



# TEUK SAAT 1001

# Annual Report 2024



© Rémi Portier Photographie/1001fontaines

# Table of Contents



|   |    |
|---|----|
| Editorial                               | 03 |
| Overview                                | 04 |
| Water water kiosk operations            | 06 |
| New water kiosks deployment and process | 08 |
| O-we Family                             | 10 |
| Sustainability                          | 12 |
| Partnerships                            | 13 |
| Financial Report                        | 14 |



# Editorial

Dear Friends,

2024 has been a year of remarkable progress for Teuk Saat 1001. As we present our Annual Report, we celebrate achievements that have strengthened our organization and deepened our impact across rural Cambodia.

This year marked significant advancement in our mission to provide safe, affordable drinking water to underserved communities. We reinforced our foundation through strategic network improvements, developed our team capabilities, and expanded our reach to serve more and more families.

Our commitment to continuous improvement was evident in every aspect of our operations.

We invested heavily in our most valuable asset – our people – through comprehensive training programs that elevated service quality and operational excellence across all departments.

The year also brought new opportunities to showcase our work on a national stage, connecting with broader audiences and building stronger partnerships that will support our mission for years to come.

These collaborations reinforced our position as a leading force in Cambodia's rural water sector.



As we look toward the future, the progress achieved in 2024 provides a solid foundation for our next chapter. We are now excited to embrace our current journey in 2025 – 'The Year of Quality' – where we are focusing on excellence in every aspect of our work.

## Chaussinand Amandine

Managing Director  
Teuk Saat 1001

# Organisation Overview

Teuk Saat 1001 (TS1001) is a Cambodian NGO providing access to safe and affordable drinking water in rural Cambodia, thanks to a water kiosk model developed in 2005 and improved constantly ever since.



## Vision

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.

# Investing in our team Black Belt program

In 2024, we continued to support our staff with the **Black Belt Program**, a comprehensive capacity-building methodology that strengthens skills across all organizational levels to provide better service to our entrepreneurs.

**73** staff members participated in this program.

The program features 5 progressive levels and 6 core training areas including Corporate, Water Production, Sales & Marketing, Entrepreneurship, Business Management, and Coaching.

Through performance-based certification and adaptive content tailored to each staff member's position and seniority, the Black Belt Program ensures continuous improvement and enhanced performance across all organizational functions, ultimately delivering advanced support to our entrepreneur network.



## Meet Teuk Saat 1001 managers



### **KUN Chhunna**

*Blackbelt Manager*

I enjoy working at Teuk Saat 1001 because I get to support health and development in rural communities. Over time, I've built strong connections and learned so many valuable skills. This job helps me grow, supports my family, and contributes to the organization every single day.



### **MOT Farida**

*Admin & Procurement Manager*

As a Cambodian, I'm passionate about improving rural lives by providing safe drinking water, and even in my back-office role, I contribute to Teuk Saat 1001's remarkable achievements by facilitating seamless collaboration and maximizing team results.



# Our Operations



## Supporting our entrepreneurs

In 2024, we enhanced support for entrepreneurs through three key initiatives. **The Rainy Program** focused on sustaining operations during the rainy season. Solutions included adjusting delivery hours, equipping entrepreneurs with rainproof gear, and capitalizing on reduced competition, leading to **20%** higher sales retention.

**The Sales Challenge** engaged **328** entrepreneurs in a 2-month friendly competition focused on volume growth, driving a remarkable **15%** average sales increase among participants versus their pre-challenge baseline. Meanwhile, **Teuk Saat 1001's sales team** continued assisting top-performing entrepreneurs, aiming to gain **150 new customers per intervention** and helping them advance to the next tier. Support included marketing tools, sales training, and door-to-door campaigns conducted alongside the village chief, the entrepreneur, and Teuk Saat 1001's field teams. In 2024, **53** entrepreneurs received support, with **15%** maintaining their ST1 level today.



*I'm grateful to Teuk Saat 1001 for believing in me and giving me the chance to become an entrepreneur. Despite my disability, I have found purpose and joy in providing safe and affordable drinking water to my community.*



**TENG Savoeurn**  
Entrepreneur managing the water kiosk of Ta Loas commune, Battambang province.

# Our Operations

## Strengthening our existing network

In 2024, we prioritized three main strategies to reinforce our water kiosk network:

- Super Tier 1 (ST1) expansion: grew from 57 to 86 water kiosks, increasing from 17% to 25% of our total network.
- Rehabilitation Program: scaled up from a pilot to a full initiative, rebuilding 5 climate-vulnerable water kiosks with modern equipment, boosting performance by 20% (75 to 90 bottles/day).
- Delivery Program: introduced environmentally friendly vehicles to enhance reach and safety. 10 water kiosks in 8 provinces now benefit from improved delivery services.

**This strategic progress underscores our commitment to sustainable growth and operational excellence.**



© Rémi Portier Photographie/100fontaines

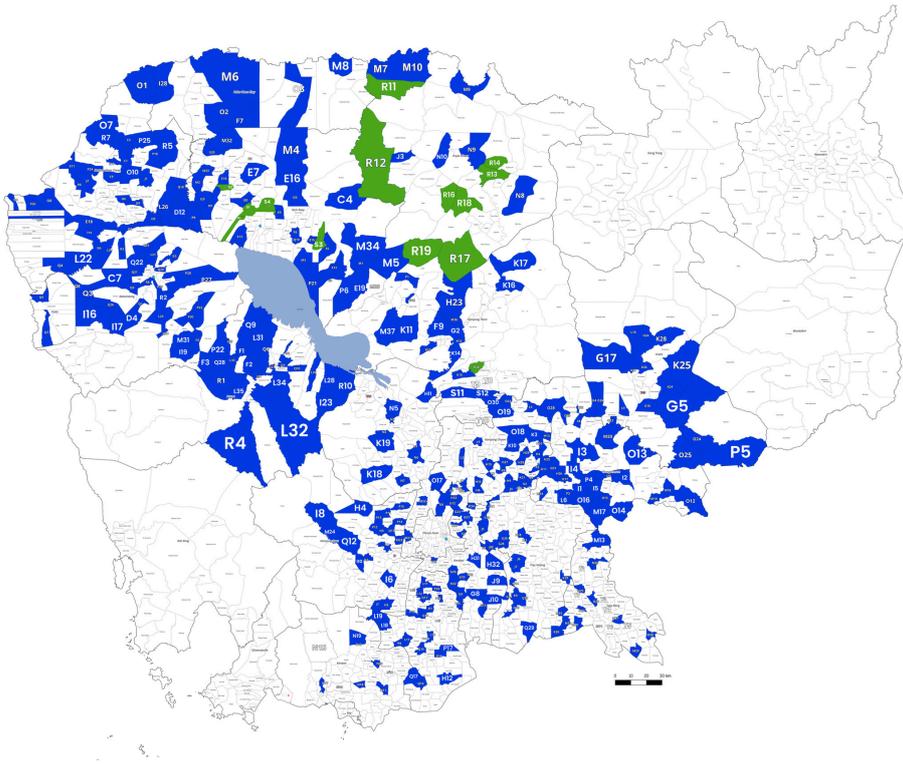
## Technicians seminar: a new routine

Sharpening skills, tackling challenges, and driving innovation, our quarterly technician seminars **empower the technical team** with hands-on training, collaborative problem-solving, and expertise in water treatment solutions. These sessions strengthen daily operations, ensuring safe water for communities while enhancing our collective impact.



©Teuksaat001

# Network expansion



Teuk Saat 1001 strengthened its presence in 2024, adding **14** (green spots) new water kiosks to bring the total network to **342** active sites across Cambodia. This expansion prioritized underserved areas while solidifying coverage in key provinces.

A major milestone was achieving full provincial coverage in Preah Vihear and Siem Reap, now serving **34** communes in Siem Reap and **14** in Preah Vihear, ensuring safe water access in all viable locations meeting sustainability standards.

**This milestone demonstrates our strategic approach to expansion, ensuring each water kiosk can operate successfully long-term while serving communities that need safe drinking water access.**

## New strategies

In 2024, we expanded beyond traditional commune-level presentations by introducing district and province presentations, **creating greater interest and commitment** from upper levels flowing down to support commune implementation. This multi-level approach helps build **stronger institutional relationships** and align our work with national development priorities for rural water access.



The year 2024 also marked our design evolution from rectangular to square water kiosks, with the construction of our last rectangular-design water kiosk as we prepare for future deployments. *The upcoming square design will offer improved space efficiency, enhanced operational functionality, and optimized storage and workflow.*



# Impact



© 100fontaines



**342 water kiosks**  
vs. 326 in 2023



**13,46 millions of 20L bottles produced**  
+23% vs. 2023



**1,171,011 consumers**  
+17% compared to 2023



**42,71 millions liters of water distributed for free in rural primary schools**  
+10.5% vs. 2023



**388,000 children beneficiaries**  
vs. 352,000 in 2023



**+ 25% sale growth**  
+17% vs. 2023

Production sites are classified into four categories (Tier 3, Tier 2, Tier 1, Super Tier 1) based on the volume of water distributed daily.

This year, the increase in high-performing sites (**86 Super Tier 1 vs. 57 in 2023, +56%**) and the reduction of less performing ones (from 32 in 2023 to 7 in 2024) reflect continuous improvement in water access for communities, supported by our organic growth approach, capacity building, and support for local entrepreneurs.





# Su Su Su!! O-we family



Teuk Saat 1001 made its debut at Cambodia's iconic **Water Festival**, uniting **80** staff members. Our team showcased commitment through a **promotional stand**, public interaction, and a **winning boat racing competition**—highlighting team talents in athletics, coordination, event management, and sales.

Through our **branded boat** and stand, we connected with thousands, sharing our mission and impact.

This first participation strengthened:

- **Team unity** across all departments
- **National visibility** for our organization
- WinS program funding through **successful fundraising**

Our Water Festival transformed into a powerful fundraising movement for the WinS program, achieving **USD 6,390** through extraordinary solidarity across our entire network.



Our success was driven by the dedication of our own team, with **74** individual contributions showcasing **deep solidarity**. This grassroots support—spanning both current and former Teuk Saat 1001 members—combined with corporate partners and individual donors, proving that **when our community rallies behind safe water access, great impact follows.**

# Water in Schools

Since 2008, Teuk Saat 1001's **Water in School** program has made safe drinking water a reality for rural schoolchildren, improving health, attendance, and focus in the classroom.

**In 2023-24, the program provided free water to 1,013 primary schools, benefiting 388,000 children nationwide.** Local O-we water kiosk entrepreneurs ensure 3–4 schools per commune receive 20L jugs, keeping students hydrated and eager to learn.

Once a small initiative, WinS is now a **pillar** of rural education, reinforcing our long-term commitment to sustainable community development.

**1000+ primary schools**

**388,000 children beneficiaries**



© Léo Dubois/1001fontaines

## 20th anniversary

On September 25, 2024, 1001fontaines celebrated its **20th anniversary** during a milestone event in Paris, bringing together partners, experts, and field teams for a retrospective of two decades of impact. As the flagship partner organization, **Teuk Saat 1001 played a central role in this celebration.**

This milestone event also reinforced Teuk Saat 1001's position as the cornerstone of the 1001fontaines model. Our achievement of operational self-sufficiency and role as **Cambodia's primary rural water provider** demonstrate the viability and scalability of this innovative approach, validating our continued leadership in inspiring water service innovations across the region.

# 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 2024, Teuk Saat 1001 provided safe drinking water to **1,171,000+** daily beneficiaries, with about **269 millions liters** produced.

4 QUALITY EDUCATION



### IMPROVED EDUCATION AND PEOPLE AWARENESS

In 2024, **388,000 children** received safe drinking water for free at school thanks to the “Water in School” program.

5 GENDER EQUALITY



### GENDER EQUALITY

Across our networks **30% of our entrepreneurs are women**. And **45% of WinS beneficiaries are girls**.

8 DECENT WORK AND ECONOMIC GROWTH



### ECONOMIC DEVELOPMENT

Throughout our network we support more than **1000 entrepreneurs and operators**.

13 CLIMATE ACTION



### ENVIRONMENT & COMMUNITY RESILIENCE

In 2024, an estimated **27,000 tons of CO2** were avoided across our network by preventing usage of charcoal and wood for water boiling. It is equivalent to the average annual carbon footprint of 5,600 households.

# Partnerships

## Prime partner of the Cambodian's Ministry of Rural Development

Since 2008, Teuk Saat 1001 has proudly partnered with Cambodia's Ministry of Rural Development (MRD) to shape the water sector. As a key stakeholder, we contribute to policy discussions and national workshops, ensuring our water kiosk initiative align with rural development priorities. **This collaboration strengthens Cambodia's broader water access goals while leveraging our expertise for sustainable impact.**



## Long standing partnership with Veolia Foundation

Since the debut of Teuk Saat 1001, Veolia and the Veolia Foundation have been crucial strategic partners, providing technical expertise and financial support instrumental in developing our network in Cambodia.

In 2024, we launched new initiatives with Veolia's support to advance our water treatment capabilities including:

- Implementing ultrafiltration technology trials at selected water kiosks
- Enhancing maintenance system management across our network
- Developing preventive maintenance protocols



This partnership enables us to maintain high water quality standards, implement efficient maintenance schedules, and adapt to varying water source conditions. The collaboration positions Teuk Saat 1001 as a national leader in decentralized water treatment solutions, supporting our continued growth while maintaining our focus on serving rural communities.

## Partner Factory Visit

In 2024, Teuk Saat team members visited the beverage production facility of one of our strategic partners. The visit provided valuable insights into industry-leading quality control, safety protocols, and hygiene standards throughout the production chain. This exposure to world-class manufacturing practices has inspired improvements in our own water kiosk operations and **reinforced our commitment to maintaining the highest standards.**



© TeukSaat1001



# Financials

JANUARY 1ST 2024 – DECEMBER 31ST 2024

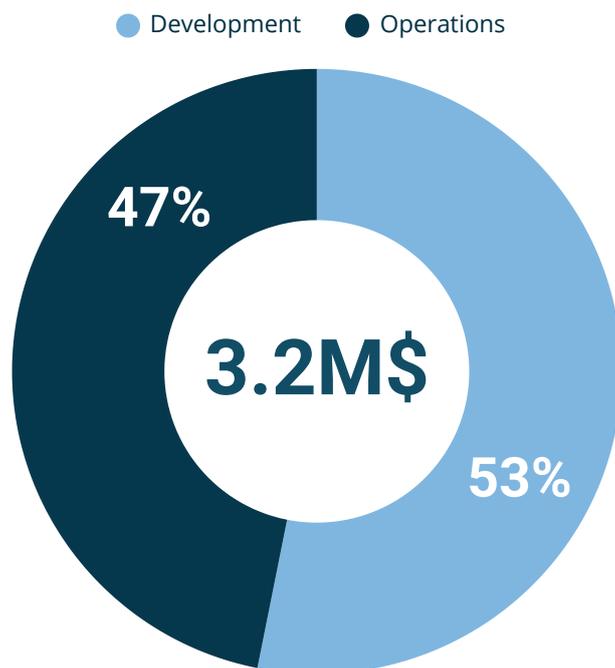
## SUMMARY

### Operations

The Operations recorded a +11% growth in revenues between 2023 and 2024, at \$1.5M. Most of these revenues are contributions from entrepreneurs to the network support, as well as their contributions to the purchase of consumables needed to operate. Operational expenses remained under control, with the absorption of additional costs previously subsidized while maintaining break-even.

### Development

The grants received by Teuk Saat 1001 were stable between 2023 and 2024, at \$1.7M. They primarily aimed at funding network expansion and the Water in School Program.



2024 Total Budget



© Teuksaat1001

## Forward outlook

The strong progress we made in 2024 brings us much closer to our mission of providing safe water to more and more communities across Cambodia.

## Our goals for 2025

- Maintain strong operations across all our water kiosks.
- Support our entrepreneurs with better training and resources.
- Better understand climate change risks and how they affect our work.

### Strategic Ambition

**1.5 million** people getting safe water from **380** water kiosks across **18** provinces in Cambodia.





PHNOM PENH OFFICE: ST 95 , #100 SANGKAT BOENG TRABEK, KHAN CHAMKAMORN PHNOM PENH  
TEL: [023 215 427](tel:023215427) E-MAIL: [INFO@TEUKSAAT1001.COM](mailto:INFO@TEUKSAAT1001.COM) WEBSITE: [WWW.TEUKSAAT1001.COM](http://WWW.TEUKSAAT1001.COM)