

Water at Work Ministry, Inc. 2020 Sustainability Report

Sustainability Impacts in Three Areas:
Water & Environment, Economic, and Social & Community

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How Do We Assess Sustainability?

SUSTAINABILITY: A measure of how well an enterprise is able to ensure its continued operation in the future by generating sufficient support, both economic and social, in the present.

IMPLEMENTATION OF A STANDARD METHOD: The Global Reporting Initiative (GRI), The Hague, Netherlands, has developed a format and general guidelines for assessing the sustainability of any enterprise. The Water@Work Ministry Sustainability Report follows those general guidelines and format. Self-assessment is conducted on a variety of applicable criteria.

The Water@Work Ministry Model

The Mission of Water@Work is to transform the lives of over one million of the poorest people in the Dominican Republic through clean water distribution plants, business development and access to the gospel of Jesus Christ.

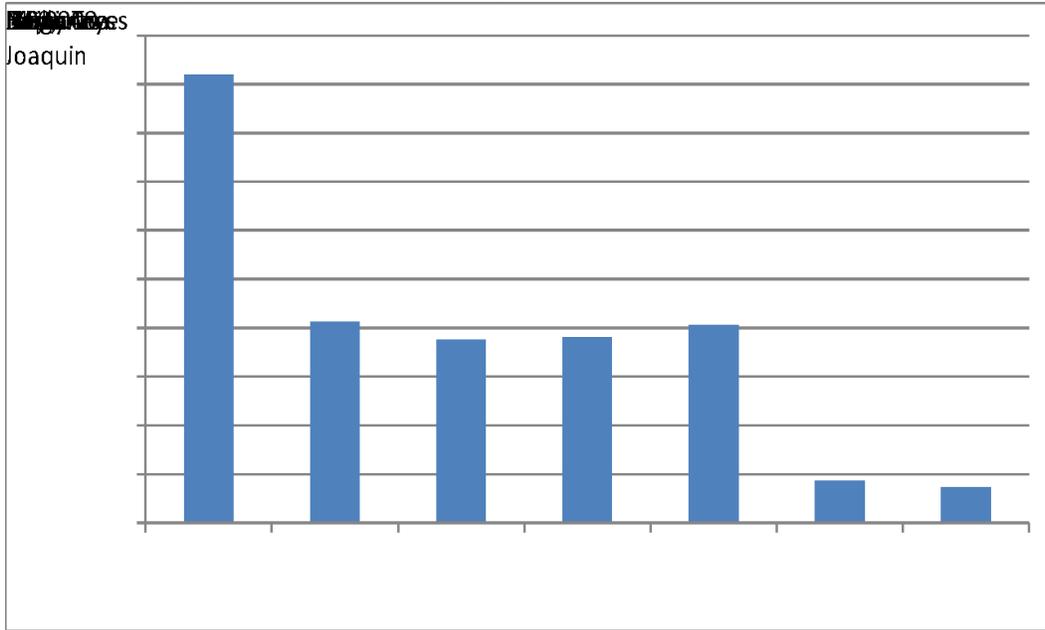
Key Elements

- We build and equip complete water purification and distribution businesses in partnership with local churches, thus putting them in the business of reaching their own community with clean, safe water and the Gospel of Jesus Christ.
- All plants are certified for operation by the Ministry of Public Health.
- Selling below market pricing improves access to clean water for all people.
- In-country work is carried out by Fundacion Water@Work, a Dominican NGO formed and supported by Water@Work.
- Water process equipment and building materials are purchased locally in the DR.
- Profits are devoted to sustaining the business, empowering the church in outreach and to economic development of the community.

Water Plant Names/Locations: Seven water plants were operating in 2020. Each of the plants has its own business name and service logo. However, for simplicity, the village in which each plant is located is used as its reference name in this report.

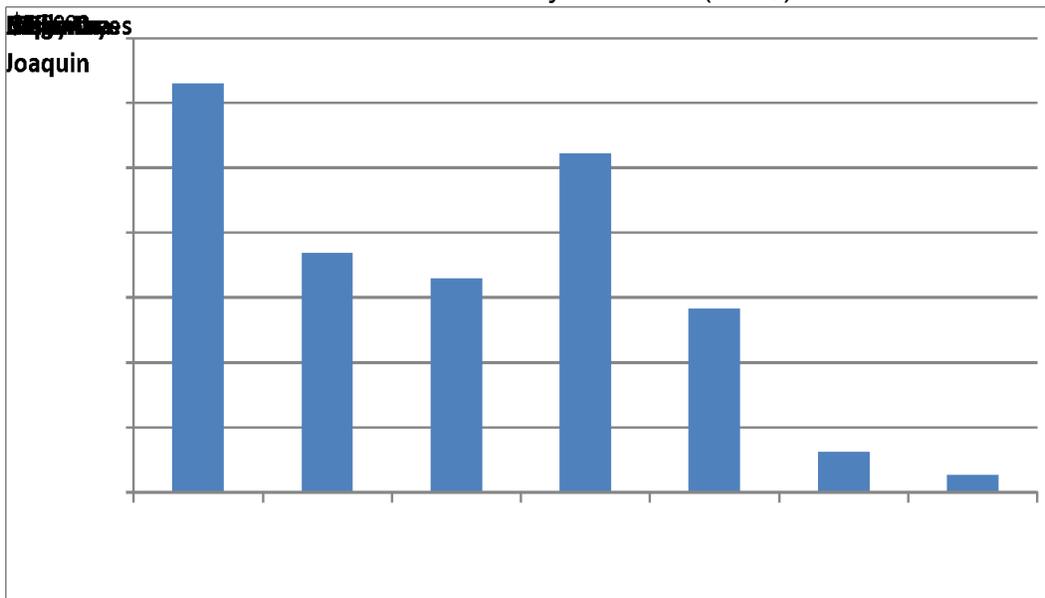
Economic Impacts

2020 Quantity of Water Produced by Location (Gallons)



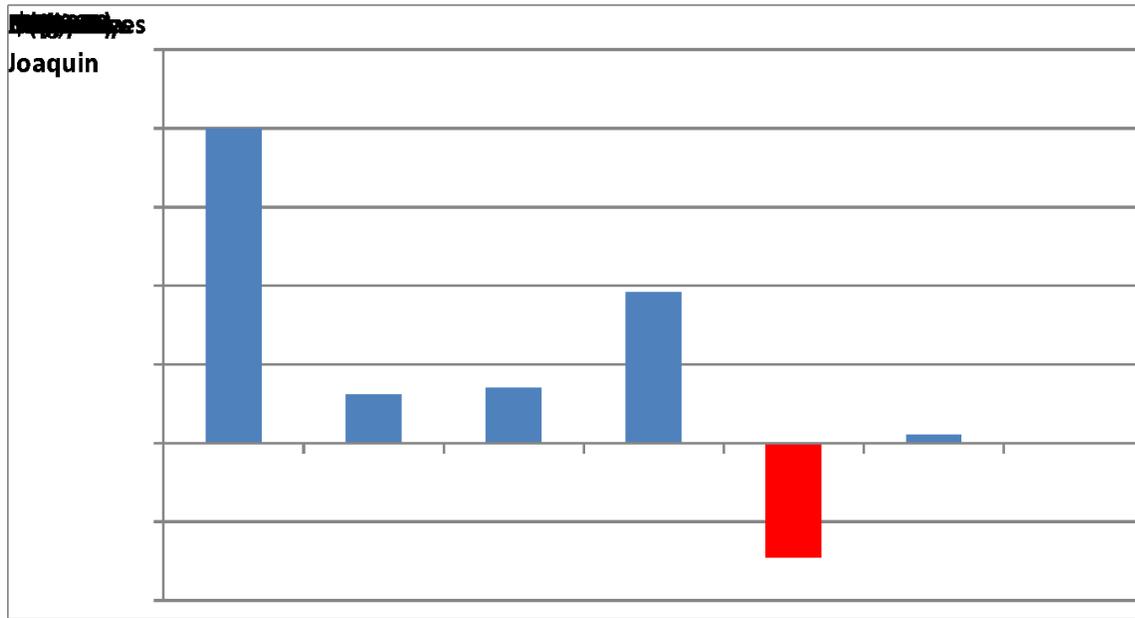
- Total production for 2020 was 1,328,925 gallons contained in 265,785 five-gallon bottles.

2020 Sales Revenues for Each Plant by Location (US \$)



- Total Sales Revenues for 2020 were \$111,055.

2020 Profit (or Loss) for Each Water Plant by Location

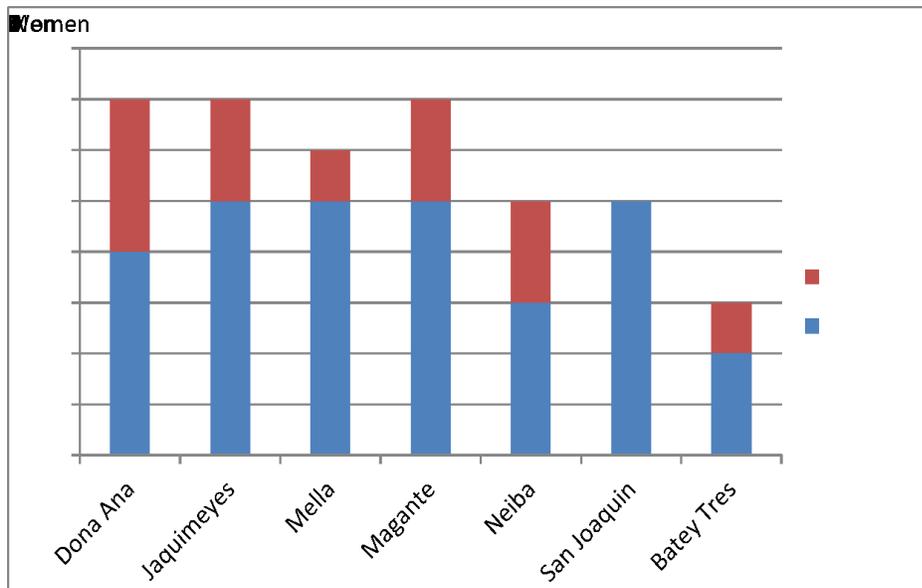


EXPLANATORY NOTES

- DR Pesos converted to US Dollars at a rate of 56 pesos/\$1 USD
- Significant downtime was experienced at each plant in 2020. Batey Tres started up in June.
- Poor accounting practices at the Neiba water plant resulted in a reported loss for 2020. Additional training in 2021 on accounting and reporting is planned.

Social & Community Impacts

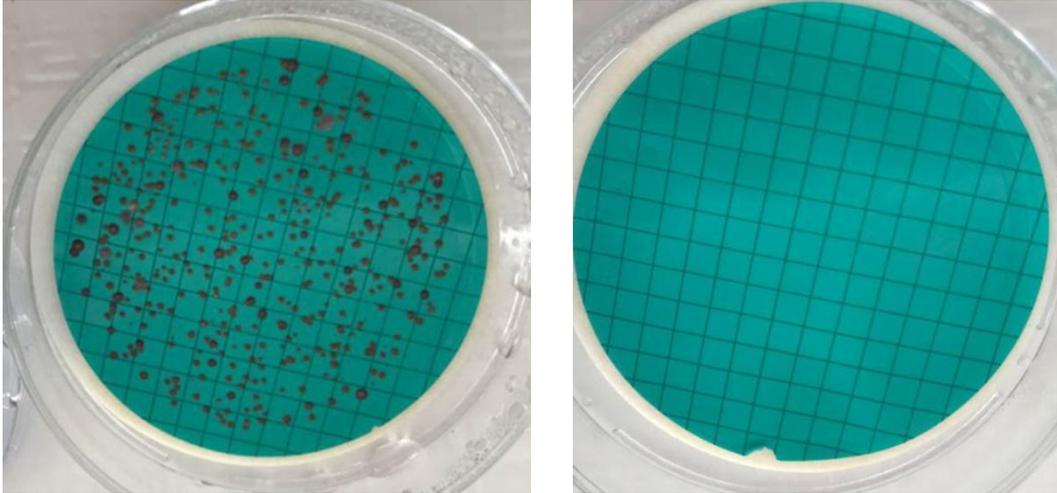
Employment per Water Plant
Total Number of Full-time Jobs Created



- 28% (11 of 40) are filled by women from the community
- Employment taxes are paid for each employee. This qualifies them for government mandated pension and health benefits.

Water Quality & Testing

- Biological testing is conducted for each water plant on a bi-weekly schedule with four sampling points per plant.
- Tests are conducted for E. Coli, Total Coliforms, Pseudomonas and aerobic bacteria.
- Contamination Incidents in the Final Product for 2020: NONE



- Left: Positive test for Aerobic Bacteria in the sediment filter at Villa Magante water plant.
- Right: Negative test for Aerobic Bacteria in water after the Reverse Osmosis unit.
- Remedial actions are taken to clean out any unit operations where positive tests occur.
- Downtime for remediation/cleaning of bacteria from the process was required in 2020 at the following water plants: Dona Ana, Neiba, Jaquimeyes, and San Joaquin.



Continuous Improvement

- Our Water Plant Operations Group met in March and November of 2020 to review operational best practices, employee training needs, marketing plans, and to encourage each other.



- Enhanced monthly reporting via an Excel spreadsheet was implemented in 2020.
- Our seventh water plant (at Batey Tres) was equipped with a Dell laptop computer for reporting and email.
- Plant on-line time was increased by the addition of power generators for three plants in 2020. Local power is highly variable and unreliable.
- Recycling of damaged bottles and used caps was interrupted in 2020 due to COVID-19 as transportation became difficult due to curfews.
- In response to COVID-19 travel restrictions, Fundacion began a supply program to the water plants to keep them running. Fundacion purchased in bulk then distributed the materials to the water plants. The program included process chemicals, personal protective gear, and consumables such as bottle caps and seals.
- Bottle inventory was increased by 1,300 for each plant to allow service to more customers.