



International
Water Association

Annual Review 2008



Water

Global

Innovative

Sustainability

Pragmatic

Network

Leadership



Looking back at 2008;
looking forward to 2009



List of acronyms

AIDIS	Inter-American Association of Sanitary and Environmental Engineering
AfWA	African Water Association
ASPIRE	IWA East Asia & Pacific region
AWA	Australian Water Association
AWWA	American Water Works Association
AwwaRF	American Water Works Association Research Foundation
CDC	Centers for Disease Control and Prevention
CEO	Chief Executive Officer
EPA	Environmental Protection Agency
ESAR	East and Southern African Region
EU	European Union
GDS	Global Development Solutions programme
IAWQ	International Association on Water Quality
IWA	International Water Association
IWAP	IWA Publishing
IWSA	International Water Services Association
IWWA	Indian Water Works Association
LET	Leading-Edge Technology conference
NEERI	National Environmental Engineering Research Institute
PIA	Project Innovation Awards
SG	Specialist Groups
SIWI	Stockholm International Water Institute
TECHNEAU	Technology Enabled Universal Access to Safe Water
USAID	United States Agency for International Development
UNHABITAT	United Nations Human Settlements Programme
WAMI	Water Asset Management International
WEDC	Water, Engineering and Development Centre
WEF	Water Environment Federation
WERF	Water Environment Research Foundation
WHO	World Health Organisation
WIO	Water Intelligence Online
WSP	Water Safety Plans
WUMI	Water Utility Management International
WWMD	World Water Monitoring Day

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The IWA Annual Review 2008 deals substantially with Association wide activity in 2007-2008 and references scheduled activities in 2009

Photographs: David Boucherie, pg 11, p 12, p 22

2008 Key Highlights

PROGRAMME & MEMBER SERVICES	MEMBERSHIP	REGIONS	PUBLISHING	FINANCIAL RESOURCES
<ul style="list-style-type: none"> ● 42 IWA conferences or events, in 24 different countries, attracting 7,000 participants, were organized. ● The IWA World Water Congress in Vienna received 1300 submissions. 471 reviewers helped the programme committee to choose 400 platform presentations and 159 posters. ● One new specialist group was formed during 2007/08; alongside 4 new task forces, all under the auspices of the Climate Change and Adaptation group. 	<ul style="list-style-type: none"> ● At mid-2008, IWA had 4,852 individual members, 427 corporates and 2,196 Nominated Representatives ● At mid-2008, we have already surpassed our 2007 end of year figures for corporates by 1% and met 94% of our 2007 year-end figures for individuals. ● The number of nominated representatives has increased by 25% over the last year. ● Corporate membership figures are at an historic high – with just under 430 corporate members active. ● A Corporate Member Account Manager was recruited and dedicated to the needs of corporate members. 	<ul style="list-style-type: none"> ● Following a process of decentralisation, IWA opened regional offices in China (Beijing), Singapore (Singapore) and Mexico (Mexico City). ● Negotiations are well developed for the establishment of regional offices in Brazil (for South America), India (for South Asia) and Kenya (for Africa). ● IWA opened an operational base in The Hague (The Netherlands) with support received from the City of The Hague, the Dutch government and water utility community. 	<ul style="list-style-type: none"> ● IWA Publishing released 29 new books, 24 WERF reports and 68 AWWA Research Foundation reports. ● ISI confirmed their evaluation of Water Science and Technology and have re-listed the journal in Web of Science, effective from start of 2008. The Journal's impact factor for 2007 increased to 1.240. ● Nordic Hydrology changed its title to Hydrology Research, reflecting the international coverage of the journal. ● Water Intelligence Online, a water reference library service for librarians and individuals, showed strong growth in subscriptions. 	<ul style="list-style-type: none"> ● 2007 saw another good financial performance with a surplus contributed to overall reserve funds. ● The surplus is attributed to tight cost control in line with budget and above budget profit arising from IWA Publishing, which gift aided in excess of £1 million to IWA's charitable activities.

IWA. Agents of Change

Friends – I trust you will enjoy this review of our last year as much as me. The range and scope of activities is truly breathtaking: some key figures alone tell us of the industry behind the Association: 42 IWA conferences or events in 24 countries; 54 Governing Members; 1300 submissions to the Vienna Congress; 49 operational specialist groups; 29 new books; 92 reports from WERF and AWWA Research Foundation; 4,852 individual and 427 corporate members.

And like me, as you read through these pages, I am sure you will recognize common themes which are emerging, which we as water professionals must take action on:

- Urbanization, mega-cities and cities of the future – for the first time in history, over half of the world's population now live in urban areas. Continued urbanization will frame the challenges we face in the decades ahead;
- Climate change – impacts on water scarcity, water quality, hydraulic flows, flooding and urban drainage are being adversely affected from Peru to Perth;
- Water and Energy – examining the linkages between the energy needed for water and the water needed to produce energy;
- Frontiers in science, research and technology – the potential importance and application of high science breakthroughs in microbial ecology, bioengineering, material sciences and nano-technologies, and their application in non-traditional contexts in low and middle income countries.
- Future sanitation – coming to terms with the huge burden that half the world's population bears without adequate access to some basic form of sanitation system.

The Association offers ways and means to help engaged sector professionals deal with the multitude of challenges ahead – through our tried and tested events and conference series; through the 'heart' of IWA – its

specialist groups; or via anyone of several strategic programmes dedicated to "hot topics" in the field. Less familiar, but by one means less valuable, is member engagement through our task forces, task groups, via online debate and discussion, or through the placement systems behind expertise exchange mechanisms that are being trialled. These are the positive opportunities that exist.

Whilst rightly recognizing the value of our contributions, the Association as a whole needs to further its agenda in several areas, namely:

- To recognize the diversity of its members, their interests, geographies and circumstances. Growth in low and middle income countries represents significant growth potential, yet our membership offering in this regard needs greater input;
- To continue the work in thinking ahead for the sector, by providing opportunities for younger water professionals to succeed the current generation and make breakthroughs in leadership positions across the sector;
- To find the correct mechanisms internally that permit stronger membership communication, membership development, membership fellowship and an appreciation that IWA is not only the network, but *my network* – the network of choice for all aspiring water professionals.

It remains for me to thank several parties in the Association – first to you, our members, for re-stating your faith in my stewardship of IWA as President for a second elected term; to those members who dedicate themselves to leadership positions in the Association – our committee members, specialist group and task force leaders and many others; and finally to all IWA staff working at various offices worldwide – led by Paul Reiter – for their tireless and professional approach to supporting IWA as the water sector's main agent of change.

Dr David Garman
IWA President

2008 – The Year in Review

Membership: connect, collaborate, benefit

Overview

IWA's members reflect the professional and geographic diversity of the Association and collectively reinforce IWA's position as the network of world-leading experts spanning all corners of the globe.

Recognising the integral importance of our members to the existence and continued development of IWA, the membership department has been focussed on developing a more detailed understanding of member needs as part of IWA's efforts to provide increasing value and benefit. The development of this portrait of our members was initiated by the completion of a benchmarking study at the end of 2007. The results of this study confirmed that IWA is retaining and growing a foundation of loyal members dedicated to realising our goal of being 'the voice' of water professionals globally.

Further highlighted in this study were a set of recommendations focusing on how IWA can engage both current and potential members;

this year we have been working to implement some of these recommendations – in particular the development of a new Member Management System which will facilitate networking through our website and allow for more sophisticated communications between IWA headquarters and our members.

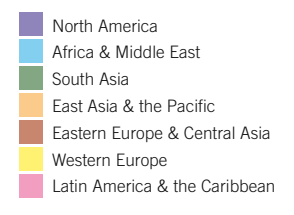
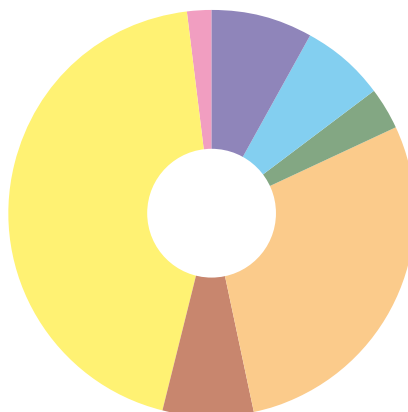
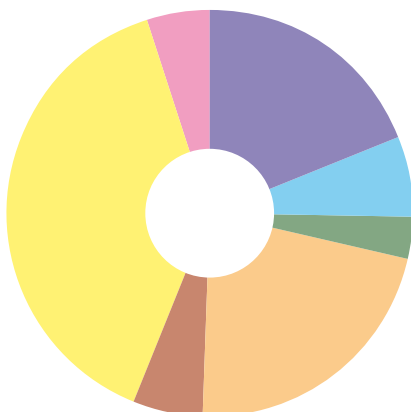
The findings of this research project were complemented by the results of our 2007 individual membership survey. The 2007 survey results are an extremely useful barometer on the perspectives and concerns of individual members. The statistics reflect well on the efforts of the Association to ensure that our strategic direction, programmatic content and membership benefits are in line with the needs of our members in a rapidly changing world.

Renewal rates in the 1st quarter of the renewal cycle (October-December) peaked at 49.8% for individuals and 56.3% for corporates – the highest renewal rates for both individuals and corporates achieved since 2000.

Overall, our figures for corporates have continued to increase in line with previous years' trends, with growth rates attributed to higher retention levels this year (92% at July

2008 ACTIVE INDIVIDUALS BY REGION

2008 ACTIVE CORPORATES BY REGION





'08). Recruitment levels for corporates have slowed this year following the dramatic rate of recruitment experienced during the last year, however, growth rates of new corporate members remains extremely healthy at 8.7% as of July '08, with this figure rising further following the World Water Congress this September.

Mirroring the positive development of our corporate membership figures, this year's fastest growth area has been in the number of Nominated Representatives joining IWA under the umbrella of corporate membership packages – increasing by 25% between October 2007 and July 2008. There does, however, need to be continued emphasis on developing this member segment in order to reach our optimum number of 4500 Nominated Representatives in the year ahead.

Whilst proving to be the more significant challenge to membership growth rate, individual membership figures are stable with particularly positive growth rates in the Young Water Professional sector over the past

• Expert •

We are the definitive source for knowledge on all aspects of water delivery and quality

year, who now comprise 18% of our overall membership base.

Trends tracking the origins of our members are following the same patterns as in previous years with the majority of our members coming from Western Europe, East Asia & the Pacific and North America. However, figures demonstrate that there has been significant growth of corporate members coming from Eastern Europe this year and an increasing number of individuals joining from South Asia and Latin America.

Governing Members

The Governing Members of IWA represent one of the core mechanisms for national or regionally based interaction across the range of issues relevant to that country or region. Governing Members are usually active in their own right and provide a range of member services focused on local issues. As such, growth of our Governing Membership body and comprehensive engagement of our Governing Members is pivotal to sustaining the growth of our network around the world.

This year, coordination of our Governing Members has been decentralised to mirror the growth of IWA's regional offices. Each region now has a dedicated Account Manager working to grow relations with long-standing Governing Members and engage with the individuals keen to form new Governing

Kauveh Jamali (Samacorp, Corporate Members, Iran)

“ IWA for me is a good opportunity for networking with other people with similar concerns worldwide. Although we receive journals for free or discounted prices it is not the reason for our membership. It is a network of *people*. Specialist groups and task forces such as the Water Loss Task Force are the most important benefits we receive from IWA. ”



Membership bodies. Currently, IWA has a total of 54 Governing Members and this year there has been particular growth in the ASPIRE region with the re-engagement of Governing Membership bodies in Thailand, China and New Zealand.

With the growth of IWA's regional offices in ESAR and Latin America in the forthcoming year, there is much excitement at the prospects of growing this core group of members in the coming year.

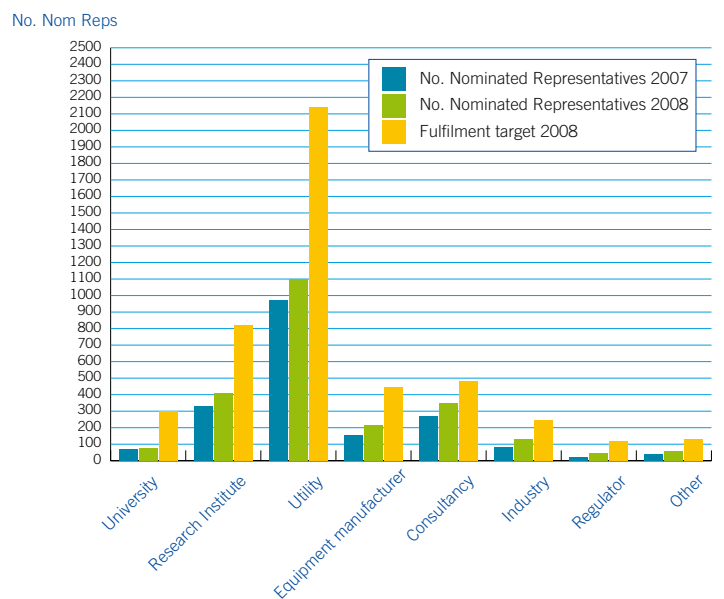
Corporate Members

The IWA corporate network is an invaluable resource for the Association. With just over 427 companies currently active, corporate membership figures are at their healthiest in history and span all sectors: utilities, consultants, technology suppliers, research organisations, equipment manufacturers and regulators. Recognising this richness, IWA created a new role within the membership team for 2008 – a Corporate Account Manager dedicated to strengthening current relationships and establishing new ones. To establish greater understanding of corporate members, a research project was implemented during the year in order

to create an 'organisational map' of IWA's corporate membership base. Principal contacts at companies were asked to share their thoughts on key motivations for membership and what IWA membership represented for them. By assessing the value to membership to corporates, we can continue to meet their high standards and give them access to the unique networking opportunities IWA provides.

Within corporate membership, the team has also worked consistently to raise awareness of Nominated Representatives. An integral benefit of corporate membership, companies are able to select up to thirty employees to be 'plugged in' to the IWA corporate network. Nominated Representatives can take advantage of unique networking platforms and receive all the standard benefits of membership. In addition, we encourage companies to allocate a portion of their Nominated Representatives to those who are also able to participate in IWA's Young Water Professionals programme. This programme facilitates global interaction and mentoring between those in the water sector under the age of 35; an outstanding opportunity to foster career development in an international environment. By ensuring that companies fulfil their nominated representative quota, we are seeking to optimise the potential

GROWTH OF NOMINATED REPRESENTATIVES 2008



for networking within IWA and link key figures from across the sectors of corporate membership.

With 2008 marking the birth of the Corporate Account Manager role and the foundations of an in-depth portrait of our corporate membership base, it seems certain that corporate membership will continue to flourish into 2009 and beyond.

Individual Members

Our individual membership network is an invaluable source of expertise and knowledge spanning over 130 countries, and as such individual members are of central importance to the future of the Association. As part of our efforts to drive individual membership figures, greater emphasis has been placed on improving the effectiveness of our marketing to individuals for both renewals and recruitment. In the past year, we have successfully re-launched our Professor-Get-Student campaign, resulting in the continued growth of the number of Young Water Professionals joining IWA. Membership has worked closely with the Specialist Group, Events and Programmes team to raise awareness of the wealth of resources available to members of the network. In addition to our overall activities on individual membership, growing emphasis is placed on staff attendance at events to meet representatives of the IWA network. With delegates from around the world attending IWA events, these events are an excellent platform to raise awareness of IWA and the core values of membership. Furthermore, the team is also looking to work more closely with the Governing Members of IWA to establish nationally based initiatives to promote individual membership.

In the coming year, the Membership team will build on the success of our corporate research project by undertaking a similar project with a focus on our Individual members. We are working to fully give voice to the views, the wants and the needs of our members and look forward to sharing and learning from these experiences in 2009.

Groups, Events and Programmes: supporting members engagement

Specialist Groups

Specialist groups and their respective task groups are described as the 'heart' of the Association. Specialist groups act as a vehicle for IWA members to contribute and participate on issue-based interaction on scientific, technical and management topics; they facilitate collaboration and product generation, including conferences and publications. There are currently 49 active groups. A key benefit from IWA membership is the ability to join these groups, which in turn provides opportunities for international networking, sharing information, skills, and making solid professional and business contacts.

As with previous years, 2007/08 saw some new additions to the group listing with one new specialist group (Nanoparticles, Nanoengineered materials and Nanotechnology) and four new Task groups. During a workshop at the World Water Congress in Beijing in 2006 and a follow-up workshop during the AWWA Annual Conference in Toronto 2007, the quantum leap that nanotechnology can provide for water and wastewater treatment and the (mostly unknown) risks resulted in a plea for

Individual Membership Online Survey

“I work out of Bangkok on water and wastewater projects in 7 developing countries in South and Southeast Asia. Your international scope, particularly Non-Revenue Water, is most useful. Beijing 2006 was my first IWA event; very valuable, learned much.”

organizing a knowledge exchange platform for the water sector on this topic.

Four new Task groups were installed under the Specialist group on Climate Change and Adaptation:

- Drying climate
- Retreating snowpack
- Deltaic or low-lying countries
- Mitigation

The goals of these task groups are information exchange and identification of 'best' practices for water utilities to cope with climate change. The first activity of each task group is to write a perspective paper on 'climate change impacts on water utilities and adaptive responses' in the climatic region covered by that task group, or on mitigation. These perspective papers will be presented at IWA's World Water Congress in Vienna.

In 2007, the major focus for the specialist groups programme was on understanding and encouraging inter-relations (a major recommendation from the specialist group leaders meeting in Amsterdam in October 2007), with the objective to promote

List of Group Chair changes from 1 Sept 2007 – present

- Design, Operation and Costs of Large Wastewater Treatment Plants: Jiri Wanner (Czech Republic); replacing Harro Bode (Germany)
- Diffuse Pollution: Ray Earle (Ireland); replacing Ralph Health (South Africa)
- IAHR/IWA SG on Marine Outfall Systems: Co-Chairs: Tobias Bleninger (Germany) and Philip Roberts (USA)
- Water and Waste technology and Management Strategies in Developing Countries. Co-Chairs: Markus Starkl, (Austria) and Hamanth Kasan (South Africa); replacing Zaini Ujang, (Malaysia)

collaboration on similar activities between groups (where relevant and useful). The main focus for 2008 is expected to be on consolidation of results from the identification of these over-lapping areas and further co-operation between various groups.

The Vienna Congress provided a launch platform for the Statistics and Economics specialist group's new 'International Statistics for Water Services' publication, which is a regular part of all Congress documentation. Led by the Task group Chair Ingrid Troquet and the Chair of the Specialist Group Renato Parena, this series has been running since the 1990's, and provides valuable statistics to water industries of various countries, including figures on abstraction, consumption and tariffs, sewage and wastewater treatment. The new and previous series of this publication is available to download on the IWA website.

2008 also saw the restructuring of the 'The Water and Waste Technology and Management Strategies in Developing Countries' Specialist group, with a new management committee comprised of members from various parts of the world. This new committee (which is still in a restructuring stage) will be comprised





of approximately 10-15 members, representatives of large world geographical zones such as Africa, Central America & Caribbean, South America, East Asia, Pacific, and Eastern Europe on one hand and sub-groups on specific scientific, technical and operational topics on another hand.

This group will now operate with a bottom-up oriented approach with all group activities overseen and coordinated by Co-Chairs Markus Starkl and Hamanth Kasan, with regional representatives defining and driving the activities within the Group.

Events

2007 was a year focused on the preparation for the Vienna Congress. The IWA Programme Committee, the Reviewers and the Congress organisers worked hard to make sure that the quality of the presentations was up to IWA standards and that delegates are appropriately welcomed to Vienna. More than 1300 submissions were received; 471 reviewers helped the 16 members of the programme committee to choose the 400 platform

presentations and 159 posters that were presented in Vienna in September 2008.

42 conferences were organised during last year, and 39 have been already scheduled to the end of 2009. If evenly distributed across the calendar year, IWA was involved in organizing an event somewhere in the world every eleven days. Our conference programme is one of the clearest indicators of IWA's role in knowledge transfer between water professionals – over 7,000 people participated in an IWA event last year. Moreover, an analysis of the physical location of our conferences highlights the international reach of IWA, with 42 conferences being organized in 24 different countries. In 2007, the Association continued with conferences

Sam Godfrey
UNICEF, Mozambique

“ IWA is rapidly becoming the premier think tank in the water sector. ”

focusing on both new topics and events from longer running series, such as:

- The Leading Edge Conference on Strategic Asset Management 2007 was organised in Lisbon, Portugal, in October. The second edition of this conference series followed up the success of the 2004 event (San Francisco, USA). Nearly 200 delegates joined to discuss the techniques, technologies and management approaches aimed at optimising investment in infrastructure while achieving required customer service standards, and heard Tony Urquhart give the key note speech on 'Successfully Implementing Asset Management in a Changing World'. During the conference, delegates worked with conference rapporteurs to identify the challenges and the way forward for each of the main topics of the conference. The results of these discussion and the recommendations of the groups can be found on www.lesam2007.org

• Future-focused •

We recognize emerging trends and challenges and help our members and stakeholders prepare for them

- The 2nd IWA Asia-Pacific Regional Group Conference & Exhibition was held in Perth, Australia, at the end of October 2007. The conference provided a platform for more than 500 delegates to exchange knowledge and network within the region. Among other presentations, Prof. Yoshimasa Watanabe, President of the Japan Society on Water Environment and previous member of the IWA Programme Committee, gave a key note speech on the Development of Sustainable Water Systems in Japan. The next editions of the ASPIRE conference will be organised in Taiwan and Tokyo in 2009 and 2010 respectively.



- Water Safety Plans: Global Experiences and Future Trends conference was co-organised with the World Health Organisation (WHO) in Lisbon, Portugal. Over 200 international delegates attended the event to share practical experiences of WSP implementation, discuss research needs and policy trends. A highlight of the event was the 'soft' launch of a draft version of the Water Safety Plan Manual – a highly anticipated field guide to provide advice to practitioners on how to implement WSPs. The launch provided the opportunity for public consultation prior to the official launch of the manual at the IWA World Water Congress in Vienna later in 2008. The 3rd biennial Water Safety Plan conference will take place in Brazil in 2010.
- The 5th Leading Edge Conference on Water and Wastewater Technologies was organised in Zurich, Switzerland, attracting 500 delegates. Amongst the highlight of the conference, was the presentation from Peter Wilderer, Technical University of Munich, on Integrating Water and Wastewater and CH2M Hill's Glen Daigger, who spoke on Decentralised Systems. The 2009 edition of LET will go back to Singapore and will be held during the Singapore International Water Week.

Programmes Young Water Professionals

Providing professional development and networking opportunities to young professionals and students in the water and wastewater sector under the age of 35 is critical to sustaining capacity. The IWA Young Water Professionals Programme, in its fifth

Individual Membership Online Survey

“I'm very much impressed by with IWA. I feel professionally connected globally.”



year of operation, is the Association's flagship initiative for recruiting and retaining the next generation of water professionals.

- Last year, four national Young Water Professionals Conferences were organized in China, Australia, United Kingdom and Mexico (with more than 200 participants) – and three more are programmed before the end of 2009 – in Korea, the Netherlands and United Kingdom.
- 2008 also saw the organization of the 4th International Young Water Professionals Conference in Berkeley, USA. Attended by over 190 delegates from 24 countries and including a workshop between established water professionals and their younger counterparts, nearly 100 YWP were provided funding to cover the cost of the registration and accommodation during the conference.
- One successfully organised workshop preceding the ASPIRE 2007 conference brought together 50 international young water professionals to learn about IWA's activities, learn about the challenges that they will face in the future and discuss career development issues. Two more workshops were staged during 2008; one at the World Water Week in Stockholm



and another during the IWA World Water Congress 2008 in Vienna.

- 2007 saw the birth of the Young Water Professionals support groups. Support groups help IWA to develop and implement selected programmes, while at the same time providing experience and visibility for YWP within the water community. Three support groups were organised and are fully operational: on the Sanitation Connection, World Water Monitoring Day and Sustainability Tool Box.
- In July 2008, the first issue of the Career Guide: A World of Opportunities was published. The Career guide comprised a collection of articles and biographical profiles that aimed to attract students and young professionals to pursue a career in the water sector. Four issues of the Young Water Professionals Newsletter, providing an overview of YWP experiences and thoughts, were produced and circulated
- During the World Water Congress 2008 the Young Water Professional Award and the Professional Development Award was bestowed and a new YWP Committee was established.

IWA recognizes the valuable contribution of Suez and Veolia in their continued sponsorship of the programme, without whose support many of its activities above could not have been programmed.

IWA Utilities

Utilities, their people and those with an interest in utilities management or operation, are an important and integral part of the IWA family. IWA Utilities was established to ensure that utilities – public and private – have a forum to share common issues, present a voice on global matters and deliver a challenging and practical programme. The Utilities programme aims to provide activities and programmes that are relevant and provide opportunities for representation of and engagement with the utilities sector. As such three Utility Leaders Forums have been organised over the past year in Perth, Australia, Lisbon, Portugal and Munich, Germany and were attended by over 160 CEOs and senior executives from within utilities. Furthermore, the event in Lisbon was the venue for the Launch of the Bonn Network – a global network of water suppliers committed to providing good safe drinking water.

The year's series of Utility Leaders Forums culminated in Vienna during the World Water Congress where over 100 utility leaders assembled to discuss best practice and hear from global leaders in strategic asset management, communications, procurement and leadership. The forum ended with a reception for the launch of IWA's

Water Safety Plans conference delegate

“Excellent opportunity to gain an appreciation for the global application of WSPs – where WSPs are being carried out, incentives, challenges, successes, etc. Also an excellent opportunity to network with others to share experiences, tools, etc.”

Water Operators Partnerships programme, referenced separately below.

Finally, a new staff member has been appointed and began work on 1 September 2008 to develop, lead and deliver the IWA Utilities programme. This will mean a significant increase in activity and output for the programme in 2009 and will commence by surveying and meeting utility members to understand needs and interests. In turn, this will lead to the development of 4-year strategic and operational plans to help maintain IWA's position as the global network of choice for water utilities.

Project Innovation Awards

IWA established the Project Innovations Award (PIA) programme to recognize excellence and innovation in water engineering projects around the world. Awardees are recognized for their work in several categories: applied research; design projects; operations / management; planning projects and small projects. The concept was born from discussions between IWA and the American Academy of Environmental Engineers (AAEE) several years ago. AAEE has conducted its Excellence in Environmental Engineering competition since 1989, recognizing the best environmental projects in the United States – the strong institutional relationship between IWA and AAEE led in turn to cooperation in developing the PIA awards.

2008 saw the second edition of the PIA Awards, which has continued to grow in both prominence and prestige as an international competition; as well as a global awards ceremony, regional ceremonies were held in Singapore and Vienna to celebrate the East Asia & Pacific and European project winners respectively. Malcolm Pirnie Inc, Black & Veatch Corporation, Kiwa Water Research, Sinclair Knight Merz Group, and GHD sponsor the programme.

Bill Dee, President and CEO of Malcolm Pirnie Inc, and President of the American Academy of Environmental Engineers said of the awards, "These PIA winners have raised the bar in solving some of these most

pressing challenges. We can only look forward with anticipation and excitement to the advancements and accomplishments we will see in future PIA competitions. We applaud the winners and acknowledge all who were involved with this competition."

Drinking Water Quality Programme

The drinking water quality programme aims to bring together the research, practice and policy communities by facilitating networking opportunities and nurturing the development and exchange of knowledge to disseminate best practice for water supply management.

IWA continues to work with leading institutions such as WHO, United States EPA, Centers for Disease Control and Prevention (CDC) and USAID ECO-Asia as well as participating in large research initiatives such as the EU funded TECHNEAU (Technology Enabled Universal Access to Safe Water) project. Such collaboration ensures that the Association can provide international leadership and support its members as effectively as possible on this subject.

Sustainability in the Urban Water Sector

During the last year, the IWA Sustainability Specialist Group prizes for excellence in



Supporting Municipalities for Better Water Management

The Coca-Cola Company are a key stakeholder involved in the stewardship of water resources and an important bulk end-user. They are therefore a strategic partner to IWA in working to improve municipal water supplies. In applying a 'Source-to-Bottle' approach, The Coca-Cola Company and IWA have created a partnership focusing on improving the safety of water supplies through enhancing the capacity of key stakeholders involved in the management of drinking water quality. In 2008, the partnership increased the portfolio of resources available to water professionals – including translation of guidelines and books in Spanish and Portuguese – to better manage water quality. The partnership has further facilitated the organisation of key meetings, conferences and training seminars in Latin America and Asia for water professionals to enhance sector capacity.

The Coca-Cola Company

sustainable water management were founded. This award, sponsored by CH2M Hill, will be bestowed biennially to publicly acknowledge and reward innovative thinking and practice in sustainability. The first edition of the award received 12 nominations for the category 'innovation in the practical realisation of sustainable urban water management' and 8 for the 'research excellence in support of sustainable urban water management.' The three short listed nominations from each category (see below) will be presented and the winners announced during the World Water Congress in Vienna.

Innovation in the practical realisation of sustainable urban water management

- Beyond Tokenism: Sustainable Urban

• Global •

We develop fair and objective solutions that reflect the unique challenges of each region, while also recognizing the increasingly global dimensions of water delivery and quality

Water Management in a Holistic Framework, Brisbane Airport Corporation

- Pimpama Coomera Waterfuture Master Plan, Gold Coast Water
- Security Through Diversity: A Blueprint for Sustainability, Water Corporation of Western Australia

Research excellence in support of sustainable urban water management

- Design of an Institutional Decision-making Process: The Case of Urban Water Management. Journal of Environmental Management, Starkl, M., Brunner, N., Floegl, W., Wimmer, J.
- Environmental and Economic Assessment of Urban Water Services for a Greenfield Development, Sharma, A.K., Grant, A.L., Grant, T., Pamminger, F., and Opray, L.
- Making Asset Investment Decisions for Wastewater Systems That Include Sustainability, Ashley, R., Blackwood, D., Butler, D., Jowitt, P., Davies, J., Smith, H., Gilmour, D., Oltean-Dumbrava, C.

The Association also worked on two major resources. First, a group of Young Water Professionals have been working to re-launch the IWA Sustainability Tool Box, to be re-designed and launched during the Vienna World Water Congress. Second, the final quarter of 2008 will see the first draft of the IWA Sustainability concept paper completed. The paper (an 80 page document), authored by Bruce E. Beck, will be made public for review and comment by specialist group members and, if endorsed, a 6-8 page summary document of key messages will be prepared for broader dissemination.

A Global Strategy for Improving Drinking Water Quality



The World Health Organisation (WHO) is the directing and coordinating authority for health within the United Nations system. The IWA-WHO partnership provides a global platform to address the challenges facing water professionals in safeguarding public health. IWA and WHO have a long-term collaborative agreement to work towards improving the world-wide safety of piped drinking water supplies by providing technical support, advocating Water Safety Plans and developing the capacities of key stakeholders.

In 2008, IWA and WHO organised joint regional training workshops in Singapore, an international Water Safety conference in Lisbon and with other partners established a regional network of Water Safety experts in the Latin America and Caribbean region. We also continue to jointly publish key resource materials such as the Water Safety Plans Manual and the WSPortal website.

Map of Bonn Network Members: Collectively Serving over 88 Million Consumers



Publishing: providing knowledge – in print and online

Last year built on previous success for IWA Publishing (IWAP), most notably with the publication of 29 books, 68 AWWA Research Foundation (AwwaRF) Reports and 24 Water Environment Research (WERF) Reports. IWA Publishing has continued to build on its position as the leading supplier of water and wastewater publications, and is committed to invest in technology to expand usage of its publications worldwide.

2008 Catalogue/CD-ROM

With a print run of 25,000, IWA Publishing was able to target a large number of potential purchasers through: current and previous IWA members; previous book and journal buyers; specialist group members, academic institutions throughout core European markets, and a diverse set of sales agents ranging across the globe.

IWA Publishing Journals/Book presence in East Asia & Pacific

- China: To continue and build upon IWA Publishing's presence within China, we have commissioned SWETS, a subscription agency, to promote our



journals to the Chinese academic community during 2008, including: roadshow events in Beijing, Dalian, Xian and Ji'Nan; through attendance at Book Fairs and through Chinese language communication materials.

- Korea: Since 2006, IWA Publishing has been actively disseminating information about our journals through Ebsco Korea, a subscription agency. This has involved participating in Ebsco's consortia deal through KESLI (Korean Electronic Site License Initiative) whose key function is purchasing electronic journals more effectively. Ebsco Korea helps maximize consortia and multi-site opportunities by facilitating our site licence to university libraries and make the most of the expanding Korean market.

Sales Agents:

- North America: our North American sales through our agent (Martin Hill, based in New York, working in conjunction with a US-based distributor, BookMasters), have experienced an up-lift in sales within this important market. Our continued exposure to trade intermediaries, libraries, conferences, and the provision of customer support have resulted in improved market penetration.
- Overseas Media (Surinder Lijhara), India: our India agent distributes the IWA 2008 Catalogue and CD-ROM to his customers, and will produce his own mini

2008 Catalogue for his customers; and represents IWA Publishing at the New Delhi 2008 Book fair.

Journals

A central part of IWAP activities focus on maintaining high quality information of relevance to the research community. Several important milestones and highlights were recorded during the last year, including:

- From January 2008 *Nordic Hydrology* changed its title to *Hydrology Research*, reflecting more appropriately the international coverage of the journal. We are pleased to report that *Hydrology Research* has been adopted as the official journal of both the British Hydrological Society and the Nordic Association for Hydrology. Ian Littlewood has joined Dan Rosbjerg as co-Editor of the journal. The entire archive of *Hydrology Research* has now been made available online, providing access to papers from 1970 onwards.
- We are pleased to announce our new policy of making papers from the *Journal of Water and Health*, which are older than 2 years, free to view.
- ISI listing for our Journals. ISI confirmed that they had completed their evaluation

YWPC2008 delegate

“I just want to thank you for your work on the IWA Young Professionals Conference. I enjoyed the conference very much. It was organized wonderfully; I learned much from the presentations and had many great opportunities for networking. I received a student grant to cover the registration and stay at the conference. This was very much appreciated. Thanks for making this possible for me.”

of *Water Science and Technology* and have re-listed it in Web of Science, effective from the start of 2008. The Impact Factor for 2007 increased to 1.240

ISI Impact Factors

Water Research: 3.427
Water Science and Technology: 1.240
Journal of Hydroinformatics: 0.457
Journal of Water Supply: Research & Technology – AQUA: 0.622
Journal of Water and Health: 1.164
Hydrology Research: 0.742

- *Water Practice and Technology* (WPT). WPT, launched in September 2006, has achieved steady and significant growth in subscriptions.
- Both *Water Science and Technology* and *Water Science and Technology: Water Supply* have undergone redesigns, with a new size, new front cover designs and page format since January 2008.

Water Intelligence Online (WIO)

WIO is an online water reference library service for librarians and individuals. WIO provides immediate access to a reference books, research papers, research reports and conference proceedings covering water, wastewater and related environmental topics. The service was launched on a subscription basis in 2007. During November and December 2007 and January and February 2008, IWAP enlisted the help of Accucoms, a telemarketing company, to promote WIO to the institutional subscribers of the journal *Water Science and Technology*. Positive feedback was noted from this trial period, leading in turn to an increase in WIO subscriptions.

Water21

Water21 magazine has continued on its successful track, strengthening its position and visibility in the sector. This has included in particular greater interaction

with the activities of IWA itself, such as: supporting and previewing the 2008 IWA Leading Edge Technology conference as its official publication; working with the IWA Project Innovation Awards to produce a publication profiling the regional and global winners; working with the IWA Young Water Professionals Programme to publish a series of articles in Water21 and to launch a new annual publication entitled 'A World of Opportunities – Working in the International Water Sector'; and preparing the daily newsletter of the IWA World Water Congress as the official publication of the Vienna event.

Wider activities of Water21 have included presence at major water sector exhibitions in Malaysia, the USA, China, United Kingdom, Russia and at the Singapore International Water Week. Highlights for other publications related to Water21 include a special issue of *Water Utility Management International* focusing on water utility benchmarking, prepared in collaboration with the World Bank team working on the international benchmarking network (IBNET).





Communications: brokering connections

IWA recognizes the importance of clear, coherent and high quality communications, both as a mechanism to help explain our activities to members and facilitate their engagement, and as a way to drive our marketing to potential new members.

Moreover, communications enables IWA to cement and maintain its position as a global leader in the wider water world.

An increasing focus of the Association's work is to communicate the value of membership from results of member surveys, participant evaluations from events and documenting

Dr Doulaye Koné

IWA Individual Member, Swiss Federal Institute of Aquatic Science and Technology (Eawag)

“I see a continuing role for IWA in stimulating regional cooperation or networking, a model which IWA has successfully implemented internationally.”

concrete ways in which members are making a difference to research, policy and practice. This leads ultimately to a stronger sense amongst members of IWA as *my network* linking to and building on notions of family and fellowship.

In 2007-08, the communications programme made progress in the following key areas of implementation:

- Extensive engagement with media organizations in preparation for the Vienna Congress; leading to some 250 journalists being briefed on the Congress, IWA and a series of topical interest papers on key issues in the sector:
- Development of one-on-one relationships with trade press outlets and high quality

• Leaders in the field •

As the premier international network of water professionals, we lead the way towards effective and sustainable urban water management worldwide

• Innovative •

We are the international voice of innovation and best practice in sustainable water management

broadsheet papers on water sector issues (for example, the UK's Observer and Guardian newspapers) leading to IWA becoming increasingly recognized as the reference point for spokespersons and comment within the media;

- Development of new communications collateral for IWA exhibition stands, IWA brochure and brand development;
- Further development of the IWA website (www.iwahq.org), with improvements to content. In the last 12 months, web statistics indicated a significant upturn in visitors and visits to the site. Over the year, web statistics have averaged at approximately 15,000 unique visitors and

27,000 visits each month. These figures represent respectively a 32% increase in visitors and 35% increase in visits from the last reporting period and demonstrate the increasing importance of electronic communication and website development as a tool for marketing the Association;

In the near term, the Communications programme will need to consolidate on these gains in the coming year and continue to focus on helping to communicate the difference that IWA members make in their daily work in science, practice and technology.

Development: making a global difference

The Association is moving forward rapidly in its programme of activities focused on its members and their challenges in low and middle income countries. This is partly through the growing maturity of the Global





Development Solutions programme and its profile in the water world, and partly a function of its increased linkages across all IWA activities (membership, specialist groups, events, programmes and publishing). The overall mission of the programme is firmly focused on bridging the expertise of IWA members within and to regions that need innovation in basic water supply and sanitation service provision.

In the 2008 period, programme highlights have included:

- The strategy of developing a structure for the Association and its members in low and middle income countries has been significantly enhanced by the inauguration of offices in Singapore, Beijing and Mexico City.
- The programme enjoyed expanded staff support with the help of additional funding through the Dutch government and Partners for Water.
- The preparation of a flagship technical event – the IWA Development Congress – gains pace, ahead of a September 2009 date. Discussion and initial scope for the

2011 Development Congress in Kuala Lumpur has been confirmed.

- Development and deployment of a range of knowledge products to mark the International Year of Sanitation (IYOS), including:
 - ❖ Sanitation Charter – a document outlining selected principles of good sanitation programming to which organizations in the sector will subscribe / endorse;
 - ❖ Community of Practice for Young Water Professionals – mobilizing and mentoring the next generation of young professionals interested in sanitation (research and practice focused);
 - ❖ Sanitation Connection – an online, full

Christian Zurbrugg

Director, Sandec

“ IWA plays an important role for stimulating professional exchange, coordinating and fostering research focus and policy making. ”

• Respected •

We seek to earn and keep the trust of all our members, stakeholders and partners

text directory of key sanitation related documents;

- ❖ Sanitation Lexicon – an open source website that allows practitioners to develop consensus on key terms in use in the sector;
 - ❖ Sanitation Learning Alliance – an alliance of practitioners working locally on the marketing of sanitation;
- An expanded project portfolio that seeks to maximise IWA member engagement in activities, events and publications designed for low and middle income countries. Examples include:
 - ❖ World Water Monitoring Day (WWMD), a simple, community focused water quality monitoring initiative, which last year reached 46,000 people in 43 countries worldwide. IWA jointly implements this programme with partners from the Water Environment Federation and is responsible for the international dimension of the programme (which for the first time reached nearly 25,000 participants alone);
 - ❖ With support from the Japanese Government, the implementation of an Operation & Maintenance network specifically designed to address these challenges in developing countries, through technical advisory support, guidelines and manuals and a technical workshop series.
 - ❖ Disaster response activities, focused on learning alliances of practitioners and a framework for technical response, developed in partnership with the Coca-Cola Company.
 - ❖ Strong integration with the Water Operators Partnership programme,

including the joint development of the African WOPs, including a sub-regional workshop series, and a memorandum of understanding between USAID ECO Asia, IWA and the Asian Development Bank.

- ❖ Working with members through our task forces on Water Quality and Health and Access to Water. This complements the existing task force focused on sanitation options (Sanitation 21) which has reached a second phase of its development, focused on sanitation planning, programming and a Charter of good sanitation principles.
- ❖ The implementation of a series of agreements with strategic partners to extend the capacity of the programme and to build alliances with like-minded organizations. Some typical examples include: the revision of IWA's two year programme with the World Health Organization; the development of a similar arrangement with UNHABITAT; re-signing of agreements with AIDIS, SIWI and IWWA, and the development of new arrangements with WEDC, NEERI and AfWA.

As the programme moves forward in the coming months, it will continue to seek ways in which our offering to members can evolve,



and will plan further office developments in India (to focus on South Asia), and Nairobi (to focus on Africa), scaled to the resources available within the Association. The work of GDS continues to evolve and 2009 will be a year of productivity, connections and impact.

Water Operators Partnerships: utilities sharing experience, expertise and skills

Water Operators Partnerships (WOPs) are a mechanism that allows operators to systematically communicate, learn and share experience amongst themselves, without needing to wait for donors, international financial institutions or other organisations to establish contacts and develop projects. IWA

• Diverse •

We bring together members from all disciplines of water science and practice, with leading-edge expertise in all facets of the water cycle.

is at the forefront of efforts to support and facilitate these linkages between operators, and builds on its 60 year history of utility support in doing so.

In the past year, IWA has provided support to the WOPs initiative in several fundamental ways:

- By creating a self assessment system for utilities, launched on the IWA website,



- with the objective of identifying best practices and supporting knowledge sharing through the IWA network;
- By establishing strategic partnerships to promote the WOPs initiative, such as a trilateral agreement signed with the United States Agency for International Development (USAID) and the Asian Development Bank (ADB) to jointly establish and support operations of a Regional Partnership Network for Asia, known as 'WaterLinks';
 - Through events, including a WOP symposium, The Hague, 2007 and sub-regional workshops in Cotonou, Lisbon and Kampala during the first half of 2008. Further events took place in Europe (Austria, Sweden, France), East Asia (Vietnam), and South America (Santiago);
 - Through implementation. The African workshops are part of a special continent-wide programme supported and partly developed by IWA. A WOP secretariat was established in Johannesburg to sustain the African WOPs activities;
 - Through recruitment, including a full time IWA Utility Officer, based in the Hague office, to support European WOPs activities.

East Asia & Pacific: new opportunities

The opening of an IWA East Asia and Pacific regional office in Singapore in June 2007 during the 4th IWA-Leading Edge Technology Conference has been a significant milestone for the Association. In line with IWA's regionalization efforts, the regional office provides the Association with a great opportunity to enhance and tailor the services we provide to our members in the East Asia and Pacific region, which represents one of the fastest growing and most promising regions in the world today. Additionally, It allows IWA to be more flexible and responsive to the needs of existing members, while empowering and supporting the Governing Members and ASPIRE, as a regional



grouping, to take on more responsibilities in deploying IWA events for the region.

Guided by a three-year business plan that is consistent with the strategic objectives outlined in the IWA Strategic Plan, and endorsed by the ASPIRE council, the office has worked closely with the regional governing members, often serving as an interface with the Association at-large, to accelerate the deployment of IWA programmes and initiatives on the ground and identifying new opportunities for collaboration and partnership. This has progressively strengthened and enhanced IWA's profile and presence within the region. In the fifteen months since the office became operational, there have been several notable achievements some of which are listed below:

- Increased engagement and interaction with Governing Members, and the re-establishment of Thailand as a Governing Member;
- Increasing corporate and individual memberships within the region;
- Joint collaboration with the United States Agency for International Development (USAID) and the Asian Development Bank



on Water Operators Partnerships for Asia through the creation of a regional WOPs network known as 'WaterLinks';

- Joint organization of a Sanitation Options Conference with the South East Asian Water Utilities Network (SEAWUN) in November 2008 in Hanoi, Vietnam in an effort to bring IWA events to developing countries in the region;
- A five-year agreement with Singapore to jointly organize the Singapore International Water Week Water Convention from 2008 to 2012;

- Deployment of Water Safety Plans Training of Trainers workshops in Singapore, in collaboration with PUB, USAID ECO-Asia and WHO.

The future for IWA in the East Asia and Pacific region looks promising, with a whole calendar of events and conferences lined up right through till the 2012 Congress in Busan, Korea. The office looks forward to working with the regional governing members and other partner international and regional organizations and associations in advancing the water agenda, building capacities and facilitating knowledge exchange in the region.

Closing Words

I am very proud to report on the work of the Association highlighted in this review – the wealth of activities and their impact represents exceptional contributions by exceptional people – our members.

Whilst IWA can point to major achievements in the last twelve months, and more broadly a fundamental evolution in recent years, the water sector as a whole and the professionals who comprise it, cannot afford to be complacent.

These are testing times - our assumptions and common operating norms are increasingly challenged. I think there would be little disagreement about the pace and scale of change: explosive population and urban growth, particularly in developing countries, is resulting in growing scarcity of water and delivery infrastructure for cities, energy and food production. Climate change is adding another dimension of complexity to these resource challenges; and all the above is coupled to longer term shortages in skilled engineers and technicians.

These drivers have resulted in an era of unprecedented change in our field, and the rate of change will only accelerate. At the same time, I also believe that we as water professionals are not fully prepared to deal with the scope and pace of change that will confront us. I passionately believe that part of IWA's core purpose is to help raise consciousness on these issues and to support professionals in finding and applying appropriate solutions. As a community, water professionals cannot be 'resigned' to these changes – we need to fight back and

stimulate action: our options in the near future are not given, but the choices you make as leaders in the field.

IWA can best support you by doing what we do best: helping to make the right connections at the right time between its members; developing and sharing cutting edge research and practice that allows us to shape our own water future; and lastly to respond to your needs by developing practical initiatives in response to common challenges.

Looking to the immediate future, IWA will focus in 2009, amongst other priorities, on:

- Cities of the Future – how to plan and manage our water resources in an increasingly urbanized world
- Climate change – practical help with adaptation and mitigation approaches
- Wider regional development in growing markets in East Asia & Pacific, Latin America, South Asia and Africa
- Showcasing excellence amongst our members, their organizations and projects through awards and recognition mechanisms

IWA has grown into *the* reference point for water professionals working internationally, relying as we do on the many excellent contributions from members, partners and friends alike. In this position, and in the years to come, we look forward to continuing and extending our partnership with you.

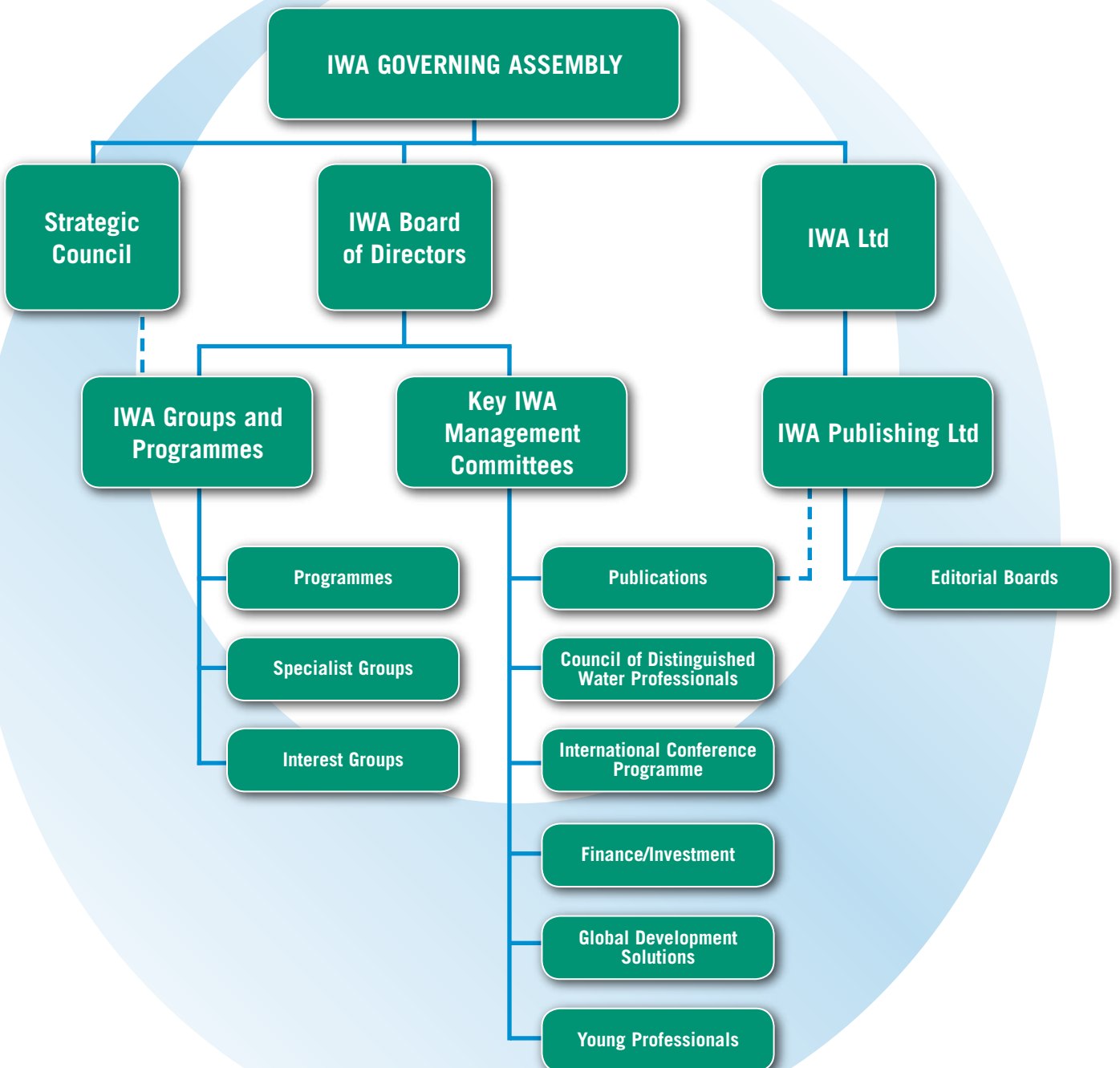
Paul Reiter
Executive Director

Annexes

IWA governance and management structure

The Association is a not-for-profit organisation. Governing Members from geographic regions represent the interests of their regional

consistency (individual and corporate members) and nominate representatives to the Governing Assembly. The Governing Assembly is responsible for setting broad policy for the Association and electing the Association's officers.



The Board of Directors, a Council and various committees guide and direct the Association. Permanent staff in our offices in London (legal seat), The Hague (Netherlands) and Singapore support the activities of the Association and its members. The Association's Executive Director and management team direct the staff. The Association's President and two Vice-Presidents serve as officers to the Association.

The business of the Association is carried out through a wholly-owned, limited liability company, registered as a charity in the United Kingdom.

Administrative structure

- Board of Directors: conducting IWA business by exercising their authority; they are also trustees of the charity
- Strategic Council: providing guidance on the strategic direction of the Association
- Finance and Investment Committee: supporting financial oversight of IWA
- Publications Committee: responsible for monitoring all of the Association's publications
- Programme Committee: structures the technical programme of the biennial World Water Congress
- Remuneration Committee: overseeing the employment practices of the Association

Board of Directors

Officers:

President

Dr David Garman

Senior Vice-President

Dr Glen Daigger

Vice President

Prof Shinichiro Ohgaki

Other Officeholders:

Immediate Past President

Prof Laszlo Somlyody

Chair, Strategic Council

Mr Gerard Payen

Treasurer

Mr Juan Ras

Chair, Publishing Committee

Prof Mogens Henze (resigned 20th March 2007)

Deputy Chair of the Publications Committee

Prof Gustaf Olsson (Appointed 8th June 2007)

Chair, Programme Committee

Prof Helmut Kroiss

Vienna Congress President

Dip Ing Walter Kling

IWA Board of Directors

Prof Blanca Jimenez

IWA Board of Directors

Mr Khoo Teng Chye

IWA Board of Directors

Prof Hamanth Kasan

IWA Board of Directors

Prof Eugene Cloete

IWA Board of Directors

Michael Storey

Financial overview

Following on last year's solid results, another good financial performance has been achieved with a surplus of £162,068 resulting in a further increase in overall reserve funds.

The surplus is attributable to tight cost control in line with budget and above budget profit arising from our wholly owned subsidiary, IWA Publishing Limited. The profit from this subsidiary of £1.28 million is Gift Aided to IWA enabling significant funding for IWA's important charitable activities

Membership income shows a marginal increase. Income from sponsorship and donations is considerably higher than the previous year due to funds being received from Partners for Water (Netherlands), Waternet (Netherlands), DZH (Netherlands) and the city of The Hague (Netherlands) as a contribution towards the cost of IWA programmes and setting up a new operations office in the Netherlands which was opened in November 2007.

Overall, income and expenditure are down from 2006 levels as 2007 is a non Congress

year. A major core IWA event is the Biennial World Water Congress and Exhibition, the last being held in Beijing in 2006. The next Congress will be held in Vienna in September 2008 and the outcome will be reflected in the results for that year. The biennial congresses give rise to significant fluctuations in revenue and cost when comparing year on year.

This improvement in total funds places IWA in a sound position to fund its programme of activities over the coming year.

Recently the Board of Directors adopted an Ethical Investment Policy by directing the Finance and Investment Committee to incorporate Socially Responsible Investment Principles into the Association's investment policies. The Finance and Investment Committee should ensure that this does not affect its duty to maximize returns (consistent with commercial prudence) except and only in so far as where investment in particular assets can be demonstrated to be inconsistent with the objectives of the Association.

About IWA

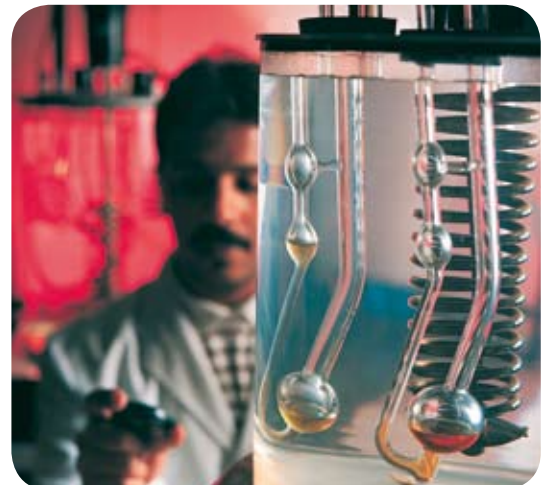
IWA is in a better position than any other organization in the world to help water professionals create innovative, pragmatic and sustainable solutions to challenging global water needs.

IWA is at the forefront in connecting the broad community of water professionals around the globe - integrating the leading edge of professional thought on research and practice, regulators and the regulated, across national boundaries and across the drinking water, wastewater and storm water disciplines. Through membership in IWA, water professionals from many specialties benefit from the synergistic gains that result from collaboration across the boundaries of specialties, professions and different parts of the world.

Through its network of experts in research, practice, regulation, consulting and manufacturing, IWA can address the unique expressions of global challenges in communities throughout the world to create expanded knowledge and integrated, sustainable solutions.

The history of IWA can be traced back to 1947 when the International Water Supply Association (IWSA) was established. IWSA and the International Water Quality Association (IAWQ) merged in 1999 to form the International Water Association. The International Association for Water Pollution Research and Control (IAWPRC) was the predecessor body to IAWQ and was originally formed in approximately 1965.

Today, IWA is a member driven organization with approximately 10,000 individual and 450 corporate members worldwide. The Association is a non-profit organization, self-governing and run by its Governing Members. A Governing Assembly, Board of Directors, a Council and various committees manage the Association.



IWA's Vision

Connecting water professionals worldwide to lead the development of effective and sustainable approaches to water management.

IWA's Mission

To create and foster a global network of leading-edge water professionals through the provision of services and products to members, including conferences, publications and support for member groups. In addition, to represent the views of members in international forums and to project key messages to the sector at large, aimed at advancing best practice in sustainable water management.



**International
Water Association**

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