



Annual report 2020

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EDITORIAL



A message from the President

The pandemic that spread around the world in 2020 spared no one, but the poor or destitute populations in informal urban settlements were or remain particularly hard hit. What preventive hygiene is there when there is no running water?

Therefore, the mission of Eau et Vie was clear: to maintain its services in all the districts where it was already present, and to extend them despite the difficulties, or even because of them. Two sources fed the initiatives taken for this:

On the one hand, a general dynamic of solidarity and inventiveness has emerged, especially in these urban neighbourhoods. This was very helpful for us to organise ourselves locally, or to solicit the financial generosity of our traditional supporters and of many others to whom we are deeply grateful.

On the other hand, at the end of the 2018-2020 strategic plan, Eau et Vie could build on its achievements. This was based on local teams that had been committed and efficient for several years, a well-functioning global organisation, both at headquarters and in each country, and long-term committed partners, now including investors.

From then on, the time had come to rethink long-term growth by deepening the perspective and structuring the axes of development.

Since early 2020, working groups together with the Eau et Vie teams, their friends and their partners, have been working on the joint consolidation of the project and the identity of the association as a whole.

At the end of the year, the identity, project, values and socio-economic model are set out in a new version of our charter, which is broader, more ambitious because it is more precise.

This text of statutory value, as well as the guidelines of the 2021-2025 strategic plan, reproduced below, should be a guarantee of efficiency in general, in particular for the sustainability of the solutions implemented. At the same time, additional motivation was provided since their elaboration as it is true that "there is no favourable wind for him who does not know where he is heading".

Thus, under the squalls of the sanitary storm, we maintained a steady course never losing sight of our destination.

Olivier Pascal
President of Eau et Vie



A word from the CEO

All over the world, the 2020 health crisis has had the greatest impact on the most vulnerable people, in particular the inhabitants of slums in cities where Eau et Vie operates.

In March, in Bangladesh, the textile industry, a major provider of jobs, suddenly collapsed. Wages were not paid for several months, drying up the income of most of the families we serve.

In the Philippines, the lockdown put in place by the authorities has been one of the most severe in the world. Income, mainly from the informal market, has dramatically decreased. The collectors, in daily contact with the inhabitants, told us about the general disarray and rising tensions. The collection of payments became impossible, suddenly threatening the whole structure.


All the Eau et Vie teams, both at headquarters and in the countries, showed exceptional maturity and creativity to keep the organisation afloat, especially the particularly critical issues of water supply and network maintenance.

Our donors also responded in a most generous way making it possible to provide all services free of charge for four months, to distribute hygiene kits on a large scale and to run the "hotlines" that sometimes were the only contact that families had with the "outside" world. The beneficiaries were unanimously grateful for this support. Moreover, by maintaining the teams, valuable know-how was preserved.

Better than simply keeping up with the shock, this time was used to improve and capitalise on the method, the software, the textbooks, to adapt the general organisation and governance, so that when Eau et Vie was restarted, it was more efficient and ready to serve more families in new areas of intervention.

For all this, and for all we have learned, we are deeply grateful to all the people who have accompanied us. With a special thought for the victims of this global pandemic, we believe that essential services have never been more vital.

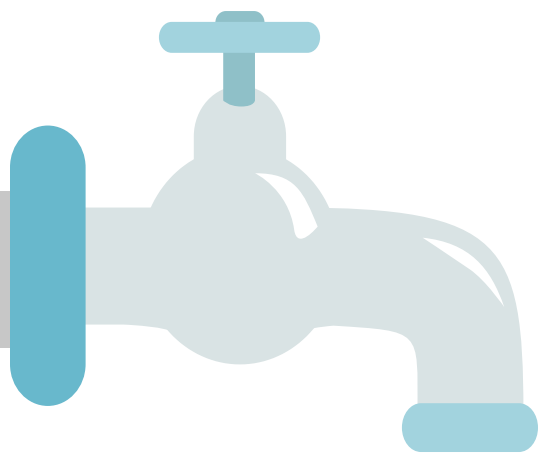
Philippe de Roux
Co-founder and CEO of Eau et Vie

A person wearing a red long-sleeved shirt, a red cap, and a white face mask is working on a complex system of blue pipes. The person is holding a small tool, possibly a screwdriver, and is focused on the task. The background shows a grid-like structure, possibly a window or a partition. The image is overlaid with a semi-transparent blue diagonal band that separates the two text sections.

A conviction: Affordable access
to quality water and essential
services for the urban poor is
both necessary and possible

A vision: Cities where people in
deprived neighbourhoods can
enjoy decent living conditions

STRENGTH OF THE MODEL



2008

Eau et Vie foundation:
The operations started in the Philippines, and comprise the supply of drinking water at home, fire-fighting, hygiene awareness and community building

2010

Project opening in Bangladesh

2015

Project opening in Côte d'Ivoire

2018

The model consolidation phase: increase in the number of intervention areas and of beneficiaries, and deployment of the waste management and sanitation services

2020

Consolidation of tools and processes: creation of the Eau et Vie charter, renewal of the logical framework, new developments in Wamasys, strengthening of support functions.

GLOBAL CONTEXT

Access to water and basic services is a major issue for millions of people around the world.

Today, 2.2 billion people do not have access to safe drinking water. 1.8 billion people use water contaminated with faecal matter, while 4.5 billion people lack access to improved sanitation services.

This is especially true for the inhabitants of precarious urban neighbourhoods who feel abandoned. In 2050, 1 in 3 people in the world will live in a slum, so it is now time for action.

In such a context, it is urgent to propose solutions to improve the daily life of the inhabitants of these precarious neighbourhoods. Massive demolition policies are a dead end, as urbanisation is so rampant. Cities such as Manila or Dhaka, where Eau et Vie is active, add 2 to 300 000 new inhabitants every year. Rehousing projects have shown their limits and will not be able to meet all the needs.

Eau et Vie is more focused on "urban consolidation" and has decided to operate in the heart of these neighbourhoods by developing essential services, contributing to their progressive integration into the city.

In each intervention area, Eau et Vie creates two local entities with complementary actions: an NGO and a social enterprise, under the responsibility of the same country director.

They are in charge of implementing development projects in partnership with all local actors.

- A **local NGO** to implement good practices through training (hygiene, fire...) and community empowerment. Thanks to the installation of a reliable water service, the aim is to continue to improve the people's living conditions.
- A **company** to develop local services along with their commercial valuation, through individual water billing and other related services. The objective is the autonomy of economically viable service companies.



A sustainable social business model: The social value created and its sustainability result from the combined action of a social support entity and a local service company. After the incubation phase, the company acquires a sustainable economic profile, whose eventual profits are reinvested in the project.

THE SERVICES

Experience shows that the development of sustainable access to water and essential quality services adapted to the inhabitants of precarious neighbourhoods allows a significant improvement in their living conditions.

Our mission is:

- 

Access to essential services: sustainable distribution of quality water at home through a network and an adapted service. Setting up, according to the possibilities and after systematic diagnostics, solutions for waste management and sanitation.
- 

Hygiene awareness: promoting improved hygiene conditions for the inhabitants and the sanitation of precarious neighbourhoods.
- 

Fire-fighting and emergency plans: strengthening the capacity of the inhabitants to respond to fires and emergencies.
- 

Community empowerment: and support from the local authorities are essential to the sustainability of the programmes. The communities are actively involved into the definition and implementation of our projects. Eau et Vie accompanies the creation of neighbourhood management committees.



1NO
POVERTY



3GOOD HEALTH
AND WELL-BEING



6CLEAN WATER
AND SANITATION



11SUSTAINABLE CITIES
AND COMMUNITIES



12RESPONSIBLE
CONSUMPTION
AND PRODUCTION



A RESPONSE TO THE SDGs

Eau et Vie’s action is in line with the objectives of sustainable development (SDGs), set by the UN in 2015.

Eau et Vie contributes particularly to achieving 5 of them:

- Goal 1: End poverty in all its forms everywhere
- Goal 3: Ensure healthy lives and promote well-being for all at all ages
- Goal 6: Ensure availability and sustainable management of water and sanitation for all
- Goal 11: Make cities and human settlements inclusive, safe, resilient and sustainable
- Goal 12: Ensure sustainable consumption and production patterns

2020 IMPACT



2020: A YEAR OF COLLECTIVE THINKING



2020 was an opportunity to start working as a team on the development of a long-term strategy. This is a major challenge for Eau et Vie in order to sustainably strengthen the impact of its activities and increase the number of beneficiaries throughout the world.

With the help of an external consultant, a working group involving the members of the Board of Directors together with the Management Committee was set up. The aim was to define the basis of collective thinking, to analyse Eau et Vie’s project, its strengths and weaknesses, as well as the directions the association wished to take for the future.

This work was carried out in 3 stages:

- Step 1: Individual interviews were held with various internal and external stakeholders to gather information about the association’s desirable and possible prospects and how to achieve them.
- Step 2: Collective workshops in small groups to define a common diagnostic, vision and ambition, then build the development projects.
- Step 3: A strategy seminar with the working group to further define the baseline development of Eau et Vie.

This work on strategy made it possible to draft the Eau et Vie charter, to define our values and vision and to describe our mission.

EAU ET VIE MISSION



EAU ET VIE VALUES



2020: HIGHLIGHTS

Singapore International Water Week

On 19 november 2020, Eau et Vie was part of **the Singapore International Water Week (SIWW)** in a Webinar with our Philippines Director Alexia Michels.

SIWW provides an opportunity to share and co-create **innovative water solutions**. This bi-annual event is an opportunity for stakeholders from the global water industry to share their best practices, to present the latest technologies and to bring together the different actors.

In order to adapt to the health crisis, the event was held entirely online.

The webinar shared case studies of innovative digital solutions taken in the water service that have improved water access and service efficiency. Thus, Alexia was able to describe the work carried out by Eau et Vie.

These case studies can serve as examples for other water companies throughout the world to follow.

E-learning for the teams

In partnership with **Teach on Mars**, the digital training specialist, Eau et Vie has created a “mobile learning” training module on the management of Eau et Vie’s social businesses.

All teams had access to this tool regardless of their job level. The tool was deployed in 4 languages (Tagalog, Bengali, French and English).

A training course over several weeks enabled participants to understand the environment of social enterprises and to acquire a common culture.

A **general quiz** ended the training of its more than 170 participants.

Putting the Bulgaria project on hold

As part of a partnership between Veolia and Eau et Vie, **a study for a joint project in Bulgaria** was set up to improve the living conditions of the Roma communities (travelling people) in deprived areas of Sofia.

Following a prospective mission, the NGO **Water and Life Bulgaria was established at the end of 2018** and one neighbourhood was selected as a pilot project. Another candidate city, Kjustendil, was also identified in the course of the study.

Subsequently, the **pre-operational phase of the project** began. It involved the mobilisation of partners, negotiations with local authorities and the definition of the intervention model.

Finally, certain legal, administrative and political obstacles blocked the deployment of the project, despite the proven needs of the inhabitants and the probable relevance of Eau et Vie’s approach.

A capitalisation work has been carried out and shared with Veolia. For the time being, the project is on hold, pending the renegotiation of the operator’s concession contract in 2022.

Co-founder and co-director of Eau et Vie, Valérie Dumans, is leaving

Since 2008, Eau et Vie has operated under the responsibility of both its founders who set up an original system of co-direction, giving a particular impetus to the organisation. As Eau et Vie challenges were changing as well as the people’s expectations, this organisation came to an end.

Valérie Dumans has moved on to new horizons, pursuing her professional path outside the organisation.

The board of directors wished to thank Valerie for her essential contribution to the Eau et Vie project since its foundation.

The challenge of capitalisation

In addition to the work on Eau et Vie strategic analysis, there was also a **capitalisation work**. For the Eau et Vie organisation (headquarters and projects), a capitalisation strategy is being defined for completion by the end of 2021.

Introductory training has already been provided to teams, both at headquarters and in the countries **in order to gain a shared understanding of these topics**. The strategy will focus on continuous capitalisation, centred on good practice, to enable Eau et Vie’s projects to harmonise and procedures to be reoriented according to what the organisation is learning.

Wamasys innovations

In 2020, the operational management software Wamasys, was activated to deal with Eau et Vie response to the global health crisis. At the same time, a number of changes have been **made to improve the performance of reporting**, such as the management of multiservice users.

Similarly, **a new management module for emergency** fire-fighting, hygiene training and community building activities has improved the monitoring and management of these tasks. One of the specific objectives of this most unusual year was also to strengthen the training of the teams in Wamasys.

And finally, despite the pandemic, **a number of innovations were initiated and carried out** in 2020: the test phase for the “Connected Meters” project in the Philippines, the “Mobile Money” pilot project in Côte d’Ivoire as well as the deployment of geolocation. The continuation of these innovations is a sign for a year 2021 full of new developments!

THE PHILIPPINES



Alexia Michels, Country Director Philippines



The year 2020 was very special for the Philippines with one of the strictest and most rigorous lockdowns in the world.

The global health crisis has severely affected the vulnerable populations supported by Eau et Vie.

Economic activities were stopped in March 2020, leaving the population dependent on informal work with almost no income and in a desperate need to survive. The government did release emergency aid, but the amounts were small. In this context, Eau et Vie had to react very quickly and propose solutions to support the affected communities, while ensuring the safety of staff and volunteers in the neighbourhoods.

The decision was taken to ensure that all the staff would receive their salaries. At the same time, strict protocols were put in place for those on the front line, in charge of the continuity of services, in particular the water supply. The team proved to be very united and responsive. Not only did they ensure the continuity of the water service, but they also distributed hygiene kits on a massive scale and organised hand hygiene awareness campaigns which were particularly vital in this context. Moreover, a “hot line” was set up to respond to emergency situations such as leaks in the water network.

All these efforts were greatly appreciated by the beneficiaries and the teams.





THE PHILIPPINES

INTERVENTION CONTEXT

Despite a GDP growth rate of 6.5% in 2018, social disparities remain and the country has an HDI of 0.699 in 2018, ranking 116th out of 189 countries.

With an extremely high population growth rate since the 1990s, the country is now home to almost 109 million people, of whom 21.6% were living below the national poverty line in 2015.

This has resulted in massive urbanisation (63% of the population lived in cities in 2010, a rate that will raise to 70% in 2050) which is often poorly controlled.

The inhabitants live in overcrowded and ill-built housing, with negative consequences on their health.

EAU ET VIE IN THE PHILIPPINES

The Philippines is **the major country of intervention** for Eau et Vie.

The first programme was launched **in 2008** in Navotas, one of the municipalities of Metro Manila.

Since then, the social enterprise Tubig-Pag Asa (TPA) and the NGO Water and Life Philippines have been working together in **4 cities: Cavite, Tanauan, Mandaue, and Cebu.**

Through partnerships with local water operators (Maynilad Water, Metro Cebu Water District and Leyte Metro Water District), and municipal authorities, **TPA** connects households to the drinking water network at home. At the same time, **Water and Life Philippines** is responsible for hygiene awareness, community building and fire-fighting activities.

Studies are currently carried out in a pilot area to define, together with the inhabitants, the sanitation and waste management services.

- 32,418 people connected to water at home
- 74,386 hygiene kits distributed
- 21,923 participants in hygiene awareness sessions (hand and personal hygiene) and water storage
- 6,618 participants in menstrual hygiene awareness sessions
- 19 organised fire brigades
- 401 equipped and trained volunteer firefighters
- 11 new fire hydrants installed
- 1 clean-up day organised
- 1 urban gardening training with 16 participants in Pugad Ibon
- 1 composting training organised and 21 participants trained in Pugad Ibon
- 39 committee meetings organised
- 44.5 kilometres of water networks laid
- 465 participants in environmental awareness sessions

ADDRESSING THE HEALTH CRISIS

In March 2020, the Philippines experienced 5 months of strict quarantine, with military controls. This situation has severely affected the poorest populations in the country, turning the health crisis into an economic crisis.

In July 2020, 45.5% of adults were unemployed and 5.2 million families were facing starvation. As hygiene was the first barrier to the virus, especially in these very poor and dense neighbourhoods, maintaining access to basic water services was vital. Eau et Vie mobilised a relief fund to provide 7m3 of water per month per family, free of charge, during the two-month containment period.

31,750 people (6,350 households) have benefited from the fund!

2020 HIGHLIGHTS



Hygiene at the heart of our actions

Because of the health situation, Eau et Vie has prioritised **its hygiene programme**, as hand washing and the use of soap is one of the most inexpensive ways to prevent the virus from spreading.

When the first cases of coronavirus were announced in January in the Philippines, **Eau et Vie immediately launched a major handwashing awareness campaign**, enabling nearly 22,000 people to learn about the practices. This early warning enabled communities to quickly adopt the necessary barrier measures.

More specifically, 1970 emergency hygiene kits were massively distributed two days before the total lockdown of Cebu City. Staff and volunteers in these areas also distributed in medical centres more than 2,000 bars of soap provided by partners.

During the quarantine, more than 600 families in the intervention areas of Cavite, south of Manila, also received food donations with hand-washing and waste disposal instructions.

A total of 74,386 hygiene kits were distributed in 2020 in our intervention areas.



Launch of the handwashing stations project

“Access to water, sanitation and hygiene services is essential for effective infection prevention and control in all settings” said Dr Tedros Adhanom Ghebreyesus, WHO Director-General.

Eau et Vie **has launched a handwashing station pilot, with touchless taps, to enable all inhabitants to practice barrier gestures** and thus reduce the spread of the virus.

Our team carried out the design and development at the end of 2020. Each station will include taps, soap dispensers, water containers, a sanitation system for disposal, handwashing information and education kits, a foot pedal and visuals. It will be used by 300 beneficiaries per day.

A target of 32 stations is to be set up in the Mandaue, Cebu and Cavite neighbourhoods. They will be located in busy areas. Water will be connected and monitored.



Opening of a new area

Although dealing with the pandemic and many difficulties, Eau et Vie was also able to provide and expand its services.

On 4 September 2020, a new area was officially opened: **Sitio San Rafael in Tangke (Cebu Municipality).**

Until now, the inhabitants of this very precarious neighbourhood had to walk 2 km or pay for expensive tricycle transport to reach a water point.

With this first phase of the project, **about 100 households in the neighbourhood can be supplied with water.** The living conditions of the inhabitants can **therefore be significantly improved.**

YEAR 2020 IN THE PHILIPPINES

Mothers' vegetable garden



This was the idea of Ate Teofila, a mother of five who loved gardening. **Eau et Vie awarded her with an urban composting diploma to encourage her to continue her action, a good entry point for raising community waste management awareness.**

She planted her small vegetable garden on the bank of a pond in front of her house in Pugad Ibon near Manila.

With the help of Eau et Vie, she is now managing a team of 16 gardeners.

By offering training and providing gardening equipment, **the association is increasing the capacity to fight insecurity regarding food.** The collecting of organic waste is perfectly in line with the Eau et Vie mission on waste management and environmental awareness in the community.

Fire-fighting still active

A fire occurred in Tangke (Municipality of Cebu) in May 2020, during the lockdown. It could have been devastating. The volunteer firefighters managed to stop it thanks to the skills and knowledge acquired during the firefighting training provided by Eau et Vie.

No casualties were reported. The family affected by the fire was put in a safe place and only some furniture was lost.

On September 4, Eau et Vie organised the handover of equipment to the San Rafael volunteers in Tangke.

The event was attended by the town fire brigade volunteers and the district municipal councillor.

Over the year 2020, Eau et Vie distributed 47 fire extinguishers for the protection of communities.



Typhoon Vamco

Vamco was the 21st cyclone to hit the Philippines in 2020. It was a powerful Category 4 typhoon that hit the Philippines and Vietnam. It also resulted in the worst flooding in Manila since Ketsana in 2009. Before the typhoon reached the coast, at least 231,312 people had been evacuated by local authorities.

Local Eau et Vie staff and the communities we support in Cavite have been badly affected. The neighbourhoods of Talaba II, Bars, Manggahan, Pugad, Ibon, Salcedo and Molave were submerged in water.

Teams worked closely with communities to respond to the situation. Volunteers helped to clean up the flooded areas after the waters had receded. The team also distributed hygiene kits to support people in our intervention areas.

Evelyn, beneficiary of the emergency water fund

“ During the lockdown, we were in a very difficult situation because my husband was no longer allowed to do his job as usual. We had to find ways to earn money. My husband volunteered as a clerk for the fishermen. He was in charge of buying petrol for the fishing boats that were still allowed to go out with a licence.

What has changed in our family is that we practice handwashing all the time. As soon as we touch something we wash our hands immediately, and we always carry a disinfectant solution with us. I have noticed that people are now more careful to save money. They are now considering how they can survive in the future because we really don't know how and when this pandemic will be over for good.

Thanks to the Eau et Vie emergency fund, access to water has been free for two months. This was a great help. This enabled us to keep up good hygiene for the whole family and wash our hands properly all the time. At least we had weapons to protect ourselves from the virus!

What we have learned from the Eau et Vie hygiene awareness sessions is a great help to us in every family. We hope that Eau et Vie will continue to support the community as we are very grateful that the team is still there in these difficult times and that they are supporting us. ”





BANGLADESH



Clara Bouchet-Doumenq, Country Director Bangladesh

2020 has been an exciting year for Eau et Vie teams in Bangladesh. The organisation had to cope with the COVID-19 pandemic while initiating a period of consolidation in order to carry out the development over the next few years. The teams have shown remarkable resilience.

Internal procedures laid the foundations for the employees' safety such as the implementation of barrier actions and the supplying of protective equipment (gloves, uniforms, etc...).

Quality water supply, waste collection and access to sanitation were provided throughout the lockdown period. Free access to these services during this period was provided to support the communities.

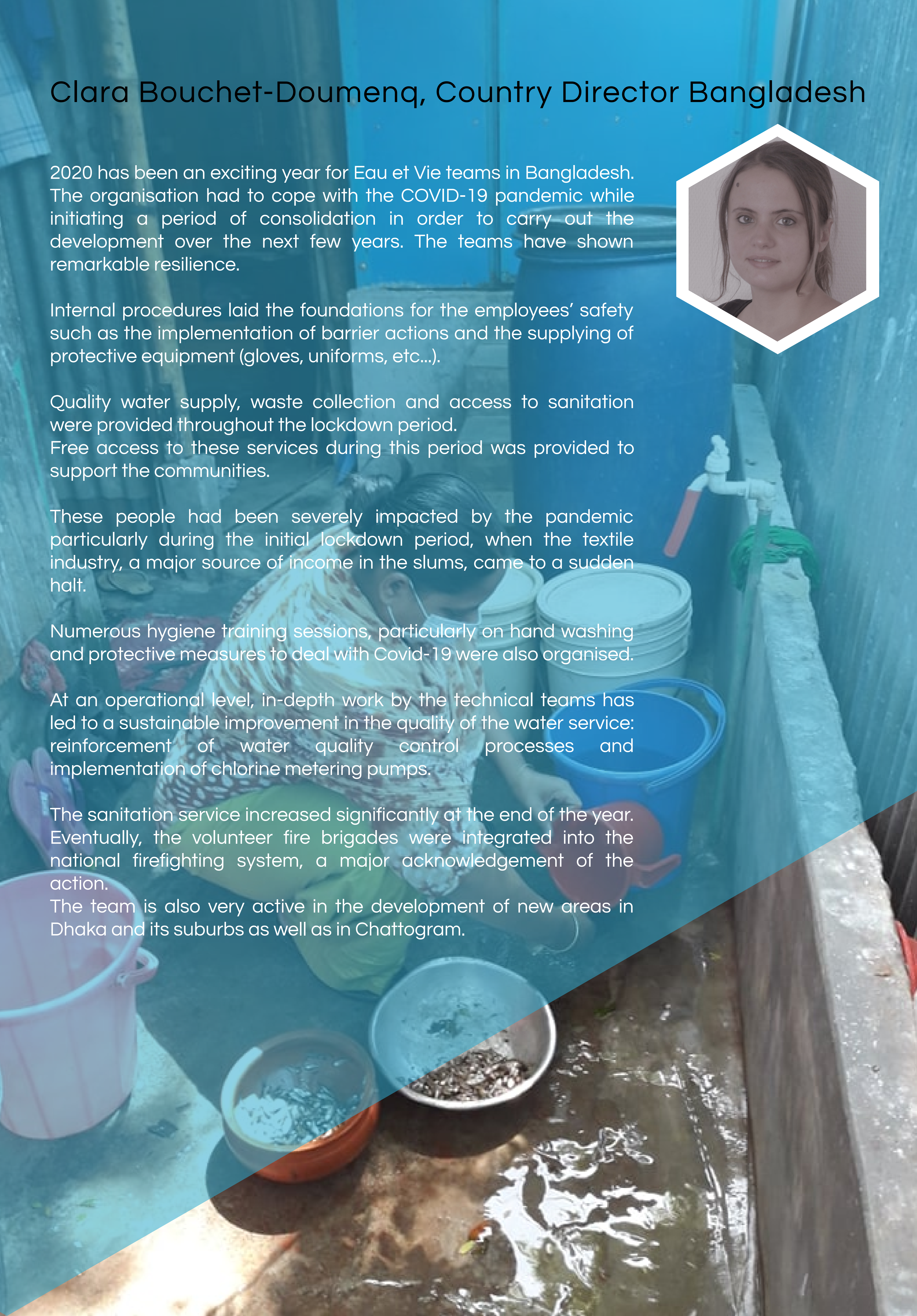
These people had been severely impacted by the pandemic particularly during the initial lockdown period, when the textile industry, a major source of income in the slums, came to a sudden halt.

Numerous hygiene training sessions, particularly on hand washing and protective measures to deal with Covid-19 were also organised.

At an operational level, in-depth work by the technical teams has led to a sustainable improvement in the quality of the water service: reinforcement of water quality control processes and implementation of chlorine metering pumps.

The sanitation service increased significantly at the end of the year. Eventually, the volunteer fire brigades were integrated into the national firefighting system, a major acknowledgement of the action.

The team is also very active in the development of new areas in Dhaka and its suburbs as well as in Chattogram.



BANGLADESH

INTERVENTION CONTEXT

Due to its unique geographical location, Bangladesh is one of **the most climate change vulnerable countries**.

The increasing number of natural disasters is contributing to massive rural-urban migration and unplanned urbanisation. The result is the chaotic growth of **informal urban settlements, which now are home of over 55% of urban families**.

In cities, water and access to essential services is a central issue: only 45% of the urban population has access to a safe water supply, and only 51% has access to basic sanitation (UNICEF-WHO, 2017).

In precarious areas, the lack of essential services together with high population density results in poor sanitary conditions (spread of diseases), environmental degradation (pollution of surface water) and significant inequalities.

People living in these areas have to face social, economic and political exclusion. Their only choice is to use an illegal and unsafe source of water, most of the times from illegal dealers.

EAU ET VIE IN BANGLADESH

After the first water network was inaugurated in Dhaka (Bhashantek) in 2012, Eau et Vie decided to diversify its activities by carrying out pilot projects in direct waste management and sanitation to improve the supply of running water at home.

In 2016, Eau et Vie expanded its activities by **starting a new programme in Chattogram** (formerly Chittagong), the second largest city and first port of the country. The water network was inaugurated in the 9 Number Bridge slum in early 2018 and has been expanded over the years to connect more households.

A protocol agreement has been signed with the community of CNB, another area of 500 families, and the Chattogram Water Supply and Sewage Authority, CWASA (local operator) to open in 2020.

In Bangladesh, the NGO Water and Life Bangladesh is dealing with hygiene awareness, firefighting, emergency planning and community building. The social enterprise SJP (Shobar Jonno Pani) is in charge of the management and construction of the water network and related services. All of this is under the responsibility of Eau et Vie country director.

ADDRESSING THE HEALTH CRISIS

During the first three months of lockdown in Bangladesh, Eau et Vie, together with its partners, provided 7m3 of water per month per household to all service users.

Latrine management and solid waste collection services were also offered free of charge to help targeted families reduce their expenses in a situation of drastically reduced income. During the second emergency phase, a reduction in the price of water connections enabled more than 210 new families (1,000 people) to get piped water at home. Latrine access fees have also been temporarily reduced, allowing for the implementation of 51 new latrines.

These new measures help to maintain an adequate level of hygiene and therefore contain the spread of the virus.

10,000 people have benefited from the fund!

- 9,727 people connected to water at home
- 767 participants in hygiene awareness sessions (hand and personal hygiene) and water storage
- 405 participants in menstrual hygiene awareness sessions
- 140 equipped and trained volunteer firefighters
- 113 extinguishers distributed
- 2 clean-up days organised
- 10 committee meetings organised
- 81 new latrines built

2020 HIGHLIGHTS



Launch of the sanitation project in 9NB

The year began with the launch of the sanitation project in the Nine Number Bridge neighbourhood. In 2020, 15 eco-latrines using vermicompost technology were installed in this area.

A sanitation survey had shown the need for hygienic toilets within the neighbourhood. **This is because 60% of the existing toilets are not clean and 25% are hanging over ponds or canals**, which is dangerous for the users.

The launch of this service, announced through awareness-raising sessions, aroused the enthusiasm of the participants who showed interest in benefiting from private latrines. In order to develop the project further and to create collective ownership, a sanitation committee was set up together with the inhabitants.



Civil protection training

Thanks to the agreement signed between Eau et Vie and the Bangladesh Fire Service & Civil Defense (FSCD) in 2019, the fire volunteers **could be recognised and registered in the Bangladesh national firefighters referencing!**

This partnership provides access to regular training for volunteers. In November 2020, 50 volunteer firefighters received civil protection training.

Focusing on minimising damage in the event of natural or man-made disasters, it enabled participants, through written tests and practical exercises, to acquire the first aid skills and **procedures necessary to effectively rescue victims.**



Focus on social marketing

The year 2020 was the opportunity to work on the **marketing of the social enterprise SJP.**

The objective was to develop, together with a social marketing agency, simple offers better adapted to the needs of the beneficiaries. It was also necessary to have a better understanding of the services and their benefits: promoting water, latrine and solid waste management services through leaflet distribution and community marketing campaigns.

Training on capacity building and social enterprise performance was also provided to employees and integrated into the social enterprise work handbook.

Nuruzzaman, beneficiary of the emergency water fund

“ I am an imam of a mosque and a teacher and I have a family of 4. Because of the pandemic, everyone’s life has changed: The crisis has severely affected my personal situation. I was offered free water, latrines and solid waste collection for the first three months of the crisis. It was a relief not to have to face such an extra financial burden. My family and I also benefited from Eau et Vie awareness sessions.

We are very grateful to the whole team for their unwavering support. ”



YEAR 2020 IN BANGLADESH

Conclusion of a study on the condition of women



In March 2020, Daisy Farwa, a Bangladeshi consultant, conducted an audit for Eau et Vie in Bangladesh. Her research focused on **the impacts of essential services** (access to water, private toilets and waste collection) on **women's daily life**.

The conclusions show that **the services have increased women's safety as they no longer need to fetch water outside their homes**.

Women's privacy and hygiene were significantly improved for those who had toilets installed in their houses and for those who had hygiene awareness sessions.

In her recommendations, Ms. Farwa advised increasing the space in the toilet, if possible, to facilitate movement, as well as including a water tap inside the facility to improve female hygiene.

Successful partnership with AUST students

On World Toilet Day, an awareness-raising session was held for the residents of Nine Number Bridge.

Eau et Vie has partnered with the students of AUST (Ahsanullah University of Science and Technology) for this occasion. **The students designed 3D models of latrines** using vermicompost technology, as well as a global map indicating the position of the toilets in the neighbourhood.

The show was highly appreciated by the community.



A play to celebrate World Toilet Day



For the World Toilet Day, on November 19, Eau et Vie Bangladesh wrote a play on the theme of good toilet hygiene practices.

This play was later performed by local school children in front of the entire community.

Since no schools were opened, due to the health crisis, the parents were proud but also grateful for this useful educational activity for their children.

Hygiene awareness in a time of pandemic

In the urgency of the first months of the COVID-19 crisis, the teams developed a digital prevention campaign to raise awareness of good hygiene practices, along with the distributions of soap and in-kind donations to over 1,525 people.

Since last July, in order to prevent people from gathering, to keep social distance and to reduce the risk of transmission, the traditional community awareness-raising sessions have been replaced by door-to-door visits to beneficiaries.

New participatory awareness-raising tools focusing on handwashing and involving all participants were also deployed: stickers, posters and billboards used to communicate with beneficiaries during door-to-door visits.





CÔTE D'IVOIRE



Chloé Wagner, Country Director Côte d'Ivoire

2020 was also a significant year for Côte d'Ivoire. First, identifying another intervention district and its baseline study, then building the water network in the pilot district and signing an agreement with ANAGED for the waste sorting and pre-collection service, all activities were carried out at full speed.

And as everywhere else in the world, the health crisis has had its impact.

As part of a global response plan, Eau et Vie provided special support to its beneficiaries: water free of charge, hygiene and emergency kits. There were many partners involved.

This was also an opportunity to improve hygiene awareness methods, thanks to a WhatsApp group made up of contacts in the community.

The health crisis having relatively spared Côte d'Ivoire, it has been possible to resume the activities in a quasi-normal way since July, with a smaller team.





CÔTE D'IVOIRE

INTERVENTION CONTEXT

Abidjan, the megalopolis and economic capital of Côte d'Ivoire, has more than 5 million inhabitants. The population has arrived in large numbers over the last few decades, due to the rural exodus and the political crisis.

Within 10 years, the city population has more than doubled and the infrastructure has not kept up with the growth. As a result, **more than 150 precarious neighbourhoods** have grown up in the city various suburbs. Unfortunately, the situation will not get any better, as the UN estimates that by 2050, one out of three Ivoirians will be living in a poor neighbourhood.

Despite significant economic growth (around 7% per year), its Human Development Index (HDI) ranking remains low: 0.516 in 2018, placing the country 165th out of 189, among the poorest countries in the world.

In Abidjan precarious areas, the population mostly access water through illegal dealers, and pay more for it per basin than if they were using the official distribution network.

EAU ET VIE IN CÔTE D'IVOIRE

After a major phase of prospection in precarious neighbourhoods, the first intervention area, Gbmanan Djidan 1, was selected as a pilot project.

It is located in Yopougon, the country most populated area, West of the Autonomous District of Abidjan.

In 2016, Eau et Vie signed a framework agreement with the Office National de l'Eau Potable (ONEP), which allowed the sale of drinking water. In 2018, DNS signed a subcontract with SODECI, the national water operator in Côte d'Ivoire, for water supply, with a special discount.

The first phase **of construction of the water network in the pilot district took place in 2019**. During the same year, studies to define the waste and sanitation services began, especially after a survey of households in Gbamnan Djidan 1.

ADDRESSING THE HEALTH CRISIS

When faced with the pandemic Eau et Vie took measures to support the population of Gbamnan Djidan 1.

As in other countries, access to water (7m3) was free for subscribers between March and June. This free access to water was followed by the implementation of emergency water points at an affordable rate for people waiting to be connected to the network. Hygiene products and basic necessities, provided by the partners were offered to the whole population of the neighbourhood.

Equipment was supplied to protect the teams, teleworking was introduced, and a schedule was made suitable to family constraints.

- 253 access to water installed
- 873 people have access to running water
- 2 clean-up days organised (1 in the neighbourhood and 1 at the school)
- 3 fire hydrants installed in the neighbourhood
- 2 fire-fighting and first aid training organised
- 93 hygiene awareness sessions
- 976 participants in hygiene awareness sessions
- 5 meetings and 1 training of the Water Hygiene Sanitation Committee
- 49 latrines and 7 water points rehabilitated in 4 schools benefiting 3,600 children

2020 HIGHLIGHTS



Identification of a second area

Prospecting for new intervention areas was a priority in 2020. The team visited some thirty precarious areas.

In order to find a neighbourhood that was geographically close to Gbamnann Djidan, the surveys were essentially focused on the Yopougou area and a few districts in Port-Bouët. This led to the **identification of the Franceville neighbourhood**, which has 1,150 households or 4,818 people.

In addition to a welcoming population that is very receptive to Eau et Vie action, this district is well suited to the intervention criteria and does not present any technical or social difficulties. The baseline survey conducted in February 2020 confirmed that the deployment of the Eau et Vie model was relevant for this neighbourhood.



Large distribution of kits

In order to face the lockdown in Abidjan, Eau et Vie could rely on the support of its partners.

Eau et Vie actually received many in-kind and financial donations which helped us organise **4 distributions of hygiene and basic kits** (soap, rice, bleach, masks, oil etc...) to the population during 3 months.

To the benefit of both children and adults, each family in the Gbamnan Djidan 1 neighbourhood received at least one kit, whether or not a client of the social enterprise.



Implementation of the water network

The second phase of the water network in the pilot district of Gbamnan Djidan 1 had started in February but was stopped from end of March to mid-July due to the health crisis and the lockdown of the area.

In late September, the connections were made and continued through the rest of the year **in order to provide the whole community with clean water at home.**

Blaise, a volunteer from the first aid brigade

“ I am a member of the Gbamnan Djidan 1 volunteer first response brigade. I took training courses with the Côte d'Ivoire Red Cross and the fire brigade of the Autonomous District of Abidjan organised by Eau et Vie Côte d'Ivoire. One night, at the end of 2019, I was called by other residents to the area just outside the neighbourhood. A young man had been attacked with a broken bottle and his arm was badly cut. The young man was unconscious, losing a lot of blood. People around were getting nervous not knowing what to do. When I arrived on the spot, I managed to keep calm, quickly analyse the situation then react efficiently. First, I tried to put a pressure point on the victim, but it didn't work. Then I decided to put a tourniquet on the young man who was then brought to the Yopougou University Hospital. There, the nurse who took care of the injured man confirmed that without this intervention, he could have lost his life as his artery was damaged. The patient was treated, stitched up and able to go home very soon, without any consequences. I am very happy that I could save the young man's life, knowing how to deal with this incident. Without the training, I would have only been able to alert the emergency services but would not have known how to deal with the situation. Thank you to Eau et Vie for providing training sessions free of charge to the local residents volunteering in the first intervention brigade. ”



YEAR 2020 IN COTE D'IVOIRE

Waste sorting and pre-collection service



For several months, Eau et Vie has been working on the definition of a waste management service. After the pre-study carried out in 2019, a large information meeting for the population was organised in January 2020.

A test phase of the service took place from the 3rd to the 15th of August, with 18 households and 2 businesses participating with great enthusiasm. The **waste was collected every two days** and participants were offered coaching on selective sorting.

This enabled them to check the relevance of the kit provided, consisting of a bucket with a lid, a shopping bag and a traditional broom.

This was a pilot project in partnership with the National Waste Management Agency in order to test the implementation of waste sorting in Abidjan.

Rehabilitation of sanitary facilities in schools

Early this year, Eau et Vie carried out a diagnosis of the sanitary facilities in schools attended by children of the intervention areas.

It showed that most of the equipment was damaged and poorly maintained. Based on this observation, from late August to early October, **Eau et Vie rehabilitated 49 latrines and 7 water points in 4 school groups**, namely Offoumou Yapo, Siporex 4, EPP Bad Maroc.

With these improvements carried out in partnership with the company S21, it was made possible for more than 3,600 pupils to benefit from better hygiene conditions to enjoy their school days in peace.



In addition, Eau et Vie has also trained school staff in the monitoring and maintenance of the facilities.

Global Handwashing Day



This year Global Handwashing Day was held in Gbamnan Djidan 1 on 17 October. A **mini football tournament** was organised in order to bring people together and raise awareness about the importance of handwashing and its different stages.

Awareness-raising sessions were held at each half-time and at the end of each match. More than 200 people were mobilised for this activity. A child from the neighbourhood spoke to the audience to raise awareness among his peers and other people about the dangers of poor hand hygiene.



World First Aid Day

On September 12, 2020, Eau et Vie held its second World First Aid Day to raise awareness on what to do in case of an accident at home.

This was an opportunity to introduce the volunteer first response brigade to the community.

Once again, Eau et Vie chose a “Djamboola Fitness” session (a popular local activity similar to Zumba) which involved 192 residents.

During the day, demonstrations and awareness-raising sessions were given by the Côte d’Ivoire Red Cross and the district’s first intervention brigade on what to do in case of a gas leak or when dealing with a victim of aggression.



WORDS OF BENEFICIARIES

Ma. Corazon Manalaysay, inhabitant of Manggahan-Kawit, Cavite, Philippines



“ I own a small street restaurant. The construction of the water network was completed at the end of 2020.

Having direct access to drinking water is very important for us because before we had to queue for 30 minutes to fetch water from a hand pump. It's a big relief for us, I'm more relaxed now and I can rest when I get home from work instead of having to fetch water.

Now I just turn on the tap at any time and the water flows. Fortunately, my family did not get sick during the Covid-19 pandemic. To maintain our hygiene, we take a bath and wash our hands more often, it is much more convenient to have this easy access to water. But during this pandemic, our income decreased by more than half. We used to earn Php 500 a day, now we earn only Php 200 and we have to make ends meet.

Eau et Vie's help has been invaluable during this time, they have continuously provided us with hand washing soaps, sanitary towels, toothpaste and toothbrushes. When Eau et Vie came to our neighbourhood, we also noticed a difference in cleanliness both in the homes and in the environment. We are really satisfied with the water service which is of good quality and adapted to our needs. I hope the service will continue so that Eau et Vie can serve more people. ”

Shefali, inhabitant of Nine Number Bridge, Chatogram, Bangladesh



“ I was cooking in the morning and suddenly my younger sister informed me that Nazma's house was on fire. I rushed with my fire extinguisher to the fire and called five other volunteers.

We used fire extinguishers to put out the fire, but it was not enough to stop it. So I called volunteers from another area and they opened the hydrant installed by Eau et Vie, so that we could put out the fire with water.

After 40 minutes of tireless effort, the fire was finally under control. My special thanks to Eau et Vie for installing hydrants on top of the hill.

I would like to have more fire-fighting training in the future. ”

THANKS

We would like to thank all our partners and donors without whom nothing would be possible!





Eau et Vie
Nantes / Paris
FRANCE

+33 (0)2.49.44.42.55
contact@eauetvie.org

www.eauetvie.fr/EN

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