



Our WaterAid campaign - hosting the Malawi water board.

Case study 2018/19

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In partnership with WaterAid, we welcomed members of Malawi's Central Region Water Board (CRWB) for a 10-day visit to help improve the everyday lives of people in the African country.

Making change happen.

We believe it's unacceptable that ten million people in Malawi, the world's poorest country, don't have a safe and clean place to go to the toilet, while 1.7 million people don't have access to clean, safe water.

We are supporting WaterAid to raise issues around water, sanitation and hygiene at the highest level in Malawi, to make positive and sustainable change happen. We're using our peoples' expertise to share skills and help Team Malawi solve technical issues on the ground.

This is part of our Thames Loves Malawi initiative, which will see the company and our staff raise £2 million over four years to improve water quality, infrastructure and hygiene in Mponela and Kasungu. Through our work with Malawi, we're also helping to positively contribute to Sustainable Development Goal 6 - clean water and sanitation.

As well as raising money, it's important there's a significant improvement to the network and systems in Malawi and these trips help us to pass on our knowledge and expertise.



Visiting treatment sites



Sharing knowledge of the network

Visiting Thames Water sites.

During the trip seven employees of the CRWB toured Thames Water sites and projects to see first-hand how we supply water and wastewater services to our 15 million customers, and to gather useful tips and advice to use on their own network.

The visiting CRWB employees work in a variety of positions and include network managers and the director of technical services and those who work in IT and finance. During the visit they spoke to Thames Water staff to help improve their skills particularly in water supply, managing leakage, customer relations and capacity building.

We shared our knowledge and expertise on how we operate our vast water and wastewater network, which they will be able to transfer to their own network in Malawi to help improve it.

This followed a similar trip from Thames Water staff in 2017 to Malawi, during which we offered practical tips and advice on how the network could be improved as well as helping build various infrastructure projects and improving hygiene education.