

2020–2022

# Arm's Impact: responding to COVID-19



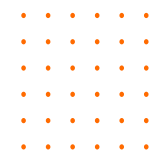
# Welcome to our COVID-19 Impact Report

When the COVID-19 outbreak started spreading rapidly across the globe, it soon became apparent that we had not experienced an event of such magnitude in living memory. With millions of people facing disruption, financial hardship, pain and loss, organizations had to step up and respond.

Our response ranged from supporting non-profits working on global vaccine delivery solutions to community initiatives addressing food poverty and social isolation, to support for our social impact partners developing medical devices, and non-profit organizations working on vaccine delivery solutions.

Our strong connections, partnerships and networks and existing social impact relationships enabled us to work closely with organizations at the heart of the COVID-19 response including Gavi, the Vaccine Alliance, The Bill & Melinda Gates Foundation, UNICEF and the World Health Organization. This report forms a single record of Arm's global and local response to the COVID-19 pandemic.

Our people were at the heart of this response, shaping, defining and supporting our journey every step of the way. Colleagues from around the world committed time, money and expertise to support our societal and local community initiatives, at a time when they were dealing with the testing challenges of the pandemic themselves.

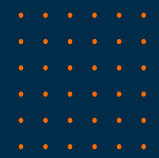
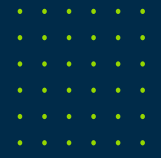
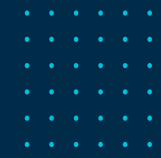
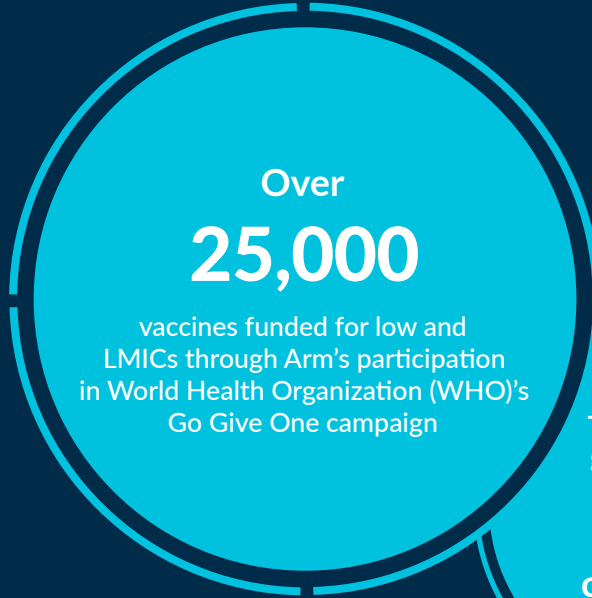
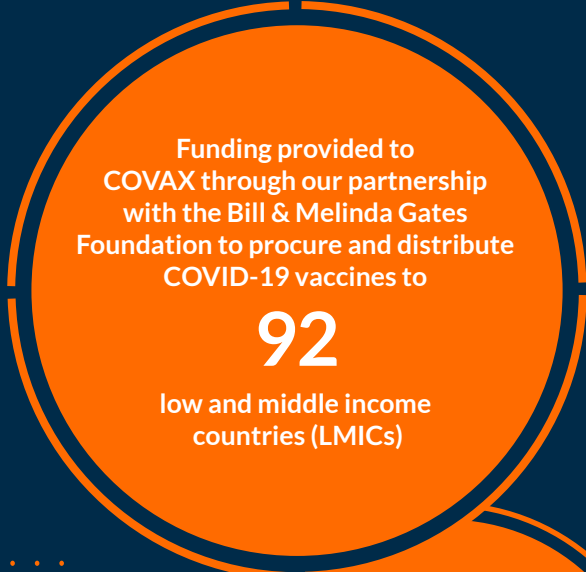
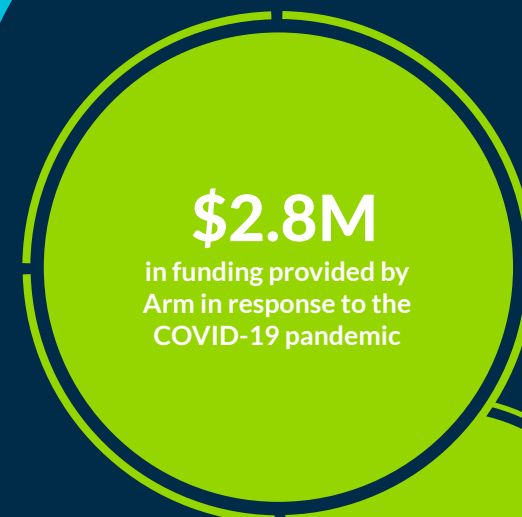


**Kirsty Gill**  
Chief People Officer

"By mid-March 2020, Arm had formed a COVID-19 response group, whose goal was to go beyond business continuity management in asking the question, 'what extraordinary step could we take to make a difference through this challenging time?'. In early 2020, the significance and effects of COVID-19 were not fully realized, nor the devastating impact it would have on lives and livelihoods.

Against the pandemic landscape, businesses needed to respond as we were reminded that we are part of a global village – to solve the pandemic anywhere, it must be solved everywhere.

Arm mobilized to play its part as a responsible global citizen and align our business capabilities with our societal responsibilities. I am so proud of the impact Arm continues to have during this extraordinary period; where our long-standing social impact approach came into full force, we identified and scaled up innovative solutions on a global scale and enabled our people to drive impact in the communities in which we operate."



# From global reach to local depth



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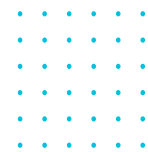


# Establishing Arm's COVID-19 Response Team

From the very start of the pandemic, it was clear that Arm's response would need to be holistic, considered and long-lasting, guided by a strong and purposeful taskforce.

The response team focused on aligning our business response and applied solutions to the complex problems faced through the crisis, actioning ways to address the economic burden across our own supply chain and diverting our philanthropic giving towards the most effective response on a local, national and global level.

Our dedicated team supported our people to channel their time and expertise through a range of initiatives in support of global and national community action, ensuring an Arm-wide co-ordinated effort, applying the full weight of our technology and expertise to the most relevant and appropriate areas.



## Supporting global reach and local depth

Many charities supporting society's most vulnerable lost vital income streams whilst also seeing an increase in demand on their services. Arm's **COVID-19 Response Team** coordinated our local, national and global efforts, pledging \$2M in Financial Year 2020 and \$0.8M in Financial Year 2021. Half of this budget was specifically to help our local communities, with funding split between a **matched giving** campaign and a **COVID-19 Community Fund**, you can find out about this on **page 38**. The other half was used to support global programs, projects and initiatives through establishing new partnerships and forming a COVID-19 focus with existing partners.

## Ensuring business continuity

Whilst the COVID-19 Response Team began looking at how Arm could best deploy our technical capability and social impact expertise, Arm's Business Continuity Management team worked to minimize the impact of the pandemic on our business. From canceling travel plans and event attendance to transitioning a 7,000+ global team to homeworking overnight, a dedicated team worked tirelessly to help Arm to prioritize the safety of our people. While focusing on our social impact for others, Arm colleagues also acknowledged and managed the enormity of the impact across the business.

## A united, Arm-wide effort

Arm's COVID-19 Response Team was initiated and chaired by Sustainability and included members from partner marketing, Community & Inclusion, Central Engineering and Lines of Business.





# Contributing to global vaccine procurement and delivery

Our most significant response to the pandemic was focused on global vaccinations; specifically enabling equitable access for those in the world who needed them most.

From the initial stages of vaccine development, when it was apparent that there would be complex challenges around distribution, to ongoing support via the generosity of our people, we committed time, money and expertise through a considered approach in collaboration with our social impact partners. Our goal was to address vaccine inequality, recognizing that those in LMICs were, and continue to be, underserved in accessing the COVID-19 vaccine.



## Preparing for distribution to harder-to-reach communities

We took proactive steps towards addressing distribution challenges by forming a partnership with non-profit Simprints and Gavi, the Vaccine Alliance, to develop digital identification technology that would help countries digitize their health records, ensuring COVID-19 vaccines would be accessible by all.

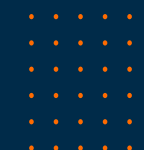
This was further supported through our partnership with Khushi Baby, utilizing their unique mobile application to verify and track vaccine beneficiaries.\*

## Equitable delivery to the developing world

Once vaccine development was underway, we supported the COVAX worldwide initiative, which is aimed at equitable access to COVID-19 vaccines. We did this by providing funding that would enable distribution of vaccines to communities in LMICs.\*

## Further support from Arm people

Continuing these efforts, we participated in the World Health Organization (WHO)'s Go Give One campaign, matching the generous donations of Arm colleagues to raise over \$133,000, which was used to further boost provision of vaccines via COVAX.\*



\*You can read further information about these initiatives on the pages that follow.





✕ Contributing to global vaccine procurement and delivery

# Backing a biometric solution for long-term vaccine delivery

For more than a billion people globally, receiving a COVID-19 vaccine is far from simple.

The last mile - the journey vaccines take from centralized distribution centers to clinics and, finally, individuals - has been, and continues to be the most challenging. This is partly because of the supply chain logistics involved, such as keeping the vaccines at the right temperature to ensure they remain safe and effective, but also in terms of identifying who needs them.

Today, nearly one in four children under the age of five do not officially exist because their births are not registered. Most of these children live in LMICs countries.

Without reliable identity registration, it is incredibly hard to know when people are missing out on first or follow-up vaccinations.

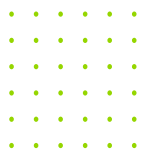
We conceptualized and initiated a partnership with existing non-profit partner, *Simprints*, and Gavi, the vaccine alliance, focused on how to fairly and equitably deliver vaccines, before they had begun to be developed.

A strategic and long-term focus on the contribution we could make to the global pandemic response.

The unique, privacy-first, digital identification solution used is accurate, scalable and cost-effective.

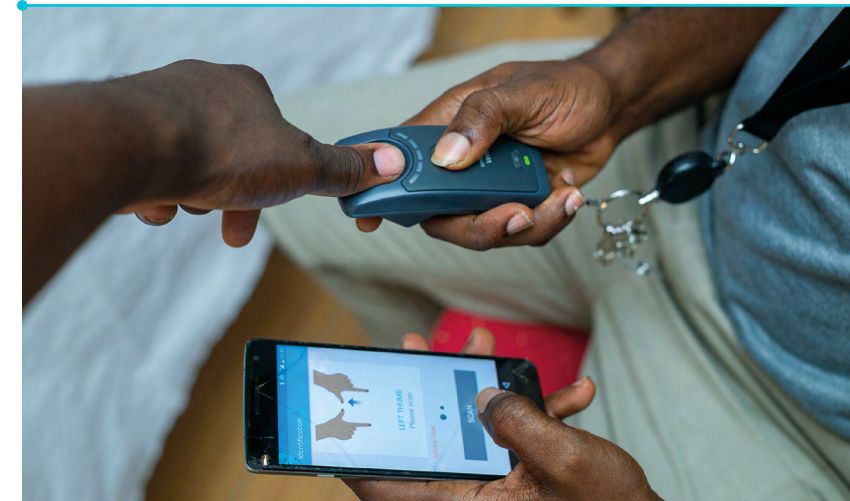
Guided by Gavi's expertise in immunization, the project deployed *Simprints*' biometrics solution with support from Arm's technology, global network, and funding.

Bringing forward these new resources, ideas, and technologies contributed to Gavi achieving considerable success in vaccinating the world's children.



*"The COVID-19 pandemic has shown more than ever that we need stronger digital systems to ensure lifesaving vaccines reach those that need them. Globally, over a billion people lack formal identification, which makes delivering health services and measuring immunisation coverage incredibly difficult. We often know where and when a vaccine is administered, but can't verify who received it. Arm and Gavi established an innovative partnership to support Simprints to develop and scale their biometric solution to tackle this challenge, allowing us to verify vaccine delivery in difficult to reach places"*

Marie-Ange Saraka-Yao | Managing Director, Resource Mobilisation, Private Sector Partnerships and Innovative Finance, Gavi



## Who is Gavi?

Created in 2000, Gavi is an international organization - a global Vaccine Alliance, bringing together public and private sectors with the shared goal of saving lives and protecting people's health by increasing equitable and sustainable use of vaccines.



## Who is Simprints?

Simprints is a non-profit tech company committed to transforming the way the world fights poverty. Simprints build technology to radically increase transparency and effectiveness in global development, making sure that every vaccine, every dollar, every public good reaches the people who need them most.



✕ Contributing to global vaccine procurement and delivery

Global

# Applying our skills to contribute to the cause

To further support the work being undertaken by Simprints, two Arm colleagues were dispatched to apply their skills and assist with capturing dependable palmprints for their biometric verification application. This was a first for Arm, and not something we had done before.

With the blessing of engineering management, Principal Modelling Engineer, Udaya Ranga, and Senior Software Engineer, Ben Clark, worked directly with Simprints on assignment for two months each, supported by the knowledge and skills of their Arm colleagues.

From advising on the structure of the app and software processing, to assisting with the development of a demo model, we were able to lend practical and effective support to accelerate the program.



*“The opportunity to work with Simprints provided a chance to help people as part of Arm’s COVID-19 response. My background is in system level programming and computer architecture, and I’ve dabbled with other kinds of programming, including Android development, so when I saw an opportunity to use those skills, I jumped at the chance.”*

**Udaya Ranga** | Principal Modelling Engineer at Arm, Cambridge, UK



*“It was great to collaborate with Udaya and seek feedback from external and internal sources to apply our skills to this program. Android is a big part of my day job, so it was nice to contribute this knowledge and experience to Arm’s COVID-19 response work.”*

**Ben Clark** | Staff Software Engineer at Arm, Cambridge, UK





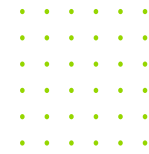
✕ Contributing to global vaccine procurement and delivery

# Verifying and tracking vaccine beneficiaries

Last year, India set out on the world's largest COVID-19 vaccination campaign in the aftermath of a devastating delta wave. Ensuring equitable distribution of these vaccines to rural, underserved communities became a focus area for the non-profit Khushi Baby. Existing paper and digital track tools, data accountability has remained a challenge in last-mile settings.

With the support of Arm's strategic global philanthropy, and in partnership with another technology non-profit, Simprints, the team developed and implemented a novel biometrically-enabled, mobile health application for community health workers in India's largest state, Rajasthan. This tool allowed community health workers known as ASHAs to conduct a verifiable, digital health census of their own village and report receipt of COVID-19 vaccination at these last mile settings. In total, over 5.5 million vaccination doses were tracked across the state, and pockets of under immunization were notified to the Department of Health. In the Udaipur District, where the facial biometric pilot was active, 100,000 beneficiaries consented to

undergoing a facial biometric registration in their village's digital health census, helping improve the underlying data quality. Arm's support enabled Khushi Baby's team to build capacity for 60,000 community health workers and develop advanced analytical models to map disease distribution and health worker performance for targeted action. Khushi Baby's mobile health application has now evolved into the Community Health Integrated Platform, being reapplied across primary health care verticals from vector-borne disease to maternal and child health to non-communicable diseases, altogether being leveraged to track the health of 18M beneficiaries.



### Who is Khushi Baby?

Khushi Baby is a non-profit organization providing digital health solutions to strengthen community-based health care in India. The team of 50 serves as the Nodal Technical Support Partner to the Department of Health of India's largest state, Rajasthan.



*“Arm support last year helped us track COVID-19 vaccination for millions in rural and underserved communities of Rajasthan, India. At the same time, they helped forge a partnership with Simprints allowing us to build biometric authentication into our Community Health Integrated Platform. Arm invested in us when we were just starting out, as a Wearables for Good Challenge winner in 2015. Their continued support has allowed us to grow into a leading digital health solutions provider for public health in India.”*

Dr. Ruchit Nagar | CEO





✕ Contributing to global vaccine procurement and delivery

# Ensuring equitable delivery of vaccines

Since 2021, COVAX has delivered over

## 1.7 billion

doses of vaccines to 195 LMICs

Reallocating partnership funding during the pandemic meant that we were able to make a significant contribution to COVAX Advanced Market Commitment.

The funding we supplied contributed towards the procurement and distribution of COVID-19 vaccine donations to LMICs. Using a weighted average price per dose, Arm's donation resulted in over 40,000 doses being delivered in 2021.

Since 2021, COVAX has delivered over 1.7 Billion doses of vaccines to 195 LMIC's.

Arm's donation resulted in **over 40,000** doses being delivered in 2021



### What is COVAX?

COVID-19 Vaccines Global Access (COVAX) is a worldwide initiative aimed at equitable access to COVID-19 vaccines directed by Gavi, the Vaccine Alliance, the Coalition for Epidemic Preparedness Innovations, and the World Health Organization, alongside key delivery partner UNICEF.

COVAX is one of the four pillars of the Access to COVID-19 Tools Accelerator, founded by the World Health Organization (WHO), the European Commission, and the government of France. Its aim is to accelerate the development and manufacture of COVID-19 vaccines, and to guarantee fair and equitable access for every country in the world.



✕ Contributing to global vaccine procurement and delivery

# Coming together to address vaccine inequity around the world

The development of a vaccine against COVID-19 was an amazing milestone to be celebrated.

However, while many of the world's population were receiving their first vaccine, people in lower-income economies were still suffering as the virus ravaged all aspects of their daily lives.

## Providing vaccinations for those who needed them most

Following Arm's partnership with Gavi and Simprints to help tackle last-mile vaccine delivery, in October 2021, Team Arm announced our participation in the World Health Organization (WHO)'s **Go Give One** campaign. Go Give One is a fundraising campaign which calls on everyone, everywhere to play their part in helping to vaccinate the world. The campaign goal was simple: donations will provide vaccinations for those who need them most. The money raised supported the **Gavi COVAX Advanced Market Commitment (AMC)**, which funds COVID-19 vaccines for lower-income countries presenting a powerful opportunity to help vaccinate millions of people around the world and give everyone the ability to celebrate a healthier future.

From 25 October, Arm offered \$100,000 of matching for colleague donations as part of our COVID-19 response. Our matching offer began at a rate of 5:1, meaning that for every \$5, or 1 vaccine, donated by a colleague, Arm would donate 5. For each subsequent week of the campaign, the matching offer reduced to 4:1, then 3:1, 2:1 and 1:1. By 4 November, thanks to the generosity of Arm colleagues, the matching budget was fully used resulting in over 25,000 vaccinations being funded.



*Arm's commitment to supporting the urgent need for vaccine equity through a 5:1 match campaign was a perfect example of one of the reasons I'm proud to work here: Arm encourages and actively supports our desire to make an impact in our communities, large and small. Arm has a wonderful community of employees looking to do good in the world, and Arm providing these opportunities to multiply our impact sends a message that we practice our values.*

Camden Mamigonian | Staff DevOps Engineer and Team Lead at Arm, Waltham, US





# Accelerating diagnostics research to guide the design of novel vaccines and drugs

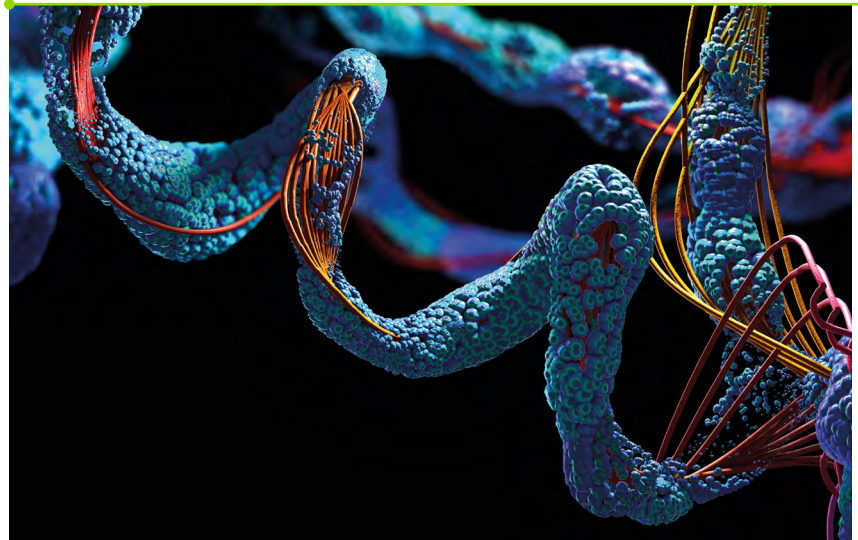
Our developer team worked with *NeoCortix*, *miniNodes* and *Packet* to bring Linux-on-Arm to Rosetta@home.

Championing the Rosetta@home project, our Arm developer community helped with the release of support for 64-bit Arm-based devices to enable them to run protein folding computation and accelerate the creation of readily-available diagnostics to help businesses and schools reopen.

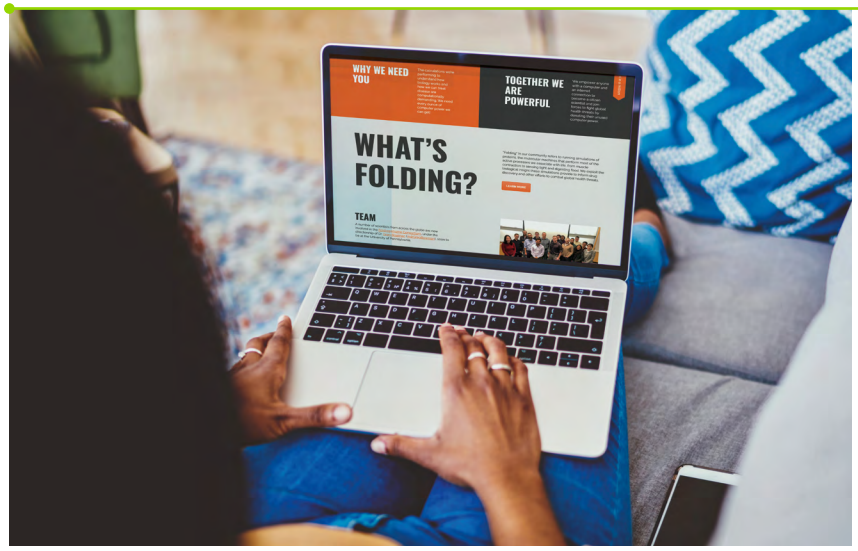
Both *Folding@home* and *Rosetta@home* have been widely used by volunteers to support large-scale distributed COVID-19 vaccine research. With Arm 64-bit support—released by ecosystem partner Neocortix, a mobile distributed computing company—billions of Arm-based Android mobile phones, Raspberry Pi, and Arm-based servers are able to offer spare compute cycles to help solve the world's most urgent research problem.

The Rosetta molecular modeling suite was used to accurately predict the atomic-scale structure of a vital COVID-19 protein weeks before it could be measured in the lab. This knowledge was used to guide the design of novel vaccines and drugs to neutralize the protein and prevent healthy cells getting infected.

Opening it up to Arm devices offered a reduction in cost and increased efficient use of the enormous amounts of computing required.



**Who is Rosetta@home?**  
Rosetta@home is a not-for-profit distributed computing project for protein structure prediction on the Berkeley Open Infrastructure for Network Computing platform, run by the Baker laboratory at the University of Washington.



**Who is Folding@home?**  
Folding@home enables individuals to install software enabling them to become 'citizen scientists' and contribute their compute power to help fight global health threats like COVID-19.





# Inventing solutions to help developing countries tackle COVID-19 spread

The scale and reach of our ecosystem proved vital during the pandemic, and there were many ways we were able to make an impact.

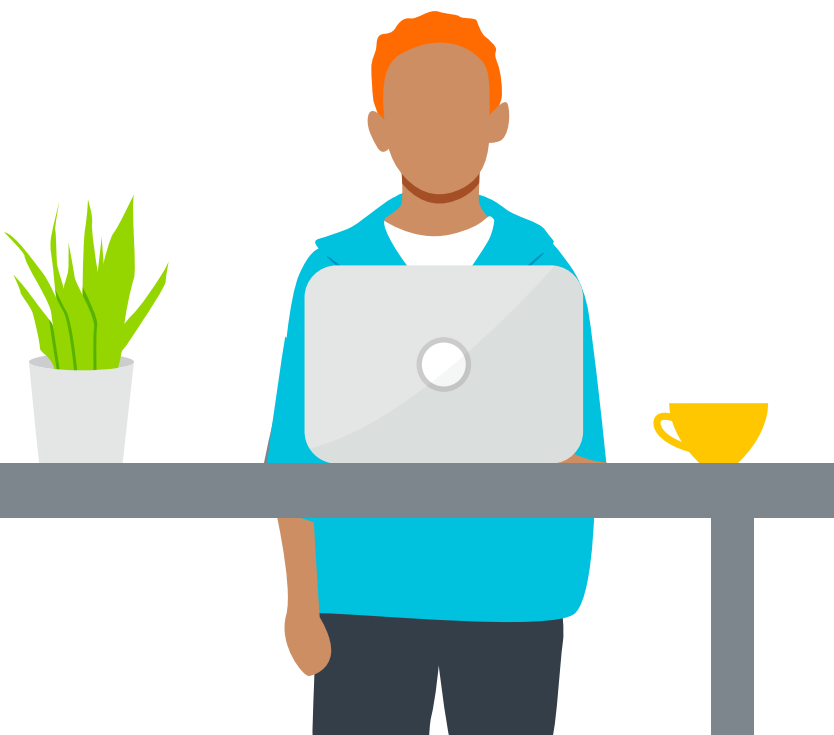
In partnership with Hackster.io and other partners, we launched a COVID-19 Detect and Protect Innovation challenge which called on developers and the maker community globally to create low-cost, easily replicable detection and protection solutions for use in low-resource settings.

The winning solutions from this makerthon were supported to scale up in the communities of their inventors by the UN Development Program (UNDP).

This joint initiative rallied over a million developers to create new low-cost tools to detect virus carriers and help slow disease transmission.

Winning innovations set to make real, sustainable change included touchless water and soap dispensers, social distancing gadgets, 3D-printed smart face shields, contactless thermometers, face mask disinfection devices and low-tech healthcare robots.

Over **1 MILLION** developers were involved in the initiative

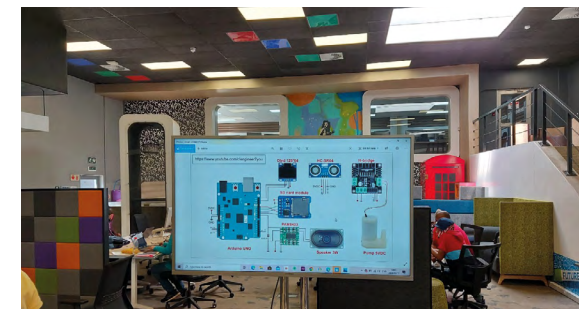


*“The COVID-19 Detect and Protect Challenge addresses the needs and realities of communities by fostering micro-innovation with strong local ownership.”*

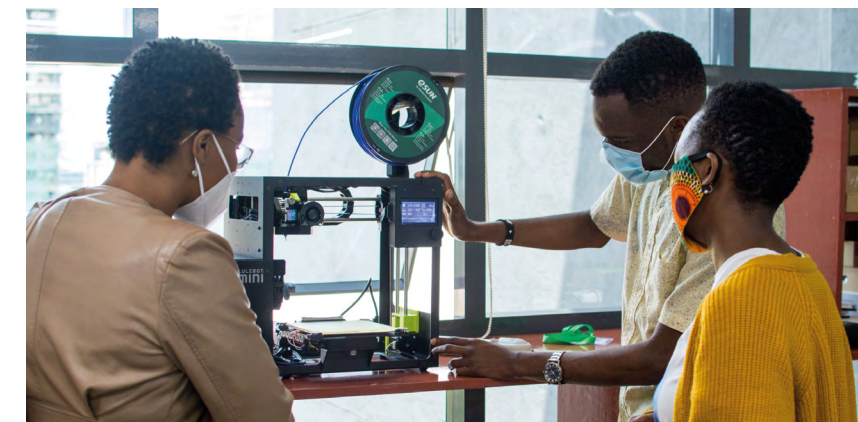
*“Open-source is crucial in achieving this as it removes barriers to innovation and provides an opportunity to explore locally implementable recovery options.”*

**Haoliang Xu | Assistant Secretary-General and Director of UNDP's Bureau for Policy and Program Support**

Some of the initiatives in action:



Autonomous Infrared Contactless Thermometer Sensor



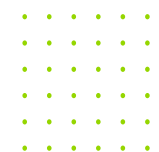
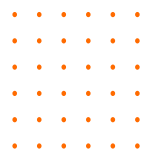
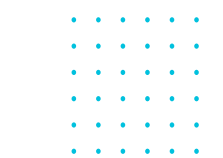
Authored by Lillian Njoro, Head of Experimentation, UNDP Accelerator Lab Kenya



By Shaukatali Hussein, Robotech Tanzania



By Shaukatali Hussein, Robotech Tanzania





# Providing critical COVID-19 information to low-literacy populations through digital tools

For people in low-literacy communities, access to knowledge is critical because it impacts food security, health, income, and more.

However, globally there are 758 million people who are illiterate, 940 million people live without electricity and 500 million women do not have mobile phones. Providing information to those in remote settings without easy access to information became an even greater challenge during the pandemic.

The Amplio Talking Book, an Arm-based device, is recognized by UNESCO as an inclusive digital solution for low-literate adults and youth, including women and girls. Supported by Arm, the technology was used to advise on COVID-19 prevention, safety and treatment during the pandemic.



\*Source: Amplio, March 2021



*“The Talking Book is context specific. It is made to suit the community. It’s in language that the community members understand.”*

Phoebe Balagumyetime | Jirapa District Health Director, Ghana Health Service

## Spreading awareness across 8 districts in Ghana

In April 2020, Amplio Ghana partnered with Ghana Health Service (GHS) and UNICEF to launch a COVID-19 awareness campaign in the Upper West Region of the country. Community health nurses and volunteers used the Amplio Talking Book to share consistent and accurate health messages on COVID-19 symptoms, treatment, and prevention in 4 local languages. The project used 339 Talking Books to reach over 200,000 people.

The campaign ran throughout March 2021, with updates about vaccines, mental health, domestic violence, and meningitis. Amplio is continuing to partner with GHS and UNICEF to strengthen health education in underserved districts.

## Empowering over 5,400 adolescents in Zambia

Amplio also partnered with Voluntary Services Overseas (VSO) and Arm on VSO Zambia’s TALK II project – a community-focused intervention to empower youth to make informed decisions about their sexual and reproductive health and rights (SRHR). The project targeted girls and boys aged 10 to 19 in Samfya District, Luapula Province, an area of remote island communities.

As well as increasing knowledge on SRHR issues that affect young people, with the Talking Book devices, adolescents and their families were able to receive accurate COVID-19 information.



## Who is Amplio?

Amplio was founded in 2007 to address global poverty by creating simple, cost-effective, technology-based solutions to empower low-literate people with access to knowledge. They focus on reaching the most marginalized and underserved populations in remote rural areas.

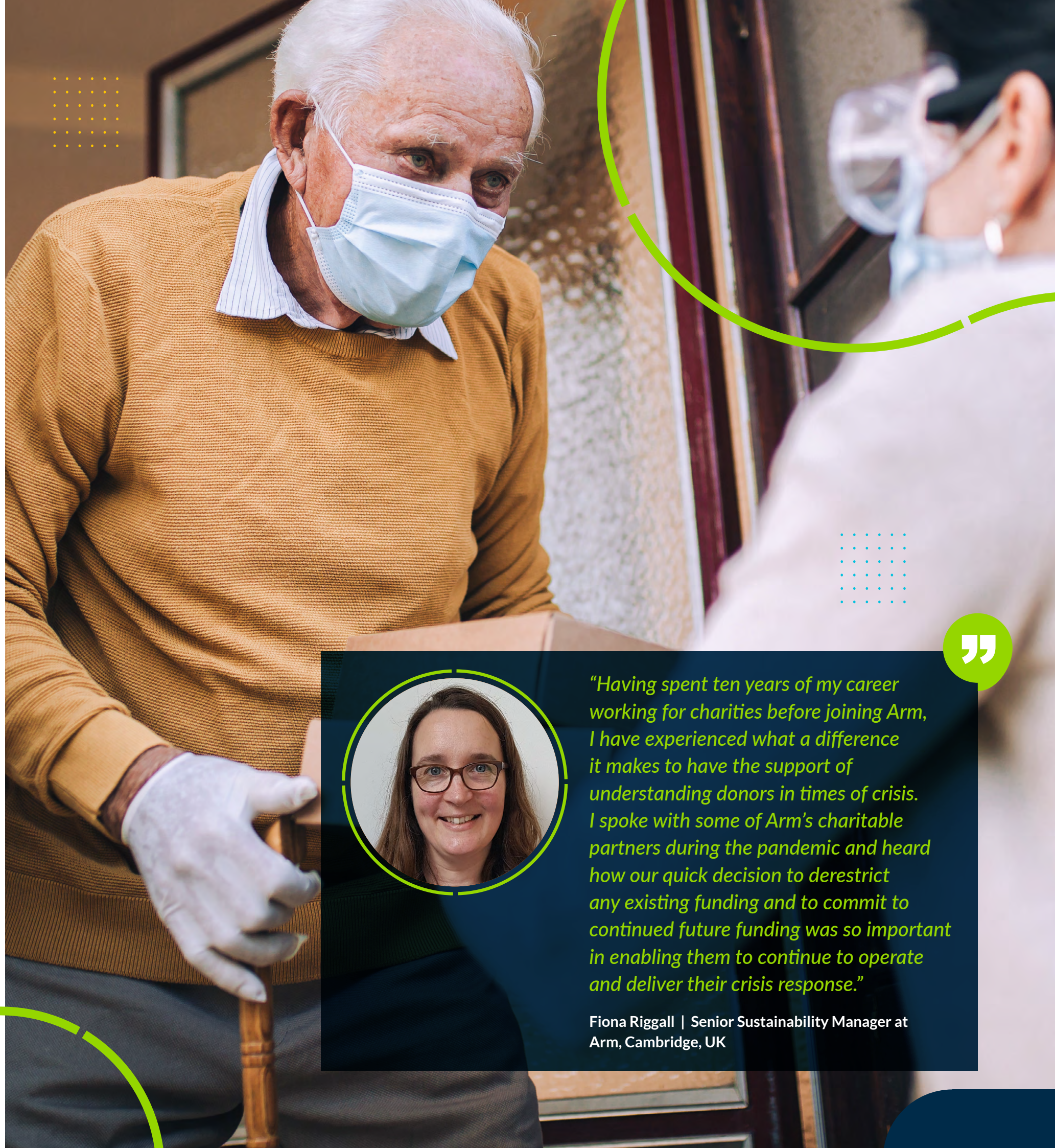




# Flexing our support by derestricting funds for charitable partners

Due to the many challenges posed by the pandemic, a number of our charitable partners faced new and unprecedented obstacles and at the same time were unable to fulfill their planned projects, activities and events.

We followed through on funding, and derestricted those funds for all our charitable partners, allowing them to allocate spending flexibly to meet the new demands created by COVID-19. We paused our reporting schedules for donors and asked them to get in touch when the time was right for them. This enabled them to focus on action rather than paperwork. We also confirmed our continued support throughout the period, allowing our partners to maximize their ability to plan ahead.



*“Having spent ten years of my career working for charities before joining Arm, I have experienced what a difference it makes to have the support of understanding donors in times of crisis. I spoke with some of Arm’s charitable partners during the pandemic and heard how our quick decision to derestrict any existing funding and to commit to continued future funding was so important in enabling them to continue to operate and deliver their crisis response.”*

Fiona Riggall | Senior Sustainability Manager at Arm, Cambridge, UK





# Empowering and connecting young people around the world

Investment from Arm enabled UNICEF to improve the core infrastructure of their U-Report technologies. U-Report is a messaging tool that empowers young people around the world to engage with and speak out on issues that matter to them. With Arm's support, UNICEF was able to integrate this tool across various communication channels and develop the underlying software. With a stronger, faster platform, UNICEF was able to take the learnings from recent deployments of U-Report to provide a rapid response to COVID-19.

A new chatbot feature built on top of the U-Report mobile engagement platform facilitated the exchange of lifesaving information during the pandemic for millions of young people across 42 countries. Through their regular communication channels, users were able to ask U-Report questions about COVID-19 and received pre-programmed answers from experts.

The chatbot strengthened UNICEF's ability to assess needs, tackle misinformation, and share reliable information on where communities could seek assistance. Following the release of COVID-19 vaccines in 2021, the platform continued to function as a particularly useful and timely tool in building vaccine confidence.

U-Report facilitated the exchange of lifesaving information across 68 countries and counting

UNICEF does not endorse any company, brand, product or service.



Image credit: UNICEF



# Supporting home learners through Arm Education & Academic Engagements

The pandemic dealt a monumental blow to education due to imposed lockdowns, social distancing protocols, teaching staff shortages and prolonged self-isolation periods. There was a stark and sudden need to evolve learning experiences and provide accessible educational resources.

The Arm School Program team released two series of animated videos on YouTube to support home learners studying Computer Science. The two playlists – 'Introduction to Computing with micro:bit' and 'Introduction to MicroPython', included key programming concepts in the Computer Science curriculum, all contextualized by the Arm-based micro:bit.

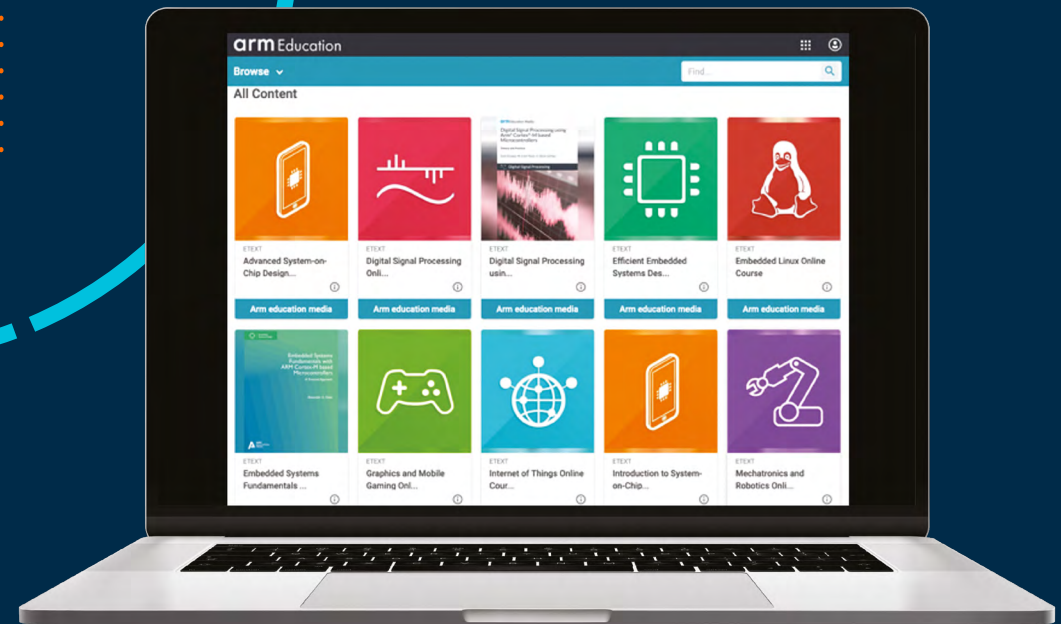
Modules from the first series began releasing in April 2020, with new modules added weekly over the following six months.



Since launch, the series have attracted over **17,000** views

Learners have collectively spent over **300** hours viewing the videos

The playlists complement other free-to-access resources on [arm.com/schools](https://arm.com/schools)



Arm University Program Educational Materials are freely available to the wider community.

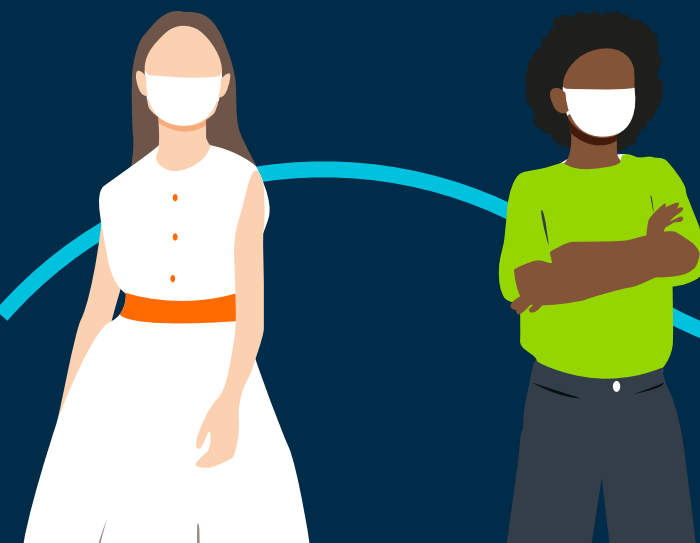
Our educational materials assist academics and students to teach and learn Arm technologies at universities and colleges globally.

As part of our response to COVID-19, our flagship initiative was to make all our Education Kits freely available on **GitHub** for educational, non commercial purposes. Moving forward, we'll be taking a community-based approach to content creation by encouraging collaborative partnerships between the broader educational community and Arm's ecosystem of technology partners under the umbrella of 'Open Governance.'

We also opened up our online courses and digital textbooks to institutions who requested access via a dedicated registration **page**.

With regard to our edX initiative, we published two new online courses (Embedded Systems Essentials with Arm: Get Practical with Hardware and Build Your First IoT Application with Arm). Since launch, learners from over 122 countries have taken advantage of free access to this foundational online content.

During 2021, we had over **220** active users from Arm accessing these materials







Local

# Recognizing the urgent need for oxygen in India

In May 2021 India was struck by a devastating second wave of COVID-19, resulting in hospitals being overwhelmed. The country experienced widespread demand for medical oxygen as record numbers of cases were reported each day.

*"I had helped mobilize an India-specific COVID-19 Task Force along with HR and local management and was fully aware of the terrible oxygen shortage in India. We were struggling to get oxygen for employees and their family members spread across the country, and for friends and neighbours, in our personal capacities. When it was announced that Arm would support Oxygen for India, I was very glad that we were helping an initiative that would save so many lives across the country. This was the single most critical need at that point in time.*

*I understood from social media that funding from companies and individuals hugely helped them get oxygen from sources across the country and even outside – which certainly saved millions of lives.*

*I don't believe this is a choice – as a responsible citizen, it is my duty to help my local community. We are all in this together. I am very glad that I could help my country via Arm's generosity, in addition to working on the ground."*



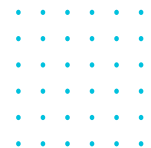
Asha Mokashi | Director, Technical Communication at Arm, Bangalore, India

In response, Arm launched a matched giving fundraiser for **Oxygen for India**, a campaign to procure and provide lifesaving oxygen to those who needed it most.

At the peak of the outbreak, hospitals in worst-affected areas like Delhi were coming within 30 minutes of oxygen supplies running out. Full hospitals also meant that critical COVID-19 patients required oxygen supplies at their homes and, with no central helplines or databases to call, family members relied on making calls and social media to try to procure oxygen wherever they could.

Hundreds of Arm colleagues generously donated to Oxygen for India and all contributions made were matched by Arm, doubling each donation until 27 May 2021.

In addition to this matching fundraiser, we did as much as we could to support our colleagues in India. A dedicated India taskforce, led by senior leaders in India, was established and medical information including contacts of doctors, hospitals and availability of beds and oxygen was provided. Colleagues were connected to services including our Employee Assistance Program and insurance providers, and additional sick leave and progressive leave was given as needed. Senior leaders relieved work pressure on colleagues affected by managing workloads.



## Who is Oxygen for India?

Oxygen for India is a collective of medical and public health professionals, volunteers, concerned citizens and organizations around the world. The Center for Disease Dynamics, Economics & Policy (CDDEP), a 501c3 global research organization and HealthCube are the backbone of this initiative providing public health expertise.

## How did we choose this cause?

Oxygen for India was chosen based on recommendations from colleagues in India, and in recognition of the fact that they were addressing an urgent need and therefore able to utilize funds quickly.





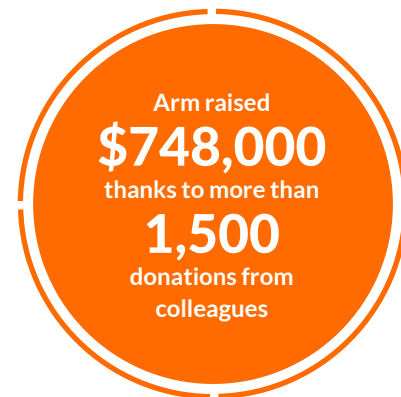
# Matching colleague donations to provide much-needed short-term support

At Arm, we are committed to bringing about positive change in our communities. Through **Team Arm**, our employee community engagement program, we support colleagues to use their skills, passions and expertise to support the United Nations Sustainable Development Goals (Global Goals).

Whilst colleagues around the world adapted to working from home, we introduced a **matched-giving campaign** to enable them to support their local communities. COVID-19 was devastating for the most vulnerable in our communities and, in response, we pledged \$500,000 in company funds to match colleague donations.

More than 20 offices set up fundraisers on our **Giving Hub** to support their local food banks, healthcare providers, homelessness charities and more.

The COVID-19 matching campaign enabled Arm to provide a much-needed short-term response to the charities and non-profits supporting our local communities. Unused matching budget was reallocated to a **COVID-19 Community Fund**, set up to provide more significant medium-term support to our communities by enabling colleagues to nominate charities and non-profits for grants of \$2,000 - \$10,000.



## Top charities and non-profits supported through the COVID-19 matching campaign:



## Top donor participation by office:



Following the success of this campaign, Arm launched further matching campaigns in 2021. See page 32 for Oxygen for India, and page 18 for the Go Give One campaign.



✕ Matching colleague donations to provide much-needed short-term support

Local



# Tom Mahatdejkul

Principal Design Engineer at Arm, San Jose, US

“It was not a difficult decision to choose the Second Harvest of Silicon Valley (SHSV) Food Bank for matched giving. SHSV serves the very community in which we live and work.

We see first-hand, homelessness, hunger and lack of social care every time Team Arm San Jose goes out to volunteer and while we travel within our community. Being one of the wealthiest urban areas in the US and the world, the quantity and level of disparity is sad and even remarkable. River parks that I used to visit as a youngster, fields under overpasses and unoccupied, undeveloped pockets of lots and lands in the bay area are now permanent campgrounds for our homeless population. Local governments are clearly overwhelmed and organizations like SHSV have evolved to become a mass market food distribution organization that serves the community for free. They can only do so with corporate help in volunteers and donations. The sheer volume of individuals and families supported by SHSV made SHSV a clear choice for Arm to partner with in the community where we live and work.

Over the decades, SHSV as an organization has become very efficient in what they do. Today, every \$1 donated can provide 2 meals in one of the costliest places in the world to fight hunger. This is after taking administration and logistics into account. It is a phenomenally impactful value for Arm donors and with matching, the number of meals distributed is easily doubled!

Supporting charities like SHSV through Arm shows corporate responsibility and a willingness to be part of the solution rather than standing idly by, observing as society erodes around us. It makes me feel passionate about helping where I can, when I can. It reminds me to be self-aware and compassionate to others. If enough people that are able to help, help those that need it, we can make a difference in making our society better and safer for our families and neighbors.”

“With matching, the number of meals distributed is easily doubled”

“If enough people that are able to help, help those that need it, we can make a difference in making our society better and safer”





# Establishing Arm's COVID-19 Community Fund

In May 2020, Arm launched the **COVID-19 Community Fund** as part of our response to the pandemic in our local communities. The fund was established to provide grants to charities and non-profits supporting those most significantly affected by COVID-19 in the communities where we live and work.

Between May 2020 and January 2021, colleagues were invited to nominate causes, resulting in grants totaling \$670,000 awarded to 125 charities and non-profit organizations in the communities surrounding 16 of our offices.



*"I know how incredibly hard the 170 volunteers at Cambridge Samaritans work to be there for people and I wanted to help in some way.*

*I nominated this local charity to receive a grant through the Arm COVID-19 Community Fund so they could be there for the 35,000 people they support annually who are in distress.*

*These funds enabled the branch to source the vital kit and technology needed to stay open 24/7 during the pandemic."*

Becky Hall | Internal Communications Senior Manager at Arm, Cambridge, UK



*"Solidarité Femmes helps women suffering from domestic violence and it's mainly run by local people. They receive most of their funding from local organizations, which was significantly reduced during the pandemic. The two grants we provided had a huge impact and they were incredibly grateful for this support. This is what matters to me most – the appreciation I felt for the help we were able to offer."*

Bruno Laumondais | Senior Manager, IT Service Delivery Europe at Arm, Sophia Antipolis, France





✕ Arm's COVID-19 Community Fund

# Support was provided across a wide range of causes

The recipient causes supported all 17 of the Global Goals, but predominantly Goal #3: Good Health and Wellbeing.



Overall, grants averaged \$5,400. Examples of grants provided include:



## \$5,000 GRANT

To Sienna House Maternity Home, in the California Bay Area, supporting the provision of safe and stable homes for homeless mothers and babies.



## \$7,500 GRANT

For Chilume, an Indian non-profit nominated by a colleague who volunteers for them, supporting provision of 88,000 meals and temporary shelters for people living in slums.



## \$7,500 GRANT

To Heim Pál Children's Hospital in Budapest, allowing them to purchase a modern, high-precision COVID-19 testing device.





✕ Arm's COVID-19 Community Fund

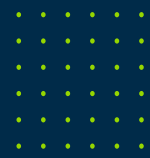
# Relaunching Arm's COVID-19 Community Fund to provide a deeper response

In December 2021, Arm relaunched the COVID-19 Community Fund to provide a further \$200,000 of grants.

The goal of this second round was to provide deeper and more long-term support to our communities. As such, we invited colleagues who were previously successful in nominating charities and non-profits to re-nominate these causes for a grant of \$10,000 - \$20,000. Up to 20 grants were made available, with the goal of providing even levels of support across APAC, EMEA and the US.

Whilst nominations were restricted to colleagues who were previously successful in applying for grants, we made an exception: colleagues in APAC could nominate causes irrespective of whether they had previously received a grant. Grants to causes in APAC were underrepresented in the first round of funding for the COVID-19 Community Fund. We were therefore keen to provide additional funding to causes supporting those most significantly impacted in India, Japan, South Korea and Taiwan.

COVID-19 Community Fund provided a further **\$200,000** of grants



## Miriam Wu

APAC Senior People Services Manager at Arm, Taipei City, Taiwan

*"It is an honour to have my company support local charities"*

"I nominated Hope Foundation for Cancer Care in Taiwan to receive a grant when Arm's COVID-19 Community Fund was relaunched. When people are facing cancer, they need a support group to share the right information with them. That's where I see the value of this organization.

I was really touched when I received the message confirming that we could support Hope with a grant of \$10,000. It is an honor to have my company support local charities through our nominations. This will become a positive cycle to bring more love and care to each other."

The pandemic meant that Hope received fewer donations compared to previous years and Arm's funding enabled them to continue running their vital seminars for patients and their family members.



## Will Lord

Senior Technology Manager, Embedded Tools at Arm, Cambridge, UK

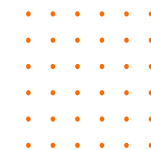
*"I'm proud that Arm recognized a need to give back to the community"*

"I nominated Cambridge Rape Crisis Centre (CRCC) who provide support to women and girls impacted by sexual violence and abuse in and around Cambridge.

The funding primarily increased CRCC's capacity to deliver life changing (and live saving) counselling services to women and girls who have survived sexual violence and abuse, helping them process their experiences and providing them with vital emotional support.

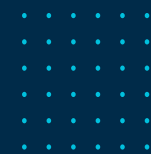
There has been a huge increase in sexual violence and domestic abuse during the lockdowns and funding for support services has been decimated. CRCC has seen demand for counselling services increase by 183% in the last two years, so I wanted to help them provide as much additional support as possible.

This is the second round of funding I have been able to support CRCC with and I'm proud to be able to say that Arm recognized a need to give back to the community it is part of, especially at a time of great hardship for so many. I'd love to see us continue with funding like this in future - the impact of COVID-19 is going to be long lasting."





# Telling stories from the front line: Arm's vaccine volunteers share their experiences



During the pandemic, Arm restricted employee volunteering to virtual volunteering only in order to keep our people safe. However, some exceptions were made for trained medics, ambulance drivers, first-responders and others who could provide much-needed skills to strained healthcare systems. Several colleagues took up the opportunity to volunteer to support the vaccine roll-out.

A global mass vaccine effort of this scale was unprecedented and because of this, in many countries, health services were relying on members of the public to volunteer. Arm decided that an extraordinary response is required in extraordinary times and supported anyone that wished to take part.

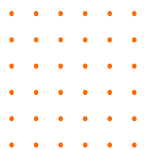
More than 1,000 colleagues gave over 15,000 hours in volunteering time to both virtual and in-person projects between March 2020 and March 2022.

Some of these wonderful people shared their stories about what inspired them to contribute to the vaccine efforts, what made them decide to go above and beyond and why they used their energy and time to make a difference to others.



## Ibrahim Faisal

Senior Engineer, Chandler, US



*“Seeing so many deaths and suffering among our friends, families and communities motivated us even more to help people get vaccinated.”*

“I volunteered in two mass vaccination sites in Metro Phoenix area, Arizona. My wife and I are always interested in participating in such humanitarian activities whenever we find an opportunity. Seeing so many deaths and suffering among our friends, families and communities motivated us even more to help people get vaccinated.

The first volunteering experience was amazing – people who got vaccinated, the medical professionals and other volunteers were all thankful and cheering us on. It motivated us further in volunteering again when opportunities came. The volunteering gave me some sense of fulfillment and gratitude for being able to help our community.

Although Arm was not directly involved in me volunteering, people at Arm, through internal channels, encouraged me in my volunteering. We shared stories about these opportunities among local Arm members, encouraging each other to volunteer. I also used one of the Arm ‘Days of Care’ to volunteer.”



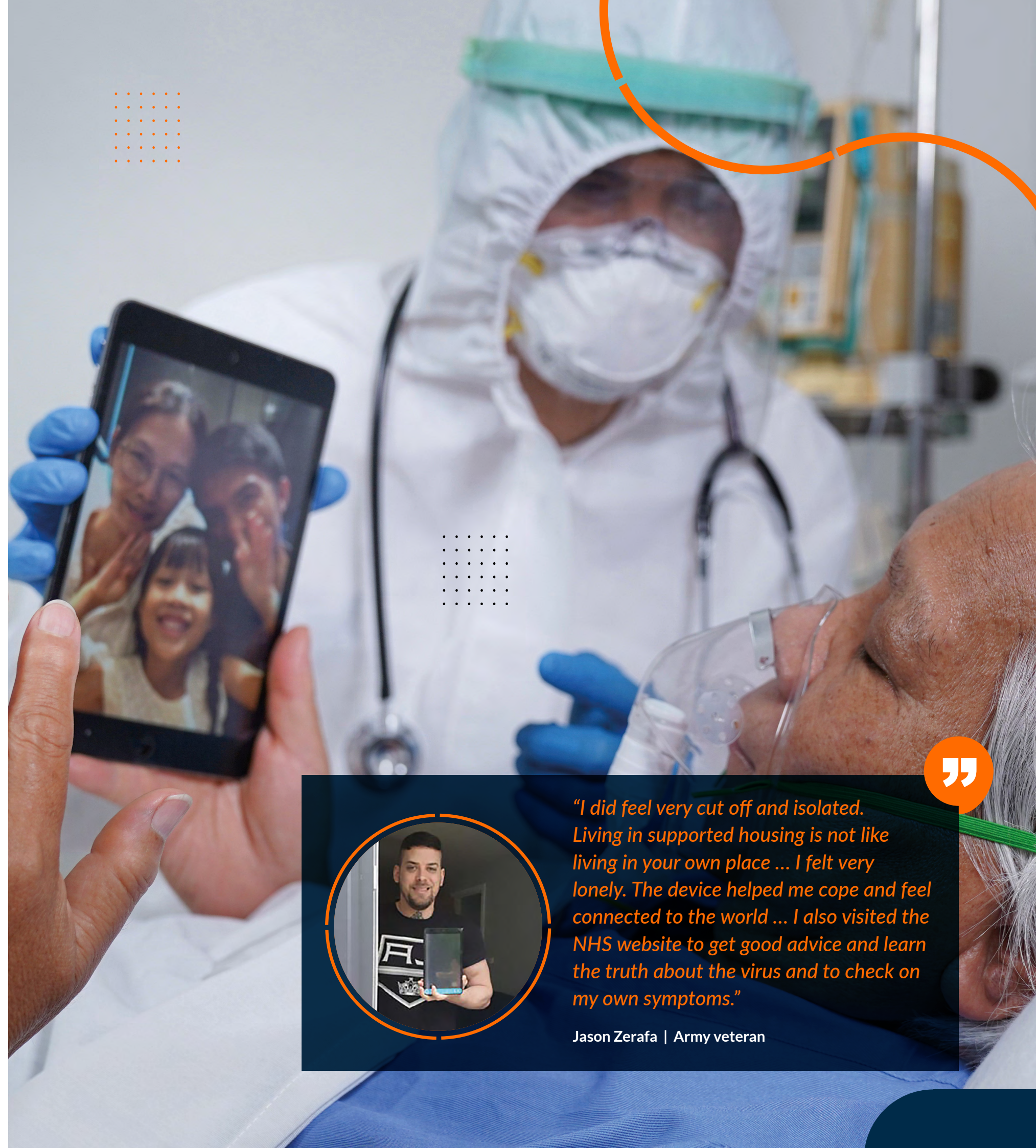
# Keeping the vulnerable connected

Connectivity is a lifeline, not a luxury, and keeping the vulnerable people in our communities connected was critical.

As part of Arm's COVID-19 response, a financial contribution of \$25,000 was made to DevicesDotNow, the UK Government's official emergency coordination effort that aimed to get 100,000 digital devices to the elderly and vulnerable who had been advised to shield themselves. Training and upskilling were also provided, to enable recipients to get the best from their device whatever their digital literacy.

DevicesDotNow released their impact report from the first eight weeks of activity, which included testimonials from those who've received a device, like 36-year-old army veteran Jason.

**\$25,000**  
contribution was made to DevicesDotNow



*"I did feel very cut off and isolated. Living in supported housing is not like living in your own place ... I felt very lonely. The device helped me cope and feel connected to the world ... I also visited the NHS website to get good advice and learn the truth about the virus and to check on my own symptoms."*

Jason Zerafa | Army veteran





# A special thank you

Arm's impact during the pandemic has only been possible because of the input, ideas, support and exceptional hard work of our people. Thank you to everyone who has given their time, expertise, money and commitment. We could not have done this without you.

*We are truly grateful  
for all of your support.*

