



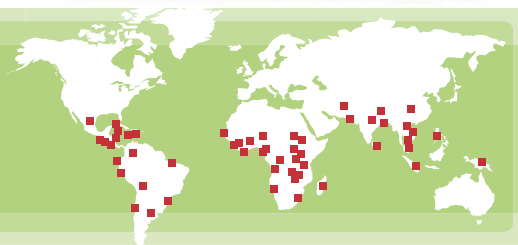
**Water, water, everywhere  
What if it's not clean?  
Well that's not fair  
Water needs to be balanced out  
That's what this poem is all about  
Let's share our water with everyone  
Because if we share then the job is done  
People need water to live  
All we got to do is give  
Everyone needs water to be  
As healthy as a person should be**

**By Liesa, Age 9**

## **2008 Annual Report**



Centre for Affordable  
Water and Sanitation Technology



## Highlights

	JUNE 1, 2008	JUNE 1, 2007	JUNE 1, 2006	DETAILS
People Impacted by CAWST Clients	1,625,000	1,125,000	985,000	People with improved water
Families using Household Water Treatment	270,500	187,000	164,100	Families served by CAWST's network
Client Countries	53	49	43	Geographic reach of past and current clients
Individuals Trained	3,525	2,443	1,204	Cumulative individuals trained by CAWST
Client Organizations	256	371	306	Organizations using CAWST's services
Implementing Organizations	135	172	92	Organizations implementing water and sanitation programs
Community-based Organizations	1,110	1,102	602	Local organizations working directly with implementers
Funds Expended	\$4,952,000	\$3,385,000	\$2,110,000	Cumulative funds expended by CAWST since 2001
				* Please see notes in the Key Performance Indicators section

## Vision & Mission

*Our Vision is a world where people have the opportunity to succeed because their basic water and sanitation needs have been met.*

*Our Mission is to provide technical training, consulting, and to act as a centre of expertise in water and sanitation for the poor.*

## Table of Contents

Message From the Chair and President & CEO .....	1
CAWST & Sustainable Development .....	3
Strategies .....	7
What Makes CAWST Different .....	10
Clients .....	11
Stories from the Network .....	13
Results: Key Performance Indicators .....	25
Plans 2008-09 .....	28
People .....	33
Thank You .....	35
Financials .....	36
Donors .....	37

# Message from...

## ...the Chair

This Annual Report records CAWST's progress and lays out our short and medium term plans, with an emphasis on the deepening of our client base and programs. Over the last seven years we have achieved significant growth, both in terms of our ability to deliver meaningful results and in CAWST's internal effectiveness. These accomplishments would not have been possible without two essential ingredients. First, a strong and growing donor base, investing both financially and with services and materials. We are very grateful for both. Second, CAWST has very able, dedicated and hardworking staff who often work under very difficult conditions in remote areas. The Board is very appreciative of their efforts.

CAWST faces a number of challenges in realizing our dreams and aspirations. The immediate one is successful implementation of our strategy and plans. CAWST and the environment in which it operates are becoming more complex and diverse. Our geographic reach is worldwide. We believe that we have the staff, internal processes and necessary governance practices to be able to successfully implement our strategy and achieve our goals. Our ultimate success will be driven by our ability to influence and support others, often indirectly and through extensive networking.

The second challenge is funding. Financial sustainability is an elusive goal for most NGOs. CAWST is no exception. Our activities, programs and scope are limited by the need to manage the financial aspects of CAWST on a prudent and long term basis. Intensified fundraising efforts offer promise, but we must deliver on that promise.

There is an immense need for our services - an estimated 1.1 billion people without adequate access to clean water. This drives CAWST, and we hope that you will continue to share this drive with us and our journey toward a safer, more equitable world.



Chris Read  
Chair, Board of Directors

## ...the President & CEO

Thank you all for your support in bringing safer water and sanitation to the poor internationally. With your help, our clients have been able to help 1,625,000 people get cleaner water. Your kindness is much appreciated.

We progressed well on many fronts over the last year. Our partnerships and collaborations with universities and other non-governmental organizations working internationally have grown. Our client relationships are widening and deepening. We are introducing new training programs. We are moving forward with initiatives to leverage our training programs through Water Expertise and Training Centres in potentially six countries. And, as an organization, we are transitioning from start-up mode to a longer term operational mode, developing a more programmatic approach to our activities and processes.

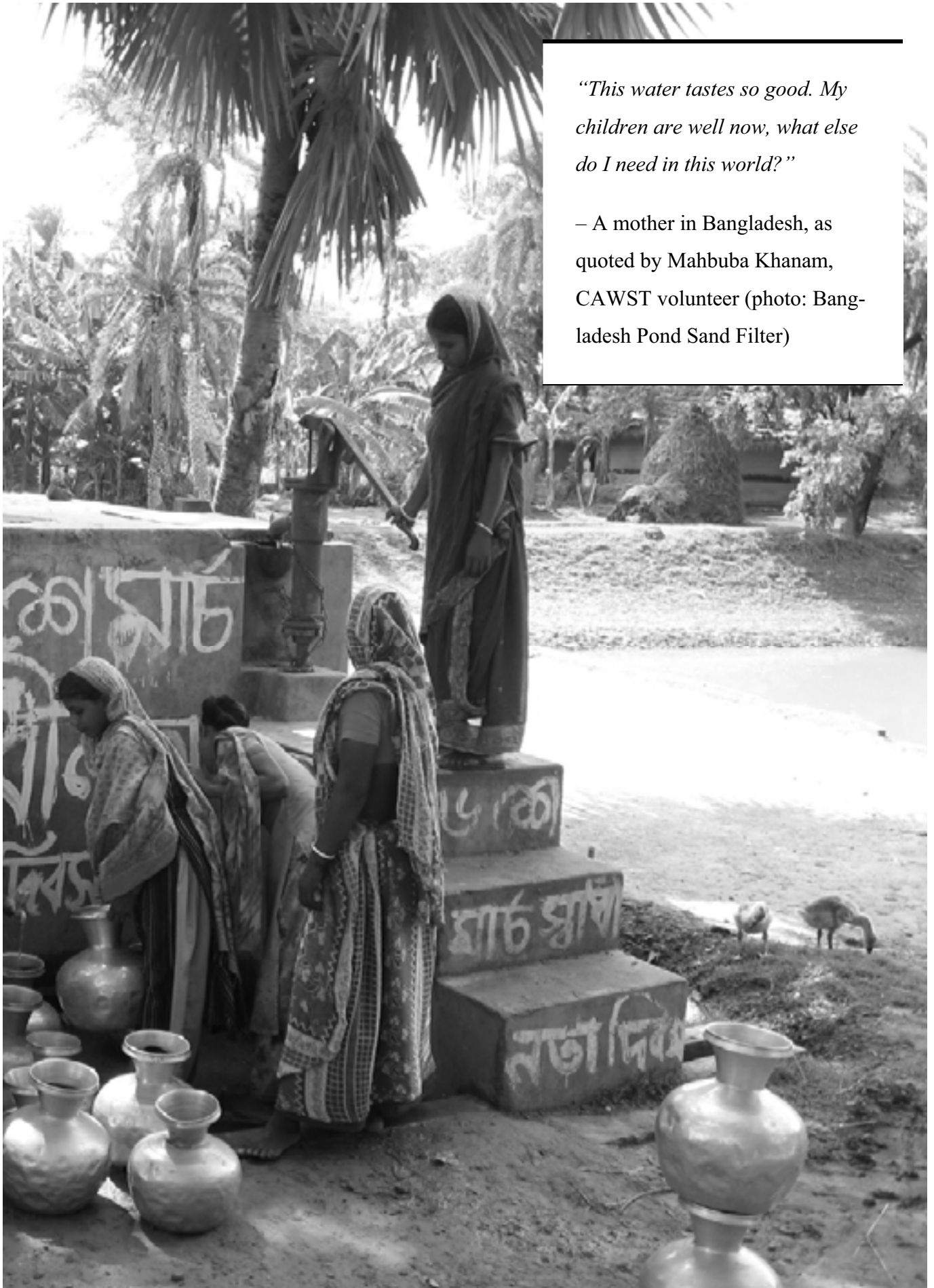
We have done this while managing to hold steady our financial reserves. As we look to the immediate future, however, we plan to keep the organizational size stable at 20 to 25 paid staff. This will enable us to better understand the effectiveness, sustainability and replicability of our actions.

We are well positioned to face the future. Our staff and board remain committed and dedicated to the organization. Our staff often go well beyond the call of duty in their service to CAWST. Our board members provide exemplary leadership and support. In these respects, we are among the most fortunate of organizations.

Thanks again for helping to bring more equity to the world. In the words of John F. Kennedy, "*Genuine peace must be the product of many nations, the sum of many acts. It must be dynamic, not static, changing to meet the challenge of each new generation. For peace is a process - a way of solving problems.*"



Camille Dow Baker  
President & CEO



*“This water tastes so good. My children are well now, what else do I need in this world?”*

– A mother in Bangladesh, as quoted by Mahbuba Khanam, CAWST volunteer (photo: Bangladesh Pond Sand Filter)

# CAWST & Sustainable Development

Many of us help the poor because we believe it is the right thing to do. But, in Jeffrey Sachs' latest book, 'Common Wealth', he also demonstrates scientifically why helping the poor is good for the planet and good for all human beings. He emphasizes that for us to succeed as humankind, we must extend the hands of global cooperation to assist those among us who are the poorest and most vulnerable: *"The defining challenge of the twenty first century will be to face the reality that humanity shares a common fate on a crowded planet. That common fate will require new forms of global cooperation."*

The services CAWST provides are fundamental to initiating and sustaining better lives for the poorest worldwide because they:

- Address the needs of the poor for basic water and sanitation, enabling them to break the cycle of poverty;
- Help to build capability locally among individuals and institutions so that they are better able to meet their own needs; and
- Directly address the specific gaps in water and sanitation services learned from decades of experience by key players such as the World Bank.

In summary, CAWST's services are vital to kick starting the process of poverty reduction globally.

## Meeting the needs of the poor

The poor need basic water and sanitation. The case for more international effort in meeting those needs is clear:

- Better water and sanitation leads to better public health, education and livelihoods;
- Improved water and sanitation is a proven solution to these issues, as is evident from the history of the developed world;
- The water and sanitation crisis facing almost half of the world population is worse than actually measured;

- Water and sanitation is a good investment, yielding economic returns as much as 30 times the original investment;
- The public sector is the core provider of these basic services the world over; and
- Global public investment in water and sanitation is currently insufficient to meet the Millennium Development Goals (MDGs), the targets defined for poverty reduction by the United Nations.

## Helping people to meet their own needs

The United Nations Development Program (UNDP) states that the ultimate objective of international development should be building the capability of the local population to meet their own needs. And to do this we must first engender local leadership to solve local issues.

Determining how best to help those most in need globally has been an evolving process over time. The UNDP indicates that the approach to international development has changed over the years, from technical assistance and direct implementation in the 1960s to technical cooperation and building commitment and political will in the 1970s, and now, to 'capacity building' (developing the capability of the local population to meet their own needs) and engendering 'ownership' (responsibility for the problem and the solution).

CAWST's services are not only designed to engender ownership and to build capacity, but CAWST's approach is aligned with the 10 principles outlined by the UNDP on "Inspiring Ownership and Transfiguring Leadership."

# CAWST & Sustainable Development

UNDP Principles on “Inspiring Ownership and Transfiguring Leadership”	CAWST...
Don't rush. Capacity development is long term.	Provides continuous services, helping clients overcome barriers as they encounter them.
Respect the value system and foster self esteem. There are many ways of achieving the same target.	<p>Delivers services through a client network better able than CAWST to understand and respect local systems.</p> <p>Practices participatory education and learning techniques.</p> <p>Values inclusive and collaborative processes.</p> <p>Recognizes and respects differences in religious and cultural practices.</p>
Scan locally and globally; reinvent locally. Knowledge cannot be transferred. It needs to be acquired.	<p>Provides open content education programs that are readily modified to suit the local context.</p> <p>Keeps its clients and partners regularly informed about the latest developments in applicable technologies and solutions.</p>
Challenge mindsets and power differentials. Capacity development is not power neutral.	<p>Actively engages in relevant international forums such as the World Health Organization (WHO) Network to Promote Household Water Treatment, Water Engineering Development Centre (WEDC) conferences and World Water Forums.</p> <p>Makes CAWST's strategies, plans, activities, lessons learned, outcomes and challenges openly available.</p> <p>Publishes learnings and recommendations in public journals.</p>
Stay engaged under difficult circumstances; the weaker the capacity, the greater the need.	Delivers training in 34 of the poorest and conflict laden countries on earth...Haiti, Sudan, Nepal.
Integrate external inputs into national priorities and processes.	Works with many national government agencies including the governments of Lao PDR, Sri Lanka and Cambodia.

UNDP Principles on “Inspiring Ownership and Transfiguring Leadership”	CAWST...
<p>Think and act in terms of sustainable capacity outcomes. The ultimate objective of all international development is developing the capability of the people to meet their own needs.</p>	<p>Judges its success by its effect on catalyzing independent local action, including the number of: people with better water as a result of clients’ efforts; local organizations implementing water and sanitation programs; local organizations using CAWST training materials to train others; and community organizations working with our clients.</p> <p>Aims to replace itself as quickly as possible. We work in collaboration with local organizations to develop local Water Expertise and Training Centres that can provide the same services that CAWST provides.</p>
<p>Create a culture of professionalism and meritocracy. Greater use of short term advisors, coaches and volunteers is encouraged.</p>	<p>Acts as a short term advisor or coach to clients.</p> <p>Motivates and catalyzes others into action strictly through the provision of professional services, training and networking by high-skill advisors and volunteers.</p>
<p>Build on existing capacities rather than create new ones. Resuscitate and strengthen national institutions.</p>	<p>Does not seek to create new local organizations, but enhances the capabilities of existing NGOs and government agencies to take action.</p>
<p>Remain accountable to the ultimate beneficiaries.</p>	<p>Measures its success by the number of people who ultimately have better water as a result of CAWST’s clients’ efforts.</p> <p>Maintains accountability to the ultimate beneficiaries through its client network.</p>

*“Building capacity in the form of Centres of Expertise is the direction that aid should move in. CAWST’s leadership in this field in partnership with local NGOs can be used to convince other agencies, organizations and programs to follow.”*

– Kevin Lee, A Single Drop for Safe Water, Philippines

# CAWST & Sustainable Development

## Addressing gaps in service required for sustainable delivery of water and sanitation

The World Bank is the largest external financier in the water sector, with a portfolio of US\$20 billion in water-

related projects under implementation in more than 100 countries. CAWST responds to the key lessons that they have reported in the following way:

Lessons Learned: World Bank Report 2004 Water and Sanitation for Poverty Alleviation	CAWST ...
There is a need for supportive and sustainable institutions and sound policies to provide the platform for better water and sanitation provision.	Provides services that support the development and activities of such local institutions.
Ensure that water and sanitation service providers are accountable downward to users rather than exclusively upwards to government.	Provides training programs which are directed to users and community service providers so that these organizations are better informed and better able to work together.
Poor people require targeted interventions.	Focuses on specific solutions that are affordable and acceptable to the poor.
Communities are willing to pay when offered a choice in service level, a voice in delivery design and financing mechanisms.	Provides education so that individuals and communities can understand the relative merits of the technical options that suit their circumstances.
Sanitation and hygiene are critical components, and need to be integrated.	Freely distributes training programs for community health promoters so that they can provide education and promote the need for hygiene and sanitation in their communities.
Communities, NGOs and the private sector play an increasingly important role in delivering services.	Aims to improve the capability of communities, NGOs and governments to deliver water and sanitation services.
Expanding and sustaining services requires clear financial policies. Government subsidies may be required, but public funding should be targeted to specific improvements in service.	Provides subsidised professional services so that they are accessible to those most in need.
Better water resource management and environmental protection are essential for ensuring sustainable access.	Provides training programs on sanitation and waste water handling so that people can better protect their water resources.



# Strategies

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*“High impact non-profits act as catalytic agents of change...employing a strategy of leverage, using government, business, the public and other non-profits as forces for good, helping them deliver even greater social change than they could deliver themselves.”*

– Crutchfield and McLeod-Grant, *Forces for Good, The Six Practices of High Impact Non-Profits*

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CAWST’s basic strategies are:

- Make knowledge about water common knowledge;
- Build the capacity of NGOs and developing country government agencies;
- Focus on household water treatment;
- Lead with the training; and
- Help clients identify and overcome barriers to implementation.

Over the years, we have refined and deepened these strategies, training 3,525 individuals in 34 countries and working with organizations in 53 countries to implement household water treatment programs. As a result, there has been a steady progression in the number and scale of programs implemented by clients.

In the last year, CAWST focused on helping our existing clients to scale up their programs; helping them to find funding; facilitating the exchange of information among implementers within their country or region; and assisting in removing technical barriers.

We also continued to reach out to numerous new organizations and types of organizations, to stimulate interest in implementing household water treatment programs for the poor. Much of our training was in very poor places such as the camps for internally displaced people in Uganda and Sudan. Moreover, we made it as easy as possible for organizations to access our services by delivering training where needed, conducting short workshops so that organizations could justify the time invested, and subsidizing the training. During 2007 and the first half of 2008, we delivered 63 workshops in 25 countries directed at new clients



# Strategies

and conducted 10 seminars to introduce household water treatment to select NGOs or government agencies at the country level.

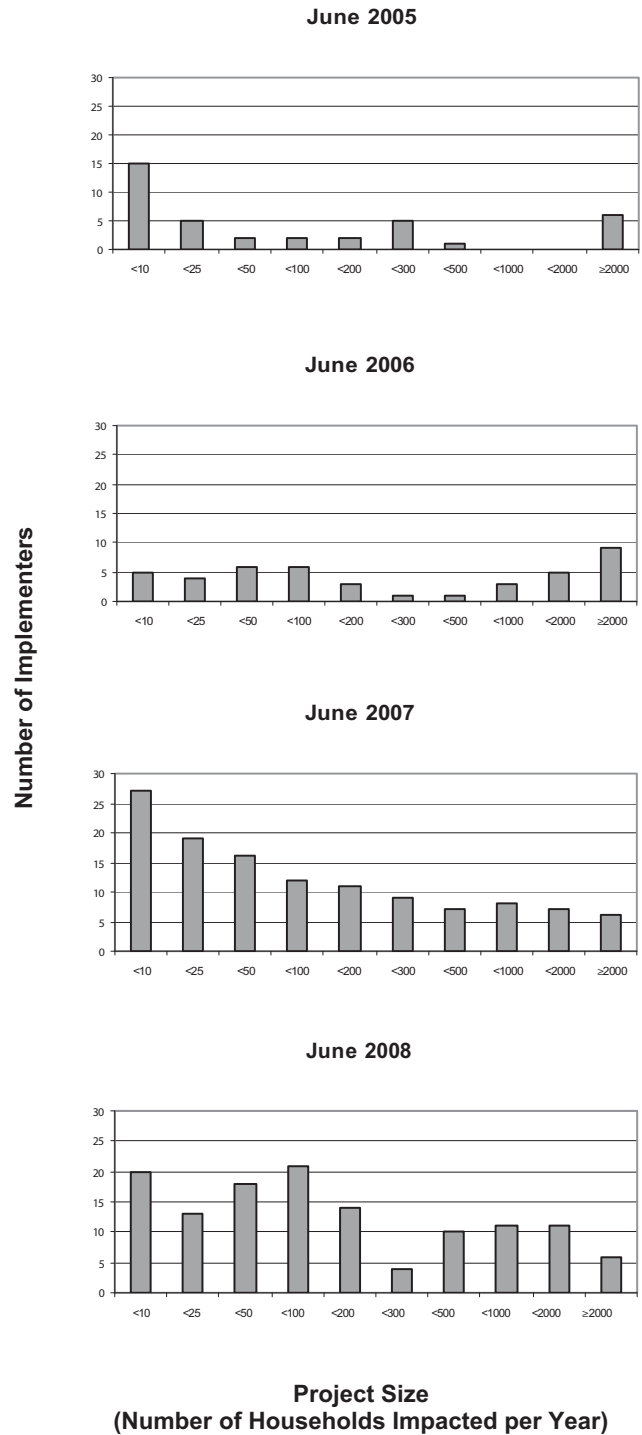
In addition, as our clients have progressed and expanded their programs, and as they entered into other areas of water and sanitation services, we have supported them by developing and delivering six new courses:

- Community Health Promotion
- Project Planning
- Monitoring and Evaluation
- Water Quality Testing
- Household Rainwater Harvesting
- Low-cost Sanitation

CAWST also recently embarked on a new program to establish Water Expertise and Training Centres (WET-Centres) in India, Nepal, Zambia, Haiti, Honduras and the Philippines, in partnership with established, local organizations. This three-year program will build the capability of these existing organizations to provide similar training and consulting services as CAWST. Consequently it will enable more people to access the services that we offer on a more sustainable and cost effective basis, and it will build local expertise.

On the technology side, CAWST is not a technology developer, nor are we a research organization. We are, however, focused on technology transfer and on application of research. In this regard, based on the results of recent field evaluations and lab research, we recommended certain changes to the biosand filter sand quality control. We also promoted research and collaboration on the biosand filter with several universities and spearheaded the initiation of the technology verification of the Kanchan Arsenic Filter in Bangladesh and Cambodia. We also interfaced globally to share our learnings, delivering 25 international presentations during 2007 and the first half of 2008 and contributing to nine publications in the last three years.

## Global Progression in Implementation: 2005 - 2008, Escalation in Number of Client Projects and Scale



Closer to home, we expanded our activities aimed at engaging the support of the Canadian public, especially Canadian youth, in addressing global water issues. In November of 2007, CAWST hosted two Youth Summits, one in Calgary and another in Fort McMurray, Canada, with 19 youth teams designing and implementing their own community-based water projects. Between January 2007 and June 2008, CAWST's staff and volunteer Speakers Bureau connected with over 12,500 people at more than 100 community-based events, presentations and displays. We also spearheaded a "Help Us Make Waves" campaign that resulted in exposure for the cause on television, radio and print, and many Albertans actively raising financial and other support for global water initiatives.

CAWST's fund development strategy focused primarily on encouraging investment by individuals and corporations in Calgary. Over the last year, we also initiated systems and processes aimed at expanding CAWST's individual and institutional donor base.

## The Next Steps

During the coming months, we will stay the course, and continue to leverage our activities by:

- Focusing more effort on marketing and communicating our in-country training to developing country governments, large international NGOs and inter-governmental organizations such as UNICEF;
- Pursuing rigorously the WET-Centre development program; and
- Evaluating the delivery of our course offerings via e-learning.

Given the strategies outlined here, and assuming CAWST can maintain a staff size of 20 to 25 people, CAWST's client network is expected to impact an estimated 15 million people with improved water by 2015. This estimate is significantly lower than the 24 million people projected initially last year. Both estimates, however, are based on very early data. Future strategies will be formulated to increase the projected impact to the furthest extent possible.



*Workshop participants in Bangladesh play the 'Three Pile Sorting Game' on hygiene and sanitation practices during a CAWST workshop*

# What Makes CAWST Different

CAWST is a non-profit engineering consultancy, perhaps the first international organization of this kind. In many ways, operating CAWST is challenging and complex, but it is also rewarding.

It is challenging, strategically and operationally because:

- We are driven to serve our clients so they can be independent of the need for our services as quickly as possible. In addition to consulting, CAWST trains and distributes open content training programs, to minimize the one-on-one consulting required to the furthest extent possible.
- Clients do not understand the value of our services, so we need to continuously reinforce and demonstrate this value.
- CAWST's success hinges on the success of our clients and their projects, which we cannot control. The only influence CAWST has is as a catalyst and provider of quality engineering services.
- The timeframe between the inputs and outcomes of our activities can be long, depending on the client capability and resources.
- We have to be very clear about what our strategies are and why so that we can sell our strategies and plans to funders.
- We need strong relationships with myriad stakeholders: clients, partners, volunteers, donors and members.
- The financial accounting is complex, with numerous small projects and donors, and often multiple donors per project.

On the other hand, building a non profit engineering consultancy is hugely rewarding.

**It has impact:** By providing services through a network of government, NGO and community based organizations, we are able to impact significant numbers of people, with very little financial outlay.

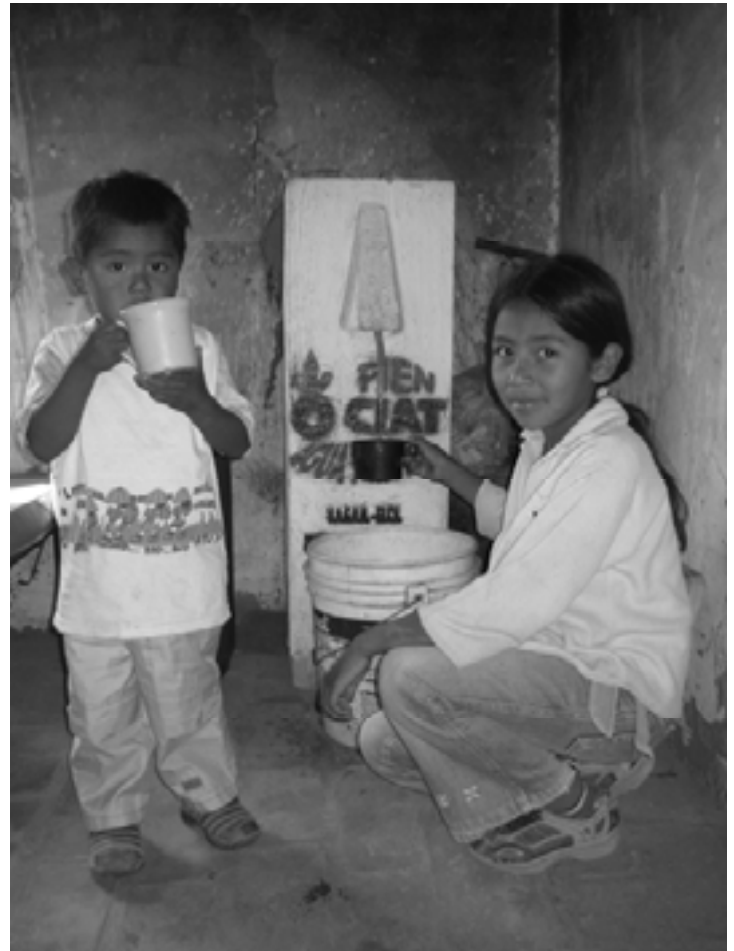
**It is sustainable:** Staff want to be a part of the solution. They say, *“I am privileged to be here”* and *“I feel like I'm using my skills in a way that is helping to make a difference.”*

Our clients appreciate our services. They say things like, *“Without your support, we could not do what we do”* and *“The filters have made a significant change in the lives of the householders.”*

Our donors are happy with the way we invest their money. They say, *“An investment in CAWST provides bang for the buck and a high social return.”*

Our volunteers enjoy lending their skills. They say, *“This is the best unpaid job I have ever had.”*

**It is replicable:** This business model is being adapted for use in India, the Philippines, Nepal, Zambia, Honduras and Haiti through CAWST's WET-Centre program.



*Taking a sip from a biosand filter in Bolivia*

# Clients

*“CAWST continues to lead the way for so many of us. They’re progressive, think out of the box and are not afraid of change. Thank for all your support, guidance and advice!”*

– Mikael Swirp, Pure Water for the World, Honduras

CAWST defines an active client as an individual or organization that, in the past year, has:

- Planned or implemented a project as a result of CAWST’s training;
- Requested technical support and advice from CAWST for project implementation; or
- Used CAWST’s training materials to train others.

Active clients can be divided into four segments according to their origin, expanse of operations, the types of services they request from CAWST, their capacity to mobilize resources for project implementation, and their depth of engagement with local communities. These are:

**Indigenous Organizations:** includes NGOs, entrepreneurs, educational institutions and community groups that are initiated in-country and operated by local people.

**Developing Country Governments:** generally local Ministries of Health or Ministries of Rural Development.

**Small International Organizations:** includes NGOs, entrepreneurs, educational institutions and community groups initiated and funded by people from developed countries. These organizations may or may not be based in-country.

**Large Multinational Organizations:** includes NGOs, faith-based groups and inter-governmental agencies with permanent operations based in several or more developing countries (e.g. Red Cross). Project decision-making is often managed locally.

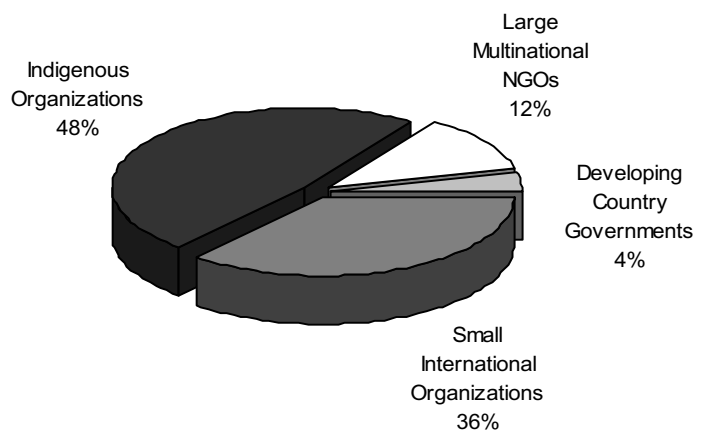
Previously, CAWST divided its active client base into five segments. This year two of the groups, both sharing

similar characteristics, were combined into the “Small International Organizations” category.

During the last year, more services were directed to multinational organizations in Southeast Asia and Africa as they became more receptive to inclusion of household water treatment as part of their water and sanitation programs.

In the coming year, given their initial expressions of interest, more effort would be spent targeting large multinational organizations and in-country governmental agencies to increase the reach and leverage of our services.

**Client Segmentation**



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*"Overseas projects need a forward look and commitment of about five years to ensure objectives are met. It takes time to build the team, to learn, and to be accepted by the local leaders."*

– Lloyd Flood, The Rotary Club of Calgary, Canada (photo: sieving sand for biosand filters in Nicaragua)





# Connection-Making Makes Difference for Cambodian Program

**Client: Institut de Technologie du Cambodge, Cambodia**

While training and technical consulting may make-up the majority of time spent by CAWST's International Technical Advisors, sometimes it is the networking and connection-making that can have the biggest impact.

"In the case of my work with this client, it's another level of capacity building," said Millie Adam, CAWST's International Technical Advisor, "Not building filters, but helping to develop and establish a national institution as the resource that people come to when they need answers to their water and sanitation questions."

CAWST began working with the Institut de Technologie du Cambodge (ITC) in 2006. "CAWST saw our motivation," said Davin Uy, Director of Research and Development for ITC. "We are having good results, but want to reach the whole country. When the people have good water to drink, we will be proud of ourselves."

Since then CAWST has helped ITC make connections with NGOs that need their research or water testing services, as well as other organizations like the University of Victoria in Canada that can support ITC.

"The connections we have made will hopefully lead to more collaborations between ITC and others, which will also develop ITC's capacity and reputation," said Millie.

One of the biggest ITC-CAWST joint-projects was the research into the adaptation and verification of an arsenic mitigation technology called the Kanchan Arsenic Filter or KAF. CAWST assisted in the proposal writing process and helped ITC secure funding from the Asian Development Bank Pilot Demonstration Activities and UNESCO Mondialogo Engineering Award.

"The project will verify the performance and suitability of the KAF as an arsenic mitigation option in Cambodia, through technical field research and pilot demonstration," said Tommy Ka Kit Ngai, CAWST's part-time Research Associate and PhD

candidate at the University of Cambridge in England. The results so far are promising with results showing consistent arsenic removal meeting the Cambodian standard of 0.05 mg/L in each test.

"The most inspiring step so far was getting clear support of ITC's research plan from the Ministry of Rural Development in Cambodia and UNICEF at a water and sanitation meeting," said Millie. "This was in spite of others questioning the need and approach to the research."

For ITC, building technical know-how was also a big priority. According to Davin, ITC relied heavily on CAWST to help them build their technical expertise and also understand the social context of the project.

Getting back to Davin's goal to reach all of Cambodia, it's ambitious, but Millie is confident Davin's team can become a leading institution that serves the people, government and NGOs in Cambodia. "CAWST's involvement can really help make connections for clients like ITC and give them the credibility to do the work that they are already capable of doing."



*CAWST's international volunteer Bill Duke pauses to pose with filters and families in Cambodia*

# Volunteer Profile: Tom Mahin, USA

## International Volunteer, Cambodia and Bangladesh

When Rachel Peletz, CAWST's International Technical Advisor, first had the opportunity to work with Tom Mahin she knew he would prove to be an outstanding volunteer.

"Tom is an incredible technical resource for CAWST," said Rachel, referring to Tom's engineering background as a regional Drinking Water Section Chief for the Massachusetts Department of Environmental Protection, his expertise in arsenic contamination and his experience as a Peace Corps volunteer in Nepal.

Tom has been mostly involved in visiting and evaluating household arsenic water treatment filters in homes in rural areas of Bangladesh and Cambodia. "He has been a key player in the verification of the Kanchan Arsenic Filter as an arsenic-mitigating technology," said Rachel.

Tom has also visited some of CAWST's clients in those countries to help them evaluate their future training needs.



*Tom Mahin's expertise proved invaluable as a volunteer, shown here conducting tests on arsenic levels*

"CAWST's support for its clients and my strong interest in arsenic mitigation led me to realize that CAWST would be a great place for me to volunteer," said Tom, who uses his vacation time to take his overseas trips.

Tom initially connected with CAWST through the Massachusetts Institute of Technology (MIT) on the technology verification process in Bangladesh. Prior to working as a volunteer project coordinator with MIT on the Bangladesh project, Tom went to Nepal to get trained on the construction and field testing of arsenic filters.

Most recently Tom spent a week with CAWST in Calgary, Canada at the summer Learning Exchange, where all staff, select volunteers and clients share best practices and learn about new technologies and approaches. "I realized how unique CAWST is. Understanding how much had been accomplished by CAWST in such a short period of time and understanding CAWST's demand-driven approach gave me confidence much will be accomplished in the future."

His travel experience in Canada was vastly different than his recent trip with Rachel to India. "Tom and I met in a taxi cab in Delhi at about 2am, and I can't tell you how relieved I was to see him," said Rachel. "On day two we were duct-taping our guesthouse to keep out the rats. That entire trip to India was challenging, but Tom managed to keep a positive attitude the entire time. Now we laugh about it and say that it was part of his initiation as a volunteer."

Though Tom wishes he could spend more time with CAWST in the field, his time overseas refuels him for his paid work.

"It is most inspiring to work with CAWST's highly-motivated and dedicated staff and local partners in Bangladesh, Cambodia and Nepal," said Tom. "My advice to others wanting to volunteer would be to get involved doing what you enjoy. It's all important no matter which piece of the overall effort you become involved in."



# Women and Water

**Volunteer: Mahbuba Khanam, Bangladesh**

According to Mahbuba Khanam, “In Bangladeshi culture three ‘W’s are intertwined like a braid. Women, water and wellness. It is the women in the family who make sure that there is water to drink for the whole entire family. It is the women in the family who would walk kilometers to fetch water despite all other works. It is the women who even serve water.

“I had the opportunity to visit a mother in Satkhira last November who had received a biosand filter last June. She has three children from age 8-15 years. She said the frequency of water born disease had gone down significantly. Children used to miss school 2-5 days per month. Children never missed

school as they started drinking the filtered water. Her husband used to miss work frequently due to illness. He had been working regularly as he started to drink the filtered water.

“She said the filter was installed in her own veranda and gave her a sense of ownership and pride. She would maintain the filter together with her older children. This was an indication that skill and knowledge on how to maintain the filter has been transmitted to the next generation. This mother said her heart would be filled with joy when every one would say, ‘This water tastes so good.’ She said, ‘My children are well now, what else do I need in this world?’”



*Mahbuba Khanam (second from right) and a mother in Satkhira, Bangladesh (right) who received a biosand filter that was installed by a CAWST client with financial help from the Canadian organization Niagara Volunteers for Bangladesh*

# Local Ownership, Coaching and Follow-up Key to Project Expansion

## Client Profile: Pure Water for the World, Honduras

For Mikael (Mike) Swirp of Pure Water for the World in Honduras, it's been one lesson learned after another, and their ability to zig and zag with these lessons has been a source of pride. "I'm most proud of our willingness to recognize shortcomings, drawbacks, or faults in our approach, learn from our mistakes, and constantly try to improve our projects using those learnings," said Mike.

PWW got its start when an American Rotarian visiting rural El Salvador as part of a dental brigade realized that what most villagers really needed is safe drinking water. This initial visit eventually led to a Rotary project in Danlí, Honduras. CAWST soon visited the project in February 2005 to facilitate a Project Implementation for the Biosand Filter workshop hosted by PWW, which drew participants from all over Central America.

"Their drive to be constantly improving their project and to be learning from their experiences sets them apart," said Andrea Roach, CAWST's

International Technical Advisor. "For example when they realized that some households were not continuing to use their filters, they implemented a community health promoter program to create a stronger connection for them at the household level."

Adequate follow-up in the community is among the challenges faced by PWW, which are fairly typical of any maturing filter project, including:

- Implementing changes into the projects after methods become routine;
- Spending the time necessary in each community to build community ownership of the project, especially with a tight budget and timeline; and
- Finding funding for transportation and management costs.

"CAWST has always been reliable for technical support on a variety of issues," said Mike. "We use their training materials and their participative



*Water sources have many uses in Honduras*

training techniques in our workshops, and have relied on CAWST to guide the initial planning of our community steward program to build capacity and expertise within each community.”

That said, it’s not all work for the PWW team. “They are a tightly-knit group that gets along very well and know each other quite well,” said Andrea. “One very inspiring moment was during a week-long workshop in Siguatepeque with all the PWW staff. We were all staying together, and on the morning of January 25, which is Women’s Day in Honduras, several of the men got up before sunrise and woke the women up with a serenade! Later on during the workshop they called each of us one by one, said something nice about us, and presented each one of us with a rose. That night they organized a party with a Mariachi band. That was the first workshop we had done all together and I was amazed at how quickly everyone bonded.”

PWW’s experience as an implementer, their relationship with CAWST and their ability to mobilize changes within the project led CAWST to include PWW in the three-year Water Expertise and Training Centre (WET-Centre) program. The program will help PWW address some of their

challenges while also establishing a centre that local NGOs can turn to for local water and sanitation expertise.

“It will require a shift in thinking and a shift in what we provide and how we provide it to the community,” said Mike. “We need the community to believe this is their project, not PWW’s or Rotary’s, but to do that we need to work with the community more as a guide or consultant, provide more long-term follow-up, and provide services that look at water from a holistic perspective.”

*Mike Swirp of Pure Water for the World offered the following advice for other new project implementers:*

- *Do not try to “force” the technology upon the community;*
- *Education is just as important as the technology itself;*
- *In every way possible, try to build the capacity within the community to make it sustainable; and*
- *Don’t get hung up on how many technologies have been delivered. Think quality ahead of quantity.*



*Participants, along with a ‘Yoda’ hand-puppet, celebrate the end of a CAWST workshop in Honduras*



# Canadian Family Sees Impact First-Hand

Donor: Gunn Family, Canada



*The Gunn family of Calgary, Canada saw, first-hand, the effect that filtration and safe drinking water can have on families and communities*

*“The reason I support CAWST is I believe in the cause, in people having clean water without having to walk a mile every day.”*

*- Paul Gunn, age 11*

What started as an annual donation to CAWST has since grown into a family-wide commitment to the global water crisis.

“As a person and a mother, I couldn’t fathom that any person on the planet should be denied access to clean drinking water,” said Holly Gunn, whose family lives near Calgary, Canada. “The fact that women bear the brunt of this work also really bothers me.”

John and Holly Gunn became involved with CAWST shortly after it was founded as donors, largely because of their relationship with CAWST’s co-founder Camille Dow Baker and her husband Derek Baker.

“I liked the idea of supporting dedicated friends who were technically competent and socially aware,” said John Gunn. “I was also attracted to the international applications for local technology by Calgarians. We continue to support the cause as our awareness increases with respect to water issues everywhere.”

In 2007, the Gunns encouraged their children David (15), Anna (14), Cathy (13), Paul (11) to learn more about CAWST. The whole family paid a visit to CAWST where they were taken on a tour and could pepper Alison Pidskalny, Director of Public Engagement, Resource Development and Business Services, with questions about their family’s investment. Shortly after that the children decided to participate as a team in CAWST’s five-month Youth Summit program and take a mini-workshop on the biosand filter.

“The summit really made me realize how many people are out there drinking dirty water and walking a long way to get it,” said Cathy. According to Holly, the summit also helped the family realize what a difference kids can make.

The children used the summit, with its ‘action planning’ format, to develop an action plan to activate their fellow students at Springbank Middle School to raise funds for water projects in India and Cam-

bodia. The whole family also planned to make the trip to India and Cambodia to bring the funds they raised and to see for themselves what life is like for those living without access to one of life's necessities.

"I knew the moment I landed that this trip would change the way I thought, saw and everything I did for the rest of my life," said Anna. "Seeing the people in India who lived under tarps and tents smaller than my closet nearly moved me to tears. I think that every one of the kids in my school should have to see that once before they become adults to see the deep wounds in the world we will have to heal."

The Gunns planned the trip themselves as part of a larger year-long sabbatical from work and school that the family had considered for some time. CAWST connected the family with its clients in the region that were implementing water projects, and the family ran with the planning themselves.

"Our family has become much more aware of environmental issues generally," said John. "The

circle of sanitation and issues such as scarcity of resources overall are much more tangible and real now. The kids have always been aware of our responsibility to contribute and give back, in whatever means possible. It's just a lot more real now that they have spent time with the people in need."

Choosing a charity to support and deciding on the level of commitment to make is a big decision for a family to make. CAWST encourages donors and donor families to consider getting more involved in the cause, by attending CAWST events, participating in the Youth Summit, booking a presentation for their school, community group or workplace, volunteering, becoming members, reading the newsletter or telling others about the cause.

When asked for her own advice for other families considering choosing a charity, Anna said, "Take your own values into check. It is the good deed you have decided to do and you should choose the one that makes you feel the best."

As to involving kids in charity, according to Anna, "I think it is as crucial as teaching them math."

## Filtered Water: Healthy Life in Peru

**Client: Urban Harvest and Centro Internacional de la Papa (CIP), Peru**

"Filtered water: healthy life."... "If it is health you want, clean water you must drink." These are some of the messages developed by a community just outside Lima, Peru, to help promote a community-based water and sanitation project led by Urban Harvest from the Centro Internacional de la Papa (CIP).

"The majority of the decisions were made with the community," said Henry Juarez, Environmental Specialist with CIP. "The community selected local operators to be in charge of the implementation. And since the mothers are the primary collectors of the

water, they were the ones involved in the community decision-making."

CIP started the project after a careful review of the water sources confirmed significant contamination of the nearby river from the discharge of mining waste and the rapid and unplanned growth of human settlements.

"The project is on the outskirts of Lima in a very dry area. Often the poor in these 'peri-urban' areas end up paying many times more for trucked-in water than the rich who live in the high-end part of

town pay for their piped water,” said Andrea Roach, CAWST’s International Technical Advisor. “This project helped them to protect their wells and install biosand filters to improve their water quality.”

With information on the water quality and a baseline study on community health, CIP was able to present the information to the community along with options that would address the issues. Soon after, they started a project that included biosand filters, a hand washing station and the protection of open wells in order to protect their water sources.

CAWST supported the training of local operators and filter technicians by providing technical information and posters for community education. CAWST also made technical visits to help troubleshoot and disseminate the project results to other NGOs and aid groups.

“A very inspiring moment was when we went to visit the community, and the community leader spoke so highly of the project and the impact it had had on their children’s health,” said Andrea. “CIP has strong leadership. Both Henry and Ricardo Vega are excellent project managers and have a lot of empathy for the community.”

The participation of the community in all phases of the project built sustainability early-on. “The filters continue to be used by the community and, even though the families received them at no cost, they are highly valued by all the families,” said Henry. “Most important, demand has been created in other villages for these types of projects thanks to the comments from the mothers.”

That support has paved the way for the growth of the project. Henry’s team plans to promote the initiation

of a project by the local municipality for the construction of 750 filters while also supporting the initiative of the Rotary Club and EDES (Equidad y Desarrollo, a Peruvian NGO) for 250 biosand filters in peri-urban zones in Lima.

“We want to promote the integration of biosand filter technology along with basic sanitation in the Andean zone where there are no long-term plans for water supply,” said Henry. Part of the Peruvian government’s “Programa Crecer” promotes the implementation of improved stoves and latrines in the poorest zones. “We plan to raise awareness in the municipalities so that these types of projects become part of their plans.”



*Community ownership and involvement was key to the sustainability of the Urban Harvest Project in Peru*



# Partners in Cameroon and USA Bridge Distance with Community-Led Project

**Client: Life Water Development Group & Engineers Without Borders, Cameroon**

When Life Water Development Group-Cameroon (LWDGC) and the Hope College chapter of Engineers Without Borders (EWB) came together to do a biosand filter project in Nkuv, Cameroon, they thought the community would assume quick ownership of the project. They were right.

“It has taken some time, but there are now 138 filters operating in Nkuv,” said Jeff Brown, an engineering professor at Hope College in Michigan, USA. “I am most proud of the fact that when everything is said and done, Hope College EWB probably had their hands on less than 10 of those filters.”

Getting the project going wasn’t easy though. Peter Njodzeka, founding president of LWDGC, spent considerable time in Nkuv and knew this rural farming community of 900 had no existing infrastructure for drinking water, no electricity, no running water and no transportation in the community. “If a project can be successfully implemented in Nkuv it can be done any where on earth,” said Tal Woolsey, CAWST’s International Technical Advisor for Africa.

Each family that received a filter was responsible for carrying sand, aggregate and water to the compound. The trained filter technicians were responsible for carrying the forms, casting filters and preparing and installing the sand inside the filter. The technicians’ expertise was established quickly: “By the time the sixth filter was cast, the team of technicians from the community were working independently and producing quality filters,” said Jeff.

That said, “The issue of just how much subsidization needs to go into a project before it will take off is hard to grasp,” said Jeff. “We had unrealistic expectations about how soon each family would begin self-financing filters.”

Instead, after the first 36 filters were installed, the team was able to secure funding from Thirst Relief International to construct an additional 108 filters so each family in Nkuv had access to a filter in their home.

The team first learned of CAWST in January 2006 during the preliminary assessment phase of the project. Since then, Tal conducted training in Cameroon in May 2007 and May 2008 including a five-day Project Implementer for the Biosand Filter workshop in Kumbo that was attended by over 60 people from across the country.

“We have received a lot of support from Tal,” said Jeff. “He provided tremendous insight into filter construction, maintenance and community engagement. We also received a lot of help from CAWST when planning our water quality testing program.”

The team plans to grow and expand their efforts. “The challenge will be keeping up with the pace that Peter and his team will be moving forward at,” said Tal.



*Biosand filters ready for installation at the Life Water Development Group facility in Cameroon*

Asked what keeps the team moving, “The thing that really captured me during our recent trip was how well the technology was adopted by the community,” said Jeff. “Every single family that we visited responded positively about the filters. When asked why, an overwhelming majority cited improved the health of their families.”

# School Profile: Edgemont Elementary

## School Partner, Canada

“When eight year-olds begin giving up \$40 or \$50, then I knew a project has really hit home with them.” That is what teacher Andrea Porter had to say about her Edgemont Elementary School students, who spent six weeks raising funds for a water project.

Her grade three class was most concerned about the global water crisis. To kick-off their Global Citizenship unit, Andrea invited CAWST to give a presentation on the situation in developing countries.

“It was something that the kids could understand because it’s something that they use freely and consequently take for granted,” said Andrea. What followed were countless class discussions about the issues and a decision to raise funds for a water project.

The students felt a strong connection to the project from the beginning, setting a goal to raise \$1,200 in six weeks. In the end, they raised \$2,000 by recycling pop cans, doing home chores and hosting a school flea market.

“They invested themselves, their own time and money into the project which made it belong to them,” said Andrea. “Most students felt that they were doing something very important.”

The students were given the opportunity to choose where the funds would be invested, and quickly decided to invest the funds in CAWST’s Water Expertise and Training Centre (WET-Centre) program. “We then gave them the option of choosing which of the six WET-Centre organizations they wanted to invest in,” said Bryndis Whitson, Public Engagement Coordinator.

“They asked questions like how old is each organization, what was their operating budget, how long each organization has worked with CAWST, how many people work for each WET-Centre, and so on,” said Bryndis. The students used this information to create a detailed matrix. “They really wanted to be informed investors!” After an anonymous vote the students chose A Single Drop for Safe Water (ASDSW) in the Philippines, particularly because ASDSW is relatively young.

“When I found out that we were chosen, I was impressed. The fact that the kids compared and analyzed the WET-Centres and chose us because we are so new is very gratifying,” said Kevin (Kiwi) Lee, Executive Director of ASDSW.

While in Calgary, Canada for CAWST’s June Learning Exchange, Kiwi had the opportunity to meet what are likely ASDSW’s youngest investors. “The questions and interaction was great,” said Kiwi.

Making these kinds of connections, to raise awareness, to encourage youth to take up the cause and, in some cases, raise funds is what motivates CAWST to be active in the Calgary community. “The grade three students at Edgemont Elementary really inspire our work here and around the world,” said Bryndis.



*The grade three class at Edgemont Elementary proudly presented their donation to CAWST, which will be invested in CAWST’s Water Expertise and Training Centre (WET-Centre) program in the Philippines*



# Rotary Proves Approach for Community-Led Development

## Client: Rotary, Indonesia and Canada

The importance of community involvement was a key lesson learned by the many players involved in a biosand filter project on the island of Lombok, 20 miles east of Bali, Indonesia.

“The project really demonstrated how important it is to have community involvement early on,” said Rachel Peletz, CAWST’s International Technical Advisor. Rachel travelled to Lombok in 2007 to provide training for the project and to other potential implementers from the island. “In the villages where the community is on board from the beginning, community leaders are more willing to support the project and people are more likely to use the filters correctly.”

Indeed it takes a village, and many partners, to make a water project a success. The Rotary Club of Mataram, Lombok was one of the first organizations to act on the need for clean drinking water in local villages. Although water is readily available in Lombok, the wells in the villages are usually contaminated because of their proximity to septic tanks. After an internet search, Len Edelman, a Canadian expat Rotarian living in Lombok, contacted



*The Lombok Rotary Club put much emphasis on the safe storage of treated water, eventually shifting from plastic to concrete containers they designed*

CAWST. Back in Canada Len met with CAWST, as well as The Rotary Club of Calgary, who provided \$10,000 for the project.

“The result was the formation of a solid Rotary team in Lombok that managed the selection and supervision of local tradesmen and suppliers to install 95 filters for 450 people in the village of Kebon Talo,” said Howard Singleton, President Rotary Club of Mataram. Local health unit workers also gave health seminars to the village leaders and the residents using CAWST’s materials.

After the success of the Kebon Talo project, The Rotary Club of Calgary began work with the Lombok Rotary Club to expand the project to 5,000 more people.

“Good relationships with the community are essential,” said Howard. “We needed to ensure our approach to planning, financing, organization and supervision was geared to the local social realities. It is the system that works locally that will get the job done.”

This success has now led to a third project between the two Rotary Clubs. The objective is to raise another USD \$50,000 between The Rotary Club of Calgary and The Rotary Foundation to install toilets and filters to 4,000 more people in Lombok. Looking to the future, the vision for the project is to increase the reach to many more people on the island and develop a village-led local filter manufacturing industry with, possibly, micro-financing.

To achieve their joint objectives, the Rotary clubs and CAWST know that they will need to continue to transfer the skills and training to local Indonesians. “They can accomplish so much more than Rotary can on its own,” said Tom Loucks, the International Director of the Calgary club.

This initial collaboration resulted in a memorandum of understanding between CAWST and The Rotary Club of Calgary that resulted in three funded projects in Indonesia, two in Cambodia and one each in Uganda and Nicaragua. The club has also committed \$211,000 toward CAWST’s Water Expertise and Training Centre Program.

# Staff Alumni Profile: Leor Rotchild

## Canada

CAWST would not be the organization that it is today, if it were not for its employees, past and present. Though Leor Rotchild left CAWST in February 2006, he has become a ‘staff alumni’ that any organization would dream to have.

“Leor was dedicated as an employee, and that dedication to the cause did not waiver after he left CAWST,” said Camille Dow Baker, President & CEO and the person who hired Leor back in 2003.

Leor, a native of Toronto, Canada, heard about CAWST from Board member Ora Zabloski. “I met with Camille so I could learn more, and became fascinated with the organization. A job offer soon followed.”

For the next three years, Leor’s roles evolved at the same fast pace that CAWST did. He started with the title of Stakeholder Relations and later became the Marketing Coordinator, working on some of CAWST’s first funding proposals, marketing

materials, newsletters and client correspondence, attending CAWST’s first World Water Forum in Japan, and helping design and launch CAWST’s first annual World Water Day Youth Summit.

“Leor is dedicated to the grassroots, and is an amazing connector,” said Camille. “No matter where we went around Calgary, Leor always knew someone and he was quick to draw them into CAWST.”

Leor started working for CAWST when the organization was based out of Camille’s home. “It was a lovely house on the river,” said Leor. “Camille’s den was my office and her kitchen was our boardroom. There were only three of us at CAWST back then so it was plenty of space for us.”

The organization grew quickly, with many of the new hires connected to Leor one way or another, and the staff soon moved to its current location. In 2005, Leor went on a sabbatical with a client organization in Uganda, where he worked on a rainwater harvesting project, supported a biosand filter program, and learned about other water projects in the region.

In 2006, Leor left CAWST to join Nexen, a global energy company, as their Senior Analyst, Social Responsibility. He has remained a strong supporter, continuing to volunteer, make connections for CAWST and championing CAWST within Nexen, which led to a three-year funding commitment from Nexen.

“My three years working at CAWST was truly a great experience and, at times, a bit like doing a masters degree,” said Leor. “I learned so much about international development and global water issues both on a policy level and on the ground.”



*Leor Rotchild (second from left), CAWST staff alumni, shows his passion for grassroots community work while on a trip to Uganda*

# Results: Key Performance Indicators

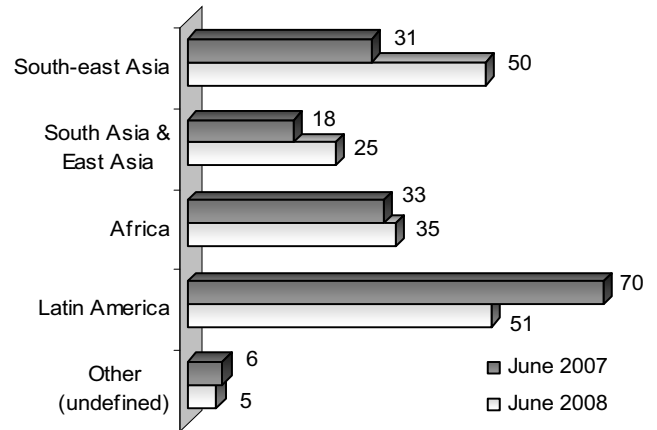
The following six Key Performance Indicators measure the ongoing performance of CAWST and its global network. The first three indicators are compiled using the CAWST Survey completed annually by our clients and the last three indicators use audited financial statements to year-end 2007 and unaudited statements for the first five months of 2008.

The 2008 Survey focused on household water treatment results because CAWST has concentrated on this particular area of water and sanitation since inception. The Survey is also used to provide CAWST with information on implementation barriers and the resources or support clients need to overcome these barriers.

Now in its fifth year of distribution the survey was sent out to more than 800 clients, project implementers and workshop participants. 166 organizations responded from

32 countries, 52% of which had responded the previous year. Repeat responses are extremely valuable for analyzing client progression from year to year.

**Survey Respondents, 2007 and 2008**

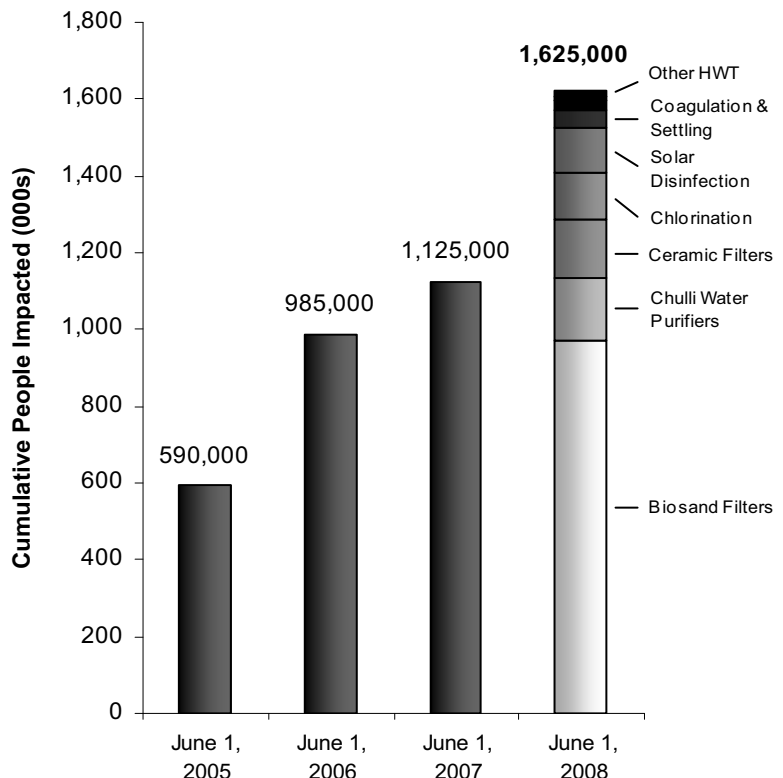


## 1. Number of People Impacted by CAWST Clients

The number of people who benefitted from household water treatment (HWT) programs implemented by CAWST's clients increased by approximately 500,000 people to a cumulative total of 1,625,000 people to date. This annual increment is an exponential increase over the 140,000 people impacted during 2007.

These figures represent the results of our clients and the organizations that they support. CAWST provides very specific professional services in support of our clients' programs. CAWST's services are directed to motivating organizations to carry out water and sanitation programs and to increasing their capability to execute these programs. CAWST supports individual client organizations to varying degrees depending on the needs of the client and CAWST's own strategies and plans.

The cumulative impact reported here takes into account the expected continued use over time for each of the household water treatment technologies introduced. This sustained use was calculated based on published studies.

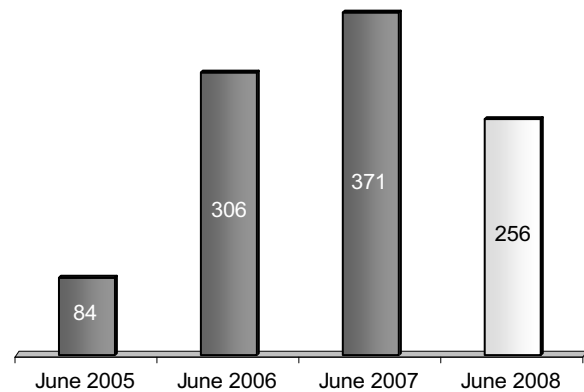


# Results: Key Performance Indicators

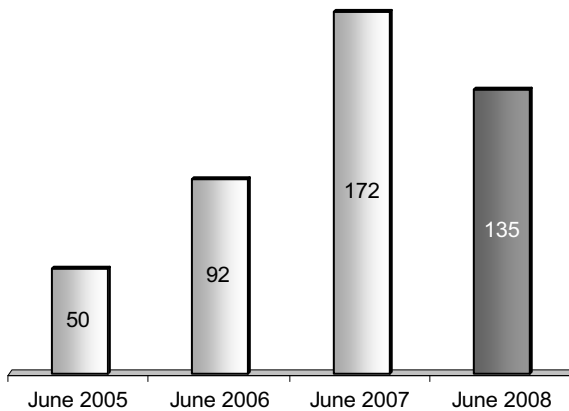
## 2. Number of Active Clients

The number of CAWST clients decreased by 30% from June 2007 to June 2008. This is because, over the last year, CAWST focused more effort on supporting existing clients to bring their programs to fruition rather than on expanding our client base. This shift also caused a 22% reduction in the number of clients implementing projects. However, the number of organizations using CAWST's training materials increased 15% over the last year. These organizations collectively reported that they had provided basic education in water, sanitation and hygiene to more than 35,000 people in the last year, 65% of whom were women and children.

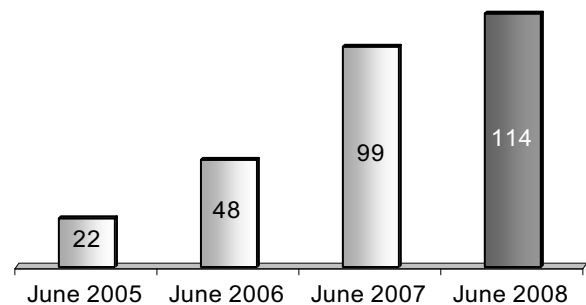
Number of Active Clients, Total



Number of Clients Implementing Projects



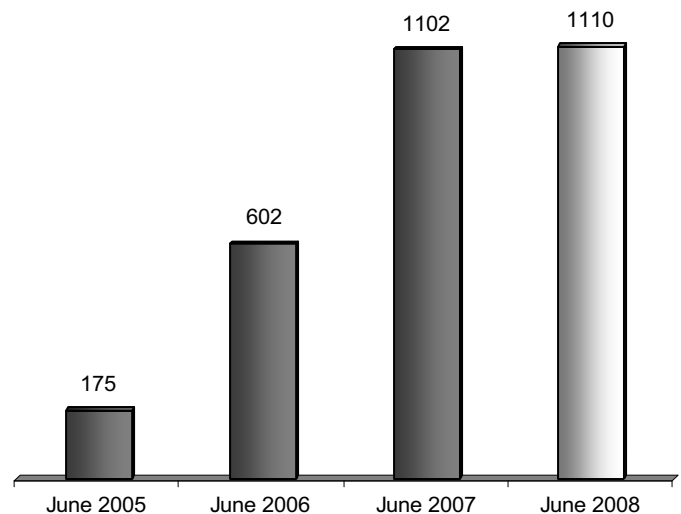
Organizations Using CAWST Materials to Train Others



## 3. Community-based Organizations Working with Clients

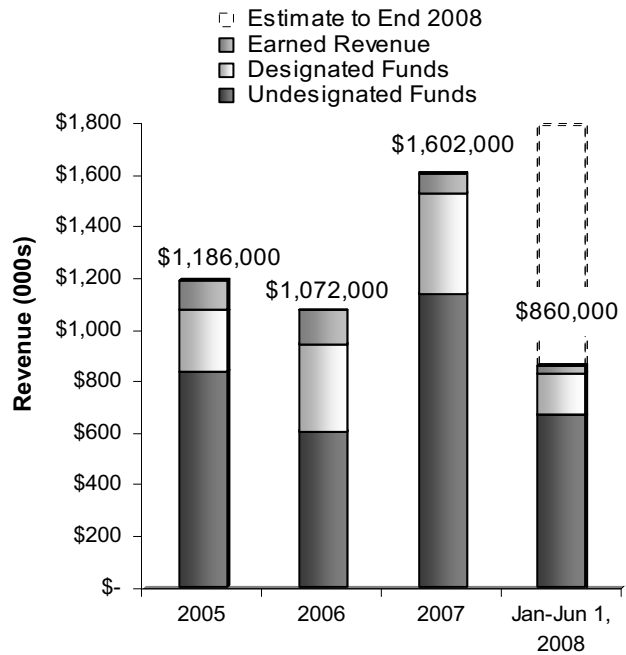
Most clients rely on a network of Community Based Organizations (CBOs), which include local community groups and indigenous NGOs, to implement programs at the community level. The number of CBOs working with clients in 2008 remained essentially the same as 2007. However, many of our clients, particularly in India and Pakistan, indicate that they are unable to report on this indicator because the number of organizations that they work with are too numerous to count.

Number of Community-based Organizations



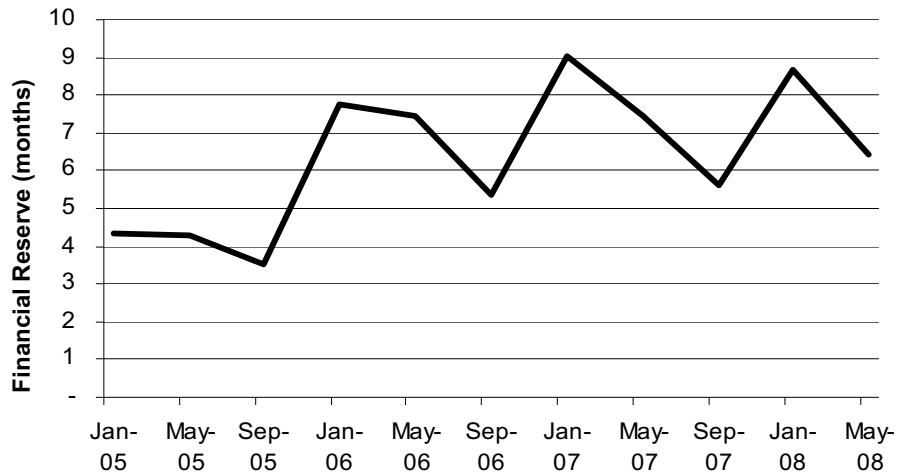
## 4. Revenue

Total revenue increased 49% from 2006 to 2007 primarily due to an increase in undesignated donations from individuals. In addition, the total number of donors increased 25% from 2007 over 2006. CAWST, however, remains highly reliant on a few individuals, as 10 individual donors contributed 46% of our 2007 revenue.



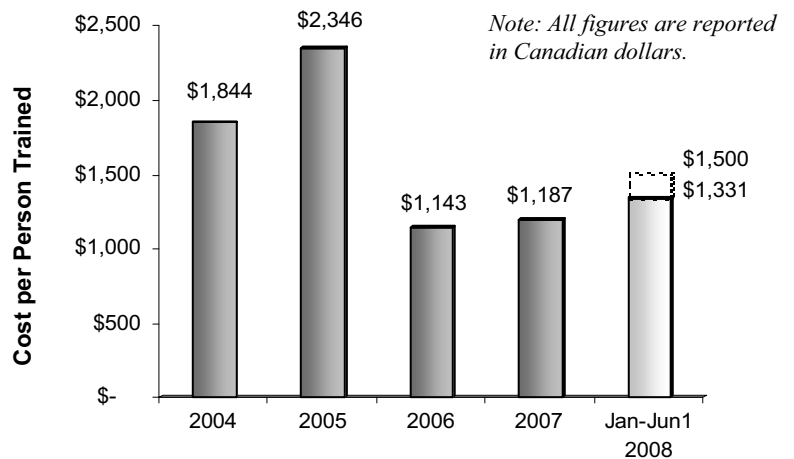
## 5. Financial Reserve

Financial reserves, calculated as the month end cash balance divided by forecast monthly expenditures, held steady at 5 to 9 months in 2007, slightly higher than our historical average. CAWST entered 2008 with approximately the same financial reserves as the start of 2007. Reserves generally follow an annual cyclical trend because 76% of revenue is received during the first and last quarters of the year.



## 6. Cost per Person Trained

The cost per person trained increased slightly during the first five months of 2008 as during the same period in 2007 and 2006. We expect that this indicator will increase during the latter half of 2008, as CAWST adds staff, offers a wider variety of training courses, and devotes more services to the WET-Centre development program.



# Plans 2008-09

*“I would like to thank CAWST for helping us enhance our technical capacity to implement biosand filter projects in rural communities. Moreover, I would like to thank them for mentoring our staff to carry out the evaluation of the biosand filter project including water quality testing in an effective and efficient way.”*

– Excerpt of the introductory letter in the report on the evaluation of a biosand filter pilot project in Lao PDR, published by the Ministry of Health

CAWST invests 84% of its resources in the development and delivery of professional programs internationally and public engagement programs in Canada.

## International Services

**Director: Shauna Curry, P. Eng.**

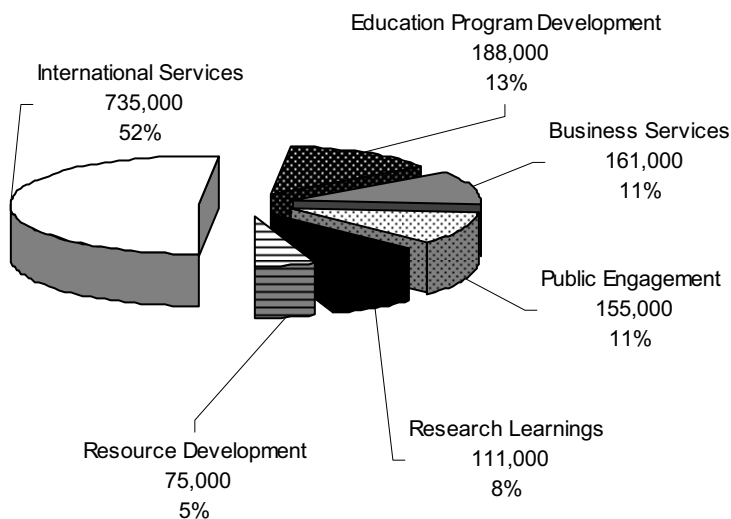
**Other Staff: 9 full-time**

Department Mission: Deliver training and consulting services to organizations working in water and sanitation for the poor.

Key activities for 2008-09 include:

- Deliver CAWST's new courses to the WET-Centres and to current clients seeking to strengthen and expand their programs;
- Provide ongoing consulting support to current clients, with a focus on quality control and plans for strengthening and expanding programs;
- Train current International Technical Advisors (ITAs) on CAWST's six new courses, and train three new ITAs to deliver services overseas by mid-2009;
- Increase the number of new clients with start-up programs, primarily through clients of the WET-Centres, and target local partners of large international organizations; and
- Identify and support potential training organizations in their development, and in particular, those clients with interest and potential capacity to be part of CAWST's WET-Centre program.

**Resource Allocation, 2007**  
**2007 Budget: \$1,424,000**



In addition to the six core business areas shown above, in January 2009 CAWST will add a new core business area to oversee the development and implementation of the Water Expertise and Training Centre (WET-Centre) program. Ron Lentz, currently the Director, Education Program Development, will provide the leadership for this new group.

CAWST's geographic focus will continue to be broad, delivering services where needed when needed; however, expansion to new countries will be limited. The majority of CAWST's efforts will be focussed on helping organizations expand and multiply within existing countries that we currently serve:

- Africa: Ghana, Zambia, Tanzania, Uganda, Sudan, Cameroon
- Asia: India, Pakistan, Nepal, Sri Lanka, Bangladesh, Cambodia, Lao PDR, Indonesia, Viet Nam, Philippines
- Latin America and Caribbean: Mexico, Honduras, Nicaragua, El Salvador, Ecuador, Bolivia, Haiti, Dominican Republic

The types of clients vary according to the region, with a high focus on indigenous organizations in Asia and Africa and small international organizations in Latin America. In addition, we will continue to support the governments of Lao PDR and Sri Lanka and will work to develop new government clients because they have the potential to reach large numbers of people.

## Water Expertise and Training Centre (WET-Centre) Program

*Director: Ron Lentz, P.Eng., effective January 1, 2009*

*Other Staff: 1 full-time*

Department Mission: Work with International Services to coordinate and deliver the services required to build the capability of other organizations to offer CAWST-like training and consulting services in other strategic centres.

The WET-Centre program will build the institutional capacity of six existing NGO partners in India, Nepal, Zambia, Haiti, Honduras and the Philippines to deliver similar education, training and

technical support services as CAWST. These centres will act as the catalyst for community-based water programs in each country, which will ultimately increase the provision of basic water treatment, sanitation and water supply services to the poor.

Key activities in 2008-09:

- Develop curriculum and materials that meet local WET-Centre conditions and needs;
- Apprentice and validate WET-Centre trainers on the delivery of workshops;
- Develop the technical capacity of WET-Centres to deliver water quality testing services;
- Organize Water Awareness Seminars for community groups, NGOs and government agencies;
- Create an Action Research Program to evaluate technologies and implementation approaches; and
- Develop the institutional capacity of the WET-Centres to generate future resources and provide sustained services.



*Tal Woolsey, International Technical Advisor (centre) pauses for a photo with four filter technicians from Seeds of Hope International Partnership in Zambia, one of the six WET-Centre clients*



# Plans 2008-09



*Women in India prepare sand as part of a Project Implementation for the Biosand Filter workshop, one of eight workshops now offered by CAWST*

- Standardize and improve the distribution of our materials using an open content model; and
- Deliver internal training and consulting to technical staff members.

## Research Learnings

*Interim Director: Derek Baker, PEng. (volunteer)*

*Other Staff: 1 part-time*

Department Mission: Disseminate research learnings to quickly move the best practices and technology improvements from the laboratories and scientific journals to the people who are implementing projects.

This role is carried out by:

- Promote research by others to answer the most pressing questions in water and sanitation through a ‘Potential Research Topics’ list which is populated with questions from our client network and shared openly with research institutions.
- Share best practices from successful projects and disseminating learnings from research with all the major water and sanitation players. These learnings are also incorporated into CAWST’s services and shared with the global client network.
- Verify technologies for use locally. Our current focus in this area is the verification of the Kanchan Arsenic Filter, an adaptation of the biosand filter to remove arsenic contamination, for use in Cambodia and Bangladesh.
- Develop quality control measures and initiating technology improvements that, through research and field evaluations, have been shown to improve the effectiveness of the technology. This is currently focused

## Education Program Development

*Director: Laura Thomas, P.Eng., M.Sc., B.Ed., effective January 1, 2009*

*Other Staff: 2 full-time*

Department Mission: Develop, pilot test, update and customize education programs and materials that are high quality and open content for all to use.

Key activities in 2008-09:

- Upgrade the current training materials by adding facilitator lesson plans, improving the comprehension level of the manuals, adding learning activities, and updating the content;
- Create new workshops in Facilitation Skills and Low Cost Water Supply Technologies;
- Continue to provide technical consulting to CAWST’s global client network via email, newsletters, learning exchanges and training sessions for staff and clients;
- Research the technical, financial and human resource requirements to fully develop and implement e-learning as a method for training service delivery;



on the biosand filter. Plans include promoting media specifications, encouraging the use of a specific screen size for sieving the sand filter media, and refining the proportional size of the biosand filter.

These activities are on-going and require significant volunteer contributions.

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## DID YOU KNOW...

*CAWST contributed to nine publications in the last year, including “The Power of Knowledge in Executing Household Water Treatment Programs Globally” in the renowned magazine, Waterlines (Spring 2008), by CAWST, Koshish (Pakistan), South Asia Pure Water Initiative (India), A Single Drop (Philippines), Clean Water for Haiti and Agua Viva (El Salvador).*

*CAWST and volunteers delivered 25 international presentations in the last 18 months including three at the 2008 Water Engineering Development Centre conference in Ghana:*

- 1. Characterizing the Dissemination Process of Household Water Treatment Systems in Developing Countries*
- 2. The Power of Knowledge in Executing Household Water Treatment Programs Globally*
- 3. The Effect of Phosphates on Arsenic Removal in Water*

*Download these at [www.cawst.org](http://www.cawst.org)*

## Public Engagement

**Director:** *Alison Pidskalny, B.A.*

**Staff:** *2 full-time*

Department mission: Engage as many people as possible to take action on the cause of water.

CAWST is adapting its in-school education program and its Youth Summit program to be transferable to other community based organizations interested in providing these programs in their community. CAWST is also identifying collaborators in Canada to help bring these programs to a wider audience in new communities. With leadership support from Petro-Canada, both programs will be rolled-out through 2009 to schools and community-based youth organizations, providing them with the tools to engage youth in the water cause.



*Bryndis Whitson, interim Public Engagement Coordinator, delivers an interactive presentation to a group of youth at a YMCA camp*

# Plans 2008-09

The annual Spring community presentation series, Youth Summits in Calgary and Fort McMurray, Canada, and the “Help Us Make Waves” campaign will be mainstays of CAWST’s Public Engagement program for the future. CAWST will focus on refining these programs and leveraging them to engage and activate more Canadians.

## Resource Development

*Director: Alison Pidskalny, BA*

*Other Staff: 1 full-time*

Department mission: Generate sustainable funds and volunteerism for CAWST to achieve its mission.

CAWST’s fundraising target for 2008 is \$2 million, of which 43% (\$860,000) has been raised as of May 31, 2008. Over the next year CAWST will remain focused on the following strategies:

- Nurture and expand our relationships with existing donors;

- Maintain a high public profile;
- Increase project/designated funding among institutional funders;
- Encourage and facilitate third-party activities to raise awareness and funds; and
- Market CAWST as a social investment opportunity to centres of influence.

In particular, we will focus on building and sustaining relationships with individual donors, engaging Canadian corporations working internationally, and developing and retaining our volunteer base.

## Business Services

*Director: Alison Pidskalny, BA*

*Other Staff: 2 full-time*

Department mission: Provide the business support needed for CAWST to operate effectively, efficiently, ethically and with good governance.

In 2007 CAWST’s accounting systems were put to the ultimate test, passing a random Canada Revenue Agency audit with flying colours. Over the coming year CAWST will continue to evaluate its business management systems, including its accounting processes, financial tracking and performance measures.



*Camille Dow Baker, President & CEO, talks about the global water crisis at a brunch hosted by Moms Making it Happen, one of 30 events and presentations hosted during CAWST’s Help Us Make Waves campaign in March*

# People

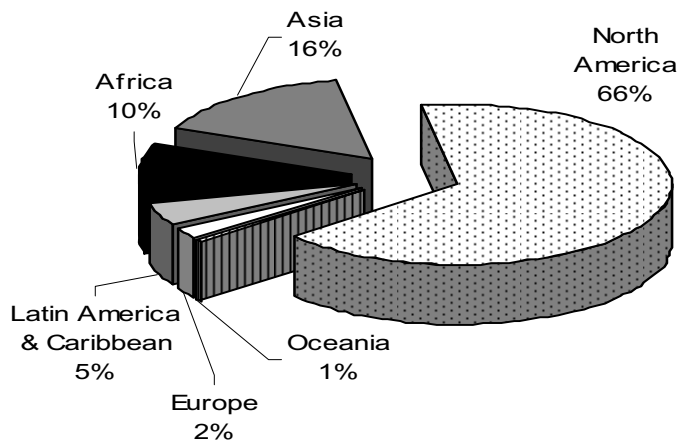
*“The solutions to society’s most pressing problems lie in the collective, not in any single institution.”*

– Crutchfield and McLeod-Grant , *Forces for Good, The Six Practices of High Impact Non-Profits*

## Members

CAWST now has 1,300 members from all over the globe. Members of CAWST hold the voting rights that control CAWST’s governance. They are also the first to receive CAWST news and invitations to CAWST events.

**CAWST Membership, 2008**



## Board

CAWST continues to recruit highly motivated and professionally competent individuals to its board. Hal Hamilton and Roy Wright will be nominated to the board at CAWST’s Annual General Meeting in September.

Hal Hamilton is the President of Redlog Technology Ventures Ltd. He has over 30 years experience in the environmental business sector, including being CEO of Golder Associates, a multi-national engineering and sciences consulting firm. Most recently Hal was the founder and President of Verdant Energy Ltd, a renewable power company. He is an environmental scientist by training.

Roy Wright is an urban and regional planner with expertise working with all levels of government to develop programs and policies that improve the urban environment. Roy is currently principal of Roan Consulting, an urban and regional planning consulting firm that acts as an advisor to local governments and non-profit agencies.

After three years of service, Sheila O’Brien resigned from her duties as a Board member. The Board thanks Sheila for her strategic council and support.

## Board of Directors

Chris Read (Chair)	Sheila O’Brien
Camille Dow Baker	Mike Quinn
Dan Boivin	Greta Raymond
Fred Claridge	Barry Stewart
Bruce Fenwick	Laura Tupper
Evan Hazell	Bill Warden
Eric Holden	Ora Zabloski

## Staff

CAWST’s staff are very special people. They are all highly competent and qualified professionals. They often work long hours under very challenging circumstances for pay that is a fraction of what they would earn in the private sector. This is all because of their commitment and passion for getting better water and sanitation to the poor. In 2007, CAWST staff donated almost one full person year in time to CAWST.

# People

Over the last year, four staff members left to pursue new opportunities. We thank them for their valued contributions. Many still maintain close ties with CAWST. Diana Frost, CAWST's first International Technical Advisor, continues to raise money for her former clients and is a strong CAWST ambassador within Rotary. Mike Lafleur continues to work for CAWST from Ontario on new training materials and youth program initiatives.

We are also delighted to welcome some new faces to CAWST over the last twelve months and hope that they will be with us for a very long time.

**Zulfikar Ahmed**, Coordinator, Financial Services

**Melinda Foran**, P.Eng., MPH, International Technical Advisor, Africa

**Abha Manchanda**, M.S.W., Fund Development Analyst

**Vanessa Sobie**, B.A., Coordinator, Office Services

**Laura Thomas**, P.Eng., M.Sc., B.Ed., Education Program Developer

**Bryndis Whitson**, B.A., Interim Public Engagement Coordinator

'water ambassadors' in the community. In 2007, 157 volunteers contributed over 6.5 person-years doing a range of key roles in organizational leadership, international training assistance, public speaking, research and accounting.

## Donors

CAWST's donors are among the most generous and loyal in the world. Thirty-seven donors have invested in CAWST for three or more years, and we have received an average donation of \$4,700 per individual, and \$6,800 per corporation in 2007. We are grateful for their generosity and honoured by their belief in our work. Donors have also shown a passion for getting more involved in the cause, as members, volunteers and vocal supporters. For the first time, CAWST worked with two donor families keen to see first-hand the work of CAWST and its client network. Both families have returned to Canada invigorated about doing more to address the global water crisis.

CAWST is also truly humbled by the 35 community groups who gave freely of their time and resources to raise funds to support the work of CAWST. They hosted talent shows, silent auctions and bake sales in support of the cause. We also want to send a special thank you to:

- Moms Making it Happen for showcasing CAWST at your annual brunch;
- Josie Styles and Groove Kitch'n for choosing CAWST for your Beach Party fundraiser;
- Tamera Eby, Lori and Bruce Hamilton, Leor Rotchild and Heather Thompson for inviting CAWST into your home for your home-based events;
- Live Out Loud and Health Stand Nutrition Consulting for profiling CAWST and raising funds at your health and nutrition event; and



*Staff outside CAWST's offices in Calgary, Canada*

## Volunteers

Volunteers are crucial to CAWST's success, enabling us to reach further and do more. They are also the most vocal

- Countless others who chose CAWST as the beneficiary for birthdays, weddings and memorial gifts.

# Thank You

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*“Thank you for your vision of providing clean water to the world; I am so inspired by your work. I believe my purpose is to help Canadians stand up for water – to ensure that everyone and everything that needs clean drinking water has it.”*

– Miranda Wemyss, community fundraiser

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To those who give of their time, energy and personal resources, thank you for helping CAWST Make Waves! Some outstanding examples from the last year...

*Maureen Darling*, water ambassador ... for your enthusiasm and belief in CAWST’s message and your involvement in the Speakers’ Bureau and AGM

*Felicia Esposito*, event expert ... for volunteering your time and extraordinary skills toward our first annual Help Us Make Waves campaign

*Kyla Fisher*, star facilitator ... for your passion for youth facilitation that gets everyone around you fired-up

*Tom Mahin*, international volunteer ... for your expertise in arsenic filtration and for taking the initiative to help CAWST’s clients in Cambodia and Bangladesh

*Samuel Olubiyi*, researcher ... for your tireless commitment to researching potential corporate supporters for CAWST

*Dave Putt*, task-master ... for your help organizing the back shop, troubleshooting problem areas in biosand filter construction and documenting practical tools for our workshop materials

*Douglas Robertson*, tech guy ... for helping us navigate the complicated world of computer systems and software

*James Romaine*, insurance expert ... for your determination to ensure CAWST’s employee benefits, and other employee insurance programs, continued to meet our unique needs

*George Sapak*, IT guru ... for helping CAWST’s staff and network stay connected

*Ricardo Vega*, outstanding host ... for giving your time and energy toward training workshops in Peru



*Cheers ... to our countless supporters and friends!  
(photo: before and after filtration in Bangladesh)*

# Statement of Financial Position

December 31, 2007 and comparative figures for 2006

	2007	2006
<b>Assets</b>		
Current assets:		
Cash	\$ 66,614	\$ 89,501
Term deposits	983,410	1,030,000
Accounts receivable	39,934	65,404
Prepaid expenses	6,113	9,829
	<u>1,096,071</u>	<u>1,194,734</u>
Property and equipment	100,203	86,436
	<u>\$ 1,196,274</u>	<u>\$ 1,281,170</u>
<b>Liabilities and Net Assets</b>		
Current liabilities:		
Accounts payable and accrued liabilities	\$ 41,216	\$ 46,395
Deferred revenue	367,410	371,416
	<u>408,626</u>	<u>417,811</u>
Deferred contributions related to property and equipment	8,678	11,675
Deferred revenue	-	250,000
Net assets:		
Invested in property and equipment	91,525	74,761
Accumulated operating surplus	687,445	526,923
	<u>778,970</u>	<u>601,684</u>
	<u>\$ 1,196,274</u>	<u>\$ 1,281,170</u>

# Statement of Operations

Years ended December 31, 2007 and comparative figures for 2006

	2007	2006
Revenues:		
Donations	\$ 1,524,067	939,214
Project consulting	12,346	54,033
Training courses	30,018	54,812
Interest income	35,119	24,198
	<u>1,601,550</u>	<u>1,072,051</u>
Expenses:		
Salary and benefits	899,582	617,894
Office and administration	129,688	90,605
Travel	124,838	112,590
Consulting	60,456	66,311
Rent and utilities	54,866	49,697
Meals and entertainment	43,602	49,686
Materials and lab supplies	36,122	37,007
Insurance	19,718	22,815
Audit	12,146	16,127
Loss on sale of marketable securities	1,603	206
Training and conferences	1,441	12,461
Loss on disposal of equipment	812	1,856
Depreciation	39,390	27,859
	<u>1,424,264</u>	<u>1,104,908</u>
Excess of revenue over expenses	<u>\$ 177,286</u>	<u>(32,857)</u>

Audited Financial Statements and notes are available at [www.cawst.org](http://www.cawst.org)

# Donors 2007 - June 2008

**INDIVIDUALS** • Vickie Adams • David Allen • George & Maureen Amos • SL Anderson-Kepke • Marion Andreasen • Julianne Andrews • Anita Arduini • Jeff Arsenych • Douglas & Gail Ayotte • Abby & Sandy Badwi • Derek & Camille Baker • Chris & Susan Baker • Dianne Bassett • David L. 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## 2008 - 2009 Countries of Focus:

Bangladesh

Bolivia

Cambodia

Cameroon

Dominican Republic

Ecuador

El Salvador

Ghana

Haiti

Honduras

India

Indonesia

Lao PDR

Mexico

Nepal

Nicaragua

Pakistan

Philippines

Sri Lanka

Sudan

Tanzania

Uganda

Viet Nam

Zambia

**[www.cawst.org](http://www.cawst.org)**

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