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2024: A Year of upheaval, challenges... and progress



2024 marked a turning point for better with water (BWW), with a particularly intense year in Bangladesh.

The overthrow of the incumbent government disrupted all our institutional partnerships, notably affecting water operators and community leaders in the areas where we work.

The rise to power of Nobel Peace Prize laureate Mohammed Yunus brought great hope for the country but also ushered in a period of prolonged instability and uncertainty.

Despite this challenging context, our teams remained committed to ensuring continued access to safe drinking water for thousands of vulnerable families, while also launching new initiatives in Dhaka and Chattogram.

A powerful participatory video was produced during this period, reflecting civic engagement, resilience, and the communities' strong commitment to inclusion.

In the Philippines, our expansion continued in two new areas, enabling us to reach even more beneficiaries. Ambitious pilot projects on waste management and sanitation were launched in Manila and Cebu major challenges that our local teams tackled with determination.

In November 2023, receiving the prestigious Zayed Prize gave a significant boost to our work in Kenya. Feasibility studies were completed, paving the way for concrete partnerships with local stakeholders.

Thanks to the unwavering dedication of our teams and the continued support of our partners, more than 11,000 families now enjoy sustainable access to clean water right in their homes.

Thank you all for making this incredible year of collective progress possible!

Chloé Wagner, chairwoman



Our vision

Cities where people in deprived neighbourhoods can enjoy decent living conditions

THE GLOBAL CONTEXT

1 in 3

1 in 3 people will live in a slum by 2050

1,000

more than 1,000 children die every day from water-related diseases

2.1

billion people lack access to safe drinking water

Water is a vital resource, yet access to it remains deeply unequal across the globe. To this day, 2.2 billion people still lack access to safely managed drinking water services.

A reality that is particularly acute in informal settlements.

These inequalities are compounded by intersecting factors: rapid population growth, unplanned urbanisation, conflict, climate-related disasters, degradation of natural resources, and poor governance.

Climate change further exacerbates the situation. Prolonged droughts, flooding, groundwater salinization, and source contamination all threaten already fragile water supply systems.

The consequences are staggering: every day, more than 1,000 children under the age of five die from diseases linked to unsafe water and poor hygiene.

Women and girls, in particular, spend hours each day fetching water. It's time lost to education, personal development, and economic empowerment.

Access to safe water, sanitation, and hygiene (WASH) is not just a matter of survival it is a cornerstone of public health, dignity, equity, and sustainable development.

That is why **BWW** has been working for over 15 years alongside residents of informal settlements.

INNOVATIVE SOLUTIONS TO ADDRESS THE CONTEXT

without BWW

1

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

2

Land disputes complicate the construction of water networks, and residents often lack the official documents required by water operators.

3

Residents pay 4 to 6 times more for water when purchasing from water resellers or illegal vendors.

4

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

5

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

6

Pressure issues and water shortages during the dry season are common problems in existing areas.

7

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

8

Lack of hygiene awareness, social taboos, environmental pollution due to improper waste management, and more.

with BWW

Having safe drinking water at home and individual water meters significantly reduces the risk of contamination and helps protect residents' health, while also minimising conflicts.

Providing a legal and local safe drinking water service by simplifying administrative procedures and engaging the community to resolve land disputes.

Our service bills never exceed 5% of the household income, and consumption-based billing promotes responsible water use while empowering the community.

Our model offers a weekly door-to-door payment system, carried out by collectors from the local intervention areas, unlike the monthly billing system used by traditional operators, which is not suited to low-income populations.

The financial viability and sustainability of the project enable us to ensure maintenance while investing in the community's well-being and service expansion.

New solutions, such as looping water networks and supplementary boreholes, are being tested and implemented in response to the identified issues.

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

Once the water network is operational, complementary services in hygiene, environmental awareness, and community empowerment are implemented to improve living conditions.

THE MODEL

BWW is an NGO that provides piped water directly to homes through a unique, hybrid, and financially sustainable model.

The **social enterprise** builds and maintains water networks in underserved urban neighbourhoods, while the **local NGO** implements complementary programs in hygiene, sanitation, solid waste management, environmental protection, fire prevention, and emergency response.

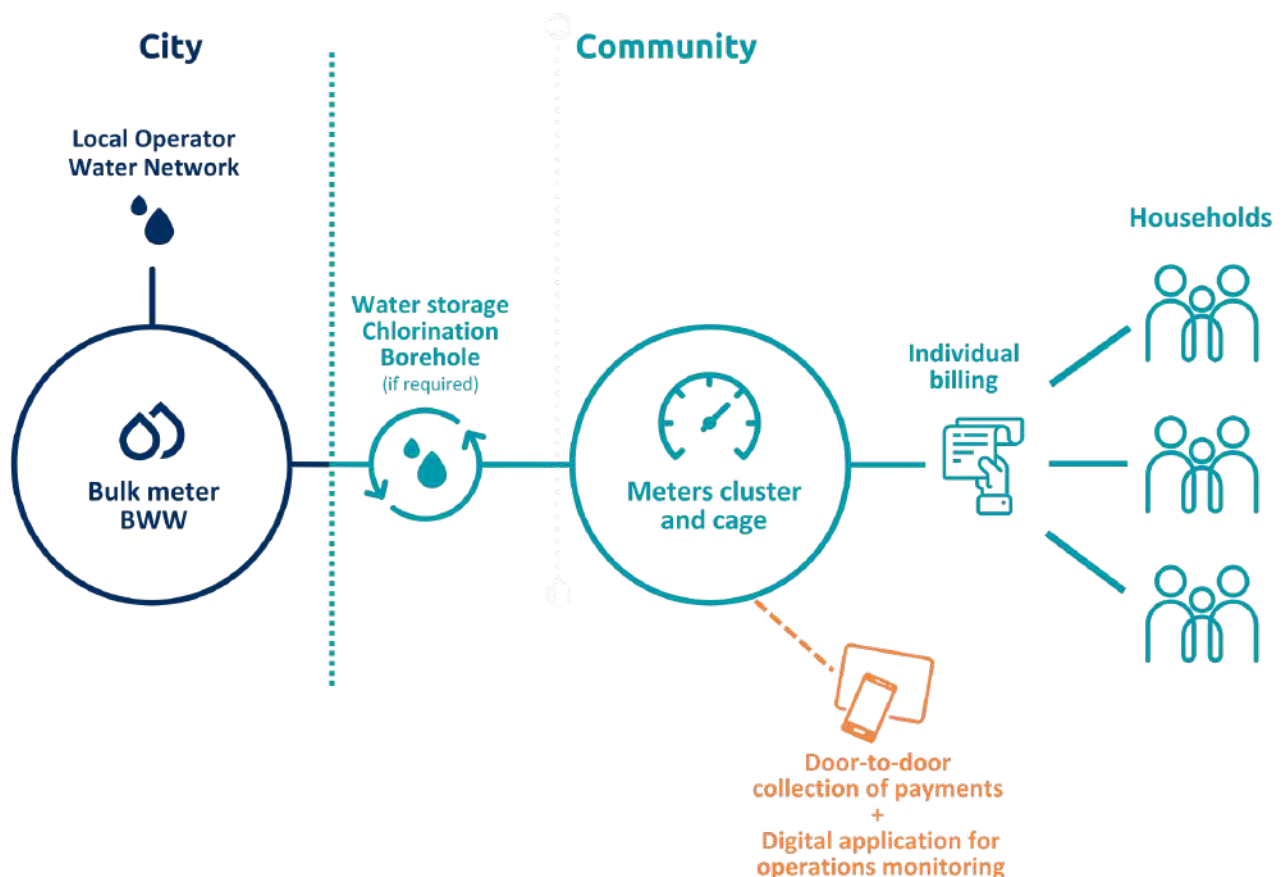
Together, their combined action enables residents to benefit from continuous and sustainable access to water and to use it as a lever to significantly improve their living conditions and resilience.

The innovation and strength of BWW's model have made it a leading organisation, featured as a case study in several reports (Asian Development Bank, NGOs, Open Society, etc.) and at international events such as the Singapore International Water Week, where BWW was invited to participate.

The relevance of its work has also been recognised through international awards, including the **Zayed Sustainability Prize**, which was awarded to BWW at COP28 in December 2023.



Our water network





BWW IT IS...



63,540

people have gained access to running water since 2008

4,456

including

1,385

new people gained access to running water in 2024

in Bangladesh

3,071

in the Philippines

1.1
billion

liters of water distributed in 2024



15,487

attendances at hygiene awareness sessions in 2024

4,979

attendances at menstrual hygiene awareness sessions in 2024

France:
Headquarter /
support functions

Kenya:
Feasability
study



19

fires or fire outbreaks
contained in 2024

728

community fire
volunteers trained and
equipped overall

**Bangladesh:
2 programmes**

**Philippines:
4 programmes**

30

slums

98%

payment collection
rate

155

staff members globally,
with 30% recruited
from intervention areas



“

I am very happy
because the
water is always
available

”

*Rina, in front of the
borehole at 9 Number
Bridge in Bangladesh*

WHERE EXPERTISE MEETS IMPACT

A strategic use of boreholes to secure water supply for communities

The water crisis affects all communities, which is why BWB continuously innovates to ensure the quality and quantity of water available at home and to sustainably secure access to water.

In certain contexts, boreholes provide a technical and strategic solution, most often as a complement to municipal water supply which remains the preferred option.

In 2024, BWB commissioned several boreholes:

- In Bangladesh, two boreholes were installed to supplement municipal water services, which are often insufficient to meet growing demand.
- In the Philippines, a borehole was established as the main water source in a particularly underserved resettlement area lacking viable alternatives.

Before each borehole drilling, geophysical surveys are conducted in areas where the presence and quantity of groundwater are uncertain.

These investigations help locate aquifers and determine the optimal drilling conditions.

The depth of boreholes ranges from 100 to 300 meters, depending on the terrain characteristics.

A typical borehole supplies potable water to between 500 and 1,000 households.

Groundwater is systematically tested before being connected to BWB's distribution network and is regularly monitored thereafter.

To ensure health safety, the water is always chlorinated to prevent any bacterial contamination.

Minimizing water losses to ensure a sustainable future

In a context of significant social complexity, controlling and reducing water loss and/or non-revenue water (NRW) in the networks operated by BWB is of paramount importance both for BWB and the community:

- **Environmental sustainability** for the community: BWB operates in cities where water resources are scarce, and the volume of treated water available is chronically below demand.
- **Economic sustainability** of BWB's model: BWB purchases its water from municipal water services, often at non-preferential rates, and any significant water loss in its intervention areas would jeopardize its economic model.

This approach is also highly beneficial for local water operators. They observe a marked reduction in leaks on their networks. This improvement is mainly due to the elimination of illegal connections, made possible by the legalisation of water access. Moreover, BWB assumes all risks beyond the main meter.

BWB controls non-revenue water through:

- Monthly calculations and implementation of an action plan for each zone where non-revenue water exceeds 10%;
- Detection of abnormally low weekly consumption on individual meters, on-site or workshop calibration of meters, and replacement of faulty meters with high-precision "Class C" meters;
- Locating leaks in pipelines and replacing defective pipes and fittings.



A DEDICATED TEAM

HR transformation driving efficiency

Until the end of 2023, our human resources management relied entirely on loyal but limited Excel. In November 2024, we celebrated the first anniversary of a major change: the arrival of Lucca, our new Human Resources Information System (HRIS), which has radically transformed our daily operations.

The result of a strategic approach combining efficiency and cost control, this tool quickly became a cornerstone of our organisation.

It streamlines all HR processes and enables everyone from the HR team to employees and managers to focus on high-value tasks and personal development without increasing support function costs.

Thanks to Lucca, the centralisation and real-time security of HR data are ensured, guaranteeing their reliability. Its deployment also allowed us to rethink certain practices, strengthen internal communication, and enhance our accountability to financial partners.

Management now has access to consolidated, real-time updated indicators, making Lucca a true decision-support tool. **The simultaneous rollout to 155 users across five countries was a challenge that we successfully met.**

The next steps involve continuing user support, training administrators, and continuously improving the system all key priorities to sustain this momentum.



Missions that build stronger bonds

Proximity is at the heart of BWW's DNA. In the Philippines and Bangladesh, our teams work daily alongside users and communities. From our headquarters in France, this same closeness is expressed through technical field missions.

Members of the Development and Technical Support department regularly travel on-site to strengthen the capacities of local teams. They work on essential components of our intervention model: hygiene, fire prevention, disaster risk management, community empowerment, monitoring and evaluation, water and sanitation, as well as process optimisation.

Support functions also carry out field missions that help refine their work by gaining a better understanding of on-the-ground realities. This allows them to adapt tools, communication, employee monitoring, and more. It also provides recognition to those who bring the BWB model to life within communities and creates meaningful moments of sharing and learning.

In 2024, **13 technical missions** were conducted by 9 staff members across our two intervention countries. These missions notably enabled the launch of the Participatory Video project as part of the community empowerment service in Bangladesh, as well as the training of administrators for the newly deployed HRIS.



As a technical advisor, field missions are much more than just providing technical support. They offer a chance to step out of the headquarters framework, face the realities of our intervention areas, and gain a deeper understanding of the local context.

On the ground, we often identify constraints but also unexpected opportunities.

These immersive moments strengthen our connection with communities and bring renewed meaning to our work.

They're also an opportunity to observe the concrete impact of our actions, adjust our tools if needed, and, above all, to reflect together with the teams on solutions to the challenges we encounter.

Thomas, technical advisor in France



Headquarters missions have a significant impact on the evaluation and improvement of our current operational processes. It is extremely valuable when representatives from headquarters take the time to personally visit the Philippines. This allows them to better understand our work in the field and to experience our reality firsthand.

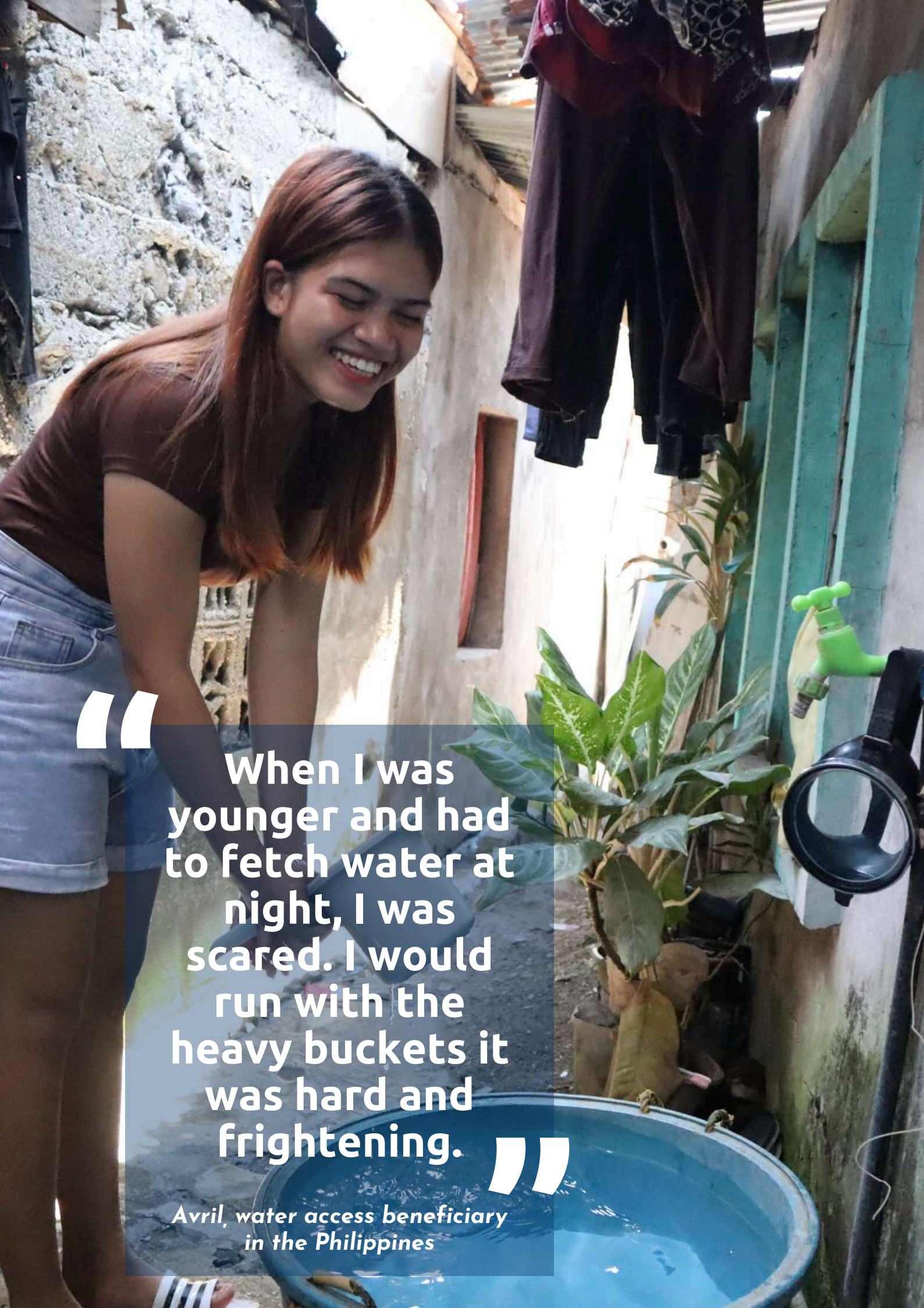
These visits provide an excellent opportunity for open discussions about our concerns and suggestions what needs improvement, which tools are effective and which are not, and how we can optimise our operations. They also facilitate a smoother and more accurate exchange of ideas.

I feel more comfortable raising certain issues when I know the situation has been directly observed by people from headquarters, such as technical advisors.

Marichel, operation manager NGO in the Philippines

Headquarters visits to the field are always a valuable opportunity for me, as they bring new challenges. And every new challenge is a chance for growth both personal and professional.

Razibul, branch manager NGO in Bangladesh



“

When I was younger and had to fetch water at night, I was scared. I would run with the heavy buckets it was hard and frightening.

”

Avril, water access beneficiary in the Philippines

5 PILOT PROJECTS TO DEEPEN SOCIAL IMPACT

→ Leverage the long-term mission to develop initiatives that deepen social impact

1 Mandaue - Philippines: Disaster Risk Reduction (DRR) Program

Given the high exposure of BWB's areas of operation to natural and climate-related disasters (typhoons, floods, etc.) in one of the countries most affected by climate change the organisation has expanded its emergency management program, which was previously focused on fire prevention, to include an ambitious community-based Disaster Risk Reduction (DRR) program.

This pilot project, supported by the French Development Agency (AFD), builds on lessons learned from past typhoons and is being implemented in four barangays in the city of Mandaue.

It is based on a strong participatory approach: residents play a central role by identifying the specific risks in their own neighbourhoods, while external consultants bring their expertise to help develop tailored strategies and action plans.

Now in its third phase, the project first focused on defining a clear methodology, followed by community workshops that used participatory tools to assess vulnerabilities.

These workshops allowed for a collective analysis of hazards, the impacts of climate change, local vulnerabilities, and adaptive capacities.

The findings were compiled into four community profiling reports, which now serve as the foundation for the DRR plans currently under development.

The goal: to concretely strengthen the response capacities of both communities and local government units in the face of disasters, using a strategy that is co-developed and grounded in the local reality.



2 Chattogram - Bangladesh: communities speak out through participatory video

One year ago, the participatory video project was launched to unite community members across our intervention areas, providing them with a platform to openly share their concerns about the lack of essential services and highlight the daily challenges they face.

This initiative perfectly complements BWB's efforts in improving water access and fostering community-led management.

Following an intensive 10-day training in February 2024, led by InsightShare, three groups of participants drawn from the three communities where BWB is active have been engaged throughout the year in filming, editing, and producing their own stories.

They have completed six powerful and moving videos, with three more currently in the editing phase.

These films explore topics such as public toilets, the history and cultural importance of the Kalagaban dried fish market, and issues related to handwashing and sanitation.

A dedicated closing event for this pilot phase is also in the works. It will be an opportunity to reflect on the process, celebrate the work accomplished, and explore new directions for the project, which has so far met our expectations.

This initiative is a compelling example of the power of community storytelling. When people are given the tools to express themselves, they reveal not only their struggles but also their resilience and their ability to build a better future.



When BWB was looking for volunteers to participate in the participatory video project, I was happy to have the opportunity to learn new things.

We worked on topics such as solid waste management, drainage channels, climate change, public toilets, and the education system in our community.

At first, people wondered what this project was about and were not very enthusiastic, but after seeing the first video, they showed us their support.

I am proud to be part of this project and to be able to inform my community about all these important issues.

It has also helped me build good communication with the residents, feel comfortable during awareness-raising activities, and gain confidence when speaking in public.

Israt, inhabitant actively involved in the participatory video project



3 Cebu - Philippines: reliable and appropriate community sanitation for the Paknaan neighbourhood

A promising and unique pilot sanitation project was launched this year in Paknaan following the signing of an agreement in October 2024 with all stakeholders involved. This project complements water access efforts and benefits from the long-term presence of on-site teams and strong trust-based relationships with the community.

The project includes the installation of 9 km of underground sewer networks and a treatment plant that will collect both black and grey water, connecting all 200 homes in the targeted area.

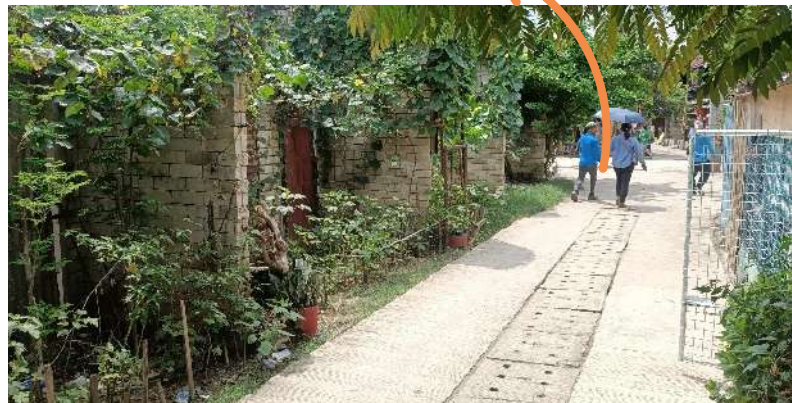
As a result, 1,000 residents will have access to a sanitation network for less than 1 euro per month per household. The payment for this service will be added to the water bill.

As part of this effort, a workshop was held in December 2024 with two resident associations (Home Owner Associations) from Paknaan.

Bringing together 11 participants, this participatory workshop helped to understand sanitation challenges, map out the future sanitation infrastructure along the neighbourhood's streets, and improve understanding of the proposed technical solutions.

A second workshop is planned for February 2025 to validate these proposals and ensure their acceptance by the community.

This inclusive approach fosters greater ownership of the project by residents and lays the foundation for a sustainable sanitation system, designed with and for the community, in partnership with the local municipality.



4 Cavite - Philippines: a project for sustainable waste management

After several years of efforts to improve environmental cleanliness and organise cleanup days, it was decided to take things further.

In the Bars and Tabing Dagat neighbourhoods, a pilot waste management project was launched to address an urgent environmental issue.

The project involves setting up two sorting platforms, managed by local authorities with technical and educational support from BWW.

Over the course of two years, BWW will support about ten residents from these communities. They will be trained in collection, sorting, and financial management of the service to ensure its sustainability.

This community-based model promotes local autonomy while raising residents' awareness about the importance of waste sorting.

In the long term, the system will enable the annual collection of up to 144 tons of residual waste and 81 tons of recyclable materials for 4,300 beneficiaries materials that will no longer be openly burned or dumped into rivers and the ocean.

Made possible by the close presence of the teams on site and the trust built with the community, this project represents a concrete step toward more sustainable resource management and improved quality of life in these coastal neighbourhoods.

5 Philippines school project: educating tomorrow's citizens on WASH in Cavite schools

Launched in 2024, a new program aims to ensure that children in intervention areas can study in a healthy environment, with a focus on hand hygiene and WASH education.

The main goal is to promote sustainable hygiene practices among students and teachers to reduce health risks and improve quality of life both at school and at home.

By raising awareness from an early age, the program seeks to **establish lasting habits that will have a positive long-term impact on the communities.**

Throughout the school year, BWW works closely with local schools in Cavite to create hygiene clubs made up of teachers, students, and parents.

By engaging these clubs, the aim is to promote improved hygiene and environmental behaviors within schools through simple, everyday actions that are easy to implement.

This initiative also aims to:

- Encourage the active participation of children aged 6 to 12.
- Involve the entire educational community (students, teachers, and parents) in understanding and sustaining good hygiene practices.
- Strengthen the transmission of key messages within households and beyond, extending the program's impact to surrounding communities.

The project is designed as an initial transition and handover of our hygiene activities to community stakeholders.





**New water network in
Paknaan transmission,
Philippines**

EXPANDING NEW HORIZONS: KENYA



After a promising initial exploratory mission to Kenya in October 2023, BWW's M&E team conducted a feasibility study in Kisumu, the country's secondary city located on the shores of Lake Victoria. With the support of the local water operator, Kisumu Water and Sanitation Company (KIWASCO), and starting in March 2024, the study was carried out with active involvement from the local NGO Slum Dwellers International Kenya (SDI-K) and the grassroots movement Muungano Wa Wanavijiji, an association of informal settlement residents.

The feasibility study focused on four Kisumu communities (Gonda, Flamingo, Komer, and Bandani) as well as a general contextual analysis of Kenya and water governance.

In these four communities, more than three-quarters of households access water via public standpipes shared water points in public spaces. It is common to see residents carrying multiple 20-liter jerrycans from the standpipe to their homes. While transporting water is an additional burden for informal settlement residents, especially women and girls who bear this responsibility in nearly half of households, it also poses a health risk by increasing the chance of water recontamination during transport and storage.

Moreover, the current access to water through standpipes places a significant financial burden on households due to unregulated pricing.

The average price observed in the studied communities is 2.7 times higher than the price set by the water operator.

With an average consumption of 6 m³ per month, nearly 10% of household income is spent on water.

The public standpipe is a place where power is concentrated in the hands of a few. In a Kenyan society marked by violence against women, as highlighted by national protests against femicides and study, findings access to water is not exempt from this dynamic. Advocating for household water access, especially for women living in informal settlements, also means working to end sexual exploitation linked to access to this vital resource.

Following a promising end to the year, marked by the signing of an operational MoU with the water operator KIWASCO in November 2024, BWW continues to advance its development in the country throughout 2025, aiming to launch the project and establish operational activities.

Nearly 10% of household income is currently spent on water.



Child collecting water at a pay-per-use water point in the Flamingo neighbourhood, Kenya

PHILIPPINES

2024: Accelerating development and building resilience to climate challenges

The year 2024 marks a turning point for BWW with the launch of an accelerated growth phase, made possible by the strength and sustainability of its model, proven over 17 years in informal settlements.

The goals for 2024 were to increase our impact by:

- Expanding the support we provide to existing communities
- Scaling the model to new communities by laying the groundwork for an accelerated development mechanism
- Implementing several pilot projects to prepare for the model's expansion into new territories.

The social enterprise has also opened new pathways in its development by exploring opportunities to serve more isolated and remote communities, as demonstrated by the well drilling project in Samar, located 14 km away from any local operator.

Despite limited resources, the team has maintained a high standard of quality and laid the groundwork for a 6th agency, planned for 2027, while reviving the project for a 5th agency in northern Manila.

At the same time, climate change has severely impacted vulnerable urban populations, worsening water scarcity and slowing some network expansions, particularly in Cavite. In response to these challenges, BWW has sustained its water access efforts through strategic planning and strong partnerships. The organisation is also strengthening its climate resilience actions: securing water access, raising community awareness, and advocating for improved urban governance.

In 2025, BWW will continue to finalise and build on its pilot projects while implementing the first concrete steps of this new development momentum.



39,444 people gained access to running water



4,009 attendances at hand hygiene awareness sessions



4,043 attendances at menstrual hygiene awareness sessions



39 clean-up days



100 new area surveys conducted



521 fire volunteers

2025 IN THE PHILIPPINES

New expansion in northern Manila: steering toward greater impact

In 2024, BWV took a major step forward by initiating the development of a new branch in the northern part of the Manila metropolitan area.

Previously active in the south through its Cavite office, the organisation launched an in-depth outreach effort to expand its work in some of the capital's most vulnerable areas.

Between September and December, **25 priority areas were identified** thanks to rigorous field assessments carried out by our local teams.

This momentum was strengthened by a strategic collaboration with Maynilad, one of the region's main water providers, who shared valuable recommendations on areas that are still underserved or completely unserved.

Local immersions then made it possible to engage with key stakeholders and refine the needs assessment. These efforts lay the groundwork for a sustainable and relevant deployment starting in 2025, fully aligned with the area's social and environmental realities.



CASC-APPUI mission: a strategic partnership to strengthen fire prevention

In 2024, BWV had the privilege of hosting six volunteer firefighters from the Lyon-based NGO CASC-APPUI for a mission in the Philippines.

The first team, made up of two experts, conducted an in-depth assessment mission that included:

- A review of BWV's internal risk management practices,
- Meetings with local authorities (Bureau of Fire Protection, City Disaster Risk Reduction and Management Office) to understand their emergency response models,
- Field visits and discussions with our volunteer fire brigades to assess their operations and available equipment,
- Interviews with key BWV team members to help refine our field strategy.

A second team of four volunteers conducted training sessions for our teams and local communities:

- First aid training in Mandaue and Cebu,
- Combined first aid and fire-fighting sessions in Leyte, Cavite, and several neighbourhoods in Cebu,
- Practical workshops and simulations with community brigades, including demonstrations of new equipment also provided by the CASC team.

This partnership has significantly strengthened our capacities in fire prevention, first aid, and disaster risk reduction through targeted recommendations and donations of suitable equipment.

Cavite: launching a new network in Strikeville

After more than two years of effort mobilising all local stakeholders, the Strikeville community now benefits from a safe drinking water network, replacing the manual pumps that previously dotted the neighbourhood.

Located contiguous to and just next to BWW's existing intervention area in Isla Noah, Strikeville is home to 2,310 residents. The majority have lived there for over 20 years, reflecting strong local roots. Before the project, 66.4% of surveyed residents relied on shared manual pumps for their water supply.

In just a few weeks, over 250 families have submitted connection requests, highlighting how eagerly awaited this service was and how well our model addresses a vital need.

This success once again demonstrates that, through collective mobilisation and sustained commitment, access to water can become a reality for underserved communities.



“Before, we used the manual well located just across from our house. So, it wasn't far, and we could have continued using it.

But we chose to use BWW's services for several reasons.

First, we wanted to improve the quality of the water we use for washing, cooking, and doing laundry.

Second, water was not always available in sufficient quantities from that well.

And we have to say: pumping water manually is really difficult and tiring, even for a man like me, especially when it has to be done several times a day.

Finally, BWW's payment system perfectly suits our situation: my family gets paid every two weeks, so it's easier for us to manage our bills.

”

Judel, inhabitant of Strikeville



Weekly payment
collection in the
Mantuyong slum,
Mandaue, Philippines

BANGLADESH

2024: continuing our mission despite the storm

The year 2024 was marked by significant political instability, beginning with student protests that led to the fall of the previous government and a governance vacuum in many slum areas.

In the midst of uncertainty and episodes of sporadic violence, the BWW team remained steadfast, maintaining water services, adapting social programmes, continuing daily operations, and even managing to open a new area thanks to the trust and support of community members and partner operators.

These water operators, increasingly aware of the value of partnership, extended their services to previously unserved communities while reducing non-revenue water an encouraging sign of shared resilience and mutual benefit.

These advancements also reflect the deep commitment of the team.

Day after day, they ensure the maintenance of water infrastructure, billing management, and the implementation of crucial social activities. While there is always room for improvement, the team's dedication, collaboration, and perseverance are clear drivers of our impact.

Looking ahead to 2025, one of our strategic priorities is the rollout of the team training program developed by HR in collaboration with managers. This program aims to improve service quality, operational control, and community engagement.

Over the coming year, we plan to expand our services into new territories, with a focus on Dhaka and Chattogram, strengthening our mission and becoming a key player in the WASH sector in Bangladesh.



14,995

people gained access to running water



1,667

attendances at hand hygiene awareness sessions



936

attendances at menstrual hygiene awareness sessions



10

clean-up days



35

new area surveys conducted



207

fire volunteers

2025 IN BANGLADESH

Chattogram: water network expansion accelerates neighbourhood transformation

In the Kalabagan slum of Chattogram, our program is making remarkable progress.

The water network is operating efficiently, and the community has fully embraced the system. Building on this success, we were approached by the neighboring community of Arif Colony, which faces an urgent need for access to safe, high-quality drinking water. **In response, 52 households have already been connected to our network**, with a phased expansion currently underway.

Installation and connection works have now been completed, ensuring reliable and secure access to potable water for the new beneficiaries.

This extension marks a strategic milestone in the development of our program, allowing us to meet growing needs while tangibly improving living conditions in the area.



New dynamics of citizen engagement: tools, training, and collective mobilisation

In 2024, BWW developed new tools and educational content **to strengthen citizen engagement around WASH-related issues**.

The goal of public outreach events is clear: to spark residents' interest in civic participation by offering a positive, motivating, and accessible environment.

These gatherings aim to:

- Enhance knowledge about citizen participation,
- Highlight inspiring local initiatives,
- Create spaces for dialogue that encourage self-expression and build self-confidence,
- Foster a collective awareness of the role each person can play in their community,
- Promote collective action and the capacity to act together.

In 2024, BWW developed new tools and educational materials to strengthen civic engagement.



As part of this effort, training sessions on citizen participation were also designed. Their goal is to empower participants to take action, with the long-term aim of gradually forming neighbourhood-based resident committees responsible for WASH issues.

These tools form a vital foundation for encouraging community ownership of services and embedding water and sanitation management in a participatory, community-driven approach.

FINANCIAL REPORT

In 2024, BWW recorded a positive net result of €128,758, compared to €181,652 in 2023, representing 3% of the year's total income.

This surplus contributes to strengthening our equity, which stood at €439k at the end of 2024, up from €374k at the end of 2023.

Cash reserves amounted to €755k at year-end 2024, down from €883k in 2023 (-14%). This decrease is mainly due to fewer advance payments received in 2024 compared to the previous year.

As of December 2024, our cash reserves represent 2.1 months of operating expenses, compared to 3.2 months in 2023.

Dedicated funds reached €1.738 million at the end of 2024, up from €973k in 2023. This increase is linked to the signing of new donation agreements at the end of the year, as well as delays in project implementation in Bangladesh following political developments in summer 2024.

These combined factors affected expenditure levels and led to a significant increase in carryover funds, which rose by €771k compared to 2023.

2024 Expenditures

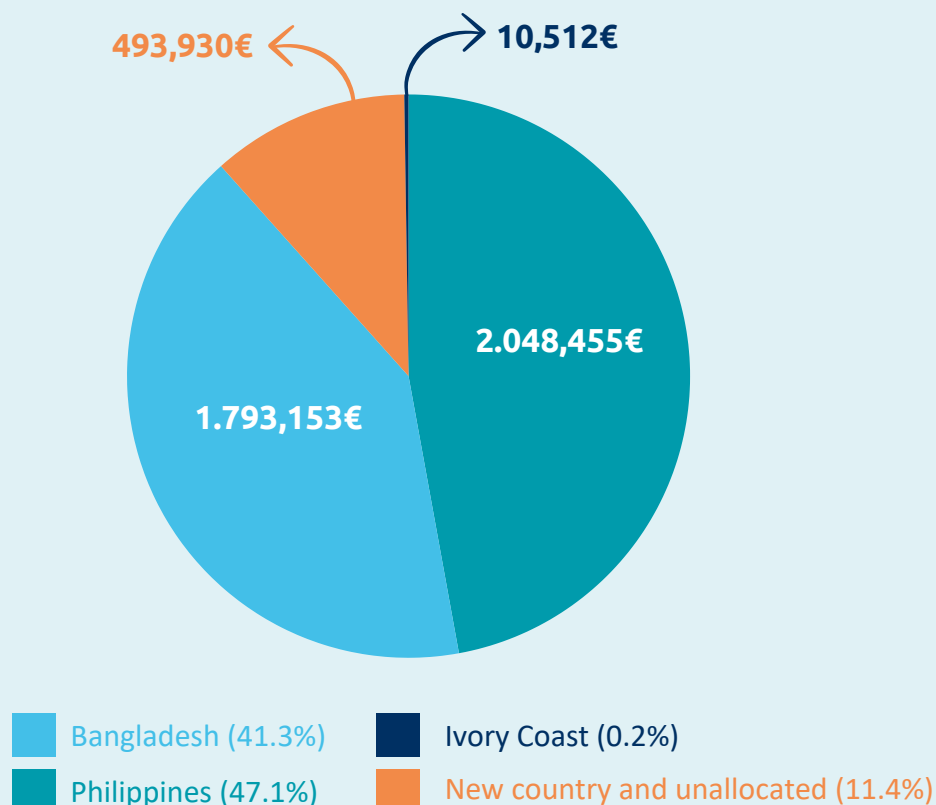
In 2024, total expenses amounted to €4.3 million, representing a 30% increase compared to €3.3 million in 2023.

The vast majority of these expenses, 90.4%, were dedicated to operational activities, split between local project expenditures and operational support.

Partnerships and communication accounted for 1.6% of total spending, while overhead costs represented 8%.

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

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



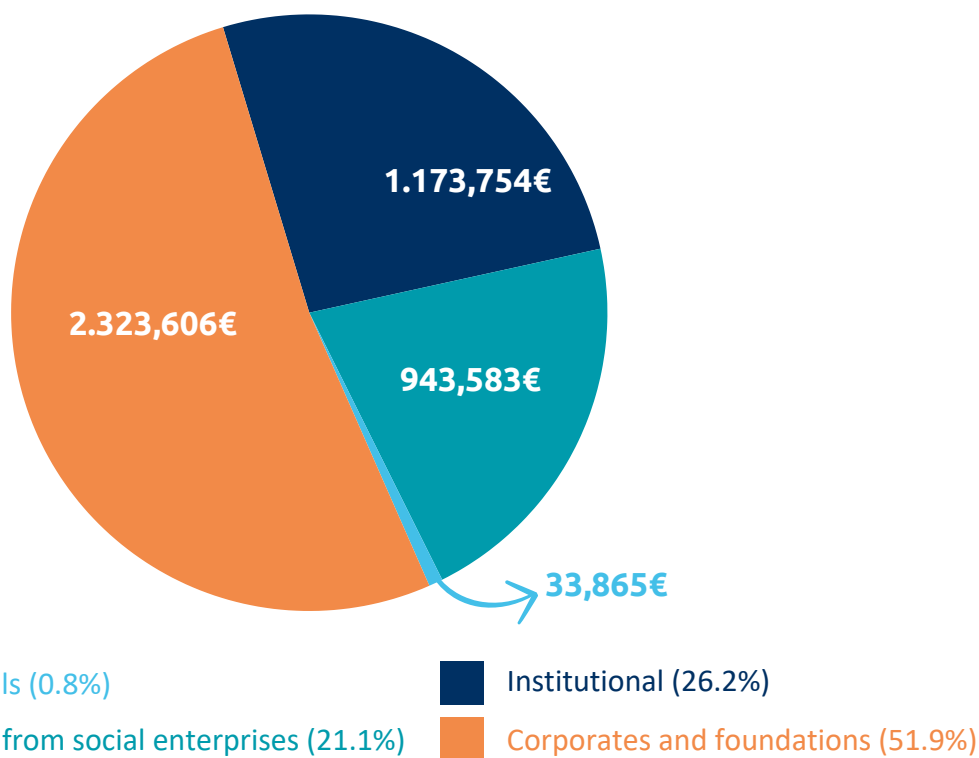
2024 Resources

In 2024, BWB's total resources reached €4.5 million, up from €3.5 million in 2023. This includes €900k generated by our social enterprises, representing a 7% increase compared to the previous year.

Local resources, which include local donations and water sales from social enterprises, accounted for 24% of total income, down from 30% in 2023. The majority of our funding, 53%, continues to come from private sector partners.

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

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



COMMITTED PARTNERS AT OUR SIDE

“ We sincerely thank BWB for welcoming us to their offices and giving us the opportunity to discover their operations in the informal settlements of Cavite.

We were particularly impressed by their model especially the full coverage of operating costs, the high collection rate, user satisfaction, and the amplified development impacts thanks to the added value brought in areas such as fire prevention, behavior change, and sanitation support in the communities served.

This type of last-mile operator model will play a key role in accelerating progress toward SDG 6 in our region.

Neeta Pokhrel, Director water and urban development sector office (Pacific and South Asia) at Asian Development Bank (ADB)

“ Since 2022, AFD has supported BWB's activities in Bangladesh and the Philippines to improve access to safe drinking water in underserved urban settlements through an innovative model: a social enterprise purchases water from the main utility operating outside the neighbourhood and delivers it directly to households, providing close support to users for billing, while a local association works alongside communities on public-interest missions such as fire prevention and risk reduction.

The projects implemented have already resulted in the creation of several functional water networks that supply quality water at affordable prices. The association is currently strengthening its economic model.

Through this approach, BWB has gained valuable experience in improving water access for the most vulnerable populations. An experience that could inspire water operators across Asia to adopt pro-poor strategies.

Aymeric Blanc, Project Manager at Agence Française de Développement (AFD)





A heartfelt thank you to all our partners, both financial and technical, as well as to our donors.

Agence 32 Décembre * Agence Française de Développement * Agence de l'eau Artois-Picardie * Agence de l'eau Loire Bretagne * Agence de l'Eau Seine-Normandie * Ambassade de France aux Philippines et en Micronesie * Arab Gulf Programme for Development * Ashoka * Asian Development Bank * AUD Pays de Saint-Omer - Flandre Intérieure * Australian Embassy in the Philippines * Bangladesh Fire Service & Civil Defence * Biocoop Versailles Chantier * Bureau of fire Protection Philippines * CASC APPUI * CCI France in the Philippines * Chattogram WASA * Coca-Cola Foundation Philippines / Agos project * Colam Initiatives * Conseils-Plus * Conseil Régional des Pays de la Loire * Delahaye Capital * Dhaka WASA * The Emirates airline foundation * Fondation Abouzeid * Fondation Arceal * Fondation Cassiopée * Fondation des Épiniers * Fondation Lord Michelham of Hellingly * Fondation Mimosa * Fondation Pro Bono * Fondation TAO * France Philippines United Action (FPUA) * Gandharbpur Water Treatment SNC Branch * Eram Group / Fonds Albert Marie * Georg Fisher * Institut Robin des Bois * JVD * La Guilde * Leyte Metropolitan Water District * L'Oréal * Manila water Foundation * Manos Unidas * Maynilad Water Services Inc. * Metropolitan Cebu Water District * Nicoll SAS * NooS * Pluxee * Oryx Bangladesh * Pictet Group Fondation * Philippine Red Cross * Play Play * Poul Due Jensen / Grundfos Foundation * PrimeWater Infrastructure Corp * SELAVIP Foundation * Stop Hunger * The Comgest Foundation * The Loyola Foundation * The Stone Family Foundation * Versailles Grand Parc Communauté d'agglomération * Vitens Evides International * Vitol Foundation * VOx Impuls * Who gives a crap * Xylem * Zayed Sustainability Prize



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