



ACTIVITY REPORT

2025

2026



Ensuring Emergency Access to Safe Drinking
Water for Internally Displaced Populations

TEUK SAAT 1001
April 2026



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01. Foreword



The recent conflict has affected communities across Cambodia, particularly vulnerable populations who experienced displacement and disruption in access to essential services. For Teuk Saat 1001, it was clear to me and to all our teams that we had to act without delay. We had a responsibility to support those most impacted and to initiate emergency operations promptly.



AMANDINE CHAUSSINAND
Managing Director

I am proud of the way our teams on the ground mobilized and adapted to the situation. They took on additional responsibilities and supported the deployment of emergency activities in a challenging context. Their commitment enabled us to maintain one of our key priorities: providing free access to safe drinking water for displaced populations throughout the crisis.

I would like to thank the entrepreneurs in our network, who responded by expanding their operations and adjusting to increased needs. Their engagement reflects the strength and resilience of the decentralized model that Teuk Saat 1001 has developed over time. I am also grateful for the support of the O-we¹ solidarity network, which contributed to reinforcing our response.

My thoughts are with all those who have been displaced and affected by the crisis, including those who continue to face its consequences. While the situation has stabilized for many of our entrepreneurs, some are still impacted. We recognize their efforts and value their continued commitment.

This crisis has revealed something essential: the remarkable capacity of Cambodian society to come together, organize, and support the most vulnerable. It has also reaffirmed my conviction in the strength of decentralized, locally anchored models such as ours, which are able to respond quickly and effectively in times of crisis.

I would like to thank our partners, donors, and supporters for their trust and continued engagement. Their support has been essential in enabling us to respond and maintain our activities.

This experience reinforces our commitment to continue serving communities with consistency and responsibility.



¹ O-we is Teuk Saat 1001's water brand

02. Situation and Context

Conflict History and Phases

Cambodia and Thailand have experienced a long-standing border dispute dating back to Cambodia's independence from France in 1953, particularly concerning areas surrounding the Preah Vihear Temple. Tensions resurfaced in 2008 and 2011 but stabilised after the International Court of Justice (ICJ) confirmed Cambodia's sovereignty over the temple.

On 28 May 2025, a Cambodian soldier was killed during a skirmish with Thai troops near the temple, triggering renewed tensions and increased military presence along the border. The situation escalated in July 2025, when two landmine incidents injured Thai soldiers, leading to intensified clashes and culminating in a major confrontation on 24 July 2025. ASEAN, chaired by Malaysia, called for an immediate ceasefire, which was agreed on 26 July and came into effect on 28 July 2025, although tensions remained high.

According to the World Health Organization (WHO), by mid-August 2025 approximately 864,114 Cambodian nationals had returned from Thailand. At the same time, around 30,000 people were internally displaced, sheltering in temporary camps.²

After several months of relative calm, hostilities resumed on 8–9 December 2025, involving airstrikes, drones, rockets, and heavy artillery affecting both military and civilian areas. This renewed escalation triggered a large-scale displacement crisis across north-western and western provinces, including Preah Vihear, Oddar Meanchey, Banteay Meanchey, Pursat, Battambang, Koh Kong, and Siem Reap.

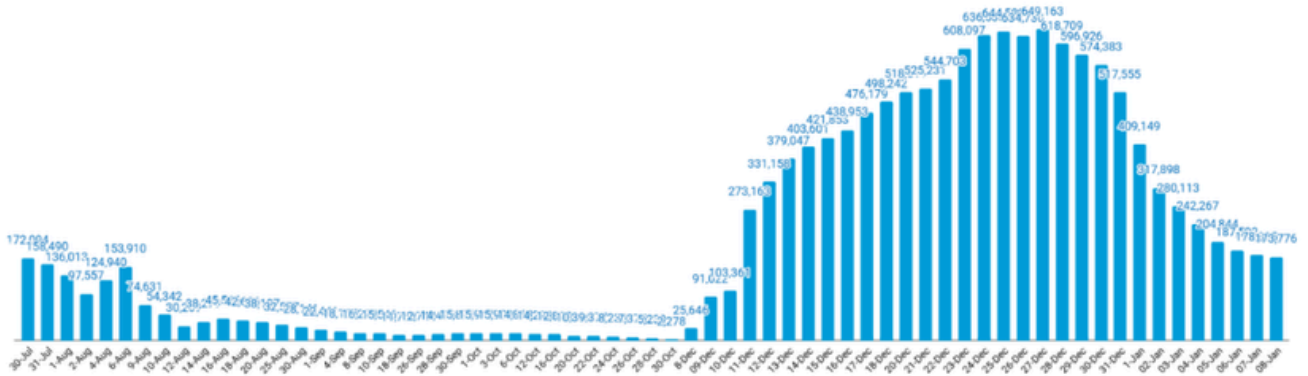
According to the National Committee for Disaster Management (NCDM):

- As of 18 December 2025, more than 151,000 families (over 498,000 people) had been evacuated.
- As of 25 December 2025, 644,589 people were displaced, including 336,302 women and 204,992 children.
- 347,346 people were living in 200 displacement sites, while 297,243 stayed with host communities.
- 30 civilian deaths and 88 injuries were reported.



² PHSA, 19 August 2025
<https://www.who.int/publications/m/item/public-health-situation-analysis--cambodia--conflict-on-thai-border>

Number of people displaced from 30 July 2025 to 8th January 2026



(HRF report 14) - graph of evolution of number of displaced people from July 30 to January 8th

A ceasefire agreement was signed on 27 December 2025, after which displacement gradually declined. By 6 January 2026, approximately 550,000 people (about 85% of those displaced) had returned home, although 97,878 people remained displaced in temporary sites.

Need for WASH emergency response

Diarrhoeal disease remains a leading cause of childhood illness and mortality worldwide. It is the third leading cause of death among children aged 1–59 months, causing over 443,000 deaths annually (WHO, 2024). In Cambodia, approximately 1,066 children under five die from diarrhoeal diseases each year (Angkeabos et al., Vaccine, 2018). Although the under-five mortality rate has declined significantly from 124 deaths per 1,000 live births in 2000 to 16 in 2022, diarrhoea still accounts for around 8% of deaths among children under five, with higher mortality rates in rural areas.

The conflict created significant public health risks in displacement sites. Although the last acute watery diarrhoea (AWD) outbreak in Cambodia occurred in 2010, the WHO classified the risk of cholera and AWD as “orange” during the crisis, indicating a high risk of increased morbidity and mortality if preventive measures were not taken.³

According to Humanitarian Response Framework (HRF) reports, internally displaced persons (IDP) camps faced heightened risks of communicable diseases due to overcrowding, inadequate shelter, water shortages, and insufficient sanitation and hygiene facilities. Among children, commonly reported health concerns included diarrhoea, acute respiratory infections, malnutrition, and mental health conditions.

Assessments also reported significant gaps in safe drinking water access, sanitation facilities, household water storage, and hygiene supplies, including dignity items for women and girls (HRF Situation Reports, 2025–2026). Ensuring access to safe drinking water therefore became a critical public health intervention to prevent potential disease outbreaks.

³ Public Health Situation Analysis reports (WHO, Health cluster)

Responses at the national level

The Royal Government of Cambodia, through the National Committee for Disaster Management (NCDM) and relevant ministries, coordinated the overall response. Within this framework, the national WASH sector under the Humanitarian Response Framework (HRF) mobilised emergency assistance across seven border provinces, providing water treatment supplies, water storage containers, hygiene kits, and sanitation support.

In response to the humanitarian crisis, Cambodian society mobilised at multiple levels to support displaced populations. Individuals, civil society organisations, private companies, and public authorities contributed to supplying camps with essential goods and services. Donation collection points were established in Phnom Penh and other cities, and trucks carrying food, drinking water, and basic necessities were dispatched to displacement sites. Several national and international NGOs also deployed emergency assistance.

At the local level, commune chiefs and provincial authorities played a central role in identifying urgent needs and coordinating assistance. In this context, Teuk Saat 1001 mobilised its network of water kiosks and local entrepreneurs to supply safe drinking water to displacement camps following formal requests from local authorities.



03. Teuk Saat 1001's Response

Organisational Model and Response Capacity

Teuk Saat 1001 (TS1001) is a Cambodian non-governmental organisation operating since 2005 under a Memorandum of Understanding with the Ministry of Rural Development (MRD). Its mission is to improve the health of vulnerable populations in remote areas by enabling access to safe and affordable drinking water through a sustainable, community-driven entrepreneurial model.

TS1001 establishes small-scale water treatment facilities, known as water kiosks, in collaboration with local communes. These kiosks are operated by trained local entrepreneurs who produce and distribute safe drinking water in reusable 20-liter bottles directly to households.



Water treatment

Conditioning

Delivery

This doorstep delivery model ensures water quality up to the point of consumption while generating sustainable income for entrepreneurs and their employees. As of March 2025, TS1001 operates 344 water kiosks across 18 provinces, creating over 1,000 sustainable jobs and serving more than one million beneficiaries nationwide.

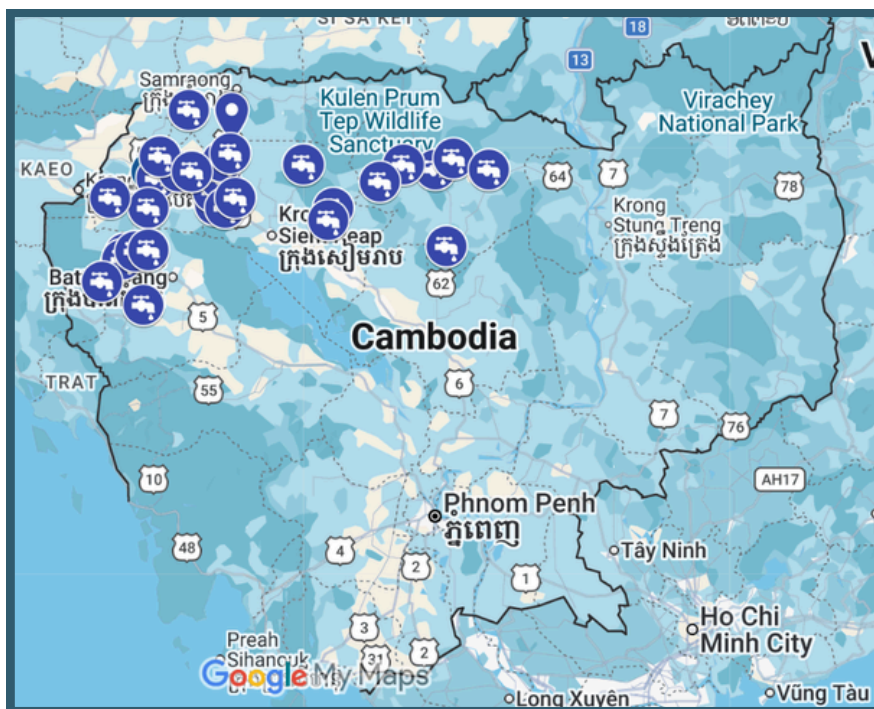


Emergency Response

TS1001’s emergency intervention unfolded in two phases, corresponding to the two waves of conflict that triggered large-scale displacement. The objective was to subsidise the provision of free, safe drinking water to internally displaced populations through TS1001’s network of entrepreneurs, based on the production capacity of each operational water kiosk.

TS1001 became involved at the very early stages of the crisis. As early as June 2025, two kiosks in Preah Vihear Province began delivering drinking water to displaced populations. Following the escalation of the conflict in July and August 2025, 14 water kiosks were mobilised to supply displacement camps across affected provinces, delivering 30,329 bottles of 20L (606,580 liters) of safe drinking water during this first phase. The response was guided by one principle: ensuring continuous access to safe drinking water, with a minimum provision of 1.5 liters per person per day, in line with WHO recommendations.

As tensions eased in September 2025, many displaced families gradually returned home, allowing TS1001 to progressively reduce its emergency operations. During September and October, seven kiosks continued supplying camps in the most affected areas of Siem Reap, Preah Vihear, and Oddar Meanchey, before emergency deliveries were temporarily suspended in November 2025 as most camps closed.



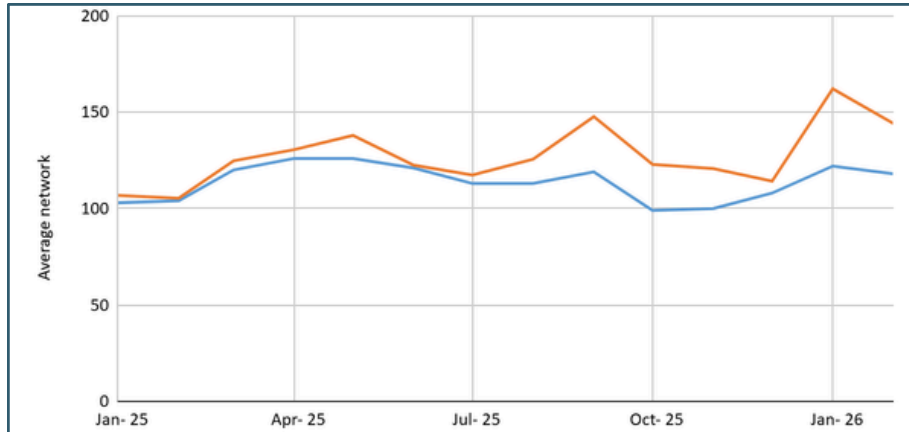
Map of kiosks delivering water during the crisis

However, the renewed escalation of the conflict in early December 2025 triggered a second and larger wave of displacement. From 9 December, TS1001 rapidly remobilised its network, mobilising 27 water kiosks across multiple provinces to supply newly established camps.

In December 2025 alone, TS1001 distributed 31,975 bottles (639,500 liters) of safe drinking water.

At the peak of the crisis, kiosks supplied an average of 63 additional bottles per day specifically for emergency distribution, with some producing 80–150 extra bottles per day, equivalent to approximately 3,000 liters daily. Production capacity increased significantly during this period, with participating kiosks increasing output by 46% on average compared with November, demonstrating the surge capacity of the network.

The average production reached 160 bottles per day per kiosk, compared with 112 bottles per day in November (the national average during 2025 being 113 bottles per day per kiosk). Eighteen kiosks increased their production by 30% or more, and one kiosk more than doubled its production capacity (2.31 times its previous output). In total, 85% of the kiosks involved in the response produced more than the national daily average, compared with only 44% of the same sample in November, further demonstrating the significant surge capacity mobilised during the crisis.








Average water bottles production 31 sites mobilised during the conflict VS network

TS1001 continued delivering safe drinking water throughout January, February, and March 2026, based on ongoing requests from local authorities.

Across the two waves of the conflict, TS1001 delivered emergency drinking water in six provinces: Banteay Meanchey, Siem Reap, Battambang, Oddar Meanchey, Preah Vihear, and Pailin. Water was provided regularly to displaced people’s camps, ensuring continuous daily access to sufficient safe drinking water for each individual throughout the crisis.

Between June 2025 and March 2026, a total of 192,538 bottles (3,850,760 liters) of safe drinking water were distributed free of charge to displaced populations. During this period, Teuk Saat 1001 supported 68,736 displaced individuals (23,177 families).

TS1001’s intervention was needs-driven and highly targeted, responding directly to requests from local authorities and adapting operations to the evolving humanitarian context to ensure sustained access to safe drinking water for affected communities.

	68,736	Beneficiaries
	31	Mobilised water kiosks
	140,088	Bottles distributed
	3,850,760	Liters produced
	285	Days of action

NB: These data are only valid until March 31st. As of that date, 8 kiosks are still providing safe drinking water in certain areas, while 6 kiosks remain shut down.

Implementation and Monitoring

The emergency water response was implemented following requests from commune chiefs and local authorities, who identified needs in internally displaced persons (IDP) camps. TS1001 entrepreneurs adapted their production and delivery schedules to supply the additional bottles required and delivered them directly to displacement sites

The response built on mechanisms already used in TS1001's Water in School programme, allowing the organisation to subsidise water provided to IDP camps. Deliveries were confirmed through daily signed receipts from commune chiefs, ensuring accountability and traceability.



Field advisers and regional operations teams maintained close coordination with local authorities and conducted regular visits to both water kiosks and displacement camps to verify deliveries and ensure they matched identified needs. When necessary, TS1001 also provided entrepreneurs with additional 20-liter bottles to facilitate safe storage and hygienic water transport.



All activities followed TS1001's established production and quality standards, including water testing by the organisation's technical team and laboratories to ensure compliance with WHO drinking water quality standards. The intervention relied on existing infrastructure and trained entrepreneurs operating fully functional kiosks, supervised by TS1001 field advisers and regional management.

To maintain free distribution while protecting entrepreneurs' livelihoods, TS1001 implemented a compensation mechanism whereby the organisation purchased the water directly from entrepreneurs according to agreed delivery targets. Monitoring was integrated into TS1001's Management Information System (MIS), where daily production and deliveries were recorded and supported by photo documentation. Commune chiefs confirmed deliveries through signed receipts, which were verified during field visits.

By relying on its existing operational systems, decentralised network, and monitoring tools, TS1001 was able to implement the emergency response efficiently without major organisational restructuring, ensuring strong accountability, transparency, and operational reliability throughout the intervention.

Testimonials



CHEM SAODY
Chief of Commune
Ruessei Kraok,
Banteay Meanchey

The first refugee camp in our commune was opened on December 8, 2025. There were five refugee camp locations established in the commune, with a total of 2,596 refugees during the peak of the border conflict.

Our O-we³ entrepreneur in Ruessei Kraok worked to ensure water was delivered to the refugee camp at Anhchanh Pagoda. The entrepreneur provided water twice daily, in the morning and afternoon, distributing between 80 and 100 bottles per day.

Throughout this period, Teuk Saat 1001 played a vital role by coordinating the distribution of safe drinking water for free in refugee camps, providing essential information and timely reports enabling smooth communication with local authorities.

Today, the situation in our commune has returned to normal, and we are grateful for the support we received during the crisis. On behalf of myself and the people of Ruessei Kraok commune, I would like to express my deep gratitude to Teuk Saat 1001 for providing free safe drinking water to our refugees and children in the camps. We wish Teuk Saat 1001 happiness, prosperity and continued growth in the future.

The border conflict began to affect my commune on December 9, 2025, with refugees arriving at the refugee center in our commune. I started delivering water to the refugees on December 11, 2025, and continued to do so until December 31, 2025. As demand for water increased, I hired an additional water production operator, added more bottles, and introduced another transport vehicle – a Kuyun (hand-truck) with a trailer – to improve delivery efficiency.

Throughout the delivery process, I worked independently, distributing water to the refugees by myself. Teuk Saat 1001 coordinated with the refugee center management to schedule deliveries, provided free safe drinking water to the refugees, and compensated me for my work as an entrepreneur.

The most challenging part of the delivery process during the conflict was managing the bottles. However, the community is grateful that our commune had safe drinking water available to meet the high demand from refugees during that time. When I deliver water to them, they are always very happy to have enough water for their needs.



CHHOEUN CHHOUY
O-we Entrepreneur,
Bansay Traeng
Battambang

³ O-we is Teuk Saat 1001's water brand

Operational Resilience of the Network

Operationally, TS1001 also had to adapt to a volatile security situation. As the conflict evolved geographically, some water kiosks located in affected areas were forced to temporarily suspend operations for security reasons. Over the course of the conflict, approximately 25 kiosks were closed, ranging from a few days to about one month depending on the local situation. On average, these 25 water kiosks were closed 74 days from the beginning of the conflict to the end of March 2025, which represents over 2 months of closing. In detail, the situation is very uneven: some kiosks have never been able to re-open since their shut down as they are on still disputed territories, while some have returned to normal activities more or less rapidly. These closures created temporary revenue losses for both entrepreneurs and the organisation.

Despite these disruptions, the decentralised nature of the TS1001 network allowed other kiosks in nearby areas to rapidly increase their production capacity and compensate for the temporary shutdowns. As the conflict shifted across territories, operational kiosks were able to take over supply responsibilities, ensuring continuity of water delivery to displacement camps. Once security conditions improved, kiosks were able to resume operations quickly, demonstrating the flexibility and resilience of the network.

Environmental and Social Impact

The crisis also highlighted important cross-cutting environmental benefits of TS1001's model. Emergency aid distribution in displacement camps often relies heavily on single-use plastic water bottles, which generate large quantities of waste and are difficult to manage in crisis contexts where waste management systems are limited or absent.

In contrast, TS1001 distributes water in reusable 20-liter bottles. Entrepreneurs collect empty bottles during subsequent deliveries and replace them with refilled bottles, creating a circular distribution system.



This approach significantly reduces reliance on single-use plastic bottles, which are both costly and environmentally harmful, particularly in emergency settings where proper waste management is often unavailable.

Based on standard estimates that a 500 ml plastic bottle contains approximately 30 grams of plastic, the delivery of 2,795,560 liters of water through reusable containers avoided the equivalent use of approximately 5,591,120 single-use 0.5-liter bottles, preventing around 167 tonnes of plastic waste from potentially ending up in the environment.



04. Learnings and Perspectives

Operational and Strategic Lessons

The crisis revealed both challenges and strengths in Teuk Saat 1001's decentralised water kiosk model. One key challenge was financing purely philanthropic emergency activities. The sudden scale of humanitarian needs created financial pressure, particularly in a context where Cambodia has limited humanitarian funding mechanisms and where the organisation was not initially equipped with a dedicated crisis communication and fundraising strategy.

Despite these constraints, TS1001's model proved highly resilient. Its operations are normally financially self-sustained through water sales, and the network of kiosks across 18 provinces helps mitigate operational and financial risks when some locations are temporarily affected.

The crisis also demonstrated the cost-efficiency of TS1001's approach. A 20-liter refill costs 1,300 Cambodian riels, providing safe drinking water at a significantly lower cost per liter than small bottled water commonly distributed during emergencies (around 1,000 riels for a 0.5 L bottle and around 2,000 riels for a 1.5 L bottle). The use of reusable bottles and localized production (directly in the villages near the camps) further reduces transportation and logistics costs, making the model a highly efficient solution for emergency drinking water provision.

Finally, the response highlighted important institutional strengths. TS1001 was able to mobilise local donations and support from Cambodian society, reinforcing its role as a trusted national actor. In addition, the organisation's existing monitoring systems allowed for precise documentation of deliveries and water quality compliance, ensuring strong transparency and accountability for partners and donors.

Furthermore, TS1001's decentralised production model allows water to be produced locally at water kiosks located close to beneficiary communities. This avoids the need for long-distance transportation of large volumes of bottled water from major urban centres, significantly reducing fuel consumption and the carbon footprint associated with humanitarian aid delivery.

Perspectives

As of March 2026, six water kiosks remain closed and eight kiosks keep delivering water due to the lingering effects of the conflict. Although a ceasefire agreement was signed, the situation along the Cambodia–Thailand border remains fragile. Tensions have persisted for many years, and territorial disputes remain unresolved. In February 2026, Cambodian Prime Minister Hun Manet stated that parts of Cambodian territory remain under Thai control despite the ceasefire. This situation illustrates the continued fragility of the agreement and the possibility that tensions could escalate again in the future.

In this context, it is essential for Teuk Saat 1001 to build on the lessons learned during this crisis to strengthen its preparedness for potential future emergencies. While the organisation's decentralised model has demonstrated remarkable agility, rapid mobilisation capacity, and operational resilience, the experience also highlighted the importance of developing more structured emergency preparedness mechanisms. TS1001 intends to capitalise on this experience to strengthen its emergency response planning and ensure that the organisation can react even more effectively should a similar crisis occur again.

The crisis also demonstrated the strong mobilisation of Cambodian civil society and national solidarity initiatives. Individuals, private companies, and organisations across the country contributed to supporting displaced populations. TS1001 believes that this momentum can contribute to strengthening cooperation within the development and humanitarian sectors and to fostering new partnerships between NGOs, private actors, and public institutions. Strengthening these collaborations is an area that TS1001 intends to further develop in the future.

Resilience and sustainability have always been central to TS1001's approach. The organisation's entrepreneurship-based model was designed to ensure long-term financial sustainability and local ownership. Building on this commitment to resilience, TS1001 has recently initiated a climate risk assessment to better understand potential climate-related threats to its operations and ensure the long-term stability of its network in the face of climate change and possible climate-induced crises.

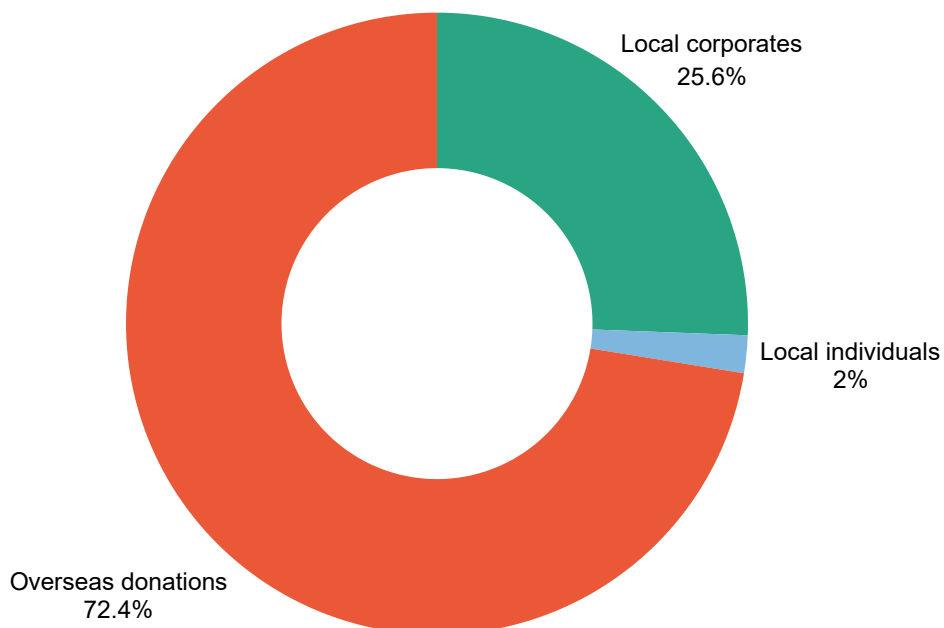
Through these efforts, TS1001 aims to continue strengthening both its development impact and its capacity to respond effectively to future emergencies.

05. Financial Report

Cost of emergency operations

20 L bottle refills	Number of items	Cost (USD)
June	2,400	767
July	48,629	15,532
August	21,560	6,886
September	15,130	4,832
October	17,044	5,444
November	0	0
December	31,975	10,213
January	28,135	8,986
February	14,765	4,716
March	12,900	4,120
Total	192,538	61,499
Initial bottles	550	1,014
TOTAL (USD)		62,513

Funding sources



06. They supported us

1001fontaines France
1001fontaines Suisse
FONDATION MADELEINE
ATS
CAMBODIA BEVERAGE COMPANY (COCA-COLA)
ELTEKH SYSTEM
UCARE PHARMACY
WORLD VISION CAMBODIA
YOUNG WOMEN LEADERSHIP NETWORK



A big thank you to the individual donors who have supported our efforts!





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