



ANNUAL REPORT

2023



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# Editorial

Dear Friends,

As we reflect on the accomplishments of the past year, we are proud to present our 2023 Annual Report, highlighting four key achievements that have propelled us forward. These milestones not only demonstrate our commitment to making a positive impact on communities but also showcase the dedication and hard work of our team.

First and foremost, we continued our mission to expand and develop our network by establishing new water kiosks in rural areas. With a particular focus on Preah Vihear, Siem Reap, and Kampong Thom Provinces, where the need for clean water is most critical, we have worked tirelessly to bring this vital resource to those who need it the most.

One of the cornerstones of our success lies in the implementation of the Black Belt program. Under the guidance of our esteemed expert, Chhunna Kun, this program has played a pivotal role in supporting the career development of our employees. By tailoring training programs to the specific needs of each department within Teuk Saat 1001, we have empowered our staff to reach new heights of excellence. We firmly believe that investing in the training and development of our employees is integral to our overall success.

The year 2023 witnessed a remarkable achievement in terms of our overall growth. We experienced double-digit growth, primarily driven by the performance of our Battambang and Siem Reap platforms. This success is attributed to the outstanding leadership of our two Regional Operation Managers and their ability to effectively manage the water kiosk networks while strengthening their teams.

Furthermore, we have actively worked towards improving the income of our entrepreneurs. Through various network animation projects, such as sales challenges and entrepreneur seminars, we have provided them with the necessary tools and support to enhance their growth.

Building upon these achievements, we are excited to embark on the journey of 2024, which we have aptly named 'The Year of Progress.' It symbolizes our unwavering dedication to continuous improvement, innovation, and making a lasting impact on the lives of individuals and communities we serve. Together, we will overcome challenges, seize opportunities, and create a better future for all.

Sincerely,



**Amandine Chaussinand,**  
**Managing Director**  
**Teuk Saat 1001**

A leading Cambodian organisation to promote the health of rural communities in a sustainable manner.

## MISSION

Support the safe drinking water sector to rural communities by applying a social entrepreneurship model.

## PILLARS

Quality, Entrepreneurship, Affordability, Accessibility

“Becoming an entrepreneur has changed my life. I learned how to run a business and now earn a steady income. With my wife working with me, we quickly succeeded in increasing the number of customers and building up their loyalty. For the consumers too, having access to safe drinking water has changed their lives. They no longer have to boil water, they save money and are healthier.”

**Yi Vatanak**  
Entrepreneur O-we (Cambodia)







## Water volume and beneficiaries

In 2023, across Teuk Saat 1001 network, 200 millions liter of safe drinking water were produced and delivered, equivalent to an 8% daily increase in sales compare to 2022.

The entrepreneurs sold safe drinking water to over 750,000 consumers in 2022, in addition to the 352,000 school children included in the Water in School Program.

# 1,000,000+

daily beneficiaries across Cambodia

(+19% compare to 2022)

The year 2023 marked a significant milestone for our partner organization Teuk Saat 1001, realizing one of the founders' dreams: reaching one million consumers. This milestone reflects the steady increase in our social impact among the country's vulnerable populations and the national footprint of our local water brand O-we, synonymous with quality and service continuity.

## Perspectives

### Ambitious operational goals have been set for 2024:

- Expansion of the network with 360 active sites by year-end
- Increased impact of existing sites with +4% organic growth
- Enhanced production and distribution performance

These actions will help us achieve our 2025 ambition: 1.5 million consumers served by 400 water kiosks nationwide.



## Achievements



As Teuk Saat 1001 grows, we progressively add a new activity to our routines: animating the network of entrepreneurs who produce and deliver safe drinking water. Through these activities, Teuk Saat 1001 have actively worked towards improving the income of our entrepreneurs.

## BUILDING A SENSE OF COMMUNITY AMONG ENTREPRENEURS IN CAMBODIA

With 327 entrepreneurs across the country, each operating their single kiosk individually, Teuk Saat 1001 has identified the need to strengthen the sense of belonging to a national network. With this objective, entrepreneurs' seminars have resumed post-pandemic, serving as dynamic opportunities for entrepreneurs to meet, and share achievements as well as challenges. After analyzing past editions, it was decided to set them up at the platform level to strengthen the link with regional managers. In 2023, a strong focus was placed on reinforcing a collective understanding of the O-we standards of operation and distribution, which remain the key to ensure good performance. This collaborative atmosphere promotes peer learning and a unified approach to operational excellence. It sets a robust foundation prior to launching sales enhancement efforts.

*The seminar for entrepreneurs was really helpful. I learned a lot from others who have been doing this longer than my one year. It helped me to better understand the key factors for success, such as enhancing sales, leveraging home delivery advantages, navigating the challenges associated with shopkeeper delivery, and effective bottle management.. I intend to implement these best practices to boost sales. Also, it was great for meeting other entrepreneurs and talking more easily with them.*



**SOY Sareth**  
Entrepreneur managing a water kiosk

In addition to these key moments, the team has adopted a **proactive digital communication strategy** to disseminate information rapidly and uniformly. This is done through channels such as Telegram and Facebook. This approach ensures entrepreneurs are well-informed and engaged, facilitating the dissemination of operational tips and event announcements, and spreading a common mindset of belonging to the O-we community.

## PLACING SERVICE AT THE HEART

Teuk Saat 1001 have focused on understanding consumer expectations. They require every entrepreneur to provide excellence in all service dimensions. Another illustration is the development of a sales intervention catalog in Cambodia to present to entrepreneurs the different types of support the Teuk Saat 1001 salesforce can provide. This initiative focuses on empowering entrepreneurs to identify the appropriate support that would unlock additional growth opportunities, and strengthens the role of Teuk Saat 1001 as a service provider dedicated to its network of entrepreneurs.



## CREATING EMULATION THANKS TO INCENTIVES

In addition to building a collective, generating healthy competition within the network and the team has proven very effective to increase performance levels. The Sales Challenges organized in Cambodia, spanning 2-3 months, add a competitive punctual perspective into the community. With rewards unlocked based on sales' increase compared to the previous year, entrepreneurs are motivated to excel, thus driving significant growth.

The Teuk Saat 1001 team supporting the entrepreneurs also play an important part, highlighting the benefits of taking an active role in the challenge, and as such raising their motivation.

*The Sales Challenge is a great way to serve as motivation to surpass usual performance. Amongst the sites of my perimeter, a site which was previously a low performance site, has now made significant progress and even won prizes, achieving the last level of reward of the Sales Challenge, encouraging him to take pride in his dedication.*

**Phann Phoeur**  
Advisor in Siem Reap province



## THE BLACK BELT TRAINING PROGRAM

### Context

The **Black Belt** is an initiative of Teuk Saat 1001 started in 2021. This program is inspired by the judo sport in the way employees are gradually reaching specific level of competencies - called "belts" - by following training sessions.

Trainings are delivered by Black Belt trainers: experts who have demonstrated a high level of proficiency in methodology and have proven their ability to deliver results in challenging situations. Black Belt trainers are both:

- role models who inspire others to pursue excellence and continuous improvement in their work.
- and innovators who seek new ways to enhance the performance and competitiveness of the organisation.

### Results

In 2023, 137 staffs were involved in the Program: 70 during the first semester and 67 during the second one.

The following training courses were delivered in 2023: 1. Corporate, 2. Sales & Marketing, 3. Entrepreneurship, 4. Water Quality & Water Production, 5. Business Management, 6. Hygiene Rules.



*The Black Belt Program inspires employees to pursue learning, enhance their knowledge and skill, strengthen their attitude towards excellence. Through continuous improvement and attention paid to their daily job, we want to ensure they are able to support our entrepreneurs.*

**Chhunna Kun**  
Black Belt Program Manager



# Sustainability

## Contribution to the UN Sustainable Development Goals

The Teuk Saat 1001 initiative has a holistic contribution to the sustainable development goals, deeply rooted in sustainability in its three dimensions: social, economic and environmental.

6 CLEAN WATER AND SANITATION



### SAFE WATER ACCESS AND HEALTH BENEFITS

In 2023, Teuk Saat 1001 provided safe drinking water to **1,000,000+** daily beneficiaries, with about **220 millions liter** produced.

4 QUALITY EDUCATION



### IMPROVED EDUCATION AND PEOPLE AWARENESS

In 2023, **352,000 children** received safe drinking water for free at school thanks to the “Water in School” Programme.

5 GENDER EQUALITY



### IMPROVED LIVELIHOODS AND INCLUSIVE GROWTH

Through the water sales, both O-we entrepreneurs and operators have been earning a monthly income slightly higher than the national average. Thus, there are **4 sustainable jobs** created per kiosk, **including 1 led by women**.

8 DECENT WORK AND ECONOMIC GROWTH



### ECONOMIC DEVELOPMENT

Throughout our network we hire more than **900 entrepreneurs and operators**

13 CLIMATE ACTION



### ENVIRONMENT & COMMUNITY RESILIENCE

In 2023, an estimated **27,000 tons of CO2** were avoided across our network by preventing usage of charcoal and wood for water boiling. This amount is equivalent to the average annual carbon footprint of 5,600 Cambodian households.



## Partnerships & recognition



### INAUGURATION OF FASEP PROJECT IN PREY VENG

On November 22nd, 2023, Teuk Saat 1001 has inaugurated the project called: **decentralized and low-carbon solutions to produce Safe Drinking Water in Cambodia** under the high presidency of HE Srin Pouthy, Advisor to the Ministry of Rural Development and Director of the Department of Rural Water Supply (DRWS).

This project was made possible thanks to the commitment of the DRWS and the Prey Veng Provincial Department of Rural Supply, co-founder of the water kiosk in Rumchek commune, Preah Sdach district, Prey Veng province.

The inaugurated kiosk is **energy independent** thanks to the support of the French Ministry of Economics, Finance and Industrial and Digital Sovereignty, who founded the technology developed by the company GREENCITYZEN and TERGYS SAS, and implemented under the coordination of VEOLIA and the financial contribution of VEOLIA Foundation.

### RENEWING NATIONWIDE PARTNERSHIP IN CAMBODIA

In 2023, Teuk Saat 1001 renewed its memorandum of understanding with the **Ministry of Rural Development** for three more years. This reaffirmed our commitment and allowed reflection on our partnership's achievements. With a target of 400 water kiosks, we significantly contribute to the Ministry's objective of providing safe drinking water to all rural communities in Cambodia.



### SUCCESSFUL CCCA PROJECT CLOSURE

On September 28, 2023, under the high presidency of HE Srin Pouthy, Director of the Rural Water Supply Department of the Ministry of Rural Development, Teuk Saat 1001 team attended the closing workshop reflecting about the joint project named: **CSO-Public partnership to favor safe water access in rural areas**, funded by the Cambodia Climate Change Alliance (CCCA) aiming to accelerate access to safe drinking water in rural areas. The workshop was the opportunity to reflect about the challenges and achievements of the 2 years project.

# Partnerships & Recognition



*The support of all our partners and donors, engaged with us, is crucial to the success of creating a lasting impact on communities and demonstrating the potential of an innovative model.*

*We thank them again for their trust and significant contributions.*



**BNP PARIBAS - CARIGEST S.A - CARTIER PHILANTHROPY - CDC DÉVELOPPEMENT SOLIDAIRE - FONDATION CA INDOSUEZ - FONDATION PHILANTHROPIQUE FAMILLE SANDOZ - FONDATION S - FONDS DERVER - FRANIA FOUNDATION - UTIL STIFTUNG**



JANUARY 1ST 2023 – DECEMBER 31ST 2023

### SUMMARY

#### Operations

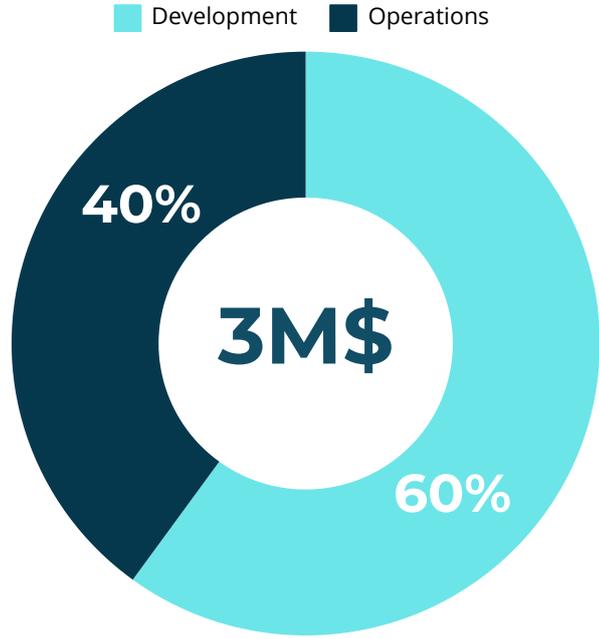
With 1.2M\$ total revenues in 2023, the Operations have managed to reach break-even once again, this time despite the absence of carbon revenues. The absence of carbon revenues in 2023 is due to delays in credits issuance and field audits.

This financial improvement was made possible thanks to a good control of expenses and unforecasted revenues (lab analysis, bank interest).

Moreover, the contributions from entrepreneurs are up +13% vs. 2022 thanks to the continued growth of the number of active kiosks, reaching 97.5% of the budgeted amount.

#### Development

In 2023, Teuk Saat 1001 received 1.8M\$ support (subsidies, donations) to cover development costs, namely network expansion and Water in School Program.



2023 Total Budget

