



Momentum *n.*

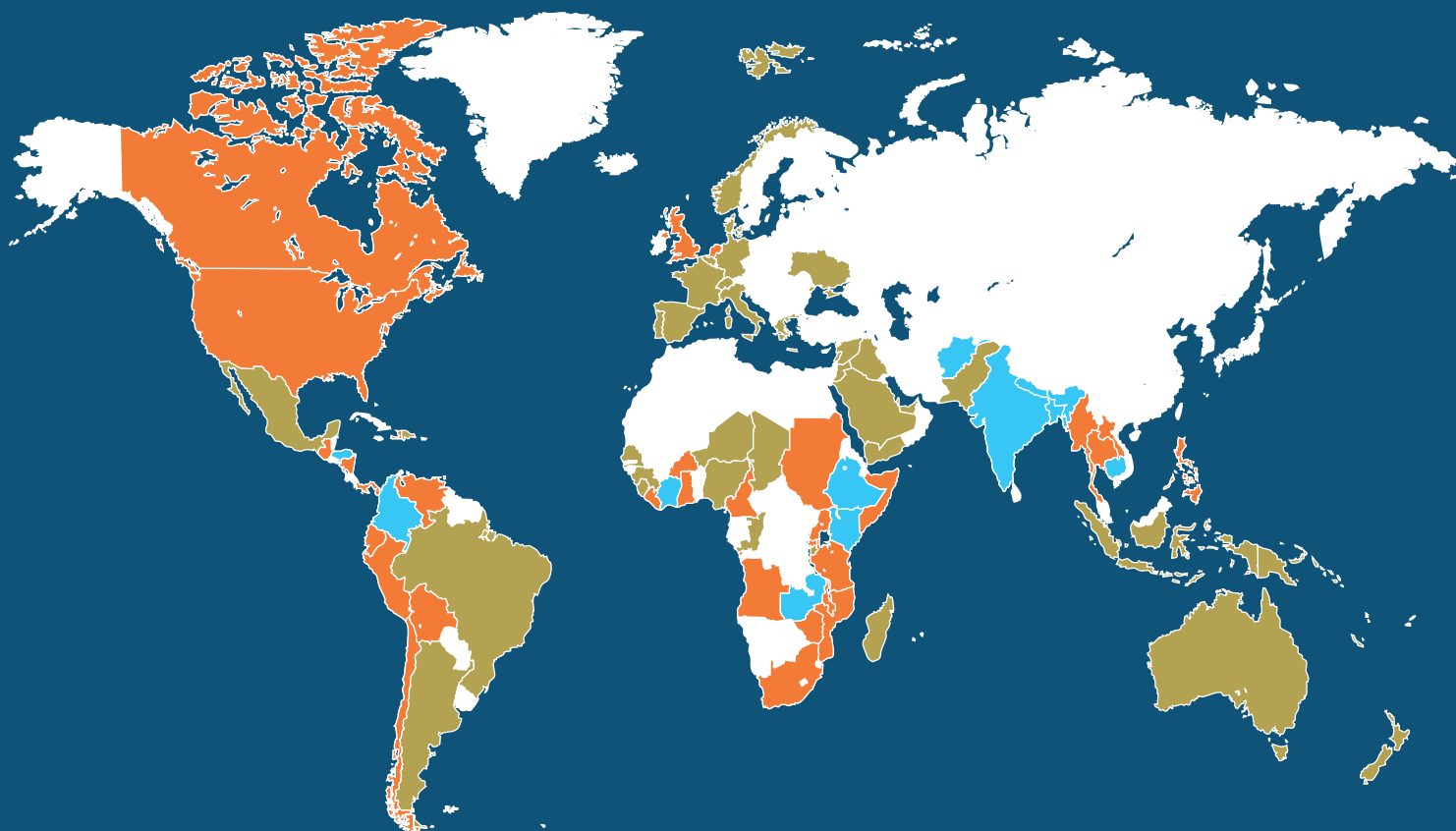
The strength or force of something already in motion, enabling it to grow stronger over time.

2020 Annual Report



2020 Highlights

Our vision: a world where people have the opportunity to succeed because their water and sanitation needs have been met.



■ Partners + Clients + Online users

■ Clients + Online users

■ Online users

Contents

2020 Highlights	IFC	Results	10
Letter from the CEO and Board Chair	2	Looking forward	16
Looking back	5	Financials	19
Community	9	Financial statements	20

About the cover: Students playing at Ekerubo Gietai Primary School in Nyamira County, Kenya. The school uses 40 biosand filters to provide safe drinking water to 650 students.

Momentum: in 2020, with an operating budget of \$6.4 million, CAWST provided training and support to over:



4,900
individuals
from over
960
organizations
in



88
countries
reaching



2.7 M
people
through their
programs and
training,
impacting



996,000
people
with better
water,
sanitation
and hygiene

Letter from the CEO and Board Chair

COVID-19 highlighted the impact of not having safe water, sanitation and hygiene. At a time when one of the first things health authorities told people to do was wash their hands, three billion people lacked basic handwashing facilities at home. And 40 per cent of healthcare facilities worldwide didn't have water and soap for basic handwashing.

Access to water for washing hands is just part of the story. One in four people worldwide don't have water that is safe to drink and 3.6 billion people don't have safely managed sanitation.

CAWST's 19 years of localizing expertise in countries around the world proved remarkably effective. Specialists were already in place to help their communities when lockdowns began and our global networks became highways of information, knowledge sharing and learning.

This year took an emotional toll on all of us and, as a CAWST team with clients and friends around the world, some days were emotionally devastating. Carrying us through these difficult and uncertain times was the passion of our staff and of our global community. The continued commitment from our supporters was tremendous.

We are proud of how much our partners, clients and staff have accomplished under extenuating circumstances. It gives us great confidence in our ability to be part of the global movement to "build back better."

We have changed and innovated and we are reaching more people in different ways than we have before. We will carry the momentum of 2020 into 2021 as we continue to support COVID response and assist people to return to a "new normal" but with better water, sanitation and hygiene.



David P. O'Brien, O.C.
Board Chairman



Shauna Curry
President & CEO





CAWST offers globally accessible online information for workshops and other initiatives. Here, two children in Kirinda, Uganda watch animated instructional videos.

“We have been so grateful to CAWST, who are supporting our inquiry into how to remove rare chemical contaminants from drinking water using household technologies. They have been both incredibly responsive and professional. Their team has been dedicated and passionate in their application to the challenges, to listening to and understanding the complex contextual realities, and to helping us find possible , practical solutions. Together, we hope to increase access to safe drinking water in Madagascar.”

Yvonne Orengo, Andrew Lees Trust, Madagascar



CUÍDESE Y CUIDE A SUS CLIENTES DURANTE EL BROTE DE COVID-19

WASHING OF HANDS

■ Lavarse las manos con agua y jabón durante al menos 20 segundos en momentos críticos

20 seg

Antes de colocarse/ después de quitarse el equipo de protección personal

Después de las tareas de vaciado

Antes y después de entrar en contacto con clientes

Antes de comer

Después de ir al baño

■ Usar alcohol en gel si no es posible lavarse las manos

■ No tocarse los ojos, la nariz ni la boca

■ Limpiar y desinfectar frecuentemente las superficies de alto contacto

■ No comer, beber ni fumar mientras se manipulan desechos humanos

GRUPO DE PROTECCIÓN PERSONAL (EPP)

Gafas o protector facial

Máscara

Overol/mameluco/mono Impermeable



Wash'Em



Looking back

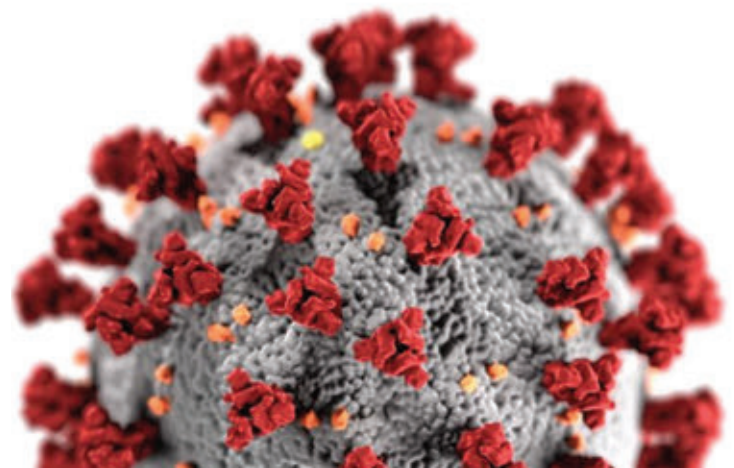
Amidst many unknowns in early 2020, CAWST accelerated our work in directions that supported the global response to the COVID-19 pandemic.

With our network, we were quick to collaborate. With our expertise, we were uniquely placed to distil and disseminate crucial information and help people make decisions in their own contexts. And through our relationships, we were able to connect people around the world and come together as a community.

Our network of partners mobilized quickly to support their communities through this uncertain time and were able to provide local expertise. The strength of our relationships and longevity of our network allowed new information to be shared rapidly between us and our partners.

Online courses and webinars were accelerated with great success. Our first online course was attended by more than 100 representatives from the Government of Nicaragua. One webinar series, in multiple languages, drew attendance from 72 different countries and more than 200 government and non-governmental organizations.

The launch of our remote consulting-support initiative helped assure continued, consistent support to clients. Organizations facing challenges in the field were now able to speak in real time with an expert advisor for free. By helping clients find answers to their most pressing questions quickly, we enabled them to continue delivering crucial services at the local level.



Effective collaboration increased our ability to effect change. Putting crisis-affected populations at the heart of its programming, Wash'Em (online app) produces evidence-based and context-specific hygiene programs. Sensing that Wash'Em might see increased uptake, recommendations and tools were developed specific to COVID response. The pandemic spurred requests through Wash'Em from hundreds of organizations for advice on hygiene programming.

From Wash'Em, we spun off a new online portal, the COVID-19 Hygiene Hub. A collaborative initiative with the London School of Hygiene and Tropical Medicine, the World Health Organization, Unicef, the World Bank and academic and operational partners across the world, it drew approximately 2,000 visitors in its first week. It quickly featured 300 projects, gathering governments, international agencies, NGOs and leading public health experts from around the world to share information and expertise to combat COVID-19.

Working closely with our partners, the University of North Carolina and the World Health Organization, to connect global actors in the water sector, we assumed a co-leadership role in the Household Water Treatment and Safe Storage Network.

“Four of our staff members attended the Citywide Sanitation Planning workshop conducted by CAWST where we were familiarized with the digital tools of online training programs. We learned techniques of conducting an online training in a more participatory and effective way. We applied our learnings in the online training programs that we conducted. During these trainings, we used the recap methods and energizers that we learned from CAWST.”

Roopa Bernardiner, Consortium for DEWATS Dissemination Society, India





Under the guidance of a local NGO, sand and cement are mixed to create a stabilized soil-pit lining in the Massaquoi community in Monrovia, Liberia.



Community

As we continue to build upon our successes, working steadily to gather momentum and bring about even bigger changes in 2021, one word stands out for CAWST: **Community.**

The CAWST community is vast. It comprises people from all around the world, speaking a multitude of languages, from all walks of life. It is our staff and board, donors and funders, our volunteers, clients and partners. People who simply share the CAWST story with others are part of our community. Our community includes anyone who in some way helps us achieve our vision.

Community. It's something that we belong to. It is something that we strive to build. As CAWST continues on its mission to act as a center of expertise, we want to bring more people together.

As one community. Where all people have the opportunity to succeed because their basic water and sanitation needs have been met.

Thank you to our community. We can't succeed without you.

CAWST

44	18	92	48	1,580	889	411
staff	languages spoken	countries worked in collectively	volunteers	volunteer hours contributed	members	donors

Thank you to our donors for your continued support!

Board Members

David Ackert

Mel Belich

David Boone

Mike Broadfoot

Alejandro Carvallo

Shawn Cornett

Shauna Curry

Camille Dow Baker

Jeff McCaig

Eric Monteith

David O'Brien

Chair

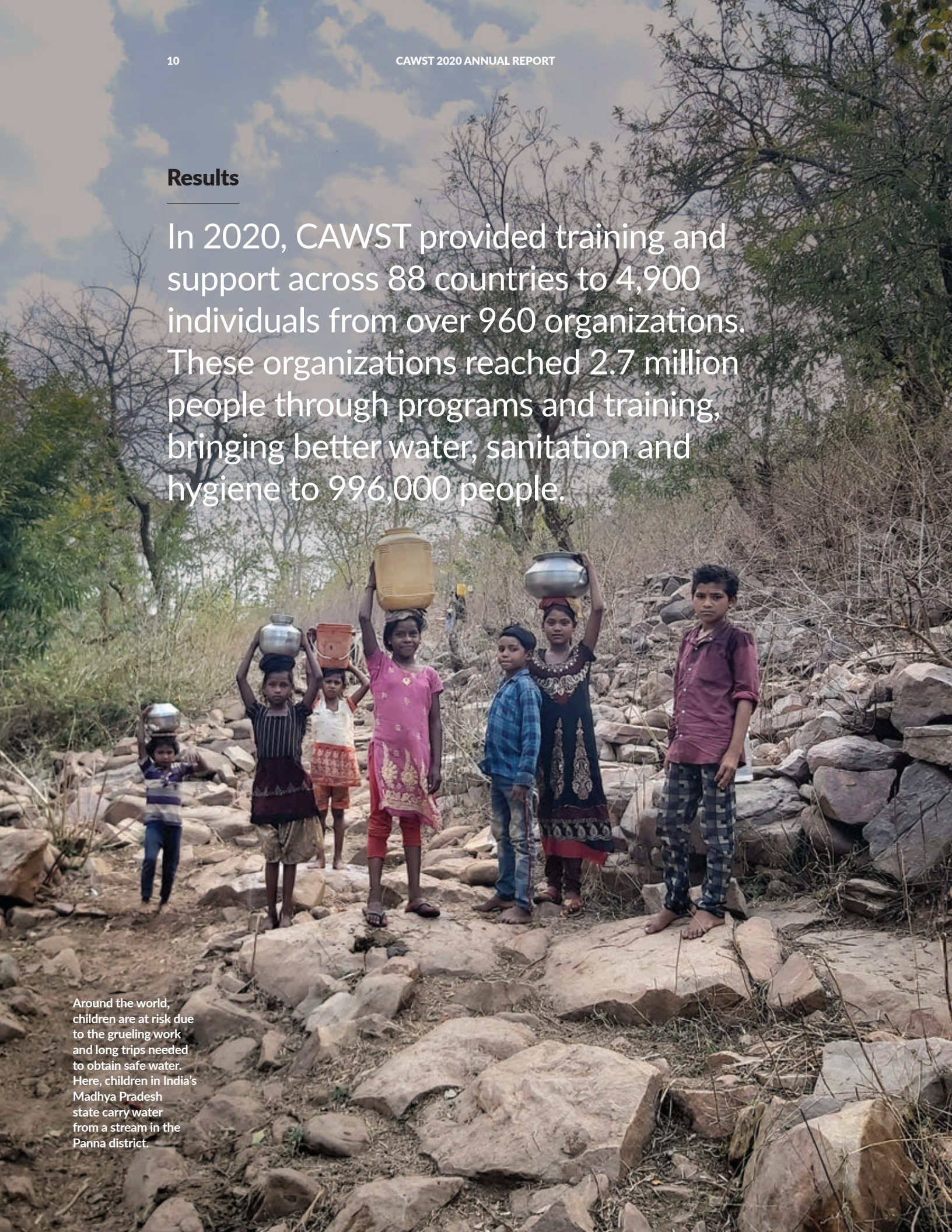
Margaret Raymond

Christopher Read

Ora Zabloski

Results

In 2020, CAWST provided training and support across 88 countries to 4,900 individuals from over 960 organizations. These organizations reached 2.7 million people through programs and training, bringing better water, sanitation and hygiene to 996,000 people.

A group of seven children are walking along a rocky, uneven path in a dry, hilly landscape. They are carrying large metal pots or jugs balanced on their heads. The children are dressed in casual clothing, including t-shirts, dresses, and trousers. The background shows sparse vegetation and a clear sky. The path is made of large, flat stones, and the surrounding area is rocky with some dry grass and small trees.

Around the world, children are at risk due to the grueling work and long trips needed to obtain safe water. Here, children in India's Madhya Pradesh state carry water from a stream in the Panna district.

Training and support

We know reaching Sustainable Development Goal 6: *Ensure access to water and sanitation for all*, requires more organizations and governments implementing high quality and contextually appropriate water, sanitation and hygiene (WASH) solutions. These solutions will need to target some of the hardest to reach people, and non-networked (non-piped) technologies will be essential.

We specialize in helping people to start, strengthen or scale-up non-networked projects by providing continuous support through our many services. People from organizations worldwide come to us to:

<ul style="list-style-type: none"> • Access training tools and educational resources through our free online library 	Over 4,400 individuals downloaded CAWST's open source training tools and resources
<ul style="list-style-type: none"> • Get online or in-person training on a variety of topics 	366 people participated in CAWST's online or in-person trainings
<ul style="list-style-type: none"> • Overcome challenges by consulting our experts 	869 people received consulting support to troubleshoot their challenges
<ul style="list-style-type: none"> • Connect with other organizations doing similar work through our online networking forums, learning exchanges and personal referrals 	2,139 people attended a CAWST webinar
<ul style="list-style-type: none"> • Develop organizational capacity and become one of CAWST's trusted training partners 	14 training partners

"CAWST is doing a great job! We appreciate the support and guidance we have received over the years in developing our WASH program. CAWST helped us with technical support, preparation of training materials and suggestions for program improvements. We are grateful for CAWST sharing information free of charge."

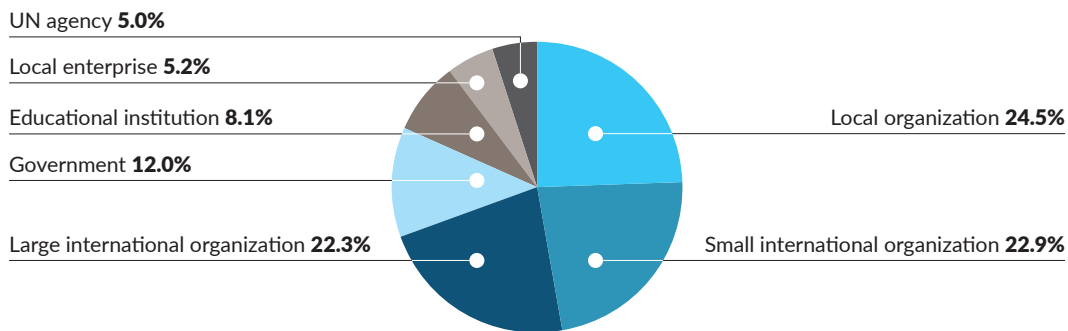
Helen Timoffee Malawi Water Project, Malawi

Our network: 4,900 individuals in 88 countries from over 960 organizations

CAWST's network is made up of diverse partners, clients, and organizations, ranging in size, focus, and geographic locations. We strive for this diverse mix while continuing to focus on local organizations that are connected to the community. These organizations are best placed to deliver and sustain effective water, sanitation and hygiene (WASH) programs.

The benefit of our network and relationships goes both ways. We learn from all of our partners, clients, and online users. Their feedback is used to improve CAWST's existing services and the creation of new ones.

Types of organization we serve



“CAWST’s network is our greatest asset. We spent 20 years building these open and collaborative relationships. When our network members download resources, access services, or simply get in touch, we connect with them to learn about their motivations and challenges, which helps us deliver better, more effective services for our future clients and partners.”

Tal Woolsey, CAWST Senior Director, Global Services



Global network comes together to fight the COVID-19 pandemic

Ashkumar Khaitu, ENPHO

At the beginning of the pandemic, we were in a state of confusion and panic. We weren't sure what to do, what not to do. That is when we began having regular meetings with the Water Expertise and Training Centre Network (WETNET)*.

First, we realized we were all sharing this same feeling of stress; so what we all got from this WETNET was moral support, and an emotional boost. We ensured everyone was staying safe, then we exchanged ideas on how we could support the public.

It was through the WETNET that we got the idea to host a radio broadcast across Nepal, that connected communities to medical experts who could answer questions, demystify the virus and encourage safe behaviours.

The WETNET provided us, and other members, the confidence, comradery, and support to respond to the pandemic, and continue running impactful WASH programs.

*The WETNET brings together CAWST's long-term partners from around the world. It is led by a committee of partners from Nepal, Zambia and Honduras and supported by CAWST.

2.7 million people reached by our network

CAWST measures the number of people reached through water, sanitation and/or hygiene programs or training, delivered by organizations who accessed CAWST services. This is one of the ways we track progress toward our goal of wide scale transformation. More people with more exposure, awareness, knowledge and skills will ultimately lead to better WASH in homes, schools and health care facilities.

Increasing knowledge and changing attitudes in Bangladesh

Makfie Farah, Knowledge Management Specialist at International Training Network - Bangladesh University of Engineering and Technology (ITN - BUET)

The entirety of Bangladesh, apart from parts of Dhaka, is dependent on onsite sanitation systems. Sewerage is not even an option in the long run for most of the secondary towns; because of this, they are dependent on fecal sludge management (FSM). Over 166 million people in Bangladesh rely on these onsite systems working properly to ensure the safe management of fecal waste.

We realized that at the city level, those responsible for implementing sanitation projects have little knowledge about fecal sludge management. Engineers in municipalities have so many other priorities, and often FSM comes last. We needed to organize an interactive training to help them realize how important sanitation is, and support them to take action to improve it. We collaborated with CAWST and the Department of Public Health Engineering (DPHE) to develop this interactive training module.

As a result of the training, an attitude shift has occurred and recognition of the necessity to do something to manage fecal sludge to protect public health and save the environment has become clearer. Thanks to the skills gained through the training, we have heard a lot of great stories of change. In one city, the officials who participated in the training were able to negotiate with the municipal authority and DPHE to support investments in emptying, transportation and treatment technologies that better suit their local context for improved FSM service. As a result of this change in perspective, FSM has become one of 'topmost priorities' for the municipality.



996,000 people with better water, sanitation and hygiene

We are driven by 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. We know that safe water, sanitation and hygiene changes everything. Kids can go to school regularly, parents can become more steady providers and it significantly increases the chance that babies will live past age five.

WASH projects can be complex and require planning, funding, technology, training, awareness building, marketing, monitoring and more. CAWST supports any and all stages of this journey. When the work of our clients and partners finally culminates in safe water, sanitation and hygiene for someone, we feel honored to have contributed.

Through our partners and clients, we contributed to:

615,000 people in households with better WASH

381,000 people in health centres and schools with better WASH

Returning home to change people's lives

Sylvia Namukasa
founder of KYEMPAPU, Uganda



Sylvia Namukasa founded KYEMPAPU, Uganda, 10 years ago, in 2010. After completing a degree in Environmental Management she decided to return to the community where she was born to share the lessons and practices she had learned in school. This is her story.

“To my parents, it was so confusing. Most girls my age were moving from the village to the city. I was leaving the city to go to the village. But I knew that I could help make people in my community happy by supporting improvements in environmental sanitation.

In 2018, I met Parviz from CAWST and he invited my team on a visit to a nearby project constructing Biosand Filters (BSF). We realized that this filter's ability to treat large volumes of water, and the ease of use, would make this filter popular in the community. We were excited to use it to support access to safe drinking water, and would reduce the number of plastic bottles being used and discarded in our communities.

Over the years, we have exchanged emails, shared resources, and talked about how to incorporate BSFs into our existing services. Parviz did two trainings for KYEMPAPU's staff and volunteers. Finally in 2020, with the support from CAWST's Seed Grant program, we were able to purchase molds and materials to set up our own production unit. By the end of 2020, we had distributed BSFs to 20 households, two local religious institutions, and local schools, allowing us to reach hundreds of people locally with safe drinking water. We aspire to expand our filter production to include sanitation and hygiene projects.

Our project won't end until we have reached everyone. Our dream is everyone in the community having safe water and sanitation.”

Looking forward

In 2021, as we build on our successes of the past year, we want to set ourselves up to make an even greater difference going forward.

Quadrupling the rate of progress

The World Health Organization and Unicef's 2021 Joint Monitoring Progress report cites the need to quadruple the rate of progress to achieve Sustainable Development Goal (SDG) 6, universal access to safe drinking water, by 2030.

A key mechanism to accelerate the rate of progress is to build human capacity at scale as recognized by the first target under SDG 6.

It is clear that for universal access to safely managed water and sanitation, our world needs more people with the capability to deliver more water, sanitation and hygiene services more effectively.

“The lack of institutional, organizational and individual capacity at the national and local level is a more serious constraint on the water sector than lack of finance.”

International Development Committee, 2007 “Sanitation and Water Sixth Report of Session 2006–07 Volume I.” London, UK

CAWST is uniquely positioned to contribute to the acceleration of progress based on our ability to deliver high-quality, professional capacity-development services. Our strong rapport with frontline WASH practitioners and commitment to critical technical standards are keys to supporting and adapting successful WASH programs in thousands of different local contexts.



Improving worldwide access to safe water and hygiene is a major priority. In Nepal, Sunita Balami washes her hands near a latrine outside her home.

Our work for 2021

As 2021 unfolds, we will leverage our learning from the pandemic response to increase our reach and impact. We will continue to support our network through innovative resources and services, and bring more people into our global community.

Expand and utilize our network to build momentum toward universal access to safely managed water and sanitation

- Connect with and learn from our existing network about how we can support them and others to reach more people, more effectively
- Work with our fourteen training partners to increase their ability to provide training and support to organizations within their countries and regions
- Explore opportunities to collaborate with other organizations to consolidate information, reduce costs, and create economies of scale in capacity development
- Expand our network to over 5,000 individuals accessing our materials and services in over 90 countries

Reach more people with training and resources

- Provide 30 workshops and 30 learning exchanges to reach 700 people and help our training partners reach their goals to train over 3,000 people
- Continue to innovate to make our tools and resources more accessible and available for frontline workers
- Develop online micro-learning resources on drinking-water quality testing, behaviour change, water treatment and sanitation with the USA's Bureau for Humanitarian Assistance
- Launch an online learning platform in a joint venture with Water Mission: Our first introductory course on solar-powered water systems
- Identify how best to disseminate our partners' learning in Ethiopia, Kenya and Zambia on community-level WASH champions as a key catalyst for the localization of capacity development

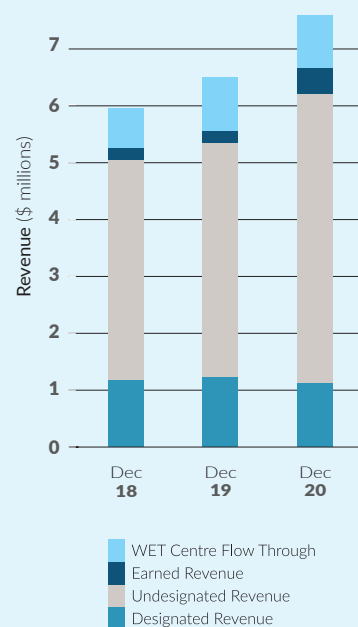
Grow our consulting support for greater impact

- Help 3,000 people in organizations to start, grow and strengthen their programs
- Toward the end of 2021, resume client visits, where safe to do so, to learn more about their barriers and how we can best help
- Integrate our online and in-person services to provide appropriate, relevant and timely responses to client inquiries and needs

Financials

Revenue

In 2020, revenue totaled \$6.6 million, marking our fifth 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.



Expenses by activity

We break our expenses down into three categories as required by the Canada 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.

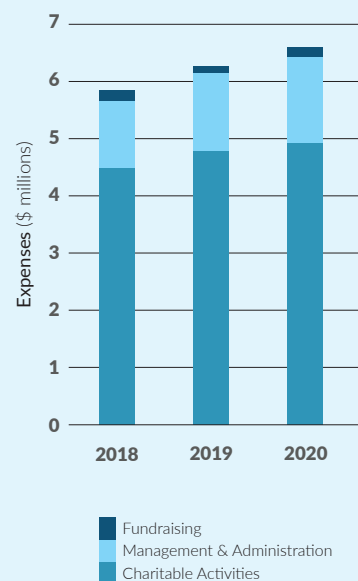
3 Charitable activities

This is the work we do that directly serves our vision and mission. Charitable spending includes two categories:

1 Global service delivery

- Resources and training
- Consulting
- Training partners

2 Engage WASH sector leaders & global citizens



Statement of financial position

December 31, 2020, with comparative information for 2019			
	2020		2019
Assets			
Current assets			
Cash and cash equivalents	\$ 2,873,782	\$	6,885,809
Term deposits	19,212,027		17,788,479
Accounts receivable	519,111		202,597
Held marketable securities	-		2,480
Government sales tax receivable	14,537		11,843
Prepaid expenses	197,822		122,235
	22,817,279		25,013,443
Property and equipment	66,642		76,966
Investments	5,994,421		-
Total assets	\$ 28,878,342	\$	25,090,409
Liabilities and net assets			
Current liabilities			
Accounts payable and accrued liabilities	\$ 491,682	\$	259,340
Deferred contributions	6,177,628		4,210,695
	6,669,310		4,470,035
Deferred contributions	19,115,007		17,784,109
	25,784,317		22,254,144
Net assets	3,094,025		2,836,265
Total liabilities and net assets	\$ 28,878,342	\$	25,090,409

Statement of financial operations

<i>Year ended December 31, 2020, with comparative information for 2019</i>	2020		2019
Revenues			
Donations	\$ 4,018,173	\$	4,597,339
Government assistance	1,399,429		-
Grant revenue	671,487		1,213,921
Interest and dividend income	453,026		471,818
Amortization of deferred capital contributions	-		35,042
Project consulting	102,521		165,115
Other	-		-
Total revenue	6,644,636		6,483,235
Expenses			
People	\$ 4,706,824	\$	4,140,618
WET Centre flow-through	920,742		951,649
Office and Admin	630,797		621,210
Travel	112,894		473,453
Other	35,118		88,951
Total expenses	6,406,375		6,275,881
Excess of revenues over expenses before other items	238,261		207,354
Change in unrealized gain on investments	209,151		-
Loss on sale of marketable securities	(177,637)		-
Foreign exchange loss	(12,015)		--
Excess of revenues over expenses	\$ 257,760	\$	207,354



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

    @CAWST

