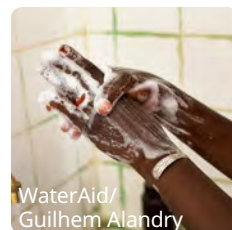


WATER



WaterAid/ Ernest Randriamalala

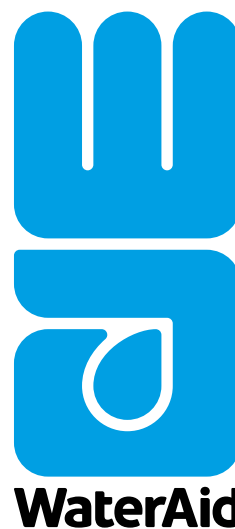
## Global annual report



WaterAid/ Guilhem Alandry



WaterAid/ James Kiyimba



# Global annual report

Throughout our global federation  
we are igniting lasting change.



Olivia and two friends  
washing their hands and  
drinking clean water at  
their school's water point  
in Analamanga region,  
Madagascar.

**We are resolutely focused on making clean water, decent toilets and good hygiene normal for everyone, everywhere.**

The world has made huge progress in increasing access to these essential services. However, 785 million people still don't have clean water close to home, 2 billion don't have a decent toilet of their own and 43% of healthcare facilities do not have hand hygiene facilities at points of care. And climate change, which is already affecting the communities we work with, is compounding challenges to building sustainable services.

But we are rising to the challenge. In 2018-19 our global federation – with national members Australia, Canada, India, Japan, Sweden, the UK and the USA – reached millions of people by delivering services directly to homes, schools and healthcare centres.

To make sure services last long after we leave, we focus on building strong water, sanitation and hygiene (WASH) systems. This year we continued to work at multiple levels to strengthen government leadership, institutional processes and policies, and community empowerment, and to demonstrate inclusive, sustainable models that governments can scale up.

And for an even bigger impact we influenced others who can multiply our contribution, including governments and global leaders in development, health and the private sector. Read on to explore highlights of how we have been igniting lasting change.

Read our 2015-22 global strategy at  
[wateraid.org/uk/our-global-strategy](https://wateraid.org/uk/our-global-strategy)

## Discover our reach

Last year, with our partners, we reached millions of people through our work in communities, schools and healthcare centres, and through our advocacy.

### Direct reach



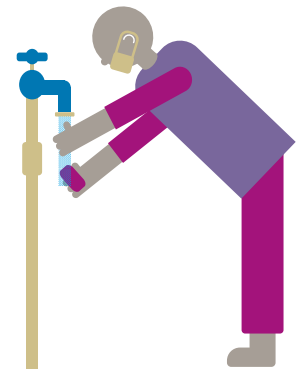
**We supported communities to reach the following numbers of people<sup>1</sup>:**

- 385,000 with clean water
- 453,000 with decent toilets
- 1,503,000 with good hygiene



**We supported schools to reach the following numbers of people<sup>1</sup>:**

- 206,000 with clean water
- 182,000 with decent toilets
- 695,000 with good hygiene



**We supported healthcare facilities to reach people for the following numbers of visits<sup>1</sup>:**

- 1,238,000 with clean water
- 1,080,000 with decent toilets
- 991,000 with good hygiene

### Influencing



**We strengthened local systems.** Much of our work focuses on building strong WASH systems at district or municipality level to ensure access lasts and reaches everyone. Last year, we worked in more than 90 districts.



**We influenced policies, strategies and standards around the world.** Last year we helped secure changes to national policies, strategies or standards in 14 countries to benefit people currently living without clean water, decent toilets or good hygiene.



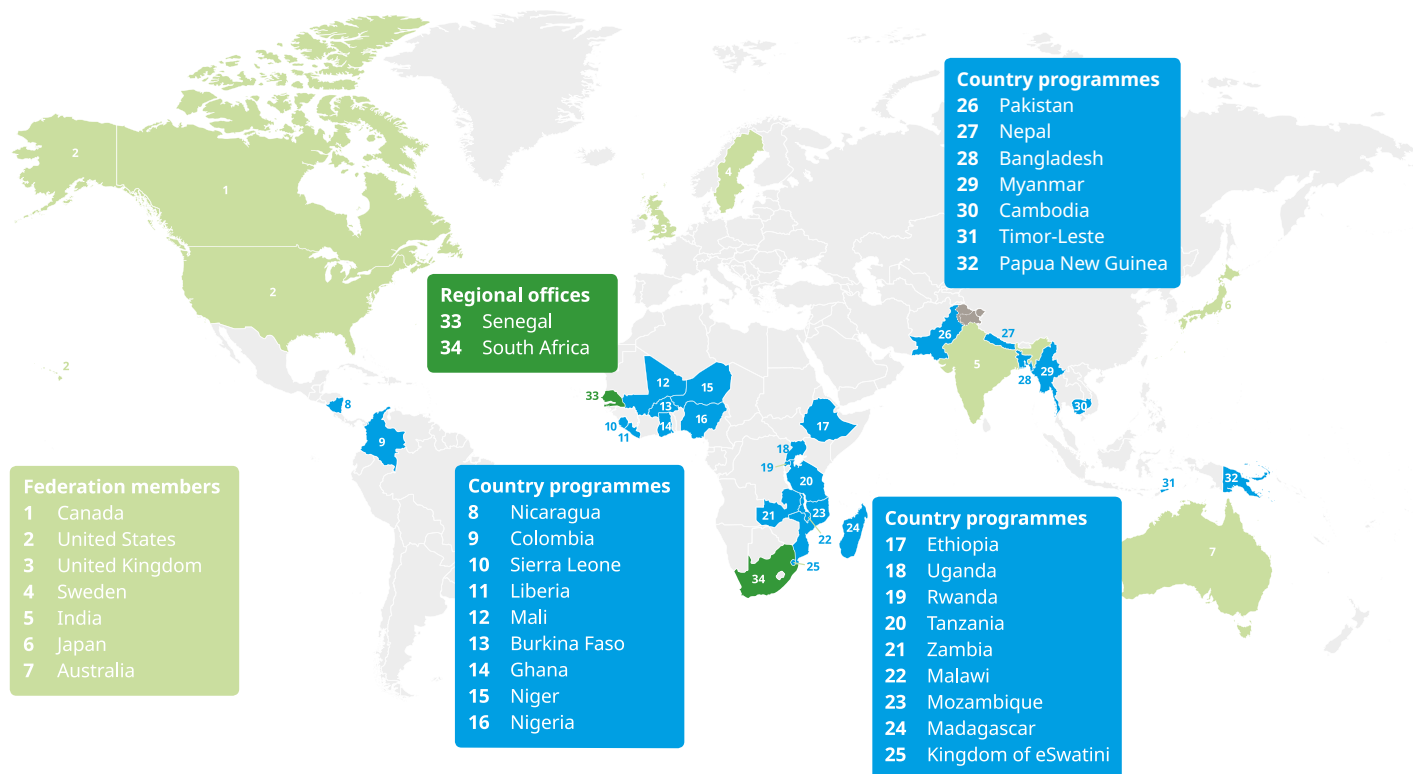
**We advocated globally and regionally.** Drawing on our experience within individual countries, at global and regional levels we advocate the importance of WASH. See below for details of our work at the World Health Assembly around cholera.

<sup>1</sup> We count users of the services we provide directly in different ways, according to where we reach them:

- In or near people's homes – population served by water, sanitation and hygiene facilities.
- Schools – school population plus staff.
- Healthcare facilities – total number of patient visits over one year plus staff.

We count people as having been reached with good hygiene through behaviour change activities when they have been exposed to those activities at least three times in a year.

**We work in 34 countries across the world. Here are just some stories from our work last year.**



## Taking change to scale in Mali

Building on experience in Mali delivering water, sanitation and hygiene facilities in 23 healthcare centres, we convinced the Government to commit to scale up these improvements to healthcare centres across the country.

We are working to help the new national strategy make this promise reality, to ensure that more than 18 million Malians like Nurse Salimata, Kadia and her baby daughter Sanata (pictured) have the safe healthcare centres that are their right.



**● Above: A new examination room at Talo Health Centre, Mali. Below: Nurse Salimata with Kadia and her baby daughter Sanata in the centre's new maternity ward.**



## Inspiring 40 countries to fight antimicrobial resistance

At the Second Global Call to Action on Anti-Microbial Resistance, a global meeting in Accra, Ghana, our advocates from Cambodia and Ghana, supported by Australian and UK teams, worked together to convince participants to pay greater attention to water, sanitation and hygiene in healthcare facilities, to curb the spread of superbugs.

They shared our experiences from the front line, and inspired delegates from more than 40 countries and UN agencies to commit to improving infection prevention and control through these three essentials. Meanwhile, our teams in America and the UK joined up to publicly commit to the USA-led Global Antimicrobial Resistance Challenge.

Without water, sanitation and hygiene, doctors like Casmir Lubango, pictured at Kharumwa Health Centre, Tanzania, cannot keep infections from spreading. In partnership with Amref Health Africa, with funding from the Government of Canada, we transformed facilities at Kharumwa. "Improved access to water and good hygiene practices in a hospital environment means infection prevention and control. There are no sepsis cases due to improved hygiene," said Dr Lubango.



● Casmir Lubango, medical officer, testing the newly installed piped water system in the new maternity ward at Kharumwa Health Centre, Tanzania.



● Pupils at Father Bill International Junior School in Kampala, Uganda, collecting water from their school tap stand.

## Supporting sustainable water and sanitation in Uganda

Our SusWASH programme to achieve long-lasting clean water, decent toilets and good hygiene for everyone, everywhere made positive strides last year. Funded by the H&M Foundation, we collaborate with and influence our partners, and deliver directly as well. Doing this means we secure greater improvements than if we acted alone.

For example, working with the Ugandan Government, we demonstrated the benefits of inclusive, low water use sanitation systems. These include reduced water bill costs so schools can better maintain their facilities, benefitting more than 3,000 students and teachers. And in the capital, Kampala, we are supporting the city council and schools to plan and budget for ongoing maintenance. We are promoting this approach through partners to replicate the changes in other countries so together we change millions more lives.

## Changing hygiene behaviour in Mozambique

We completed a two-year project with Mozambique's Government, funded by the International Vaccine Institute (Korea), to integrate hygiene behaviour change activities with cholera vaccination.

We trained people in government, local businesses and schools to promote handwashing with soap, food hygiene, water treatment and faeces management to more than 153,000 people like Alima and her daughter Atijah (above right), and Vahia Nurdine (below right), in Mucocorone.



WaterAid/Chileshe Chanda



WaterAid/Chileshe Chanda

● Alima, Atijah and Vahia using clean water from the new borehole in Mucocorone village.

## Sustaining water and sanitation benefits in Madagascar

In Sabotsy Anjoro, Madagascar, we built a new water treatment facility serving more than 8,000 people. Our local partners SAF/FJKM track water quality and support maintenance so that services last.

Together with SAF/FJKM, we are working with USAID to promote good hygiene, so that villagers like Hasina (pictured left) and her friends can benefit fully from the new clean water, decent sanitation and hygiene facilities.



WaterAid/Ernest Randriamalala

● Hasina using her village's new tap stand (left and right) and with her friends at the water point (centre).



WaterAid/Ernest Randriamalala



WaterAid/Ernest Randriamalala



## Improving hygiene in Nepal

We trained 2,200 female health volunteers in four districts in Nepal to motivate 35,000 mothers like Ambika, pictured with her son Aayush at the new tapstand near her home, to practise key hygiene behaviours, on four separate occasions each. This extension of our previous pilot project to integrate hygiene behaviour change into the Government of Nepal's routine immunisation programme will be extended further next year into a nationwide rollout, benefitting even more families.



WaterAid/Mani Karmacharya

## Boosting healthcare across Cambodia

After we improved water, sanitation and hygiene facilities in 12 Cambodian healthcare centres, we ensured the Government will match these improvements in all 1,100 centres across the country.

The Government's national guidelines are the result of years of advocacy on a neglected area of work and will enable doctors like Dr Khem Sokken to treat patients like Chanthou and her son (right) in more hygienic, safer environments.



WaterAid/PATH/Piilong Sovan

## Ensuring inclusive school facilities in Papua New Guinea

All schools in Papua New Guinea are now required to have clean water, decent toilets and good hygiene thanks to a Department of Education policy developed and drafted with our support.

The policy includes a focus on accessibility and female students' needs, so that all pupils, like Victoria, Joe and Tori, pictured outside WaterAid toilets at their school in Rigo District, have the essential facilities they need to stay in class.



WaterAid/Tom Greenwood

## Explore our partnership stories

### Latter-day Saint Charities in Colombia

With support from Latter-day Saint Charities, we expanded our work in Colombia to Putumayo, a department profoundly affected by decades of armed conflict.

Partnering with Action Against Hunger, we rebuilt a community water supply system including a new borehole waterpoint serving more than 400 people, including a school and a health post, laying the foundation to implement a comprehensive district-wide approach.

Together with our partners, we have a bigger impact. Here are just eight examples of our partnerships with governments, businesses and civil society organisations across the world.



● Paola and her son Brainer, at their home in Teteye, Putumayo, Colombia.



### Anglian Water in Nepal

The Beacon project – a long-term partnership between WaterAid, Anglian Water and partners in Lahan, Nepal – is designed to deliver the improved water facilities the community needs – and so much more.

Not only are Anglian Water and their supply chain partners working together with the Government of Nepal to decide Lahan's long-term water supply strategy, they are also planning how it can be reproduced in other towns across the country.

● Above left: Anglian Water team members visit the Nepal Water Supply Corporation's office in Lahan. Below left: WaterAid Nepal Country Director Tripti Rai shakes hands with Mayor Muni Sah after signing the partnership's declaration of intent.



### H&M Foundation in Bangladesh

With H&M Foundation we celebrated the end of a successful five-year partnership to provide public toilets across major cities in Bangladesh.

The project constructed and renovated 31 public toilets, reaching millions of people like Rina Begum and her son (pictured right in Shattola Pora Basti Slum, Dhaka), and putting sanitation at the heart of Bangladesh's public agenda.







WaterAid/  
James Kiyimba

## Global Affairs Canada in Tanzania

Clean water is now flowing in eight healthcare facilities in Tanzania, thanks to our partnership with Global Affairs Canada, serving a total of 444,135 people and helping to reduce infant and maternal mortality. Together, we continued to improve the health of women, men and children by providing clean water, decent toilets and hygiene education.

Our shared vision for gender equality and female empowerment is actively pursued through the Canadian Government's Feminist International Assistance Policy.

Grace Nabenga Lufu, a nurse at Kakora Dispensary in Geita, Tanzania (pictured with construction workers and using a new sink in a ward) was excited about the improvements at her dispensary.

"Many expectant mothers never wanted to deliver here because they never trusted the available facilities. They thought this would put their lives or that of their babies at risk. Sanitation and hygiene conditions have greatly improved," she said.



WaterAid/James Kiyimba

## Government of Australia in Myanmar, Papua New Guinea and Timor-Leste

This year we began our partnership with Water for Women, a £10.07 million five-year programme funded by the Australian Government that aims to improve the health, equality and wellbeing of communities in Asia and the Pacific.

Our three Water for Women-funded projects in Myanmar, Papua New Guinea and Timor-Leste are united in their aims of advancing gender equality and strengthening the local water, sanitation and hygiene (WASH) sectors. With strong local WASH systems, students like the girls pictured outside the new toilet block at Ailuli Pre-Secondary School in Timor-Leste will be able to have the lasting facilities they need for a successful education.



WaterAid/Tom Greenwood



● **Members of WaterAid's faecal sludge management team visiting Niger's first faecal sludge treatment site.**

## Improving faecal sludge management with the Bill & Melinda Gates Foundation

This year we made continued strides in influencing sanitation policies and programming through our global and country-level WASH advocacy project. The three-year, US\$4.5 million investment from the Bill and Melinda Gates Foundation supports global (Australia, Canada, UK and USA), regional (South Asia and West Africa), and national (Burkina Faso, Mali, Niger, Bangladesh and Nepal) advocacy to advance equitable access to sanitation.

As part of this project, in 2018-19 we produced a regional study of faecal sludge management (FSM) in South Asia, looking at laws, policies and regulations across Bangladesh, Nepal, India and Pakistan. At the national level, our Bangladesh team was key to the development of an institutional regulatory framework for FSM, and continues to be actively involved in rolling out that framework. And in Niger, we supported the Ministry of Hydraulics and Sanitation and the City of Niamey with the development and launch of Niger's first faecal sludge treatment plant, assisting with capacity building and sensitisation of the stakeholders involved.

## Influencing global change with the World Health Organization

Our coordinated global advocacy helped ensure UN member states passed a resolution at the World Health Assembly to end cholera. Governments, the World Health Organization and civil society pledged to work together to end the deadly disease, which affects people in the world's poorest communities.

We joined with experts to influence governments to prepare, propose and adopt the resolution, increasing commitment to cross-sector collaboration. We met senior diplomats to persuade them to support the resolution, and we advocated cholera to be a public health priority during the Assembly, supporting Zambia's and Haiti's Ministries of Health to lead the effort. Having passed the resolution, countries are committed to follow a global plan to fight cholera, including through substantial investment in water, sanitation and hygiene.



● **WaterAid delegates at the World Health Assembly in Geneva, Switzerland.**





● **Momena Khatun, a sewing operator at a garment factory in Dhaka, Bangladesh, in whose home settlement, funded by HSBC, we renovated water, toilet and washing facilities.**

Find out how to partner with us at [wateraid.org/uk/corporate-partnerships](https://www.wateraid.org/uk/corporate-partnerships)

## Making the business case for WASH

In collaboration with Diageo, Gap Inc and Unilever, in 2018 we developed and launched a guide to help strengthen the business case for improving water, sanitation and hygiene (WASH). The aim is to help companies understand and measure the economic benefits of investing in WASH and to make the case for further investment.

Last year HSBC committed to pilot test the 'Business case for WASH' guide in apparel supply chains in India and Bangladesh. In Bangladesh, we are working with three ready-made garment factories to improve the provision of taps and toilets and to boost hygiene behaviour, both in the factories and where workers live. This has already begun to transform their working and living environments – having access to water and sanitation facilities has enabled workers to manage their toilet and washing routines more effectively in the morning, and access to clean water has reduced illnesses. The factories' management have seen a decrease in lateness and absenteeism, increased worker productivity and greater employee retention. We are working to measure the impacts of these business benefits and define a return on investment for the fashion brand from investing in WASH.

Investment in WASH extends beyond the workplace, improving the health and quality of life of workers and their families, while increasing supply chain resilience and business productivity.

## Our international partners include:

### International institutions

European Commission  
UNICEF  
World Bank  
World Health Organization

### Companies and foundations

Anglian Water  
Bill & Melinda Gates Foundation  
H&M Foundation  
The Helmsley Trust  
HSBC Holdings Plc  
One Drop Foundation  
Players of People's Postcode Lottery (UK)  
Severn Trent Water  
Swedish Postcode Lottery  
Sydney Water  
Thames Water  
Yarra Valley Water

### Governments

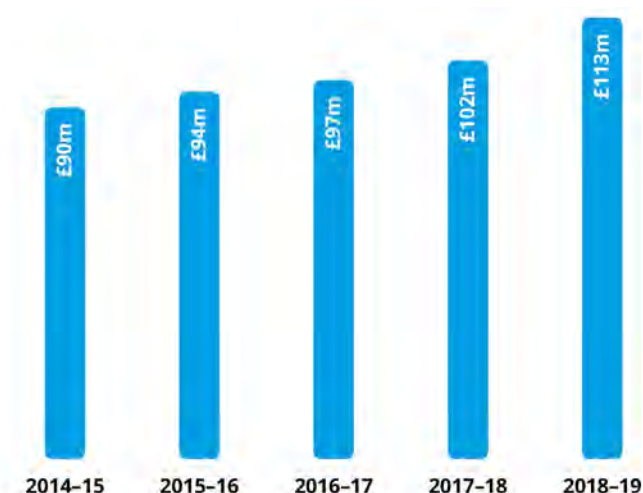
UK Department for International Development  
Swedish International Development Agency  
Japan International Co-operation Agency  
The Government of Japan  
Australian Department of Foreign Affairs and Trade  
Global Affairs Canada  
United States Agency for International Development

# Finances and governance

**In 2018-19, our global income was £113.3 million.**

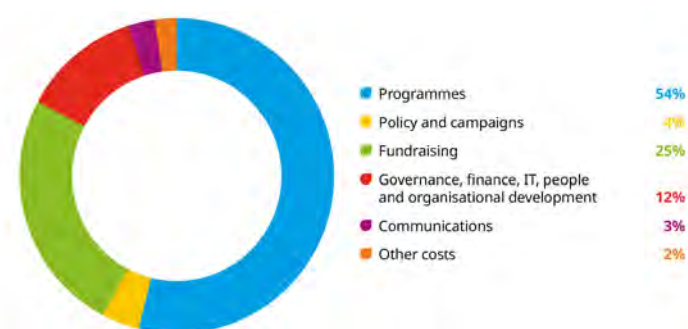
## Global income 2014-19

From 2014-15 to 2018-19 our income grew from £90 million to £113 million.



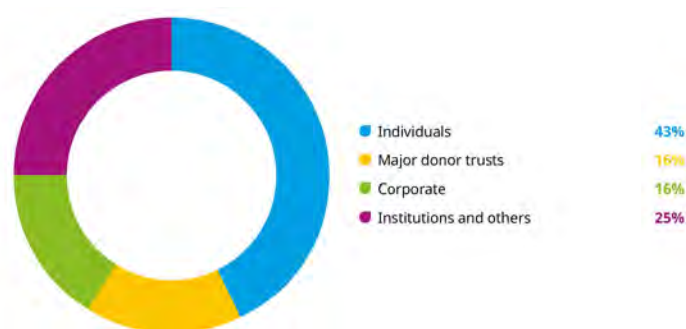
## Global expenditure

54% of our spend went to programmes; 4% to policy and campaigns; 25% to fundraising; 12% to governance, finance, IT, people and organisational development; 3% to communications and 2% to other costs.



## Global income

For the year 2018-19, 43% of our income came from individuals, 16% came from major donors and trusts, 16% came from corporate donors and 25% came from institutions and other sources.



These summary accounts are based on audited accounts for each federation member. Please see each member's annual report for details.

Visit [wateraid.org/how-were-run](https://wateraid.org/how-were-run)



**Front cover: (Top down)**

- **Hasina uses the new water point in her village, Sabotsy Anjiro, Madagascar.**
- **Abibatou Diarra, Midwife, washes her hands at Diaramana Health Centre, Mali.**
- **Grace Nabengu, Nurse, in front of the new toilet block at Kakora Dispensary, Tanzania.**

## Contact us

Contact our federation and federation member offices.



### Australia

[wateraid.org/au/contact-us](https://wateraid.org/au/contact-us)

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