

Improving living conditions in depressed areas through sustainable access to running water, sanitation, fire prevention and waste management

The Philippines - Bangladesh – Ivory Coast



1. Waste management service implementation in Bangladesh; 2. Community meetings in Ivory Coast. 3. Water tap. 4. Firefighting exercise in the Philippines; 5. Hygiene awareness training in Bangladesh; 6. Opening of a sanitation facility.

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ACRONYMS

abbreviation	Full name	Descriptions	Countries
Barangay	Barangay	Smallest administrative division, district town hall.	The Philippines
DNCC	Dhaka North City Corporation	Authority in charge of the North area of Dhaka.	Bangladesh
DNS	Dji Ni Sii	Social firm in Ivory Coast created by Eau et Vie, responsible for access to water in poor (underprivileged) areas (suburbs/Neighborhoods)	Ivory Coast
DWASA	Dhaka Water and Sewerage Authority	Water distributor in charge of Dhaka area.	Bangladesh
CWASA	Chittagong Water and Sewerage Authority	Water distributor in charge of the Chittagong area.	Bangladesh
E&V	Eau et Vie	According to the context, represents the French NGO Eau et Vie, or represents the Ivory organization in charge of additional activity for water access implementation.	France or Ivory Coast
LGUs	Local Government Units	Local Authorities in the Philippines.	The Philippines
LMWD	Leyte Metro Water District	Water distributor in charge of the Leyte area.	The Philippines
LTHAI	Lower Tipolo Homeowners Association Inc.	Association of the Lower Tipolo district in Cebu.	The Philippines
Maynilad	Maynilad Water Services Inc.	Water distributor in charge of the Great Manila west area.	The Philippines
MCWD	Metro Cebu Water District	Water distributor in Cebu area.	The Philippines
MIE	Ministry for economics infrastructures	State authority in charge of hydraulic infrastructures and the water access service of our project	Ivory Coast
MIWD	Metro Iloilo Water District	Water distributor in charge of the Iloilo area.	The Philippines
NHA	National Housing Authority	National authority in charge of the housing program for low-income families.	The Philippines
ONEP	National Office for Drinking Water	National office under MIE authorities, in charge of drinkable water access and management throughout the territory.	Ivory Coast
UNDP	United Nations Development program	United Nation program for helping developing countries, project partner.	Bangladesh
SJP	Shobar Jonno Pani Ltd.	Local social firm created by Eau et Vie, in charge of water access in slums.	Bangladesh
SODECI	Water distribution company for water in Ivory Coast	Private water distributor, in charge of water distribution in districts and rural spaces in Abidjan.	Ivory Coast
TPA	Tubig Pag-Asa	Social Philippine firm created by Eau et Vie in charge of water access in slums.	The Philippines
UPPRP	Urban Partnerships' for Poverty Reduction Project	Poverty reduction project, partnership between UNDP and the Bangladeshi Government.	Bangladesh
W&L	Water and Life	Created by Eau et Vie in the Philippines and in Bangladesh, these local organizations are responsible for community building and implementation of hygiene awareness, sanitation, firefighting and waste management actions.	Bangladesh or The Philippines

2015: TIME FOR STRUCTURAL DEVELOPMENT AND CHANGE OF SCALE

2015 was marked by great achievements for Eau et Vie. Little by little this comprehensive approach was fully tried and tested, starting with water supply at home. The constant advocacy work of the team helped to change attitudes and has shown that slums inclusion in the urban network is not only desirable but also possible. To do so, services must be adapted to the inhabitant's capacities of these underprivileged districts. It arouses reaching changes and over time, a better structuration of growing cities. But it takes time! Patience will be necessary.



By the end of 2015, **more than 2,184 families** (12,012 persons) in **The Philippines** and **1,652 families** (7,450 persons) in **Bangladesh** are benefiting from running water thanks to an individual tap at home. **In total, 3,836 families** (19,462 person) **and 19 public places** (1,042 users) **are connected to our water networks and benefit from all additional services such as hygiene and environment education, sanitation, firefighting and waste management.** Regarding waste management, the feeder and sorting garbage service, implemented in the beginning of the year in the in Bhashantek's shantytown (Dhaka, Bangladesh), has proved its effectiveness and its compliance with the populations' needs. However, much remains to sustain it, in connection with communities and public authorities. A similar service should be developed in the Philippines in 2016.

For each of our work, the priority is given to help the poorest in a very complicated context, to apply appropriate and enduring actions and to work in close collaboration with the communities and the local authorities in establishing our identity, our savoir-faire and our wealth.

2016 is a year of new challenges for Eau et Vie, especially with the opening of the water system in Ivory Coast, and extensions in the Philippines and in Bangladesh, at the same time on new zones and new cities. Solutions to sustainably improve the access to toilets and drainage will be implemented. Together with the local teams and our faithful partners, our aim is that the access to current water and clean-up operations will be possible for 10,000 additional vulnerable people.

Valérie Dumans and Philippe de Roux

Co-directors of Eau et Vie

INTRODUCTION

« Is slum the urbanism future? », this article published in the 5th January 2016's edition of Les Echos, a French economic newspaper, draws up the new city's face in 2050. It is today an inescapable reality: 1 billion people are living in uncertain areas that are integral parts of modern cities, in both North and South. 40% of urban growth over the next 30 years will have to be in these districts that gradually developed their own organizations¹. It is therefore essential to **rethink urban issues** and to be inspired by those community models of this « slum culture ».

By promoting, since 2008, these precarious districts' inclusion in the heart of the cities by the connection to a drinkable water system, the access to clean-up operations and the community mobilization, **Eau et Vie contributes to the improvement of populations' living conditions** and is at **the forefront of this movement**. Based on **social entrepreneurship** and taking account of the slums' environment, the NGO won the bet to develop an **innovative model**, duplicable and enduring. This is based on the **involvement of all stakeholders** of the project and the implementation of a partnership with two local organizations, with complementary missions, created by Water and Life: **one social enterprise** that acts as a proximity water operator and **one non-profit organization**.

The social enterprise (Tubig Pag-Asa in The Philippines, Shobar Jonno Panni in Bangladesh and soon Dji Ni Sii in Ivory Coast), located in the intervention district and composed of local staff, is building a **secure running water network, and is distributed in each house providing all additional services**, such as adapted billings, collection of payments and network maintenance. Water is usually charged **much cheaper** than what informal dealers would do and the network connection cost is no longer a hurdle. The cost is lower than the distributor's one and can be paid over a year. The weekly collection of payments is made directly at the customers' home. Public places are also connected to the network. With over **80 % of families in the district being customers of social enterprises**, the approach of Eau et Vie has proved its efficiency, its relevance to the needs and allows the integration of underprivileged district inhabitants into formal economy.

At the same time, the **non-profit organization** (Water and Life Philippines, Water and Life Bangladesh and Eau et Vie from Ivory Coast), which is composed of local staff, **ensures community building-up by means of hygiene education, installation of fire hydrants in the heart of districts, training and equipment of volunteering firefighters to fight against fire, and setting up sanitation equipment's and waste management services**.

During a period of 10 to 12 years, the two entities have worked **in close collaboration** in the interventions' areas, which allows a long-term impact.

This model shows a **strong social impact for communities** (improved health, improved economic and social environment of families, increase for access to human rights), **for local authorities** (urban integration policy, change in public perception and corruption decrease) **and for the water distributor** (safer network, increase in sales, partnership strategy), who are not mere recipients but **actresses and actors of development** with legal rights and showing expertise.

¹MOLGA Paul, *Is slum the urban future?* in Les échos, 2016, January 5th.

Social impact of Eau et Vie actions on 3 levels:

COMMUNITIES

- ✓ Health
- ✓ Economics
 - Job creation
 - Decrease expenses for water and health
 - Decrease of absence from work
 - Time saved, possibility to have a job
- ✓ Social environment
 - Decrease of violence and assaults risks
 - Improvement of the inhabitant self-esteem
 - Decrease of school absence
 - Improvement in housing and environment
 - Social cohesion
- ✓ Access to human rights

LOCAL AND NATIONAL AUTHORITIES

- ✓ Policy of urban inclusion
- ✓ Widened basic services
- ✓ Better waste management
- ✓ Collaboration with districts
- ✓ Decrease of corruption

WATER DISTRIBUTOR

- ✓ Political impact
- ✓ Technical impact
- ✓ Economic impact thanks to a partnership strategy

Eau et Vie is working in **the Philippines** (since 2008), in **Bangladesh** (2010) and in **Ivory Coast** (2013). In 2015, the actions implemented have allowed more than **19,000 persons** in The Philippines and in Bangladesh to benefit from a lasting access to drinkable water at home. Based on its know-how in southern countries, the association wishes to spread its project in **Europe**, where the inappropriate management of water resources remains a significant problem in « urban ghettos » and could be an effective gateway to raise awareness and joint projects.

SYNTHESIS

The chart below shows main achievement figures on field in 2015:

	Shantytowns	Access to drinkable water	Awareness to hygiene	Clean-up operations	Fire fight	Waste management	Community reinforcement	
THE PHILIPPINES	CAVITE	Salcedo 2 (2011)	400 families (2,200 people)	355 people (including 304 children)	-	25 volunteer firefighters (1 for 24 families)	80 people	
		Manggahan (2012)	260 families (1,430 people) and 1 public place (30 users)	479 people (including 316 children)	-	25 volunteer firefighters (1 for 8 families)	76 people	
		Pugad Ibon (2012)	313 families (1,721 people) and 2 public places (30 users)	1,106 people (including 922 children)	223 people	25 volunteer firefighters (1 for 16 families)	139 people	
		Talaba 2 (2015)	155 families (853 people)	-	-	25 volunteer firefighters (1 for 10 families)	39 people	
	TOTAL CAVITE	1 128 families (6,204 peoples) and 3 public places (60 users)	1,940 people (including 1 542 children)	223 people	100 volunteer firefighters	897 people	334 people	
	CEBU	Lower Tipolo (2013)	579 families (3,185 people) and 2 public places (65 users)	211 people (including 145 children)	23 people	40 volunteer firefighters (1 for 15 families)	103 people	173 people
		Malibu (2014)	250 families (1,375 people)	102 people (including 50 children)	-	40 volunteer firefighters (1 for 10 families)	106 people	79 people
		Paknaan (2015)	227 families (1 248 people) and 2 public places (7 users)	60 children	-	85 volunteer firefighters (1 for 14 families)	-	251 people
	TOTAL CEBU	1,056 families (5,808 people) and 4 public places (72 users)	373 people (including 255 children)	23 people	165 volunteer firefighters	209 people	503 people	
	ILOILO AND LEYTE	-	119 people	-	-	-	328 people	
TOTAL PHILIPPINES	2,184 families (12,012 people) and 7 public places (132 users)	2,432 people (including 1 797 children)	246 people	265 volunteer firefighters	1 106 people	1,165 people		
BANGLADESH	DHAKA	Bhashantek 1 (2013)	1,652 families (7,450 people) and 12 public places (910 users)	1,304 people (including 461 children)	180 families (810 people)	87 volunteer firefighters (1 for 38 households)	1,800 families (8 100 people)	
		TOTAL BANGLADESH	1,652 families (7,450 people) and 12 public places (910 users)	1,304 people (including 461 children)	810 people	87 volunteer firefighters	1,118 people	8,100 people
TOTAL		3,836 families (19,462 people) and 19 public places (1,042 users) have access to drinkable water	3,736 people (including 2,258 children) sensitized to hygiene	1,056 people at the International Toilet Day or beneficiaries of sanitation facilities	352 volunteer firefighters trained and equipped for fire fighter	2,224 people sensitized to waste management	9,265 people associated to Eau et Vie's projects	

In 2015, Eau et Vie's projects have been marked by the expansion of water networks in all operation areas, by the opening of sanitary facilities in Cavite, by the development of firefighting training in Cebu and the implementation of a waste management model based on social entrepreneurship for water distribution in Bhashantek.

By the end of 2015, 2,184 families (12,012 persons) from Cavite and Cebu slums in the Philippines as well as 1,652 families (7,450 persons) from the Bhashantek slum in Bangladesh, or **a total of 3,836 families (19,462 persons) had access to running water** thanks to an individual tap at home. 7 public places (132 users) in the Philippines and 12 public places (910 users) in Bangladesh are also connected to Eau et Vie's water networks. **On average, 95 % of payment collecting rate is made on due time.** Financial, operational and institutional viability of agencies have improved, especially those of Cebu and Cavite which are financially viable, expatriate costs and French technical assistance excluded.

At the same time, additional activities from Water and Life non-profits have been developed in the Philippines and in Bangladesh, strengthening the inhabitants' skills. **Awareness raising activities benefitted 3,736 persons on hygiene good practices, among which 2,258 were kids** thanks to training sessions conducted directly at school. As for sanitation, **sanitation equipment has been built and is now open in Cavite.**

It is composed of 6 toilets, 2 sinks and 2 areas devoted to laundry. 107 persons have access to this equipment. Awareness sessions on the importance of using toilets have been conducted in other operation areas. Firefighting activities have been strengthened. **New volunteer firefighters have been recruited bringing to 352 the number of trained and equipped volunteer firefighters.**

Fire drills have been regularly scheduled, which allowed to bring 3 big fires under control. Finally, **a waste management service has been successfully set up in the first half of the Bhashantek slum** (Bangladesh), used by 426 households. Moreover, environment awareness sessions and district cleaning days have been organized for the inhabitants. **All in all, 2,224 persons have been trained to waste management and are now protecting their environment in Bangladesh.**

In Bangladesh, experts from the Aquassistance organization have conducted a mission to assess the implementation of their previous mission's recommendations and noticed the **positive impact of Eau et Vie's actions on the living conditions of the population.**

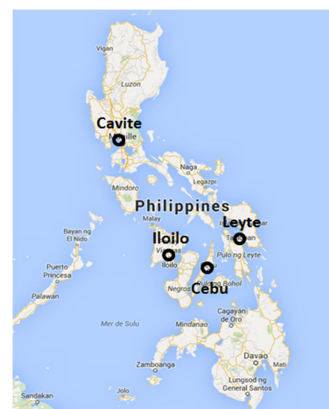
Therefore, Eau et Vie is developing its projects in other underprivileged districts where people have expressed a strong need to water and sanitation access and the wish of intervention of the NGO: in the Leyte area (The Philippines) and in Chittagong (Bangladesh), where local partners are highly motivated, and on the other hand, in poor districts of Yopougon in Abidjan, Ivory Coast. After a great work of development in these areas in 2015, water networks should be functioning in 2016.

At the head office, new employees were hired. This is a bet on the future to support the development of activities, fundraising and innovation.

THE PHILIPPINES

Eau et Vie has been working in the Philippines since 2009 with 2 local partners who are sharing complementary missions: the social enterprise named Tubig Pag-Asa (TPA) and the Philippine Water and Life (W&L) non-profit organization.

By the end of 2015, 2 projects are set up: one in Cavite (Southern suburb of the capital Manila) in which 1,128 families (6,204 persons) have access to drinkable water at home, the other one in Cebu (second biggest city of the country) in which 1,056 families (5,808 persons) are benefiting from the same service². Overall, **more than 12,000 persons living in Filipino slums have access to drinkable and running water thanks to Eau et Vie's actions**. 2 other projects are under development in Iloilo and in Leyte.



Intervention areas in The Philippines

Cavite

In 2009, TPA built a first water network in the Sipac slum, north Manila, but a fire damaged the district in 2010, while 75% out of 783 targeted families were connected to the network. Families have been rehoused and TPA was unable to carry on with its project. **By the end of 2010, the water distributor and partner, Maynilad Water Services Inc., offered TPA to launch a new project in the slums of Salcedo 2 and of Manggahan in Cavite, south of the capital.**

A partnership agreement between the two entities was signed in 2011 for 15 years. In 2012, TPA expanded its activities in the **Pugad Ibon** slum. In parallel, W&L has provided additional services: hygiene and environment awareness sessions, installation of fire terminals, training and equipment for volunteer firefighters and enhancing community buildings.

Activities	Achievements in 2014
Access to drinkable water	773 families (almost 4,250 people) of Salcedo 2, Manggahan and Pugad Ibon connected by 644 meters to the TPA's water system. Water quality monthly tested by respecting the drinkability standards of the country.
Firefighting	61 voluntary firefighters formed , so 1 voluntary firefighter for 30 families. 10 fire-bound established , so 1 bound for 122 families. 2 organized formations gathering 81 people.
Awareness to hygiene	1 World Hand Washing Day in Salcedo2 and another one in Manggahan.
Waste management	470 people sensitized to waste management during neighborhood cleaning-up days in Salcedo 2, Manggahan and Pugad Ibon.
Community reinforcement	1,220 families (6,700 people) associated to Eau et Vie projects during activities and intra and inter districts meetings organized.

2015 ACHIEVEMENTS

In 2015, the water access activities continued in the shantytowns of **Salcedo 2, Manggahan and Pugad Ibon** and **TPA's network opened in another zone (Talaba 2)**. Throughout the year, **319 new bounds were established**, enabling 355 new families (1,046 people) to be connected to TPA's water system. A total of **1,128 families (6,204 people)** and **60 users of 3 public places have access to current drinkable water**.

² In The Philippines, it is estimated that one family living in the slum is composed of about 5.5 persons.

A toilet complex was built and inaugurated in Pugad Ibon, benefitting 107 people. Sanitation and hygiene awareness were raised among **1,940 people**, including 1,542 children while environmental awareness activities benefitted **897 people**. **100 volunteer firefighters were trained and equipped and 13 fire hydrants were installed**. 2 fires were handled. Finally, through 17 meetings with the communities, **334 persons were associated to W&L's actions**.

Activities	Results in 2015
Access to drinkable water	1 128 families (6 204 people) et 3 public areas (60 users) from Salcedo 2, Manggahan, Pugad Ibon and Talaba 2, joined with 963 TPA's water network meters. Construction of the network in Talaba 2. Maintenance and extension of the networks in Salcedo 2, Manggahan and Pugad Ibon. Water's quality monthly tested, respecting the country's drinkability standards. Prospections in Upper Sucat and Sitio Bisaya.
Fire fight	100 voluntary firefighters (including 58 women) trained and split into 4 brigades, for an average of 1 firefighter for 15 families. 13 fire hydrants installed , i.e. 1 for 113 families. 5 trainings realized , meeting 211 participants. 11 fire extinguishers distributed , i.e. 1 for 133 families. 2 fires handled (out of 2 fires declared).
Sanitation and hygiene awareness	1 940 people were made aware of hygiene-related good practices , including 1,542 children, through 7 awareness sessions .
Waste management	897 people were made aware of environmental issues . 7 environment awareness sessions . 3 days spent cleaning the neighborhood .
Purification	116 people taking part in the World Toilet Day . 1 sanitary complex built , with 6 toilets/showers, 2 sinks and 2 laundry areas, benefiting 107 people.
Community reinforcement	334 people associated to W&L's actions. 17 meetings with the communities.

Access to drinkable water

Continuation of the connections and works in Salcedo 2, Manggahan and Pugad Ibon



In Salcedo 2, the general water meter (belonging to Maynilad Water Services Inc.) was replaced by a new one, more precise. Some reparations took place on pipelines and new lines were installed, allowing other families to be connected.

In Manggahan, the general water meter was replaced. The main pipeline, damaged by public highways works, was repaired quickly. Exposed individual canalizations were cemented. New lines were also installed.

In Pugad Ibon, handwashing temporary facilities were installed as part of the Global Handwashing Day, which took place in October. It is planned to install sinks in the **neighborhood's kindergarten in 2016**; cost estimates for the realization of handwashing areas adapted to children were asked. A meeting with Ingo Manufacturing's manager took place; they will finance a part of the materials.

KEY INFORMATION

1,128 families (6,204 people) from Salcedo 2, Manggahan, Pugad Ibon and Talaba 2 neighborhoods connected to TPA's 963 water meters as well as **60 users from 3 public areas**.

Construction of the network in Talaba 2.

Maintenance and extension of the networks in Salcedo 2, Manggahan and Pugad Ibon.

By the end of December 2015, 399 families (2,194 people) have access to drinkable running water with individual taps in Salcedo 2, 260 families (1,430 people) in Manggahan et 313 families (1,721 people) in Pugad Ibon.

Among the connected families, 3 very poor ones (17 people) benefit from a connection with community taps.

Opening of the network in Talaba 2



Thanks to the partnerships with Cavite and Maynilad's local authorities, the water operator, and after the late acquisition of a permit, the construction of the water network in **Talaba 2 neighborhood** (municipality of Bacoor) began. The main line was installed and the first clients signed a connection contract. Collective meters as well as 2 temporary public meters were installed while waiting for individual meters. The water network was successfully opened in August and during the third quarter of the year. During that period, new pipes were installed and paths were cemented. The opening of Talaba 2 water network enabled the connection of 153 families (842 people), with a potential for new families to be connected in 2016.

Monitoring of the realizations

At the beginning of the year, **the goals of coverage in the 4 neighborhoods were updated** (the first data was from 2012 since the beginning of the projects in Cavite). **In Pugad Ibon, the number of realized connections was more important than planned (116%)**. Besides, 3 years after the opening of the water network in the area, 98% of the connection costs were collected. In **Salcedo 2**, 95% of the area is covered and in **Manggahan**, this figure is 76%, due to the presence of a water reseller in the neighborhood. The low number of connected families in **Talaba 2** can be explained by the opening of the network in August 2015, because of the late acquisition of a license to obtain the connection to the water operator, despite a constant plea.

The meters of 24 clients were temporarily closed because of late payment. Besides, **the rate of water losses is only 2% over the 4 neighborhoods**.

The table below shows the progress of achievements:

	Goals				Achievements (2015)		Achievement rate
	Aimed connections (2012)		Aimed families (2015)		Realized connections	Connected families	
	Initial	Revised	Initial	Revised			
Salcedo 2	500	370	600	370	352 ³	400	95%
Manggahan	266	261	320	312	199 ⁴	260	76%
Pugad Ibon	250	222	300	264	257 ⁵	313	116%
Talaba 2	128	192	153	-	155 ⁶	155	80%
TOTAL	1 144	1 045	1 373	946	963	1 128	119%

³ 351 individual taps and 1 community tap were installed in Salcedo 2.

⁴ 198 individual taps were installed in Manggahan, connecting 260 families, as well as 1 in public area with 30 daily users.

⁵ 255 individual taps were installed in Pugad Ibon, connecting 313 families, as well as 2 in public areas with 30 daily users.

⁶ 153 individual taps and 2 community taps were installed in Talaba 2.

The average monthly water consumption has risen over the year with **43 liters per day per capita**, corresponding the transition from “survival” consumption to hygiene consumption and 2 times more than WHO and UNICEF’s recommendations for the subsistence level (20 liters of water per day per capita)⁷.

Monthly tests of the **water’s quality** were performed. **By the end of December 2015, in all the intervention areas, the water’s quality meets the country’s drinkability standards.**

Prospections

TPA and W&L consider working in **Toclong** area, a rehousing area with 419 households. W&L made a first establishment study.

Alongside, an important work of prospection was made in **Upper Succat and Sitio Bisaya neighborhoods**, in Muntinlupa municipality. TPA and Maynilad’s teams visited the areas and noticed high needs. After getting permissions from *barangay’s* (neighborhood town halls) authorities, preliminary studies were made with 226 families in December. The construction of the water network should begin in 2016.

Development of partnerships

All over the year, meetings with **Maynilad Water Services Inc. water operator** allowed to strengthen the partnership with TPA, especially to progress on the networks’ extension projects. Even if TPA’s approach is admitted and enhanced within the operator’s « CSR⁸ » department, the connection of the slums is not the priority for commercial agencies. That is why local teams must be more proactive and that, from now on, it is a necessity to assign someone to this partnership’s legal and operational monitoring, which is a goal for 2016.

Different **neighborhood organizations** were met, especially during the last quarter of the year. The aims were to develop the proximity links and the projects ownership by local communities, generally very motivated.

For instance, in Talaba 2, TPA met **Manininda organization** in November to discuss the reading of water meters, the collection processes and the recruitment of collectors. The participants learned to read the sales ledger and the meters, so as to see for themselves the data quality and to strengthen their trust.

⁷ According to the World Health Organization (WHO), each person needs at least between 20 to 50 liters of water per day, including no dangerous chemical product and no microbial infects, to drink and meet hygiene needs (20 liters of water per days being the subsistence level 50 liters per day being a hygiene consumption).

⁸ Equivalent to the CSR – Corporate Social Responsibility.

Fire fighting

Equipment and training of volunteer firefighters

During the first semester, the fire extinguishers were tested and charged while **11 additional extinguishers were distributed**, or in total **1 extinguisher for 133 families**. Stretchers for injured people were also distributed.

During the next semester, **5 exercises were carried out gathering 211 participants**. Furthermore, awareness posters on safety measures in case of fire were distributed to the community.

In total, in 2015, **100 volunteer firefighters** (including 58 women) **were trained** and split in 4 brigades, i.e. **1 firefighter for 15 families**.

KEY INFORMATION



100 volunteer firefighters were trained and split in 4 brigades, so as to have 1 firefighter for 15 families.

13 fire hydrants established, i.e. 1 fire hydrant for 113 families.

5 training carried out gathering 211 participants.

11 fire extinguishers distributed, i.e. 1 extinguisher for 133 families.

2 fires were extinguished.



Fire extinguishers delivery



Uniform presentation



Fire fighter training (« bucket relay »)

Fire hydrants establishing

13 fire hydrants were established, i.e. 1 fire hydrant for 113 families. Thanks to this, the 2 fires which happened in July then in October were successfully controlled. It aroused an increasing trust coming from beneficiaries and local partners, especially local councils.

Hygiene awareness

Handwashing awareness

In October, the **World Handwashing Day** was organized in Pugad Ibon. It gathered **220 participants**, including 104 children. The activity aimed at sensitizing the population on the importance of good hygiene practices. Children and their parents agreed on the fact that they would reproduce these practices at home. Encounters with supervisors of the community were organized upstream to prepare the event.

In November, the **World Handwashing Day** was also organized in Manggahan and gathered **199 participants**, including 102 children.

KEY INFORMATION



Awareness on hygiene and sanitation was raised among 1,940 people, including 1,542 children during 7 sessions.



World Handwashing Day in Pugad Ibon and Manggahan

Awareness of good hygiene practices

In parallel, awareness sessions on hygiene in daycares and schools of Salcedo 2, Manggahan and Pugad Ibon gathered **1,336 children (1,521 people in total)**. Hygiene kits including soaps, towels, a toothbrush, and toothpaste were also distributed.

In total, in 2015, 1,940 people including 1,542 children were sensitized to hygiene.

Waste management

Awareness to waste management

In 2015, 6 awareness sessions on waste management and the environment sessions were organized in Salcedo 2, Manggahan and Pugad Ibon schools.

In Talaba 2, during the Clean-up Day, 1 awareness activity and 1 Clean-up Day were organized, where 70 people took part (especially children). 350 bags of waste were collected. 2 other Clean-up Days were organized in Salcedo 2 and in Manggahan in November, to which respectively 114 and 94 people participated.

In total, awareness to waste management was raised among 897 people in 2015 during 7 sessions and 3 Clean-up Days.

KEY INFORMATION



Awareness to waste management and environment was raised among **897 people during 7 sessions and 3 clean up Days**



"Clean-up Day" in Talaba 2

Implementation of a waste management system

At the same time, a discussion is taking place on the implementation of a sustainable system for waste management in Salcedo 2, based on the pilot project of Bhashantek (Dhaka, Bangladesh). The activities linked to the service would be a source of income for the community inhabitants.

At the end of the year, a study was made to measure Pugad Ibon population's capacity to take part in a waste management project. It will continue in 2016, the goal being the effective beginning of this service on a pilot area.



Clean Up Day in Salcedo 2



Sanitation

Opening of a sanitary complex

W&L carried out detailed plans for **Pugad Ibon's sanitary complex construction project**. After getting the building permit with the local authorities, the works started at the beginning of May and finished at the end of June. A works launching ceremony took place, gathering the community and the local authorities. The sanitary complex has **6 toilets, 2 sinks, 2 laundry areas et 1 staple hygiene products selling area**.

KEY INFORMATION



1 sanitary complex was built, with 6 toilets, 2 sinks and 2 laundry areas, benefiting 107 people.

116 persons present at the World Toilet Day.



Based on how the social enterprise works, the long-term goal is that the services sales allow the complex maintenance in an **autonomous and sustainable way**. The community toilets are made to stop the **practice of open air defecation** in this area, as well as **creating jobs**. This project also enables W&L to **reinforce its cooperation with the local authorities**. At the end of 2015, the families do not sufficiently use this complex. More extensive analysis and a strategy on the toilets problem will be made in 2016. The complex successfully opened in August. Numerous local managers and French Embassy representatives, who contributed to its financing, gathered during a launching ceremony. **107 people use this installation**.

World toilet day

On **World toilet Day** in November, **awareness campaigns for health and hygiene were organized in the sanitary complex**. Awareness was raised among 116 people about the **importance of toilets** and of waste elimination for the community. Water-related infections and diseases could be avoided if the communities knew the importance of having toilets. Through this activity, W&L especially targeted women as they are more affected by these issues.



Community reinforcement

Establishment of committees

In each area, meetings were organized to **set up monitoring committees for each W&L work theme**: hygiene awareness, purification improvement, prevention and fire fight, and waste management. Volunteer representatives were elected. It's the sign of the community engagement in concrete actions.

KEY INFORMATION



334 people were associated to Eau et Vie actions through **17 meetings** with the communities.

Meetings with communities

Within the scope of the beginning of TPA and W&L activities in the **Talaba 2** district, public meetings were held, to present the global project and the services offered by the NGO to the inhabitants. The community showed a strong interest for the services displayed. Meetings were also held in **Pugad Ibon** to involve the inhabitants in the phase of construction and implementation of a health complex.

In total, **334 people** were associated to Eau et Vie's actions through **17 meetings with the communities**.



Eau et Vie's presentation to the inhabitants of Muntulupa – Meeting with Pugad Ibon's communities

In December, a **Christmas celebration** was organized by Eau et Vie's teams in each intervention area, gathering 90 people from shantytowns. It was the opportunity for W&L to remind its missions to help the most vulnerable people to improve their living conditions and also to come back on the successes of 2015.

Development of partnerships

A meeting was organized with **International Handicap's** director for the Philippines. Indeed, Eau et Vie wishes to explore the possibility of a partnership with the NGO to integrate people with disabilities through its services established and especially as regards to fire evacuation plans.

Cebu

Prospections made to copy the pilot project (carried out in Manila) in the country's second city (Cebu) began in October 2010. In 2011, the first intervention area was agreed upon with MCWD, local water contractor, (Metro Cebu Water District): Lower Tipolo in Mandaue City. A partnership agreement with MCWD was signed in 2012 for 15 years. The first 600 families from the slum which were targeted have opened their running water tap in January 2013. While facing the extension of needs expressed by communities and a growing confidence granted by local authorities and MCWD, Eau et Vie kept installing its network in the Malibu slum (where 350 families are living) and in Paknaan rehousing area (welcoming today 500 families, and 200 families later). In parallel, additional services for awareness on hygiene, sanitation, firefighting and waste management are developed.

Activities	Goals achieved in 2014
Access to drinkable water	660 families (3,630 people) from Lower Tipolo and Malibu connected to the water network thanks to 550 water meters. 75 very poor families given access to 3 public taps. 1 day-care center (70 children) from Lower Tipolo connected to the water network. Monthly tests of water quality while respecting drinkability standards of the country.
Awareness to hygiene	231 people, including 60 children, sensitized to good hygiene practices. 1 International Handwashing Day organized in Lower Tipolo and another one in Malibu, gathering 60 children.
Firefighting	53 volunteer firefighters trained (35 in Lower Tipolo and 18 in Malibu), i.e. 1 firefighter for 15 families. 5 fire bounds settled in Lower Tipolo, i.e. 1 bound for 100 families. 60 people trained to firefighting and 32 to first aid technics.
Waste management	280 people sensitized to waste management and environment during neighborhood's cleaning days organized in Lower Tipolo and Malibu.
Clean-up operations	1 assessment has been made thanks to the mission of a sanitation expert.
Community reinforcement	1,100 families (6,000 people) sensitized to Eau et Vie actions during intra and inter-community activities and meetings.

2015 achievements



Payment collection in Lower Tipolo (Cebu)

In 2015, Eau et Vie's activities resumed in slums of Lower Tipolo and Malibu and the water network successfully opened in Paknaan. This year, 293 new meters have been installed. In total, in Cebu, 843 meters are enabling 1,056 families (5,808 people) and 72 users from 4 public areas to have access to drinkable water. Meanwhile, connecting demands coming from communities in the need are still considered.

Great efforts have also been made in firefighting: 165 volunteer firefighters have been trained and given equipment. Over

300 people, including nearly 200 children, were sensitized to good hygiene practices and over 200 people participated to the district cleaning-up days. The World toilet day was a success, gathering around twenty participants.

Activities	Goals achieved in 2015
Access to water	1,056 families (5,808 people) and 4 public places (72 users) connected to 843 water meters (including 293 new meters) to the TPA water network in Lower Tipolo, Malibu and Paknaan. Improvement and growth of networks. Monthly tests of water quality while respecting drinkability standard of the country. Prospections of 26 districts. 1 assessment survey to check TPA installation state and to check long term effects for the inhabitants. Partnership signature aiming at giving water access to 5,000 underprivileged families for 5 years.
Firefighting	165 volunteer firefighters (including 113 women) trained; i.e. 1 firefighter for 13 families. 9 hydrants installed; i.e. 1 hydrant for 200 families. 4 trainings made gathering 157 participants. 16 fire extinguishers given out, 1 fire extinguisher for 137 families, as well as miscellaneous equipment (gloves, flashlights, T-shirt, boots). 1 fire extinguished.
Awareness to hygiene	313 people sensitized to hygiene, including 195 children, during 3 awareness sessions at school. 1 World Water day organized gathering 60 children. Almost 200 hygiene kits (comprising soap, nail clippers, comb, toothbrush, tooth paste, towels) distributed. 1 medical mission carried out together with the Mandaue Rotary Club.
Waste mangement	209 people sensitized to environment. 3 districts cleaning up days. Almost 4 tons of rubbish collection.
Sanitation	23 people attending the world toilet day. Cleaning up of wastewater treatment outlet system.
Community reinforcement	503 people related to Eau et Vie actions. 21 meetings with communities.

Access to drinkable water

Connections continuation in Lower Tipolo and Malibu

Connection installation resumed in slums of Lower Tipolo and Malibu (projects started respectively in 2013 and 2014): by the end of December 2015, **398 connections** have been carried out in **Lower Tipolo** benefiting to **579 families (3,185 people) and 242 in Malibu**, benefiting to **250 families (1,375 people)**. Among these families, 52 very poor families are equipped with 8 community taps with water sold in cans, which is cheaper and of better quality than the one sold by illegal water resellers.

In **Lower Tipolo**, because of huge water losses (about 25%), the water network had to be designed again to decrease leakage and hacking risks. The MCWD water operator also replaced the general meter of this area, as parts of its annual maintenance. The technical team cleaned up individual meters because sand got in, causing functioning disruptions. **The new netting design** of the network (and not in a series), complying to Eau et Vie's standards, has led to decrease by half of water losses. This is a confirmation regarding

KEY INFORMATION



1,056 families (5,808 people) and 4 public places (72 users) of Lower Tipolo, Malibu and Paknaan have been connected to the TPA water network thanks to 843 water meters (293 of which are new).

Water quality is tested every month and meets the drinkability standards of the country.

The agency is financially viable, excluding expatriate costs.

1 prospection work has been carried out in 26 districts, within the partnership with **the Netherland Cooperation through** the Vitens Evides International Foundation.

the relevance of our meter cabinet systems, located in busy public places to avoid maneuvering temptations.

In **Malibu**, individual pipes in main paths have been gathered together, fixed and covered with cement in busy areas so as to protect them.

Opening of a water network in Paknaan



Together with many meetings for the project promotion, individual connections in the Paknaan area have been installed, and the first families served in water in February. In total, **201 individual connections were installed in 2015, bringing drinkable water to 227 families (1,248 people).**

Works were also realized to supply a water access in **Paknaan's** nursery school, **which is daily greeting 70 children. A water tank has been installed to collect rainwater. It is connected to the sanitary facility and is providing the toilets with free water.** Washbasins were also installed and connected to TPA's water system to enable children to wash their hands. Water is also used for meals preparations.

By the end of December 2015, **only 40 % of the area is covered** owing to the start of the operations in February since a leak was detected on the principal line in January; pipes had to be dug up to repair it. This figure can also be explained by the presence of other water sources in the area, the lateness took in the signature of the partnership with the Vitens Evides International Foundation, initially planned up in April and made official in November, and the late transfer of families from risked areas to the rehousing ones.

During the year, **maintenance works** on the system were realized in Paknaan: the 12 meter closets were treated with anti-rust paint and repainted and a protection cage was installed to protect the principal meter.

Achievement follow-up

In total, **1,056 families, or 5,808 people, are connected to the water system and 72 users are getting benefits from the 4 washbasins installed in public places** and managed by TPA in Cebu. By gathering over 1,000 clients and with a payments' collection rate of more than 98%, **TPA Cebu's agency is viable, without the expatriates' costs.** This way, despite the lateness which took place in Paknaan, more than **75% of the zone of intervention shantytowns'** are covered.



The monthly average water consumption is **41 water liters by day by person**, so the transition from a "survival" consumption to a hygiene consumption and twice than what the WHO and then UNICEF are defining as the subsistence level (20 water liters by day by person)⁹. **The water losses rates are of 11% in Cebu.**

Water quality tests are carried out every month. In December, a sample failed the test. The pollution came from fecal material located on the washbasins and not into the water. A new test was realized; the result was positive and the sink was washed.

⁹ According to the World Health Organization (WHO), each person needs at least between 20 to 50 liters of water per day, including no dangerous chemical product and no microbial infects, to drink and meet hygiene needs (20 liters of water per day being the subsistence level 50 liters per day being a hygiene consumption).

The chart below shows achievement follow-up:

	Goal		Achievements		Achievement rate
	Connections targeted	Connected families	Connections achieved	Connected families	
Lower Tipolo	421	505	398 ¹⁰	579	95%
Malibu	260	312	242 ¹¹	250	93%
Paknaan	429/500	515/600	203 ¹²	227	47/41%
TOTAL	1 110/1 181	1 332/1 417	843	1 056	76/71%

Prospections

The selected interventions areas within the scope of the partnership with the Dutch Foundation Vitens Evides International were the subject of a discussion then of a visit with the water operator MCWD.

A common inquiry in TPA and W&L (Water and Life Philippines) was led in the **Talong / Batong zones** (Paknaan) as well as **Mantuyong** to estimate the population's needs and the interventions possibilities in these areas. About ten families have already applied to connections to TPA's water network in Talong's area.



A succession of visits was led by TPA and W&L on several days. More ambitiously, their goal was to draw up a **list and cartography of potential interventions areas**. Among the 26 areas visited in Mandaue, Cebu City, Talissay and Mactan / Lapu-Lapu, 15 were kept. The needs are real and the communities are enthusiastic in relation to the project. There are no big technical difficulties, the water provision's sources being relatively reachable. Local authorities are ready to welcome the projects.

¹⁰ 389 individual taps allowing the connection of 528 families and 7 community taps allowing the connection of 51 families have been installed in Lower Tipolo, 2 public places have been connected as well, allowing the connection of 65 users.

¹¹ 241 individual taps and 1 community tap have been installed in Malibu.

¹² 201 individual taps allowing 227 families to be connected have been installed in Paknaan, as well as 2 public places connected allowing the connection of 7 persons.

Fire fighting

Training and equipment of volunteer firefighters

New volunteer firefighters have been recruited in 2015. Firefighter brigades are now composed of **40 volunteer firefighters in Lower Tipolo, 40 volunteer firefighters in Malibu and 85 volunteer firefighters in Paknaan, for a total of 165 volunteer firefighters, including 113 women.** Eau et Vie recruited and trained the volunteers in the intervention area, to reach **1 volunteer firefighters for 13 families.**

4 exercises have been conducted to integrate the new volunteers and to update prevention and firefight techniques.

In 2015, 10 volunteers from the Lower Tipolo brigade had the opportunity to be part of the Fire Olympic Games, held every year by the Mandaue fire station. They benefitted from 4 trainings before the event, which took place on March 27. **The fire squad ended in the 3rd place,** where 7 fire squads of *barangay* (districts) of Mandaue were competing.



Lower Tipolo fire squad in the Fire Olympic games in Mandaue

During the second half of the year, nearly **75 volunteer firefighters attended trainings** on prevention and firefighting to identify the different types of extinguishers, avoid injury, knowing usual rescue methods, identify emergency exits, and evacuation places in the community in case of fire or flood.

16 fire extinguishers were distributed to the area community, 10 were given by the Mandaue Rotary Club. This means that 1 fire extinguisher is available for 137 families. Miscellaneous equipment (gloves, flashlights, T-shirts, boots) were distributed as well.

KEY INFORMATION



165 volunteer firefighters have been trained and equipped to fight against fire, including 113 women.

4 fire hydrants have been installed, bringing to 9 the total amount of fire hydrants in Cebu, or 1 fire hydrant for 200 families.

4 trainings were conducted for the Lower Tipolo volunteers, for the **Fire Olympic Games** entry, organized by the city.

16 fire extinguishers were distributed to communities.

1 fire was extinguished.

Fire hydrant installation

In 2015, 1 fire hydrant was installed in Malibu and 3 fire hydrants in Paknaan, **leading to the amount of 9 fire hydrants installed by Eau et Vie in Cebu** (5 fire hydrants had already been installed in Lower Tipolo). This represents **1 fire hydrant for 200 families.** The first goal of 1 fire hydrant for 80 families was not reached due to a delay in Malibu and Paknaan, but fire hydrants should be installed in early 2016.

In July, **1 fire was extinguished** in Paknaan thanks to volunteer firefighters trained and equipped by Eau et Vie. The community was obviously very grateful.

Hygiene awareness

Health and water awareness sessions

In February, as part of the partnership with the Mandaue Rotary Club, a **medical mission was held in Paknaan**. Nearly **450 people living in this area benefitted from a free medical examination and/or ophthalmological examination**, drug and/or glasses as needed. In addition to meeting a huge medical and important need, this action has strengthened links between Water and Life and the local Rotary Club.

On **World Water Day, March 22nd**, an event was organized with the children of Paknaan nursery school. **60 kids and their parents attended this awareness event** to limit water waste.

Awareness sessions to good hygiene practices

In June, when the children went back to school, an **awareness activity for hand washing was organized in Lower Tipolo nursery school**. **40 children and their parents, for a total of 63 people, went over the good hygiene practices** and a kit, comprising soap, toothbrush and toothpaste was distributed to each child.

In November, the **World Hand Washing Day was held** in a day care center of Lower Tipolo and **gathered 105 children and 43 adults, or 148 people**. This activity aimed at raising awareness on the importance of hand washing to stay healthy, thanks a demonstration of hand washing with soap by mothers who had already participated in this activity. **100 hygiene kits were distributed**.

A hand washing activity was also conducted in Malibu with 50 children from the day care center, or a total of 102 people and hygiene kits were also distributed.

In total, **313 people** including **195 children** were sensitized to hygiene during sessions in schools in Cebu and during the World Water Day which gathered **60 children**.

KEY INFORMATION



313 people made aware of hygiene, including 195 children, during **3 awareness sessions** dedicated to good hygiene practices in schools.

The World Water Day gathered **60 children**.

Almost 200 hygiene kits (comprising soap, nail clippers, comb, tooth paste, towels) were distributed.

1 medical mission was organized with the Mandaue Rotary Club.



Awareness activity of washing hands in the Lower Tipolo day care center

Waste management

Environment awareness

Within the scope of the **World Environment Day** of June 28th, E&V organized, with the Mandaue Rotary Club and the support of local authorities, a **waste cleaning-up activity** in Malibu's area. This event gathered **50 people** and allowed the collection of **2 tons of waste and garbage**, which then were treated by the sanitary teams of the *barangay* (town council's area). A second day of waste cleaning-up was organized in September gathering **40 inhabitants** and allowing the collection of **1.8 ton of additional waste**. These activities are contributing to a gradual change of culture and are laying the groundwork for the setting up of the waste's home collection service. This service is due to open in 2016.

KEY INFORMATION



209 people made aware of the environment during **3 district cleaning days**.

Another cleaning-up operation was also organized in Lower Tipolo and gathered 103 people.

Implementation of a waste management service

The Lower Tipolo community had positively answered to the proposition of a waste management service including a domestic collection. The inhabitants showed their will to filter their domestic waste. The project of the domestic waste's primary collection ran late and should start in 2016. The drafting of the business plan of this service is under progress.



Cleaning up day in the shantytown of Malibu (the Philippines); 40 inhabitants, 1.8 ton of waste collected.

Sanitation

International Toilet Day

W&L organized, alongside with its partner, the Mandaue Rotary Club, **the World Toilet Day** in Malibu. **23 people participated to this activity** which was an opportunity to make people aware of the importance of the toilets for health reasons and of the cleaning-up system quality to limit diseases and infections.

Wastewater disposals

The wastewater disposals were cleaned in Lower Tipolo and Malibu, allowing a better water drainage during the rainy season. These are only preliminary works, because the cleaning-up work stays very important.

KEY INFORMATION



23 people gathered to the International Toilet Day.

Cleaning of drainage water disposal of used water realized.



State of sanitation places at Paknaan / Sensitization for students / Installation of a tank to collect water from the rainy season.

Community reinforcement

Meeting with communities

9 promotion and presentation meetings of TPA and W&L took place in the **Talong and Batong areas (Paknaan)** to present the comprehensive project. Another presentation also took place in the Budlaan relocation site (North of Cebu City).

A Christmas party was organized on December 13th for the Lower Tipolo and Malibu communities. 65 community councilors (leaders) and volunteers for these two districts gathered for this event. This celebration holds a very important place in the Filipino culture; these casual times strengthens intra and inter community links.

In total, 21 meetings with communities have been organized in 2015 and associated 503 people to Eau et Vie's actions.

Partnerships

The medical mission organization together with the **Mandaue Rotary Club** in Paknaan (Please refer to the « hygiene awareness » section) enabled a strengthening of the links between both organizations. A memorandum of understanding was implemented to set up activities on hygiene, sanitation, firefighting and waste management issues.

PACSII, a social housing builder in relocating areas such as in Paknaan, is planning to build public toilets in this district and requested the assistance of TPA/W&L to organize its management. Project follow-up meetings took place in March. There is a good coordination between entities. The project should be carried out as soon as possible to offer this service to communities. PACSII carried out the entire work which was delivered to communities.

With the help of W&L and TPA, Mandaue's mayor asked the **Versailles city hall** to be twinning cities, to support W&L and TPA's projects in the city. Funds were granted for 2016. The aim is to make this grant last for several years, according to the recommendations of "Seine-Normandie" water agency, which could also fund the project development.

KEY INFORMATION



503 people linked to Eau et Vie's actions during **21 meetings** with communities.



Meetings with the communities of Paknaan before the beginning of the project

Iloilo

Numbering over 450,000 inhabitants and over 1 million if the suburb is included, Iloilo is the 4th major city of the country. In the shantytown district of **San Isidro**, disagreements between the different water actors– water suppliers (Prime Water and Flo Water), the MIWD distributors and local authorities – hinder the project implementation for drinkable water for residents. MIWD network covers 69% of the city but it is old and lacks pressure: **only 20 % of households have access to water a few hours a week**. A shadow economy thrives regarding water: delivery by tankers for schools, institutions, companies, and wealthy people. The **most vulnerable people are the real losers**, as they are buying 1 water cubic meter between 150 and 250 PhP (2.90€ - 4.80€) to non-official dealers which is 3 to 5 times more expensive than the distributor’s price.

Following a feasibility study to identify the **needs of related population in water supply** in the southern district of San Isidro, Eau et Vie has decided to implement a project in 2015.

2015 achievements

After 3 years of negotiations with local authorities to implement the water access project in Iloilo and even though 1) governing problems of the local operator Metro Iloilo Water District (MIWD), have been solved, 2) a very strong support of local inhabitants of shantytowns was shown, and 3) the partnership agreement was signed with the *barangay* (district city hall) during 2015 and the Iloilo Mayor’s support, **the TPA water network in San Isidro couldn’t be opened in 2015**. In fact, investments made by the Iloilo city to increase **water production are not sufficient to cover the needs of an expanding town**. The operator board of directors finally joined the project but does not have the political will to connect TPA to the primary network yet, in order to provide water to the inhabitants of San Isidro slum. This was decided even though this district is located upstream of the city and thus close to primary network with significant pressure. In these circumstances, the social firm decided to close temporarily its offices in the end of December. However, the non-profit organization has carried out **many activities in parallel**. In 2016, this successful rallying work will continue and **field teams will keep on maintaining links with communities**, until this situation unfolds, probably at the end of the year, with the opening of new water catchments located upstream of the city.

Activities	Goals reached in 2015
Water access	Studies and topography of defined areas, action plan carried out and agreement signed.
Firefighter	55 volunteer firefighters, including 37 women, designated.
Community reinforcement	220 people linked to Eau et Vie actions.



Water and sanitation access in Lanit



San Isidro

Access to drinkable water

Running and drinkable network installation

Studies and topography of areas have been completed in **San Isidro** in the first quarter of the year and an action plan has been carried out in July.

An agreement protocol has been signed as well with the *barangay* local authority of **Lanit** to allow W&L to carry out prospecting studies and thus improve living condition of 800 families living in Lanit.

Fire fighting

Designation of volunteer firefighters

Despite the delay for the water access issue, **W&L has designated 55 people, including 37 women, to set up a volunteer firefighter brigade in Isidro and Lanit districts.** September was devoted to improving firefighting capacities of community volunteers. 2 groups will soon be trained in firefighting techniques.



Community reinforcement

Community reinforcement sessions

In 2015, community reinforcement was emphasized in San Isidro and Lanit *barangay* as well as on elections of beneficiary committees. In total, **220 people attended community reinforcement sessions in Iloilo.** A series of meetings was held to initiate closer working relationships with local authorities, organization owners and their offices. W&L for instance, met teachers and pupils of the day-care center, who will be the future recipients of these programs, to talk about hygiene activities to be set up.

KEY INFORMATION

220 persons linked to Eau et Vie's actions.



Leyte (Tacloban)

In November 2013, **typhoon Haiyan** (Yolanda), one of the most powerful registered tropical cyclone, crossed the Philippine archipelago, particularly striking the Leyte province, of which 75% was destroyed, and the city of Tacloban, 90% destroyed. A majority of the population lived in areas liable to flooding and 660,000 people were forced to move. **Rehousing areas have been set up by municipalities hit by the typhoon.** Locations have been chosen regarding risks of (climatic) bad weather. People living along the shore, more vulnerable, **have migrated inland, to non-floodable areas, where everything remains to be done.** At the beginning of 2015, when rehousing areas construction ended, **local authorities planning for water access or sanitation remained non-existent.** Thus, families have no choice but to buy water from non-official retailers, who take advantage of the situation to impose very high prices, from 3 to 8 times more expensive than the distributor's ones. Moreover, buckets need to be handled to houses, where the water is stored, inducing risks of contamination. Traditional contractual water operators do not wish to invest money in these areas because it is not their priority, and they have no sufficient expertise in community involvement, in adapted billing and no expertise in maintenance for these districts hosting very disadvantaged communities.

After the typhoon, **TPA's team visited several times this area** to see the damage and assess consequences of the lacking access to drinking water. By the end of 2014, relationships between authorities and local partners increased. In these circumstances, **Eau et Vie's approach and positive impacts of partnerships with TPA on other cities** have convinced **Leyte Metro Water District (LMWD)** water distributor to think about a joint solution for vulnerable populations being moved in post-emergency rehousing areas.

2015 achievements

During this year, various meetings took place with communities and local leaders, such as city town halls, the National Housing Authority (NHA), responsible for implementing integrated housing programs, the Filipino NGO Gawad Kalinga (GK), organization focusing in housing projects for very poor families, and water distributors such as LMWD and Mactan Rock, to start the running water project in rehousing areas thanks to TPA. By the end of December, **a partnership agreement with the LMWD water operator** was under process.

Activities	Goals reached in 2015
Access to water	Drawing up of a 3-year plan and a financial record.
Hygiene awareness	119 people aware of hygiene and health.
Waste management	1 training session on waste management held.
Community reinforcement	108 people linked to Eau et Vie actions.

Access to drinkable water

Running and drinkable network installation

It was planned to start working on relocation areas in the northern city of Tacloban with a 2-step supply; one short term supply from TPA, by a surface water catchment coming from a small water plant and built by Mactan Rock, project partner and water distributor. On the long run, a supply allowing a higher pressure and adapted volumes had to be done from a network under construction, together with a resource coming from a high capacity water treatment plant, set up by the municipality including the support of the United States Agency for International Cooperation, USAID. **Once the concession agreement with Mactan Rock was signed and after the Tacloban municipality agreement, works for water network began** with the dealer drilling, next to the relocation area chosen for this project (GMA Kapuso Village). However, due to technical issues, drilling stopped temporarily by the end of September. Drilling resumed in October, but results turned out disappointing and volumes weren't enough by far. Moreover, **water quality** produced by Mactan Rock remained a major concern because of its opacity

KEY INFORMATION



A 3-year plan and a financial record have been drawn-up for this project.



Rencontre avec le maire et les responsables communautaires - Visite de Vitens Evides International - Zones de relogement de Tacloban

level and smell. Few inhabitants/recipients are not drinking water from GMA Kapuso Village even though water was supplied. TPA made some tests on water, which was not contaminated but not of high standard.

In September, the country supervisor, the TPA chief operating officer, the TPA technical officer and the W&L program manager have led a **comprehensive project evaluation**. They concluded that conditions did not meet requirements to start work in areas located north of Tacloban. A **prospection work/visit in other rehousing areas located south of Tacloban, in Tanauan city**, was also planned. Negotiations with the city council, NHA (National Housing Authority) and the LMWD (Leyte Metro Water District) water distributor went fast: from a technical point of view, **primary water network is of good quality and allows the supply of serviced rehousing areas**, with a sufficient pressure and a reasonable connection cost.

A 3-year plan and a financial record have been drawn-up for this project.

In December, the LMWD Chairman Executive Officer and the Chairman of the Board of Directors paid a visit to the Lower Tipolo TPA agency in Cebu. They were convinced by the Eau et Vie approach and this visit was a turning point for **the approval of the Understanding Agreement between TPA and LMWD which is due to be signed in 2016**. LMWD and TPA plan to start their cooperation in rehousing areas of Prime Town 1 in the Pago *barangay* and in Prime Town 2 in the Sacme (Tanauan, Leyte) *barangay*, in connection with the NHA and GK association.

Hygiene awareness

Hygiene awareness session

In relocation areas in northern Tacloban, where the program was originally scheduled, one health and hygiene awareness session was held in August, in connection with volunteers of the hygiene committee: **119 people attended the session.**

KEY INFORMATION



119 people made aware of hygiene and health.

Waste management

Waste management awareness session

1 training session on waste management principles and practices was organized in identified relocation areas.

Community reinforcement

Creation of committees for community reinforcement

During this year, efforts were made to identify volunteers from the various beneficiary committees. In this context, **108 people have participated in community reinforcement sessions.** W&L was also approached for coordination meetings with Tacloban local authorities to discuss master plans for rehousing communities hit by the typhoon.

In November, Eau et Vie's co-director, with the chief of mission, have participated in commemorations of the second anniversary of typhoon Haiyan. This symbolic presence was important in the eyes of authorities.

KEY INFORMATION



108 people linked to Eau et Vie's actions.



Commemoration of the 2nd anniversary of typhoon Haiyan

Partnerships

The chart below lists various Eau et Vie's partners in the Philippines by the end of 2015:

EAU ET VIE IN THE PHILIPPINES	
Tubig Pag-Asa (TPA)	Filipino social enterprise created in 2009 by Eau et Vie, TPA sits in Cebu and is composed of local staff. Acting as a local water distributor, TPA oversees building and maintenance of a drinkable water network and supply water in shantytowns by providing all related services, including billing and payment collection, throughout the concession.
Water and Life Philippines (W&L)	Filipino non-profit organization created in 2009 by Eau et Vie, W&L ensures community reinforcement through environment and hygiene education, improvement of sanitation facilities (sewage and wastewater drainage systems, latrines, and toilets), firefight (district equipment, training of volunteer firefighters) and waste management .
LOCAL AND INTERNATIONAL PUBLIC PARTNERS	
Dutch Cooperation <i>Cebu</i>	The main silent partner in the multi-actor program in Cebu, its support allows both the comprehensive renovation of the primary water network so that slum areas can be served and is the link between partners on sanitation issues.
Municipality of Kawit <i>Cavite</i>	Project Partner since 2010.
Cebu City <i>Cebu</i>	Partner on Eau et Vie's project in Cebu since 2012, the municipality also signed the multi-actor partnership agreement while ensuring that the action is part of the urban plan.
Mandaue City (one of the cities of Great-Cebu) <i>Cebu</i>	With the support of construction works in the various intervention areas since 2012, the city has created an organization to coordinate all rehousing plans and access to facilities (water, electricity). In 2015, Eau et Vie has received an accreditation and award of the municipal council for its actions.
National Water Resources Board (NWRB) <i>Cebu-Cavite</i>	Regulator of the water resource exploitation at a national level, it monitors that the operator acts legally (construction, tariff, and source).
Maynilad Water Services Inc. <i>Cavite</i>	Official water distributor in Manilla, Maynilad has made a partnership agreement with TPA for its projects in the Cavite area in 2009.
Metro Cebu Water District (MCWD) <i>Cebu</i>	As the main water distributor in the Cebu region, MWCD has been working with TPA since 2010. In 2012, an agreement has been signed between the two entities to allow access to running and drinkable water for the inhabitants of the Lower Tipolo district for 15 years. In 2013, a new agreement was signed to develop the same activity in Malibu and in Paknaan.
Metro Iloilo Water District (MIWD) <i>Iloilo</i>	Official water distributor in the Iloilo region. Since November 2010, TPA maintains links with MIWD to expand its program in the region.
Flo Water and Prime Water <i>Iloilo</i>	Consortium of 2 Filipino water suppliers, they supply water in the Iloilo region.
Mactan Rock <i>Leyte</i>	In 2015, a memorandum of understanding between TPA and Mactan Rock was signed, the water operator being highly motivated by the Eau et Vie project. But as long as the quantity and quality requirements do not meet the required levels, this partnership is on standby.
Leyte Metropolitan Water District <i>Leyte</i>	Water distributor for the municipality of Leyte. A partnership with TPA is in progress to supply water in rehousing areas.
National Housing Authority (NHA) <i>Leyte</i>	Public authority in charge of implementing an integrated housing program, NHA signed a partnership agreement with Eau et Vie in late December 2015.

LOCAL AND INTERNATIONAL PRIVATE PARTNERS	
Vitens Evides International <i>Cebu</i>	The Dutch foundation acts as coordinator for the multi-actor program to develop access to drinkable water in disadvantaged districts of Cebu thanks to a funding granted by the Dutch Cooperation.
Dutch Red Cross <i>Cebu</i>	The organization intervenes on the hygiene and toilet issues of the multi-actor partnership in Cebu. It works with the Filipino Red Cross which is its partner in the field; the Filipino Red Cross is the main humanitarian organization of the country.
Firefighter brigade of Mandaue <i>Cebu</i>	First to support W&L work in Cebu, the firefighters formed the volunteer brigades of Lower Tipolo, Malibu and Paknaan.
Foundation for the Philippines Environment (FPE) <i>Cavite, Cebu, Iloilo and Leyte</i>	Organization for an efficient preservation of biodiversity and for a sustainable development in the Philippines. A joint project on waste management will be carried out.
Gawad Kalinga (GK) <i>Cavite, Cebu and Leyte</i>	A Filipino organization acting to eliminate poverty and for community reinforcement through the implementation of social housing projects, GK builds villages and work together with local authorities for the rehousing of non-official settled families. Water management and sanitation in these villages remain a major challenge for this organization.
GMA Kapuso Foundation <i>Leyte</i>	A Filipino NGO in charge of building relocation area of « GMA Kapuso village », north of Tacloban, and with which good relationships have been forged.
Philippine Action for Community-Led Shelter Initiatives, Inc. (PACSLI) et Homeless People's Federation of the Philippines Inc. (HPFPI) <i>Cebu</i>	NGOs working for the restoration of housing areas, they provide technical and financial assistance (support) in the construction of rehousing areas.
International Handicap <i>Leyte</i>	For the sake of efficiency and task sharing, Eau et Vie interacts with the International Handicap NGO so that it can take care of the population's needs in terms of hygiene and sanitation, with a specific attention to people with disabilities, who happen to be numerous after being hit by the typhoon.

Actions viability

Organization viability

Human resources

Tubig Pag-Asa (TPA)

The mission manager, whose trial period was not extended, was replaced by the former PR (communication) and project in charge of Ivory Coast, at the headquarters in France. This communication manager took over responsibility for the position of TPA manager in the Philippines.

In March, a Human Resources Manager was hired and works at the local headquarters. She oversees the human resources management of both TPA and W&L teams throughout the Philippines. At the end of 2015, the staff wasn't large enough, because the new executive and financial officers were not up to the task and had been replaced by a part-time consultant, who did her best. As for the Cebu partnership, headquarters teams are still under tension due to scaling up of activities and management, which is quite heavy. It is also necessary to match practices and have a better coordination between the social business and the NGO, under the leadership of the TPA and W&L program managers.

In Cavite, the agency manager was often out of the office due to a serious illness. But still, she could maintain a link with the teams and give the field coordinator some responsibility, enabling him to take over.

The creation of the team of the TPA agency in Leyte began with the hiring and training of a future agency manager. She went in a 2-week training in Cebu reviewing all operational parts of her job. During the third quarter, she resigned because she moved abroad and someone new replaced her. The latter, who was previously working in a NGO on Tacloban emergency programs, was trained in Cebu and proved to be highly competent and motivated by her mission.

Water and Life Philippines (W&L)

A new program manager was hired as a country manager for W&L, taking over the position of the former manager in sick leave. She was also trained in Dhaka in June.

In Cavite, a TPA employee since 2009 has taken the position of community leader for W&L since March, and he oversees firefighting and development of new areas. The creation of a project manager position becomes necessary to coordinate all W&L activities in Cavite, as well as reporting and development of local partnerships.

In May in Leyte, a NGO employee, working on Tacloban emergency programs was hired as an area manager. She attended a 2-week training in Cebu. She works in close collaboration with the TPA manager and under the supervision of the country manager.

At the end of 2015, TPA and W&L employed 36 people: 6 local managers, 27 local employees (staff) most of whom came from intervention areas, 3 expatriates, including a TPA country manager assisted by technical mission manager and a W&L program manager who is assisted by a head of communication.

Human and technical resources

Please refer to human and technical resources in the appendix.



W&L and TPA institutional viability

The TPA agency of Cebu has a « certificate of public convenience » for Mandaue area, and the certificate for the Cavite agency is still under negotiation. W&L thus contributes to the evolution of the legal framework allowing the NWRB public regulator to recognize the approach of Eau et Vie as being a good one. W&L is in the process of carrying out administrative procedures, to obtain a social structure approval.

TPA Financial viability

TPA agencies of Cebu and Cavite are financially viable, apart from the expatriate program manager cost and except for the French headquarter technical assistance.

Conclusion and outlooks for 2015

In 2015, TPA actions in the Philippines allowed **1,128 families (6,204 people) to have access to the drinkable water system** thanks to 963 water meters in **Cavite** and **1,056 families (5,808 people)** had access to the same service thanks to 843 water meters in **Cebu**. **7 public places are also connected** (3 in Cavite and 4 in Cebu) for 132 users. The partnership signed with the **Dutch Cooperation by the Vitens Evides International Foundation**, the MCWD water distributor, the Dutch Red-Cross as well as the city of Cebu will secure the agency's activity in Cebu to supply drinkable water to new people. In total, **2,184 families (12,012 people)** have access to drinkable and running water in the Philippines and this changed the inhabitants' life, as demonstrated by story life of recipients (please refer to appendices).

In parallel, **W&L has sensitized 2,432 people, including 1,797 children, to good hygiene practices** (1,940 in Cavite, 373 in Cebu and 119 in Leyte) **and 1,106 to waste management** (897 people in Cavite and 209 in Cebu), **improved sanitation facilities including latrines** (1 sanitary complex benefiting to 107 people was installed in Cavite in 2015), **installed 22 fire hydrants** (13 in Cavite and 9 in Cebu) **and trained and equipped 265 volunteer firefighters** in prevention and firefighting (100 in Cavite and 165 in Cebu).

In Cavite, the goal is to connect **600 additional families per year over the next 3 years**, in connection with Maynilad. In Cebu, the multi-actor partnership should allow **30,000 new people to have access to drinkable and running water thanks to 5,000 water meters by 2019, including 600 new water meters in 2016 in Mantuyong, Paknaan and Talisay areas**. As for the third project in the start-up phase in the **Leyte region**, the goal is to provide access to drinkable water to **1,800 families (9,900 people) in 3 years, including 400 water meters in 2016**. The **fourth project in Iloilo**, delayed due to a low production of water in this area, is expected to emerge in the following years.

In 2016, it will also be fundamental to structure operations in the Cebu's headquarters, including its financial and human resources, as well as coordination and improve experience sharing between agencies.

This chart below summarizes goals per area and activity for 2016:

	Access to drinkable water	Firefighting	Hygiene awareness	Waste management	Sanitation	Community reinforcement
Cavite	600 new families (3,300 people) per 500 water meters		300 people sensitized	Study for launching a waste management service		
Cebu	720 new families (3,960 people) per 600 water meters		850 people sensitized	Study on waste management	100 people have access to latrines and ensuring its cleaning	
Leyte	480 families	4 fire	125 people			

	(2,640 people) per 400 water meters	hydrants installed in 1 fire squad composed of 8 volunteer firefighters	sensitized			
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BANGLADESH

Eau et Vie has been working in **Bangladesh since 2010**, following a pre-study demonstrating the water and clean-up operations needs in the Bhashantek shantytown, in Dhaka. Activities are implemented by its **local partners: the social enterprise Shobar Jonno Pani (SJP) and the non-profit organization Water and Life Bangladesh (W&L)**.

By the end of 2015, a project was operational on the first half of Bhashantek, allowing **1,652 families (7,450 people) and 12 public places** to be joined to a potable water system at home and to benefit of the complementary services. The projects for the second half of Bhashantek and Chittagong are in progress.



Intervention areas in Bangladesh

Bhashantek

A first partnership agreement was signed in 2011 between SJP, the City of Dhaka (Dhaka North City Corporation - DNCC), the water operator DWASA, the local community and the United Nations Environment Program (UNEP) providing the establishment of a water system access and the improvement of sanitation in Bhashantek, shantytown of 3,600 families (16,200 people) located at the North of Dhaka, in the progress of site preparation.

SJP started the water system's installation in May 2012 on the first half of Bhashantek. An underground reservoir and a water tower were installed to solve a problem of pressure in DWASA's system. By the end of 2013, the water system was officially inaugurated and the first families had access to drinkable water at home. In 2014, the construction works have continued and 1,081 families (4,860 people) and 12 public places were connected to SJP's water system. In parallel, W&L insured hygiene and environment awareness raising, trained the volunteer firefighter squads, and reinforced the relationships with the authorities and local communities.

Activities	Goals reached in 2014
Access to drinkable water	784 new families, so in total 1, 081 families (around 4,860 people) and 12 public places (910 users) were connected to SJP's water system. 3,000 meters of back alleys have been cemented (60 % of back alleys). 2 expert missions were carried out , one by HydroConseil and the other one by Aquassistance.
Firefighting	10 brigades of volunteer firefighters were trained, 1 firefighter for 51 families. 62 people were trained to firefighting, including 41 women. 1 fire hydrant was installed and tested. 40 fire extinguishers were distributed, so 1 extinguisher for 90 families, along with 20 fireproofed gloves and hoods. 1 mission of the French organization CASC Appui firefighters was carried out.
Hygiene awareness	734 people, including 565 children and 107 women , were sensitized to good hygiene practices through 14 awareness raising sessions , including 3 on hygiene in general and 11 on handwashing. 9 interventions were carried out in 4 different schools and 5 in health centers.
Waste management	1 feasibility study for the pilot project of waste management was conducted in the eyes of 187 people and 1 study on waste composition in the eyes of 69 households. 3 work groups composed of 36 people were formed. Several meetings with the leaders were organized. 1 expert mission from Aquassistance was conducted. 1 protocol of agreement was signed by Dhaka North City Corporation and 1 partnership with Swisscontact.
Sanitation	1 technical support to private initiatives to improve sewage evacuation was given. 1 topographic study was realized. 1 expert mission from Aquassistance was conducted.
Community reinforcement	1,800 families, so the half of the shantytown , participated to 18 groups of discussions and reunions intra and inter areas.

2015 achievements

In 2015, **571 new families** (2,600 people) have been connected to the SJP water network, rising to **1,652 families (7,450 people)** the total number of SJP clients. **The water network thus covers 92% of the first part of Bhashantek** (more than 51% of the entire slum). At the same time, W&L organized meetings with communities to associate them to the project. **1,054 people, including 461 children and 556 women, went to awareness sessions** on good hygiene practices. A toilet mapping of the entire slum was carried out, to start a restoration and management of toilets in 2016. **87 volunteer firefighters**, divided into 13 squads, were trained and equipped, so 1 volunteer firefighter for 38 households. Finally, the **waste management pilot project started, benefiting to 426 households** (more than 80% of the set target).



	Results achieved in 2015
Water access	<p>571 new families, so a total of 1,652 families (7,450 people) connected through 1,392 drinkable and running water meters and 12 public places (about 910 users) connected to the SJP network</p> <p>Public places: 4 mosques, 3 schools, 1 prayer place and 4 health centers</p> <p>Improved water network</p> <p>Prices increased to allow SJP's agency viability</p>
Firefighting	<p>3,500 families (about 15,750 people) beneficiary of firefighting activities</p> <p>67 firefighting kimonos given to volunteers</p> <p>40 fire extinguishers installed</p> <p>2 fire hydrants installed</p> <p>1 monthly and time exercise for using fire hydrant</p> <p>87 volunteer firefighters trained, divided in 13 squads, so 1 volunteer firefighter for 38 households</p> <p>73 people, including 24 new volunteers, trained in sessions organized with the FSCD partner</p>
Hygiene awareness	<p>1,054 persons sensitized to good hygiene practices through 42 handwashing awareness sessions: 461 children (261 girls and 200 boys) and 593 adults (556 women and 4 men, 16 teachers, 17 medical staff)</p> <p>The world Handwashing day gathered 250 participants</p>
Waste management	<p>426 households benefiting from waste collection,</p> <p>601 persons sensitized through 31 environment awareness sessions (so 384 women, 27 men, 116 girls, 66 boys and 8 teachers)</p> <p>91 persons have participated to the district cleaning-up day,</p> <p>87% service costs are paid</p> <p>Building start and supervision of the waste transfer station</p>
Sanitation	<p>5,044 meters of cemented back alleys</p> <p>180 families benefiting from waste water drainage system from their house to the street</p> <p>1 mapping and 1 assessment of toilets of slum carried out</p> <p>1 evaluation and advisory mission of experts from Aquassistance association carried out</p> <p>Visits of other sanitation projects done</p>
Community reinforcement	<p>Half of the slum, so 1,800 families (8,100 people) bring together to Eau et Vie's project through 22 meetings with communities and community supervisors</p>

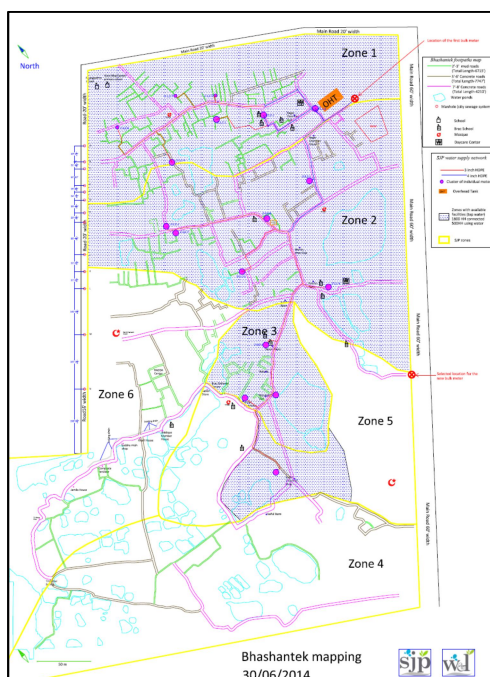
Access to drinkable water

Works in Bhashantek - Phase 1

During this year, **504 water meters were opened and 5,254 meters of back alleys were cemented** in zones 1, 2 and 3, an essential step for the pedestrian comfort (to avoid falls), for a better drainage of rainwater and for the protection of SJP pipes.

The Asian Development Bank (ADB), which renovated DWASA's primary water system, completed works near the Bhashantek district. Thus, **the SJP connection to the water network was transferred to the new network** in October 2015, in order to benefit from a better pressure. Since the former DWASA water network was suddenly put out of order and without notice, all illegal connections were no longer supplied with water, which led to a « water crisis », particularly in Bhashantek where some inhabitants used illegal connections.

Therefore, **more than 200 new customers** came to



register to the SJP agency in a hurry, which was hard to manage because of the lack of information provided by the operator.

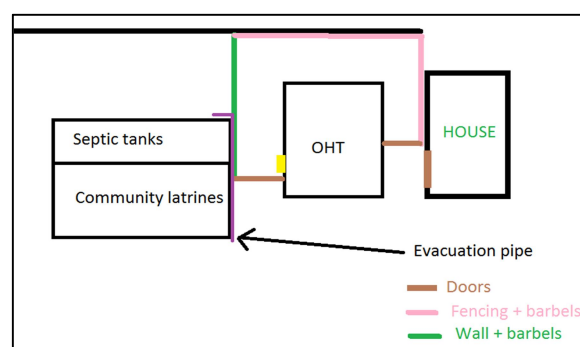
register to the SJP agency in a hurry, which was hard to manage because of the lack of information provided by the operator. Improvement works for meter boxes have been made. Indeed, they needed to be enlarged and protected by a roof to make the reading easier and to protect them from bad weather. At the same time, fire hydrants have been installed. The water hydrant, shown opposite, will be built to allow a loop to be made with future connections to the primary network at the edge of the neighborhood, to balance the pressure.

Reading individual meters and collection of payments have been reorganized in a simpler way and to make sure the collected data is reliable.

The construction of a place where personal care after death can be carried out, which was a recurrent demand of the inhabitants, has been achieved.

Because of the observation made at the beginning of 2015 on sources of water contamination, improvements were carried out on water tower and on the underground. The diagram of the works carried out is as follows:

New tests have revealed a significant improvement in water quality. A portable laboratory *Wagtech kit* of chemical and biological test was set up.



KEY INFORMATION



1,652 families (7,450 people) have had access to drinkable water through 1392 water meters.

12 public places (910 users) connected to the SJP's water network.

Tank and water tower have been strengthened.

Individual water meter clusters were improved and water hydrant added.

5,254 meters of alley were built.

Viability of the SJP agency

At the end of December, **1,652 families (7,450 persons) have access to drinkable water at home and 12 public places (910 daily users) are connected to the SJP water network**, so an additional 571 families (2,600 persons). The SJP water network thus covers 92% of the first part of Bhashantek (and over 51% of the entire slum).

In August, 2nd 2015, in accordance with the business plan and recommendations of the HydroConseil consultancy, **SJP has raised the water service price from 20.87 BDT (0.24 €) per cubic meter to 25 BDT (0.29 €)**. These tariffs include the payment of water to DWASA and operating and maintenance costs of the network. A further increase is planned on July 2016. This increase has led to protests from community supervisors and from some clients. The teams had to take time to explain that the SJP ensured a guarantee of quality. In the end, the rate of payment collection remained steady, which means that the increase was well understood.

In December, **the collection rate of water invoices is 93% cumulative and that of connection fees is of 90%**. In 2015, the average daily water consumption is about **43 liters per person**, which is a transition from a survival to hygiene consumption, and represents twice as much as what WHO and UNICEF consider as subsistence level (20 liters of water per day per person)¹³. **The average amount of money collected is about 278,000 BDT (+/- 3,350 €) per month**. It depends on performances of collectors but also on the water consumption, which itself depends on the number of customers (in constant increase since the beginning of 2015) and on climate, dry or wet season.

Regular water tests were carried out on the SJP network (fecal coliform tests, residual chlorine tests and cleaning of the entire network - pipelines, water tank and water tower). **Water quality is compliant with the country's standards**. On the other hand, water from illegal wells is of very poor quality. But they tend to be closed, as the SJP network progresses.

Team management

The head of the SJP Bhashantek agency, recruited in June 2014, has significantly developed its skills.

A new engineer was recruited at W&L in April 2015. His performance on design and extension of the network is satisfactory, even though he should improve. **Plumbers' equipment was completed** (raincoats, safety glasses ...) and each member of the team received a nominative toolbox for daily repair and maintenance operations. This helps to improve the management of the tool stock and to give more responsibility to the technical team.

Recruitment in 2015 for W&L Bangladesh:

- In March 2015, a Human Resources Manager was hired.
- In July 2015, a financial and administrative manager was recruited.
- In November 2015, a WASH manager (WATER, Sanitation and Hygiene manager) was recruited to deal with the increase of activities. She is responsible for Hygiene activities, studies for the installation of latrines and she is a support for the waste management project in Bhashantek.

4 people were recruited for waste collection activities: one field coordinator, one collector and two garbage collectors.

Collectors underwent further training on the **collection process**:

¹³ According to the World Health Organization (WHO), each person needs at least between 20 to 50 liters of water per day, including no dangerous chemical product and no microbial infects, to drink and meet hygiene needs (20 liters of water per day being the subsistence level 50 liters per day being a hygiene consumption).



Payment collection



Tests for quality of water

Bhashantek - Phase 2

A field survey estimated that **1,450 households (6,525 inhabitants) wished to be connected to the SJP water network in the second part of the slum.** With one water meter for 1.20 families, about 1,200 water meters will be needed to cover Bhashantek 2.

The **project engineer initiated the design of the water network** second phase. COBRA, the client firm of the Asian Development Bank, in charge of building the primary network, has installed two additional connections but the connection with the DWASA operator has not yet been validated. Continued advocacy work should pay off in 2016.

The construction of the second part of the network could not be started. It depends on having the necessary budget and DWASA connection authorizations. Negotiations are still underway with DWASA, which is to receive 5 million euros from the European Union to finance connections for disadvantaged neighborhoods and a technical assistance section as well. This project will be managed by the French Development Agency (AFD, Agence Française de Développement) to provide access to drinking water for slum inhabitants. As always, negotiations took a lot of time and energy. At the end of December 2015, AFD had still not signed the partnership agreement with the Government of Bangladesh, originally planned in August. Eau et Vie plans to have funding and agreements necessary to build phase 2 before the end of 2016.

Fire fighting

This year, the **only fire that was declared was successfully mastered** in the shantytown of Bhashantek.

Equipment of volunteer firefighters



Fire proof kimono

Fire-resistant kimonos anti-feu intended to protect volunteer firefighters (women's saris and scarves in particular, which can be highly flammable) were tested and designed by Flaxen Group which donated all kimonos. A total of **67 kimonos** were distributed to all volunteers. The training and investigation team regularly visited the volunteers to check the condition of the fire extinguishers and how they were stored.

KEY INFORMATION



87 volunteer firefighters, divided into 13 squads were trained and equipped against fire, i.e. 1 volunteer firefighter for 38 households.

67 fire-resistant kimonos were distributed to volunteers.

40 fire extinguishers and 2 water hydrants were installed in the area.

1 monthly and timed exercise for using water hydrants was set up.

Having **40 available fire-extinguishers** in the area means that the **goal of having 1 fire-extinguisher for 90 families is reached.** On the other hand, the installation of fire hydrants was delayed because

of the improvements made in priority to the water network. Only **2 fire hydrants** out of 17 were installed.

Firefighting exercises and training

A **monthly exercise of the use of fire terminals and water hoses** was set up: volunteers with SJP plumbers trained to install the hoses and use terminals under a certain time. This was a successful exercise: about 20 minutes – from setting off the fire alarm up to the installation of hoses on fire-hydrant - were necessary to SJP plumbers, in charge of the maintenance of the terminals and assigned with training volunteer firefighters. Each volunteer is equipped with safety shoes and fireproof gloves. Volunteer firefighters from the Bhashantek squads also participated in the exercise.

A two-day **initial and refresher training** was organized in partnership with the Bangladesh Fire Service and Civil Defense (FSCD). **73 people** attended the training, including 24 new volunteers.

All areas of Bhashantek are now secured thanks to **87 specially trained volunteer firefighters**. On average, there is **1 volunteer firefighter for 38 households**, which is more than the 1 volunteer firefighter for 50 households, initially expected.



Monthly firefight exercise

Hygiene awareness

Awareness sessions on good hygiene practices

42 handwashing awareness sessions were held in 2015 involving **1,054 people**, including **461 children** (261 girls and 200 boys) and **593 adults** (556 women and 4 men, 16 teachers, 17 medical staff). These activities took place in **schools**, in **courtyards**, as well as in the « Radda » **women's health center**.

World Handwashing day was celebrated in Bhashantek, in October 2015.



Hygiene awareness session in courtyards

KEY INFORMATION



42 handwashing awareness sessions were organized.

1,054 people, including 461 children and 556 women, were sensitized.

250 people took part in the world handwashing day.

Awareness **posters and games** were made.

Hygiene committee in the process of being created

W&L organized activities for children such as a parade in the slum, a drawing contest as well as a demonstration of handwashing. **250 people participated.**

A total of **1,054 people**, including 461 children and 556 women, attended **42 handwashing awareness sessions**. **250 people** also participated in the World Handwashing Day. By the end of December, **96% of the targets set for 2015 were met.**

Development of a playful approach dedicated to children and women

W&L Bangladesh has made **awareness posters and games to make demonstrations more understandable to all people.**

Thanks to the tools and to the playful approach developed by W&L Bangladesh, **women took part actively in sessions** by discussing (between themselves) the questions raised by the community leader. Most of the time, they know the importance of washing hands before cooking and after going to the toilets, however they do not apply these recommendations. The session begins with putting into perspectives dangers related to human fecal matters compared to the dreadful tiger of Bengal. Using glitters symbolizing microbes (germs) make people aware of how germs are spreading.



Using concrete examples, children become aware of the importance of handwashing: « Who is the most dangerous of the tiger of Bengal or poop? »

Hygiene committee creation

During September, a first meeting was held for **volunteers** wanting to create a **group involved in hygiene awareness in the slum**. **Six people** were present. The goal is to develop a network of volunteers through Bhashantek who will spread around them awareness messages about handwashing.

Waste management

A pilot project for waste collection

At the end of March and before the beginning of the waste management activity, **sessions were held to raise awareness for inhabitants Bhashantek of the impact of waste on environment and their living conditions.** These sessions also allowed the promotion of **SJP's waste management service.** They continue throughout the implementation of the pilot project.

31 sessions were held (7 in schools and 24 in courtyards) **and 601 people** (384 women, 27 men, 116 girls, 66 boys and 8 teachers) **participated.**

Tools have been designed to make explanations easier and sensitize to the negative effects of a lack of waste management. **Children's booklets, including the main messages shown during these sessions, were developed by the** Swisscontact foundation, a partner of W&L on this waste collection pilot project and used during sessions. **A short film has also been shot for awareness-raising in schools.** The aim is to promote household waste management solutions to improve environmental and health conditions.

KEY INFORMATION



31 awareness sessions about waste management were held and **601 people** participated.

426 households have joined the waste collection service.

Payment rate for service fees is up to 95% over the year.

The first district cleaning-up day involved 91 volunteers.

DNCC has granted W&L with the **authorization to collect waste.**

The waste transfer station of Bhashantek was built.



Blue garbage bins and yellow bags were distributed to users for sorting and collection. Two garbage collectors were equipped with a carriage with adjusted dimensions and fitted for handling in narrow streets.

The official opening of the pilot project took place in March¹⁴, 2015, hosting 200 slum inhabitants, civil servants of Dhaka city, the project partner and waste management leaders within the Dhaka North City Corporation. This event was a great success, covered by several newspapers. By the end of December 2015, **the waste team was made up of two garbage collectors and of one coordinator.** Payment collection is carried out by SJP collectors.

A first evaluation of this project was carried out 6 months later. Main lines of adjustment concern the presence of informal garbage collectors in the neighborhood, who were not identified during the preliminary study, and the little use of inhabitants of the garbage dedicated to recyclable waste, the sale of which constitutes a substantial additional income for families.

Several meetings with Swisscontact, the waste department of *Dhaka North City Corporation*, the Japan International Cooperation Agency (JICA) and other stakeholders were held to better understand the **waste management chain** in the northern area of Dhaka, as well as **the organization**

of primary waste collection (from households to transfer stations). Two options are now considered for the continuation of the project: to include the Bhashantek slum into the intervention area of an existing PWCS¹⁴ in the neighborhood of Bhashantek, or to create a PWCS working in Bhashantek. Moreover, the business plan has been revised.

3 results show that the waste collection pilot project corresponds to expectations and needs of the community:

- **426 households joined the collection service (this is more than 80% of the target),**
- **Payment rate of service fees is up to 95% over the year,**
- **The DNCC town council facilitates and encourages the project** by building the Bhashantek station transfer at its own expense and by granting W&L the authorization to collect waste.

These first results are very encouraging and were welcomed by the team of Aquassistance, which made recommendations for the continuation of the project.

Recommendations to improve waste management services in Bhashantek

	Goals	Recommendations	Responsible
Difficulties	Elimination	To map difficulties	SJP
Survey	To make the collection more efficient	To follow waste collection during the rainy and dry seasons and in celebrations times	SJP
Cleaning of districts	Waste, sand and mud removal	To find a cleaning up mean	W&L and SJP
Maintenance of fork-lift trucks	To reduce maintenance costs and improve availability	To analyze how cleaning is made	SJP
Use of fork-lift trucks	To rent fork-lift trucks	Find a location nearby	W&L or SJP

Source: Aquassistance Technical Assistance Mission for Water & Life 2015

The project pilot will be evaluated at the beginning of 2016, before continuing its growth over the entire slum.

Cleaning-up day of the district

91 volunteers participated in the first cleaning-up day of the district. Streets of Bhashantek were cleaned and messages on the negative impact on health conditions of the garbage thrown anywhere were transmitted.



First cleaning-up day in Bhashantek district

¹⁴ Garbage collector association registered to the city council

Sanitation

Study on toilets needs


During the year, a major work was carried out to identify and map the **toilets of the shantytown to start their restoration and to proceed to additional development.** Bhashantek has 885 toilets, 1 for 16 people. **More than 80% of these toilets are dirty because no maintenance system has been installed and they are not connected to the water system.**

61% of toilets were built by families and 39% were built by NGOs or by the community. These are often built to last while the former toilets are built with any kind of materials. Almost all toilets have **no drainage or septic system:** toilet water flows into gutters or neighboring ponds. Toilets do not have electricity, which makes them **dangerous at night** especially for women, children and people with reduced mobility who prefer to defecate in front of their home or in a bucket at home. This report, discussed again by the mission of Aquassistance, confirms the need for the **restoration** of some toilets over the coming year, by providing a drainage system and, above all, for the **installation of a lasting economic model of toilets maintenance.** **To date, the average lifetime or use of toilets does not exceed one year.**



Toilets assessment

KEY INFORMATION



5,044 meters of back alleys were cemented.

180 families benefit from a wastewater draining device.

1 mapping and assessment of toilets were carried out.

1 evaluating and advisory mission was led by experts of Aquassistance association.

Wastewater draining

With no city sewer system on which to connect, **gutters are installed within the slum by SJP.** **180 families,** also SJP customers, have set up this evacuation system consisting of a small mechanism of draining the wastewater from their house to gutters. Families are responsible for buying the necessary equipment and W&L is responsible for supplying workforce. These works are taking place at the same time as the cementing of alleys. In total, **5,044 meters** of back alleys were cemented in 2015.

Community leaders now give priority to the district sanitation.

The W&L team visited the sanitation project of *Practical Action* for a better understanding of draining possibilities and wastewater sludge management in urban area in Bangladesh. Mapping sewer channels in the slum was launched.



Gutter installation for wastewater draining and alley cement.

Recommendations to improve sanitation services in Bhashantek

	Goals	Recommendations	Responsibility of
Difficulties	Elimination	To list all difficulties	SJP
Latrines	To improve latrines and its cleaning	To meet all suppliers To identify better types of latrines To see what other country do	W&L
Cleaning of latrines	Set up a regular cleaning and draining	To check the means (Vacutug and others)	W&L and SJP
Topographic survey	To map canals inside Bhashantek	To check links, diameters, state (open or closed), direction	SJP
Cleaning of gutters	Waste, sand, and mud removal	To find a cleaning mean	W&L and SJP
Cleaning of districts	To get cleaned street drains and educate people	To organize cleaning up days	W&L and SJP
Cleaning of ponds	To cleanse ponds	Protéger les mares	W&L or SJP

Source: Aquassistance Technical Assistance Mission for Water & Life 2015

Community reinforcement

During this year, **22 meetings were held with the community and the community leaders** to share the project's progress, to define actions to be taken, and organize the launch of the waste collection project. In parallel to these formal meetings, SJP and W&L teams have been in daily contact with the community. Indeed, **many informal talks** took place with community representatives, SJP clients, school teachers, slum merchants, while having tea, at the market, in the streets, at home...

KEY INFORMATION



Half of the slum, 1,800 families (8,100 people) was involved in the Water&Life project during **22 meetings** with the community and community leaders.



Visit of Aquassistance expert to evaluate the project and meeting with local partners.

Chittagong

In 2013, W&L carried out a mission to assess water access in Chittagong, the country's 2nd largest city and main port of the country. The demand is very high as well as a willingness of the distributor to test Eau et Vie's model. In 2014, after talking with the World Bank, further studies were carried out, reinforcing the possibility of setting a project. In 2015, 2 missions were carried out to strengthen coordination with the future partners: water distributor, JICA (Japanese cooperation) and local NGOs. Steps are being taken to ensure the installation and management of a network in the future focused slums. The situation in Chittagong will allow SJP to develop a more profitable structure than in the Dhaka one, because the margin, the price of water, charged by illegal dealers are much higher in Chittagong than other slums. Illegal water is charged 2.5 to 5 times higher than in the slums of the capital. It is therefore possible for the company to sell water at a viable price, while lowering the price for customers living in precarious districts. The first needs assessments highlighted the great interest of future beneficiaries for the start of a new SJP and W&L project. A 3-year program was drafted at the end of 2014 and was submitted to closer study by financial and technical partners.



2015 achievements

Until May 2015, prospecting in Chittagong was suspended due to the unstable political situation in the country. The choice of the intervention areas was refined and further discussions with the municipality *Chittagong City Corporation*, the local water operator CWASA and JICA were organized. Inquiries were conducted to learn more about the cadaster, the layout of the water systems (current and future) and the potential urbanization plans in these areas. **CWASA supported once again the W&L's and SJP's teams** to facilitate field visits and meet with the NGO working in the area. In July, a **fifth prospecting mission** was carried out and **3 other potential shantytowns were selected**: Kalamia Bazaar, Bao Bazaar and Taktarpool. These areas are **densely populated and located on areas without relief**. The **sanitation** situation is very bad. There are some toilets, but the black waters are released into the nearby environment. The knowledge of the inhabitants on issues of water and sanitation is very limited. Prospecting and negotiations with the different actors must continue in 2016, with the aim of an official beginning by the end of 2016.



Prospections and encounters with the communities in Chittagong

Partnerships

The chart below shows the different partners of Eau & Vie in Bangladesh:

EAU & VIE IN BANGLADESH	
Shobar Jonno Pani Ltd. (SJP)	Social Bangladeshi company , created in 2010, SJP buys water from the DWASA water distributor, builds and maintain water networks in slums, supplies current drinking water and collects payments . Its project is part of the government's objectives to provide access to safe drinking water, sanitation, and a healthy environment for all inhabitants of disadvantaged neighborhoods. It also meets the Sustainable Development Goals (SDG) adopted by the United Nations to « ensure access for all to water and sanitation services and ensure the sustainable management of water services ».
Water and Life Bangladesh (W&L)	Bangladeshi association also created in 2010, W&L is responsible for developing training courses on water, hygiene, environment, and fire prevention, to strengthen district organizations and setting up sanitation, fire-fighting and waste collection services .
LOCAL AND INTERNATIONAL PUBLIC PARTNERS	
Dhaka Water Supply and Sewerage Authority (DWASA)	Public operator commissioned by the government to supply water to Dhaka , DWASA has signed a contract with SJP to whom it is selling water. 30 meetings were held in 2015. DWASA is also a partner in the water and sanitation access project initiated by the World Bank.
Chittagong Water Supply and Sewerage Authority (CWASA)	Public operator commissioned by the government to provide water to Chittagong , CWASA has launched in 2011 with the World Bank a project to improve the city's water and sanitation networks including an extension of services to vulnerable neighborhoods. CWASA plans to install a bore hole which will serve the entire slum and will legalize access to water in the slum by providing a connection to which the SJP network will be connected. CWASA will allow SJP to resell water produced from its well and will charge its water to SJP with a preferential rate. CWASA is funding part of the water network construction through a partnership with the World Bank according to an <i>Output Based Aid system (OBA)</i> ¹⁵ , depending on the number of water meters installed.
Dhaka North City Corporation (DNCC)	Local authority in charge of running Northern Dhaka, DNCC implements the Urban Partnership for Poverty Reduction program (UPPRP) in cooperation with UNDP . Several meetings took place during the year. DNCC is supporting actions of SJP/W&L in Bhashantek and is the signatory of both water access agreement and waste management system implementation agreement. As part of the last agreement project, DNCC also installed a waste transfer platform in Bhashantek.
Chittagong City Corporation (CCC)	Chittagong city corporation under the aegis of the local government ministry, the CCC issues authorization to work in the city and ensures the coordination with the development actors. It is involved in all activities carried out by Eau et Vie and provides advice and institutional support for the development of the project.
World Bank Bhashantek and Chittagong	A major player in the development help in Bangladesh thanks to its funding but also thanks to its technical expertise, the World Bank collaborates with DWASA <i>through</i> the project « water and sanitation in Dhaka » and with CWASA <i>through</i> the project « improving access to water and sanitation in Chittagong ». It is one of the privileged representative of SJP and W&L for water access for slums and the implementation of Eau & Vie model in Bangladesh.
UNDP/UPPRP Bhashantek	Poverty reduction program initiated by DFID, the UNDP and the government of Bangladesh, and implemented by the local government ministry, under the supervision of the UNDP, the <i>Urban Partnership for Poverty Reduction (UPPR)</i> aims at improving life conditions of 3 million poor people in urban areas , including women and girls. UNDP is gathering communities by setting up community development committees, and is investing in infrastructures for access to water and sanitation . A partnership agreement was signed with SJP in 2011, stipulating that the social company would be responsible of building the water network and distribution in

¹⁵ L'OBA is a funding strategy based on quantitative results to enable extension services to the poorest.

	Bhashantek and that UPPRP would finance the network and back alleys through the community of Bhashantek. The UNDP/UPPRP project in Bhashantek ended up in June 2014. The UNDP representatives that we met see the Bhashantek project is a success and wish to keep up in supporting this project. A new UPPR project is being prepared, implementation will take place during the second half of 2016 and W&L/SJP have started discussions so that Bhashantek is integrated into the interventions areas.
Department for International Development (DFID) <i>Bhashantek</i>	The British cooperation has largely funded the UPPRP project. The next project is being written and is expected to start by the end of 2015. Thanks to the support of UNDP and the Dhaka Municipality, and based on the results of the first step of the pilot project of Eau & Vie in Dhaka, SJP and W&L are in regular contact this local DFID teams.
Japan International Cooperation Agency (JICA) <i>Bhashantek and Chittagong</i>	Longstanding partner of the Bangladeshi government, and being very active on E&V issues in Bangladesh, JICA regularly interacts with W&L on its projects in Dhaka in the scope of coordinate all the players in the country . It is planned to go near JICA in Chittagong to coordinate actions.
French Development Agency (FDA) <i>Bhashantek</i>	Operating on climate change issues including water supply in slums, local FDA teams maintain regular links with SJP and W&L.
UNICEF <i>Bhashantek</i>	With the goal of improving access to sanitation for 30 million Bangladeshi by providing access to latrines and spreading good hygiene practices, UNICEF, is in close contact with W&L and SJP in Bhashantek and support their intervention in other districts.
Bangladesh Fire Service & Civil Defense <i>Bhashantek</i>	Dhaka fire station specialized in firefighting training, especially in textile factories; the training department has been working with W&L since 2013. A partnership agreement is under negotiation.
LOCAL AND INTERNATIONAL PRIVATE PARTNERS	
Slums communities <i>Bhashantek and Chittagong</i>	Community representatives elected after a support process, ensure the link between W&L/SJP and the people, contribute to the design of activities and help to coordinate the implementation of projects. As a whole, the community contributes in the implementation of actions: it specifies needs to improve feasibility studies and plays an integral role in the design (proposal for actions) and in carrying out projects (district fire squad made up of volunteer firefighters...).
The « Vorer Alo » network <i>Bhashantek</i>	Composed exclusively of women and set up by UNDP/UPPRP, the Vorer Alo network brings together 15 « community development committee » of Bhashantek, made up of 15 smaller groups, themselves composed of about 20 households. In 2012, Vorer Alo, SJP, UNDP/UPPRP, DWASA and Dhaka City Corporation signed a 15-year partnership agreement, with a reexamination every 5 years, for « improving access to water, environment and sanitation, and training in firefighting and hygiene, and several services for the benefit of poor inhabitants in Bhashantek ».
Development committees of slum <i>Bhashantek</i>	Elected by the community, 2 committees gathering about 80 members are very active in the program implementation and are exclusively composed of men.
Swisscontact <i>Bhashantek</i>	Swiss Foundation for technical cooperation, Swisscontact is financing with the city of Zurich and the Swiss Cooperation, the 4-year « Value for Waste » development project (VfW) which aims at reducing the impact of waste on environment by developing the recycling sector. It provides awareness-raising and training activities for households. In October 2013, W&L signed a collaboration agreement with Swisscontact to conduct a preliminary study in Bhashantek.
NGO Forum <i>Bhashantek</i>	Created in 1982, NGO Forum is the coalition of water and sanitation operators in Bangladesh . It aims at improving public infrastructures, water access and reducing illness, proposing training. The network of 850 members united in 14 sections, is financed by DFID, WaterAid ¹⁶ , WHO ¹⁷ and DANIDA ¹⁸ . A collaboration agreement was signed with SJP in 2011 to foster the cooperation of these two structures in

16 NGO specialized in water access, sanitation, and hygiene education projects.

17 World Health Organisation

18 International Cooperation Program from the Foreign Office of Denmark.

	Bangladesh. An NGO Forum engineer supported SJP for the network design, at the beginning of the Bhashantek project. NGO Forum develops some W&L communication and training materials.
CASC Appui <i>Bhashantek</i>	As a grouping of 2 firefighters' organization of the Rhône French local authority, CASC Appui on one hand, has a mission of helping disaster-stricken population when natural or technological disasters happen, and on the other hand to provide technical support to associations working in developing countries . A partnership was initiated in 2014 and a first mission with 2 firefighters took place in November 2014.
Practical Action (PA) <i>Bhashantek</i>	Working on semi-rural wastes and on urban hygiene awareness , Practical Action was met to collect information about the organization of the waste collection service that the organization has set up on a different project and to evaluate the possibility of organizing training for the W&L team leaders on hygiene awareness and promotion. PA also shared its promotional tools with W&L and invited W&L to observe awareness sessions held in another slum of Dhaka.
EXPERTISE	
Aquassistance <i>Bhashantek</i>	A partnership agreement has been signed with Aquassistance and Eau et Vie for a technical support mission for water access and sanitation projects, and more particularly on waste management in Bhashantek . 3 experts from the organization conducted a second evaluation mission in December 2015.

Long-term viability of actions

Organizational long-term viability of W&L and SJP

Human resources

At the end of 2015, SJP and W&L are made of a team of **22 people** who are skilled and united to face new and future challenges: a total of **4 managers, 4 supervisors, 12 employees**, 9 are from intervention areas, **2 expatriates**, including a SJP program manager and a W&L program manager.

Technical and material resources

Technical and material means are detailed in the appendix.

Institutional long-term viability of W&L and SJP

W&L has an international NGO agreement, obtained in 2013. This agreement makes the moves easier towards local and international authorities' dialogue.

The completion of all records of legal documentation has enabled SJP to get an institutional long-term viability. This recognition is an important step/achievement given the very complex Bangladeshi administration structure.

Despite the lobbying effort of the SJP teams, the local water distributor DWASA still has an ambivalent position. Although DWASA stated in the MoU that SJP was the exclusive water supplier in Bashantek, the distributor continued to issue licenses for water meters to informal dealers when the network was commissioned. SJP teams are carrying out an important work of negotiation with DWASA so that the position of the distributor is clarified to establish an effective commercial partnership.

Financial long-term viability of W&L and SJP

The SJP social company aims at having a financial viability by 2017. However, the network construction, granted by the UNDP, must be concluded to complete the water connection to all families of the slum. Indeed, the structure of the margin does not allow SJP to cover for the network cost in Dhaka. To reach this viability, it is necessary to raise both activity and volumes without proportionally increasing the cost of the structure and of course to increase the selling prices, which was the case in 2015.

The income statement of SJP shows an increase in revenue. Indeed, the number of connection was multiplied by three since 2014, volumes per family remaining more or less steady. The business plan which was made and which is regularly updated shows that by connecting more homes to Bhashantek, economy of scales can be done and the SJP structure can be viable. Moreover, the establishment of an agency in Chittagong will allow to pool structure's costs together.

Grants also finance W&L activities, coming mainly from European partners. The goal is to increase the share of local funders as well as increasing the contribution of local authorities.

Conclusion and outlooks

Despite of a challenging context, the Water and Life project in Bangladesh greatly developed in 2015. **A total of 1,652 families (7,450 people)** and 12 public places are connected to the SJP water network, which **covers 92% of the first part of Bhashantek** (and more than 51% of the entire slum). At the same time, W&L organized meetings with communities and their leaders to involve them in the project. Regarding hygiene awareness, **1,054 people, including 461 children and 556 women, participated in awareness sessions** in good hygiene practices. **Mapping of toilets in the entire slum** was carried out to start their rehabilitation in 2016. **87 volunteer firefighters**, divided into 13 squads, were trained, and equipped, so there is 1 volunteer firefighter for 38 households, which exceeded the goal of having 1 firefighter for 50 families. **The pilot waste management project started and benefitted 426 households** (which is 80 % more than the initial goal). Lastly, experts from the Aquassistance organization evaluated the project and noted once again the positive impact of the actions of Water and Life, and the implementation of the recommendations of their previous mission.

In 2016, here are activities which will be carried out in 2016, compared to activities achieved in 2015:

	Access to drinking water	Firefighting	Hygiene awareness	Waste management	Sanitation
Bhashantek	<p>1,410 families (6,345 people) connected</p> <p>Completion of the water network in Bhashantek 1</p> <p>Installation of supply terminal composed of 3 taps and construction at Bhashantek 2</p>	<p>Installation of 13 fire hydrants for Phase 1 and 15 fire hydrants for Phase 2</p> <p>Training and equipment for volunteer firefighters</p> <p>Fire simulation exercise</p> <p>Signature of a partnership with CASC Appui, FSCD and W&L</p> <p>Evaluation of the system</p> <p>Drafting of 1 procedures' guide</p>	<p>1000 people sensitized</p> <p>Completion of the strategy</p> <p>Awareness-raising sessions in 12 schools and 24 focus groups with women</p> <p>World Handwashing Day (250 people)</p>	<p>Sensitization in schools, with leaders and spontaneous sessions in the streets</p> <p>Development of specific modules for waste sorting, household equipment and development of collection equipment.</p> <p>2 cleaning-up day in the district</p> <p>1,300 beneficiary families</p> <p>Finalization of the economic model</p> <p>Evaluation of the waste collection pilot project and extension throughout the slum</p>	<p>Completion of studies on sanitation installations</p> <p>Definition of the strategy</p> <p>Renovation of 2 latrine units and construction of a new unit</p> <p>Mapping of the existing drainage networks</p>
Chittagong	<p>Recruitment of technical teams</p> <p>Information and awareness campaigns</p> <p>Opening of the SJP agency and the first water meters of the water network at the end of the year</p>		<p>Recruitment of investigators</p> <p>Study on hygiene knowledge</p> <p>Coordinators identification</p> <p>Workshop for handwashing in schools</p> <p>560 people sensitized</p>	<p>Family Survey</p>	<p>Mapping of the existing drainage system.</p> <p>Mapping of latrines</p> <p>Start improving the existing sewers</p> <p>Start of reinforcing latrine management</p>

IVORY COAST

Water and Life started a feasibility study in Ivory Coast in 2013, to determine whether its model could be used in the disadvantaged districts of the country.

The feasibility study, carried out between 2013 and 2014, confirmed the **critical need for access to water and sanitation for the populations of the disadvantaged districts of Abidjan**. In these districts, the inhabitants are living in worrying health conditions. Without connection to the water city network, **families are paying water between 6 to 10 times more than in residential areas**. In parallel, **the local operator has a collection rate of less than 70% in the few disadvantaged districts which are connected and suffers from illegal piracy**. Lastly, **local authorities and community representatives are asking for help** regarding sanitation and waste management.



During prospectations, **Water and Life was welcomed by the ONEP** (National Office for Drinking Water) and by the **MIE** (Ministry of Economic Infrastructures), by **SODECI** (Water Distribution Company in Ivory Coast) and by the **Yopougon Mayor**, considering the launching of a pilot project.

In 2014, **the association Ivory Coast Water and Life was created and a 3-year program (2015-2017) was drafted**, aiming at improving the living conditions of populations living in disadvantaged districts of Yopougon (Abidjan). The program was submitted to several potential partners, and was supported in particular by the **Regional Council of Pays de la Loire**. As other partners were in favor of the project, it was decided to launch a program manager recruitment, who will work in Abidjan at the beginning of 2015.

2015 achievements

In 2015, Water and Life sent its first volunteer to Abidjan who will oversee the launching the program. The activities focused on the installation of the mission, the completion of administrative procedures, the finalization of the prospectations and the advancement of partnerships.

This first year on site in Abidjan enabled Water and Life to develop its local network. Numerous meetings were organized allowing both to obtain valuable information, to gain local partners credibility and to develop the project.

During the year, more than 50 districts of Abidjan were prospected. One prospecting mission was also carried out in San Pedro (second economic hub of the country). Afterwards, 3 disadvantaged districts of Abidjan were selected by Water and Life and accepted by the National Office of Drinking Water (ONEP) and by the Water distributor company of Ivory Coast (SODECI), for the implementation of the pilot project.

At the end of the year, partnerships with ONEP and SODECI were about to be signed.

During the year, the team was faced with a difficult local atmosphere: Abidjan is subject to numerous readjustments involving several actors and impacting the disadvantaged districts of the economic capital. At the same time, the November presidential elections slowed down the country's activities and political decision-making.

Activities	Achievements in 2015
Project management	Installation of a team in, organization of the association Water and Life Ivory Coast (administrative and financial procedures)
Water access	Districts of intervention identified and accepted by partners, partnership agreement with ONEP and SODECI being finalized, preparations of a business plan for the social business.
Firefighting	Study of needs and meetings with stakeholders.
Waste management	
Sanitation	
Community reinforcement	Meeting with communities and preliminary investigations.

Abidjan

Access to drinkable water

Selection of the district of intervention

When the Ivorian crisis was over, Abidjan was the subject of various restructuring plans (major works, eviction of disadvantaged districts, development projects...) and many international players were involved.

The disadvantaged district of Dépôt Sotra located in the town of Yopougon, in Abidjan, which was originally selected to host the pilot project, had to be discarded. Indeed, at the beginning of 2015, the National Office of Drinking Water (ONEP) and the French Development Agency (FDA) warned Water and Life of a new project for access to water, led by the Korean International Cooperation Agency (KOICA), in partnership with the FDA. This large project, scheduled to start early 2016, includes the installation of water meters at a subsidized price in many disadvantaged districts of the city, including Dépôt Sotra. Even if this project does not include community support, of local management by an appropriate operator and does not therefore question the place of Water and Life in Abidjan, it has however impacted the choice of the district intervention.

During 6 months, the local team systemically prospected more than 50 disadvantaged districts of Abidjan, in close collaboration with ONEP and various actors, to ensure the coherence of the district of intervention. Following these prospectations, 2 disadvantaged districts near the city of Bingerville (Carrière 1 and Carrière 2) and 1 district of Yopougon (Andokoi), were selected, due to their strikingly lack of water access, because of high density of population and because of the precariousness of the living conditions of the inhabitants, because of the estate access which is quite steady, because of volumes of water nearby to supply the network, because this the sole project (no other project) and finally because it is a demand of both local population and the guardianship city hall.


In December, SODECI and ONEP agreed to select these 3 districts to launch the pilot project.

KEY INFORMATIONS

Prospection of more than **50 disadvantaged districts**.

Identification of 3 districts: Carrière 1, Carrière 2 (Bingerville), Andokoi (Yopougon).

Signature of partnership agreements with ONEP and SODECI under process.





Location of Yopougon and Bingerville cities



Access to water by illegal wells or dealers and storage in cans

Accès à l'eau par des puits ou des revendeurs illégaux et stockage dans des bidons :



Partnership agreements with ONEP and SODECI

The support of the National Office for Drinking Water (ONEP), which manages all the water supply projects in Abidjan, and the support of the water supply company of the Ivory Coast (SODECI), water distributor, was confirmed in 2015.

ONEP and Water and Life have drafted a **partnership agreement** authorizing Water and Life to work in Ivory Coast in partnership with SODECI, a company managing leasing and which benefit from a state monopoly to distribute water in the entire country. At the end of the year, the agreement was approved and put in standby regarding the signature of the Ministry of infrastructures, which is the guardianship ministry of ONEP. In parallel, ONEP has written a letter to a potential financial support in which ONEP shows its commitment and support to Water and Life. Finally, a financial support from ONEP to the project is now a possibility.

SODECI gave its oral agreement for setting up a partnership at the end of August; the partnership agreement is near completion.

As part of its negotiations with the water distributor and local authorities, Water and Life collected economic and financial data which are necessary for the development of the business plan of its social company. The latter should be called « **Dji Ni Sii** » (« water and long life » in Dioula, the language of traders in West Africa) and will be registered in the register of Ivorian companies in 2016.



Prospection in San Pedro

Exploratory missions carried out in previous years in San Pedro had left the possibility of selecting this second economic pole of the country for the carrying out of the project pilot. A final mission was carried out in September. But the growing city is currently facing regular water shortages, which does not allow Water and Life to intervene for the time being, water connection for disadvantaged districts is not the priority. Further studies should be carried out with ONEP to make sure this will still be the case for the years to come; needs of this city hosting the largest slum in West Africa being huge.

Partnerships

During this first year on site, Water and Life focused on the development of its local network, an essential step in an approach that must bring together all the stakeholders involved in the same project: beneficiaries of disadvantaged districts, local authorities, the water regulator and the water operator. The work carried out allowed both to obtain valuable information in a complex situation, to contribute to the change of mentality on the issue of the integration of disadvantaged districts through adjusted means and to increase credibility with partners.

Meetings with community confirmed the needs of the populations, as well as their motivation for the project to improve their living conditions in a sustainable way.

The table below shows the main partners of Water and Life in Ivory Coast:

WATER AND LIFE IN IVORY COAST	
Dji Ni Sii (DNS)	Ivorian Social company , in charge of building and maintaining the water network , supplying the houses with water and providing billing to customers. <i>It will be registered within the register of Ivorian companies in 2016.</i>
Water and Life Ivory Coast (E&V)	The Ivorian association created by Water and Life in 2014 oversees community reinforcement thanks to the organization of awareness sessions on health, hygiene and environment , improvement of sanitation facilities (latrines and wastewater and storm drainage systems), training of volunteer firefighters and equipment of district for fighting fires , as well as the establishment of a waste management service .
LOCAL AND INTERNATION PUBLIC PARTNERS	
National Office of Drinking Water (ONEP)	State representative in charge of drinking water management for the whole country , ONEP oversees the project management and through the Ministry of Economic Infrastructures (its tutorship), is responsible for the required investments in the drinking water field (water tower, networks, heavy works). ONEP being the privileged partner of Water and Life , a partnership agreement for the implementation of the pilot project is currently being signed. ONEP will be a partner to all agreements signed, for the creation of water networks in disadvantaged districts and will finance the construction of the DNS network.
Water operating Company in Ivory Coast (SODECI)	SODECI, entitled by the government and which is responsible for water supply in Ivory Coast, will provide water to the DNS network. A partnership agreement is currently being signed.
Abidjan District	Qualified in urban and sanitation policies , Abidjan district could sign a partnership with Water and Life to get involved in the pilot project, while providing skilled

	staff.
Yopougon Municipality Bingerville Municipality	City halls helping Water and Life in the feasibility study phase, in the final selection of the intervention district of the implementation of the project pilot.
Ministry of Economic Infrastructures (MIE)	Responsible for hydraulic infrastructures (design and construction of watering places, maintenance, and regulation of their management) MIE is the referring state authority on water access projects. During the first prospections, discussions with ONEP confirmed the interest of local authorities for the Water and Life project. The state seeks to supply drinking water to the people of Abidjan and wishes to find other solutions to hydrants. Today, MIE is a privileged partner of the project, which supports Water and Life with ONEP and SODECI.
State Ministry, Domestic and Security Ministry	The Ministry, aware of the different restructuring plans of the country, is regularly consulted. In favor of the project, it supports the various partners.
French Embassy in Ivory Coast. Cooperation and Cultural Action Service	The French cooperation service favors the Water and Life project in Abidjan. It also has a fund to finance some development projects.
French Development Agency (FDA)	After a freeze on activities during the country's crisis, FDA and the Ivorian government have resumed partnerships under the Heavily Indebted Poor Countries (HIPC) program. A 20-year contract of € 2.9 billion was signed to recycle the country's debt. In favor of the project, regular meetings are held to exchange information.
United Nations Program for Development (UNPD)	To contribute to the sustainable improvement of the inhabitants living conditions, UNPD is setting up programs of income-generating activities, of micro-finance and of water access to drinking water in the country. Encouraging the Water and Life pilot project, UNPD could be one the program partners.
United Nations Human Settlements Program	Working in Ivory Coast since 2008, UN Human Settlements Program has implemented a volunteering project to improve infrastructures of disadvantaged districts and is very interested in the Water and Life approach; therefore it encourages the implementation of the pilot project.

Sustainability of the actions

Organizational viability

Human resources

Team of Water and Life in Ivory Coast – January 2016

At the beginning of 2015, Water and Life opened its first permanent position in Ivory Coast. After a training on programs in The Philippines, a volunteer in charge of the program moved to Abidjan in April for ensuring the start of the program.

She was helped by a trainee (3 days per week), a driver (2 days per week) and the President of the local association Water and Life Ivory Coast (on full time).

The first employee was recruited at the end of the year. Assistant to the volunteer in charge, he has for mission to assist the program's representative in the start of the project.

Moreover, considering the project's progress, a second representative of the project was recruited at the end of the year. With a 2-year experience in Water and Life in Bangladesh's project, her mission is to ensure the beginning of activities for the NGO Water and Life Ivory Coast.

At the end of 2015, Water and Life was employing 3 people in Ivory Coast: 1 trainee, 1 driver and 1 expatriate (in charge of the activities' development in the social business). 2 people were expected in January: 1 employee and 1 expatriate (in charge of the local association).

Technical and material resources

The technical and material resources are presented in the appendix.

Institutional viability

The record of the local association Water and Life Ivory Coast, created in 2014, was resumed during the year, to complete various administrative documents.

The Board of Directors gathered once in 2015, when the administrators were reelected. It is now composed of 5 Ivorian and 3 French people.

Financial viability

Water and Life Ivory Coast opened its bank account in Abidjan.

Conclusion and outlook

Despite a delay in starting the activities due to a very complex political context, the November presidential elections and negotiations and prospecting for the choice of the intervention district, progress was made in 2015, especially with communities and local authorities, which is laying the foundations for the project of Water and Life Ivory Coast and ensure a lasting integration of its actions.

In 2016, here are activities which will be carried out in 2016, compared to activities achieved in 2015:

Activities	Results expected in 2016
Access to drinkable	Installation of the agency. Further recruitment of agency team and training. Signature of the partnership with local authorities, SODECI and ONEP. Start of the construction of the water network. Connecting the first families and public places to the water network Test of water quality. Follow-up and evaluation.
Firefighting	Installation of fire hydrants in the district. Recruitment, training, and equipment of volunteer firefighters Organization of volunteer firefighters in fire squads.
Hygiene awareness	Preliminary investigations. Recruitment of coordinators. Development of health and hygiene education tools. Organization of hygiene awareness sessions, especially for children and women. Good hygiene practice sensitization for inhabitants.
Waste management	Needs assessment for waste management. Organization of environmental awareness sessions, including one district Cleaning-up Day. Waste management awareness for the inhabitants.
Sanitation	Sanitation facilities assessment (latrines and drainage system for sewage and storm water). Implementation of a sanitation plan. Organization of activities for the World Toilet Day.
Community reinforcement	Involvement of the communities in the project

FRANCE

Headquarters

Located in Nantes, the head office's objective is to start and support projects, to develop management and following-up tools, as well as finding and managing technical and financial partnerships. Since 2008, many partnerships have been established with communities, foundations, companies, and any other organizations willing to get involved in the implementation, development or evaluation of Water and Life projects. For instance, the GO decided to **promote its local rooting within the Pays de la Loire territory** (Pays de la Loire Region Council, Water Coalition, and House for world citizens). As for communication, **the website was redesigned** (www.eaueetvie.fr/en) and Facebook pages as well as a Twitter account were created. **A water sales management software** was also developed using Access and set up in all field offices. Faced with these developments and positive feedbacks of HydroConseil consultants and of Aquassistance organization on Eau et Vie's approach and projects, **the head office has reinforced and organized its human and material means** to support and oversee the development of projects in the Philippines, in Bangladesh, in Ivory Coast and soon in France.

2015 achievements

Follow-up of Projects

To monitor the projects on the field, several missions were carried out in 2015. **Two missions in the Philippines were carried out** to complete the partnership with the Dutch Cooperation in Cebu, to assist the program manager and mission managers when taking up their positions and complete the action plan. **A third mission** was carried out in August to test the water sales management software. **A mission was also carried out in Ivory Coast in February** to revive partnerships for the start-up of the project and introduce the new program office manager in the field. On this occasion, many partners were met. Lastly, **a mission was carried out in Bangladesh in November** to take stock of the projects and meet some key players on one hand and evaluate the water sales management software on the other hand.

Evaluation of activities

Experts from the Aquassistance organization carried out a second mission to provide expertise and technical support for the waste management service and sanitation facilities in the Bhashantek slum (Dhaka, Bangladesh). Recommendations for improving activities have been proposed, especially on latrine maintenance, which is probably the most critical in terms of health risk. Overall, experts were very enthusiastic and **the positive and concrete impact of the NGO's actions was once again observed**.

Development of agency management software

After evaluation of the software, the development of new software for the water agencies management was given to an external consultant and will be set up in 2016.

Partnerships and networks

The co-director of Eau et Vie was rewarded as Fellow (innovative social entrepreneur) **by Ashoka**, the world's leading network of social entrepreneurs.

At the same time, many partnerships were set up in 2015, particularly at the local level with the Pays de la Loire Region, the Loire-Atlantique Department, and the city of Nantes¹⁹. In December, the

¹⁹ Please refer to the « Financing actions » section for a comprehensive list of Eau et Vie partners in France

recruitment of a project manager in charge of fundraising is the logical following of this development.

Communication

Communication actions were also strengthened in 2015, because they are fundamental for raising awareness of access to water and sanitation issues of Eau et Vie. Several communication tools were developed. Eau et Vie also participated in various events such as the Volunteer Show organized by France Bénévolat as well as in the *Impact Journalism Day*.

From September to November, **a participative fundraising campaign** was launched on HelloAsso, the specialized platform for associations to support the launching of Eau et Vie's project in Tacloban and in the Leyte region, devastated by Haiyan typhoon on November 8, 2013. Link to the video: <https://youtu.be/elme6SHu9Eg>

To support these developments, the project manager in charge of fundraising, is also in charge of communication.

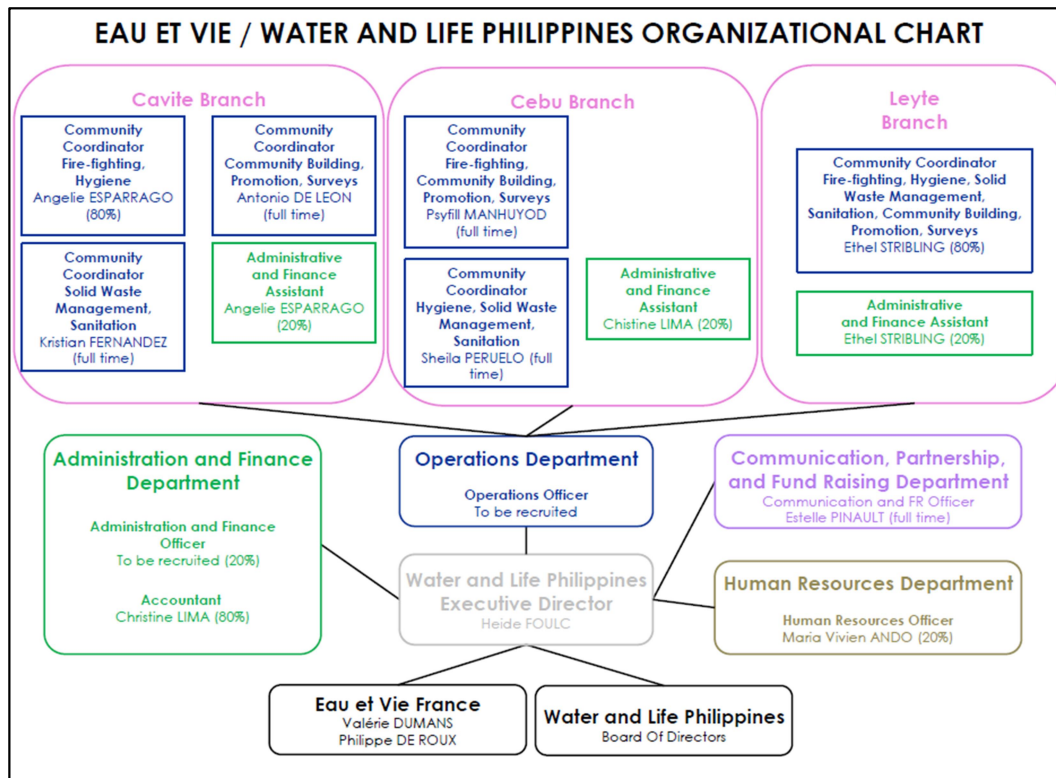
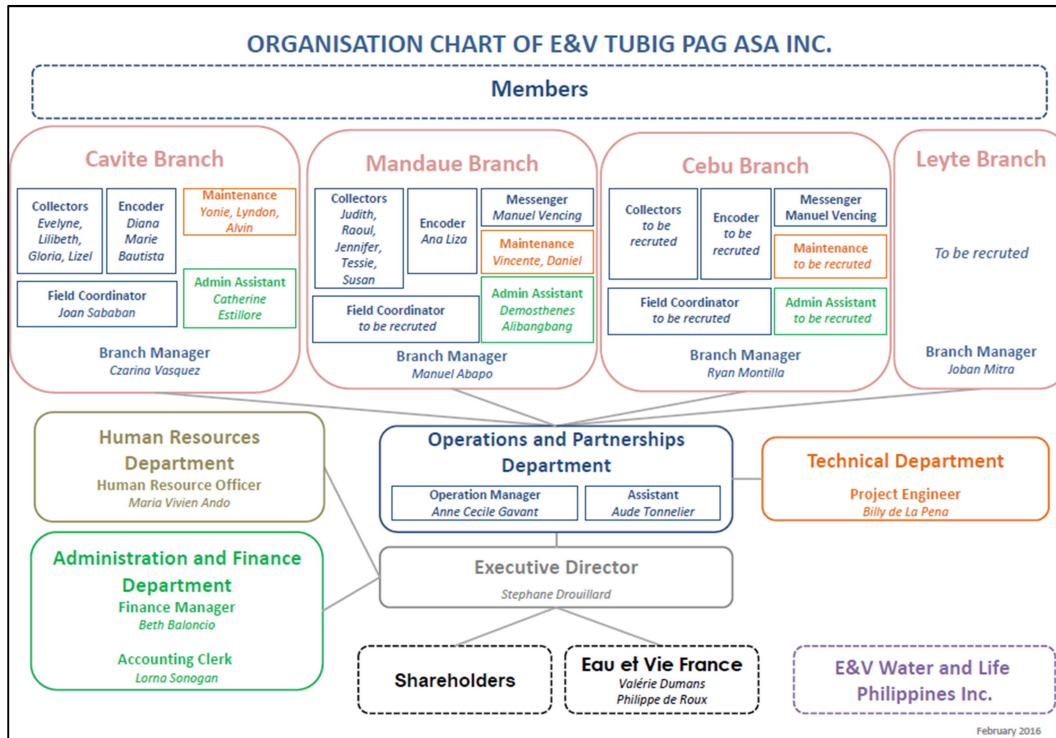
Human means

A new organization and distribution of tasks has been defined between headquarters members and transmitted to all expatriates. A Financial Department was created.

APPENDIX

Teams and resources

The Philippines



Human resources

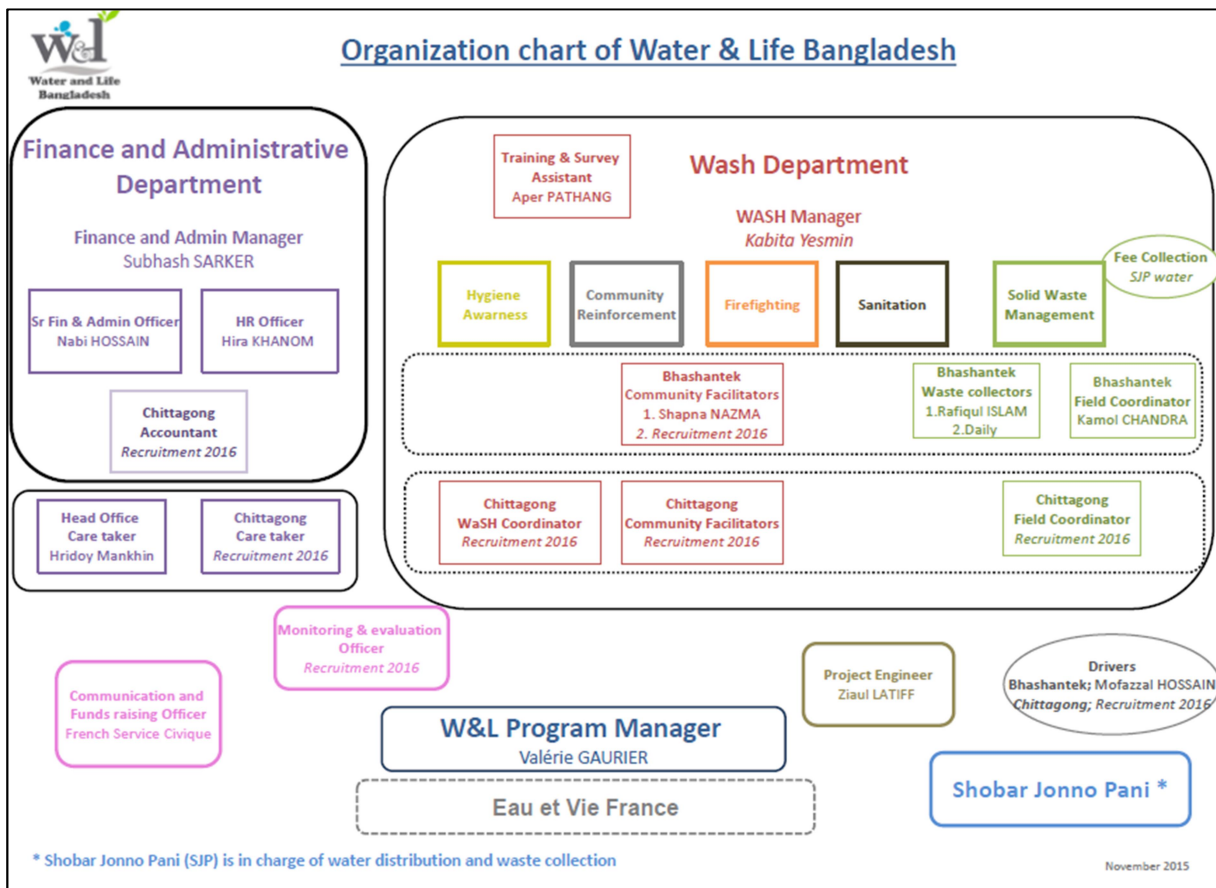
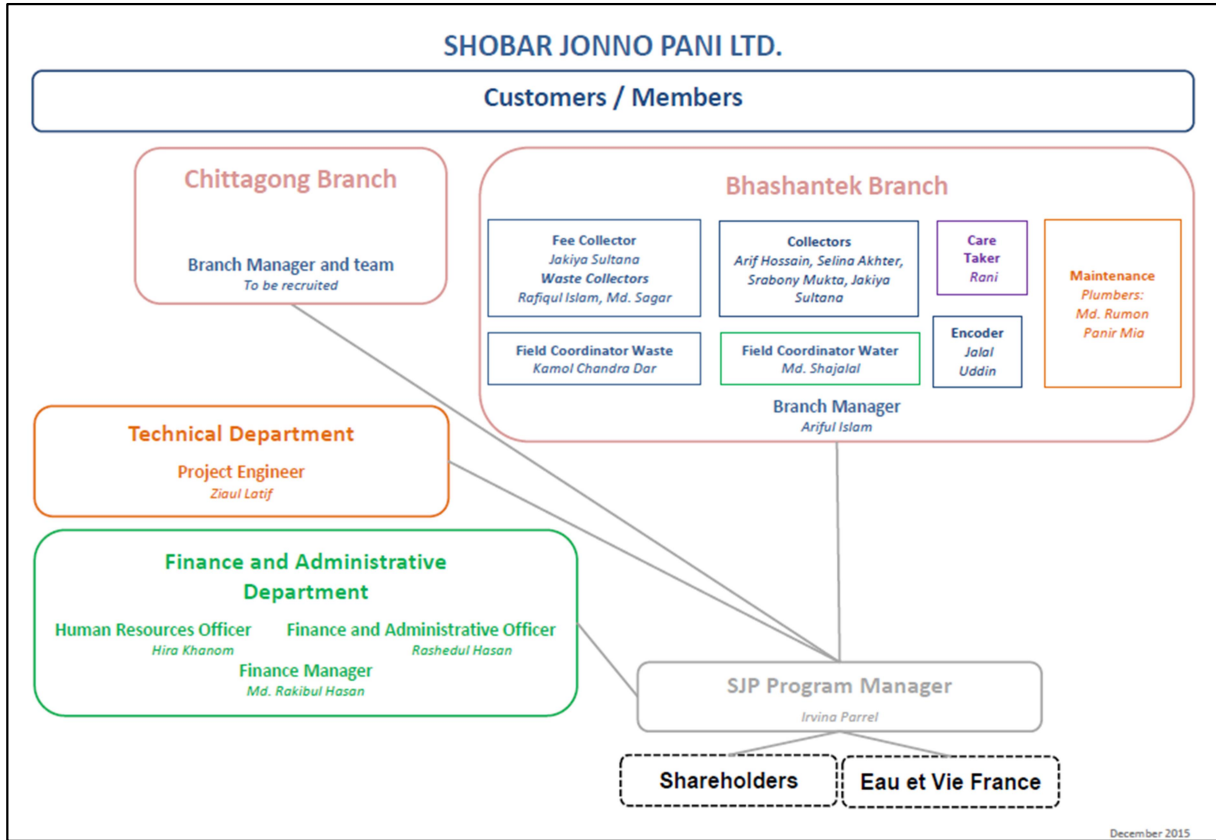
TPA Headquarters	W&L Philippines Headquarters
<ul style="list-style-type: none"> - 1 program supervisor (expatriate): Anne-Cécile - 1 engineer: Billy - 1 plumber: Yonie - 1 human resources supervisor: Vivien - 1 assistant accountant: Lorna 	<ul style="list-style-type: none"> - 1 program supervisor (expatriate): Heide - 1 financial assistant : Christine - 1 public relation manager : Marie-Gabrielle (Civilian Service) - Daily surveyors for prospecting
TPA Cavite	W&L Cavite
<ul style="list-style-type: none"> - 1 agency supervisor : Czarina - 1 administrative assistant : Catherine - 1 coordinator: Joan - 1 encoder: Diana Marie - 3 fundraisers: Evelyn, Lilibeth and Gloria - 2 plumbers : Alvin, Lyndon 	<ul style="list-style-type: none"> - 3 community coordinators: Angelie, Antonio, Kristian - Daily surveyors for prospecting
TPA Cebu	W&L Cebu
<ul style="list-style-type: none"> - 1 agency supervisor: Manuel - 1 administrative assistant: Demonsthenes - 2 data inputters: Analiza, Susan - 1 agency supervisor (on training): Ryan - 5 fundraisers: Judith, Raoul, Jenifer, Teresita, Charlito - 1 plumber: Vicente - 1 assistant plumber : Daniel 	<ul style="list-style-type: none"> - 2 community coordinators: Psyfill, Sheila - Daily surveyors for prospecting
TPA Tacloban	W&L Tacloban
<ul style="list-style-type: none"> - 1 prospecting manager : Joban 	<ul style="list-style-type: none"> - 1 community coordinator : Ethel



Water and Life teams in the Philippines

Material resources

	Material resources pooled together with TPA/W&L	TPA	W&L
Headquarter	<ul style="list-style-type: none"> - 1 head office in Mandaue (rental) - 1 office landline + Internet and Wi-Fi - Fax - Office Equipment - 1 laptop - 2 printers / scanners 	<ul style="list-style-type: none"> - 2 laptops - 1 computer - GPS 	<ul style="list-style-type: none"> - 2 laptops
Cavite	<ul style="list-style-type: none"> - 1 head office in Bacoor (rental) - 1 office (storage) in Manggahan - 1 office landline + Internet and Wi-Fi - Office Equipment - 1 scooter - 2 printers / scanners - Projector + screen 	<ul style="list-style-type: none"> - 2 laptops - 3 computers - Construction tools 	<ul style="list-style-type: none"> - 2 laptops
Cebu	<ul style="list-style-type: none"> - 1 head office in Lower Tipolo (rental) - 1 office in Paknaan (rent) - 1 office landline + Internet on USB key - Office Equipment - 2 printers / scanners - 1 projector + screen 	<ul style="list-style-type: none"> - 2 computers - 3 laptops - Construction tools 	<ul style="list-style-type: none"> - 2 laptops
Leyte	<ul style="list-style-type: none"> - 1 head office in Tacloban (rental) - Internet on USB key - Office Equipment - 1 printer / scanner - 1 projector + screen 	<ul style="list-style-type: none"> - 1 laptop 	<ul style="list-style-type: none"> - 1 laptop
Iloilo	<ul style="list-style-type: none"> - 1 head office in Iloilo (rental) - 1 office landline + internet and Wi-Fi - Office Equipment - 1 printer 	<ul style="list-style-type: none"> - 	<ul style="list-style-type: none"> - 1 laptop



Human resources

SJP Headquarters	W&L Bangladesh Headquarters
<ul style="list-style-type: none"> - 1 financial and administrative manager: Subhash - 2 financial and administrative executives: Nabi and Rashedul - 1 human resources manager: Hira - 1 driver: Mofazzal 	
<ul style="list-style-type: none"> - 1 program manager (ISV expatriate): Irvina - 1 agency chief : Ariful - 1 encoder: Md. Jalal - 1 head plumber: Abdul - 2 plumbers: Panir et Rumon - 3 collectors : Selina, Arif, Srabony et Jakiya - 2 field coordinator: Md. Sha and Kamol Sutra Dhar - 2 waste collectors; Rafiqul et Sagor - One care taker; Rani - Daily workers 	<ul style="list-style-type: none"> - 1 program manager (ISV expatriate): Pauline - 1 trainings and studies manager: Aper - 1 project engineer: Ziaul - 1 community facilitator: Shopna - 1 care taker: Ridoy



The SJP team



The Water and Life team in Bangladesh

Technical and material resources

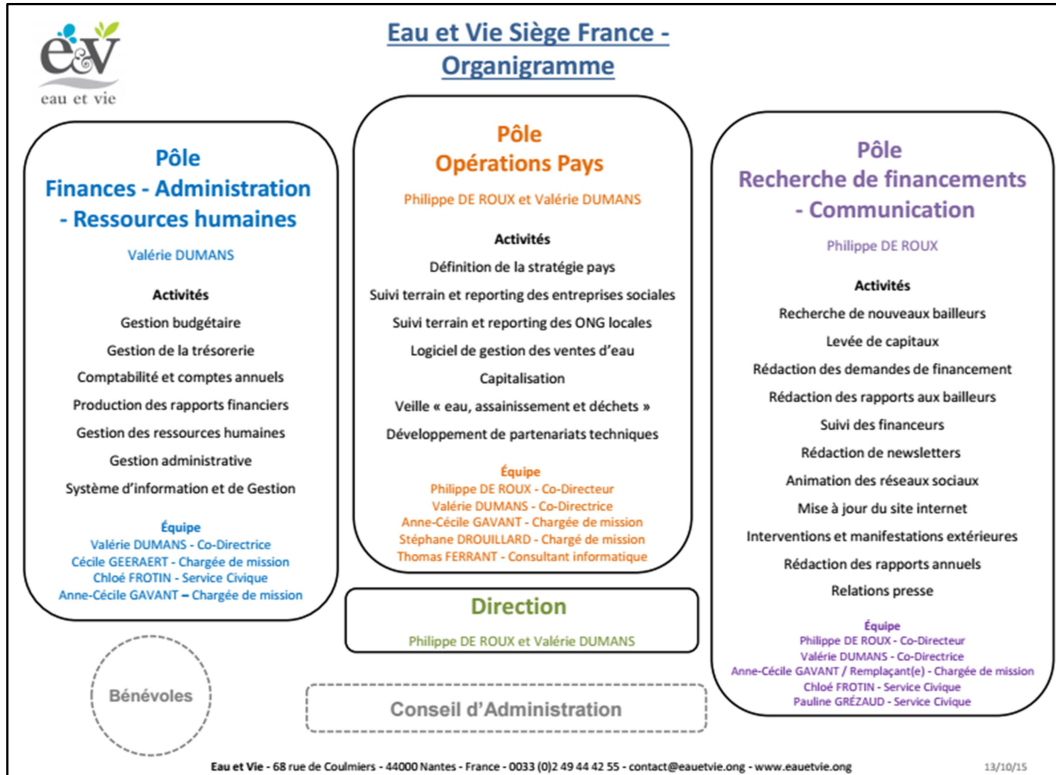
SJP	W&L Bangladesh
<ul style="list-style-type: none"> - 1 office (including a storage room) in Bhashantek (rental) for the Waste Management Department, community meetings and storage of material for the Water Department (2 rooms) - 1 office in Bhashantek Bazaar for the water Department (4 rooms) - Office Equipment and furniture - Laptops - 1 desktop computer - 1 printer - Construction tools - 1 GPS - Internet modem - 1 WagTech kit (water analysis suitcase) 	<ul style="list-style-type: none"> - 1 office (3 rooms + 2 living rooms) in Mirpur 10, (rental) - Office Equipment - Internet modem 5 laptops - 2 desktop computers - 2 printers - 1 rented car - 1 camera - 1 GPS

Ivory Coast

Human resources	Material resources
1 program manager for the social business (ISV expatriate): Sophie 1 program manager of the local association (ISV expatriate): Pauline 1 program manager assistant: Gahien Sié 1 trainee: Louis-Gérard 1 driver: M. Silué	- 1 office (rental) - 1 car (rented 2 days per week) - 2 laptops - 1 desktop computer - 1 printer - 1 GPS



Water and Life Ivory Coast teams and DNS



Human resources	Material resources
<ul style="list-style-type: none"> - 2 co-directors: Valérie and Philippe - 1 consultant: Thomas - 1 fundraising manager: Aude - 1 administrative assistant: Cécile 	<ul style="list-style-type: none"> - 1 office - 5 desktop computers - 2 printers

Eau et Vie Board of Directors

E&V Board of Directors defines the objectives and strategy as well as fundraising and controls the good use of these funds. Members of the Board of Directors are men and women from various social backgrounds: company, development, associations...

- Nelly de Varine: **President**
- Nicolas Jourdier: **Treasurer**
- Agnès de Roux: **Secretary**
- Stéphane Buthaud
- Hortense Brault
- Guy Fourneret
- Vincent Fabre
- Eugène Omosolo

Testimonies of beneficiary of E&V services

Testimony of beneficiary in the Philippines



« My name is Merneil and I just had my third child. Our family was connected to the TPA water network last November. We used to be supplied with water from an illegal slum dealer and we had to carry heavy cans of water at home and we were dependent of his sales hours.

*We **now have running water**, which allows us to **control our water consumption** thanks to the individual faucet in our house, which also gives us the opportunity to **make great water savings**: our water budget has been divided by 5.*

Being very satisfied with TPA services, I have decided to commit myself by becoming the community representative of Malibu, and by being involved in organizing hygiene and environmental awareness events in my neighborhood. It is very important for me. »

Merneil, beneficiary of the W&L project in Malibu, Cebu, the Philippines



« I'm Matet and I've been living in the Pugad Ibon area, in Cavite for 3 years already. I used to get water from a well to wash myself, cook and clean the laundry, having no other choice. Unfortunately, because of an overcrowded neighborhood, the water in the well was contaminated and became yellowish, especially during the rainy season.

In addition, we had to pay someone daily (40 PHP) to bring water to the district, and we had to queue very early in the morning to fill our cans because the whole neighborhood wanted to do so at the same time.

*Now that our family is connected to the TPA water network, **we can save a lot of time, money, and energy to get water**. We are living in a much better way, being sure of having and drinking **safe clean water**.*

*We are also very pleased with the projects proposed by W&L because it helps and stimulates the community with **hygiene and cleaning as well as firefighting matters in the district**. Before, we were very concerned about the risk of fire because most houses are built with very light materials. We are now more confident and we feel safer. Thanks a lot, to W&L for the firefighting equipment! »*

Matet Talle, beneficiary of Eau & Vie project in Pugad Ibon, Cavite, the Philippines

Testimony of beneficiaries in Bangladesh



"I used to spend a lot of time to collect water, even though the well wasn't so far from my house. Since I have a tap at home, I'm no longer in a hurry to get water. I have more time to rest.

***The underground water was not good**, in fact we often found insects and dirt inside, but unfortunately, we had no choice, we had to drink this water. It is not the case anymore. Before, drawing water took a long time. It was very difficult. And it was painful and exhausting!*

*In addition, there was **regular water cuts** were with illegal water dealers. Sometime **there was no water for 5 to 10 days** and when*

the pump was broken, water dealers took a long time to fix it. When we went to the doctor, he was asking what kind of water we had been using. He said that the disease we had was because of the water we had been drinking.

Before for women, we had to go to the well to wash our face or have a wash before the prayers and there were always men around, this was a problem for us! Now we no longer have this kind of problem. »

What do you think of SJP service?

*"I had **no problem to get connected to the network**. And for the payment, well, it is easier now. Before we had to go far to pay for our water. We went directly to the water dealer. Now, we do not need to go that far, it **saves us a lot of time and effort**.*

I have good relationships with people working at SJP. If we have water problems, they try to solve them within 5-10 minutes. »

Rani, beneficiary of Eau e& Vie project in Bhashantek, Bangladesh



*«I used to wake up early. Then I used to wash my face before going to the mosque and pray. **In the past, I had several problems related to water...** For example, when I wanted to wash my face before praying, there was no longer a handle at the pump because someone has stolen it.... Then I could not always get water at the right time.*

Now it takes less time to wash myself and go to the mosque. It is much easier and water is clean and healthy.

*Now that I am connected to SJP, I do no longer need to buy filtered water. **I have water from the tap inside my house, so as soon as I want water, I can have it.***

Sahidul, beneficiary of Eau & Vie project in Bhashantek, Bangladesh

Funding

Eau et Vie warmly thanks its donors, public local authorities and private partners for their trust and support in 2015.

	Association des Amis de la Fondation pour Genève Since 2008		Henry Huyghues Despointes de 21 Centrale Partners Since 2008
	Fonds Suez Environnement Initiatives Since 2009		Institut Robin des Bois Since 2009
	Trafigura Foundation Since 2010		Lord Michelham of Hellingly Foundation Since 2010
	Avenir Finance Foundation Since 2011		United Program for Development Program Since 2011
	Capsluxe Since 2012		Brageac Solidarité Foundation Since 2012
	Rotary Club Paris Academies Since 2012		AnBer Foundation Since 2014
	Région des Pays de la Loire Since 2015		The JTI Foundation Since 2015
	Ashoka Since 2015		City of Nantes Since 2015
	Département Loire-Atlantique Since 2015		



Established in 2008, the NGO Eau et Vie aims **to improve the living conditions of slum populations** in the Philippines, in Bangladesh and in Ivory Coast. Based on **social entrepreneurship and on community involvement**, Eau et Vie has created an innovative model, fitted to the needs of the populations which is based on a partnership with local organizations with complementary missions: one **social business** that builds **a water network and supply it** and one **non-profit organization** ensuring **community reinforcement** through hygiene education, training and equipment in firefighting, the implementation of sanitation facilities and waste management services. In 2015, **nearly 20,000 people** are benefiting from Eau et Vie actions in the Philippines and in Bangladesh.

Eau et Vie

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To know more about Water and Life actions:

www.eauetvie.fr/en

Facebook : Eau et Vie

Translation: Tableau P71
W&L headquarters in France
Organization chart

Finance – Administration – Human Resources Division Valérie DUMANS	Country Activity Division – Philippe DE ROUX	Fundraising – Communication Division Philippe DE ROUX
Activities Budget management Cash flow management Accounting and annual balance account Financial statements drafting Human resources management Administrative management Information system and management Team Valérie DUMANS – Co-Director Cécile GEERAERT – Project coordinator Chloé FROTIN – Civilian service Anne-Cécile GAVANT – Project coordinator	Activities Country strategy plan Field following-up and social business reporting Field following-up and local NGO reporting Water sales management software Capitalization Monitoring for “water, sanitation and wastes” Development of technical partnerships Team Philippe DE ROUX – Co-Director Valérie DUMANS – Co-Director Anne-Cécile GAVANT – Project coordinator Stéphane DROUILLARD – Project coordinator Thomas FERRANT – Computer consultant	Activities New sleeping partner’s investigation strategy plan Raising capital Grant or funding request drafting Sleeping partners report drafting Sleeping partners following up Community management Website following-up Outside intervention and events Annual report drafting Public relations Team Philippe DE ROUX – Co-Director Valérie DUMANS – Co-Director Anne-Cécile GAVANT /Substitute– Project coordinator Chloé FROTIN – Civilian service Pauline GREZAUD – Civilian service
Volunteers	Management Philippe DE ROUX and Valérie DUMANS Board of Directors	