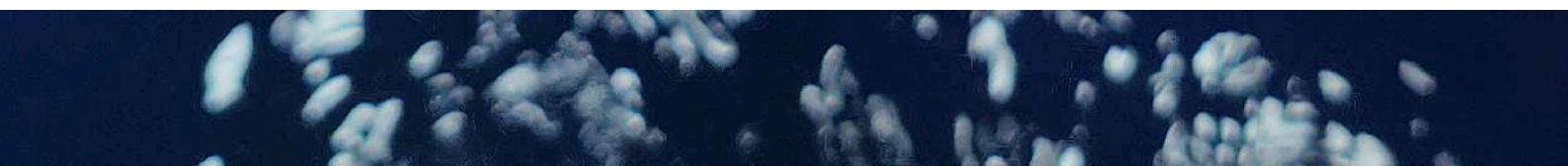




20  
23



# ANNUAL REPORT



# Edito

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by **Chloé Wagner, Chairwoman of the board and  
Philippe de Roux, co-founder and CEO**

The year 2023 facilitated the acceleration of the recovery and development of activities initiated in 2022, following the impact of the Covid-19 pandemic. It was particularly marked by the culmination of extensive teamwork on the visual identity of our association, resulting in a change of name and graphic environment chosen collectively by all stakeholders: from beneficiaries to Board members, including teams around the world and consultations with partners.

Thus, Eau et Vie's new name is now better with water! This new name for our association is also a brand, adopted by all our local partners for their respective entities. You will discover its richness throughout the reading of this activity report. This achievement was made possible by the professionalism and generosity of the communication agency 32 Décembre, to whom we extend our deepest gratitude.

Furthermore, I was delighted and honored to succeed Olivier Pascal as President in June 2023. This role continues my commitment to the association, which began in 2019, by pursuing the work of my predecessor. I will strive to be worthy of this new position, alongside the renewed Board of Directors team, and especially my colleague Antoine Boo, the new Vice-President.

Finally, on behalf of the Board of Directors, all our employees and volunteers, and the beneficiaries in various countries, I would like to reiterate our heartfelt thanks to all the association's partners, whose invaluable financial, operational, and moral support is essential to the sustainability of our actions.

Together, let us work for a world that is better with water!

Warmest regards,

**Chloé Wagner**

For 15 years now, better with water (BWW) has been working in the highly complex context of urban slums. Fifteen years of collective effort, creativity, joys, and sorrows have resulted in an approach that remains unique and transforms the lives of families, especially women and children. Receiving the prestigious Zayed Prize at the opening of COP28 in Dubai, in front of numerous heads of state, was a magnificent recognition of the team's dedication and the impact of our actions.

The year 2023 was marked by the achievement of development goals for new household water connections in both the Philippines and Bangladesh. This is a promising sign of realism and maturity, demonstrating the commitment of essential partners to our mission: local authorities, water operators, donors, and of course, the communities in our intervention areas.

We extend our gratitude to all of them.

By the end of 2023, 6,049 new individuals benefitted from BWW's services across 28 slums in 11 cities, bringing the total number of beneficiaries to 59,035 since the inception of our project in 2008. Moreover, 2023 saw continued structuring of support functions, enabling qualitative growth while controlling costs. The technical support unit, in particular, is now fully staffed, which ensures better quality services and social activities, while optimizing the process of selecting new areas.

BWW is now ready to grow and soon share its unique expertise, aiming to reach even more families in the slums. The growth of cities and precarious neighbourhoods is immense; it is a necessity.

**Philippe de Roux**



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# BWW: 15 years of action and still unique

**better with water (BWW)** is an NGO that provides running water to homes with a unique and financially sustainable hybrid model. The social enterprise builds water networks within disadvantaged urban neighbourhoods and ensures their maintenance, while the NGO implements complementary programs in the fields of hygiene, sanitation, solid waste management, environmental protection, fire prevention, and emergency management. Their combined efforts allow residents to have continuous and sustainable access to water, which they use to significantly improve their living conditions and community resilience.



- **With over fifteen years of experience, better with water has become an expert and remains a pioneer in managing essential services in slum contexts, which encompass all complexities: social, economic, political, health-related, and urban.**
- **BWW is the only organisation to offer these services across all targeted slums, including the poorest families often located in the most inaccessible areas.**
- **The only organisation to provide door-to-door payment collection, a billing system at least once a week adapted to the socio-economic context, and to not charge reconnection fees, while offering payment facilities for water access. This way, BWW's impact on each beneficiary family is particularly significant.**
- **The only organisation with such a capacity to mobilise all stakeholders (operators, local authorities, communities). Trust and satisfaction of beneficiaries, proximity, and duration of intervention characterize BWW's approach and explain our strong capacity for community mobilisation during awareness and training activities (fire prevention, hygiene, solid waste management, neighbourhood cleanups, etc.).**

The innovation and strength of BWW's model have made it a **reference organisation**, showcased as a **case study in several reports** (Asian Development Bank, NGOs, Open Society, etc.) and during international events, such as the Singapore International Water Week, to which BWW was invited. The relevance of its actions has also been recognized with international awards, such as the **Zayed Sustainability Prize**, which was awarded to BWW at COP28 in December 2023.



# The complexities



# Innovative and sustainable solutions

Public or shared water sources often lead to conflicts among residents. The water they obtain is frequently contaminated.

1

Potable water at home and individual meters significantly reduces the risks of contamination and preserves the health of residents, while also reducing conflicts.

Land disputes complicate the construction of a water network, and residents generally lack the official documents required by water operators.

2

Providing legal and local potable water service by simplifying administrative procedures and mobilising the community to resolve land disputes.

Residents pay 4 to 6 times the price of water when buying from water vendors or illegal sellers.

3

Our service bill does not exceed 5% of the household income, and consumption-based billing ensures responsible consumption management and empowers the community.

Working in the informal sector, the residents cannot afford to pay monthly installments and are not accustomed to managing their consumption or budgeting.

4

Our model offers a weekly door-to-door payment system, unlike the monthly billing system used by traditional operators, which is not suitable for low-income groups.

The maintenance of the water network is often neglected, leading to the abandonment of infrastructure.

5

The financial viability and sustainability of the project enable us to ensure maintenance while investing in the well-being of the community and expanding our services.

Issues of water pressure and shortages during the dry season are common in existing areas.

6

New solutions, such as loop systems and boreholes, are being tested and implemented in response to the identified problems.

Narrow alleys, faulty electrical installations, and the use of firewood for cooking often lead to fires.

7

Recruitment, training, and equipping (fire hydrants, hoses, motor pumps, fire extinguishers) of local volunteer fire brigades within slum communities.

Lack of hygiene knowledge, social taboos, environmental pollution due to improper waste management, etc.

8

Once the water network is completed, the NGO focuses actively on hygiene, environmental awareness, and community empowerment to improve overall living conditions.



# BWW: the model

## A vision

Cities where people in deprived neighbourhoods can enjoy decent living conditions.



## Missions

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.

# Services



community empowerment



running water at home



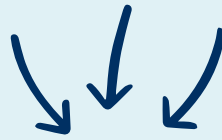
hygiene awareness



firefighting and emergency management

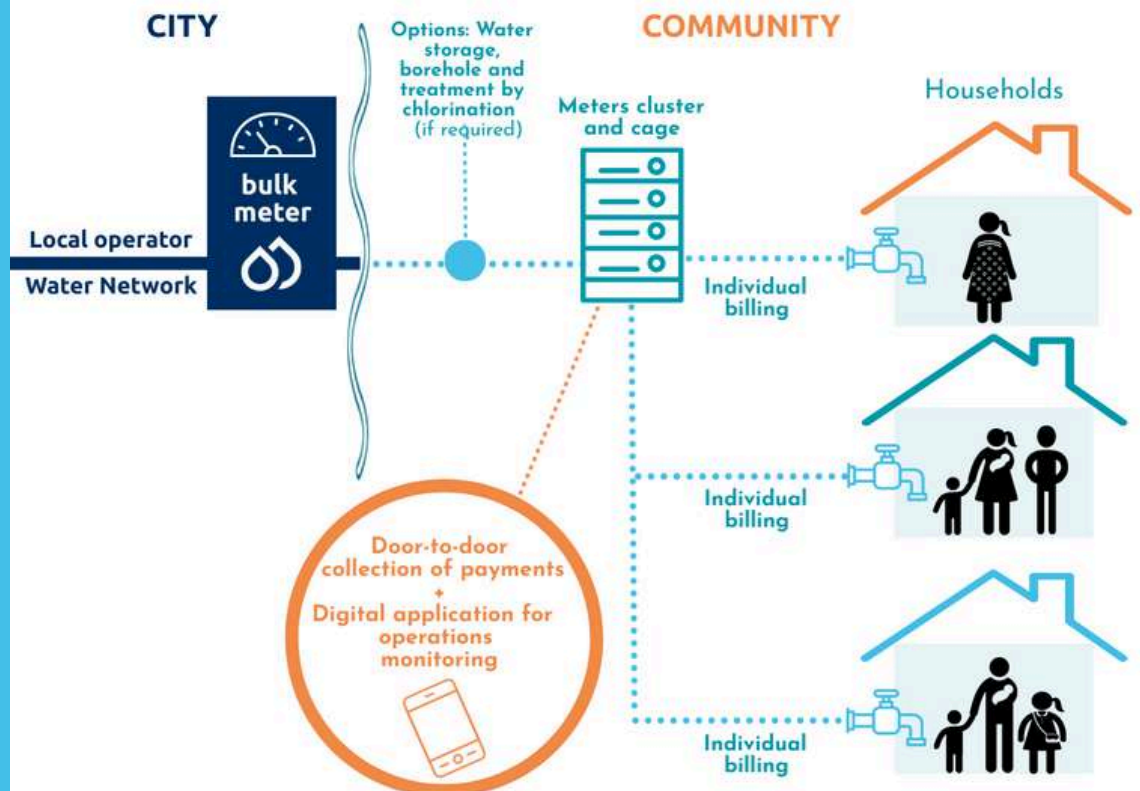


systemic diagnostics on waste management and sanitation



## Improving the living conditions of residents in deprived neighbourhoods

# Water network model



# 2023: Highlights

## Zayed Sustainability Prize

During the opening ceremony of COP28, which gathered several heads of state, ministers, and other dignitaries, better with water was honored for its actions by His Highness Mohammed bin Zayed Al Nahyan, President of the United Arab Emirates (UAE).

The **Zayed Sustainability Prize** honors the legacy of the UAE's founding father, His Highness Sheikh Zayed bin Sultan Al Nahyan. It promotes sustainable development and humanitarian action by rewarding organisations and high schools that offer impactful and innovative solutions, particularly in the areas of water, health, food, energy, and climate action.

Last September, a panel of specialists selected finalists for each category from thousands of applications.

Thanks to this award, BWW will **significantly increase its impact in the Philippines, Bangladesh, and in the future, in other slums worldwide**, addressing the communities' needs more closely.



## BWW Philippines: Best Employer Award 2023



The Social Security System (SSS) of the Philippines has recognised better with water as the **Best Employer of 2023**. This award was received at the "Balikat ng Bayan Awards" ceremony in Cebu and acknowledges the organisation's full compliance with social security law requirements, proper establishment of reports, and active participation in joint programs. It signifies the maturity of the organisation after 15 years of operation in the Philippines.

BWW Philippines employs **85 staff members, with 53 in the social enterprise and 32 in the NGO**. 96% of them are recruited locally, and 30% are directly from the intervention slums.

## New design of cluster cages



In the complex constraints of a slum environment (limited space, high density, and various social challenges) constant innovation in plumbing is necessary while also controlling maintenance costs.

This led to the development of a new design for meter cages by the technical support team in France, in collaboration with operational teams. **This new cage design is more robust and standardized, facilitating better access to meters for daily water consumption readings and maintenance.**



## Exploratory mission in Kenya

An exploratory mission was conducted in Kenya and Uganda in October 2023. **The objectives were to assess the deployment potential in Kenya, particularly in the city of Kisumu**, and to evaluate alignment with BWW's intervention criteria. Additionally, the mission aimed to re-establish contacts in Uganda following the exploratory mission in 2022.

The mission included visits to potential slum areas for intervention, meetings with prospective operational partners, and engagement with other relevant stakeholders in the sector.

Initial findings confirm **the significant water access needs in low-income communities in Kisumu**, as well as the high interest of partners in implementing BWW's approach.

Stay tuned for more updates soon!



## School project in Bangladesh



In 2023, BWW launched a new school project funded by the Tape à l'Œil Foundation.

This initiative, focused on hygiene, aims **to combat school absenteeism** and reduce the risks of contamination among students in schools located near BWW's intervention slums, where many students from beneficiary families are enrolled.

A key objective is to **break the taboos surrounding menstruation**, a topic often overlooked but crucial for the well-being and regular schooling of young girls.

The project includes **training teachers** on the importance of handwashing and menstrual hygiene to ensure effective transmission of best practices to students and project sustainability through **knowledge transfer**. Two workshops were conducted, involving 28 teachers.

Six training sessions were specifically conducted on menstrual hygiene. The project also facilitated the **installation of a sanitary napkin dispenser**, the renovation of two latrines, and raised awareness among students at the school.

By addressing these issues comprehensively, the project aims to create a healthier and more inclusive educational environment conducive to the overall well-being of children.

Tape à l'Œil is a children's ready-to-wear brand dedicated to supporting initiatives that enhance children's lives worldwide.

The project led by BWW aligned perfectly with our values and our goal to "reveal the superpower of children and collaborators."

Therefore, we decided to support the new school project, which focuses on raising awareness about menstrual hygiene, creating long-term impact to improve hygiene conditions in schools, and implementing concrete solutions across multiple facilities (such as sanitary napkin dispensers, renovated toilets, etc.).

# 2023 in figures

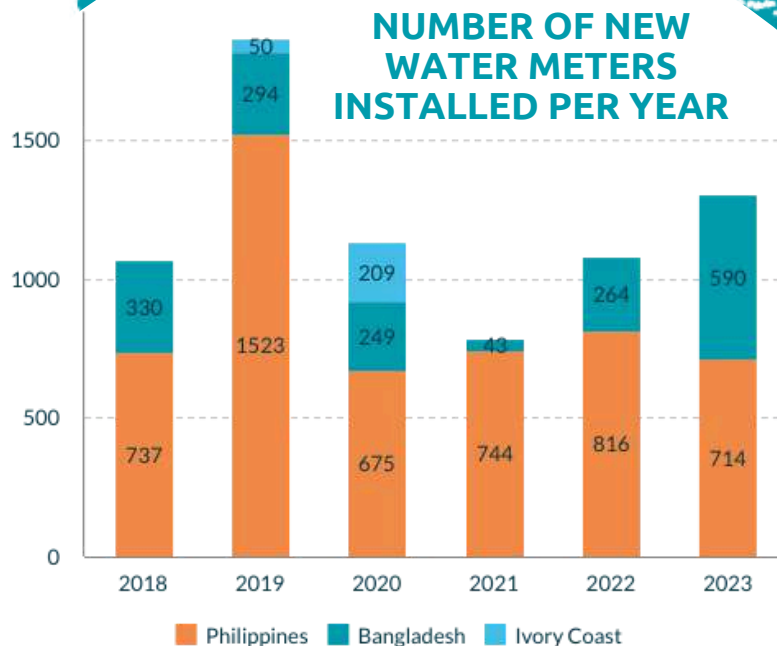
France:  
Headquarter / support functions

Bangladesh:  
2 programmes

Kenya:  
Feasibility  
study

Philippines:  
4 programmes

NUMBER OF NEW  
WATER METERS  
INSTALLED PER YEAR







**59,035**

beneficiaries with access to running water since 2008

**6,049**

new beneficiaries with access to running water in 2023

**1 billion**

liters of water supplied in 2023



**10,518**

beneficiaries of hygiene awareness sessions in 2023

**6,989**

beneficiaries of menstrual hygiene awareness sessions in 2023



**669**

volunteer firefighters in 2023

**14**

fires or fire outbreaks contained in 2023



# Philippines

In 2023, we have been highly productive, demonstrating unwavering commitment to enhancing quality across all facets of our organisation.

With activities in the Philippines spread across four agencies and six offices, we embarked on several critical projects aimed at ensuring consistency and improving service delivery:

- One of the key initiatives was the implementation of a new customer relations program tailored to the social enterprise, aimed at enhancing responsiveness to beneficiaries' and clients' concerns regarding water services and elevating the overall service quality.
- Simultaneously, a comprehensive revision of service operation manuals was initiated for both the social enterprise and the NGO, streamlining processes to facilitate ongoing training of field teams and strengthen operational efficiency.
- Efforts extended beyond internal improvements, with meticulous evaluation of the community scope of programs and the design of a new strategy to engage beneficiaries who had not been mobilised previously.



**37,467**

**beneficiaries with access to running water**



**3,172**

**people sensitized to hygiene**



**2,795**

**people sensitized to menstrual hygiene**



**96**

**cleanup days and environmental awareness events**



**19**

**new prospection area**



**467**

**volunteer firefighters**

The greatest challenge we faced was the increase in water purchase tariffs from local water companies. However, our team successfully adjusted water selling prices in a fair and sustainable manner, working closely with the communities.

It is with particular pride that we announce exceeding our water service connection goals, achieving 714 new connections compared to a target of 677. Advances toward operational excellence were bolstered by optimizing support function processes and exploring promising new intervention areas where the better with water model is urgently needed.

This success establishes a strong foundation for accelerated growth in the coming years, with the ambition to achieve 1,000 new connections annually starting in 2025. None of these achievements would have been possible without the dedication and perseverance of our operational and financial partners, as well as our exceptional team.

Their steadfast commitment ensures our mission to serve more communities and motivates us to reach new heights.

With gratitude and optimism,

**Augustin Vatelot,**  
**Philippines Country Director**





# 2023 in the Philippines



## Water service

In January 2023, the inauguration of the new Isla Noah area in Cavite marked a significant milestone in BWW's progress in the Philippines. This event extended water supply services to a 23rd disadvantaged urban community, bringing the number of beneficiaries to over 37,400. **Currently, 7,405 household taps are active** and used daily, ensuring reliable access to clean drinking water.

Throughout 2023, BWW facilitated the distribution of an impressive volume of 840,654 cubic meters of water, highlighting its commitment to meeting the population's needs. This achievement was complemented by the launch of customer relations programs aimed at strengthening connections with users and continually improving service quality.

In addition to current efforts, BWW is actively exploring new potential intervention areas, including northern Manila, Davao, and Samar. Plans are also underway to establish a fifth branch in 2024. This strategic expansion will enable the provision of essential services to a larger number of communities in need.

Long-term commitment to communities remains a cornerstone of BWW's approach. **Eighty-six collective assemblies with 1,758 participants, along with 28 beneficiary general assemblies, were held throughout the year.** These meetings are crucial for maintaining effective communication channels, ensuring services meet community needs, and discussing tailored solutions.



Before, fetching water was a long journey, and we had to wait for a long time because there were many people queuing up.

I spent too much time fetching water instead of doing other things at home, so I couldn't manage everything. There was a closer source, but the water was expensive and pale yellow, unfit for drinking. Moreover, I experienced itching on my body from using that water.

Thanks to better with water, we just need to turn on the tap and water is immediately available. It's clean, so we drink it as well, and we no longer have irritation on our bodies. We use it for cooking because it has no smell or sharp taste.

Fel Rubilyn E. Ogao Ogao, inhabitant of Cavite







## Hygiene awareness



Access to clean water at home is an essential prerequisite for enabling improved personal and menstrual hygiene, making Better with Water (BWW) a credible advocate for awareness in these areas, as well as for handwashing. In 2023, BWW organised **422 events on these topics, gathering over 10,000 participants**. This underscores BWW's daily presence in intervention areas as a powerful catalyst for large-scale mobilisation.

This year, the organisation launched a new menstrual health program. BWW conducted multiple awareness sessions tailored to different age groups: young girls (9-12 years old), teenagers (13-18 years old), and adults (19 years and older). Special sessions were also arranged for young boys and men to educate them on menstrual health and reduce various stigmas. In total, 179 sessions were held, reaching 2,795 individuals, including 640 women, 595 men, 1,165 adolescent girls, and 395 adolescent boys.

A significant shift was made by discontinuing the distribution of disposable sanitary pads and promoting the use of reusable and eco-friendly menstrual pads. These pads are made from natural fibers that are naturally antiseptic and absorbent, resulting in substantial cost savings. To date, **728 reusable sanitary pads have been distributed** to adolescent girls aged 13-18 in the intervention communities.

Through these extensive hygiene initiatives, BWW continues to share the knowledge and tools necessary to enhance their health and well-being.



It's clear that BWW teams have played a crucial role in educating me about women's menstrual cycles and puberty.

For me, it's important not to make fun of information about menstruation.

My sister even asked me to buy sanitary pads, and I wasn't embarrassed.

As a young man, the menstrual awareness sessions have helped me in many ways.

I understand my sister better now.



**Julius A. PILOTO,**  
inhabitant of Tangke



## Waste management and environmental awareness



In order to promote cleanliness in the intervention neighbourhoods and mobilise community residents, BWW organised **148 small-group awareness sessions** on solid waste management. These sessions, tailored for adults and children with engaging formats, involved **2,461 participants**. Special emphasis was placed on the importance of proper waste management practices, including reduction, reuse, and recycling.

The organisation of neighbourhood cleanup days continues to be highly successful. In total, **49 events involving 4,107 participants** were conducted, resulting in the collection of 80 tons of waste. During these events, residents participated in waste collection, sorting, and cleaning of drainage channels to improve wastewater drainage. These activities strengthen community bonds, foster local solidarity, and cultivate a collective sense of responsibility towards solid waste management. They also provide opportunities to engage local authorities, particularly municipalities responsible for waste collection at designated pickup points.

This year, BWW also observed World Cleanup Day to raise awareness about marine pollution. With support from partners like the France Philippines United Action Foundation and the French Embassy in the Philippines and Micronesia, participants collected 5 tons of waste, including 150.2 kg of plastic. These materials will be recycled through a partnership with the NGO Plastic Flamingo. The cleanup efforts took place simultaneously in Talisay, Cebu, involving 80 participants, and in Tabing Dagat, Cavite, with 140 participants.

BWW's commitment to environmental awareness and community empowerment also included various activities for Earth Day and World Environment Day. In Cavite, BWW engaged coastal communities in mangrove restoration activities. Over 800 young mangrove plants were planted with the support of Grundfos and its Poul Due Jensen Foundation, contributing to the preservation of coastal ecosystems.

This restoration effort enhances resilience in vulnerable areas prone to climate change impacts and frequent typhoons.









## Sanitation awareness



Continuing its efforts in providing water access at home, hygiene training, and environmental cleanliness, BWW has launched a pilot sanitation project in Tangke (Cebu).

The objective is to raise community awareness about the importance of proper sanitation, the benefits of having household toilets, and the environmental and health impacts of inadequate sanitation and open defecation.

In 2023, **16 awareness sessions were conducted, involving a total of 248 participants in Cebu.** However, due to the city of Tangke's construction plans, the intervention area had to be relocated, and the project continued in the Paknaan area.

As every year, World Toilet Day was also celebrated, attracting 1,279 participants nationwide. In Cebu and Cavite, participants used modeling clay to create their ideal toilets, while in Leyte, they built miniature toilets using bamboo and other local materials. In Mandaue, a poster contest on this theme was highly successful.

These initiatives not only raised awareness among participants about the importance of effective sanitation—a topic that requires significant effort for collective consciousness—but also fostered local community engagement in improving hygiene practices.

BWW will continue the pilot project in another community in 2024, conducting baseline surveys, including topographic mapping and house counting.



© Linux Escador

## Community empowerment



In 2023, efforts were done to empower communities focused on fostering strong relationships with volunteers and community stakeholders, ensuring their active participation, and recognising the value of their contributions.

Throughout the year, BWW organised **40 community volunteer meetings and 34 events**, including the annual stakeholders meeting held in the third quarter. These activities reflect collaborative efforts to enhance the well-being of the communities with which the organisation is engaged over extended periods.

To honor and thank the volunteers, 22 events celebrating their commitment and contributions were held. These occasions provided the perfect opportunity to express BWW's gratitude for their dedication and continuous support by awarding symbolic prizes.

Additionally, these events served as a platform to evaluate areas for improvement and plan concrete actions for the following year. Such evaluations are crucial for refining initiatives and ensuring they consistently meet the needs expressed by community members.







## Firefighting

In 2023, BWW organised 311 training sessions for volunteer firefighters. These sessions included practical training on the use of essential equipment and firefighting techniques, such as extinguishers, fire hydrants, hoses, nozzles, and pumps. The training also covered basic knowledge sessions for new volunteers, first aid, respiratory assistance, and simulation exercises.

Throughout 2023, **62 new fire extinguishers, 10 fire hydrants, 9 fire hoses, and 3 fire pumps were installed.** With these 10 new hydrants, the total number of operational hydrants in the communities reached 107. BWW's coverage rate now stands at one hydrant per 152 households, surpassing the minimum requirement of one hydrant per 200 households. These hydrants are regularly maintained to ensure they remain operational and well-equipped.

Currently, **467 volunteer firefighters** are ready to intervene across 23 communities, including 285 women and 165 men, representing a female participation rate of 64%. Notably, 12 fires or fire outbreaks were successfully contained in 2023.

A highlight of the firefighting activities in the Philippines is the participation of the brigades in the Fire Olympics, a large-scale event organised in collaboration with local authorities and the Bureau of Fire Protection. In 2023, **22 Fire Olympics** were held, bringing together several fire brigades. The volunteers trained by BWW demonstrated their skills in teamwork, firefighting, and rescue operations, successfully competing against professional brigades.

Moreover, efforts to reduce fire risk extend throughout the communities via awareness sessions and campaigns. In 2023, **141 awareness events** were organised, aiming to educate the public on fire prevention and safety measures.

I am very proud that, as a woman, I have been given the opportunity to participate in firefighting activities, particularly in the area of prevention.

Given the high risk of fire outbreaks in our neighbourhoods, many women now wish to participate in the training to protect their families.

Jennette P. Braganza,  
inhabitant of Cavite





# Bangladesh

After two years of stagnation following the Covid-19 crisis, the year 2023 marked a resurgence in the growth of projects in new slums, both in Dhaka and Chattogram.

A total of 590 new household water connections were achieved, surpassing the set targets, thereby serving 2,793 new beneficiaries.

Simultaneously, social support activities, complementary to water access, were structured and expanded in collaboration with the technical support team at the headquarters. This signifies a well-coordinated team, fostering cooperation among all necessary stakeholders: water operators, Dwasa in Dhaka, and Cwasa in Chattogram, the resident communities, and the funders.

We extend our heartfelt thanks to all these stakeholders, as well as to our highly committed teams throughout the year.

Of course, there remains a long road ahead, especially as the population growth in the urban slums of Bangladesh continues to be a major social phenomenon for the coming decades. However, there is a positive momentum and recognition, that BWW's approach can be part of the solution.

*Philippe de Roux, Country Director Bangladesh (interim)*



**13,691** beneficiaries with access to running water



**7,346** people sensitized to hygiene



**4,194** people sensitized to menstrual hygiene



**135** cleanup days and environmental awareness events



**7** new prospection area



**202** volunteer firefighters



# 2023 in Bangladesh



## Water service

In the heart of Dhaka, in May 2023, BWW completed the first water connection for the “Bamboo Colony” neighbourhood in the Duaripara slum. This neighbourhood, perched above a marsh in the city’s center, is entirely built on stilts. Numerous technical challenges were encountered; innovation was required to construct the network on a marshy and spongy ground composed of layers of accumulated waste. Additionally, the residents of this community live in small collective housing units, known as “colonies,” where facilities are shared by 5 to 10 families.

As of today, **13 water supply contracts serve 80 families in these colonies.** This also signifies a strengthening partnership with the local operator Dwasas, which facilitated the opening of a new intervention area ten years after the first experiment in Bhashantek, heralding the opening of other slums in Dhaka in 2024.

In the Bhashantek area, BWW has undertaken a significant extension of water services, connecting over 300 new families, both within an existing area and expanding beyond into a new neighbourhood.

After discussions with the Social Development Committee (SDC), the team plans to install additional connections to reach more residents.

Thus, by the end of 2023 in Dhaka, **9,987 people will have access to water at home.**

In September, BWW inaugurated the opening of a new area in Chattogram, Kalabagan, near another intervention slum: CNB Colony.

The construction of the water network was carried out very efficiently. Indeed, the works were completed just three months after the general meter was made available by CWASA. Thanks to the implementation of this new water network and the effective promotion of the services, **over 100 new households now have access to safe and reliable water** directly at home. The pressure and availability are excellent.

Following the successful completion of this first phase, the team now plans to extend the network to connect the vendors of the nearby dried fish market, some of whom are residents of the slum.



“To obtain water, we have to go to the pump connected to the pipes of illegal vendors. However, the pipes leak in many places, allowing dirt to enter the water. Additionally, there is a high iron content in the water.

Water is sometimes available for only an hour a day, and occasionally, there is none for several days. Furthermore, we must wait in line for a long time as the pump is used by more than 40 families. Having water directly at home would bring happiness to everyone’s life.

”  
Md. Alomgir Hossain,  
inhabitant of Kalabagan, Chattogram

## Hygiene awareness



In 2023, BWW raised awareness about menstrual hygiene for **4,194 people, including 330 men and 83 adolescent boys**, as well as more than 3,700 women and adolescent girls, using interactive tools tailored to different age groups.

These resources not only educate participants on proper hygiene practices and dispel the taboos surrounding menstruation but also highlight their importance in improving the well-being and empowerment of women and girls. They encourage men to offer support and combat stigmatization. By incorporating innovative learning and sharing useful information, these sessions, where menstrual issues are openly discussed, aim to foster confidence, promote understanding, and cultivate a spirit of mutual support.

In October, BWW celebrated Global Handwashing Day by organising events in Dhaka and Chattogram. Over 200 people participated. The event included activities such as awareness sessions, children's drawings on hygiene, and demonstrations showing the effectiveness of handwashing.

In total, in 2023, **13,135 people participated in hygiene training sessions and mass events in communities and schools**, highlighting a strong capacity for mobilisation, given the association's daily presence in the intervention slums.



Previously, if one of us unexpectedly got her period at school, she had no choice but to rush home, often missing days of school due to the lack of hygienic facilities and clean latrines.

But thanks to the sanitary pad dispenser and the recently rehabilitated latrines, now better supplied with water, those days are over.

Now, I no longer need to leave school when I have my period. I can comfortably use the latrines and the sanitary pad dispenser. Being able to purchase individual sanitary pads at an affordable price has made our lives much easier.



Sabiha Jannat,  
student of Patherghata School, Chattogram









## Waste management and environmental awareness

In 2023, BWW undertook various environmental initiatives in the slums, continuing its strong commitment to improving living conditions on essential issues complementary to water access.

On World Environment Day, trees were distributed in each area for planting, generating keen interest among residents. The team also organised mass awareness events on combating plastic pollution, along with street plays and educational video screenings to promote environmental awareness. These initiatives aimed to inform and engage communities on critical issues such as climate change. The proximity and trust established through water access services enable such complementary activities, contributing to urban inclusion of these neighbourhoods within the city.

In September, BWW celebrated World Cleanup Day with five sessions across different intervention zones, mobilising over 200 people and collecting three tons of waste. A particular focus was placed on empowering communities in solid waste management.

Throughout the year, a total of 10 cleanup initiatives, including mass events involving **1,058 participants, led to the collection of over 8 tons of solid waste**. This efficiency underscores BWW's particular ability to mobilise populations for pollution reduction in collaboration with local authorities.



After a neighbourhood cleanup day, we learned from BWW how to care for the environment and ensure the well-being of the community.

On World Environment Day, we also learned about the benefits of planting trees and the role of trees in the environment, especially in controlling heat, etc.

I've noticed that where there are no trees, there is no shade, and it's even difficult to stay there.

Therefore, when we build a house, we must also plan space for trees. It's good for me, my family, and the future of my region.

If I can spread these key messages in my community, I will be satisfied. ”

Md. Imon, inhabitant of CNB colony, Chattogram





The community strengthening strategy focused on two main pillars:

- **Mapping of marginalized minorities:**

BWW initiated comprehensive mapping in the urban slums where it operates, aimed at identifying marginalized minorities. This initiative seeks to better understand and address the specific challenges faced by these communities.

By identifying these groups within the slums, BWW aims to adapt its interventions to effectively support and meet the needs of the most vulnerable individuals. This inclusive approach underscores BWW's commitment to equity and justice, ensuring that no community is left behind in its efforts to improve living conditions over its 15 to 20 years of intervention and promote sustainable development for all.

- **Participatory video project in Chattogram:**

The second part of the strategy was the launch of a participatory video project in Chattogram. Through this initiative, BWW aims to empower residents of urban slums, including marginalized communities, by encouraging their voices and collectively addressing underlying issues using participatory video tools, alongside BWW's daily presence.

This aims to train individuals capable of creating impactful videos that highlight existing issues or daily challenges within their communities, and to use social media to effectively disseminate these messages.

In the future, these trained residents will serve as catalysts within their neighbourhoods, sharing their knowledge and skills with their neighbours, thereby fostering a culture of awareness and collective action and encouraging sustainable improvements to challenges faced. By promoting inclusive spaces, cultivating leadership skills, and amplifying diverse voices, BWW has laid the groundwork for greater resilience and equity.

The initial training and filming sessions will begin in 2024.





## Firefighting

Thanks to collective efforts, BWW continues to promote a culture of safety and vigilance, empowering communities to be proactive, minimize risks, and save lives. Throughout the year, **202 volunteers were successfully trained in essential fire safety techniques and emergency response strategies.**

As part of its commitment in the new intervention slums of Duaripara and Kalabagan, BWW initiated the training of new volunteer brigades, consisting of 17 and 10 members respectively. These brigades are the first responders within the communities in case of fire or emergency situations.

In May, International Firefighters' Day was celebrated in Dhaka and Chattogram, with the participation of over 450 residents. Fire prevention mechanisms were showcased through documentary videos and practical exercises.

In September 2023, BWW also celebrated World First Aid Day, gathering **over 100 participants across both cities.** This event provided hands-on training in basic first aid techniques to empower slum residents.

Through these initiatives, BWW continues to enhance the resilience of communities living in particularly vulnerable areas, while promoting a culture of prevention and safety.



I have been a volunteer with better with water since 2014.

Supported by BWW, I received my initial training from the Bangladesh Fire Service and Civil Defence (BFSCD), which prepared me to act as a first responder in emergencies within my community.

As a fire volunteer, I have been provided with equipment such as fire extinguishers and have undergone refresher courses on firefighting and first aid, enabling me to become a more effective rescuer.

In February 2023, a major fire broke out within the community. I gathered all members of my team, and we fought to extinguish the fire by spraying water and demolishing houses to prevent its spread.

The recognition and respect I received following this intervention have motivated me to work even harder for my community.



**Mohammad Sirajul Islam,**  
volunteer firefighter in Bhashantek,  
Dhaka









# Global financials at a glance

In 2023, **better with water** recorded a positive net result of €181,652 (compared to a loss of €74,000 in 2022), representing 5.6% of the total income for the year.

This positive result allows us to strengthen our equity. Equity stands at €374,000 as of the end of 2023, compared to €247,000 at the end of 2022. Cash reserves have also improved, totaling €883,000 at the end of 2023 compared to €792,000 at the end of 2022 (an increase of 11%). The cash reserve at the end of December 2023 is equivalent to 3.2 months of expenses, compared to 2.4 months in 2022.

Dedicated funds amount to €973,000 at the end of 2023, down from €1,393,000 at the end of 2022. This reduction is due to more efficient deployment of our activities in 2023, particularly in Bangladesh compared to 2022, resulting in increased utilization of signed agreements.

This improved utilization impacts future expenses by reducing carryover (-€800,000).

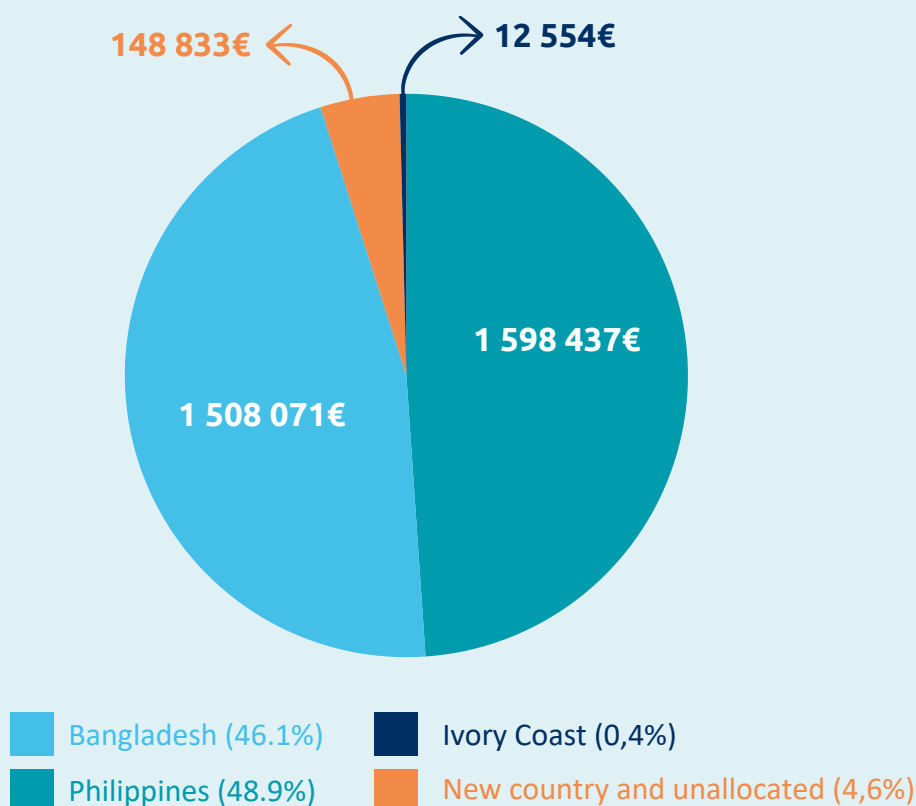
## 2023 Expenditures

In 2023, total expenses amounted to €3.3 million, marking a decrease of 21% compared to €4.2 million in 2022. The majority of these expenses, accounting for 95%, were allocated to operational activities, divided between local expenditures and operational support.

Partnerships and communication expenses constituted 1.6% of the total expenses, while overhead costs accounted for 8.2%.

Global expenses include costs and investments across all entities of the BWW organisation:

- NGO: better with water (Eau et Vie), W&L Bangladesh, W&L Philippines
- Social Enterprise: EVES (France), TPA (Philippines), SJP (Bangladesh).





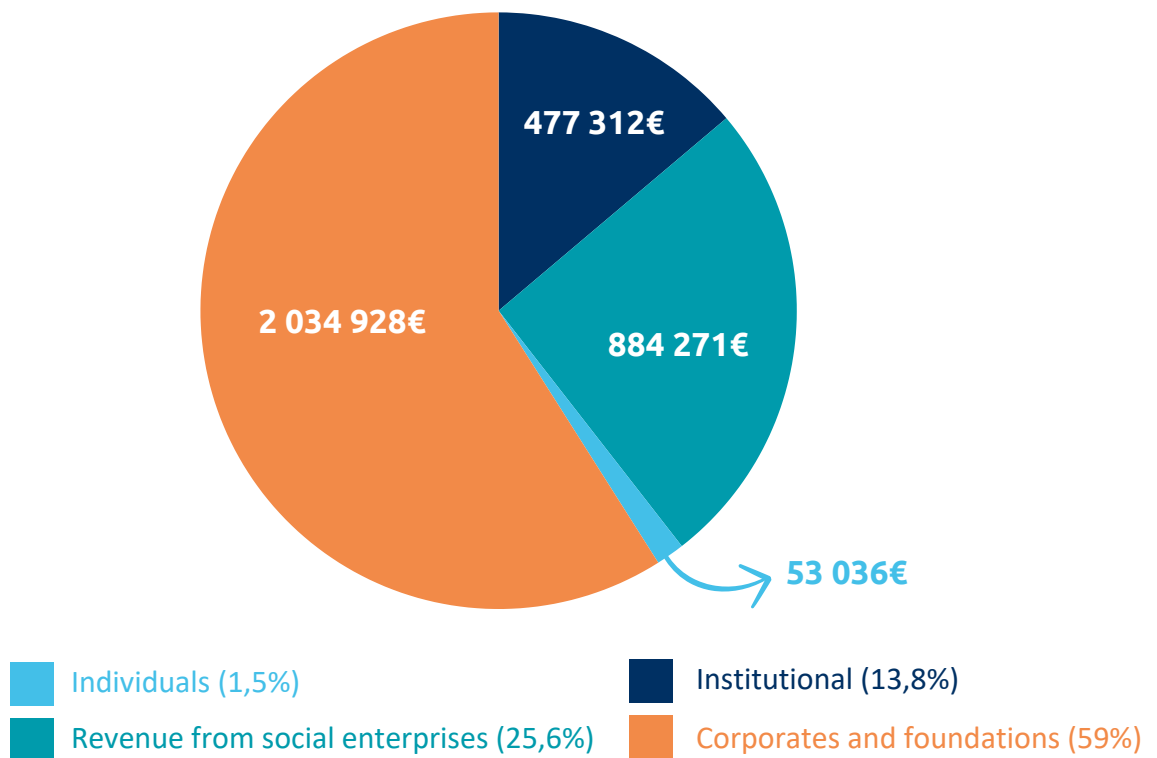
# 2023 Resources

In 2023, better with water's total resources amount to €3,449,547, compared to €4,109,115 in 2022. This includes €884,271 generated from the revenue of social enterprises, marking a 14% increase compared to 2022.

The share of local resources, including local donations and sales of water from social enterprises, reached 30%, down from 38% in 2022. The majority of funding, 59%, continues to come from the private sector.

Global resources include the resources of all entities within the BWW organisation, including the revenue from social enterprises:

- NGO: better with water (Eau et Vie), W&L Bangladesh, W&L Philippines
- Social Enterprise: EVES (France), TPA (Philippines), SJP (Bangladesh).





**A special thank you to all our financial and technical partners and donors. Your support made everything possible!**



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