



A photograph of two men, Julierto Bayawan and Carlo Banggat, sitting in a brick kiln. They are surrounded by large, round ceramic pot filters. The kiln is made of brick and has a high, arched ceiling. The men are smiling and looking towards the camera. Julierto is on the left, wearing a dark jacket, and Carlo is on the right, wearing a red shirt and blue jeans.

1	2019 HIGHLIGHTS
2	LETTER FROM CAWST BOARD CHAIR & CEO
3	SMALL CAWST, BIG IMPACT
5	LOOK BACK
6	LOOK FORWARD: ACCELERATION STRATEGIES
9	IMPLEMENTING OUR PLAN
10	MEASURING OUR RESULTS
14	RESULTS
20	OUR PEOPLE
23	FINANCIALS
24	FINANCIAL STATEMENTS

Julierto Bayawan, Ceramic Filter Support, and Carlo Banggat, Ceramic Filter Supervisor, with Clean Water International, check on ceramic pot filters at their production facility in Davao City, Philippines.

Front cover photo:

"The biosand filter helps families consume drinking water that is safe. Thanks to this filter, our health and quality of life is improving. Our children are less sick with diarrheal diseases and skin infections. Water is life. Water is everything." Amalfi Romero, community leader in Los Cabritos, Colombia.

2019 HIGHLIGHTS

Our vision: A world where people have the opportunity to succeed because their basic water and sanitation needs are being met.

Reach: 1.45 million people were reached by 88 organizations in 2019

Impact: 882,149 people with better WASH in households in 2019, by 83 clients

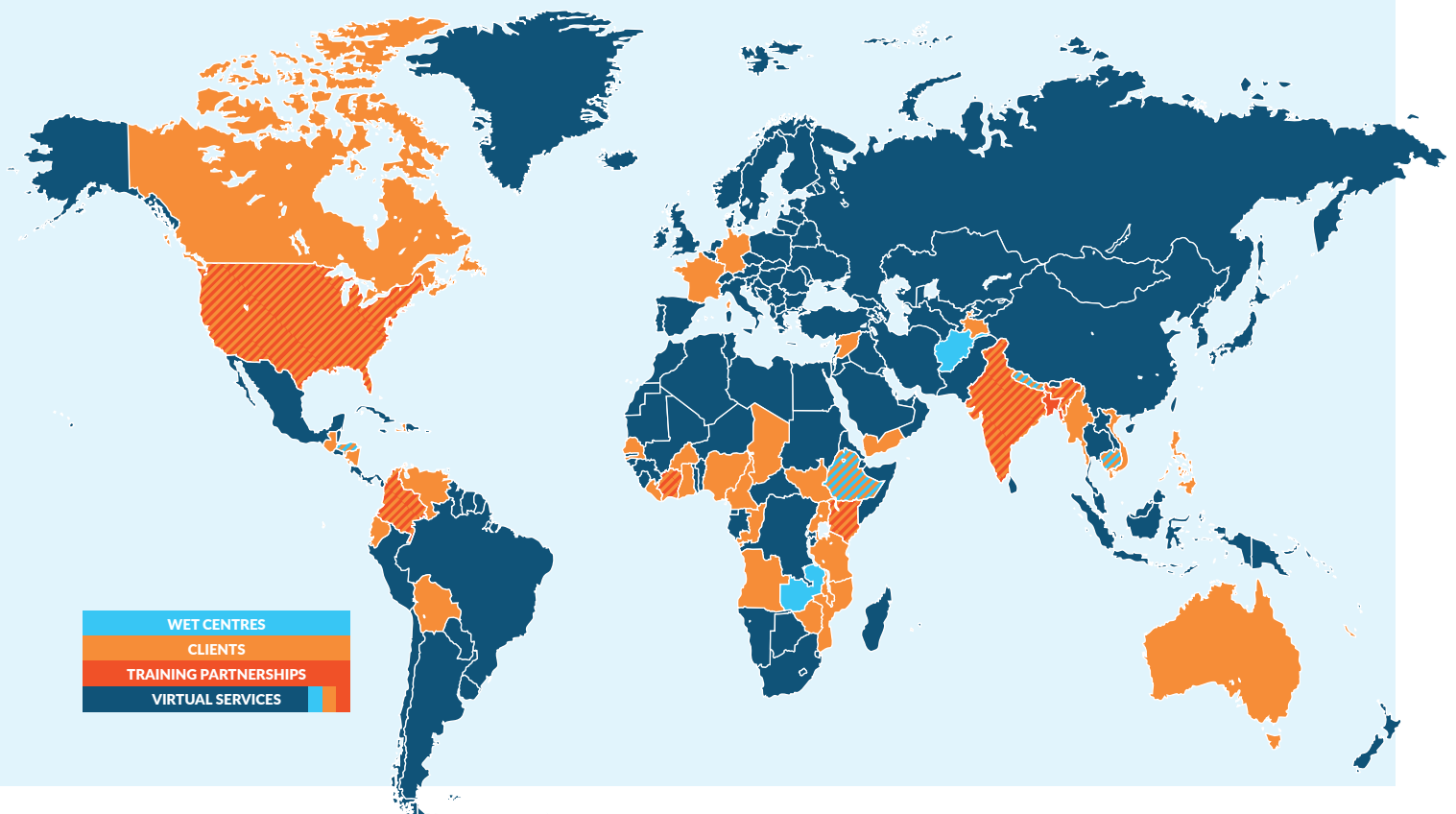
156,862 people with better WASH in institutions in 2019, by 60 clients

Financials: Revenue \$6,483,235 Expenditures \$6,275,881

Volunteers: 3,563 hours

Global Network: 2,221 individuals from 194 organizations in 132 countries accessed our online or in-person services in 2019

878 individuals from 476 organizations in 21 countries accessed in-person or one-to-one services in 2019



LETTER FROM CAWST BOARD CHAIR & CEO

As we write this letter, the world is in the midst of a pandemic and the future is uncertain. The need for CAWST's services is as relevant and urgent as ever, yet more challenging to deliver.

Our focus is the collective global capacity to recover from the pandemic and, in particular, its impact on people living in extreme poverty. Many of the people in the places we work face greater risks, due to limited government and infrastructure capacity to implement measures like those we have in Canada.

Yet, we are hopeful and inspired. Many actions are bringing people together toward a common purpose. Our experience over the past few months further strengthens our resolve to contribute to a more equitable world.

We are delighted by the ability of our staff to work remotely and support our clients without missing a beat. CAWST's online platforms and relationships with clients, partners, and collaborators are bringing people together in new ways. The groundwork we laid in past years enabled us to quickly respond to COVID-19 by supporting frontline water and health practitioners around the world, remotely from Calgary.

Our Water Expertise and Training (WET) Centres and training partners have been connecting to share experiences and support each other. They have quickly adapted and adopted online and remote service delivery; each in their own time zone and context, with variable internet connectivity in countries like Cambodia, Colombia, Ethiopia, Honduras, India, Kenya, Nepal, and Zambia.

As we learn together, we are able to more effectively serve our global network of clients.

With the London School of Hygiene & Tropical Medicine, CAWST co-developed and launched the COVID-19 Hygiene Hub. This online platform provides evidence-based information and technical support in hygiene behaviour change programming that is applicable in different local contexts. To date, our online platform has supported 128 organizations in 54 countries and developed 142 resources, available in Arabic, French, Spanish, and English.

Our partners and practitioners are critical for immediate and sustained delivery of water, sanitation, and hygiene services. Our commitment to them is to provide support through this especially challenging time.

We believe we will be a more effective organization as a result of overcoming the challenges of remote work. Our goal is to see how far we can walk beside our clients remotely, so they are able to provide much needed WASH services in their community.

Just as our previous year's work set us up for success this year, our work together now will help us accelerate our reach and impact.

Thank you for your continued support of CAWST and our global cohort of practitioners. Your investment in CAWST yields a high social return, a contribution to recovery and resilience worldwide.



A black and white image of the handwritten signature of David P. O'Brien, O.C.

DAVID P. O'BRIEN, O.C.
Board Chair



A black and white image of the handwritten signature of Shauna Curry.

SHAUNA CURRY
CEO

SMALL CAWST BIG IMPACT

CAWST's business model is an innovation

As a licensed professional engineering firm and registered charity, we are unique in the world. We catalyze action at the household level to address water, sanitation, and hygiene needs. And we do so at a scale that has global reach and impact.

We focus on leverage

Our aim is to have the greatest immediate and long-term impact, with a small amount of strategic input.

People are key

We achieve leverage by investing in people. We invest by making our time, knowledge, and skills widely available for organizations who are addressing the water, sanitation, and hygiene challenges of people living in extreme poverty.

People living in poverty deserve our best

Our professional team provides practical training and consulting services of the highest quality at subsidized rates. The vast majority of people who need CAWST's services cannot pay. Your investment in CAWST enables our team to provide high-quality professional services and open content resources.

Your investment multiplies globally

Investing in building the knowledge, skills, and motivation of people, you cause a ripple effect with exponential impact.

As an investor in CAWST, you join us in our vision to create opportunity for people to succeed because their basic water and sanitation needs are being met.

We're working on making what's a human right—and what is right— a reality for all.



Children in Woliso, Ethiopia, stand near a local water source. This photo was taken while surveying existing WASH practices to inform programs that will support Self-Help Groups to adopt healthy WASH practices in their homes. This program is run by Ethiopian Kale Heywet Church, a partner in our WET Centre Program.



Martha Gebeyehu, MBA, Water Expertise and Training Centre Coordinator at Ethiopian Kale Heywet Church, was awarded the International Water Prize from the University of Oklahoma. The prize recognized Martha's significant contributions to water and sanitation, especially in remote regions.

2019 LOOK BACK

Looking back on 2019, many of the achievements that stand out were those that set us up to adapt to COVID-19. We developed local skills and talent, relationships, and online platforms to enable service delivery in some of the hardest-to-reach locations around the world.

ADVANCING AFFORDABLE TECHNOLOGIES AND PRACTICES

CAWST's team delivered training and consulting support to 36 organizations in 18 countries to help organizations implement water, sanitation, and hygiene solutions for their communities.

MORE TRAINING PARTNERSHIPS

In addition to our six Water Expertise and Training (WET) Centre partners, we expanded from working with four to eight training organizations. We did this to increase the quality of training by local organizations who can serve those with greatest need. For example, we are now working with two networks in Africa on developing training and support for sanitation professionals, who play a critical role in public health. This is part of CAWST's project to scale up capacity development in non-networked sanitation, supported by funding from the Bill & Melinda Gates Foundation.

ONLINE SERVICES REACHING NEARLY EVERY COUNTRY AND TERRITORY

Our online services have been accessed by over 5,500 organizations in 200 countries and territories. Sharing open content resources enables us to reach people in the most remote regions of the world.

GOVERNMENT COMMITMENT TO HOUSEHOLD WATER TREATMENT

CAWST signed a Memorandum of Understanding with the Government of Colombia to improve drinking water quality in rural and remote communities using Household Water Treatment and Safe Storage. We are excited about the opportunity to support the government on this strategy by integrating in-person training and innovative technology for e-learning.

INTERNATIONAL RECOGNITION

Our WET Centre partner in Ethiopia, Martha Gebeyehu, MBA, was awarded the International Water Prize by Oklahoma University's WaTER Centre, recognizing her "significant international contributions (...) in the field of water supply and sanitation, with a focus on the world's poorest living in small villages/communities in rural or remote regions." It is a major milestone for the sector to acknowledge an unsung hero, frontline practitioner from a low- or middle-income country.

2020 LOOK FORWARD: ACCELERATION STRATEGIES

Our team got off to a strong start executing tactically on these strategies before the realities of COVID-19 set in.

By mid-March, our team returned from overseas and, along with the rest of the world, we were no longer able to deliver services in person. As of July 2020, we are all working remotely and learning how to do this more effectively, together with our partners and clients.

The pandemic has reinforced CAWST's relevance. It has magnified the need for our services, tested our model, and proven our capability. Thanks to our talent, partners, educational resources, global network, and online platforms, our team is well positioned to continue making a difference in this new context, through remote services.

1 Scale up affordable technologies & practices

Affordable technologies and practices change people's lives for the better, and are often a first step in a series of incremental improvements leading to long-term, sustained change.

We focus on technologies and practices that will make a difference immediately and have the greatest potential for wide-scale impact. Our priorities are to:

- Respond to real-time, immediate needs of our clients and partners, enabling effective, adaptive responses to COVID-19 with evidence-based interventions, such as handwashing stations and hygiene programs.
- Train and consult on the most relevant water, sanitation, and hygiene (WASH) solutions for organizations to start, strengthen, or scale up their WASH programs. We are also expanding our services to include more on affordable solutions for schools and clinics.

2 Expand online & in-person learning opportunities

People with knowledge, skills, and motivation take action in their homes, communities, and countries, and inspire others to do the same. CAWST has observed this consistently over our 18 years of experience, and the pandemic has demonstrated the power of individual action for collective impact.

CAWST is using this time to expand our online services faster than originally planned and to push the boundaries of what is possible for remote training and consulting support. We are creating an even stronger, more effective team that can perform efficiently and rapidly, both online and in person, when the latter becomes possible again.

CAWST is innovating how we get the necessary information to the people who need it, in a timely, accessible way. Using a strong base of existing materials on core WASH topics that we have developed and kept up to date over the past (almost) two decades, we are focusing on sharing the information in a way that is practical, quick, and easy to understand.

3 Replicate promising models

It is a time of urgency and progress in our sector, with many organizations experimenting on models and approaches for WASH implementation. We will be identifying models with the potential to catch on and sustain their momentum over time.

Every context is different and there is no secret recipe for success. Just as we adapt technical solutions to different circumstances, we will adapt models and approaches, leveraging learning across contexts and regions.

Our confidence in this strategy is based on our history with replicating promising models, starting with our Knowledge Transfer Model, which underpins our success globally; and our WET Centre program, launched in 2009, which is thriving today and meeting local needs during the pandemic. More recently, we adapted our WASH for Healthy Homes model for the COVID-19 context, focusing on hygiene and handwashing components.

Challenges

We are off to a good start, creating and responding to changing demands. Our greatest challenge is building new, trusting relationships with clients whom we've never met in person. In consulting relationships, our clients share the challenges that they face, and we work together to identify solutions. This requires a high level of trust. We are investing the necessary time and energy in new client relationships to establish that foundation.



Tal Woolsey, Senior Director of Global Services, demonstrates a handwashing station built in CAWST's office reception area.



“CAWST and Potters for Peace started consulting with us right out of the Ceramic Pot Filter course. They were guiding us as we figured out what kiln to get, finding a press, experimenting with clay. Kilns are like an oven, and everyone’s oven is different. The right oven was difficult to find, and then we needed to learn to use it. It made a huge difference when they came to visit. Our local staff learned directly from them, but using our equipment: it was very hands-on and rich with learning.”

Darrell Nelson

Executive Director and Founder of Clean Water International

Read his story at caw.st/ceramic

“You saw the people who were trained doing our household visits. They didn’t just get certified because they were sitting there. Each person made an effort to learn and none of this would have been possible without the support of Iván and Rocío [of FRPG, CAWST partner in Colombia]. They trained us, motivated us, and at the end of the day we are now capable and confident to handle water issues, handwashing, and educating our families.”

Amalfi Romero

Leader of Los Cabritos in La Guajira

Read her story at caw.st/la-guajira



IMPLEMENTING OUR PLAN

CAWST strives to continually strengthen our ability to deliver on our vision and mission. Our people are our greatest strength.

In 2019, to prepare for the launch of our acceleration strategies, we undertook organization-wide change initiatives. These proved key for CAWST's success in adapting quickly and effectively to respond to the pandemic and outperforming original targets set for the second quarter of 2020.

In 2020, we are developing our competency to deliver our services remotely. We are also examining our business model for opportunities to better integrate online and in-person service delivery.

Our People

Our 50-person team is passionate, committed, and driven to make a difference. We are problem solvers and changemakers: engineers, educators, web developers, and other professionals. Hailing from 13 countries and speaking 20 languages, we have work experience in 96 countries. Our professional expertise and diversity enable us to find creative, effective, and efficient ways to continually improve our client service delivery.

We are an agile organization, adaptive to our changing environment and needs of our clients. Our team has high individual autonomy to take initiative, while working collaboratively. We build strong relationships with each other, our clients, collaborators, and partners.

In 2019, we established a new organizational structure designed to drive five core business objectives, match

talent with roles, streamline decision-making, and support team-based execution. We also implemented new management systems and processes, which have been critical for increasing efficiency and supporting our ability to work remotely. Within three months of our new structure and systems, we faced the COVID-19 pandemic and our team was put to the test. We stayed focused on our business objectives and our team exceeded expectations.

Our Revenue

As a registered charity, we raise revenue through philanthropic donations and grants, with a small amount of earned revenue for services we deliver.

In 2019, we were thrilled to announce the O'Brien-Cumming Match, inviting donors to see all their gifts matched. Funds raised will go directly to accelerating CAWST's reach and impact. Geoff Cumming and David O'Brien have committed up to \$6 million each. With all your new donations being

matched, our goal is to raise \$24 million.

O'BRIEN
CUMMING
- MATCH -

Thanks to the generosity of philanthropists, along with grant funders, we were able to keep our

staff employed through the pandemic and focus all our efforts on serving our clients remotely.

MEASURING OUR RESULTS

CAWST's measurement system is designed to assess our results vis-à-vis our strategies, to drive performance, and to facilitate continuous improvement. In 2019, we improved our measurement system to better capture the scale and scope of our work by integrating qualitative and quantitative results, and improve client engagement using new online data collection methods.

Our measurement work this year provides us with results for 2019 and lays the groundwork to further improve our measurement system, based on what we learn. We will combine ongoing client feedback, periodic surveys and evaluations, alongside the use of online tools and analytics, to better understand our clients' barriers and successes. These insights will help us identify areas where we can improve our services.

Outputs vs Results

A primary consideration of our measurement system is that we seek scale in households and small institutions by supporting others to take action.

Measuring outputs is simple: How many people did we train? How many people used our resources? But outputs are only part of the story.

It's what happens next that's at the crux of our work. After we provide services, after we train, after people use our resources. What are the impacts in households, schools, and clinics? How do our services support people to take action for better water, sanitation, and hygiene (WASH) in households and small institutions?

This is the more complicated part: understanding and measuring what our clients do next. If our outputs are not leading to better WASH for people living in poverty, then we need to adapt or improve our services. Therefore, we measure ourselves based on what our clients do with the services we provide. That's how we hold ourselves accountable to impact at the household and community level.

Key changes from prior years

Here are some of the changes we've made to clarify and expand our results:

- Breaking our results into two categories: reach and impact
- Clarifying the role we play in our clients' achievements
- Including hygiene, in addition to household water treatment, sanitation, and water supply
- Reporting on WASH services in households and institutions separately, to recognize that people need both, and to avoid double counting
- Reporting annual results (instead of cumulative ones) to show year-over-year trends and account for the ongoing input required for people to sustain WASH practices, services, and technologies. This addresses a challenge we had in determining the length of time we expect a WASH product to last
- Creating two categories of clients: those who provide WASH services, and those who train and increase WASH knowledge and skills

Challenges & Limitations

The two main limitations of our measurement system are that: (1) it is based on self-reporting by clients, which can be biased, and (2) we are not able to report on quality in the aggregate results. It is also possible that two different organizations report on the same results, although our advisors review with this lens, to reduce the likelihood of double counting.



In Viotá, Colombia, Pilar Posada, head of AguaSana Network Project, demonstrates how a biosand filter works using CAWST educational materials.

We are often asked to specify which portion of our clients' results are due to CAWST's support. We are unable to quantify this because of the nature of capacity building, and our philosophy to share our knowledge, support, and expertise widely and freely. In addition, some key outcomes of capacity development, such as empowerment, are difficult to measure. Instead, we have clarified the role we play in our clients' achievements.

We need to further clarify the types of relationships CAWST develops, the levels of investment we make, and how these lead to results. For many years, we have been aware that people with whom we have no direct relationship are accessing our resources. We were reluctant to include this access in our measurement system because we did not know enough about how our services were being used by them, and whether they were making a difference in households and institutions. Last year, we started by creating a map to show the different types of relationships we have with clients and partners. This year, we are reporting on reach and implementing ongoing client feedback to better understand how our materials are used and what actions are taken as a result.

Quality and sustainability of WASH services are important drivers for all CAWST's efforts, yet understanding, measuring, and reporting on them is difficult. Previously, when reporting on cumulative results, we used available research and studies to apply a retention factor to various technologies. For example, the biosand filter is durable, so it has a high retention factor, whereas chlorine is a consumable, so its retention factor is zero. However, with limited research to set retention factors, we started to look for alternatives. We have moved to annual results, and will be working on how to assess and increase the sustainability of WASH products and services delivered by our clients.

Next Steps

We are confident in the improvements to our measurement system so far, and we are committed to continuous improvement.

In the next year, we plan to clarify the best methods for collecting and integrating information. We will:

- Integrate service delivery with client feedback, data collection, and verification
- Optimize the use of online tools and analytics throughout the year
- Together with our Water Expertise and Training Centre and training partners, implement a similar measurement system, and report their results
- Pilot periodic studies to better understand the quality and sustainability of WASH implementation
- Set targets and report upon each of our indicators

We intend to advance our understanding and ability to support our clients in the following areas:

- Capturing the actions of community actors, such as community WASH promoters or health extension workers, and their role in sustainability
- Technology-specific information, such as what type of household water treatment or non-networked sanitation solutions were implemented
- Determining how to assess progression in the quality and completeness of WASH services, and their sustainability
- Expand hygiene beyond handwashing stations, to include environmental sanitation

"I think CAWST is a great place where people can share ideas, ask and answer questions, and learn about a wide variety of WASH topics."

Kyle Martin

Researcher at World Thirst Solutions, Germany

"CAWST is good at helping people around the globe to have access to safe water and sanitation. And they are good at simplifying the science and engineering of the safe water and sanitation process to make it easier for anyone to understand."

Kaupa Philip

Researcher at the Papua New Guinea University of Technology



Emma Chepkoech, Community WASH Promotion Officer with Aqua Clara Kenya, leads a training in Bomet County for a community health club program, WASHiriki.

2019 RESULTS

Results reflect the scale and leverage of what we do, and illustrate the multiplier effect of knowledge, skills, and motivation that can be traced back to our services. We are reporting on the following indicators: (1) Reach, (2) Impact, (3) the Strength of our Network, and (4) Contribution to our Clients.

This is the first year we are reporting this way. Moving forward, we will report on progress by tracking these year-over-year and providing additional information as our measurement system continues to improve.

1 Reach: scale & leverage of CAWST's clients and partners

1.45 million people were reached by 88 organizations who used CAWST services

Why measure it: Wide-scale impact is our vision; this indicator tracks our progress in relation to this mandate. To achieve scale, we allocate the majority of our resources to develop and make our services freely available to other organizations. Reach helps us understand whether this allocation of resources is indeed having a ripple effect globally. It also indicates the potential leverage that can be realized as organizations captured in reach advance their water, sanitation, and hygiene (WASH) programs.

What is it: Reach captures the extent to which CAWST's resources and services are used in the provision of WASH services globally. Reach indicates breadth. It does not show the depth to which our services contribute to change in households or institutions—that's measured through our second indicator, Impact.

How is it calculated: For 2019, we have included only what clients directly reported to us: the number of people reached by organizations who used our services. As we gather more information in future years, we will report the reach that CAWST can reasonably calculate.

Example: UN Development Programme Yemen reported that they used CAWST's online education and training resources, and Initiative for Development and Empowerment Axis Pakistan reported that they participated in CAWST learning exchanges. They are two examples of how CAWST clients achieve reach, reporting a combined reach of over 200,000 people with better WASH in homes and institutions.

2 Impact: WASH in homes & small institutions by CAWST's clients

882,149 people served with better WASH in households, by 83 clients

156,862 people served with better WASH in institutions, by 60 clients

Why measure it: Impact helps us understand the difference CAWST's work makes for the people we ultimately serve—people living in poverty and without safe water, basic sanitation, or adequate hygiene in low- and middle-income countries. By measuring Impact, we learn how to most effectively target our services so that greater Reach renders greater Impact.

What is it: Impact captures the number of people with better water, sanitation, or hygiene in households or small institutions, such as schools and clinics, as a result of the work of CAWST's clients. Clients are organizations who have received CAWST services, implemented WASH programs, and indicated that CAWST contributed to their results. Impact is a subset of Reach.

How is it calculated: 2019 impact numbers are based on a survey of CAWST's entire client base.

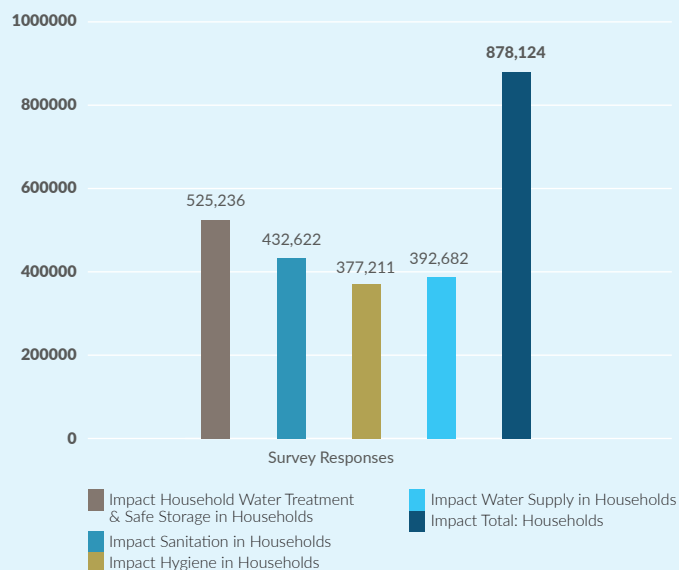


A mother and her children in La Guajira, Colombia are proud owners of a biosand filter for household water treatment. This photo was taken during a household visit to troubleshoot and monitor the use of filters to ensure their sustainability.

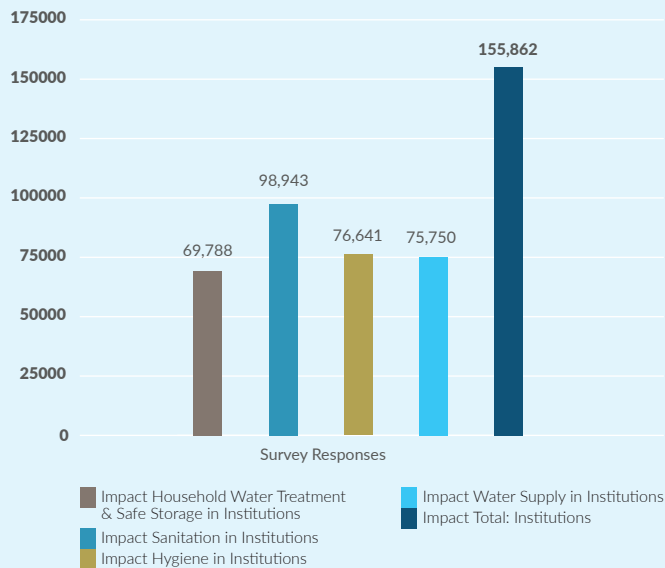
Going forward, we will collect this information on an ongoing basis as we interact with clients, plus a short annual survey to fill in gaps in our information about their programs. We will also collaborate with partners in our Water Expertise and Training (WET) Centre program and our training partners to capture the results of their clients.

Example: Acción Contra el Hambre is one of our key partners in Colombia. They play a central role with WaterAid and UNICEF in promoting household water treatment and safe storage (HWTS). In 2019, CAWST and these partners led two Learning Exchanges (one national and one sub-regional), where more than 150 people learned about HWTS and shared experiences about their programs. The success of these events prompted the idea of creating a national network for capacity development in water, sanitation, and hygiene, of which all four organizations are part of the steering committee.

Additionally, Acción Contra el Hambre is one of the leading WASH implementing organizations in Colombia, which CAWST supports with training and ongoing consulting support. They provided water and sanitation services to more than 25,000 people, many of whom had experienced violence and migration, and HWTS and handwashing services to over 5,000 people.



Number of people in households served by clients with better water, sanitation, or hygiene



Number of people in institutions served by clients with better water, sanitation, or hygiene

CAWST's services have evolved to focus on a broader range of WASH technologies and approaches. This is reflected in 2019 results, which, when compared to previous years, reveal a more even distribution of WASH services provided by our clients, across:

- water quality (household water treatment),
- sanitation (including a variety of non-sewered sanitation options),
- water supply (such as rainwater harvesting), and
- hygiene (currently only handwashing).

As we progress with our new measurement system, we look forward to learning more from the different technologies, practices, and approaches our clients employ.

3 Network: Strength of CAWST's Global Network

We're stronger together. Our global network shares similar goals to CAWST, and has different, complementary skills or expertise. Together with our partners, clients, and collaborators we expand our capability to serve those in need.

6 Water Expertise and Training (WET) Centres with whom we work most closely

8 Training partners who increase knowledge and skills of other organizations

2,221 registered users from 194 organizations in 132 countries accessed our online or in-person services

878 people from 476 organizations in 21 countries attended CAWST's workshops or received consulting support in person or remotely

Why measure it: CAWST collaborates with a variety of organizations so we can deliver more effective and relevant programs that meet the WASH needs of people living in extreme poverty. Without our clients and partners, CAWST would have no impact. Our network is key to achieving current and future results, to the sustainability of WASH services, and to our potential to scale.

What is it: These indicators capture different ways people and organizations access our services and how we work together. These range from downloading one educational tool or training resource to in-depth consulting support from CAWST, to working together and learning from one another.

How is it calculated: This year, we are reporting on information that we have readily available. Next year, we will include the clients of WET Centres and training partners, and delineate types of clients, such as government, small and large local organizations, and international NGOs.

Example: With funding from the United States Agency for International Development (USAID), CAWST partnered with London School of Hygiene & Tropical Medicine and Action contre la Faim to develop and deploy a series of tools called Wash'Em. These tools incorporated evidence and research on handwashing behaviour change, and could be set in motion quickly. Using Wash'Em, humanitarian emergency program managers could assess key factors in their context and follow recommendations for designing more effective handwashing programs. Timing is everything, especially in emergency contexts. For contexts deploying the Wash'Em process, better handwashing behaviour change was just one week away.



Participants and trainers at Fecal Sludge Management for Citywide Inclusive Sanitation training with International Training Network - Bangladesh University of Engineering and Technology. Read the story of our strategic partnerships in non-networked sanitation: caw.st/sanitation

“CAWST has senior staff in fecal sludge treatment knowledge; they are great in trainings on fecal sludge for Emptying entrepreneurs”

Samuel Malinga

Program Manager of Sanitation Africa, Uganda

“The CAWST seminar taught me proper methods for building and placement of latrines. The materials and presentation were excellent”

David Lomasney

Program Manager of Integrity International, USA

4 CAWST's Contribution to our Clients

Implementing WASH: 130 clients say CAWST helped them design, strengthen the quality and sustainability of their WASH programs, or reach more people with them

Developing WASH skills and knowledge: 91 clients say CAWST helped them design WASH capacity development services to other organizations, strengthen the quality and sustainability of these services, or to reach more people with them

We asked our clients whether we contributed to their programs in 2019, and if so, in what ways. This is the primary criterion that determines whether results are reported as Reach or as Impact. To report numbers as Impact, clients must have indicated that we contributed to their programs.

Why measure it: Working behind the scenes, we aim to contribute to the success of our clients and partners. We are one of many contributors towards a global vision. Although assessing and communicating our contribution is difficult, we strive for accurate estimates to hold ourselves accountable. Measuring CAWST's estimated contribution also enables us to gauge improvement in the quality and relevance of our services. It's the bottom line for us to determine whether, and by how much, we are helping clients deliver more effective, relevant WASH products and services.

What is it: The ways in which we contribute to clients implementing WASH programs are distinct from the ways we contribute to those who build the WASH knowledge and skills of others. Each is reported in the figures below.

Of clients who reported that we helped them with their WASH programs, 73% reported that we helped them improve the quality of their WASH programs, 40% said we helped them design their programs, and 39% said we helped them select appropriate WASH technologies.

Of clients who reported delivering capacity development services to other organizations, 73% said we helped them deliver more effective services, 62% said we helped them create more effective training services, and 50% said we helped them reach more people with their services.

How is it calculated: This year, our results are based only on what was reported through a one-time survey of CAWST's clients. In the future, we will be collecting this information online and in person in an ongoing way. We will also make better use of our current evaluations after delivering a service, and we'll use periodic studies to better understand our contribution and how we can improve. Next year, we will ask clients to which aspects of their WASH programs we contributed (e.g. water, sanitation, and/or hygiene). In particular, we are interested in contributions to quality and sustainability.

Example: Sehgal Foundation is an example of an organization that has reported serving 4,000 people in households through their biosand filter programs, and educating 20,000 people with safe water and hygiene practices. As a training partner, they have also provided training and support to 80 other organizations in India. In the last four years, Sehgal Foundation's clients have reached about 10,000 families with better quality water, and 200,000 with education on safe water.

How did CAWST contribute to these results? According to Sehgal Foundation, CAWST contributed to these results by:

- Improving the quality of WASH programs with monitoring support
- Supporting Community WASH Promoter training and demand creation, enabling Sehgal to reach more people with their services
- Creating and delivering more effective WASH capacity development services
- Supporting WASH capacity development services to reach more people and targeting different audiences

Read more about our partnership with the Sehgal Foundation in our story, India: a tale of two partners, online at caw.st/india-impact

OUR PEOPLE

We are grateful for all the people who contribute to CAWST as staff, board, volunteers, members, and donors. The people of CAWST bring diverse skills, perspectives, and experiences together to work towards a world where everyone has the opportunity to succeed because their water and sanitation needs are being met.

Board of Directors

David P. O'Brien, O.C.
Chair

Mel Belich
Audit Committee

David Ackert
Human Resources Committee

David Boone
Audit Committee

Alejandro Carvallo
Audit Committee

Shawn Cornett
Governance Committee,
Human Resources Committee

Shauna Curry
CEO

Camille Dow Baker
Co-Founder, Governance Committee

Mike Broadfoot
Human Resources Committee

Jeffrey McCaig
Audit Committee

Eric Monteith
Human Resources Committee

Greta Raymond
Governance Committee,
Human Resources Committee

Christopher Read
Audit Committee

Ora Zabloski
Governance Committee,
Human Resources Committee

Board chair and CEO are ex officio members of all Board Committees



50
people

20
languages
spoken

26
countries
worked in

To see a full list
of donors, visit:
caw.st/donors

3,563
volunteer
hours
contributed

1,043
members
(166 new in 2019)

“We got an excellent assessment with actionable recommendations of our school-based WASH programs by your WASH Advisor, Taya. Because your partner, Ethiopian Kale Heywet WET Center, works in the south while we work in the northwestern part of the country, we couldn’t get their support as much as we need, but CAWST was able to support.”

Yehalem Abebe

Partners in Education Ethiopia

“What is CAWST good at?
Facilitating cross-learning among like-minded WASH organizations.”

Joseph Magoya

Program Manager of Water
For People, Malawi



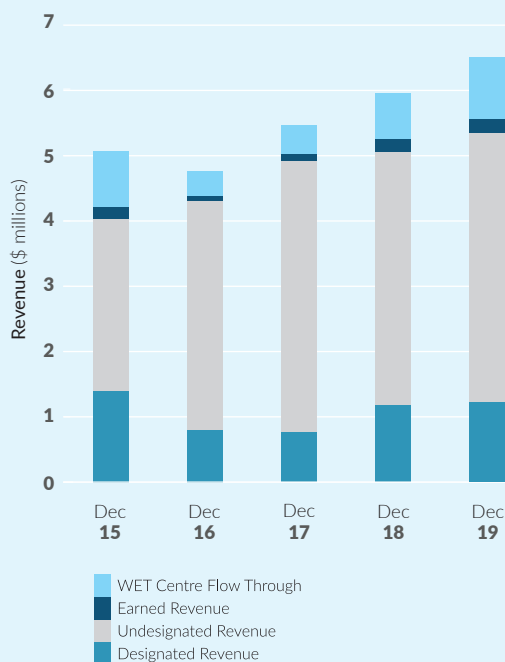
Sidiki Gana, an Emptier in Abidjan, Ivory Coast, prepares to empty a septic tank. Safe emptying and transport of fecal sludge to treatment is essential for protecting environmental and public health.

2019 FINANCIALS

Revenue

In 2019, revenue totaled \$6.5 million, marking our fourth consecutive year of growth. Undesignated funding continues to be our largest and most important source of revenue, enabling us to be responsive and serve clients who have the most pressing needs.

We increased our funding to our Water Expertise and Training (WET) Centres to \$1 million in alignment with one of our core strategies: to build the skills and knowledge within each organization, so they can deliver services independently of CAWST and exponentially increase our reach.



Expenses by Activity

We break our expenses down into three categories as required by the Canadian Revenue Agency.

1 Fundraising: Fundraising costs are those related to the efforts we make to generate revenue.

2 Management & Administration: Our administrative functions ensure our organization runs smoothly and efficiently. Costs include financial administration and stewardship, strategic planning, human resources, governance, information systems, and technologies.

3 Charitable Activities: This is the work we do that directly serves our vision and mission. We break down our charitable spending into two categories.

1 Global Service Delivery

- Virtual Services
- Consulting Services
- Water Expertise & Training (WET) Centres

2 Engage WASH Sector Leaders & Global Citizens



STATEMENT OF FINANCIAL POSITION*December 31, 2019, with comparative information for 2018*

	2019	2018
Assets		
Current Assets		
Cash and Cash Equivalents	\$ 6,885,809	\$ 1,533,266
Term Deposits	17,788,479	20,720,808
Accounts Receivable	202,597	177,169
Held Marketable Securities	2,480	-
Government Sales Tax Receivable	11,843	9,063
Prepaid Expenses	122,235	78,030
	25,013,443	22,518,336
Property and Equipment	76,966	123,875
Total Assets	\$ 25,090,409	\$ 22,642,211
Liabilities and Net Assets		
Current Liabilities		
Accounts Payable and Accrued Liabilities	\$ 259,340	\$ 275,044
Deferred Contributions	4,210,695	5,132,991
	4,470,035	5,408,035
Deferred Contributions	17,784,109	14,570,223
Deferred Capital Contributions	-	35,042
	22,254,144	20,013,300
Net Assets	2,836,265	2,628,911
Total Liabilities and Net Assets	\$ 25,090,409	\$ 22,642,211

STATEMENT OF FINANCIAL OPERATIONS*Year ended December 31, 2019, with comparative information for 2018*

	2019	2018
Revenues		
Donations	\$ 4,597,339	\$ 4,249,682
Grant Revenue	1,213,921	1,125,647
Amortization of Deferred Capital Contributions	35,042	42,050
Interest Income	471,818	308,464
Training Courses	-	1,360
Project Consulting	165,115	200,580
	6,483,235	5,927,783
Expenses		
Water Expertise and Training Centres	951,649	691,355
Salary and Benefits	3,515,355	3,239,504
Consulting	538,824	725,289
Travel	473,453	423,322
Office and Administration	364,450	380,666
Rent and Utilities	206,531	176,443
Loss on Sale of Marketable Securities	7,353	9,861
Insurance	50,229	39,410
Materials and Laboratory Supplies	7,951	9,843
Professional Fees	38,160	38,160
Training and conferences	41,841	31,728
Meals and entertainment	6,438	14,564
Unrealized Foreign Exchange loss/(gain)	3,124	(13,185)
Depreciation	70,523	79,490
	6,275,881	5,846,450
Excess of Revenues Over Expenses	\$ 207,354	\$ 81,333



A community member of Abeshege, Ethiopia demonstrates her homemade handwashing station and proper technique. This photo was taken as part of a baseline study, against which we compared results from the subsequent phase of a Self-Help Group program. After one year, we saw significant improvements in practicing healthy behaviours and sharing knowledge with others.

Back cover photo:
Community WASH Promoters for Aqua Clara Kenya's community health club program, WASHiriki, take a break from a facilitator training session in Nyamira County.

Centre for Affordable Water and Sanitation Technology
B12 – 6020 2 Street SE, Calgary, Alberta T2H 2L8 Canada
+1 403 243 3285 cawst@cawst.org cawst.org
Charitable Registration 863751616RR0001 (Canada) APEGA P-8757

