



# Eau et Vie

IMPROVING LIVING CONDITIONS OF PEOPLE IN SLUMS THROUGH SUSTAINABLE ACCESS TO DRINKING RUNNING WATER, SANITATION, FIRE FIGHTING AND WASTE MANAGEMENT.

*The Philippines - Bangladesh - Ivory Coast*

## ANNUAL REPORT 2016







**Valérie Dumans and Philippe de Roux**

Joint Co-Directors of Eau et Vie

## 1. EDITORIAL

Eau et Vie has decided to tackle in depth the issue of the inclusion of deprived areas within the town centers by using the strong lever of local management of access to water at home. 2016 has been a difficult and stress full stressful year during the process of the needed changes in scale, accompanied with many setbacks, tensions, and also some small victories, gained day by day by the strength of the team. When this project was started in 2008, we guessed that we had not chosen the easy way. We knew of the complicated challenges that we would face to implement services in an urban environment, where social violence mixes is mixed with the difficult subject of the property management and the fast growth of a population that is often homeless. Luckily, we did not then know the challenges that we were about to face! Challenges such as the social impact, that we became aware of, when analysing the results of the first independant survey made in Bangladesh in June 2016, which was the first of the list of systematic surveys made on all the areas where we were planning to act. Those challenges were as huge as the social impact it could have, element that we became aware of after analysing the results of the first independant survey made in Bangladesh in June 2016. This survey was the first of the list of systematic surveys made on all the areas where we were planning to act.

Looking back, the projects development is clear, and shows, in its various phases, a sustainable and relevant global logic , which meets the needs of the people of deprived areas, and changes their daily live. So let's continue to move forward and expand, together with the communities and the local authorities, motivated teams and our partners, which numbers are growing...

## 2. Acronyms

| Abréviation | Full nom   | Description   | Country                   |
|-------------|--|---|---------------------------|
| Barangay    | Barangay   | Smallest administrative division, district town hall.   | Philippines               |
| DNCC        | Dhaka North City Corporation   | Authority in charge of the North area of Dhaka.   | Bangladesh                |
| DNS         | Dji Ni Sii   | Social company in the Ivory Coast created by Eau et Vie and in charge of access to water in urban deprived areas..  | Ivory Coast               |
| DWASA       | Dhaka Water and Sewerage Authority                                   | Water distributor in charge of the Dhaka area.  | Bangladesh                |
| CWASA       | Chittagong Water and Sewerage Authority                              | Water distributor in charge of the Chittagong area.   | Bangladesh                |
| E&V         | Eau et Vie   | Depending on the situation, represents either the NGO Eau et Vie in France, or the Ivory Coast association in charge of implementing additional activities to water access.   | France or Ivory Coast     |
| LGUs        | Local Government Units   | Local authorities in The Philippines  | Philippines               |
| LMWD        | Leyte Metro Water District   | Water distributor in the Leyte area.  | Philippines               |
| LTHAI       | Lower Tipolo Home-owners Association Inc.                            | Association of the Lower Tipolo district in Cebu.   | Philippines               |
| Maynilad    | Maynilad Water Services Inc.   | Water distributor of Great Manila west area.  | Philippines               |
| MCWD        | Metro Cebu Water District  | Water distributor of the Cebu area.   | Philippines               |
| MIE         | Ministère des Infrastructures Economiques                            | State authority in charge of hydraulic and water access service for our project.  | Ivory Coast               |
| MIWD        | Metro Iloilo Water District  | Water distributor of the Iloilo area.   | Philippines               |
| NHA         | National Housing Authority   | National Authority in charge of the housing program for low-income families.  | Philippines               |
| ONEP        | National Office for Drinking water                                   | National office under the MIE authorities in charge of drinking water access throughout the territory.  | Ivory Coast               |
| PNUD        | United Nations Development Program                                   | United Nations Program in charge of helping developing countries, projects partner.   | Bangladesh                |
| SJP         | Shobar Jonno Pani Ltd.   | Local social company created by Eau et Vie, in charge of water access in slums.   | Bangladesh                |
| SODECI      | Water distribution company for water distribution in the Ivory Coast | Private distributor in charge of water distribution in urban and suburban areas of Abidjan.   | Ivory Coast               |
| TPA         | Tubig Pag-Asa  | Social Philippines company created by Eau et Vie in charge of water access in slums.  | Philippines               |
| UPPRP       | Urban Partnerships' for Poverty Reduction Project                    | Poverty reduction project implemented by the PNUD 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 activities. | Bangladesh or Philippines |

# TABLE OF CONTENTS



|  |           |
|--|-----------|
| <b>1. EDITORIAL</b>  | <b>3</b>  |
| <b>2. ACRONYMS</b>   | <b>4</b>  |
| <b>3. EAU ET VIE—SOME FIGURES</b>                                      | <b>6</b>  |
| <b>4. AN INNOVATIVE MODEL THAT HAS SHOWN RESULTS</b>                   | <b>7</b>  |
| <b>4.1. The model</b>  | <b>7</b>  |
| <b>4.2. Action criteria</b>  | <b>8</b>  |
| <b>4.3. A duplicable and long-lasting model</b>                        | <b>8</b>  |
| <b>4.4. Eau et Vie and the Sustainable Development Goals</b>           | <b>9</b>  |
| <b>4.5. Cross over dimensions at the heart of Eau et Vie projects:</b> |           |
| <b>Gender and vulnerable groups</b>                                    | <b>10</b> |
| <b>5. MAIN EVENTS IN 2016</b>  | <b>11</b> |
| <b>6. COUNTRIES</b>  | <b>12</b> |
| <b>6.1 The Philippines</b>   | <b>13</b> |
| 6.1.1 Chronology and main steps of the project implementation          | 14        |
| 6.1.2 A method that has shown results                                  | 14        |
| 6.1.3 Cavite   | 15        |
| 6.1.4 Mandaue  | 17        |
| 6.1.5 Tanauan  | 19        |
| 6.1.6 Conclusion and prospects in The Philippines                      | 21        |
| <b>6.2 Bangladesh</b>  | <b>23</b> |
| 6.2.1 Chronology and main steps of the project implementation          | 24        |
| 6.2.2 Dhaka  | 25        |
| 6.2.3 Chittagong   | 27        |
| 6.2.4 Conclusion and prospects in Bangladesh                           | 29        |
| <b>6.3 Ivory Coast</b>   | <b>31</b> |
| 6.3.1 Chronology and main steps of the project implementation          | 31        |
| 6.3.2 2016 achievements  | 32        |
| 6.3.3 2017 challenges  | 33        |
| 6.3.4 Conclusion and prospects in the Ivory Coast                      | 33        |
| <b>7. BENEFICIARIES TESTIMONIALS</b>                                   | <b>34</b> |
| <b>8. OUR MEANS OF ACTION</b>  | <b>36</b> |
| <b>8.1 A progressing communication</b>                                 | <b>36</b> |
| <b>8.2 Continuous improvement of the follow-up</b>                     | <b>37</b> |
| <b>8.3 A reviewed human resources management</b>                       | <b>37</b> |
| <b>9. FINANCIALS RESULTS</b>   | <b>42</b> |
| <b>9.1. 2016 expenses per country</b>                                  | <b>42</b> |
| <b>9.2. Origin of the funds 2016 (in %)</b>                            | <b>42</b> |
| <b>10. PARTNERS</b>  | <b>43</b> |
| <b>10.1 Partners that funded the projects in 2016</b>                  | <b>44</b> |
| <b>10.2 Local partners</b>   | <b>46</b> |
| <b>10.3 Partners networks</b>  | <b>47</b> |
| <b>11. CONCLUSION AND PROSPECTS</b>                                    | <b>48</b> |

# 3. Eau et Vie—Some Figures

**The origin of Eau et Vie :** Eau et Vie, a French Non-Governmental Organisation founded in 2008, is born with the aim of improving, in a sustainable manner, the living conditions of people in deprived areas in developing countries. Its founders, Valérie Dumans and Philippe de Roux, met in The Philippines when they were working on a micro-credit programme, UPLIFT, supported by the NGO Inter Aide. When back in France, they maintained their commitment within NGOs, public or social organizations. They are today the **joint Co-directors** of the association.

## In 2016, Eau et vie is :

8 years of existence

3 countries of operation — in 2 continents

450 millions water liters sold

22 000 people in the Philippines and Bangladesh benefitting from sustainable access to drinking water at home

4 833 persons made aware of hygiene practices

350 firemen volunteers volunteer firefighters trained and ready to intervene

Payment rate of invoices higher than 95 %

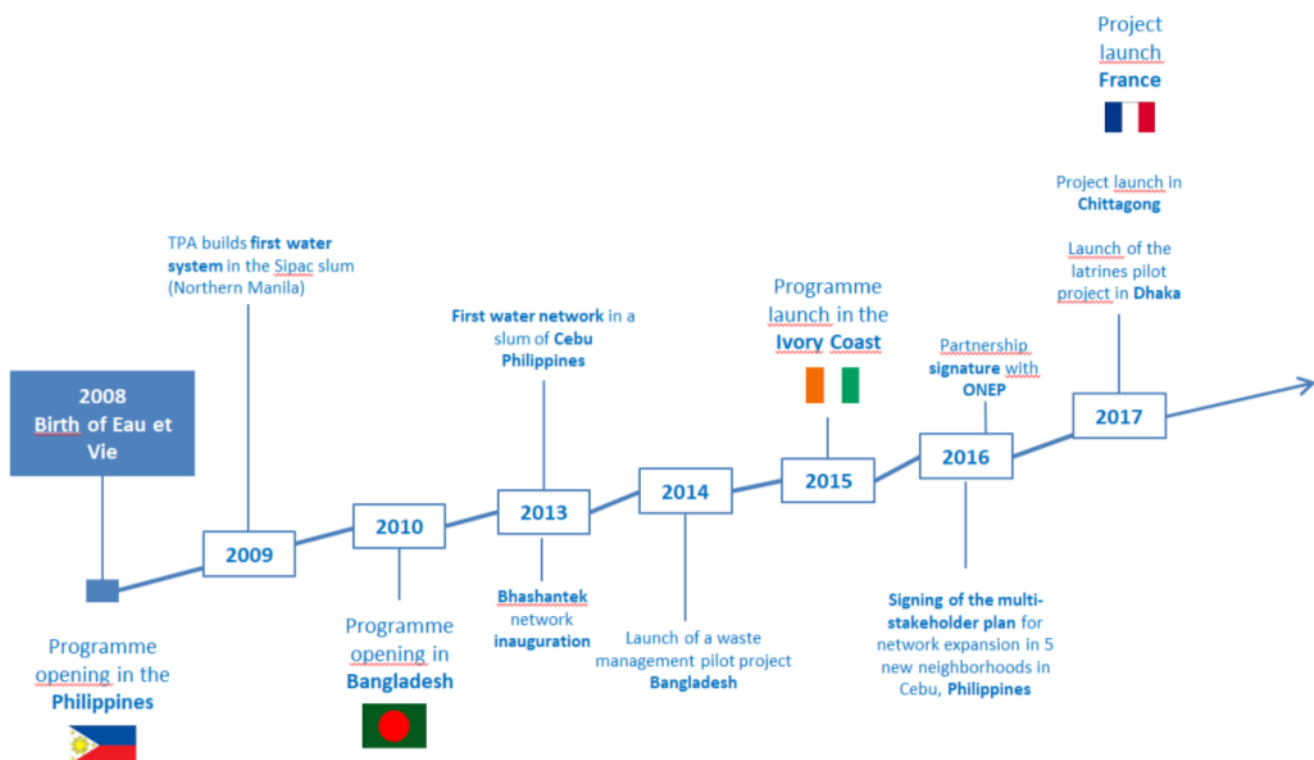
15 employees

63 local jobs created

30 % growth in 2016

780 hours of advocacy

11 controlled fires



# 4. An innovative model that has shown results

## 4.1. The model :

Eau et Vie creates in each country of operation :

- **A social company** that acts as a local distributor, firstly for the water management and then for the other basic services.
- **A local association** in charge of **reinforcing community spirit** **community building** and awareness campaigns concerning water, hygiene, environment and fire fighting.

This company builds the network that will distribute good quality water in the slums where the usual local operators do not want to invest. The related services (invoicing, dunning, network maintenance, waste management, sanitation) are included in a global invoice.

When a project starts in a country, the role of the association is essential. It is responsible for effecting prospective surveys, identifying areas of operation, to plead towards the public authorities, in order to include deprived areas in the urban system.

Thanks to its role within the community , the projects are strongly connected to the NEEDS of the population. Furthermore, the NGO now wants to be the incubator of new services such as sanitation, waste management and collection. These services will gradually be included in a global invoice of the social company.



The two entities work **hand in hand side by side** on the whole of the areas in every slum and in close collaboration with the authorities, the communities and the local operators.

## 4.2. Action criteria :

In order to implement its projects in a sustainable **manner way** in various countries, Eau et Vie has set up some action criteria so as to be able to select the areas where to intervene :

- Land security: low risk of demolition or expulsion during the following 5 years
- Access to water conditions : very low legal cover and access to improved water
- Availability of the local water distributor: Networks close to the area, water volume sufficiently available, sufficient pressure.
- Number of households: minimum 400 households
- Access to sanitation: no improved sanitation
- Living conditions of the inhabitants: unhealthy environment, households poverty
- Organisation of the community: motivated Representatives committed to the project
- Commitment of the community: Needs are identified and expressed by the community, positive welcome to the Eau et Vie model.
- Public authorities support: Strong
- Water distributor support : Strong

## 4.3. A replicable and long lasting model

**Thanks to the collaboration** between the social company and the local association, the services are long-lasting and their sustainability is ensured. Their role is to build new links between the distributors, the public authorities, and the citizens and therefore enhance the cohesion. At the end of a project, the water services, and those of the waste and sanitation, **must should** be taken over by the local distributors.

Eau et Vie's experience as a local operator in slums demonstrates the strength gained by this model:

- It commits the populations in the process of the standardisation of access to a good quality service, implies a change in the direct environment and the integration of the area in the urban network.
- **The public authorities thus gain a less costly solution** It allows the public authorities to get a cheaper solution, better adapted to the population.

This is made possible by the **lever for action which represents** direct services management by the local operator. **This is possible thanks to the lever of action that represents a direct management of services by a local operator, as close as possible to the users themselves.** The initial control of the water access as an official service is an efficient method to commit **the population to meet their contractual obligations people to comply with their duty.** It not only creates a collective discipline—essential prerequisite to the restructuring of an area— but also challenges and directly commits the public authorities.

Inhabitants living in slums, so far excluded from basic services, gradually find their place in the urban network. Access to water is a key factor in the fight against social exclusion, fight in which Eau et Vie committed itself since 2008.



« 3 success criteria » :

**A social entrepreneurial logic within deprived areas**

The local company is created on a sustainable economic model, it meets the social needs and is based on the employment of people from the deprived areas. Its location within the targeted areas leads to create direct links with the beneficiaries. All the profits are re-invested in the company and for the community.

**An adapted all-inclusive invoice at the best fair price**

An invoice is made for the inhabitants of the deprived areas that are now connected to the water, drainage, and waste management services of the social company. The price of the services and the payment methods are adapted to the financial means of the families. For example, the payments can be made each week or twice a month.

**Reinforcement of the community**

Eau et Vie actions contribute to the reinforcement of the community. Aera committees (for water, fire-fighting, drainage, waste) are created. Their members participate to the actions of advocacy for essential services, are made aware of topics such as hygiene, fire-fighting, and will take over the actions together with the local operators at the end of the project.

**4.4. Eau et Vie and the Sustainable Development Goals (SDG)**

The sustainable development goals (SGD), also known as the Global Goals, are a universal call to action to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity.

17 Goals build on the successes of the Millenium Development Goals, while including new areas such as climate change, peace and justice, amongst other priorities. Water and sanitation now constitute a goal in itself. These goals are interconnected—often the key to success of one will involve tackling issues more commonly associated with another.

The SGDs constitute a common programme in order to meet some crucial challenges which the world has to face. By its actions, Eau et Vie fully participate to the achievement of :

- Goal No. 6** : Guararantee access to clean water and sanitation to all and ensure a sustainable management of the water resources ;
- Goal No. 11** : Ensure that the cities and communities are open to all, safe, resilient and sustainable ;
- Goal No. 12** : Create sustainable and responsible consumption and production



## 4.5. Cross over dimensions at the heart of Eau et Vie projects:

### Gender and vulnerable groups

Eau et Vie projects include 2 cross over dimensions :

#### Women strategic position :

Women play a key role in the supply, the management, and the safe-keeping of water resources.

But despite this recognition, some norms, customs, and lack of access to drinking water and sanitation generate a specific vulnerability with many side effects. Men and boys commitment is essential to fight against women discrimination with regard to water.

Furthermore, women's place in key decision-making positions is essential for water management. **Eau et Vie commits itself to improve women autonomy and equality between people by concrete actions :**

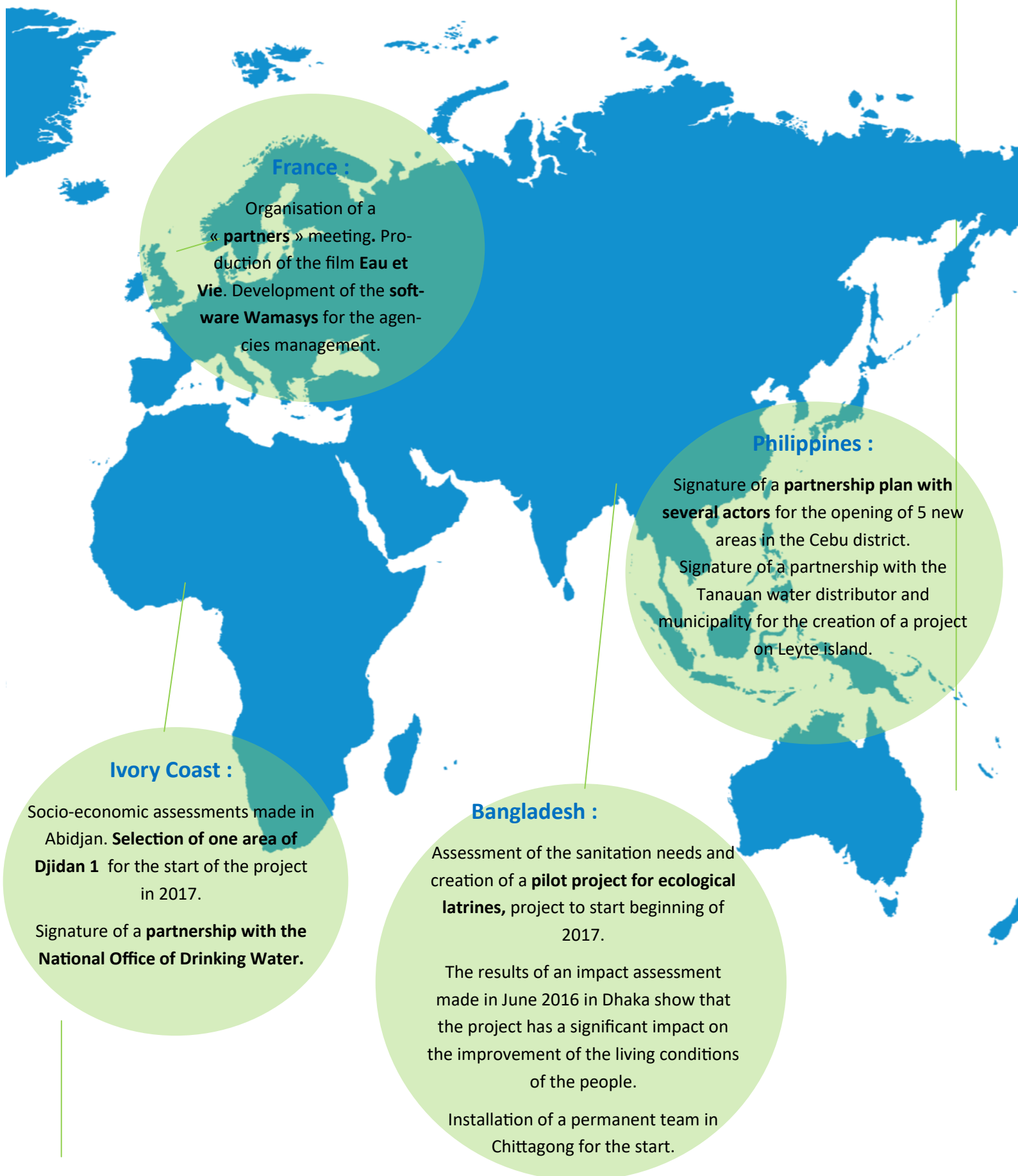
- Eau et vie involves women in the projects implementations, and not only the heads of the communities, who are mostly men.
- Eau et Vie does not consider that women are dependant on men.
- Eau et Vie organises meetings at times when women can participate.
- Eau et Vie ensures that the local area committees include women.
- Eau et Vie takes into account the fact that women need more intimacy at water sources (in particular to wash themselves) and at sanitation equipment.
- Eau et Vie puts in place actions that are specifically targeted towards women: : awareness training campaigns regarding hygiene and fire prevention, adapted sanitary equipment, training and recruitment.

#### Vulnerable groups :

Vulnerable groups are taken into account by Eau et Vie when creating projects so that the services benefit in the long run to the whole of the community. So, in addition to women, children , handicapped, ill or old people are subject to specific attention when considering water access and sanitation services. Eau et Vie :

- Organises awareness sessions that are specifically adapted to children.
- **Adopts adequate standards for the construction of accessible installations.** For water access, this implies that the taps are fixed at a level lower than usual. For sanitation, it can be necessary to install toilets with a seat rather than squat toilets. The installations for washing, drying hands, soap, in public toilets take into account the height accessible from a wheelchair or to children. Access ramps are installed.
- Ensures that emergency fire evacuation plans take into account people with reduced mobility.

## 5. Main events in 2016



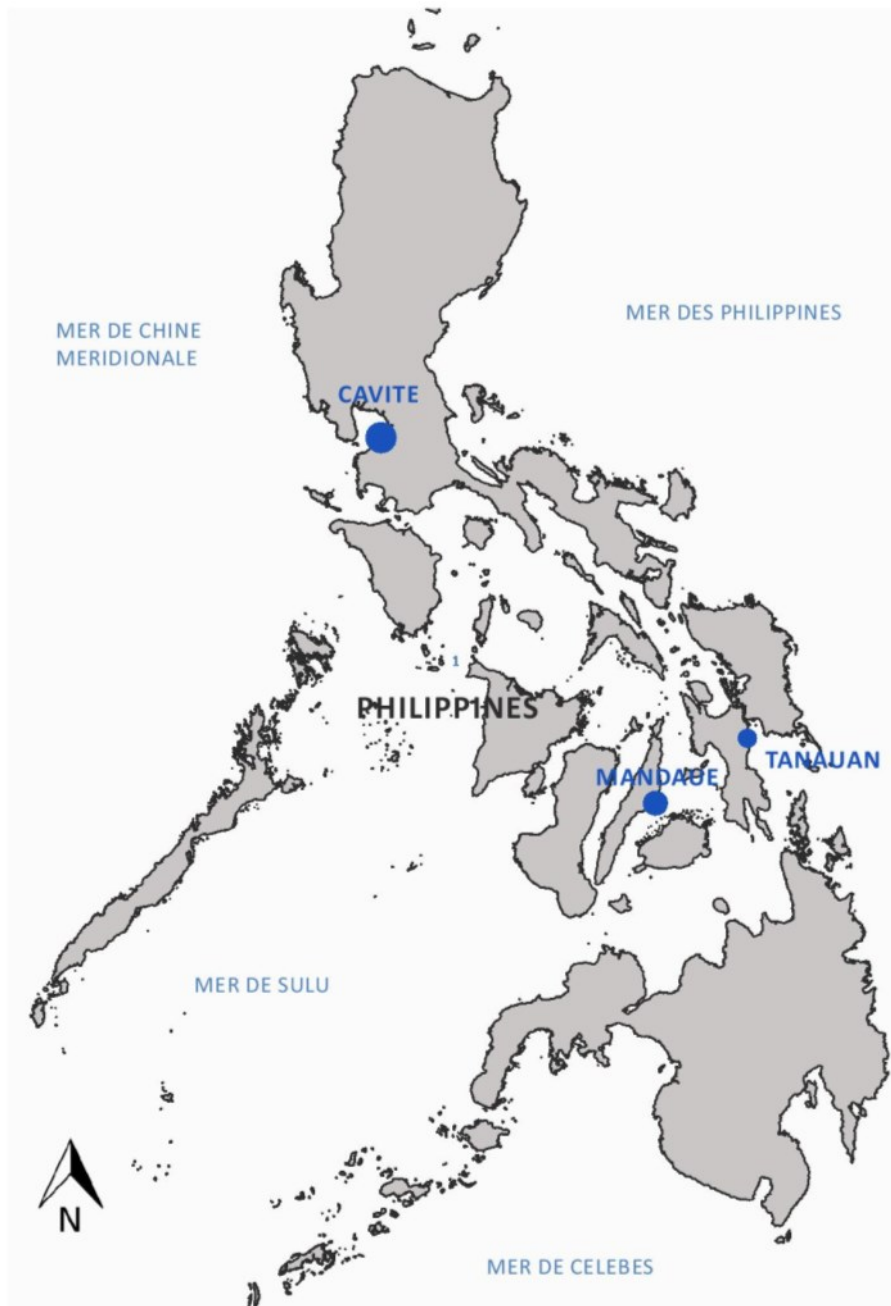
# 6. Countries



## 6.1. The Philippines

In The Philippines, the population growth has been extremely fast (+ 30 %) : going from 75 million inhabitants in 1995 to 100 million in 2014. The country's GDP has also strongly increased during the same period (+ 6,1 %/annum in average) , however this did not prevent the social inequalities to keep increasing. In 2016, the country ranked 116 out of 190 on the Human Development Index (HDI) and one quarter of the population lives under the national poverty line (2012).

This fast growth led to a massive urbanization. This urban development is full of opportunities, but, often badly controlled, is vulnerable and leads to the development of deprived areas and slums. En 2016, more than 40 % of the urban population in The Philippines were living in slums.



Eau et Vie has been active in The Philippines since 2008. Prospective surveys have shown the need of drinking water in the slums of Cavite (suburbs of Manilla, the capital) and then of Mandaue (Métropolis of Cebu, second of the country).

As at today's date, Eau et vie projects have been implemented in 5 areas in Cavite (Salcedo 2, Manggahan, Pugad Ibon, Talaba 2 and Upper Succat), 3 in Mandaue (Malibu, Tipolo et Paknaan) and one relocation zone in Tanauan (Leyte island). Multi-year Partnership agreements have been signed with local operators in each of the 3 towns, in order to build water networks and distribute water.

A social company « **Tubig Pag Asa** » (Water of hope) acts as water distributor and works in close collaboration with a local NGO « **Water and Life** », in charge of the additional services.

### 6.1.1 Chronology and main steps of the project implementation

**2009:** TPA builds a first water network in the Sipac slum (North of Manilla). Following a fire in 2010, activities are stopped.

**End 2010:** New partnership between Maynilad Water Services and TPA over 15 years for the implementation of a project in the slum of Salcedo 2 at Cavite.

**2012:** TPA extends its activities to the slums of Manggahan, Pugad Ibon, around Cavite.

**2013:** First water network in a slum in Cebu, at Lower Tipolo, in partnership with MCWD.

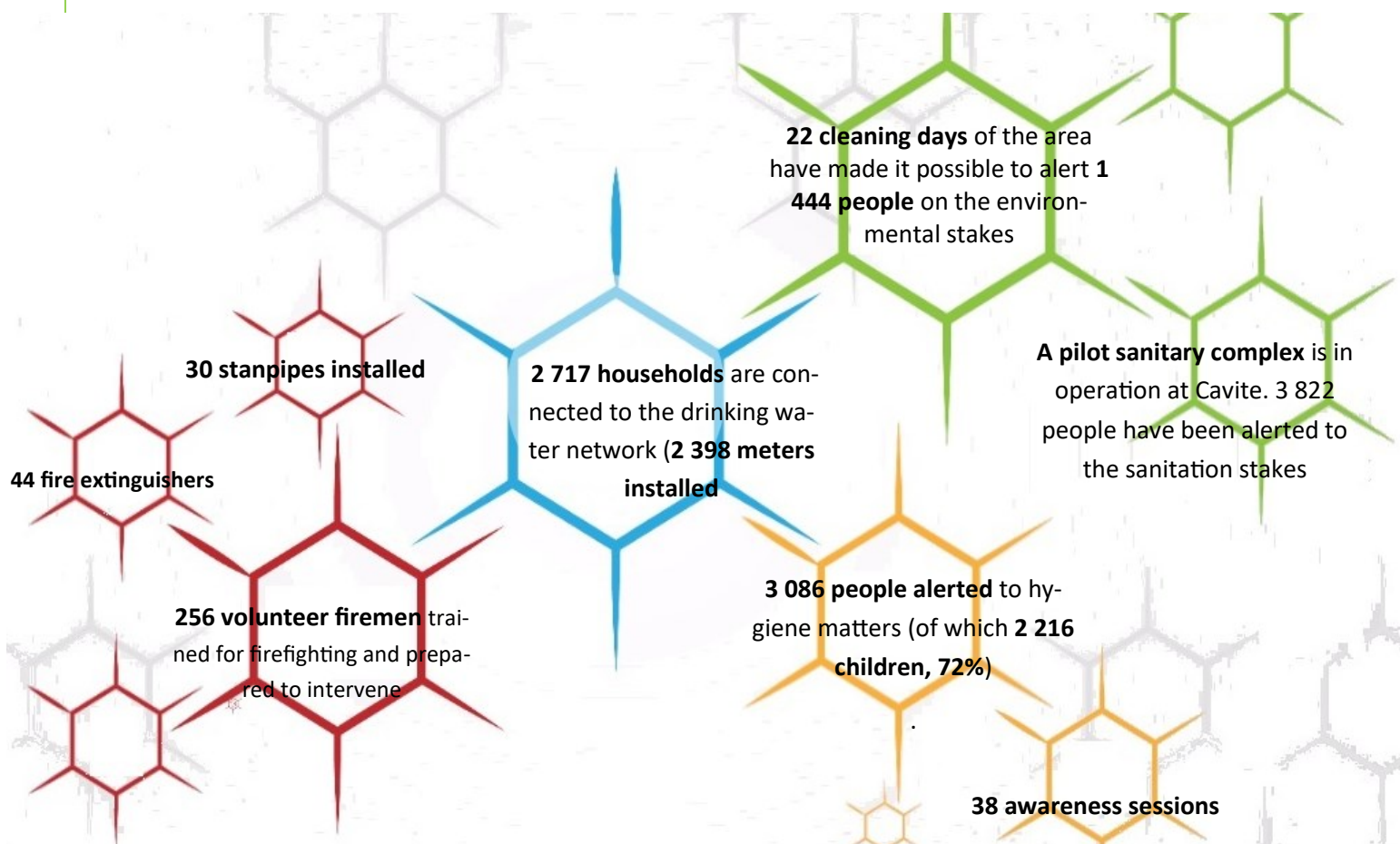
**2014:** New project in the slum of Malibu at Cebu, thanks to the initiative of the partnership MCWD-TPA.

**2015:** New areas chosen : Talaba 2, and Upper Sucat at Cavite and Paknaan, at Mandaue (Cebu). First inspections at Leyte.

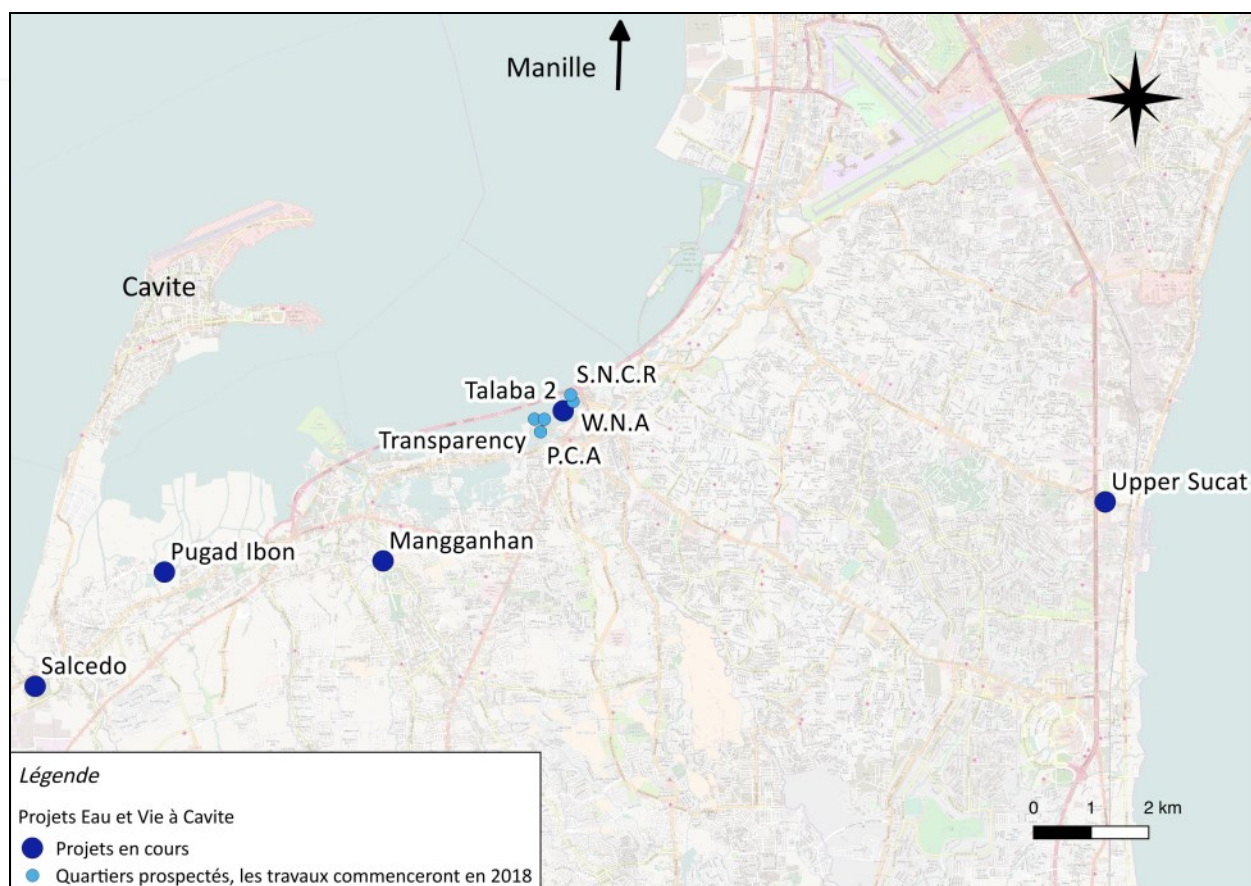
Between 2009 and 2016, W&L supports TPA activities by setting up complementary services.

The general objective of the program is **to improve, by 2019, the living conditions of 5 400 families (approximately 30 000 people),** living in slums in The Philippines (Cavite, Cebu and Leyte).

### 6.1.2 A method that has shown results: end 2016



### 6.1.3. Cavite—Luzon



#### 6.1.3.1. Description of the area

The Cavite province is situated south of Manilla, capital of the archipelago of The Philippines. With 3 678 301 inhabitants in 2015, it is considered to be one of the most populated province of the archipelago. Its strategic position (headland on Manilla Bay) and its key role in the independence of the country make it an attractive location for the inhabitants of the other provinces of Luzon. 35 % of the population of this province are less than 18 years old. The dependancy ratio is estimated to reach 60 % (for 100 active people, 60 are financially dependant – especially for the costs of schooling, health and food for the children), which reflects a high poverty rate.

During the last years, numerous slums have appeared to face a very strong population growth and the unequal wealth distribution.

#### 6.1.3.2. Steps

The first Eau et vie project was born in Cavite, in Salcedo slum, end 2010. The social company Tubig Pag Asa (Water of hope), created by Eau et Vie, now serves 5 deprived areas of the province. The services provided by TPS are made possible thanks to a solid partnership (over 15 years, from 2011) with the local partner Maynilad Water (distributor). The additional services (fire fighting, waste management, hygiene, community building and sanitation) are managed by the local NGO, Water and Life.

**Salcedo II** (since September 2011) - 600 families  
**Mangganhan** (since January 2012) - 320 families  
**Pugad Ibon:** (since 2015) - 330 families  
**Talaba 2:** (since 2015) - 375 families  
**Upper Sucat :** (since June 2016) - 114 families

### 6.1.3.3 A method that has shown results: end 2016



**1 504 families and 3 public places** are connected to TPA water network (approximately **9 000 persons**).



**170 volunteer firemen** have been trained (split in 5 brigades), meaning **1 fireman for 11 families**.



**2 434 persons** participated to awareness activities concerning hygiene.



**741 persons** participated to the area Cleaning Days.



The **sanitary complex** installed in the Pugad Ibon area provides 5 toilets, a shower area, and a laundry-dry area.



**740 persons** active in Eau et Vie actions through **31 meetings** with the communities.

### 6.1.3.4 2017 Challenges

An appraisal of the situation concerning waste production was made by Water and Life at Talaba II in 2016. In 2017, Eau et Vie wants to deploy waste management and sanitation services adapted to The Philippines context. For its part, TPA has fallen behind in the construction of the network at Paknaan, because Maryland Water distributor fell itself behind in the construction of its own network, to which TPA was to be connected. The inhabitants therefore arrived later than planned in the area, which slowed down the connections. In 2017, TPA is planning to open 2 new areas.





#### 6.1.4. Mandaue—Cebu



##### 6.1.4.1. Description of the area

Mandaue town is one of the 13 municipalities that forms Cebu metropolis. Cebu metropolis is situated in the central region of Visayas and is the second economic centre of the country, it counts 2 849 213 inhabitants in 2015. The population concentrates on a limited area, between the sea and the mountains. Many deprived areas are built on stilts, on the outskirts of towns. These housings are vulnerable to climatic risks and are excluded from urban services. Since 2012, Eau et Vie cooperates to the inclusion of these deprived areas and to the inhabitants community building.

##### 6.1.4.2. Stages

The first project on Cebu island started in 2012, in Tipolo area. In 2014, a partnership contract and of re-selling water was signed between TPA and Maynilad Water Metro Cebu for a 10-year duration. At the end of 2016, TPA intervenes in 3 slums, on the outskirts of Mandaue. Meanwhile, W&L made 2500 people (of which 650 children) aware of the best hygiene practices and 200 people of waste management, 130 volunteer firemen were also trained to fire prevention and fighting. The NGO was particularly active in the organisation of bigger events such as the world-wide hand-washing day, world-wide toilet day, and cleaning quarters days. However, at the end of the year, an embezzlement by a member of the Finance team at the head office of W&L was detected. This situation led to one dismissal, one legal action, one financial audit and showed a default in the organisation of the Human Resources and Finance departments. The recruitment of expatriate project managers for a short period was launched, in order to have time to recruit local managers. It should be noted that the Finance and Human Resources departments are common to TPA and W&L Philippines.

**Lower Tipolo** (since Sept. 2013) - 600 families  
**Malibu** (since January 2014) - 350 families  
**Paknaan** (since Dec. 2015) - 500 families  
(looking forward 1200)

#### 6.1.4.3 A method that has shown results: end 2016



**1 213 families et 4 public places** are connected to TPA water network (about **7 000 persons**).



**128 volunteer firemen** have been trained, meaning **1 fireman for 17 families** .



**652 persons** participated to awareness activities concerning hygiene



**202 persons** participated to awareness activities concerning environment and waste manage-



**33 persons** participated to the **world-wide toilet day**, during which cleaning kits were distributed.



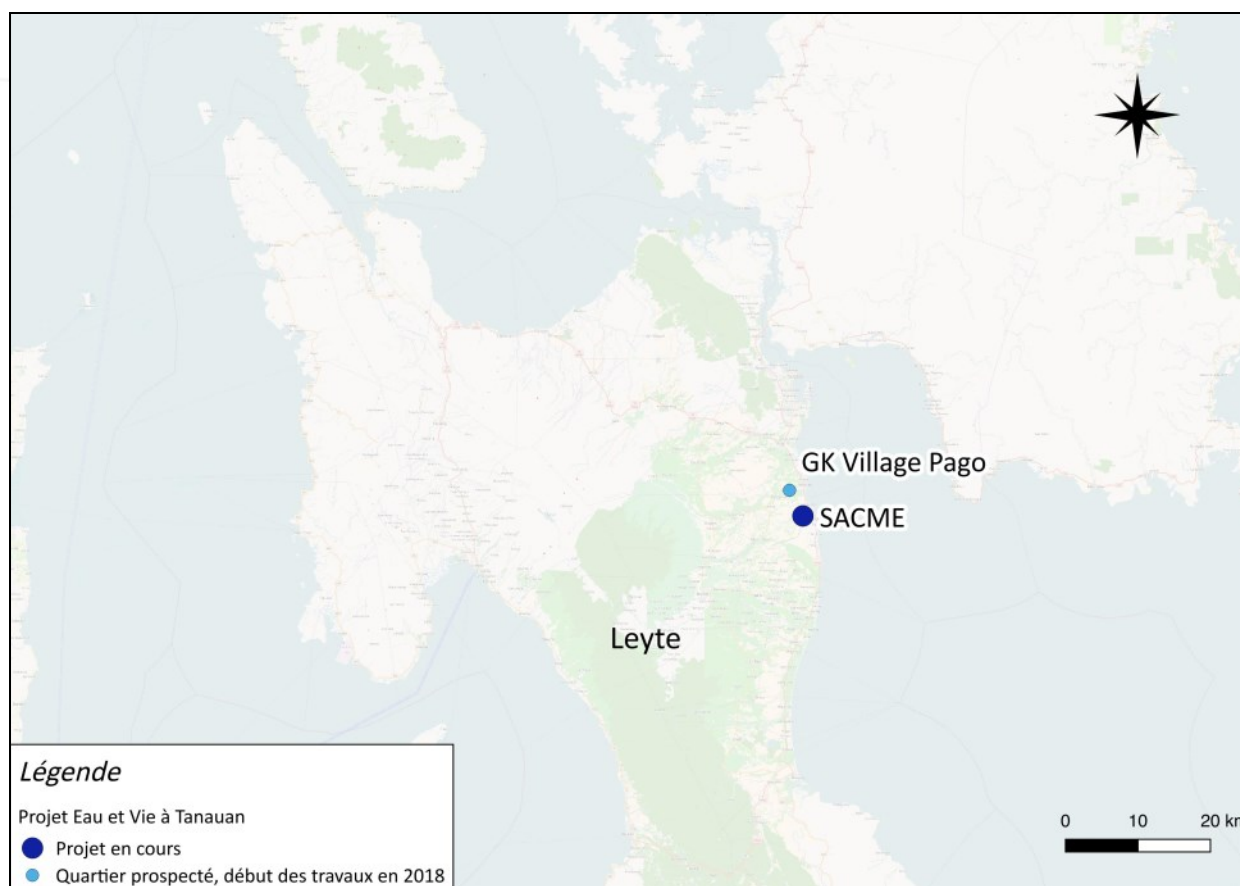
**361 persons** involved in Eau et Vie actions through **25 meetings** with the communities.

#### 6.1.4.4 2017 Challenges

In 2016, some prospective surveys were done on the future areas of intervention that had been selected with the Vitens-Evides International Foundation, key partner of this project. The activities should start in these new areas in 2017. End 2016, Eau et Vie started to strengthen the capacities of the finance and human resources departments of the local structures. This will have to be achieved in 2017, in order to develop the activities.



### 6.1.5. Tanauan—Leyte



#### 6.1.5.1. Area Description

**The Tacloban region est the most populated area of the Eastern Visayas region.** In november 2013, Haiyan, one of the strongest tropical storm ever recorded, went across The Philippines archipelago, hitting in particular the Leyte province and Tacloban town. The United Nations have evaluated that the number of victims reached more than 10 000 in the sole town of Tacloban. 90% of the town and its surroundings were destroyed , leading to the displacement of 660 000 persons. **Relocation areas were set up by the services of the municipalities hit by the typhoon.** Populations living close to the coast **had to migrate inland, in areas not liable to flooding, but where everything needed to be done.** Beginning 2015, when the construction of the relocation areas was about to end, **water access or sanitation plans by the local authorities were nonexistent.** Therefore, the families had no other choice than to buy water from sellers of the non-official sector, who take advantage of the situation to impose very high prices : **between 3 and 8 times higher that those of the distributor.** Furthermore, they had to carry the buckets to their house, where the water was stored, leading to risks of contamination.

#### 6.1.5.2. Steps

Eau et Vie started their prospecting activities in the Leyte province in 2013, in a post-emergency situation. Several visits were made in 2015 and 2016. The first relocation areas chosen for the project are **Sacme Primetown and Pago**, located on the outskirts of Tanauan municipality. A partnership contract between TPA and the water distributor **Leyte Metropolitan Water District** (LMWD) was signed in July 2016, marking the beginning of the network construction.

**Sacme Prime Town : 932 families**  
**Pago : 360 families**

### 6.1.5.3 A method that has shown results: end 2016



An agreement is signed with **Leyte Maynilad Water District**. The network construction works are in progress in Tanauan.



Volunteer firemen have been recruited in Tanauan, a brigade is being trained



Distribution of **250 hygiene kits** during the Christmas celebration with Sacme Prime Town community.

The recruitment and the training of the local agency team has started.

Prospections for new development areas are in progress.

#### 6.1.5.4 2017 Challenges

The network construction started end 2016, the objective being to connect the first households as soon as possible. The recruitment of local employees should help to start activities such as fire prevention, hygiene awareness and cleaning days. Furthermore, surveys on waste management and sanitation should take place within 2017, in order to find the real needs of the population and offer suitable solutions.

Prospection work has been done in all the relocation areas of Tanauan and Tacloban.

An extension of the main distributor water network from its primary network (excavating permit, trenches, installation of the main meter) has been built.



## 6.1.6. Conclusion and prospects in The Philippines

End 2016, water access, fire fighting, community building and hygiene awareness services are well developed and efficient in The Philippines. More than 16 000 people have access to running water at home or in a public place, more than 3 000 people benefitted from hygiene awareness actions and Cavite and Cebu have in average one volunteer fireman for 15 families.

It has not been possible to start the waste management and sanitation services, mainly due to the local NGO lack of structure. Furthermore, Eau et Vie has suffered a local embezzlement. This has led to a financial as well as a structural audit of the local Finance and Human Resources departments; the audit conclusions show a lack of local managers, lack of procedure and internal control. A reorganisation of the two departments has been initiated end of 2016 and should be achieved in 2017. Furthermore, Water and Life suffers from a high turnover of expatriates, which penalises the deployment of the waste and sanitation services.

In 2017, Eau et Vie should be able to extend its running water service in Cavite and Cebu and start its activities in Leyte. Water and Life, after having restructured its central departments and recruited local managers able to manage and develop the NGO's activities, should be able to extend its actions in Cavite and Cebu and start at Leyte.

Eau et Vie has developed a new software to manage the social companies agencies, Wamasys, which will be delivered beginning of 2017. The software test will be conducted in the Leyte agency before being deployed on all the projects, this will be led by a project manager who will supervise its implementation. Furthermore, the main focus will be made on the issuance of procedures manuals, for financial management as well as for the agencies management and the implementation of the various services.





## 6.2. Bangladesh

Because of its geophysical characteristics and the exploitation of its resources, Bangladesh is one of the countries in the world the most vulnerable to climatic changes. The population high density aggravates not only the impact of local disasters but also mass migration towards towns. Bangladesh Human Development Index of 0.58 places the country at the 139th rank out of 188. The matter of water and access to basic services is key: 19% of the population do not have access to drinking water, and 44% do not have access to a functioning sanitation system. This leads to:

**Bad health conditions**, development of diseases such as diarrhoea, cholera, malaria, or parasitic infections. About 125 000 children aged less than 5 die of diarrhoea each year in Bangladesh.

**Deterioration of the environment**, with the contamination of ground and surface water by sewage.

**Very high inequalities and tensions amongst the most underprivileged.**



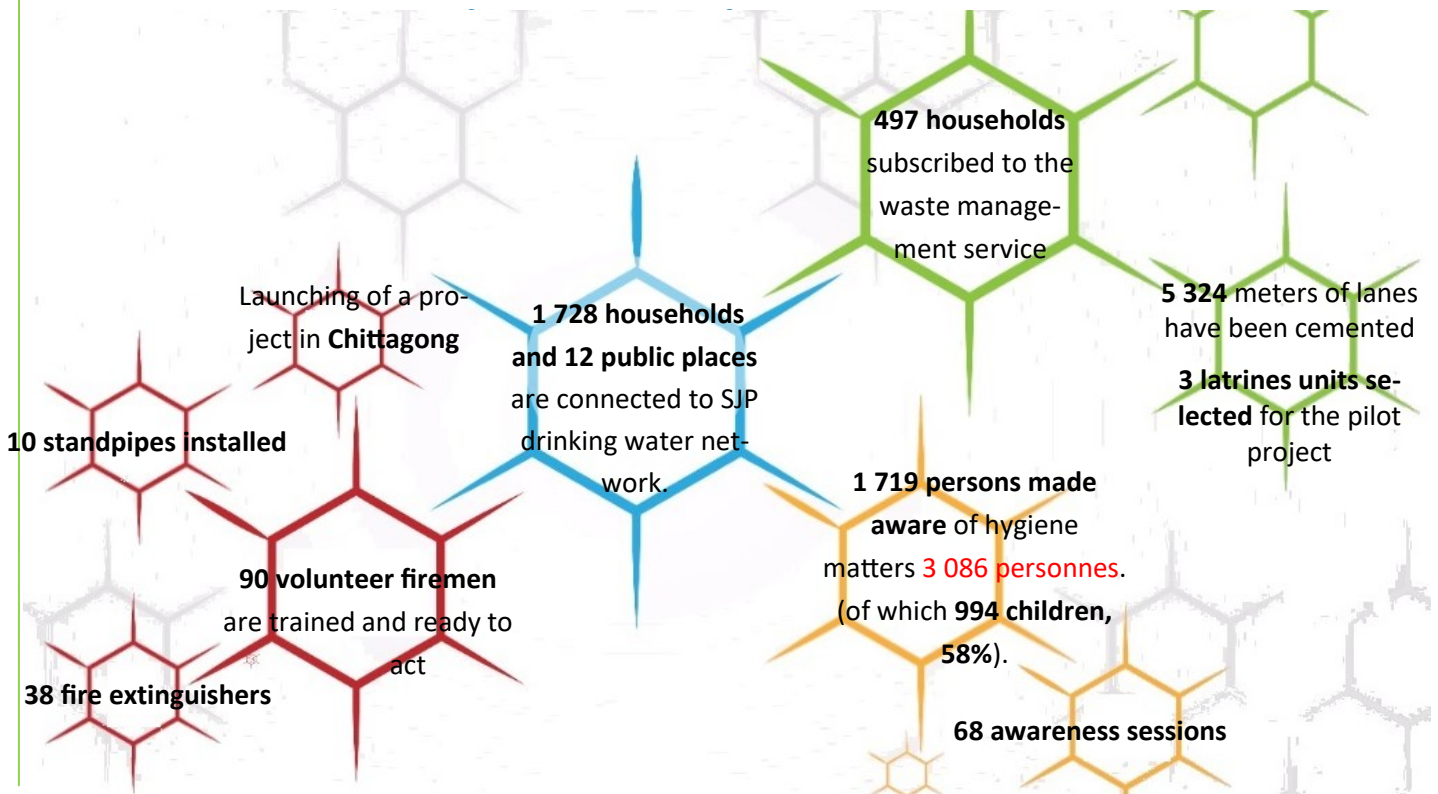
Since 2010, Eau et Vie intervenes in Bhashantek, a slum of Dhaka, capital of Bangladesh. The social company **Shobar Jonno Pani (SJP)** and the association **Water and Life Bangladesh (W&L)** work hand in hand in the **Bhashantek slum**. SJP is in charge of the **construction and maintenance of the water networks** in the slums and is responsible for the **drinking water distribution and payments collection**. For its part, W&L develops **trainings on hygiene, environment, firefighting**; it works towards the **reinforcement of the area committees** and the implementation of **services such as sanitation, firefighting and waste collection**. SJP has first set up the water network in a slum in 2012, in collaboration with W&L. A pilot project for waste management was tested in 2014. The project was then spread over in 2016 and will become compulsory for all SJP customers in 2017. End 2016, half of the slum was connected to the water network.

Finally, Eau et Vie launched a new project in Chittatong, the country second biggest town.

## 6.2.1 Chronology and main steps of the project implementation

- 2010** : launching of the programme at Dhaka, Bangladesh
- 2012** : Opening of the social company SJP offices in the Bashantek slum and signature of a contract with the water distributor, DWASA, for a 15 year duration.
- 2013** : inauguration of the first water network in Bashantek
- 2014** : A waste management pilot project is tested in Bashantek
- 2016** : launching of the project in Chittagong

The main objective of the program is **to improve, by 2019, living conditions of 7 000 families (about 29 000 persons) living in slums in Dhaka and Chittagong (slums of Bashantek and 9 Number Bridge).**





## 6.2.2. Bhashantek—Dhaka

### 6.2.2.1. Description of the area

Dhaka, capital of Bangladesh, is the 9th biggest town in the world; it counts 17 million inhabitants. 30% of them now live in deprived areas. Some of these are private areas, others are illegal, and others are being rehabilitated by the government. The lack of a clear urbanization policy deprives disadvantaged areas from access to water and basic services. Eau et Vie is located in the Bhashantek slum, situated in the North East of Dhaka. It counts 3 500 households, approximately 15 000 inhabitants .

Several additional slums appear each year; this is due to the very fast demographic growth and unequal wealth distribution.

### 6.2.2.2. Steps

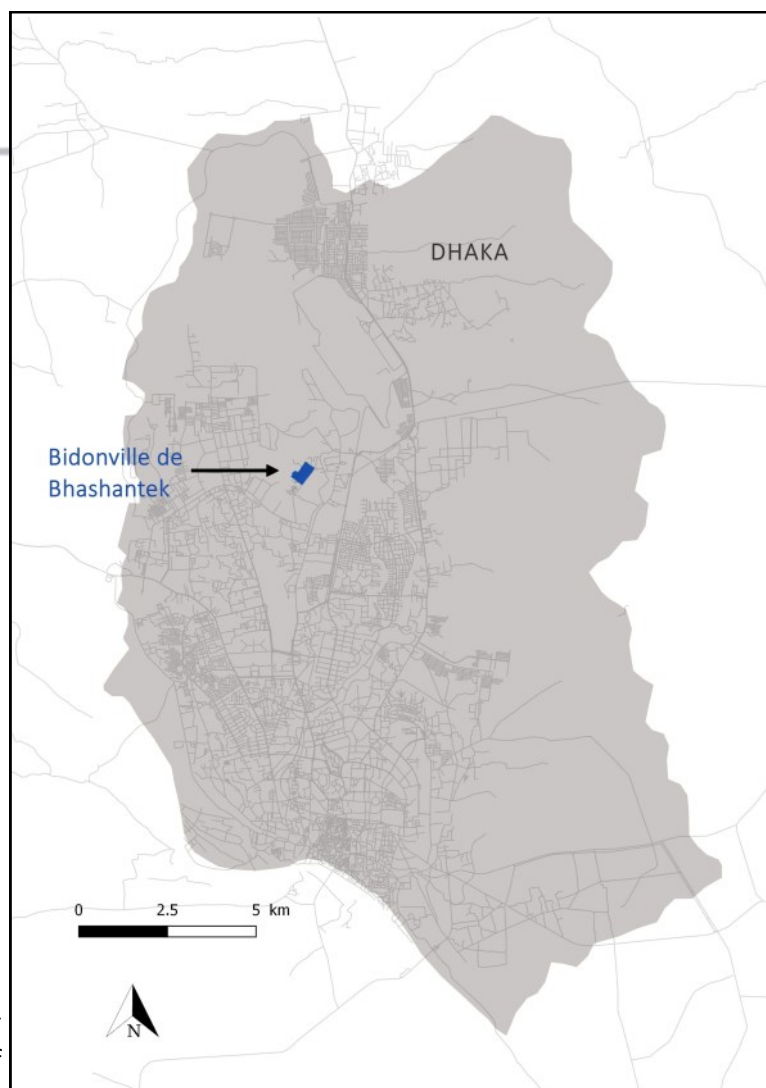
The project started in 2010 with the implementation of Eau et Vie activities in the first part of the slum, **91 % of this area has been connected**

**to the water network.** Simultaneously, **activities such as fire fighting, waste management, community building and hygiene awareness have been set up.** Eau et Vie works in close collaboration with the local water distributor DWASA, the DNCC (Dhaka North City Corporation), as well as with public and private partners whether local or international. The community is very committed to all the steps of the projects. **An impact assessment** was done in 166 households of the slum, of which half of them are connected the SJP water network. This assessment has shown a very clear improvement of the living conditions of the households benefiting from running water at home, especially concerning **health expenses which were divided by 3** and less absenteeism at work or at school. If we take into account health expenses savings, **expenses relating to water for households connected to the water network are divided by two.** With running water at home, the families do not have to go and wash outside anymore, which was dangerous, humiliating and stressing for women; they also do not have to get up in the middle of the night to fetch water. **The daily average water consumption has doubled** (53 litres per day and per person against 27.8 previously), which means that the minimum recommended by the World Health Organization (50 litres per day and per person) in order to live decently is reached. Lastly, in 2016, the first studies for the latrines refurbishment have started.

### 6.2.2.3 A difficult security context

On 1st July, Dhaka was hit by a terrorist attack in the diplomatic quarter of Gulshan 2, making about 60 casualties. All the Eau et Vie expatriates were repatriated in France, and were able to come back to Bangladesh only 2 months later, subject to tougher security measures.

**Bhashantek, 1st half (since May 2011) - 1730 families**



#### 6.2.2.4 A method that has shown results: end 2016



**1 728 families and 12 public places** are connected to SJP water network, meaning **8 200 persons**.



**90 volunteer firemen** have been trained (split in 5 brigades), meaning **1 fireman for 26 families**.



**1 719 persons** participated to the sessions of hygiene awareness.



**497 persons** subscribed to the waste collection service. **1 553 persons** participated to the **73 sessions of waste management awareness**.



**5 324 meters** of lanes have been cemented.  
3 latrines units have been selected for the pilot project.



Half of the slum community, meaning **1 800 families**, have been associated to the Eau et Vie project during **34 meetings** with the community.

#### 6.2.2.5 2017 Challenges

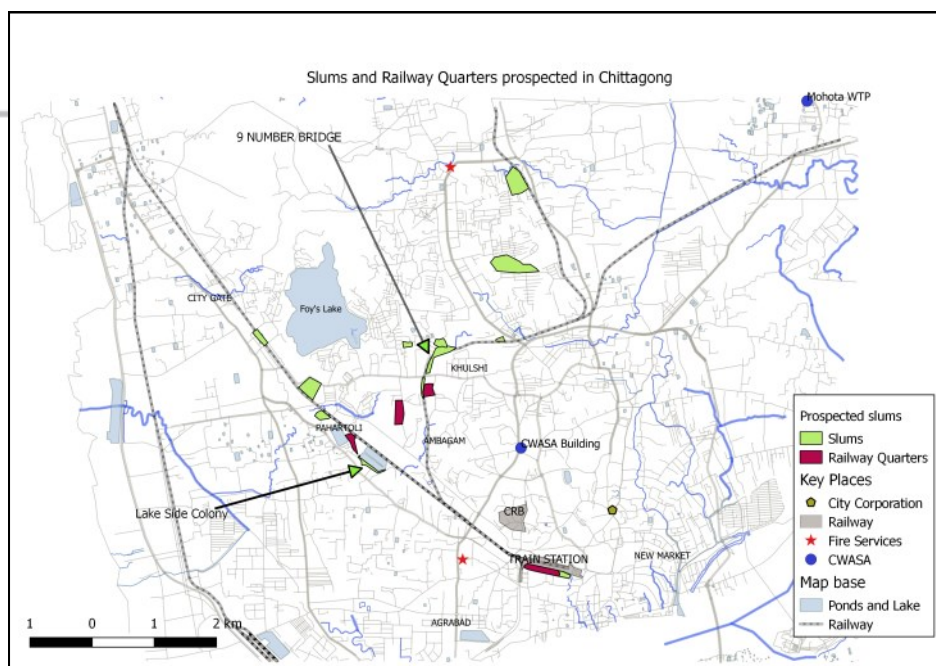
Considering the progress made in 2016 for all the services (water, sanitation, fire fighting and waste), the objective for 2017 is to extend the drinking water network to the second half of the slum, to install fire hydrants in this new area, to launch the renovation of one of the identified toilets unit and to extend the waste management service to all the families of the slum. Hygiene awareness sessions will be reinforced for children and women.



## 6.2.3. Chittagong

### 6.2.3.1. Description of the area

Chittagong, 5 million inhabitants, is the **second town** and the first harbour of the country. The rural exodus has led to an exponential urbanisation and the explosive growth of the number of deprived areas, where **1.5 million poor, often illiterate and without any property rights, people live**. Living conditions in these areas are extremely difficult, especially because of the lack of access to drinking water and sanitation.



The Eau et Vie teams effected about 15 prospective surveys between 2009 and 2014 to identify the slums where to intervene for the project in Chittagong. The baseline survey effected at 9 Number Bridge shows that the slum is located near Khulshi residential quarter, where the most wealthy population of Chittagong is concentrated. It is split in **3 areas** located along the railway lines and gathers **about 400 families**. 9 Number Bridge is next to other slums (Khulshi colony, Master colony) where the project could extend. It has never suffered evictions. Out of the people interviewed, 52% earn a **monthly salary of 6 800 BDT, about 72 €**. Other people earn a **daily salary of 320 BDT, 3,5 €**. **The living standard is therefore particularly low and the living conditions very difficult.**

### 6.2.3.2. Steps

In 2016, 6 new prospective surveys were effected. They identified the slums to be selected for the project implementation. **The presence of one Water and Life project manager on site in October 2016, assisted by a local employee trained in Dhaka, proved to be necessary for the good progress of the project.** The relations with the various actors and the communities are now much deeper and more structured. Between October and December, more than 15 slums were visited.. The slum of **9 Number Bridge was selected to start the activities**, and a **Memorandum of Understanding was signed with the local water distributor CWASA**, thus formalizing the collaboration with SJP. Furthermore, Eau et Vie opened an office next to the slum. **A baseline survey** was conducted in this slum in order to find out more precisely the actual situation with regard to water access and sanitation. The majority of the inhabitants has to go to Khulshi Colony to get water, which is situated 200 meters from the zone 2 and 500 meters from the zone 1 of 9 Number Bridge. There, a tap, with free access to water, is opened a few hours three days a week. The other days, an illegal reseller uses the water tank built by an NGO and sells the water 1 BDT by Khulshi (can containing a dozen liters), which corresponds to about 85 BDT the cubic meter (about 1€) when the price paid by the CWASA customers reaches 11 BDT/cubic meter. Women, children, and sometimes elderly people, spend in average one hour per day for this water chore. In order to avoid going each day to get water, **people have to store the water** in containers of more than doubtful cleanliness, not always closed, leading to risks of water contamination. **Less than one third of the interviewed people state that they treat the water before drinking.**

**9 Number Bridge (since November 2016) - 400 families**

### 6.2.3.4 2017 Challenges

The relations made with the local stakeholders such as CWASA, the Railway Authority and the communities create a solid base for the implementation of future projects. The plan is to start the projects at 9 Number Bridge and then to extend it to Lake Side Colony, the second slum selected during the survey. Looking forward, the purpose is to improve the living conditions of more than 2 000 families by providing **sustainable access to drinking water and the implementation of good hygiene practices. It also plans to provide a healthy environment in the slums by installing and managing adapted services and infrastructures.** In 2017, the installation of water pipes and of 19 meter cabinets is planned.



## 6.2.4. Conclusion and Prospects in Bangladesh

From 2014 to 2016, despite political and social unrests in the country, most of the objectives have been reached in Bhashantek. Water and Life and SJP successfully completed the first phase of the development of the water network, thus providing today **access to drinking water at home to 1 728 families and 14 public places**, which represents **about 8 200 persons of the slum**.

Several **hygiene awareness sessions** took place, reaching a varied audience, especially children. Less people than expected subscribed to the **waste management pilot service** but the Water and Life teams have and continue to organise awareness sessions in order to stress the necessity of a good waste management service, before a systematic deployment in 2017.

**The surveys on sanitation systems** and the review of the existing solutions are progressing, always with the purpose of providing a service adapted to the local context as good as possible.

**The firefighting system** works well and has shown its impact in the slum several times. Fire drills are organised each month by the firemen and the volunteers. Community building is strengthened, more than half of the people in the slum are committed to the project.

With the success of the implementation by W&L and SJP of the activities and infrastructures in the first half of the Bhashantek slum, the inhabitants of the second half are now eager to see the development of the project in their part. Furthermore, the results of an independent survey done in June 2016 show that the project has a **significant impact on the improvement of the living conditions of the population**.

The three zones in Chittatong, where detailed studies were made, meet the selection criteria for the implementation of Eau et Vie pilot project. There is a **real need to access to drinking water by the inhabitants of these areas**. The SJP network implementation is technically feasible in each of these areas and would be a good response to these issues. As soon as **the agreement with the local water operator (CWASA) is signed, the network construction in the 9 NUMBER BRIDGE area will be able to start**.

Water and Life and SJP have developed very good relationships with a very strong impact on the urban inclusion; its importance was not really considered at the start of the project. Furthermore, the culture of a public standpipe managed by the communities, unique model in Bangladesh deprived areas, has developed. The model of a multi-services and local social company, supported and not managed by the community, is recognised and valued by the various stakeholders. It seems realistic to say that the change in scale can now start, by the reproduction and the expansion of the model.





## 6.3. Ivory Coast

At its independence in 1960, the Ivory Coast experiences a strong economic boom, particularly coming from coffee and cacao production. From 1990, the country suffers a very serious political and military crisis which will last 2 decades, and which heavily slowed down the economic and social development. During this same period, the demographic growth in the Ivory Coast increased significantly, going from 12 million inhabitants in 1990 to 23 million in 2016. At the end of the crisis, in 2010, a slow process of national reconciliation, economic revival and fight against poverty starts.



Since 2011, the country enjoys a better political stability, confirmed by the smooth re-election of President Alassane Ouattara in 2015. Today, the Ivory Coast resumes with a dynamic economic growth (GDP average annual growth of 8.5% between 2012 and 2015). However, this economic recovery is not reflected in the poverty reduction, which rate still reaches 46% in 2015 (despite the President's objective to reduce it by half). The Human Development Index of 0.45 ranks the country at 172 out of 188. Fight against poverty remains therefore a real challenge. Lastly, it is important to underline that 54% of the population today lives in urban areas, when Davos Global Risks 2015 annual report states that « 40% of the urban growth happens in slums ».

The social company **Dji Ni Sii (DNS)** and the association **Eau et Vie Côte d'Ivoire (EVCI)** have been created. DNS will be in charge of the **water network construction and maintenance** in the slums and is responsible for the **running water distribution, waste management and sanitation services and payments collection**. For its part, EVCI develops **trainings on hygiene, environment and firefighting**, it also works towards the **reinforcement of the local committees** and the implementation of **sanitation, firefighting, waste sorting and collection services**.

### 6.3.1 Chronology and project implementation steps

The pilot area that was selected for the project implementation in 2017, Djidan 1, is located in the municipality of Yopougon, which counts more than forty deprived areas. Two other areas of the town have been selected for the project extension : Bogounisso (1 852 inhabitants) and Derrière Château (3 428 inhabitants). Taking into account the needs and the willingness of the local authorities, the objective is to extend the project to other deprived areas in Abidjan by the end of the third year. Some of them should be made viable within the frame of the « Programme d'Appui à la Sécurité Urbaine » (PASU), (urban security programme). The project is built together with the Ministère des Infrastructures Economiques (Ministry of Economic Infrastructures), l'Office National de l'Eau Potable (National office of drinking water), Yopougon townhall and the area chieftaincy.

The main objective of the programme is **to improve, by 2019, the living conditions of 2 000 families (approximately 10 000 persons)** living in Abidjan slums.

## 6.3.2. Abidjan

### 6.3.2.1 Description of the area

The Djidan 1 area has been selected jointly by the local authorities (ministry, municipality, ONEP and various partners) and the community itself. It counts **2 112 inhabitants** and the baseline survey conducted by Eau et Vie Côte d'Ivoire and DNS shows that the majority of the population belongs to a quite poor category with limited education. **Basic services (water, electricity, waste water disposal) are not ensured by neither the authorities nor the official distributors.** This is because **the sanitation infrastructures hardly exist. 95% of the households get access to water illegally.** The average daily water consumption per person is evaluated to be between 16 to 50 liters (lower than the WHO standards to ensure a decent live for the population). The illegal water resource management leads to clientelism and puts pressure on the households.

### 6.3.2.2 Steps

In 2013 and 2014, Eau et Vie conducted a feasibility study in order to start its activities in the Ivory Coast. The local needs and the positive attitude of the authorities and local communities led to one first expatriate being sent in 2015. The local association **Eau et Vie Côte d'Ivoire** et the social company **Dji Ni Sii were created.** Because of the numerous quantity of urbanisation and construction projects launched by the government and its partners, many prospections took place between April 2015 and March 2016 in order to finally decide on the intervention areas, of which Djidan 1 for the pilot project. Eau et Vie subsequently signed a **frame agreement with the Office National de l'Eau Potable (ONEP) et Eau et Vie Côte d'Ivoire** in order to launch the pilot project.

A baseline survey was effected in 2016 in the Djidan 1 area; it included 3 parts: one socio-economic survey towards the households; one on the water distribution and resale; one on the water access conditions. This survey, shared with the authorities and the local operators, shows that less than 5% of the 530 families of Djidan 1 are legally connected to the SODECI, when 95% of them have water at home... If these results are scaled up to the size of the town, they demonstrate that water access in slums is run by a handful of illegal resellers. More globally, one could question the efficiency of social water connections in slums, which has been the model deployed by the local authorities and the international funders for more than 30 years. The PRICI (program of the World Bank and the Ivorian State) has requested EVCI and DNS to conduct an impact assessment of the social water connections. Lastly, during the year, the Eau et Vie Côte d'Ivoire and Dji Ni Sij teams have been reinforced, with the recruitment of one expatriate programme manager and of 3 local managers. EVCI and DNS offices are located at Yopougon, in order to be close to the local communities.

**Djidan 1 (since June 2016) : 528 families**

### 6.3.3 2017 Challenges

The signature of the frame agreement with the ONEP, the selection of Djidan 1 to start the activities and the baseline survey showing that, in a slum of more than 2000 inhabitants, less than 5% are legally connected to the water operator, all these events show significant steps forward. The authorities and the local operator are now prepared to test Eau et Vie approach, as an alternative to the social water connections that were made for more than 30 years.

In 2017, Eau et Vie wants to finalise the negotiations with la SODECI, build the drinking water network in Djidan 1 and connect the first families. Simultaneously, the search for and the training of volunteer firemen will take place, as well as hygiene awareness sessions.



### 6.3.4. Conclusion and prospects in the Ivory Coast

The signature of the frame agreement took more time than expected, and the first selected areas, following the feasibility study, had to be excluded because of a high risk of demolition.

With the frame agreement signature by all the involved stakeholders and the recruitment of the Eau et Vie Côte d'Ivoire and Dji Ni Sii teams, the activities will start in 2017. The negotiations with the local water distributor, SODECI, will lead to a long lasting collaboration. In this way, with the importance given to the implementation of local partnerships, the project success can be guaranteed. This long work of advocacy, involving all the parties, is necessary for the project sustainability.

The impact assessment made on the social water connections in deprived areas should help demonstrate the potential of Eau et Vie approach towards a sustainable and global water access.

The recent crisis in the Ivory Coast is still leaving marks. Decision making is slower at all levels. The economic recovery creates deep changes in the capital; the recent elections and modifications of the constitution show that political stability is not quite yet present. This also explains the delays or the difficulties in the decision making process.



## 7. Beneficiaries testimonials



**Nurbanu**, living in the slum of Bhashantek, Dhaka

“Before, I did not have time for prayer in the morning because I had to rush to go and get water at the pump with the other families. In order to have enough water for my family, I had to fill 2 Kolshi (water cans), we often had arguments with the neighbours who were queuing. Because of this lost time, I could not find time for cooking.

Since I have an SJP tap, I can pray in time and look after my domestic chores. I do not have to worry any more about getting water. My family has diarrhoea much less often now. I did not get any problem to get an SJP connection. Now, I have access to running water and I am very satisfied with their services ».

“Before, I had to go far to get water. Even when it was raining or if there was a storm, I had no other choice than to shower outside. I often washed myself in the dirty water of ponds because it was easier than to go the communal water pump. At the pump, I often had to wait for a very long time before I could have a shower. The queue created arguments with my neighbours..

One day, the pump next to my home broke down; therefore, I had to get water much further away. I was losing about 2, 3 hours each day.

Since I am an SJP customer, water arrives directly at my house. I do not have to go outside any more and to lose time to pump water. I am also less often ill and I spend less money for health care. Before, I used to frequently spend about 1000 à 1500 takas each time that I had to go and see the doctor. Now, I spend not more than 500 takas.”



**Jamal Hossain**, living in the slum of Bhashantek, Dhaka



**Maksuda**, living in the slum of Bhashantek, Dhaka

“Before having running water at home, I suffered a lot from having to queue every day for cooking, drinking, washing,... It was a loss of time and a source of conflicts with my neighbours.

Furthermore, as the water was coming from a common standpipe, I had to pump to get sufficient water. It was very hard for me physically. My family was often ill: fever, diarrhoea, jaundice.

Now, I have a tap at home. This is good because I can use it whenever I want. I do not have to wake up very early in the morning any more and I am not stressed by the idea of having to find water for my family. The pains that I had because of this search for water have gone and the tap works well at home. I would like to deeply thank Shobar Jonno Pani.”



**Koné Rokia**, living in the deprived area of Yogoupon, Abidjan

When it rains, the water comes into my house and does not go away. If we want to sweep it away, the neighbour says “Not there, it will come in front of my door ». Each time, it creates problems because there is no gutter.

« I want to be a volunteer because, where I live, the main problem is fires. Thanks to the Water & Life trainings, we, the volunteers, are able to contain the fires. For example, with the fire drills, we have learned how to keep calm, we know how to use the fire extinguishers that were provided. We also participated to cleaning actions in our area and learned how to sort our waste. I am very happy to share what I learn with the rest of the community. »



**Julieta Reponte**, Volunteer Water and Life, Tipolo Philippines



**Consuelo Mataberde**, W&L, Brigade Chief of the volunteer firemen, Paknaan, Philippines

« I always dreamt of being a fireman because I want to be able to help when there is a fire. Not so long ago, I have been able to help control a fire in my community and I was then pleased to be a volunteer.

I learned a lot from the Water and Life trainings. This reinforced my wish to be useful within my community.»

# 8. Eau et Vie means of action

## 8.1. A progressing communication

Communication about Eau et Vie activities est essential in order to improve the visibility of the programme and to promote its impact, in the countries involved but also internationally. For this purpose, Eau et Vie has intensified its actions by being more present on the social networks and also during big events in France or in the rest of the world and by diversifying its communication media.

### • **Focus Film**

Strengthened by its 8 years of actions in the field, Eau et Vie decided to make the [film Eau et Vie](#) in order to explain the global and innovative model developed to improve the living conditions of people in underprivileged urban areas and show the results obtained. The film, which was shot in the slums of Philippines, Bangladesh and the Ivory Coast, shows the difficulties encountered by the people in order to have access to water, the lack of sanitation and waste management systems. It also highlights the activities implemented with regard to fire fighting, hygiene, and presents the pilot projects concerning waste management and latrines renovation. Together with the slums inhabitants and the team members, influent leaders expressed themselves about the situation and the merit of the projects.

### ◆ **Eau et Vie partners Meeting**

A partners breakfast meeting was organised on 22 November 2016 in Nantes in order to gather all the public or private partners, and also the private donors and the Eau et Vie supporters. After the screening of *Eau et Vie*, the assessment results about the impact of access to running water on the living conditions of families from Bhash-tantek were presented by its authors. 4 Eau et Vie partners came to express themselves, about the situation in the field for some, and about the reason of their support to the NGO for others. An update on each of the projects was given by the team members.

### ◆ **Participation to the Global Toilet Business Innovation and Investment Summit at Mumbai**

For the first time, Eau et Vie was invited to this world summit to share their innovative expertise in the field of water access and sanitation in deprived urban areas ([http://www.toiletboard.org/media/22-TBC Summit Report.compressed.pdf](http://www.toiletboard.org/media/22-TBC_Summit_Report.compressed.pdf))

### ◆ **Press releases**

Finally, the programme reputation has led to several press releases in France but also in The Philippines:

- « *Eau et Vie: des entreprises sociales qui font couler l'eau dans les bidonvilles.* » Anaïs Petit, Ashoka France, published on Socialter.fr, on 9 May 2016.
- « *Comment associer les habitants de quartiers informels à l'accès aux services essentiels ?* » by the Collège des Bernadins, published in Les Matinales de (re)sources, on 21 June 2016.
- « *French firemen train Mandaue residents on basic firefighting* » by Julit C. Jainar, published in the Cebu Daily News, on 24 June 2016. Available here: <http://cebudailynews.inquirer.net/96329/french-firemen-train-mandaue-residents-on-basic-firefighting>
- « *Capitol Showcases Livelihood Progs in Advocacy Fair.* » by Press Release, published on MetroCebu .com available here: <http://metrocebu.com.ph/2016/08/capitol-showcases-livelihood-progs-in-advocacy-fair/>
- *Participation to the programme « 7 milliards de Voisins » (7 billion neighbours) on RFI* <http://www.rfi.fr/emission/20170808-acces-services-essentiels-villes-africaines-eau-electricite-assainissement-rediffu>

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## 8.2. Continuous improvement of the follow-up

A developing set of tools ensures the follow-up of the projects management, evaluation and control. The social companies and local NGOs managers send a dashboard and an activity report each month to the head office. The company's data are reported via the computer software of the agencies: the NGO data are reported progressively during the fire fighting, hygiene and environmental awareness activities, community building, waste management and sanitation programmes. With these data, it is possible to follow-up the development of the projects, to see its impacts on the life quality of the slums inhabitants and to anticipate the next actions. The reporting indicators are defined for each individual programme and respond to the need of the activities implementation by providing results. The baseline surveys conducted during the year in Abidjan and Chittagong enable Eau et Vie not only to adjust its activities to the context but also to measure the areas development over time.

The monthly financial reports showed its limits, in particular with the embezzlements that took place in The Philippines. In 2017, it is planned to reinforce the finance division as well as the management and the local resources.

Finally, in the course of the coming months, the areas activities and live will be illustrated by photos and beneficiaries testimonies.

On the technical side, the geographic information system will be developed in 2017 in order to map all the networks and services (water, firefighting, waste collection and sanitation) and thus develop the activities but also find a link between the living conditions improvement and the Eau et Vie actions by the means of impact assessments. All these reports and assessments are shared with the authorities and local operators.

## 8.3. A reviewed human resources management

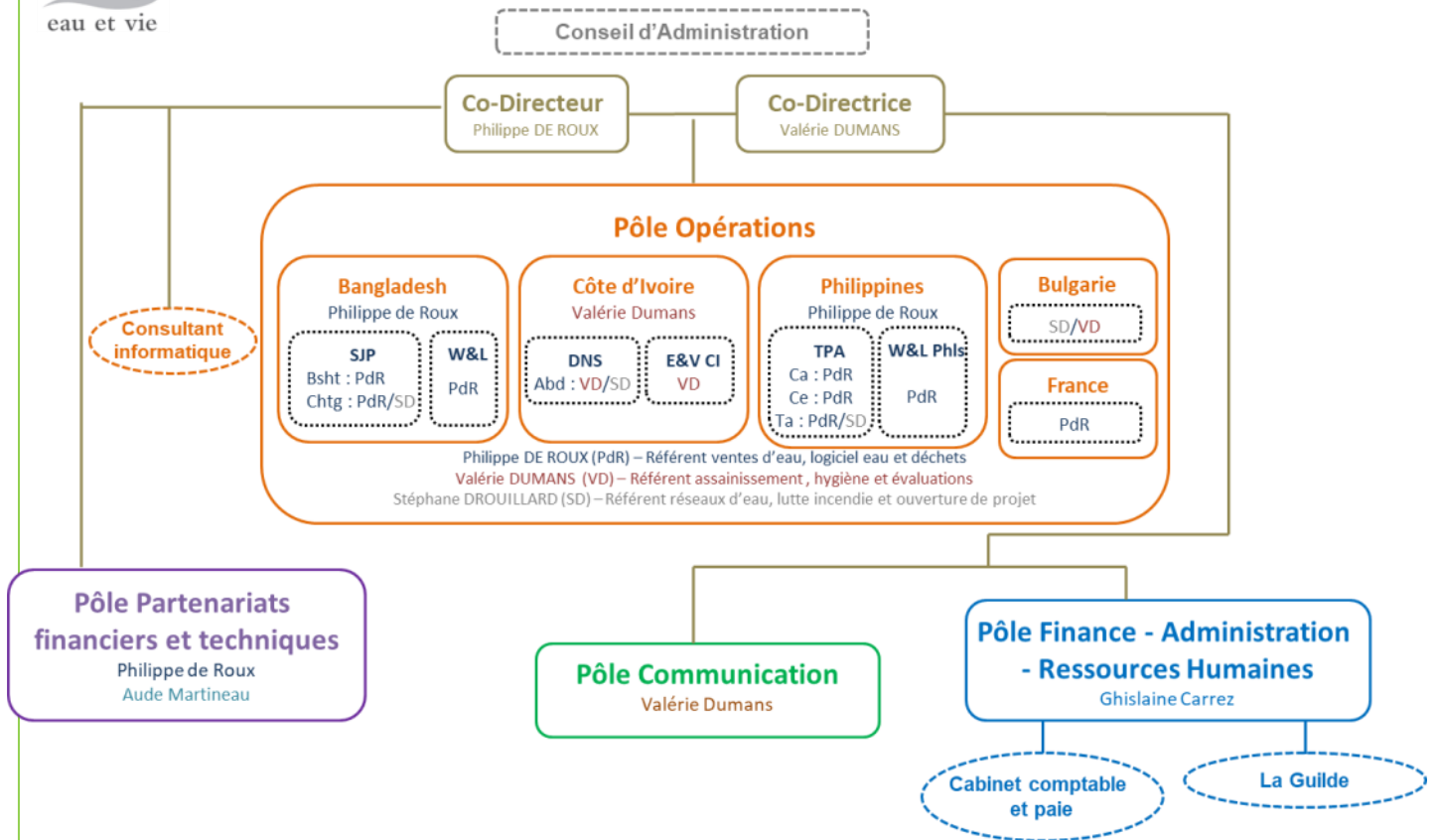
By the end of 2016, Eau et Vie counts 15 employees, including all jobs and countries. This 19% resources increase has been necessary to implement new activities (technical and business training, technical expertise) and the services deployment in the field. To this needs to be added the contributions of operational partners and 3 consultants.

In the field, Eau et Vie is confronted since a few years to a high turnover of expatriates for some positions. This is the case for the W&L Philippines NGO and also for some positions in Dhaka, where the living conditions are quite difficult. Some arrangements have been made with regard to the management and the supervision of the expatriate managers, together with compensation benefits, as far as possible. In the short term, Eau et Vie will try to improve its human resources management in order to support the ongoing change in scale.

### 8.3.1. Eau et Vie France Organisation Chart



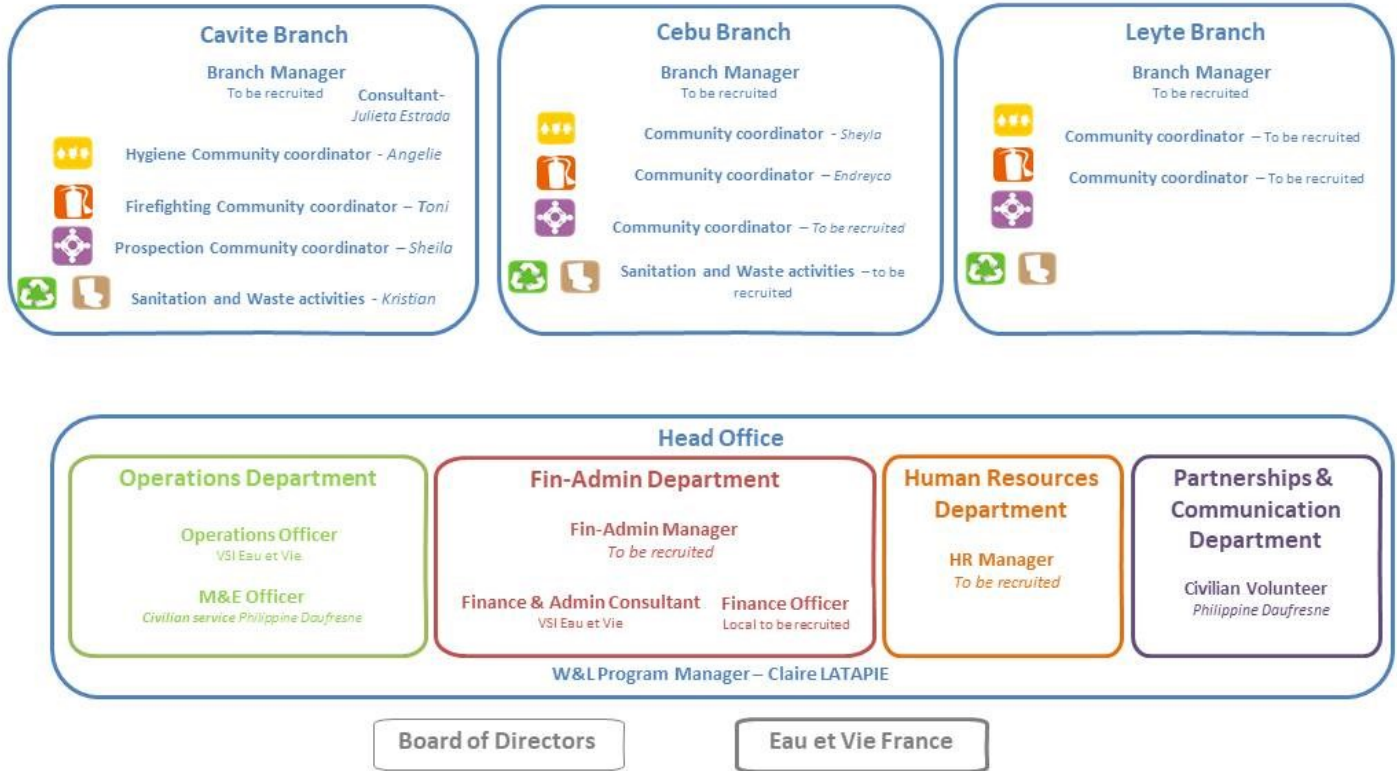
#### Eau et Vie – Organigramme siège France



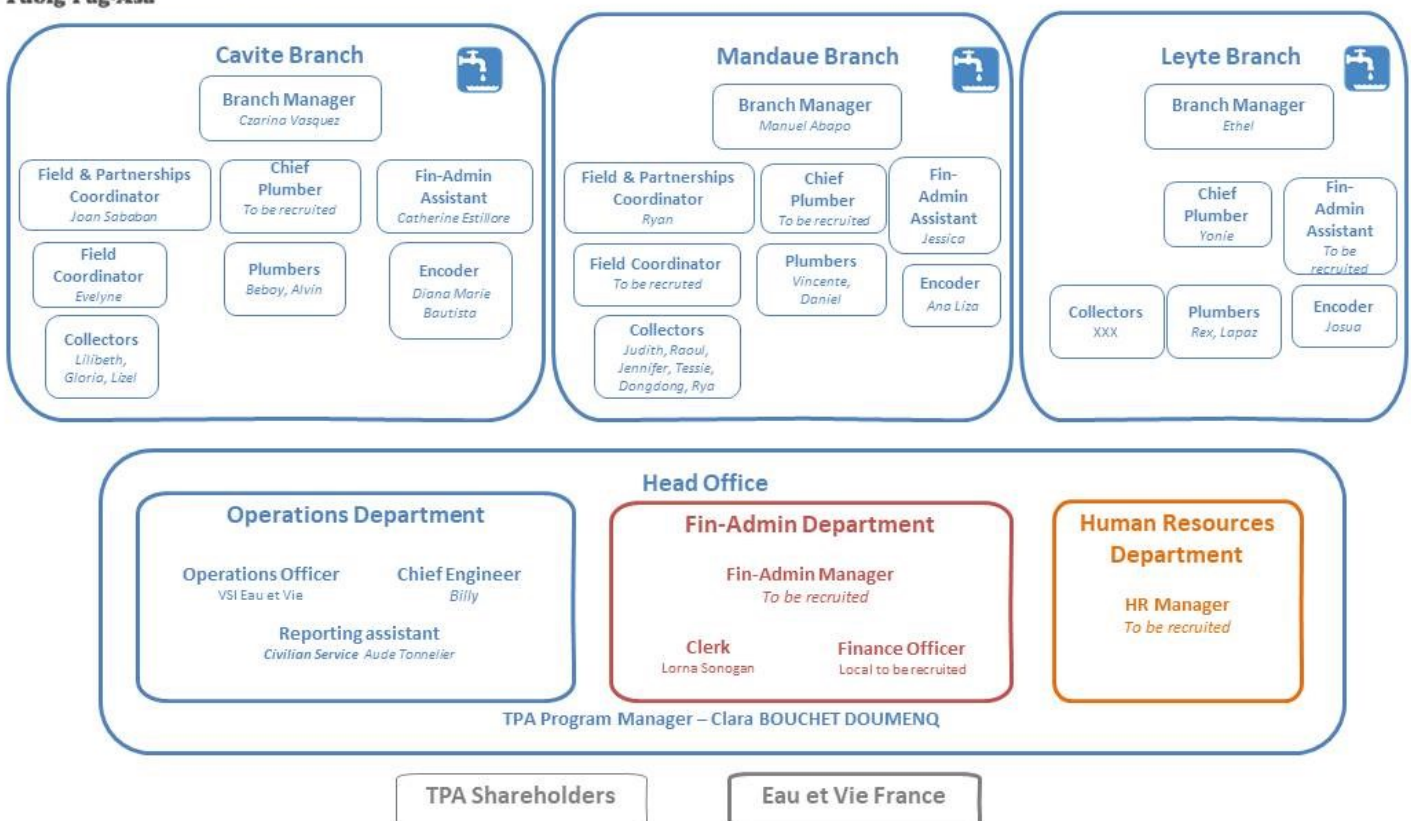
### 8.3.2. Philippines Organization Charts



# Organizational chart



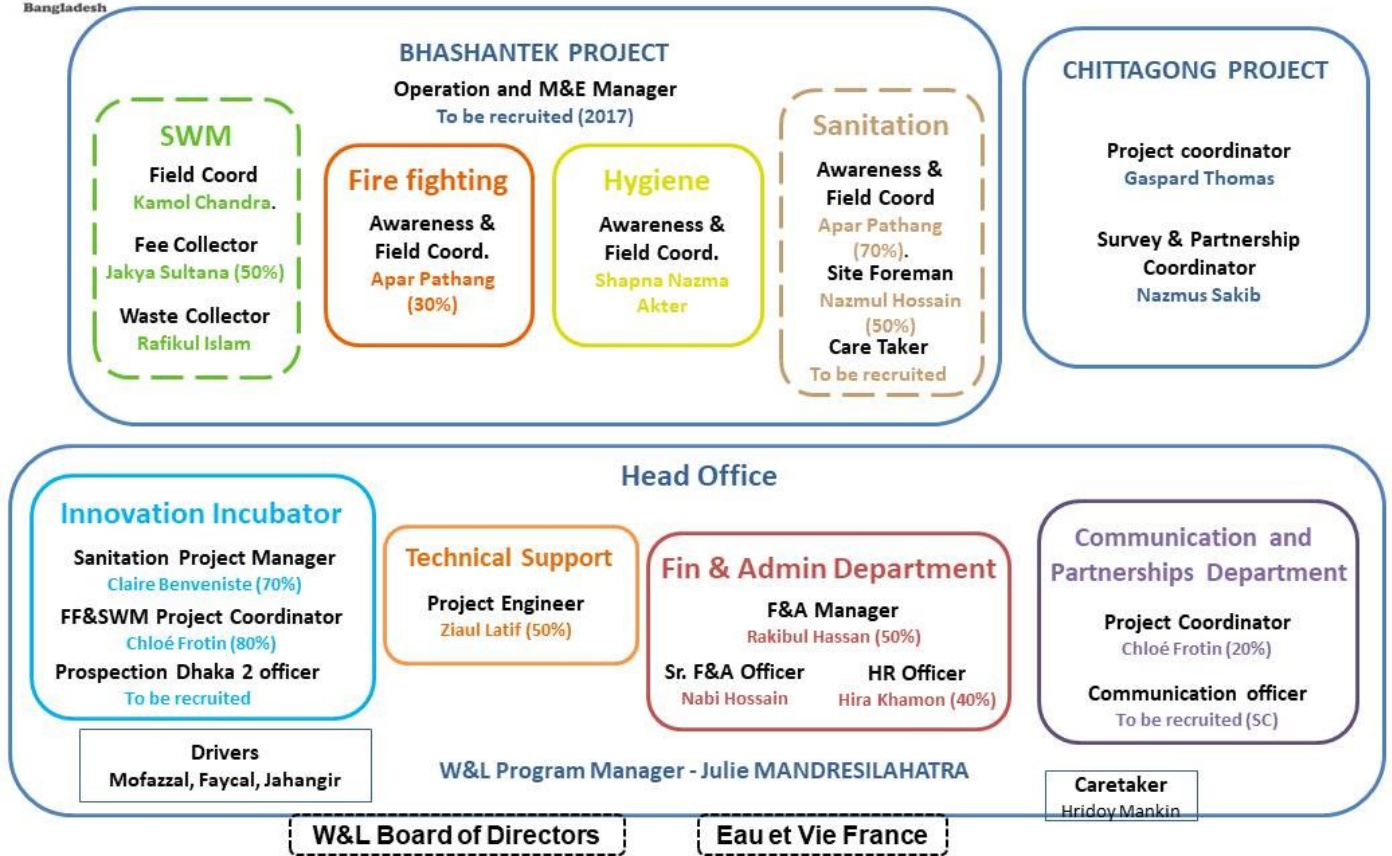
# Organizational chart



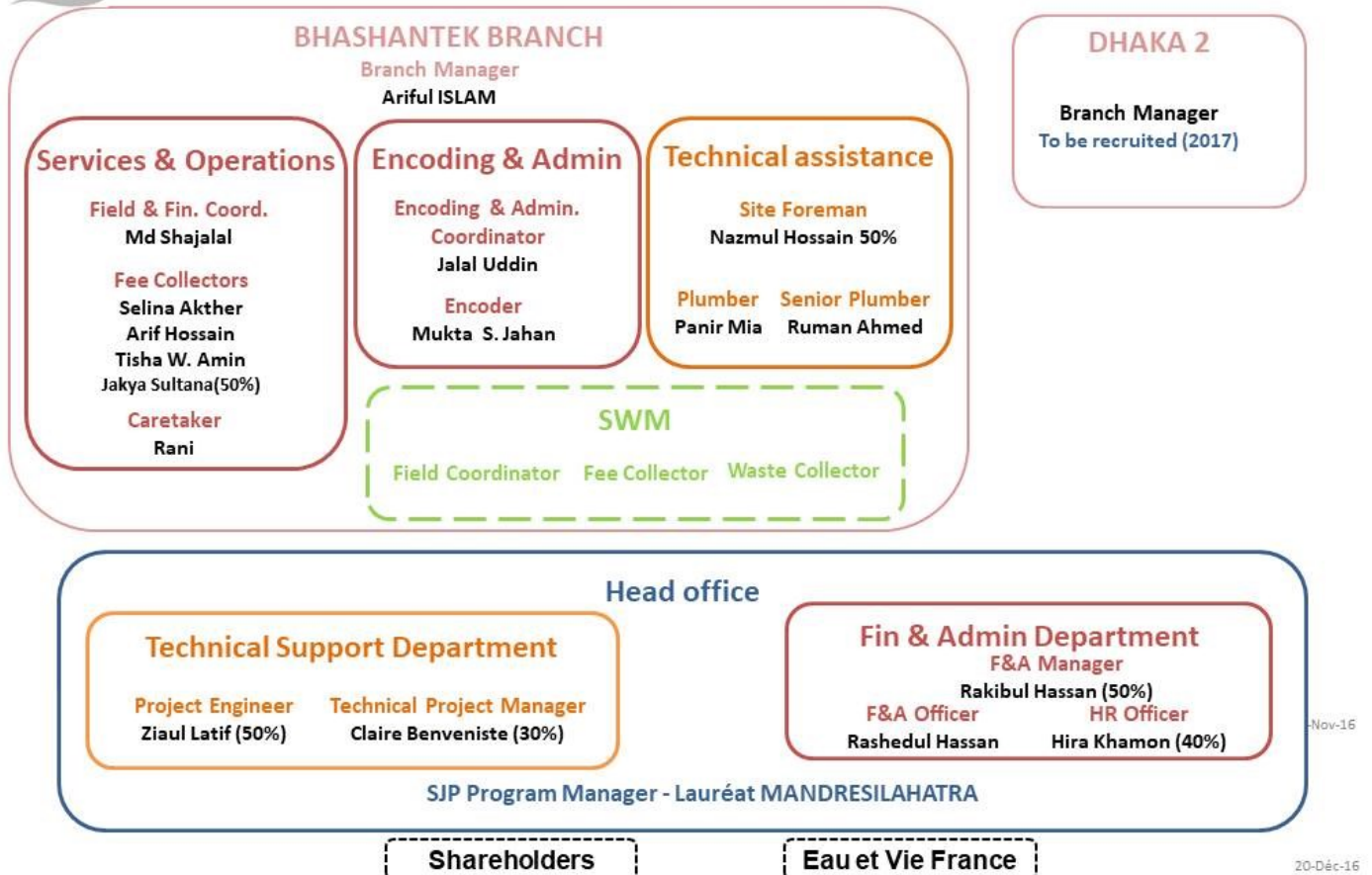
### 8.3.3. Bangladesh Organization Charts



## Organizational Chart



## Organizational Chart



Nov-16

20-Déc-16

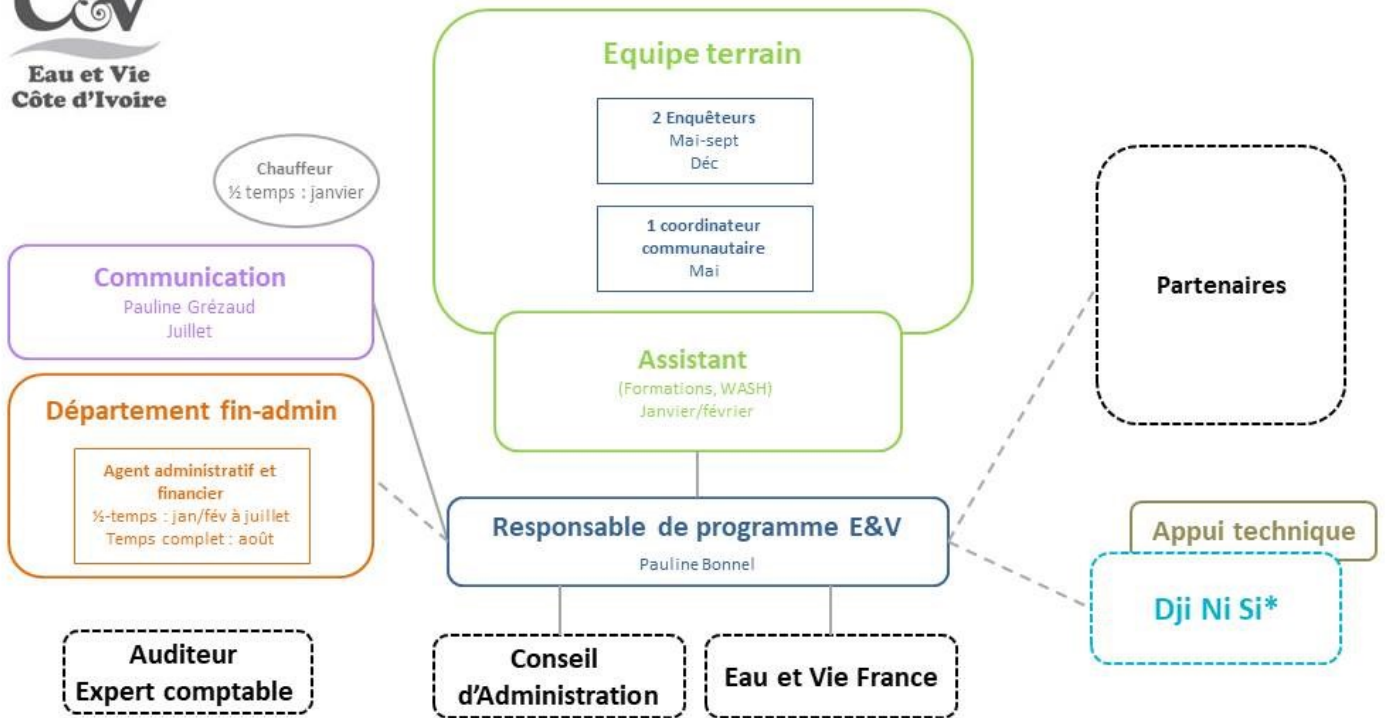




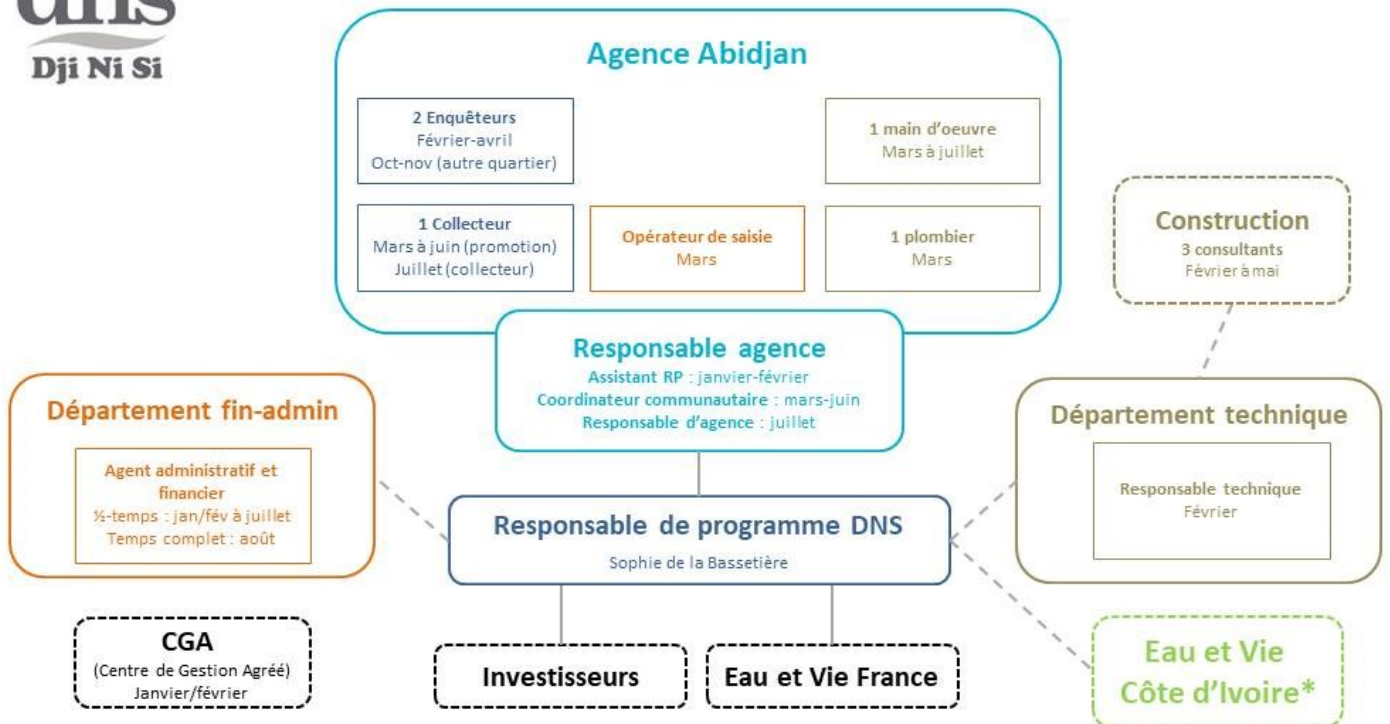
### 8.3.4. Ivory Coast Organization Chart



#### Organigramme Eau et Vie Côte d'Ivoire - 2016



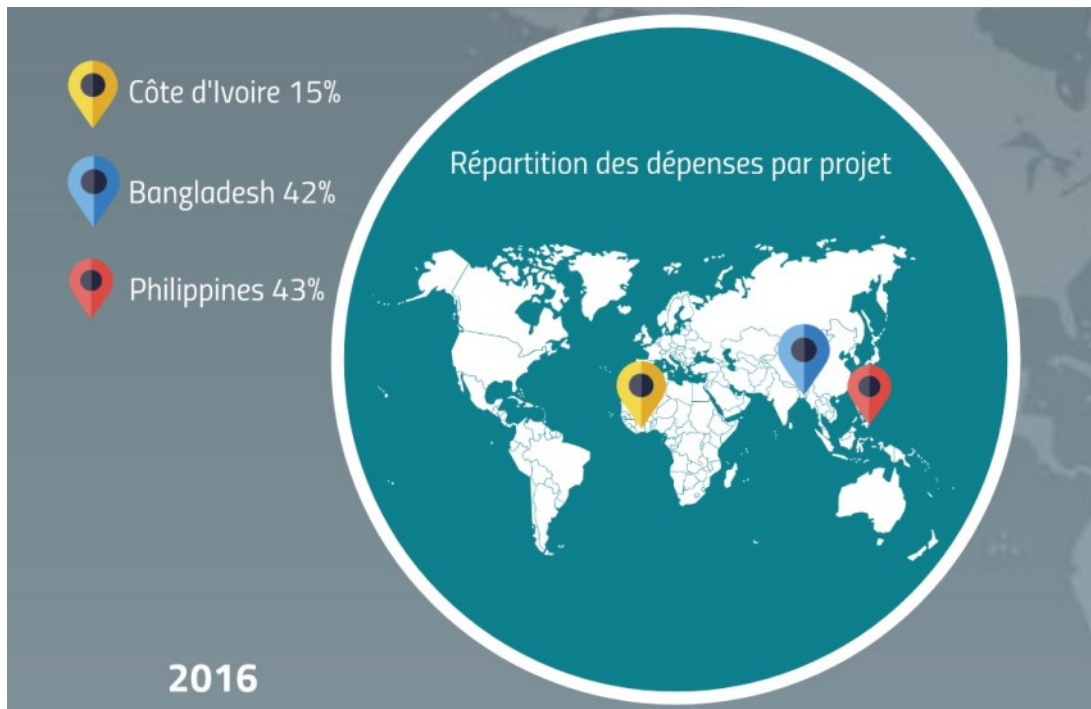
#### Organigramme Dji Ni Si - 2016



# 9. Financial Results

Eau et Vie budget is constantly increasing because of the needs in the field, of the funders growing interest in sustainable development, and of the innovative solution represented by Eau et Vie model.

## 9.1. 2016 Expenditure breakdown per country



## 9.2. 2016 Origin of funds (in %)



# 10. Partners



## 10.1. Partners that funded the projects in 2016





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... and the numerous and faithful private donators as well as the schools

## 10.2. Local Partners

### **Technical partners**

Leyte Metropolitan Water District

Metro Cebu Water Distribution

Maynilad Water Services Inc.

National Water Resource Board

Rotary club Mandaue

Croix rouge Philippine

Croix-Rouge néerlandaise

Département de l'Environnement et des  
Ressources Naturelles de Cebu

Kawit City

Cebu City

Mandaue City

Foundation for the Philippines Environ-  
ment

### **Technical partners**

Dhaka Water Supply Sanitation

Urban Partnership for Poverty Reduction

Dhaka North City Corporation

Bangladesh Fire Service & Civil Defence

Vorer Alo

NGO Forum

Practical Action

Chittagong Water Supply and Swerage  
Authority

Railway Authority

Suit NGO



### **Technical partners**

Société de Distribution d'Eau de la Côte  
d'Ivoire

Office National de l'Eau Potable

Projet de Renaissance des Infrastructures de  
Côte d'Ivoire

Ministère des Infrastructures Economiques

Ministère de l'Intérieur et de la Sécurité

Yopougon Townhall

Djidan1 community

### 10.3. Partners networks



# 11. Conclusions and Prospects

In 2016, in addition to the current activities, Eau et Vie signed a partnership agreement with the Ivory Coast authorities and started its activities in a first area, it started activities in Chittagong and also started the sanitation services implementation in Bhashantek. The NGO approach was con-forted by an independant survey measuring the impact of access to running water at home on the living conditions of the Bhashantek inhabitants. However, Eau et Vie must cautiously consider their growth objectives and consolidate its capacities in order to meet its newly launched challenges .

This consolidation must happen at several levels:

- **methodological** : To formalise Eau et Vie methods in order to facilitate its implementa-tion and its duplication by the teams, but also by the partners, and any other stakeholder; to consolidate Eau et Vie global approach
- **geographical** : To intensify the actions in the current areas and improve the opening of new territories, based on suitable stakeholders and situations
- **organisational** : To adapt its governance, the procedures and the management to the growth, partly regionalise the control
- **financial** : To work on the increase of the social companies financial viability and of the programmes
- **Human resources** : to regulate the personnel turnover, support the employees and fa-vour the recruitment of local managers



Access to drinking water —Philippines



Fire fighting—Bangladesh





Hygiene awareess—Bangladesh



Water quality test—Bangladesh



Fire olympiads—Philippines



Waste management—Philippines



Presentation of the project to the community —Ivory Coast



Meeting with the local authorities—Ivory Coast



**Eau et Vie**

68 Rue de Coulmiers

44 000 Nantes

Tél : 0033 (0)2 49 44 42 55

[contact@eauetvie.org](mailto:contact@eauetvie.org)

[www.eauetvie.org](http://www.eauetvie.org)

Facebook : Eau et Vie

Twitter : @eau\_et\_vie