi-walks ✓ Job expos and business events, talks about personal informations protection, safe communication on social network, video materials ✓ Coding workshops for primary schools children, career guidance to robotics, big data and Virtual Reality hackaton.

Results achieved and impact obtained	130,000 participants were trained and get a certification with over 3,600 training events
Web Link for more information	www.all-digital.org

6) ALC

Name of the best practice	INSERPRO an AAVA (Active Living Adaptation Workshop) by ALC association
Country where it is realized	France –Nice and Antibes-
Who realised the best practice?	300 ALC employees, users in CHRS (Shelter And Social Reintegration Center) and beyond to any person falling within the scope of ALC missions.
When was it realized?	2017
Arguments of the best practice	<p>In order to remain able to understand the emergence of new social problems, to take positions rooted in concrete diagnoses, and to innovate in action, ALC employees and volunteers share time for collective reflection or conferences.</p> <p>The main activities of ALC, shows us the difficulties that the population is facing and that is why there is an emergency to address them.</p> <p>Main ALC's activities :</p> <ul style="list-style-type: none"> ✓ CHILD PROTECTION Maternity Centre Children's home Educational action at home Educational action in an open environment Specialized prevention Home Placement Foster Family Support ✓ PROTECTION OF ADULTS Social support measures personalized ✓ SOCIAL EMERGENCY Social telephony (115) Emergency shelters and social reintegration centers Emergency Reception Places ✓ (RE)INSERTION Residential and social reintegration centers Accompanying people RSA (active solidarity income) recipients. Adaptation to working life workshops ✓ INTEGRATION THROUGH ECONOMIC ACTIVITY Intermediary Associations Insertion site ✓ PREVENTION AND MEDIATION Accompaniment and protection of

	<p>prostitutes and/or victims of human trafficking. Mediation and access to the rights of persons of immigrant background.</p> <ul style="list-style-type: none">✓ ASYLUM APPLICATION <p>Reception center for applicants asylum</p> <ul style="list-style-type: none">✓ ACCOMMODATION <p>Social support measures Related to housing</p>
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<p>Describe the best practice</p>	<p>Inserpro is an AAVA (Adaptation to Active Living Workshop) based at Nice and Antibes. This service is intended for users in CHRS (Shelter And Social Reintegration Center) and beyond to any person falling within the scope of its missions.</p> <p>The AAVA evaluates the skills of the people in the service of the global accompaniment carried out by the referents, for example, their capacity to take up an activity, to sustain a certain work rhythm, to work in a team, to be in relation with clients or not He also started a phase of professional projection in order to identify avenues of activity according to each situation. For example, the ability to organize it to integrate a professional activity, or to discover its potential and skills that can be mobilized professionally (manual, relational, ...).</p>
<p>Results achieved and impact obtained</p>	<ul style="list-style-type: none"> • ALC: 56,860 calls to 115 in 2017 (social phone number), 11,000 persons supported, 800 housing places with 3000 hosted persons • INSERPO: During the year 2017, Inserpro have welcomed 52 people in its workshops and 25 people in its French courses. The turnover related to the activities of Inserpro represents 59 188 euros. The second-hand goods store represents 55 % of the receipts; the laundry about 33 % and finally a few thousand euros for the wood workshop. Beyond the customers of the thrift store, our customers are services of the association, the Foundation of Nice and Abi 06. • AAVA: 88 people welcomed in workshops on adapting to working life in Nice and Antibes in 2017. 36 people completed a total of approximately 1,000 hours of individualized social support and 4,145 hours of compensated work. 18,593€ were thus paid to people who often had no other resources (16 people /36). This paid out income reduces direct financial aid as much as the center must provide service vouchers to people who are totally destitute; 1/3 of the 119 households had no income at the entrance to the CHRS.
<p>Web Link for more information</p>	<p>http://www.association-alc.net/</p>

7) LA RUCHE qui dit oui!

Name of the best practice	La ruche qui dit oui !
Country where it is realized	more than 1000 Ruches across Europe, in 9 countries: France, Belgium, the United Kingdom, Spain, Germany, Italy, the Netherlands, Switzerland and Denmark
Who realised the best practice?	Local farmers and customers
When was it realized?	2015 Founded in France in 2011.
Arguments of the best practice	In May 2015, the European Commission presented a strategy to create a Digital Single Market where people and businesses can make the most of what digitisation offers. This includes EU actions to support platform-based collaborative economy projects. A good example of this is La Ruche qui dit Oui !, an innovative collaborative platform-based business where people can buy fresh food directly from local producers.
Describe the best practice	The platform La Ruche qui dit Oui ! (namely 'the beehive that says Yes!') enables a fairer distribution of local food while developing community interaction between food producers and consumers locally. Farmers can propose their products on the online platform where consumers can choose, order and pay centrally. Every week, a pop-up market of the producers is organised by hosts providing a local venue. Consumers collect their pre-paid order from there and get to meet local producers. This is a win-win situation for everybody involved: people eat healthier food at competitive prices and support the local economy.
Results achieved and impact obtained	more than 1000 Ruches across Europe, in 9 countries: France, Belgium, the United Kingdom, Spain, Germany, Italy, the Netherlands, Switzerland and Denmark Farmers and food makers get over 80% for every product sold, compared to the 15%-25% offered by most supermarkets. Gross revenue in the EU from collaborative platforms and providers: €28 billion in 2015. Growth in recent years has been spectacular with revenues almost doubling from 2014 to 2015.

Web Link for more information	https://laruchequiditoui.be/fr-BE

8) Podoactiva and Ingercontrol

Name of the best practice	Podoactiva and Ingercontrol ICT Innovation for Manufacturing SMEs (I4MS)
Country where it is realized	Spain - Huesca, Zaragoza
Who realised the best practice?	Useful for people with foot anomalies or for athletes
When was it realized?	2015
Arguments of the best practice	Podoactiva and Ingecontrol are part of the European initiative called ICT Innovation for Manufacturing SMEs (I4MS) which aims to foster collaboration between manufacturing SMEs and research organisations. This programme helps SMEs develop their IT technology and know-how in order to produce their products faster, more flexibly and accurately.
Describe the best practice	Podoactiva and Ingecontrol developed a 3D Scanner that helps to design shoe insoles by measuring the exact shape and proportions of a customer's foot. The device scans the foot using an elastic membrane which creates a very accurate set of data about the patient's foot. As the volume of data is high, each clinic sends it to a cloud platform which provides access to high performance computing capabilities. The software turns the data into a virtual image of the foot and designs the insole. This approach guarantees the manufacturing of a perfectly sized shoe. This is a win-win for everyone: Insole makers can now produce soles more efficiently and clients can send data about their feet

	remotely, and receive a personalised set of shoes in the shortest possible time.
Results achieved and impact obtained	<p>This innovation is particularly useful for people with foot anomalies or for athletes who need a particular shape of insole. Athletes could do a 3D scan with a local equipped chiropodist and send the data to the shoemaker directly and thus avoid unnecessary travelling to have their foot measured. It will also allow the insole to be printed directly in a retail shop with a 3D printer as a next step. Podoactiva has received several awards for this innovation and partners with the Royal Spanish Football Federation and the Spanish Paralympic Committee.</p> <p>The business line has allowed them to scaleup internationally. They have developed partnerships with clinics across Europe. This has had a direct impact on job creation. If they have more patients using their solutions, they will need more podiatrists, technicians, industrial designers, etc.</p>
Web Link for more information	https://www.podoactiva.com/es https://ingecontrol.com.co/ https://i4ms.eu/

9) [Simplon.co](https://www.simplon.co)

Name of the best practice	Simplon.co
Country where it is realized	France
Who realised the best practice?	These trainings target the following audiences disadvantaged - school dropouts, job seekers, women isolated from the digital world, people in a situation of disability, refugees, in particular - within affected territories by the digital divide.
When was it realized?	2017
Arguments of the best practice	The digital divide - the lack of access to networks and digital tools (computers, smartphones, etc.) but also and above all the lack of use of these technologies - concerns a large part

	<p>of the European population, but affects the most disadvantaged publics and territories even more severely. In such situations, where inequalities accumulate, it is crucial that public policies, companies or corporate foundations, as well as citizen movements act to use digital technology as a lever for inclusion, integration, employment, but also for social mix, diversity and innovation.</p>
Describe the best practice	<p>CAPPRIO is one of our training programs for the trades from digital and animation to digital, aimed at young people unemployed and untrained 16 to 24 year olds, residents of the priority neighbourhoods. Several routes are proposed to them, the objective being to train more than 20,000 young people before the end of the year 2018.</p> <p>Simplon.co adapts its offer to the most varied audiences. For example, in 2015 Simplon.co piloted 'Africa Code Week' which, on the model of the 'European Code Week', has made it possible to raise awareness among more than 88,000 children in 10 days in 17 countries on the African continent. Since 2016 Refugees, our support program dedicated to refugees, promotes the integration of refugees through an approach that integrated: training, reinforced French courses, coaching, etc. personalized social support for accommodation, accompaniment administrative and reinforced help for professional insertion.</p>
Results achieved and impact obtained	<p>Since 2013, the network's 34 branches have been welcoming about 1,000 learners per year. Six months later, the rate of positive results (employment, creation of activities or return to school) is 78% for participants.</p>
Web Link for more information	<p>https://en.simplon.co/</p>

10) Silver Geek

Name of the best practice	Silver Geek by TechSoup Europe
Country where it is realized	France - Poitou-Charentes
Who realised the best practice?	A diverse mix of associations, companies, local authorities and nonprofits organizations.

	116 mobilized volunteers to accompany more than 400 senior citizens.
When was it realized?	2014
Arguments of the best practice	To address two key issues: aging and digital inclusion. The project started when “Le Rameau,” a research lab on innovative partnerships, approached several local stakeholders (including Orange and ADB) to address social issues within their community. A diverse mix of associations, companies, local authorities and nonprofits then partnered to form the Silver Geek collective, co-driven by Solidatech and Orange to evaluate the benefits of digital tools for the welfare of the elderly – both in their physical autonomy and their mental well-being.
Describe the best practice	Each partner contributes in their unique way. Unis-Cité, a youth volunteering organisation, mobilized 116 volunteers to accompany more than 400 senior citizens across 20 participating senior homes for a period of from 8 to 16 months for a minimum of 2 hours of interaction per week. During this time, the young volunteers spent time alongside seniors teaching them how to use digital tools such as tablets so they can Skype with their family, or taught them to play games (such as Wii bowling). These sessions were fun, interactive and promoted intergenerational exchange.
Results achieved and impact obtained	116 mobilized volunteers to accompany more than 400 senior citizens. Afterward, a social impact assessment study demonstrated an increase in confidence among the senior participants in their ability to learn something new. The survey also found that they had more energy and improved motor skills, with added excitement and interest in continuing to use digital tools. These interactions between seniors and young volunteers also encouraged a better understanding of each other – a pleasant result which was not anticipated! Since 2014, 22,000 beneficiary seniors, 482 mobilized young volunteers, 120 senior partners reception structures in many regions of France.
Web Link for more information	https://www.techsoupeurope.org/programmes/silver-geek/ https://silver-geek.org/

11) DLNGO – Digital Literacy Framework for the Social Sector

Name of the best practice	DLNGO – Digital Literacy Framework for the Social Sector
Country where it is realized	Poland - Warsaw
Who realised the best practice?	NGO staff and volunteers, as well as the marginalised communities they serve
When was it realized?	2014-2020
Arguments of the best practice	<p>Contribute to the development and enhancement of the digital literacy programmes of each of the project partners in their respective regions.</p> <p>Learn from each others’ digital literacy practices, identify synergies, come up with effective ways to continue working together through the exchange of ideas, practices, experiences, and methodologies among partners.</p> <p>Explore a definition for a basic educational framework for digital literacy in the NGO sector, that is, what is a basic standard set of educational content related to digital literacy that all NGOs should have access to.</p>
Describe the best practice	<p>The project activities consist of a set of face to face and virtual meetings as well as dissemination.</p> <p>The partners spent three days discussing how to build a better learning program, exploring new approaches for sharing existing materials and resources, and how to better reach their training audience. The group also analysed a co-developed training curriculum that could be adapted and scaled across Europe. The group also explored options for e-learning, what it would take to scale one platform across all of Europe, and how to lead the social sector in digital transformation. The group has come up with some ways to test and pilot their ideas as a group and will also be surveying a wider group of adult educators to better understand their needs and how the group can better serve them.</p>
Results achieved and impact obtained	Results for this project are not yet available. They might become available after the project's end date.
Web Link for more information	https://www.techsoupeurope.org/programmes/dlngo-digital-literacy/

12) Ordyslexie

Name of the best practice	Ordyslexie
Country where it is realized	France
Who realised the best practice?	Sir Masson, an IT engineer, pilot, and the founder of Ordyslexie, persuaded Air France to donate the pilots' tablet- PCs to solidarity projects like Ordyslexie. Air France gladly donated 2,000 tablet-PCs to styluses. Thanks to dedicated parents from disability organizations like APEDYS and FUSO, and other equipment opportunities.
When was it realized?	2010
Arguments of the best practice	Imagine that organizing your thoughts and writing were laborious tasks and identifying letters and sounds was a daily struggle for you. Imagine that doing your schoolwork was so daunting that it made you doubt your own abilities and caused you and your family stress. This is the reality for thousands of 10-year-old dyslexic children in the French school system. These students have to cope with a 7-hour school day and sit through 10 subjects, despite their learning difficulties.
Describe the best practice	Ordyslexie provides dyslexic children with a refurbished tablet-PC with Microsoft OneNote, which helps make the learning experience more interactive. The program gives children an organizational system that helps them automatically save their work and come back to it if they get distracted. Ordyslexie is a cost-effective and easier way to learn for dyslexic children. Children can scan their work and edit it on the tablet-PC, color diagrams and maps with the stylus or edit work directly with the keyboard. They can also use speech-to-text, text-to-speech, and spelling and grammar checkers to improve their note-taking
Results achieved and impact obtained	These dyslexic children no longer have to dread going to school because they have gained confidence and have become more independent. Homework time is less of a struggle for both parents and kids, and teachers do not have to constantly decipher the pupils' handwriting or prepare special material.

	Since 2010, the Ordyslexie program has affected the lives of over 3000 students.
Web Link for more information	https://ordyslexie.com/

13) ISATIS

Name of the best practice	ISATIS association
Country where it is realized	France
Who realised the best practice?	Social and family economy counsellors, specialized educators, psychologists, vocational integration counsellors, facilitators, technical supervisors, nurses, psychiatrists, peer health mediators, housekeepers, home care workers, medical-psychological aids, job coaches, coordinators, supervisors, maintenance workers...
When was it realized?	2018
Arguments of the best practice	The ISATIS association was created twenty-one years ago on the initiative of families from people suffering from a psychic handicap, in order to compensate for the lack of solutions support for their loved ones.
Describe the best practice	<ul style="list-style-type: none"> ✓ Medical and Social Support, ✓ Psychological and Social Support, ✓ Social and Professional Integration Actions, ✓ Supported Social Housing, ✓ Professional activity in a protected and adapted environment, ✓ Integration through economic activity, Training and job maintenance "SACES".
Results achieved and impact obtained	62 establishments and services 266 employees 3090 people supported
Web Link for more information	http://www.isatis.org/

14) Coursedot

Name of the best practice	Coursedot
Country where it is realized	Bulgaria -Sofia
Who realised the best practice?	IT trainers and demanding companies
When was it realized?	Created in 2015
Arguments of the best practice	Technologies have become so embedded in our lives that there is an ever growing demand for professionals with deep technical knowledge and skills in every industry. Nowadays, even if you are a farmer or a fridge manufacturer, you need people with technical background in the team.
Describe the best practice	Coursedot is a digital marketplace for IT training. It connects businesses that need to upskill their employees with IT training providers who can deliver the necessary training offline or online.
Results achieved and impact obtained	The database of Coursedot contains over 35,000 IT courses by 400 training providers. The Bulgarian startup works with over 2500 instructors worldwide. Currently 60% of its business is based in the EU but it has the ambition to become the biggest marketplace for IT training on a global scale.
Web Link for more information	https://coursedot.com/

15 Solidatech

Name of the best practice	Solidatech program by the Ateliers du Bocage
Country where it is realized	France
Who realised the best practice?	Solidatech in partnership with the American NGO TechSoup Global
When was it realized?	2008
Arguments of the best practice	<p>Supported by the Ateliers du Bocage, the Solidatech program aims to help associations, endowments, recognized public utility foundations and French public libraries to use digital tools to develop their actions. Launched in 2008, in partnership with the American NGO TechSoup Global, Solidatech works through 3 modes of action.</p> <ul style="list-style-type: none"> ✓ Promoting access to digital tools for associations. ✓ Supporting associations in the development of their digital uses. ✓ Putting digital technology at the service of the common good.
Describe the best practice	Once registered free of charge on the solidatech.fr platform and its eligibility validated, any non-profit organization can order online its software, computer equipment, training and/or services. The solidatech rates allow non-profit organizations to benefit from a 30% to 95% discount on digital solutions compared to public rates.
Results achieved and impact obtained	<ul style="list-style-type: none"> ✓ 33,000 structures registered free of charge. ✓ 400,000 licenses and digital tools distributed. ✓ 130 million euros in savings for the associative sector.
Web Link for more information	https://www.solidatech.fr/