

2020 ANNUAL REPORT



DEAR FRIENDS,

Last year, we set an ambitious goal: to serve more than 800,000 people with safe water, sanitation, and hygiene (WASH) solutions. It was our highest target to date.

With your faithful partnership, and in the midst of an unusually difficult year, we exceeded this vision as God gave us the opportunity to serve more than 1.6 million people around the world. We are delighted to share a few stories of the lives impacted in this 2020 Annual Report.

Together, we responded to the COVID-19 pandemic, providing safe water, handwashing stations, and hygiene education to vulnerable communities. While these initiatives were Water Mission's priority, we also continued to support efforts associated with engineering innovation, disaster response, and community development.

As you will read in the following pages, Water Mission celebrated several milestones this year. In Honduras, we installed the 1,000th latrine associated with the Safe Water Western Honduras initiative. In Uganda, we ensured reliable access to safe water was made available to over 460,000 refugees—an increase of more than 40% from 2019. Our groundbreaking technical guide for design and installation of solar-powered water systems, written in partnership with UNICEF, was translated into French and Spanish to allow for greater accessibility. And although our Walk for Water events were held virtually, people joined us from 35 countries—more than ever before.

This year we also launched the Global Water Center, a new nonprofit in the WASH sector focused on eradicating the global water crisis by driving sectorwide collaboration around standards, accountability, and transparency. The Global Water Center has started the process of convening safe water organizations, corporate partners, and governmental agencies to work together to accelerate an end to the global water crisis. The immediate focus is establishing standards and developing an industry-wide remote monitoring platform to facilitate transparency and outcome-based accountability.

Amid all this exciting activity, we remain focused on our vision: that all people have safe water and an opportunity to experience God's love.

Thank you for playing such an important role in helping serve those in need with best-in-class WASH solutions. With your support, we will continue building on this work with innovation and global collaboration until our vision is a reality.

God bless you,



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George C. Greene III, PE, PhDCo-Founder and Executive Chair



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George Greene IV, PEChief Executive Officer and President

P.S. 2021 marks Water Mission's 20th anniversary, which you will hear more about as the year progresses. As we celebrate this milestone, we are humbled and grateful for the work we have accomplished through God's provision and partners like you.



IN 2020, **TOGETHER WE:**



SERVED MORE THAN 1,600,000 PEOPLE



INSTALLED 8,550 EMERGENCY HANDWASHING STATIONS



CONSTRUCTED 975 LATRINES



BUILT 185 SAFE WATER AND SANITATION **PROJECTS**



COLLABORATED ON 55 PARTNERSHIP **RESOURCING PROJECTS**

SINCE 2001, WE HAVE SERVED MORE THAN 7,000,000 PEOPLE.

A GLOBAL RESPONSE TO A GLOBAL PANDEMIC

This year, the COVID-19 pandemic cast a spotlight on the dire need for safe water, sanitation, and hygiene solutions in vulnerable communities. As countries raced to contain the spread of the disease, local lockdowns and shipping delays created unique challenges for organizations serving these hard-to-reach communities.

Through your partnership and God's grace, Water Mission scaled its response in 2020, reaching more people than ever before.

Together, we installed more than 8,550 handwashing stations in key locations, including healthcare facilities, schools, and existing safe water collection points. We also distributed critical hygiene supplies, such as safe water and soap, to more than 800,000 people around the world.

Water Mission's global footprint of partners and staff allowed us to quickly pivot and prioritize hygiene initiatives to help protect communities from COVID-19. With generous grants from the Poul Due Jensen Foundation and the Pentair Foundation, we provided hygiene training and handwashing stations to communities around the world.

In every region where Water Mission serves, our dedicated global staff worked to help protect at-risk communities from COVID-19 through distribution of hygiene supplies and education training. Proper handwashing and social distancing were not practiced in many of these locations due to a lack of resources and cultural understanding. In response to these barriers, we developed hygiene education resources, translated them into 10 different languages, and then worked through our existing network of communities to distribute information. Not only were



In May, the Poul Due Jensen Foundation gave Water Mission a \$1.5 million grant to expand and accelerate our global response to the COVID-19 pandemic. Together, we deployed technical staff around the world, installing thousands of handwashing stations in vulnerable communities and leading COVID-19 specific hygiene training.



these materials available for our staff and partners to use in local communities, we also shared them broadly with organizations working all over the world.

With your support, Water Mission's efforts also included a special focus on serving healthcare facilities around the world. In rural regions, many health clinics have never had reliable access to safe water and soap. This created dangerous conditions for patients and staff that were only heightened by the pandemic.

For example, installing a Living Water Treatment System during the pandemic allowed the Chiwe Health Clinic in central Malawi to offer safe water to patients for the first time. With Chiwe's safe water system, the clinic is also finally able to serve mothers and newborns. To further protect the region, our team installed an additional 400 handwashing stations and offered community hygiene training specific to COVID-19.

In partnership with the Ministry of Health in Tanzania, we installed 300 new handwashing stations in local healthcare facilities. We also worked with UNICEF to provide safe water in five hospitals in western Tanzania, supporting both Tanzanians and the hundreds of thousands of refugees living in camps in the region.

Amid an unprecedented health crisis that has driven people to self isolation, you have shown communities around the world that they are not forgotten.

[&]quot;On behalf of the Tanzanian government, I would like to thank Water Mission for complementing government efforts to prevent the spread of COVID-19. [...] The biggest thing that health professionals need to focus on is to ensure that they wash their hands. [...] This initiative by Water Mission's program in Tanzania ensures that happens."

⁻ Ummy Mwalimu, Minister of Health, Tanzania

FAR AWAY BUT NOT FORGOTTEN

Bringing Safe Water to Capity, Haiti

Gladys Alexis is a farmer in Capity, a "last-mile" community tucked into the mountains of Haiti's Artibonite region. Such communities are rural, often isolated, and extremely hard to reach due to a lack of paved roads and limited infrastructure.

Until this year, residents like Gladys had little access to clean, safe water. Capity is surrounded by streams, but they are contaminated with bacteria that cause illness. Although treated water is available for delivery from nearby cities, few people in Capity could afford that service.

"Everyone in the family used to go and collect water," Gladys told us. After carrying enough water for themselves and their animals, not much was left for washing and other needs. "In the past, we all used to get sick often." Thanks to the generosity of partners like you, this hard-to-reach community now has access to safe water through its own Living Water Treatment System.

"Now, we... walk outside and get fresh, clean water," Gladys said. "Since we're drinking treated water, we don't have the sickness that we used to get. Even the animals are healthier!"

For easily overlooked communities like Capity, safe water is a tangible reminder of God's love and provision.

"I used to go to church dirty, without washing," Gladys said. "But now, since we have this clean water in Capity, I can praise God with a clean body and a clean spirit. My faith in God gives me great hope, because I believe that, with God, we can have what we need."





Safe Water for Refugees

Water Mission is committed to providing vulnerable communities with safe water. In Uganda, we served more than 460,000 refugees in 2020—a 40% increase from 2019. In addition to working in refugee settlements, we also installed a temporary water source, latrines, and handwashing stations at the Ugandan border with the Democratic Republic of the Congo. This allowed us to serve an estimated 3,500 Congolese refugees quarantined near the border due to COVID-19 before being granted asylum in Uganda.



CULTIVATING EXCELLENCE

Your support of Water Mission in 2020 made a life-changing impact for families in Western Honduras.



PROVIDING SAFE WATER AND SANITATION

Water Mission and the Pentair Foundation partnered to launch Safe Water Western Honduras in 2017. Communities in this region face extreme poverty. To date, this multi-year program has provided safe water and sanitation solutions for more than 31.000 residents.



CELEBRATING A HOPEFUL HARVEST

In 2020, Water Mission joined the community of Barrio Hernandez in western Honduras to celebrate the installation of our 1,000th latrine in the region.

This farming community received safe water and sanitation solutions as a part of the project.

Water Mission's work in the community included empowering local leaders and facilitating the formation of a Safe Water Committee. These are critical pieces of the puzzle for providing sustainable safe water and sanitation solutions in the community. Although Water Mission facilitates the process, if it is not community led, the project is significantly more likely to fail. One responsibility that comes out of a community-led initiative is the procurement of locally available materials like sand, rock, and gravel. Another is the provision and supervision of labor to build component pieces of the project. Through these collective efforts, the residents of Barrio Herndandez can now celebrate having access to life-changing safe water and sanitation solutions.

ENGINEERING AND INNOVATION

LEADING THE INDUSTRY

In 2020, Water Mission and its partners continuously pushed innovation and defined technical standards for delivering and powering safe water around the world.



SUSTAINABLE

Solar Power in Nyarugusu

Water Mission is one of the first organizations in the world to harness solar power to pump and disinfect water in a refugee setting. We now provide and treat all the water used in Tanzania's Nyarugusu Refugee Camp, precisely chlorinating water with Grundfos dosing pumps as it is drawn from the ground. While this same application is commonly found in countries like the United States. Water Mission's use of this method in the developing world and refugee settlements is truly pioneering. This year, for the first time, we filled all 150,000 refugees' safe water needs using solar power alone.

ACCURATE

tTEM Geological Mapping

Thanks to the generosity of the Poul Due Jensen Foundation, Water Mission is now using one of the only mobile towed Transient ElectroMagnetic (tTEM) systems in the world. This allows us to rapidly conduct highly accurate geological surveys and determine the best location for sourcing groundwater (i.e., drilling productive wells). The Poul Due Jensen Foundation purchased and donated this equipment for our global use. The tTEM has been used in both Ethiopia and Tanzania supporting refugee-related needs.

EFFICIENT

Kohler Power Blending

Kohler and Water Mission have collaborated to develop a unique power blending solution. This technology maximizes our pumps' use of solar energy while allowing the ability to tie in grid power and/or stand-by generators as needed. This functionality minimizes the operational costs associated with the system. It is especially useful in disaster relief and refugee contexts, where we may need to pump safe water both day and night. Power blending switches seamlessly between power sources, minimizing costs without interrupting the flow of water. We tested this new technology in Uganda and Puerto Rico, and it was so successful that Kohler is now offering it for commercial sale.



RESILIENT

Bringing Solar Power to Marsh Harbour

As part of our long-term disaster relief efforts. Water Mission finished installing the largest solar array we have ever engineered in Marsh Harbour, a town in the Bahamas devastated by Hurricane Dorian in 2019. The solar energy is now integrated with the municipal power grid to help run the local water system. It increases the efficiency of water pumps by up to 33% at each of Marsh Harbour's 25 wells. Funded by UNICEF and the Center for Disaster Philanthropy, this solar array provides more than 3,500 local households and businesses with a reliable and resilient water system in the face of future storms.



Together with charity: water

In 2020, we were grateful to begin a multi-year partnership with charity: water to address water needs in one district of Uganda. A grant from the organization allowed us to serve over 16,000 people across three communities in the district through solar-powered water pumping solutions. We also partnered to implement sanitation solutions in two schools. In response to COVID-19, the grant was expanded, providing 150 emergency handwashing stations to the 40,000 residents in these communities.



Solar Powered Water Systems Design and Installation Guide

Water Mission recently partnered with UNICEF to author the first comprehensive guide to the design and installation of rural solar-powered water systems. Drawing on 13 years of experience implementing more than 1,400 solar-powered solutions, this resource provides instructions for meeting internationally recognized technical standards. The guide has been translated into both **Spanish and French for greater** usability by non-governmental organizations around the world.

BUILDING RESILIENCY

In every disaster that we respond to, Water Mission seeks to provide solutions for both the immediate and long-term needs of the people that have been impacted. Generally speaking, these needs fall into three categories:

RELIEF

Establishing immediate access to safe water and sanitation services

RECOVERY

Stabilizing the immediate relief solutions

RESILIENCE

Rebuilding with a long-term, sustainable focus

In the immediate aftermath of a disaster, relief and recovery get the most attention, but resilience is often an area that gets overlooked. In addition to the 2020 COVID-19 pandemic, we responded to new disaster-related needs around the world, but also continued to support past disaster relief efforts transition into a Resilience focused result. Each safe water, sanitation, and hygiene (WASH) solution was designed to leave communities stronger and more resilient in the face of future challenges.

This approach aligns with our commitment to the UN Sustainable Development Goals, which target the most pressing issues across the globe. With your support, our work is helping meet the goals of ending poverty, ensuring access to safe water and sanitation, and increasing communities' adaptive capacity to natural disasters.

THE BAHAMAS

Rebuilding Better

Water Mission used solar technology to power the largest municipal water system in the Abacos, the Bahamas, following Hurricane Dorian. **Designed to withstand hurricane-strength winds, these solar-powered solutions are able to provide reliable water for thousands of people during future disasters.** We also worked in six public schools in the remote outer islands. We engineered and installed rainwater collection, storage, treatment, and distribution solutions that allow the schools to operate off-grid and benefit local communities when future disasters strike.

Water Mission partnered with St. Bernard Project and the Sextant Foundation to provide safe and reliable water to medical facilities in the Bahamas. With our expertise and technology, the largest of these projects uses reverse osmosis (RO) to supply potable water to the entire Rand Memorial Hospital in Grand Bahama. Another RO unit will be installed at Eight Mile Rock Clinic in Grand Bahama. Rainwater collection and treatment systems serve health clinics in Green Turtle Cay, Cooperstown, and Fox Town.

COVID-19

A Global Response

Water Mission provided more than 800,000 people around the world with access to safe water and hand soap in response to the COVID-19 pandemic. We installed over 8,550 handwashing stations in healthcare facilities and high-traffic settings. We also developed resources in local languages to educate communities on hygiene practices that are always critical, not just during a pandemic.



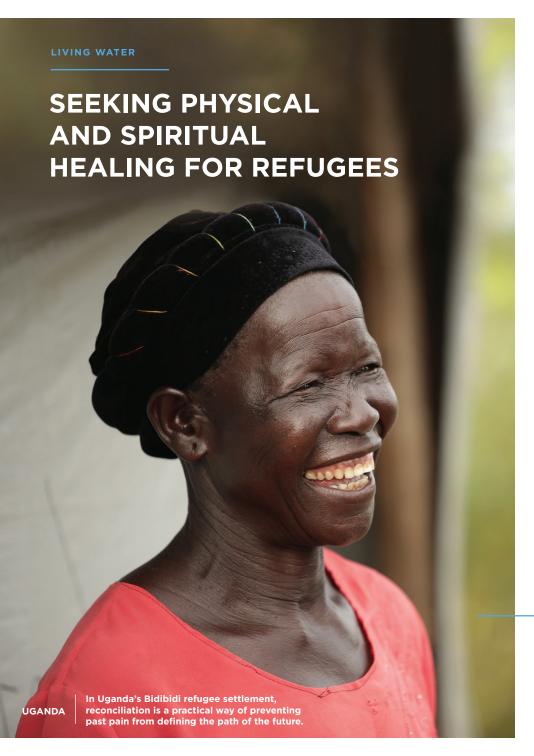


January Earthquakes

Water Mission rapidly deployed safe water systems in Puerto Rico following two major earthquakes in January. Our resilience-focused efforts stemming from the 2017 destruction of Hurricane Maria also bore significant fruit this year. Since 2017 we have solarized water systems in over 20 rural communities where we originally responded with relief. Using solar energy to power the water systems meant they continued functioning after significant sections of the electrical grid went down following the January earthquakes. We also finished installing 43 solar-powered water systems in public schools, ensuring reliable safe water is available when future disasters strike.



You are helping us serve people with practical, immediate, and long-term solutions, bringing them hope and the love of Christ amid their trials. Please continue to pray for the people of the Bahamas. Pray also for the resilience-focused rebuilding after Hurricane Dorian—the worst natural disaster the country has ever experienced.



Nearly 250,000 South Sudanese people are rebuilding their lives in Uganda's Bidibidi refugee settlement after fleeing war and hunger. They need Water Mission's safe water and sanitation solutions simply to survive each day. To truly move forward, however, they also need the opportunity to experience God's love and healing as they process their trauma. Tragically, the UN Refugee Agency reported that suicides are on the rise among South Sudanese refugees, nearly doubling between 2018 and 2019.

As in every country program, Water Mission is committed to equipping local churches to serve both the physical and spiritual needs of their community. In Bidibidi and the surrounding communities with similar needs, we are empowering church leaders to facilitate trauma healing and reconciliation among refugees of rival tribes.

In early 2020, we led a training for 100 leaders on the power of forgiveness and reconciliation after trauma. Clergy attended, along with women's ministers and Refugee Welfare Council members. The conference included practical guidance on how to minister to neighbors and help fellow refugees acknowledge and process their trauma. Facilitators learned how to create space for pain, allow people to be heard, and through God's grace, encourage them to take the first steps toward healing.

"Following hurt, pain, or atrocity, forgiveness can potentially bring resolution and freedom," local pastor Joseph Lupai Moses shared after the conference. "It is a practical way of preventing the pain of the past from defining the path of the future. Reconciliation refers to the restoration of fractured relationships by overcoming grief, pain, and anger. To refugees, it is a societal process that involves mutual acknowledgment of past

[&]quot;When we came to Bidibidi, there were a lot of challenges. There was no [safe] water and many people. But Water Mission has done great things. They supplied the community with enough water and trauma healing teachings. I know my God has strengthened me and no matter what challenges I may face, I am fine. I am okay."

⁻ Mary Yangi, Bidibidi resident



suffering and changing destructive attitudes and behaviors into constructive relationships toward peace."

Peterson Leku, a participant, later told us, "I was planning to leave the settlement and go back to South Sudan. I lost everything I had and could hardly care for the needs of my family. I want to thank Water Mission because now I have learned to forgive others and myself such that I can move on.... I know Christ is in charge of my situation."

With your faithful support, these leaders are equipped with the resources and training to share God's love and redemptive power with their neighbors in new ways. As a result of the training and materials provided by Water Mission, churches plan to host their own local workshops. Pastors have formed teams to mobilize and train other churches in the settlement with the goal of facilitating redemptive healing on an even greater level.

Through unique programs like the trauma healing workshop along with safe water, sanitation, and hygiene services, you are helping refugees experience transformation as they rebuild their lives in Uganda.

SHARING THE LIVING WATER WITH ISOLATED PATIENTS

COVID-19 patients in hospitals often find isolation from loved ones impacts their spiritual well-being. When a Water Mission team visited patients to distribute In Touch Messenger audio Bibles, six people gave their lives to Christ. One of the six new believers went to be with the Lord the next day. Water Mission's previous relationship with these hospitals opened doors not only to distribute Bibles, but also to pray with patients and share God's love.





PRAYER TEAM

One of co-founder Molly Greene's last initiatives was to create a prayer team for the ministry. Led by Karen Young, the first meeting took place in November 2019. Prayer Team volunteers gather and pray on a monthly basis for Water Mission as a ministry, for staff, and for the people we serve.

"While we pray over the everyday workings of the ministry, we also pray over the salvation of the nations," Karen shares. "Psalm 2:8 is deeply placed in our hearts that not only will we address the physical needs of clean, safe water, but Living Water [of Jesus Christ] will become a reality for those we serve."

KEEPING IN STEP WHILE SOCIALLY DISTANT

Our Walk for Water events in cities around the country and throughout the world looked a little different in 2020.

Instead of thousands of walkers sharing the same path, participants stepped out in their own neighborhoods. Social media posts replaced banners lining the event route. Despite these changes, the purpose remained the same: to raise awareness and support for the 2.2 billion people who still lack access to safe water.

In the midst of a challenging year, our partners' commitment and passion for ending the global water crisis only grew.

In March, COVID-19 was declared a national emergency. Our partners, staff, and volunteers immediately began re-imagining all Walks scheduled around the world as virtual events. Participants received digital toolkits with facts, stories, and graphics to share about the need for safe water with friends and family.

Over the course of the year, more than 5,300 people from 35 countries participated in 15 Walks and raised more than \$875,000 to support our work.

Although physically separate, we walked in step with each other and with those who are still awaiting safe water. We carried buckets down sidewalks and across cities, sharing the experience to help generate education, awareness, and financial support.

The reality of COVID-19 fueled our participants' passion for bringing safe water to those who need it most. We walked for the communities that lack safe water for drinking, cooking, and cleaning. We walked to help bring handwashing stations to refugee camps, hospitals, and schools. And we walked because access to safe water, sanitation, and hygiene solutions are critical in stopping the spread of illness.

From Denmark to the Twin Cities, we walked to create a world where water is safe and accessible to all.

We walk so others don't have to.

Learn more about this year's Walk for Water at watermission.org/walk.

2020 VIRTUAL WALK BY THE NUMBERS



35 COUNTRIES
PARTICIPATED IN
15 WALKS



MORE THAN
5,300 PEOPLE
WALKED



MORE THAN **\$875,000** WAS RAISED



"Washing your hands to fight against disease and infection is a luxury millions around the world don't have. We are honored to commemorate their daily walk to bring awareness to their need for [safe] water."

- Lisa, 2020 Walk for Water Participant



2020 FINANCIALS



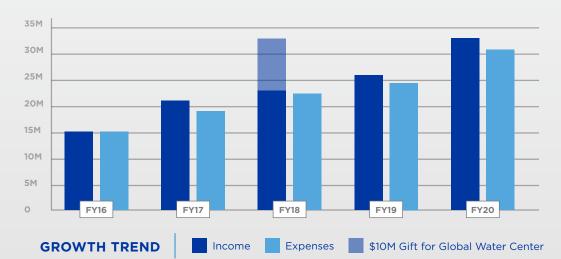
89% Contributions, Services, & Special Events

11% In-Kind



88% Programs 6% Fundraising

6% General & Administrative





Charity Navigator awarded Water Mission its top rating for the 14th consecutive year, a distinction shared by less than one percent of charities rated by the organization. Water Mission follows a model of biblical stewardship that recognizes God owns everything. He expects us to steward the time, talent, money, and influence we each have been given, and to seek to multiply it to accomplish His purposes.

Comparing Fiscal Year 2020 (Oct. 1, 2019 - Sept. 30, 2020) to Fiscal Year 2019 (Oct. 1, 2018 - Sept. 30, 2019). All numbers in 000s

	FY2020	FY2019	
Income & Ministry Support			
Contributions, Services, & Special Events	29,326	22,577	
In-Kind [*]	3,557	3,444	
Total	\$32,883	\$26,021	
_			
Expenses	27.424	24.455	
Programs	27,421	21,155	
Fundraising**	1,987	1,705	
General & Administrative	1,768	1,423	
Total	\$31,176	\$24,283	
Change in Net Assets	1,707	1,738	
Adjustments	(109)	(41)	
Change in Net Assets	\$1,598	\$1,697	
Net Assets, Beginning of Year	22,207	20,510	
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Net Assets, End of Year	\$23,805	\$22,207	
	\$23,805	\$22,207	
Assets	\$23,8U5	\$22,207	
	6,323		
Assets Cash, Cash Equivalents, & Investments Unrestricted	6,323	2,704	
Assets Cash, Cash Equivalents, & Investments			
Assets Cash, Cash Equivalents, & Investments Unrestricted Restricted to projects	6,323 13,199	2,704 15,321 307	
Assets Cash, Cash Equivalents, & Investments Unrestricted Restricted to projects Total Receivables	6,323 13,199 174	2,704 15,321	
Assets Cash, Cash Equivalents, & Investments Unrestricted Restricted to projects Total Receivables Inventory Other Current Assets	6,323 13,199 174 4,163	2,704 15,321 307 3,881	
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Assets Cash, Cash Equivalents, & Investments Unrestricted Restricted to projects Total Receivables Inventory Other Current Assets Property & Equipment Assets to be Transferred Total Assets	6,323 13,199 174 4,163 436 746 1,235	2,704 15,321 307 3,881 548 698	
Assets Cash, Cash Equivalents, & Investments Unrestricted Restricted to projects Total Receivables Inventory Other Current Assets Property & Equipment Assets to be Transferred Total Assets Liabilities & Net Assets	6,323 13,199 174 4,163 436 746 1,235 \$26,276	2,704 15,321 307 3,881 548 698	
Assets Cash, Cash Equivalents, & Investments Unrestricted Restricted to projects Total Receivables Inventory Other Current Assets Property & Equipment Assets to be Transferred Total Assets Liabilities & Net Assets Current Liabilities	6,323 13,199 174 4,163 436 746 1,235 \$26,276	2,704 15,321 307 3,881 548 698 \$23,459	

^{**} Fundraising refers to activities that offer opportunities to support the work of the ministry.

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*Andre' Kennebrew began his first term as a member of the Board of Directors on October 1, 2020.

**James Loscheider completed his term as a member of the Board of Directors on September 30, 2020.



Water Mission is a nonprofit Christian engineering organization that designs, builds, and implements safe water, sanitation, and hygiene (WASH) solutions for people in developing countries and disaster areas. Water Mission has more than 400 staff members working in its headquarters and around the world in permanent country programs located in Africa; Asia; North, South, and Central America; and the Caribbean. Water Missions International is a 501(c)(3) tax-exempt organization, EIN #57-1116978.