



# ANNUAL REPORT

2021



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## Strong and united

In 2013, Typhoon Yolanda ravaged the Philippines, culminating in a storm surge that destroyed the coastline of the island of Leyte and its slums, killing thousands. Today, Eau et Vie is helping to restore this habitat. When I asked one of our Filipino team members how she had been able to survive, when a large part of her family had perished, the answer was simple: "I swam..."

In the context of the 2020 COVID-19 pandemic, which continued up to 2021, and whose consequences have been devastating for the populations of the slums, Eau et Vie teams often had to "swim", so much so that the question of survival was paramount for the populations we are working with, as well as for the staff members themselves.

However, at the end of the year 2021, Eau et Vie once again proved to be able to stay on top of the fundamental issues of survival. Their importance has also served to fuel our long-term action.

Admittedly, the rate of extension of our services (762 meters created) will have decelerated compared to the target set in the 2021-2025 strategic plan; but the conditions for a resumption are visible at the beginning of 2022, not only because the health circumstances are more favourable, but also because our capacity to act has been consolidated in the ordeal.

Beyond the pandemic, there have been many examples of this. We can count some 19 early fires in the slums. At Christmas 2021, after typhoon Odette destroyed the infrastructure in Cebu, we created a relief fund and organised a relief operation to distribute water stored in tanks delivered to the areas via renter trucks; we could then put our facilities back into service, according to the terms of our "emergency plans".

Our ability to be part of global solidarity actions in major emergencies has thus become an intrinsic component of the service we provide, and this strengthens the trust placed in us not only by the populations, but also by local authorities and development institutions.

As a result, municipal water distributors, overwhelmed by these events, are asking us to extend the areas we cover. In Cebu, Manila, Dhaka, Chattogram, Eau et Vie operations are launched from the beginning of 2022. In the same logic, the French Development Agency (AFD) decided at the end of 2021 to financially support our programmes in Bangladesh.

These supports and partnerships reflect the beginning of economic consolidation obtained in 2021, with a positive financial year, after the carry-over of the 2020 deficit. I would like to pay special tribute to the "investor-sponsors" who have committed themselves, alongside Eau et Vie, to the capital of the company founded at the beginning of 2021 to group together our social enterprises, another determining factor for Eau et Vie action to be projected in the long term.

The creation of this company (SAS Eau et Vie - Entreprises sociales), an intermediary in the organisation between Eau et Vie, the lead association, and the social enterprises, has enabled us to set up a unified financial management and accounting organisation for the whole of our Eau et Vie group.

Since this financial year 2021, an auditor certifies the accounts of the two leading social entities, the Eau et Vie association and SAS EV-ES, whereas in each country and for several years, the accounts of the subsidiary social enterprises have been audited by local auditors. Congratulations to all those involved in this essential project, which is already providing immense services.

**Olivier Pascal, President**



## The needs are immense, as are the challenges

2021 was a year of gradual recovery from the global pandemic of 2020, the effects of which continued to spread in the following year, as in most countries.

2021 also offered the opportunity to demonstrate the particular resilience of the Eau et Vie approach in this more complex context, notably at the request of the Asian Development Bank, which commissioned a study on this subject. In a context of successive lockdowns, Eau et Vie ensured the continuity of the water service, the maintenance of links with the families and the authorities, the control of arrears, the continuation of new connections in the Philippines, Bangladesh having experienced a temporary halt from this point of view, before restarting in early 2022.

Similarly, it was possible to implement an effective mobilisation in our intervention areas in Cebu in the aftermath of super typhoon Odette at the end of December 2021, which caused a lot of damages.

In Côte d'Ivoire, where the approaching end of the public water service concession blocked the possibility of opening new networks, it was decided to proceed with a handover of the open network for the Djidan district to the Abidjan city operator, in conjunction with the communities specially trained for this transition.

The teams were able to ensure an optimal handover, welcomed by all our partners, which was also an opportunity to capitalise on valuable experience. Moreover, exchanges are continuing locally, thanks to the Eau et Vie Côte d'Ivoire association in particular, in order to be able to relaunch the activity when possible, either in Abidjan or elsewhere in Côte d'Ivoire. Other African countries are being evaluated in parallel.

At the end of this year, the teams are in working order, both in France and in the countries. The aim now is to deepen the approach based on the charter that the association adopted at the end of 2020, which is very structuring for our actions. And to deploy it in new areas of intervention in conjunction with our partners, in particular the water operators, with whom we have strengthened our ties. The needs are immense, as are the challenges.

**Philippe de Roux, Co-founder and CEO**

# EAU ET VIE: 14 YEARS OF ACTION

**Slum dwellers also deserve and can afford sustainable water supply in their homes**



1/3 people will live in a slum by 2050



1/4 people did not have access to safe water



1.8 billion people use water that is infected by fecal matters

Creating more inclusive and sustainable living conditions for urban poor populations contribute positively to peoples life in the communities we serve.

Eau et Vie is a first response to this challenge by securing the future of their local economies and the well-being of these citizens. It has operated since 2008 in the Philippines and Bangladesh.

## MISSION

**1**

Ensure permanent access to a reliable domestic water service, fire-fighting, hygiene training, community empowerment and emergency plans, as well as developing other essential community-based services according to the people's needs and capacities.

**2**

Carry out systemic diagnostics on waste management and sanitation. Develop initiatives according to the context and the resources available, preferably with the support of communities and local authorities.

**3**

Mobilise and involve all partners for the implementation of projects with a high social impact, which are over time economically viable and self-sufficient.

## MODEL

Based on a social entrepreneurship approach, the model enables disadvantaged households to have access to potable water at home with a private tap.

Mobilisation is the key to successful community empowerment. It helps to raise awareness and increase knowledge of people to influence local decision making and follow services implementation.



# ACTIVITIES DEPLOYED



## Water services

Access to clean water at home. Instead of expensive, poor quality water stored in unsuitable containers, each household is now connected to the water network and has an individual tap, with a regular bill based on consumption and paid at home collections. Systematic quality tests are carried out. This is improving the daily lives of families, especially women, and creating favourable conditions for development.



## Community empowerment

Mobilising and supporting the communities in developing their capacities. Community empowerment enables each individual to exercise their citizenship and to assert their rights and those of the community in a process of urban inclusion.



## Hygiene awareness

Hygiene awareness sessions organised in schools and public yards. Good hygiene practices are as important as quality infrastructures to improve public health. Diverse topics affecting the inhabitants are addressed: water storage, individual and menstrual hygiene, waste management.



## Fire-fighting and emergency management

Fire prevention and emergency plans. Fire hydrants are installed and local volunteer fire-fighters are trained and equipped. Fire prevention is essential in slums, where fire events are frequent. First aid and basic life support activities are also carried out.

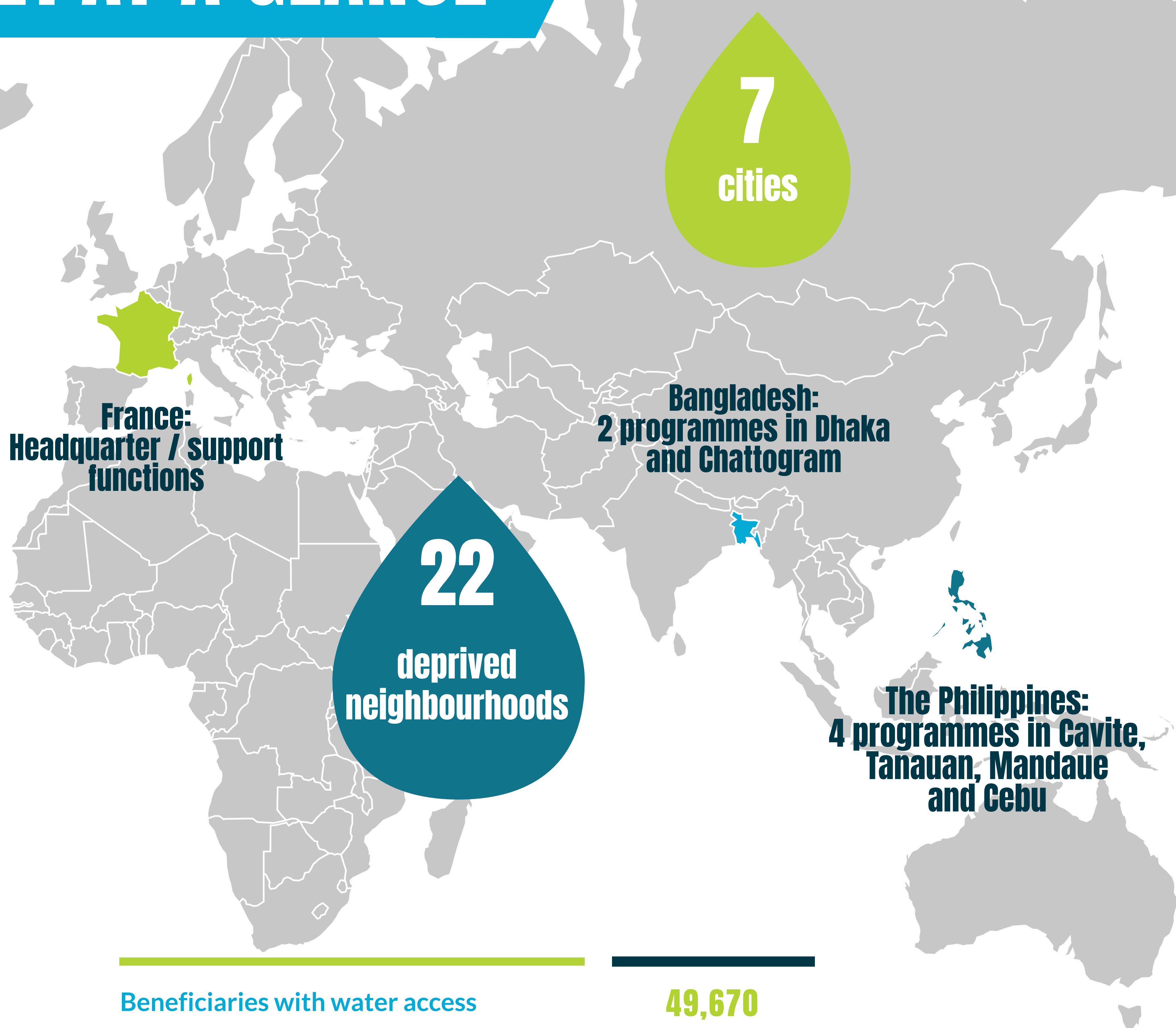


## Research and innovation

To deepen its impact, Eau et Vie is studying and testing new solutions to better manage its operations and offer complementary services at an affordable price (waste, sanitation, electricity) when needs are identified. Proximity, shared billing and joint collection of payments are valuable comparative advantages for beneficiaries. Eau et Vie relies on innovative tools such as the water distribution software, Wamasys, to carry out its mission.



# 2021 AT A GLANCE



Beneficiaries with water access

**49,670**

New active water contracts

**762**

Participations to awareness hygiene sessions

**24,917**

Participations to hygiene menstrual sessions

**7,432**

Fire-fighting & first-aid trainings held

**95**

Clean-up days

**40**

Awareness hygiene sessions held (including menstrual hygiene)

**706**

Meetings with the committees

**207**

Million litres of water supplied

**822**

**152**  
employees  
of which 88% are local



# 2021: HIGHLIGHTS

## Revision of E&V logical framework

Starting in January 2021, E&V staff members in Bangladesh, the Philippines, Côte d'Ivoire and France were gathered to participate in working sessions with the aim of revising the logical framework.

It resulted in a renewed logical framework tool ready for implementation on January 2022.

The revision involves the following programs:

- **Solid waste management and sanitation service:** a systematic diagnostic will be implemented in every community of intervention to identify the issues. And the solutions will be co-developed with the community and the local authorities.
- **Hygiene and clean environments:** E&V communities of intervention were severely affected by the COVID-19, so E&V integrated in its logic of intervention that strategies and solutions would be developed to support community members in case of disease outbreaks or natural disasters to adopt safe hygiene practices.
- **Fire-fighting and emergency management:** the strategy has been revised to be oriented towards community based disaster risk reduction with a special focus on fires.
- **Community empowerment:** the strategy has been revised. The programme has been more oriented on community organisation, integration of minority groups and support to community-based organisations mobilized to reinforce their access to essential services.

## Wamasys innovations

To continuously increase the **operational performance**, in 2021, E&V focused on making full use of the operational management tool potential: Wamasys.

To reach this target, **intensive training plans** were implemented for each member of the team, to reinforce the internal skills.

Reviewed reference documents have been deployed and the technical support was structured.

In parallel, a specific focus on data management has been conducted, including audits processes, to ensure the data reliability.

Strengthened by this capacity building, as well as the continuous improvement of Wamasys features, the **reporting has been upgraded** for the benefit of the operational management.

**The geolocation of all activities and contracts was particularly a relevant achievement.**

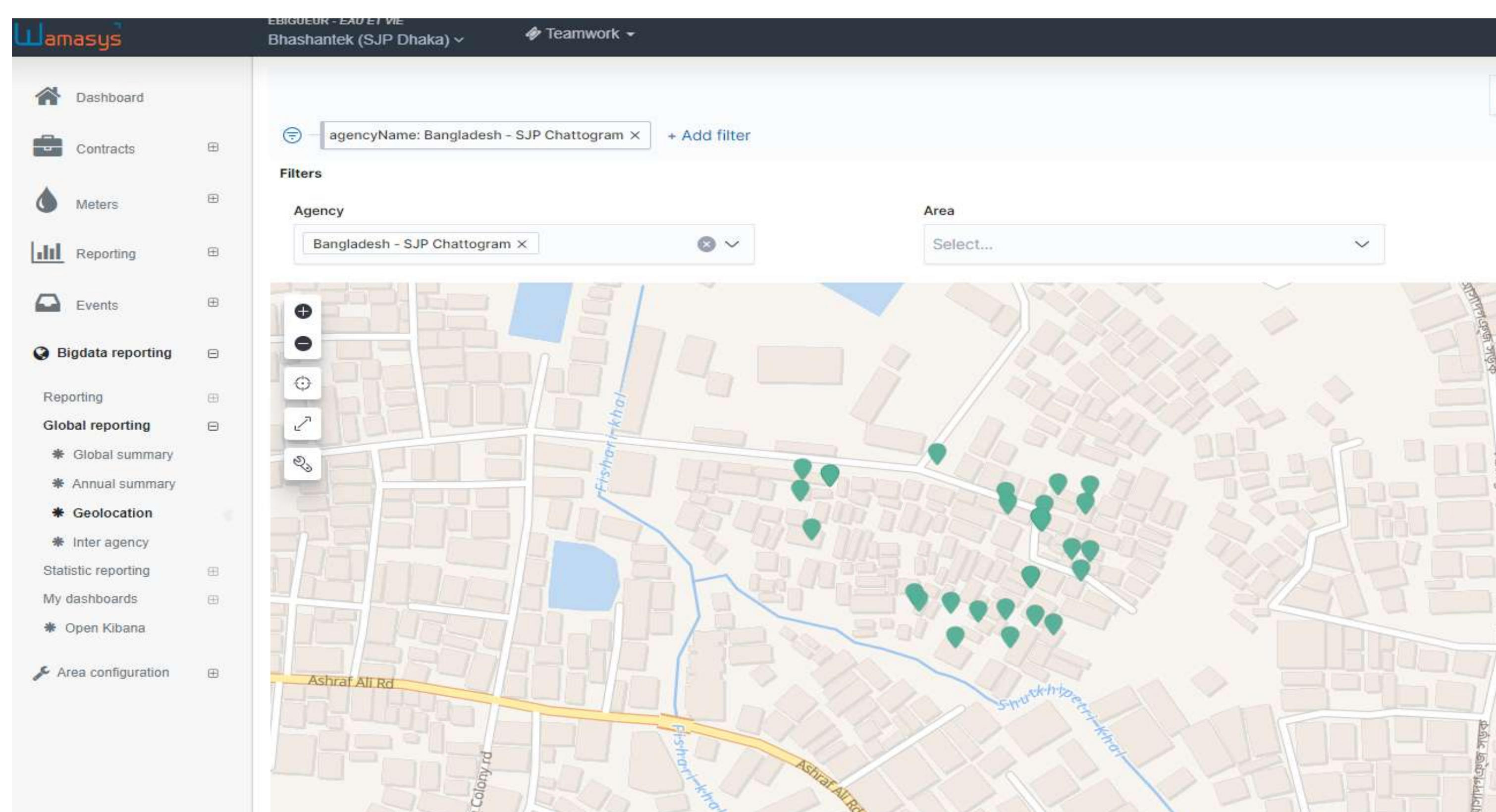
Complementarily, the same dynamic of structuration and capacity building has been impulsed for the operational processes. An e-learning has been designed and deployed to enhance the skills of the team in all the countries of intervention.

In parallel, 2021 was a year of innovation, in particular with the development of three new projects.

In the Philippines, the implementation of **automatic official receipts, approved by the Bureau of Internal Revenues and directly printed on field**, during the door-to-door payment collections, was a success.

A **mobile money pilot project** was deployed in Côte d'Ivoire. Based on this experience, a study in the Philippines has been initiated and will be carried out in 2022.

A **smart meter pilot project** in Cavite (Philippines), was initiated and will be completed the following year with a test in a Cavite area.



## Study on electricity service

In 2021, E&V explored the replication of the approach into electricity services, targeting the marginalized urban populations. Like water before the E&V intervention, the electricity service is expensive, of poor quality, and dangerous. Because of unsafe connections (hacked, faulty electrical wiring...), many fire incidents occur. The complementarity of the two paid services is obvious.

A feasibility study was carried out by a project manager in all of E&V areas, with more specific focus group discussions conducted in 4 areas in Cavite to evaluate the needs and the willingness of the community for an improved and legal electricity service. Some initial talks were organised with Meralco, the main electricity company in Metro-Manila. But due to the pandemic and the several lockdowns, this was not possible to conclude. Further research should be made.



# FOCUS CÔTE D'IVOIRE



## 3 questions to Chloé Wagner, former Country Director of Côte d'Ivoire



### Why the programme was put on hold? How was this process conducted?

At the end of 2019, an internal Eau et Vie working group was set up for Côte d'Ivoire. Indeed, the programme was weakened by the relationships with the operator and the local authorities, which valued the model, but wanted to include generalised access to water directly in their public development policy, with local implementation.

At the beginning of 2021, the decision was therefore taken to put the project on hold, and to transfer the management of the water network built by E&V to the national water operator. After adapted trainings for the beneficiaries, an official handover ceremony was organised in the presence of the CEO of Eau et Vie France and the operational and financial partners.

Awareness raising activities (hygiene, waste and environment) in the neighbourhoods and the rehabilitation of sanitary facilities in schools were carried out during the first half of the year, and then the baton was passed to local associations and neighbourhood committees.

The teams of Eau et Vie Côte d'Ivoire, about twenty people, were progressively reduced; the employees benefited from training by professionals, support from the HR department and facilities at the end of their contract to find a stable job. This was the case for 80% of them by the end of 2021.

The follow-up of the impact is also possible thanks to the local association Eau et Vie Côte-d'Ivoire, which remains active.

### What are the lessons learned?

A capitalisation study was conducted by the monitoring and evaluation officer, the results were shared with all E&V teams worldwide and some partners.

The main lesson is about the handover of the management of water networks to the local operator, a first experience for E&V. The lessons learned were documented, and the contents of the workshops proposed to the inhabitants for the management of their water consumption and bills were shared.

### What is the current situation?

I was able to visit Djidan personally in May 2022. The water network is functioning, but people regretted that they had no longer been able to benefit from the proximity approach put in place by Eau et Vie. Indeed, the delays to open a meter or to obtain a bill are longer because they are managed with less proximity.

However, the chief of the district is very satisfied with the responsiveness and the sense of service of their interlocutor at the local operator who collaborated with the Eau et Vie teams during the handover of the network.

Staffs from the "Office National de l'Eau Potable" have also visited the district regularly to ensure a proper follow-up. This was discussed during the handover and is effective more than a year later.



*A big thank you to the teams in Côte d'Ivoire for their professionalism and their commitment until the end, as well as partners who supported Eau et Vie in this adventure professionally and humanly full of richness and lessons learned*



# THE PHILIPPINES

The year 2021 was marked by the continuation of the adaptation to the new norms imposed by the COVID-19 pandemic.

Indeed, if the NGO optimistically thought the pandemic would come to an end during the year, Eau et Vie had to face several waves of contamination due to the emergence of new variants of the virus. This led to alternating periods of lockdown and periods where field activities were possible. As always, the team members were fully dedicated to support the communities during these periods and to adjust their working methodologies and processes to the new rules.

**719 new households (4,314 people) have been connected to the water network** and are now enjoying a permanent access to water in their homes, as well as a wide array of activities covering their essential needs and guaranteeing their safety: hygiene awareness and trainings, fire protection thanks to the fire brigades which were trained and provided with equipments, community empowerment and environmental awareness with a specific focus on the solid waste management. This is a great achievement knowing the context.

**The end of the year 2021 was also marked by a major typhoon** that has heavily impacted the project areas located in the Cebu Province and some parts of Leyte: typhoon Odette which was one of the most destructive of the past 10 years. The teams in Cebu and Mandaue worked tirelessly to ensure the continuity of the water distribution in the communities directly affected by the typhoon, as well as the distribution of relief packages including food and hygiene products to meet the immediate needs of the people.

All these challenges were successfully overcome with professionalism, sense of responsibility and dedication by the teams who have shown great courage and generosity in the implementation of the emergency response. It would not have been possible without the support from the community volunteers and LGU leaders who assisted in implementing the programme activities and services, including the emergency plan. All the programs are heavily relying on community volunteers who are acting as relays in urban poor neighbourhoods for the mobilisation of the whole community, and also for logistical support.

And finally, as I am now moving towards new horizons within Eau et Vie, I want to express my gratitude to all our partners who have supported us during these challenging times. Their trust in our programs and the Filipino people encourage us achieving more, as well as being more creative and adaptive to any situation that would arise. Indeed, I am turning over the direction of this great organisation to Augustin Vatelot, the new country director for Eau et Vie in the Philippines. I wish him success and happiness. I am now heading to Bangladesh, ready to discover new challenges for 2022.

**38,358** beneficiaries with water access at home

**17,814** participants in hygiene awareness sessions (hand and personal hygiene) and water storage

**3,844** participants in menstrual hygiene awareness sessions

**81** fire-fighting and first-aid trainings held

**34** clean-up day organised

**104** committee meetings organised

**103.5** collection rate in %



**Alexia Michels, Country Director - Philippines**

# 2021 IN THE PHILIPPINES

## Typhoon Odette response launched for Cebu and Mandaue communities!



On December 17, typhoon Odette severely devastated Cebu City and the areas of intervention, including most of the houses of E&V employees located in the region. The whole team was set in motion amid the holiday season and immediately coordinated with the funders, partners, Barangay officials, and community leaders to ensure the continuous access to water. It was the main priority and proved to be a great challenge as the operations of the municipal water operators were impeded. An emergency response was put in place a few days after the typhoon.

6,000 people benefited from the distribution of bottled water and more than 2,770 benefited from rice, mixed goods and hygiene kits distribution in late December and early January.

The teams also continued to assess the situation and planned a provision for a discount equivalent to 7 free cubic meters of water for one month as families still struggle to rebuild their homes and find livelihood.

## Hygiene campaign amid the pandemic of Cavite branch recognised and awarded by the Barangay of Talaba II

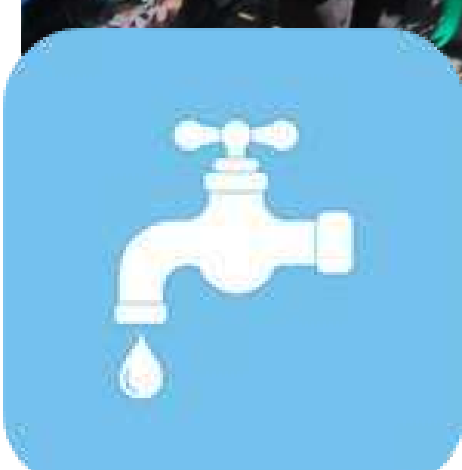
"Handwashing has always been one of the most effective ways of keeping diseases at bay. It is a simple act that pays dividends when it comes to keeping ourselves healthy and safe."  
Dr Poonam Khetrpal Singh, Regional Director, WHO South-East Asia Region.

Over 7 million Filipinos still lack access to a handwashing facility. A study pointed out that regular handwashing with soap can reduce the likelihood of COVID-19 infection by 36%. The aim of the contactless handwashing stations is to make it accessible and a regular habit for everyone in urban disadvantaged neighbourhoods where access to water and soap remains limited.

75 handwashing facilities have been installed in response to the COVID-19 crisis in the intervention areas. This is important to notice that in Mandaue, E&V also provided a facility for the Muslim refugees, displaced by the conflict in Mindanao, a minority group and very marginalised.



## Inauguration of Tabing Dagat, Cavite



Despite the pandemic, E&V is pleased to have inaugurated on September a new project area and the opening of the main pipeline bringing water from Maynilad Water.

For many years, access to clean water has been very difficult for these families.

In 2021, 199 meters were installed, connecting 240 households to water at home and changing their daily life.

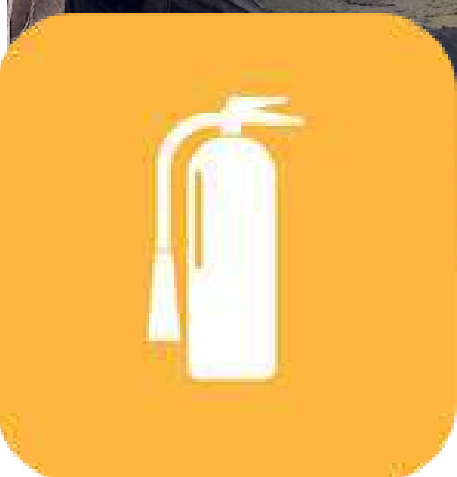
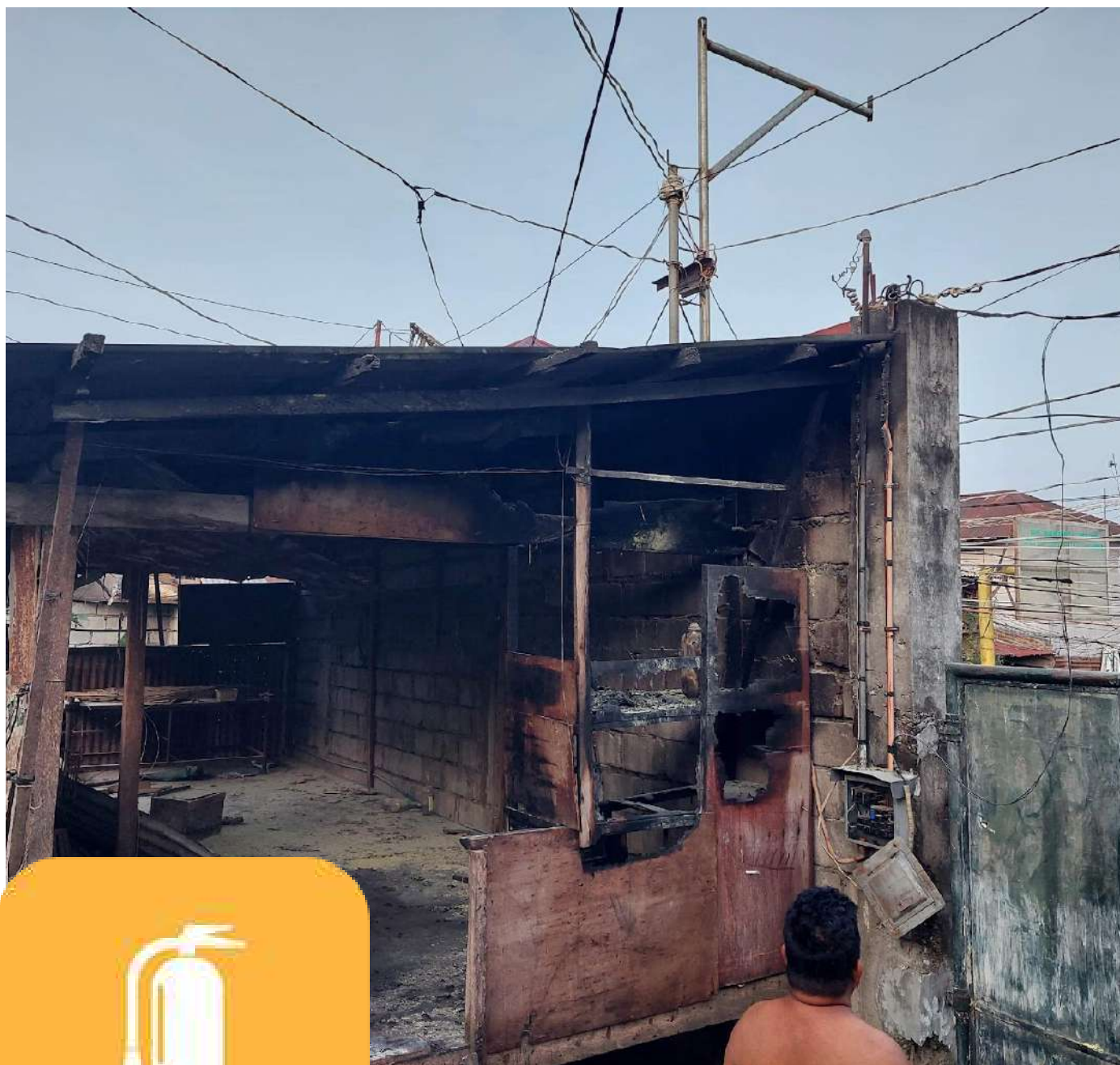
## Food resilience and improved waste management thanks to the urban gardening programme

Waste management is part of the urban inclusion and upgrading process, with positive effects on the waste water cycle, especially to avoid the drains being clogged with garbage. The primary objective of urban gardening is to close the loop on organic waste recovery, improve the local management of waste, and create a source of locally produced organic fertilizer from kitchen waste. **Following a voluntary approach, community members were invited to participate in an initial workshop** during which each of them developed the concept of garden that they wish to create, specifying their plan and needs. Interested participants then attended the next session, focusing on teaching the principles of composting by the use of the "LET'S COMPOST IT!!" participatory board game developed by the team.

At this stage participants received their home composting unit accompanied by its composting guide and set of seeds for them to properly start their garden. With the continuous support of community development officers, Pugad Ibon gardeners continue their pursuit of the best vegetable harvest.



## Fire-fighting: 17 fire incident contained by fire brigades!



The capability-building programme on fire-fighting conducted by E&V is paying off. **17 fire incidents were contained or had their damage minimised.** Damages were minimal thanks to the intervention of trained community firefighters. The causes of the fire were various such as uncontrolled burning of garbage, candles used in an abandoned house made of light materials, fire of cluster of electricity wires, tail of a cigarette thrown near a wheel tire, gas lamp explosion because of extreme heat, etc.

Fire extinguishers, hydrants and hoses were extremely useful.

**Fire-fighting is one of the core community empowerment activity.** The National Fire-fighting Olympics 2021, event organised every year by the Bureau of Fire Protection (BFP), were canceled due to the pandemic and the impossibility to gather big groups in events. However, E&V adapted its training and awareness sessions to the restriction, and was able to achieve the objectives.





## World Water Day 2021

Last year E&V was not able to hold any activity with the communities for the World Water Day due to local Covid-19 restrictions. In 2021, the teams were really glad to be able to advocate for this international day again. For example, the Cavite team proposed a different way to engage the communities towards the thematic « Valuing water, what water means to you ».

The team and the participants celebrated this day with playful activities such as a joyful painting competition, regrouping inhabitants in each area.



## Handwashing Day 2021

The unprecedented context of the COVID-19 pandemic continues to highlight the critical role of hand hygiene to avoid disease transmissions. Therefore, this year, the theme [#LetsMoveForwardTogether GHD2021](#) was a call to action dedicated to increase awareness about hand hygiene and triggering lasting change from the policy-level to community-driven action.

The team decided to organise a successful TikTok Dance Contest in each branch.



## World Toilet Day 2021

The teams have always been able to come up with innovative ways to empower communities through interactive activities. For example, this year, the World Toilet Day was celebrated under the theme: “Valuing Toilet”!

The team in Cavite discussed the global situation on sanitation, the health hazard and contamination brought by open defecation, valuing proper sanitation and having a toilet at home (safety, dignity, health). They organised a focus group discussion on having a safe, clean toilet at home and it ended with a playful clay molding of ideal toilet contest!

The aim was to help the communities internalise the value of having their toilet and to realise that life without a toilet is dirty, dangerous, and undignified. This is the first step of awareness.



## Philippine Water Challenge 1st Prize Winner

On December 2021, E&V was shortlisted together with 9 other organisations addressing the issue of water security for the Philippine Water Challenge and pitched to a panel of judges who recognised the impact of the E&V innovative model, awarding it 1st prize.

The Philippine Water Challenge is organised by the USAID Safe Water Project in collaboration with the Philippine Disaster Resilience Foundation, Manila Water Company, Inc, and Maynilad water Services, Inc.



# BANGLADESH

The year 2021, hit by the COVID-19 pandemic, taught us life-changing lessons on coping, adapting, prioritising, and at the same time enabling us to enhance our capacities.

This challenge made the Eau et Vie team stronger and more resilient. Indeed, while abiding by the government-imposed months-long successive national lockdowns, Eau et Vie has managed to adapt its field operations to the new rules in place while continuing to serve the communities with a dedicated team. With the support of some precious partners, during the most difficult months, the organisation managed to ensure the continuity of the water, solid waste and sanitation services, including water quality management and quick reparation of the water networks. **To support the communities, 14m3 of water per family have been offered** (around 2 months of consumption for a family), as well as hygiene kits distributed, including soaps, masks and sanitary napkins; key materials for the fight against the virus in these precarious neighbourhoods.

In addition, to address this crucial need for hygiene management, the team quickly adapted its activities to the difficult context, delivering sessions on hygiene and menstrual awareness through phone instead of group sessions.

At the same time, Eau et Vie took advantage of the lockdown- when extended field operations could not be performed - to reinforce the organisation structuration and development strategy for the following years. A new "Prospection Action Plan" was elaborated and implemented to have a clear methodology so as to identify new areas and, therefore, to scale the operations efficiently. At the same time, a strategic review of the existing services was initiated with the evaluation of the sanitation and solid waste management services.

Many efforts were accomplished to improve the internal processes and operational performance by training the teams and strengthening the monitoring system.

Unfortunately, the expected project implementation was delayed and needed to be readapted. The organisation showed its resilience, being ready to adjust to the rules in place in the defining moment. Despite the interruptions caused by repeated lockdowns and country-wide shutdowns, **Eau et Vie managed to open a second area in Chattogram**, CNB Colony, thanks to the dedication and hard work of the team.

After these difficult months, the organisation is now ready for the challenges of 2022.

**10,164** beneficiaries with water access at home

**4,696** participants in hygiene awareness sessions (hand and personal hygiene) and water storage

**3,554** participants in menstrual hygiene awareness sessions

**10** fire-fighting and first-aid trainings held

**5** clean-up day organised

**101** committee meetings organised

**116** new latrines built

**92.4** collection rate in %

**105** extinguishers distributed



Clara Bouchet-Doumenq, Country Director - Bangladesh

# 2021 IN BANGLADESH

## Water flows in CNB Colony!



The end of 2021 was the time to reap the benefits of the hard work done during the past months to provide treated domestic piped-water services in the CNB colony. It was a complex technical challenge. The team is grateful to the CNB community people who helped them to understand the crises of this area and entrusted Eau et Vie with their well-being.

The water network constructed by Eau et Vie with a capacity of more than 600 households (3,000 people) will change the life of this neighbourhood with the long-awaited arrival of safe drinking water at home. This is a story of the utmost perseverance and dedication to the LICs, as the struggles took turns during the early months because of the COVID-19 pandemic.

## COVID-19 emergency measures - Eau et Vie role to protect the community from the pandemic

Eau et Vie stood by the communities during their most vulnerable time of COVID-19 lockdown. Realising the economic, social and personal crises of the community compounded with the swelling necessity of safe water, the organisation prioritised and funded a water discount. In the hardest months of the pandemic (From June-September, 2021), a total of 2,288 families of Bhashantek and Chattogram got a special support with a water discount while 4,733 people received hygiene kits.

On top of that, the organisation also prioritised to increase the capacity to store water, emergency repairs of the network, ensuring good quality of the water and the best service for the community. Hygiene awareness and Covid prevention sessions were delivered to 2,010 participants. Masks, soaps, sanitary napkins were distributed among the community for free. Steps were also taken by the organisation to protect the local 59 staffs from contamination, providing training on safety measures as well as equipping them with personal protective equipment and access to frequent COVID-19 tests.



## Study on COVID-19 pandemic in the low-income areas, in partnership with ADB



Eau et Vie is delighted to accomplish a study on the impacts of COVID-19, in partnership with the Asian Development Bank "Lessons for urban planning & management during the Covid-19 pandemic". The resilience of E&V model was illustrated in this study where one of the focus areas is 9 Number Bridge in Chattogram, Bangladesh.

This study is designed and expected to highlight the crucial needs on water access and other basic services for everyone and especially people living in deprived neighbourhoods. The results and recommendations will directly influence ADB work on Informal Services in Asian Cities.

## The year to shield the community from fire



Year-round activities workshops, mockdrills, training and fire-fighting equipment purchase allowed- Eau et Vie to empower the communities with the knowledge and capacity to protect themselves. **As a result of all these efforts 150 fire-fighting volunteers were trained and equipped to protect their communities.**

**The outcome of the initiatives taken by Eau et Vie** saved the 9 Number Bridge community from two dangerous fire outbreak in 2021. The trained fire-fighting volunteers managed to control the fires immediately after the incident took place. Starting from the transmitter of an electric pole, the fires could have caused catastrophic damages. The whole community was extremely thankful and proud to achieve self-dependency to protect themselves.

### Some notable events that took this initiative to the next level include:

Addressing the crucial needs of community fire protection, Eau et Vie managed to offer the firefighter volunteers a '3-Days' training programme in December, at the Fire Service and Civil Defense Training Complex, in Mirpur, Dhaka. 50 fire-fighting volunteers including 38 women from Bhashantek, were trained by highly efficient instructors from the BFSCD on fire-fighting training course along with rescue and first aid components.

They learned the major triggers of fire incidents, how to prevent them, and if a fire happens, what to do to put off the fire immediately using the fire extinguisher. Moreover, the extensive training programme encompassed other emergency response activities beyond these focus areas - discussions on earthquake management, safe ways to build infrastructures and techniques to break them during an emergency, operational security and search were also carried out by the high-ranking officials of BFSCD.

The multifaceted training module was blended with practical classes and drills as well as theory classes on the efficient usage of fire-fighting equipment and tools along with field exercise on locating victims and evacuating. After the training sessions, the participants successfully demonstrated their learnings through mock-drills and also all the participants successfully passed the test assessments conducted by the BFSCD team.

**Moreover, despite the strict lockdown during May 21, Eau et Vie** safely celebrated World Firefighters' Day adapting awareness campaign to disseminate the knowledge among and beyond the firefighter community of the project areas.

One of the significant activities was to disseminate fire safety messages through phone to the inhabitants: community facilitators have shown their remarkable effort to make the event effective, and received praiseworthy support from the community as the mosques announced themselves the safety messages in the neighbourhood.







## World Clean-Up Day 2021

*To rid our planet of trash*, Eau et Vie set a mark with innovation while organising a competition for the World Clean-up Day in the areas of intervention. With an effort to making the event more effective as well as keeping the pandemic in mind, this time, instead of mobilising large clean-up activity, small-scale activities were designed to limit the crowd.

In Chattogram, the participants made the event successful by collecting total of 191 kilos of waste. The winning team was awarded a special Clean-up prize package which include a closed pedal bin and soap for adults, lunch box and soap for children.



## 6 October - Partnerships Brunch in Bangladesh

The annual brunch was organised in Dhaka with an effort to reenergize the relationship with the existing stakeholders and partners of Eau et Vie as well as to update them on the activities of the organisation. The occasion assembled representatives from all the leading organisations and provided a space for exchanging ideas on mutual targets. The brunch brought new ideas on the table and created new bonding.

The participants recognised E&V model, encouraged activities and committed to support Eau et Vie on reaching out to those who are still left behind!



## World Toilet Day 2021

On 19 November 2021, Eau et Vie established an innovative and impactful participation in the LICs by celebrating the World Toilet Day in Bhashantek and 9 Number Bridge areas.

On the note of a famous Bangladeshi song, the community participated by recording some videos and engaging the community on safe sanitation practices.

The programme was enriched with awareness session, quiz on sanitation, award of safest and most hygienic latrine in the area as well as testimony, award of the best Tik Tok video and screening of the winners' video.



## Handwashing Day 2021

Kindled by the 2021 theme *“Our Future is at Hand, Let’s move forward together”*, the global Hand Washing Day was celebrated in Bhashantek and 9 Number Bridge and focused on the life-saving practice of hand washing using soap at critical times.

A fascinating theatre play was organised by Eau et Vie adapting an innovative script, written on the best practices of hand washing. To make the event more attractive and rewarding, on-the-spot quiz competition, music, hand washing demo, and prize distribution events were arranged to stimulate the cognizance of hand washing and ingrain these good habits into their daily life. The interactive events were designed and catalysed using a local lens to include the underserved community in the best practices.

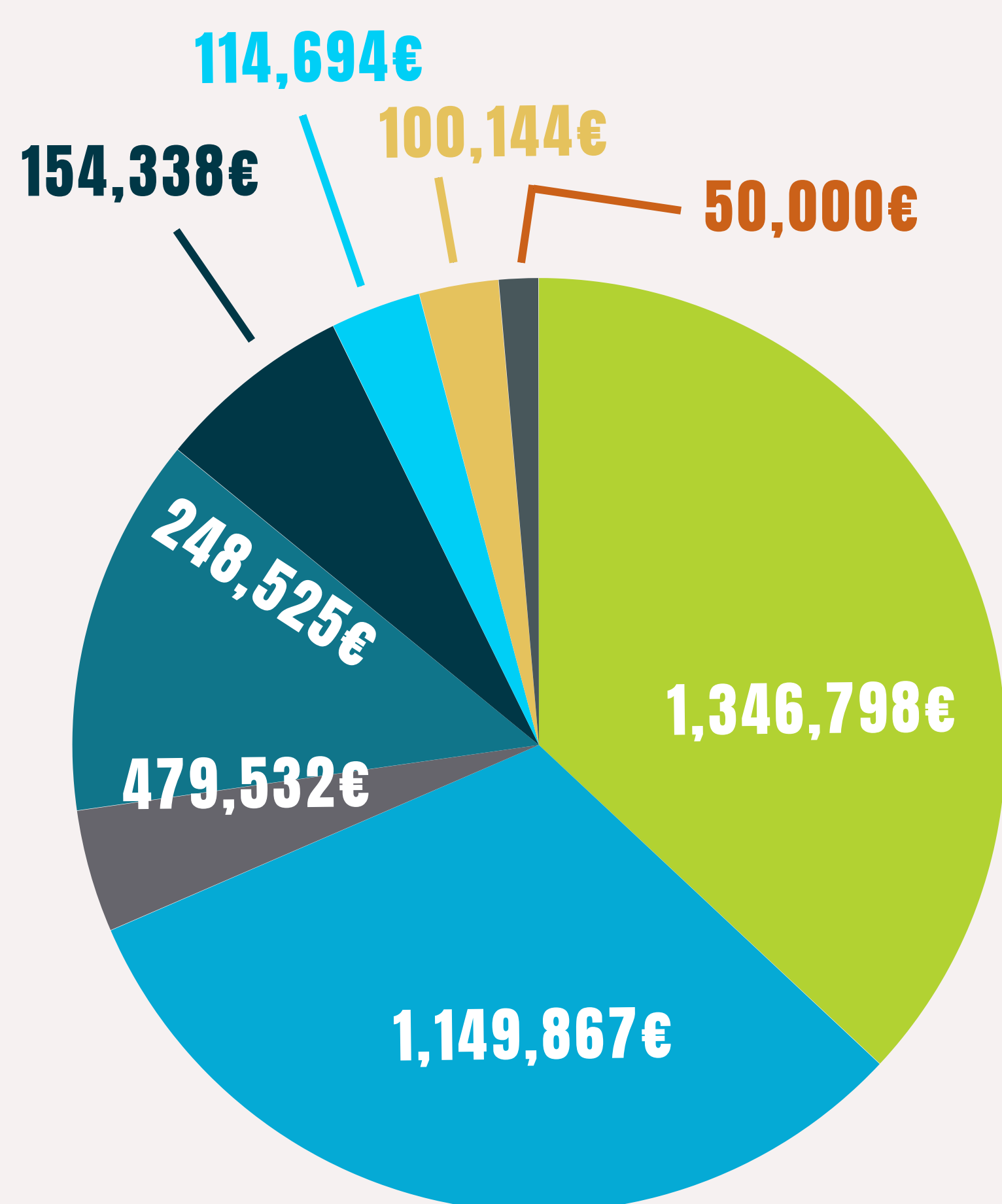
# FINANCIALS AT A GLANCE

2021 was a year of continued structuration of Eau et Vie financials. Eau et Vie, W&L Bangladesh (NGO in Bangladesh) and EVES SAS (global holding company owning the social companies) are now audited by an auditing company (Baker Tilly) (see auditing report in annex).

Eau et Vie was able to strengthen its equity while maintaining its cash position and reducing its debts. TPA (social company in the Philippines) generated a positive net income for the third consecutive year proving the maturity of the model in this country.

In Bangladesh, the programme is on a scaling up phase and the new logical framework helped to allocate the relevant expenses accordingly.

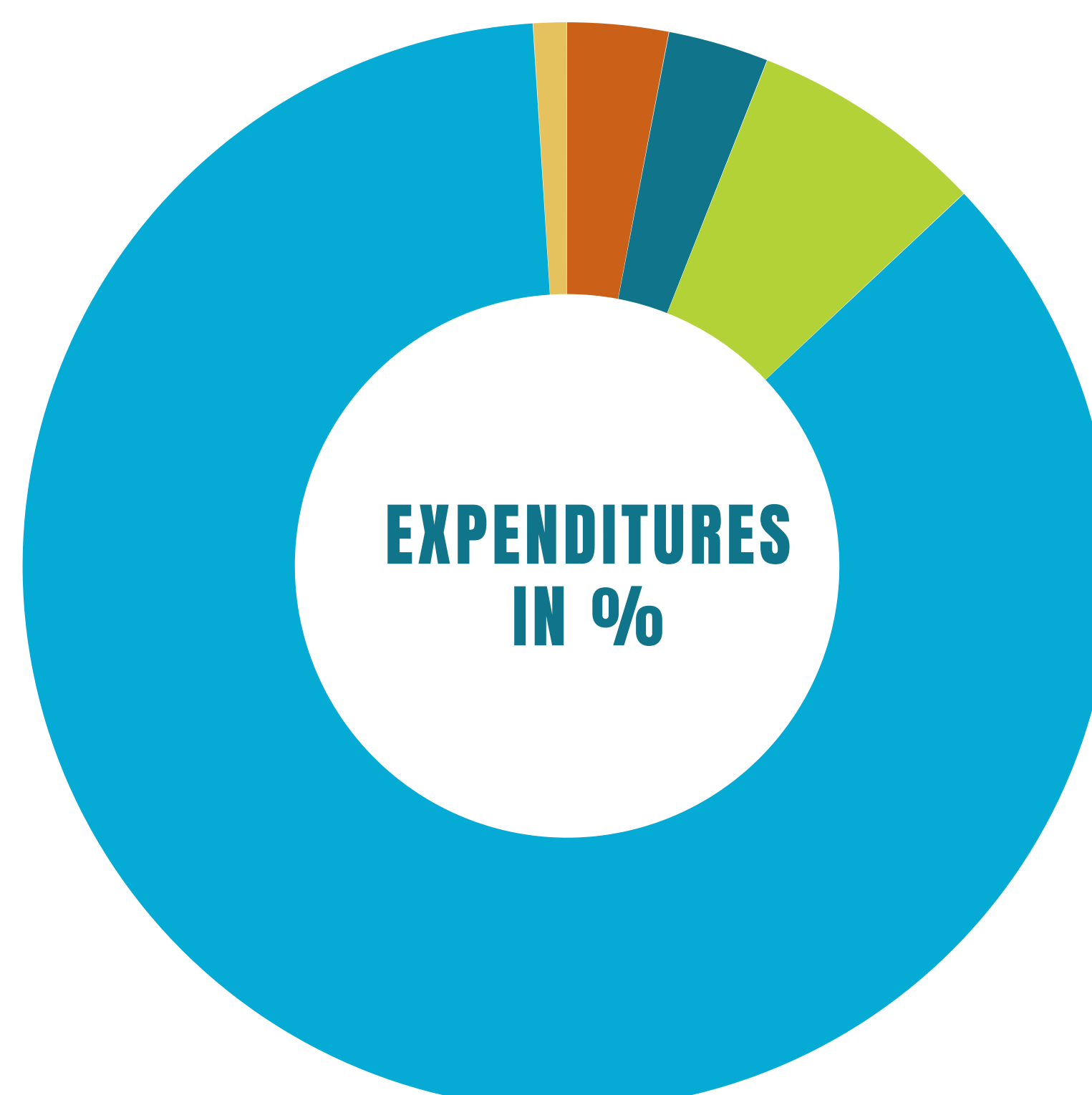
## EXPENDITURES IN 2021



- The Philippines (36.96%)
- Bangladesh (31.56%)
- Côte d'Ivoire (4.24%)
- Support to the operations (13.16%)
- Accruals related to the programmes (6.82%)
- HQ Partnerships & com. (3.15%)
- HQ Overheads (2.75%)
- Indonesia (1.37%)

In 2021, total expenditures reached 3,6M€ compared to 3,2 M€ in 2020 (+12,8%).

In 2021, 37% of the expenditures were dedicated to the Philippines, 32% to Bangladesh, 4% to Côte d'Ivoire and 13% to support to the operations (expenditures at the HQ level fully dedicated to the operations).



- HQ Partnerships & com. (3%)
- HQ Overheads (3%)
- Accruals related to the programmes (7%)
- Programmes (86%)
- Study for potential new country (1%)

Despite the COVID-19 crisis, still on-going in 2021, E&V was able to put in place its projects in the field and develop specific actions related to this crisis. E&V increased the number of beneficiaries of water supply at home and reach 50 000 people benefiting daily from this service (+16% compared to 2020).

In 2021, 86% of the expenditures were dedicated to direct actions in the field. Adding the accruals related to the programmes, the percentage reached 93%.

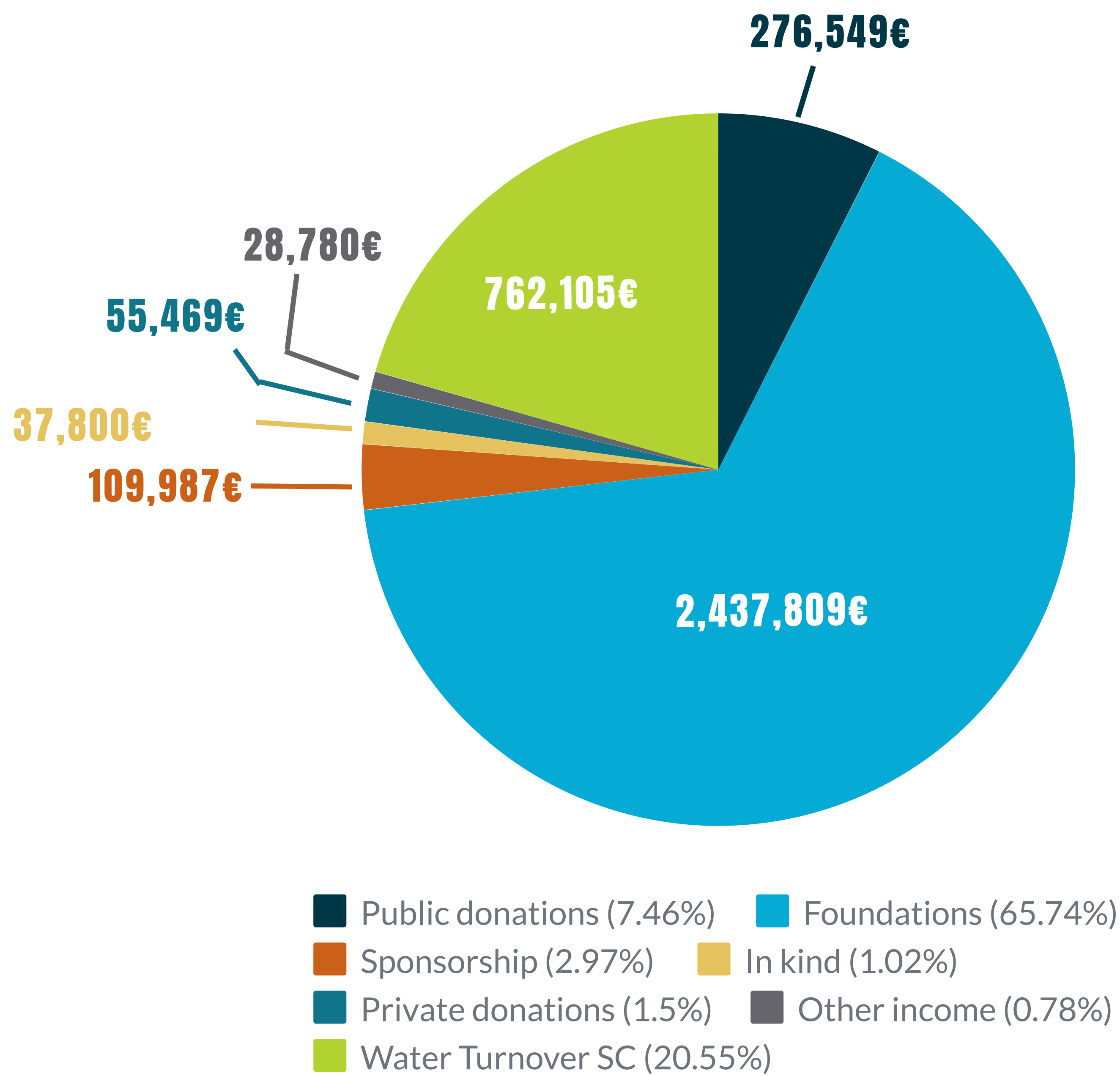
These accruals are linked to the activities put on hold in Côte d'Ivoire thus conducting to the accruals of potential risks (loan to the social company that may not be reimbursed and remaining balance of a local funding agreement that may not be paid).

# RESOURCES IN 2021

In 2021, Eau et Vie resources amounted to 3,7 M€ (3,2 M€ in 2020) including 0,8 M€ coming from the social companies sales.

The local resources (Grants raised locally and social company revenues) reached 31% in 2021 compared to 44% in 2020. This drop is explained with the specific funding for the COVID crisis which was received locally in 2020 where in 2021, there were more COVID funds.

The funds are mostly coming from the private sector (70%).



# WORDS OF BENEFICIARIES



“

From the menstrual hygiene management sessions, I learned how to manage personal hygiene during menstruation, about the proper usage of sanitary products and the pros and cons of safe disposal of the napkins in the external environment. I also learned about the physical changes that a girl undergoes and associated psychological challenges such as mood swings and irritation, behavioural changes are also part of the whole reproductive process after period starts.

Thanks to the sessions provided, I was already prepared for the physical changes that I would go through because of my puberty.

”

**Saima AKTER SHILA, beneficiary,  
Bhashantek, Bangladesh**

“

The connection of Eau et Vie is very different compared to the previous water source which is the deep well. Deep well has a stinky smell and muddy.

Now I have two private water connections and the deep well. We can use the water from Eau et Vie for our cooking, bathing and others while we are using the deep well connection for flushing of our CR.

”

**Ronnie AMISTOSO, beneficiary,  
Mandaue City, Philippines**



“

Before Eau et Vie intervened in our community, there were situations when we used to stand the whole night to fetch some water from the common water points. Disputes out-broke almost every day among the water collectors out of frustration and fatigue. I was distressed and above everything longing for dignified access to water.

This is a familiar story for the whole community!

Now I feel happy and secured, thanks to the Eau et Vie staff who stand by our side in our challenging times.

”

**MS Lipy, beneficiary,  
Bhashantek, Bangladesh**



“

Since we have water connection in our home, we can have water anytime to clean our comfort rooms, for the children to take a bath every day and wash our clothes.

We are no longer fetching from hand pumps. We store water in our containers so that we can have water anytime when there are water interruptions. We have learned a lot from hygiene sessions and we are happy that we have witnessed our children apply the things they have learned under our supervision as parents.

”

**Nicalyn CABIA, Community Volunteer,  
Leyte, Philippines**





On behalf of all the inhabitants of the district, I would like to warmly thank Eau et Vie, thanks to whom we have running water in our homes. We miss you but we think of you when we turn on the tap!

Thanks to Eau et Vie's awareness-raising activities, we no longer have waste that is poured into the rainwater, that runs down our alleys: we see the benefits of emptying the rubbish bins in an appropriate place, and very regularly, at least every 2 days.



**Mr MEÏTE, chief of the district and Mr DIOMANDÉ, member of the chieftom, Djidan, Côte d'Ivoire**



The training facilitated and organised by Eau et Vie is very helpful to our family and the community specially the fire-fighting training in which we were able to use the knowledge we learned from the training.

When there was a fire incident that happened in our community, we were able to respond using the knowledge of putting off the fire in which fire was being controlled before it can damage more.



**Consuelo MATABERDE, beneficiary, Mandaue City, Philippines**



Even if I am just a new member of the Eau et Vie community volunteer, I already learned a lot from the programmes and activities that Eau et Vie organised such as the fire-fighting and basic life support training, the proper hygiene and my participation of the clean-up drive activities that already apply to our own home.



**Junelyn SAGARAL, Community Volunteer, Mandaue City, Philippines**



Push →

#FUTURE IS IN YOUR HANDS



# THANK YOU!

We would like to thank all our financial and technical partners, and donors which made everything possible!

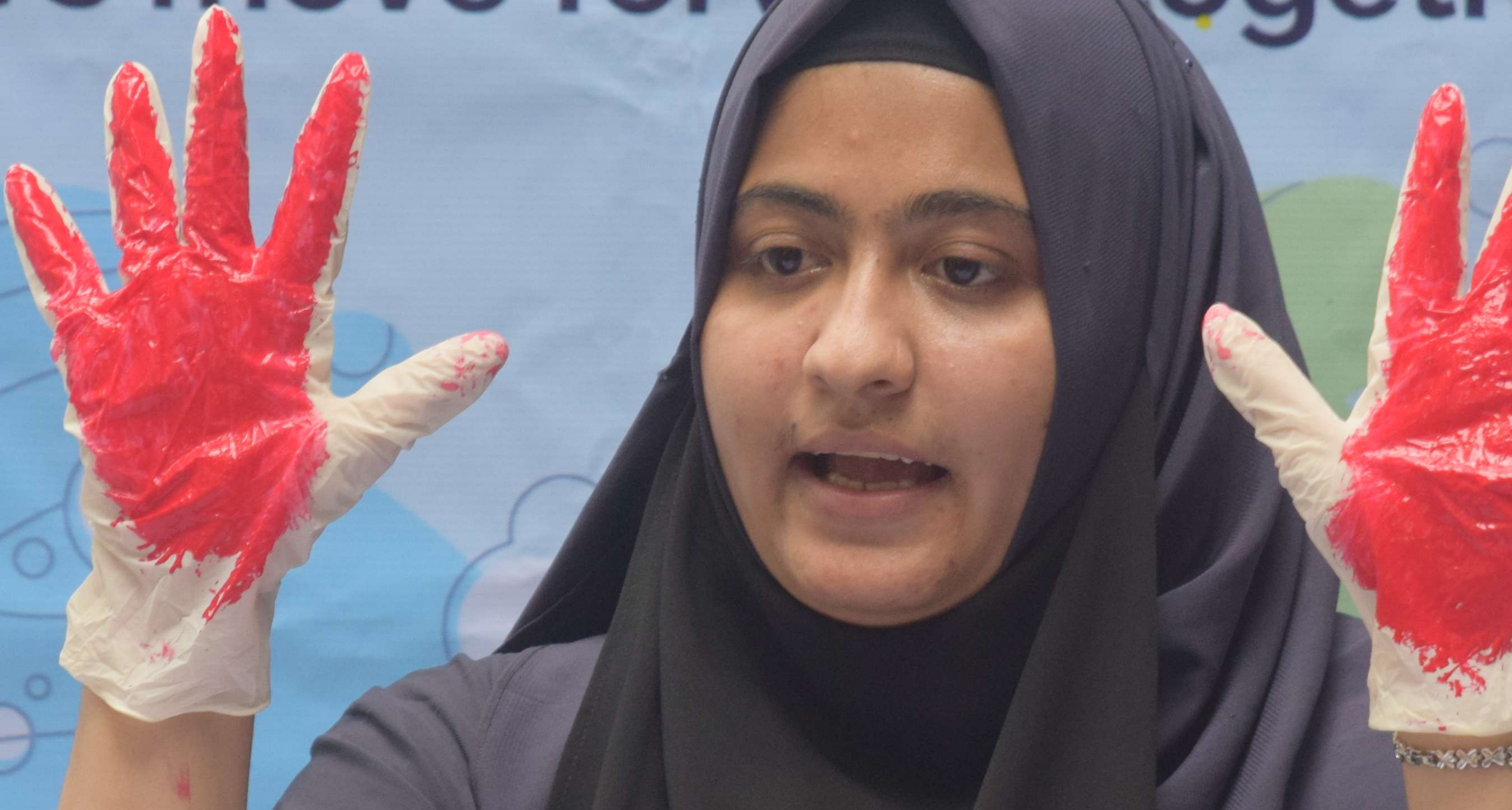
Agence de l'eau Artois-Picardie \* Agence de l'eau Loire Bretagne \* Agence de l'Eau Rhône Méditerranée Corse \* Alstom CSR \* Alstom Foundation \* Aqua for All \* Arab Gulf Programme for Development \* Ashoka \* Asian Development Bank \* AUD Pays de Saint-Omer - Flandre Intérieure \* Bangladesh Fire Service & Civil Defence \* Biocoop Versailles chantier \* Bonobo \* Bureau of fire Protection Philippines \* Carrefour Bangladesh \* Casc Appui \* French Chamber of Commerce and Industry (CCI) in the Philippines / through the Fondation France Philippines United Action (FPUA) \* Coca-Cola Foundation Philippines / Agos project \* Conseil Plus \* Conseil Régional des Pays de la Loire \* CWASA \* Decathlon Philippines (via CCI) \* DWASA \* Endress+Hauser \* Eurofins Foundation \* Fondation Abouzeid \* Fondation Arceal \* Fondation Cassiopée \* Fondation Daniel et Martine Raze \* Fondation de France \* Fondation des Épiniers \* Fondation des Flandres \* Fondation Gratitude \* Fondation Lord Michelham of Hellingly \* Fondation Ponts Neufs \* Fondation Pro Bono \* Fondation Suez \* Fondation Weave Our Future \* Fonds de Dotation Solidarity Accor Hotels \* Fondazione Cesarini \* henkel Philippines \* IF International Foundation \* Institut Robin des Bois \* Jefpag Foundation \* JVD \* KPMG Luxembourg \* La Guilde \* Leyte Metropolitan Water District \* Mairie de Nantes \* Mairie de Paris \* Makesense Philippines / Reaction Program \* Manos Unidas \* Maynilad Water Services Inc. \* Métropole Aix Marseille Provence \* Metropolitan Cebu Water District \* Microdon \* NOOS \* Offcrowd Philippines \* Oryx Bangladesh \* Pfizer Philippines Foundation \* Philippine Airlines \* Philippines Red Cross \* Play Play \* Poul Due Jensen / Grundfos Foundation \* Ramon Aboitiz Foundation Inc. \* SELAVIP Foundation \* Sodimate \* Syctom \* The Loyola Foundation \* The Stone Family Foundation \* The USAID Safe Water Project (via Philippine Water Challenge) \* Total (via CCI) \* Vendée Eau \* Vitens Evides International \* Vitol Foundation \* VOX Impuls Foundation



2021

Our Future is at Hand

's move forward together



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