



"Safe water for your health and socio-economic development."

Impact Report - 2023



DECEMBER, 2023

Water

| Sanitation

| Hygiene

Contents:

Message from the Director	2
About Us:.....	3
Our services.....	4
Our Impact Management Journey	6
Why Measure and Manage Impact?.....	7
Impact Learning at a Glance.....	8
WASH Behavior and socio-economic empowerment	9
The problem	10
The solution	10
Our Social Impact Measurement & Management Process	12
Alignment to Impact Standards and Frameworks	13
Impact Management Project	13
Impact Class: Contributing to Solutions	13
What is changing?	14
Social Impact Findings	14
Environmental Impact Findings	14
Who is experiencing the change?	14
How much is changing?	14
Contribution	14
Impact Risk	14
Aligning with Global Standards	15
United Nations Sustainable Development Goals (SDGs)	16
Global Impact Investment Network IRIS+	16
Next Steps:	17
Reflecting on our Impact Findings	17
Our Partners	19
List of funders	19
List of clients	19
List of knowledge partners	19

Message from the Director

Dear Readers,

It is my privilege to address you today about my personal experience growing up in a rural area of Northern Uganda that bordered South Sudan. During my early years, I witnessed the devastating impact of unsafe water on human health. Despite my father's efforts as a water engineer, who drilled boreholes in the early 1990s, I recognized that more was needed to be done to provide safe water, sanitation, and hygiene to those in need. I was determined to contribute to this cause from a young age and sought ways to find solutions. Over the past decade, I have taken on leadership roles within a reputable organization dedicated to addressing global water crises. Through this work, I have collaborated with a diverse group of water, sanitation, and environmental professionals. Together, we strive to find innovative solutions to the ongoing water crisis.

In Uganda, waterborne illnesses and water scarcity are significant challenges faced by rural schools, health centers, and homes due to inadequate access to safe drinking water. However, we believe that a comprehensive approach that includes providing access to safe drinking water for low-income individuals and educating them about hygiene and sanitation practices can make a significant impact. This approach will not only foster a culture of hygiene and sanitation but also promote a healthy lifestyle in the long run. Therefore, we are confident that by developing a robust safe water creation program, we can provide access to safe drinking water to those in need while creating awareness about hygiene and sanitation practices among the water end-users. With our collective efforts, we can overcome these challenges and improve the lives of those affected by water scarcity and waterborne illnesses in Uganda. It has been a remarkable journey thus far, marked by numerous partnerships and friendships, to arrive here today.

I am honored to have the opportunity to present our 2023 impact report, which serves as a benchmark of our progress to date. The data we have gathered will fuel positive changes in our organization moving forward. I am thrilled to formalize Water Access Consulting's commitment to social and environmental impact, and I am proud to continue my purpose of doing well while doing good.

I am committed to this cause and urge you to join us in our mission to provide safe water, sanitation, and hygiene to schools, homes, and communities in need. Together, we can make a difference and create a better world for future generations. We cannot afford to wait any longer, and I implore you to act now and help us achieve our sustainable development goal.

Thank you for your interest in Water Access Consulting and our 2023 Impact Report.

Sincerely,

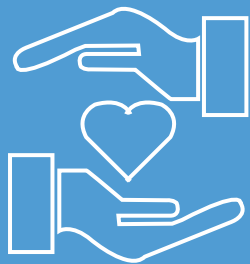


Justine Olweny
Managing Director



About Us:

Water Access Consulting is a social impact organization legally established in 2017, and is dedicated to improving the delivery of sustainable water supply, sanitation, and hygiene services in health centers, schools, and communities with the goal of enhancing the quality of life. WAC's approach involves engaging individuals with disabilities, youth, and young women to drive positive change.



Values:

We believe in:



Learning:

Transforming the useful seeds of intervention into solutions valued above every existing alternative that is widely adopted.



Integrity:

The fruits of Honesty & Transparency.



Love:

Service-oriented culture filled with a true desire to support our clients to significantly expedite delivery and ensure delights.



Innovation:

Acquiring knowledge fast enough to survive and thrive in a rapid changing Environment.



Our Services

1.0. SAFE WATER SUPPLY

1.1. Groundwater Protection



Access to clean drinking water is a fundamental right of every individual, and we at WAC are committed to ensuring the safety of our community's water supply. One of the most critical aspects of our safe drinking water programs is the protection of water sources from contamination. By examining and safeguarding our drinking water, we reduce the risks to public health. Together, let's make sure that our community has access to safe and clean drinking water.

1.2. Hydrological surveys and borehole drilling services



At WAC, we understand that the success of a drilling project is dependent on careful planning and execution. Therefore, we begin every project with a comprehensive hydrogeological survey. The survey assists us in identifying groundwater sources and determining the expected water yield and quality before the project's full execution. This step is crucial in ensuring that our drilling operations are efficient, cost-effective, and successful. As a result, our clients can trust us to deliver high-quality results, and we take pride in providing the best possible service. a result, our clients can trust us to deliver high-quality results, and we take pride in providing the best possible service.

2.0. OPERATION AND MAINTENANCE

2.1. Pump Insurance (Prepaid water)



It is imperative that every investment in a water source is accompanied by a sustainability mechanism. Pump insurance is an essential component that ensures Health Centers, Schools, and Communities receive a constant and uninterrupted supply of safe water while strictly adhering to the agreed terms and conditions.

2.2. WASH Financing



In response to feedback regarding the expenses associated with Water, Sanitation, and Hygiene (WASH) products, we have developed a blended financial service for low-income populations. This service is tailored to provide WASH solutions that are affordable and accessible. Our innovative financial service model ensures that low-income populations have access to WASH-related products and services. By offering a blended financial service, we aim to provide a comprehensive solution that addresses the financial barriers that hinder access to WASH products.

3.0. SUPPORT SERVICES

3.1. Infrastructure design, supervision, and management



The provision of design, supervision, and construction management for wash-related facilities has been shown to contribute significantly to project success, with an increase of over 65%. Our organization is equipped with a team of experienced in-house engineers and project managers who stand ready to provide the necessary support. Do not hesitate to contact us for assistance at any time.

3.2. Data management



We have implemented a data-driven dashboard with the aim of optimizing the visibility of our assets, thereby facilitating the rapid and confident retrieval of pertinent data by key stakeholders. This, in turn, enables informed decision-making.

4.0. CAPACITY BUILDING

4.1. Water, Sanitation, and Hygiene training



Our WASH hardware is always accompanied by training in behavioral change. This training helps prevent diseases and infections for the end-users of our infrastructure. For example, in schools, this practice is reducing absenteeism, improving the learning environment, and preventing the spread of communicable diseases from one student to another.

4.2. Research and development



Innovation and learning are fundamental to the operations of our enterprise. Our company is committed to continually advancing and improving our products and services through research and development initiatives. To this end, we rely heavily on foreign exchange programs, which comprise internships, expert services, volunteerism, graduate training, and exchange visits. These programs play a significant role in fostering creative and dynamic ways of interacting with our customers, leading to valuable insights and ideas for enhancing our products and services.

Our Impact Management Journey

Water infrastructures have a lasting impact on their users and their communities. With so much at stake, WAC continually hones its decision-making to maximize the value of WASH. Impact measurement and management have become essential to the process. Through impact measurement, we learned more about who our clients are, the variety and extent of the changes they are experiencing, and how we contribute to those changes. During this process, we confirmed what matters to our clients, such as affordability, comfort and access to water, sanitation and hygiene facilities. In addition, while we knew that our projects’

design, build, and size efficiency increased sustainability, we are now quantifying to what extent. Finally, we collected social impact evidence on how our WASH service and product benefits the local economy.

Our Impact Report communicates our commitment to social impact. It signals our efforts to bring WAC’s impact from intentions to evidence and determined action. Following industry best practices, we will incorporate this year’s learnings into our business practice moving forward, with insights driving improvements to our business model, services, and clients’ experiences.

Project details	Location	# of people impacted
Safe drinking water created for rural health centers, communities and schools.	Gulu, Kitgum, Lamwo, Kotido, Amuru, Nwoya, Pader and Agago Districts in North and Eastern Uganda	4,281
Hygiene and sanitation trainings to market traders’ associations.	Gulu and Lamwo in Northern Uganda Districts	6,265
Graduate training program to undergraduate students	Gulu and Kitgum in Northern Uganda	6
Irrigation schemes for the refugees from South Sudan.	Lamwo District	320
Solid waste management for environmental conservation	Gulu District	1500
Water sanitation and Hygiene in Schools to improve the health and primary school children enrollment.	Gulu District	5,182
Water sanitation and hygiene products financed for low-income earners.	Gulu District	415



Why we measure & manage our Impact?

The process of measuring impact is a crucial tool in assessing the effectiveness of our work while identifying areas for improvement. It facilitates the validation of our theory of change and enables us to make informed decisions. This approach also plays a vital role in maintaining accountability to our stakeholders, including school management committees, health center heads, district authorities, and investors who support our efforts. Given the pressing need to address multiple social and economic challenges, it is imperative for us at WAC to enhance our positive impact on our clients, community partners, and the environment. The impact management process serves as a catalyst in driving continuous growth and expansion of our impact. Therefore, we recognize the importance of timely and accurate monitoring and evaluation of our work. This approach helps us to remain accountable and transparent to our stakeholders and maintain a high level of professionalism and expertise in all our endeavors.

“

“Improving access to water, sanitation and hygiene can save 1.4 million lives per year, says new WHO report”. – WHO Departmental report. 28 June 2023



Impact Learning at a Glance

About this report

This report summarizes the feedback received from 322 clients and stakeholders in response to a survey designed to collect honest and constructive feedback. 45% of the targeted group responded within 14 days, incentivized to encourage participation. The survey findings highlight areas of strength and improvement, and recommendations were provided.

Our service rating by Stakeholders

84%	Affordability	53%	Access to Essential Services
38%	Comfortability	32%	Safety

Schools, Health centers and Homes

62%	21%	33%
Schools	Health centers	Homes

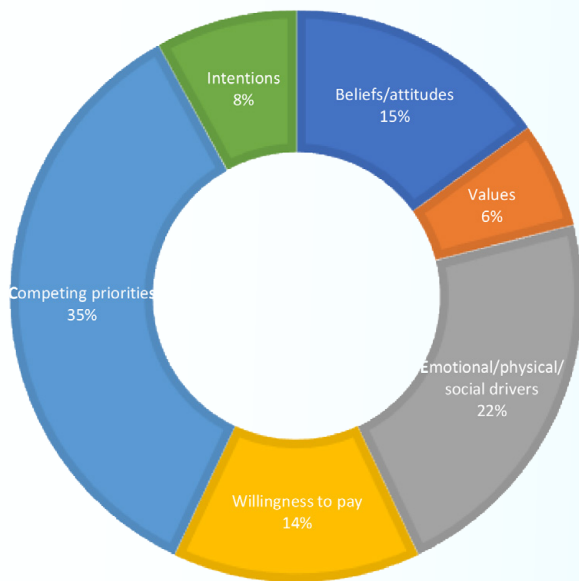
All our water, Sanitation and hygiene projects are located within a premise of Schools, Health Centers and Home in the Districts of Northern Uganda.



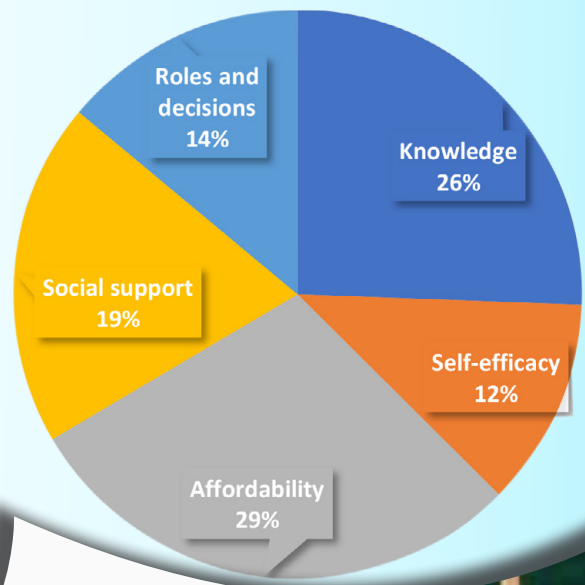
WASH Behavior and socio-economic empowerment

We have deployed a switch framework model that provided us with a quick and approachable feedback as outlined below:

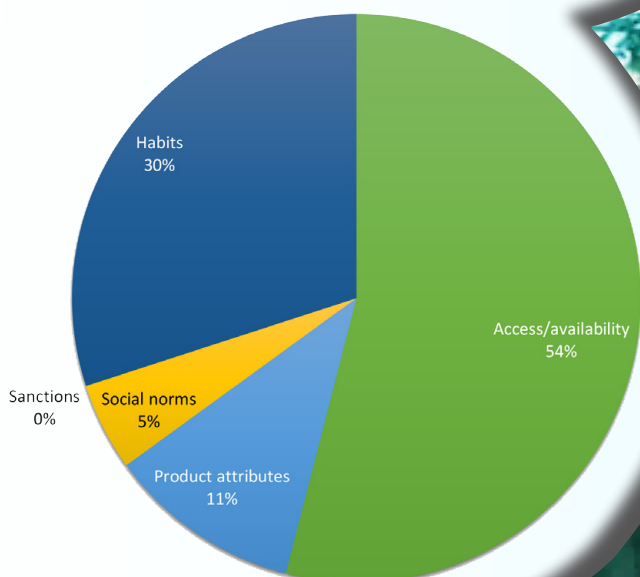
What are the factors affecting an individual's motivation to carry out a behavior, such as beliefs, attitudes, willingness to pay?



What are the factors that affects an individual's ability to carry out the behavior, such as knowledge and skills?



What are some of the external factors?



The problem

In Uganda, waterborne illnesses and water scarcity are significant challenges faced by rural schools, health centers, and homes due to inadequate access to safe drinking water. For example, UNICEF says “Diarrhoea, one of three major childhood killers in Uganda, kills 33 children every day, and most of the time it is transmitted through drinking unsafe water or coming into contact with contaminated hands that haven’t been washed with soap.”

In addition, early childhood diarrhea is not only deadly; it also contributes to Uganda’s high levels of stunting, which affects children’s cognitive development and performance. Girls, in particular, are more likely to drop out of school due to a lack of sanitation facilities.

Improved access to water and sanitation facilities does not always result in improved health. Health improvement can be achieved by hygienic behavior, including washing hands with soap after feces and before eating or preparing food.

The poor bear the brunt of poor sanitation. According to the World Bank, the poorest 20 percent of the population defecate in the open 13.5 times more often than the wealthiest 20 percent.

The solution

Water Access Consulting contributes to health and socio-economic development by providing access to safe drinking water for low-income individuals and educating them about hygiene and sanitation in Schools, Health centers and Homes.

We work to improve outcomes for stakeholders in four critical areas:

- Safe water creation,
- Operation and maintenance of existing water facility,
- Support services to design, supervise, document, and evaluate progress,
- Capacity building of water users through trainings, replication and innovations.



Our Impact Statement:

- IF:** We offer access to clean drinking water and provide education on hygiene and sanitation.
- BY:** Developing knowledge and effectively managing the implementation of well-designed, sustainable, and affordable solutions for safe water, sanitation, and hygiene.
- THEN:** Low-income individuals, rural schools, and health centers can thrive with more time, money, and greater health while improving the local economy.
- ULTIMATELY:** We will have a safe water supply and a healthy environment

Input: What do we bring to the table?

- Investors who aim to finance water system infrastructures equity and share our vision,
- Debt partners are equally important in leveraging the blended WASH financing equity,
- A deep knowledge and understanding of the capital markets.
- Willingness to take calculated risks in creating water-related investments,

Outcomes:

Short-Term	Medium-Term	Long-Term
<ul style="list-style-type: none"> • Prevented Water-Borne Illness Hydrated Body and Flushed Toxins 	<ul style="list-style-type: none"> • Raised Sanitation Standards Boosted Agriculture and Food Production Improved Women's Health 	<ul style="list-style-type: none"> • Increase in socio-economic development, food security, healthy environments Girl Literacy rates rise as they spend more time in school and less time at home

Activities:

Groundwater protection	Hydrological surveys and borehole drilling services.
Water point utility management	WASH financing
Infrastructure design, supervision, and management	Data management.
Water, Sanitation, and Hygiene training	Research and development

Our Social Impact Measurement & Management Process

Founded on principles of enhancing the delivery of safe water, sanitation and hygiene solution in the community, Schools and health centers to improve the quality of life. We partnered with thought leader, and followed Actionable Impact Management (AIM) guides to define our impact strategy. We utilized a platform that allows us to align our framework with multiple standards such as Sustainable Development Goals, Impact Management Project, and GIIN-IRIS. This technology allows us to be agile, incorporating social impact best practices as they emerge and tying our data to a wide variety of standards.

IMPACT STRATEGY

We developed a list of output and outcome metrics to give us a clear idea of what our stakeholders are experiencing. First, we defined output metrics based on collected data and additional data points from our analysts and researchers. We then pinpointed which outcome metrics we needed to gather.

METRICS

After determining what we wanted to measure, we identified data sources for each metric. For example, output data were derived from existing sources and resources, while outcome metrics were collected using client surveys.

DATA COLLECTION STRATEGY

Cycle is repeated regularly, providing accountability and data to inform change moving forward, allowing WAC to deliver legitimate and profound impact management.

REPEAT

We collected outcome and output indicators and then analyzed and visualized them using mWater dashboard. We used this data to create a roadmap that will maximize impact.

ANALYZE | LEARN | DEMONSTRATE IMPACT | DEFINE A PATH FORWARD

Using best practices, we developed a set of questions to get direct feedback from our clients and stakeholders. We defined frequency and method of delivery for the survey and incentives to increase engagement.

STAKEHOLDER FEEDBACK COLLECTION



Alignment to Impact Standards and Frameworks

Impact Management Project

Impact Management Project (IMP) harnessed a practitioner community of over 2,000 investors, enterprises, and organizations to set norms for impact management techniques. Together, these parties-built consensus on measuring, assessing, and reporting social and environmental impact. They created a common logic for enterprises and investors to measure effects on people and the planet, intending to reduce negative and increase positive impact. The IMP framework is instrumental in understanding the stakeholder's voice.

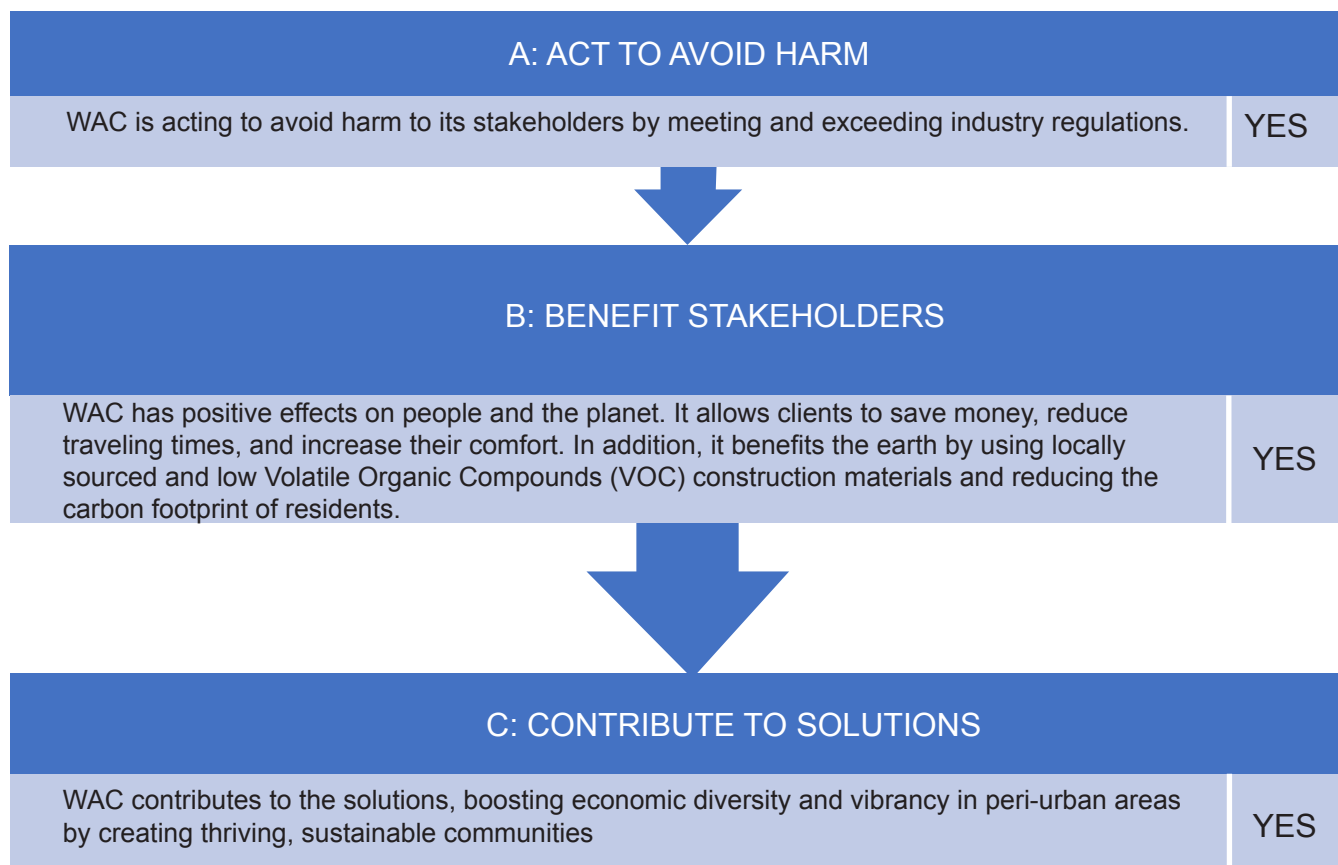
Further, IMP norms align to the United Nations Sustainable Development Goals (UN SDG) and IRIS+.

WAC used the IMP framework to define its "Impact Class" and how this fulfill the "Five Dimensions of Impact."

Impact Class: Contributing to Solutions

Water Access Consulting meets all criteria for IMP's ABC test, which asks, if the enterprise is; A. Acting to Avoid Harm, B. Benefiting Stakeholders, and C. Contributing to Solutions?"

Consequently, WAC's Impact Class is "C. Contributing to Solutions."



The Five Dimensions of Impact

We used these norms to evaluate what changes Water Access Consulting's business brings to clients, the environment, and the community.

What is changing?

We explored Water Access Consulting's impact in two areas:

- **Social Impact:** Diversity in the peri-urban economy, safe water attainability, and healthy living
- **Environmental Impact:** Safe water sustainability and environmental responsibility

We used the "What" dimension to examine data points, revealing WAC's environmental impact. Additionally, we created and administered a survey to clients crafted to illuminate what is changing for our stakeholders.

Social Impact Findings

WAC utilized client feedback to gain insights into their experiences. By conducting stakeholder surveys, we discovered that the WaSH financing model has empowered clients to have ownership of a water facility in their homes, reduce their water expenses over time, and achieve cost savings by obtaining self-supply water points.

Environmental Impact Findings

WAC is dedicated to preserving and protecting our planet's resources, promoting health and sustainability for future generations. We work to safeguard ecosystem functions through sustainable solutions.

Who is experiencing the change?

We needed to uncover the characteristics of WAC's stakeholders and determine the significance of the effects they are experiencing. This understanding allows WAC to serve its clients better in the future.

How much is changing?

We used the "How Much" dimension to examine the changes WAC is making. Focusing on how long and how profound the changes are and how many stakeholders experienced the change.

Contribution

It has been determined that having access to the Water Access Charge (WAC) has positively impacted the health of our clients. According to our clients, they would have paid more to keep their own water sources instead of sharing with the public. They also reported purchasing bottled water for drinking and using tap water for household cleaning, which contributes to the local economy.

Impact Risk

We examined the risks that stakeholders including investors might face and explored mitigation techniques to help ensure the desired effects.

We identified three significant risks.

1. Evidence Risk: There was insufficient impact data to know what impact occurred previously, which created high evidence risk. We are mitigating the risk by initiating an ongoing process to collect high-quality data.

2. External Risk: While WAC develops and manages the infrastructures. The Water Access Consulting team shall continue monitoring the external risk. And also, partner with other relevant third parties to co-create frequent impact learning to serve our stakeholders better. Additionally, planned regular stakeholder surveys allow WAC to spot emerging issues and take action.

3. Stakeholder Participation Risk: If WAC fails to get sufficient feedback from clients, then we shall face stakeholder participation risk. To offset this risk, we used incentives and collaborated with the district leadership to create frequent co-branded email communications to boost participation. We received a 45% response rate.

Aligning with Global Standards

United Nations Sustainable Development Goals (SDGs)

The 2030 Agenda for Sustainable Development outlined 17 Sustainable Development Goals (SDGs) to help establish “peace and prosperity for people and the planet, now and into the future.” These goals provide an impact framework to assess an entity’s contribution towards “ending poverty and other deprivations,” incorporating “strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.” (The 17 sustainable development goals) Many organizations and enterprises use these SDGs as an impact framework. WAC aligns with targets in UN SDGs 6.

Sustainable Development Goal 6 on water and sanitation (SDG 6)

SDG 6 seeks to ensure safe drinking water and sanitation for all, focusing on the sustainable management of water resources, wastewater and ecosystems, and acknowledging the importance of an enabling environment. In the 2030 Agenda for Sustainable Development, countries have committed to engage in systematic follow-up and review of progress towards the Goals and targets, using a set of global indicators.

Source: <https://www.sdg6data.org/en/country-or-area/Uganda>



Global Impact Investment Network IRIS+

This report uses some of the contextualized IRIS+ metrics with additional impact evidence aligned with Impact Management Project's five dimensions.

WAC's Business Aligns with the Following Iris+ Metrics

- Business Innovation (OI4718)
- Client Households: Low Income (PI7318)
- Environmental Management System (OI1254)
- Importance of Outcome to Stakeholders (OI5495)
- Water Provided for Sale: Potable (PI8043)
- Water Quality Practices (OI7365)

Source: <https://iris.thegiin.org/metrics/?page=9&search=&sdgs%5B0%5D=1-no-poverty&sdgs%5B1%5D=6-clean-water-and-sanitation&sortBy=>



Next Steps:

Reflecting on our Impact Findings

We believe that measuring impact alone is not enough, therefore we used what we have learned to steer our actions that WAC will undertake:

- Learn more about safety concerns. Are clients experiencing issues with a drilling borehole, installation, or construction? Are they related to specific events? Are the problems typical of the neighborhood?
- Quantify reductions in environmental damages based on our water project, siting and changes in our client's behaviors.
- Explore survey results for gender identification of clients, and determine whether WAC should take actions to ensure that gender-diverse WAC clients feel safe and included? Are the percentages of clients who identified as "other" or "prefer not to answer" more significant than is typical for their generational cohort?
- Understand how we can contribute more to the health and wellbeing of our clients.
- Explore how to encourage the adoption of local businesses.



Our Partners

Funders

Center for Affordable Water and Sanitation Technology (CAWST) – *Piloting WASH in school within Gulu*

Water4 – *Maintenance of a water well hand pumps in Kitgum District*

USAID/DAI Feed the future IAM – *Promoting adherence to COVID19 protocol among markets traders associations within refugees and host communities in Northern Uganda*

USADF/Citi Foundation – *Solid waste management in Gulu City*

Clients

Shalom Reconciliation Ministry (SRM) – *Construction of water wells and schools in Kotido*

USAID/MBW NUDIEL – *design and supervised two piped water schemes in Kitgum*

Water4 Organisation – *Manage water well services departments across sub-Saharan Africa region*

CESVI Organisation – *Designed and supervised small scale irrigation scheme in Lamwo refugee camp*

Food for the hungry Uganda (FHU) – *Rehabilitation of existing boreholes in Northern Uganda*

The Aid Support Organisation (TASO) – *Maintaining the plumbing works in major premises in*

Knowledge partners

Cranfield University (SAFAD) – *Capacity building on data management using GIS*

Senior Expert Services Germany (SES) – *Business development and product creation*

Copenhagen University – *The effects of water sanitation and hygiene on young girls*



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