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4th Global WOPs Congress Report

Accelerate the Scaling Up of Effective Peer-to-peer Partnerships
Between Water and Sanitation Operators Worldwide

Bonn — Online
18 — 29 October 2021

 The 4th
**Global
WOPs
Congress**


GWOPA
Global Water Operators Partnership Alliance
 **UN HABITAT**
FOR A BETTER URBAN FUTURE

The 4th
**Global
WOPs
Congress**



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1631 participants expressed interest in the Congress and **registered for the event.**

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Water and sanitation utilities and their partners from **140 countries** joined hands to advance toward the Sustainable Development Goals (SDGs).

Inspire

In **10 days** full of discussions and exchanges; we recorded **3223 visits to the Congress virtual venue.**

We jointly organised **35 sessions** to work together towards sustainable water and sanitation for all.

276 Individuals contributed to the Congress sessions either **as speakers or moderators.**

564 views on the Peer Board: Networking and getting to know each other.

Representatives of 124 distinct organisations participated in the Congress main sessions, and **49 per cent of the main session speakers were staff and representatives from water and sanitation operators.**

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Foreword

We are pleased to bring you the Final Report of the 4th Global WOPs Congress from 19th to 29th October 2021. The Congress was convened by GWOPA Secretariat in its host city Bonn, but given the state of the Covid-19 pandemic, it took an entirely virtual format for the first time. The report offers an overview on the 35 Congress sessions organised jointly with partners and co-conveners and offers insights on the outcomes with key messages arising from these sessions.

The Global WOPs Congresses are under normal circumstances, held once every two years to gather the growing WOPs Community and stakeholders to learn from one another, share experiences and jointly inspire actions on how to best address the challenges faced by the world's public water and sanitation operators and accelerate actions towards access to water and sanitation to all. The primary participation of the Congress is represented by staff from public water and sanitation utilises, that is joined by a diversity of stakeholders such as representatives from international and development agencies, donors, decisionmakers, civil society and other water and sanitation representatives.

The Covid-19 pandemic triggered new significant challenges to water and sanitation providers, operators and their staff, while they keep facing many other immediate and long-term challenges every day: a fast-changing climate, revenue loss, depletion of resources, underinvestment and growing inequalities, among many others. The Congress has provided avenues for discussion and exchange, offered new reflections and inspired ideas on how working together through WOPs can contribute to address these global challenges.

The 4th Global WOPs Congress was a breakthrough in deepening the reflections about WOPs' practise and getting a broad overview on the current stock of challenges faced by water and sanitation operators worldwide as well opportunities and best practices on how these could be overcome. These reflections were made possible because of the diversity of stakeholders and speakers that participated in the Congress and the genuine input of experience and insight they were willing to share over the ten days full of intensive exchange and insightful conversations. All of these have injected renewed enthusiasm in the practise of WOPs and are of great value to our collective work as a Global Alliance. For that, we thank you all.

Executive Summary

With 35 online sessions, the 4th Global WOPs Congress (18 to 29 October 2021) served as the premier global stage to advocate for more and better Water Operators' Partnerships (WOPs). Practitioners and their partners joined the events to discuss the pressing issues water and sanitation service providers face— access for all, climate adaptation, circular development, managing crises, as well as advancing sanitation. A total of 32 organizations co-organized different sessions in the spirit of learning from each other, sharing experiences, and inspiring action, providing basis for the three-layered approach the Congress worked through.

The Congress took stock of 15 years of experience with peer support partnerships and gave a 360° view of the WOP practise and reflected its relevance in strengthening local utility capacity in the context of major global challenges such as inequalities, lack of sanitation and the increasing threat of climate-related disasters. Through intensive exchange and fruitful conversations, the Congress shed clarity on the status of the present critical challenges and issues faced by the water and sanitation operators while opening new windows of opportunities to take joint actions with clear recommendations on how to tackle the challenges by operators helping one another to strengthen their capacity and performance to provide quality services to all.

The first-ever virtual WOPs Congress attracted 3223 visits from 139 countries and proved that an online format could convene committed partners worldwide. More than ever, we need broad-based multi-lateral partnerships that can spur action on critical global challenges. The GWOPA/UN-Habitat team is looking forward to the next Global WOPs Congress to be held in Bonn, Germany, in 2023!

1. Outcomes of the Congress

Advancing Towards Sustainable Water and Sanitation for All

The Congress was clustered around nine thematic and WOPs focused tracks as outlined in the Programme (see Appendix 3). In the following sections, the key take-aways from each of these tracks are summarised.

1.1. Ensuring Access for All

Vulnerable groups continue to be the hardest to reach and the last to be served, especially women and girls. The Congress provided the opportunity for specialists from academia, different foundations, NGOs, operators, and trade unions to discuss how SDG6 is to be achieved. They agreed that the sector will not achieve SDG6 if the most vulnerable are not reached, and if their access is not resilient and sustainable. The Congress sessions under this track highlighted the importance of looking at the weaknesses and barriers within the enabling environment that prevent the most marginalised people from having access to safe, reliable, and affordable water and sanitation. Policies, regulations, legal frameworks, but also demand and consumers voices were stressed as key areas to strengthen WASH systems.

In order to support access for all, WOPs need to reach beyond the utility-utility partnership. As part of a “systems perspective”, other organisations that can support efforts to reach the most vulnerable with sustainable services should be identified and involved. Efforts should be institutionalised to ensure long-term sustainability and reaching scale, and WOPs should be situated within these broader, long-term efforts.

Access for all should be a priority. Cities and informal settlements continue to expand, and the most vulnerable groups have suffered disproportionately from a lack of or limited access to services. Failing sectoral or financial reforms also pose a problem. The water sector is heavily subsidised around the world and improvements tend to benefit those who already have access. As climate change aggravates water scarcity, vulnerable groups are first to be disconnected. The impact of the Covid pandemic must

also be considered, as losses in revenue threaten operators' future operational and capital expenditures. Again, this affects marginalised groups more than others.

Speakers emphasised the need to reach the most vulnerable groups while ensuring the financial, long-term viability of the service provider, without which, universal access goals are further compromised. On one hand, involving communities and employing neighbours from informal settlements can ensure that vulnerable groups participate in decision-making, have access, and help sustain the services provided. The meaningful participation of women in decision making will also help to reflect their needs in policy design and planning. On the other hand, many operators will require national or external compensation funding.

NGOs, CBOs, and Water Associations can play a key role, particularly in building trust with the poorest and most marginalised communities, and in building demand and strengthening consumers voices. Universities and NGOs can also assist governments and utilities in generating and using data which can guide investment towards the most vulnerable groups.

SWDE, the Belgian utility, is engaged in numerous partnerships with large operators and rural communities to help improve access to water and sanitation for all. Meanwhile, WaterAid has been working on the institutionalisation of pro-poor units in water utilities from Bangladesh and Malawi. Related to gender, the African Civil Society Network on Water and Sanitation (ANEW) has changed the discourse on women and girls in the Kenyan water sector through the Sex for Water programme.

Throughout the Congress it was stressed that 'pro-poor' should not only be an addition, it should also stay at the centre of water and sanitation programmes. WOPs themselves can be an advocacy tool to encourage utilities to reach the most vulnerable groups and individuals. Governance, democracy, and resilience capacity were identified as key to addressing inequalities and ensuring the human rights to water and sanitation for all.

1.2. Advancing Sanitation

As of 2020, 3.6 billion people lack safely managed sanitation services, in both rural and urban areas. During the Congress, it was highlighted that there is uneven progress in the poorest regions and countries. The poorest and most marginalised populations were found to often have access to limited, poor quality or no services.

Several Congress speakers stressed the importance of working towards and achieving city-wide inclusive sanitation (CWIS) as a public service. It was shown that utilities need to go beyond the sewerage approach, adapting ways and means to non-sewered sanitation and optimal sanitation options. To work towards achieving city-wide inclusive sanitation, three closely related requirements need to be in place: clear responsibility, strong accountability, and fit-for-purpose resource planning and management.

Congress speakers repeatedly shared that sanitation infrastructure is a means to an end, not the end itself, and that sanitation-focused WOPs, or SWOPs, can scale up city-wide inclusive sanitation through peer-

to-peer partnerships. Several speakers considered that SWOPS can help accelerate learning, innovation, and the adoption of new norms and service provisions when utilities are given an expanded mandate. For example, covering non-sewered sanitation services. Capacity development within utilities was identified as crucial to ensuring sustainable services beyond phases of technical assistance support and to adopt multi-faceted sanitation approaches. The congress session featured insights on how utilities from five countries around the globe are advancing sanitation:

- In Brazil, the city of Brasilia DF is known for having implemented a successful condominial sewerage system to solve the sanitation problem in low-income neighbourhoods with a low level of connections to the network as well as in high-income areas.
- In Senegal, for the Office National de l'Assainissement du Senegal (ONAS), making inclusive sanitation a reality involves facilitating the adoption of new sanitation technologies. The government has played a strong role in creating an enabling environment for both the private sector and for the consumers.
- In India, Wai and Sinnar are exemplary CWIS pilot cities. Scheduled desludging was implemented for the first time in the country, and with this, the operation of treatment plants including reuse and mechanisms to finance these operations. The municipal commitment was crucial as the local governments involved the private sector in providing inclusive desludging services which improved the groundwater and river water quality.
- In Palestine, Nablus experienced challenges due to lack of capacities for operating the first anaerobic digester for sludge treatment in the country. Through numerous visits and job shadowing with peers from Hamburg Wasser in Germany, the Nablus staff is now empowered to deliver independent operation services of the WWTP. The Treatment plant is now an idol for the rest of West Bank.
- In Zambia, Lusaka Water and Sanitation Corporation (LWSC) experienced a mandate expansion through their regulator NWASCO. This includes integrating on-site sanitation and faecal sludge management within its overall business strategy to provide sanitation services to the peri urban areas. This meant creating a new business line for LWSC and developing a new department. Throughout these challenging years with many unknowns, LWSC was involved in various SWOPs and learnt a great deal from these partnerships.

Furthermore, side events and OperatorsStage events discussed sanitation data and monitoring, and sanitation workers rights in more detail. It was acknowledged that the role of water and sanitation utilities is important as reliable sources of data on water and wastewater. The fruitful collaboration between UN-Habitat, WHO and UNSD for monitoring SDG indicator 6.3.1 was vital in that regard. The role of sanitation workers and studies on their occupational health and safety, and initiatives carried out by different organisations to improve the OHS instruments and the dignity of sanitation operators and workers, were also discussed.

1.3. Climate Adaptation

Climate change threatens to reverse decades of progress in the provision of water and sanitation services, yet little is invested to ensure the resilience and sustainability of infrastructure and operators. This needs to change.

The Congress discussed how water supply and sanitation systems must be better planned and constructed within a different climate context than today's. It also discussed how natural infrastructure management and conservation are necessary strategies, yet require creative and complex government and management arrangements from the public and private sectors.

Mr. Henk Ovink, Special Envoy for Climate and Water of the Government of The Netherlands, along with several speakers, stressed that the water sector itself is a transformative part and plays a critical role in how we meet climate goals at the national and global level. In effect, the water sector is the climate connector across sectors and landscapes; how we secure reliable and sustainable water supplies is profoundly relevant to the efforts around climate mitigation and adaptation.

Several opportunities and challenges lie ahead. Consultations focused on water are good opportunities to resolve important climate issues in a multi-stakeholder-based manner. However, water operators do not have a mandate for water resources management and cannot act alone. Many stakeholders need to be involved and it takes time to develop a shared vision.

In planning for future water scarcity, operators will need to consider diversifying their sources of water. Water operators will also need to be mindful about the carbon footprint of water services. Past and historical systems can offer very valuable lessons when planning for new infrastructure, however the water sector will need to reinvent itself to align with the targets of the Paris Agreement and the SDG. Operators understand water and sanitation and their relationships to sustainable development and climate risks at the local level. Investing in the capacity of operators will be crucial to deliver on climate and development ambitions.

The Congress presented examples of how some cities and utilities are already investing in actions to address climate change. The Asian Development Bank gave examples of how they are supporting the adoption of nature-based solutions and green infrastructure to increase climate resilience in Chinese cities as examples for replication and upscaling. On behalf of several partners, Hamburg Wasser presented how the city has taken a systems-approach to define its actions to increase the resilience of its water and sanitation systems in the context of growing populations, ageing infrastructure, and climate induced risks. The WaterWorX programme has connected operators in the Mekong region with peers in The Netherlands to shift water supply systems reliant on groundwater which are vulnerable to saltwater intrusion to more sustainable, local solutions integrating surface water treatment, and water demand management.

The Conference of Parties events for the implementation of the Paris Agreement are transitioning from high-level political events to a process to accelerate adaptation and the implementation of low-carbon

alternatives. This reflects the importance of effective multi-level action for achievement of climate targets, which will require the engagement and commitment of water and sanitation operators.

1.4. Circular Development

Conventional water and sanitation systems, based on an antiquated conception of nature as an infinite provider of resources and sink for pollution, are no longer considered viable on a finite planet. During the Congress, the need to manage water and wastewater from an ecological perspective and to adapt to disrupted climate regimes was treated as an urgent priority.

Protecting water sources and existing nature-based infrastructure was seen as a fundamental first step. Examples from Mexico and Ghana showed how utilities, aware of the cost savings and multiple benefits of protecting their watersheds, were engaging with communities, forest managers and financiers to conserve upstream land and its myriad ecological services. The case of India illustrated how natural infrastructure was taken up as part of a national strategy with a holistic water-sensitive approach. A range of financial, legal and policy instruments were shown as practical tools for protecting green infrastructure, effectively reducing costs and environmental footprint, while helping build resilience into water and sanitation service systems.

Once water sources are protected, appropriate circular development technologies can be explored. Speakers stressed that such technologies must consider the local knowledge and capacities that they develop and are built upon. Innovative approaches to water reclamation and integrated resource recovery in Leh, India, was presented, where the Water-Energy-Food nexus was being applied in the formulation of climate-resilient water safety plans. In Fez and Najib, Morocco, rural actors were building oil mills that support the local industries, the protection of the local environment and the production of high-quality olive oil for the export market.

Experiences around the world show that applying natural infrastructure management and conservation strategies often requires more complex government and management arrangements than with conventional technologies. An enabling environment involves local governments having the willingness to implement circular economy activities, communities having values that sustain these actions, and the economic and productive sectors understanding, supporting, and fostering the local economic system. While implementing solutions based on circular-economy paths, understanding, and working together with the local context were found crucial to reach sustainable solutions.

In the examples given, a diverse range of stakeholders played a part. Local research institutes helped develop solutions that worked with the local economic and cultural realities on the ground. In several cases presented, small-scale private sector actors were collaborating with water and sanitation utilities in offering locally-adapted circular solutions. Multi-stakeholder platforms were also found key to facilitating healthy dialogues among different actors involved in water resource management to achieve a holistic approach to circular development.

The global south is in a good position to avoid many of the mistakes seen in the global north and implement low carbon approaches. It was stressed that platforms in the south have the opportunity to innovate in water management and conservation, ‘leapfrogging’ over decades of mismanagement, while learning the lessons from the global north. Having incentives for those implementing green solutions was considered pertinent.

WOP partners should be encouraged to proactively implement actions to prevent climate disasters, and to explore the Water-Energy-Food nexus further.

1.5. Managing Crises

In times of increasing crises and uncertainty, water and sanitation operators are making unparalleled efforts to ensure the availability and sustainability of services. Operators are constantly challenged to better understand how to move from the current risks to a state of increased resilience and eventually become less vulnerable to shocks and stresses.

This Congress was a unique opportunity to reflect on operators’ responses to the COVID-19 pandemic and its mid- to long-term consequences, and to discuss the present and future challenges of increasing natural disasters at a time when the impacts of climate change are increasingly felt around the world. Digitalisation has provided a significant advantage to bypass many difficulties during the pandemic such as monitoring services, making payments or accessing customers in general. Operators have shown a great level of flexibility. However, most of them and notably those less-resourced will require national and/or external financial support. As much as the financial resources could fill the revenue gap, many operators will also need a substantial resilience capacity in the future to better prepare for crises of different kinds.

Reflecting further on their response to the COVID-19 pandemic, both operators and regulators shared how they had worked to expand service to vulnerable communities, halting disconnections while addressing the safety of their staff, chains issues and restrictions on movement. The long-term financial burden on water and sanitation operators was highlighted as a threat to the capacity to meet future operational and capital expenditure needs.

Many cities will face increasing water-related disasters such as droughts or floods in the coming decades. A number of novel lessons for operators’ responses were highlighted:

- An ‘all of city’ approach is important, integrating all sectors and ensuring mutually coordinated progress.
- Peer learning exchanges have a key role to play in building confidence to make difficult decisions, whenever they must be made.
- In complicated political contexts, engaging an experienced third party (operator or expert) can be useful in taking difficult messages to the political leadership.
- Never let a crisis go to waste – use the opportunity to build resilience within the system.

Many partners shared their approaches to managing and responding to both the COVID-19 pandemic and natural crises. Mr. Jonathan Kampata, Managing Director of Lusaka Water and Sanitation Company, highlighted how operators had been overwhelmed by the positive support received as they turned to staff councils and local associations when faced with staff shortages as a result of the COVID-19 crisis. Mr. Kasenga Hara, Secretary-General of Eastern and Southern Africa Water and Sanitation Regulators Association, recalled that governments had engaged in a great level of cooperation with international organisations and others to find solutions. Mr. Kevin Carter of Broward County, Florida, shared how utilities assist each other through the Florida Water and Agency Response Network to provide aid during emergencies. The Bonn Water Network also shared its study on the strategies adopted by relevant authorities in the Bonn region to avoid flooding in the city.

This Congress reconfirmed the relevance of WOPs and collaborations in the time of crises where utilities can provide support to their peers during emergencies, as well as share lessons that can help build long-term resilience.

1.6. Enabling Frameworks for WOPs

Key principles of good utility governance - transparency, accountability, and participation (TAP)– have been especially important in these recent years of uncertainty and crises. Congress speakers shared their experiences of implementing TAP principles in the provision of water and sanitation services and within Water Operators' Partnerships.

Information is an essential support to good water governance. Quality, accessible data can support decision makers to better allocate resources and empower citizens to make informed demands for improved services. Digital innovation is increasingly promising for advancing TAP principles, however it also carries risks. Smart cities, while often praised, need careful application to ensure they work in support of access goals. Digital solutions for water and sanitation may further exclude the marginalised who lack access to data, if they are not designed in transparent, accountable, and participatory ways. Solutions which propose greater data transparency, such as the publishing of federal and municipal budgets, is sometimes met with resistance. Open data platforms and transparency laws are needed so that all data that does not contain information that is security related is published by districts and municipal departments.

Financial transparency can be instrumental in improving water services. Greater clarity on costs boosts willingness to pay and increases citizens' trust and engagement with the utility, improving service quality and sustainability.

Useful examples of utilities engaging actively with civil society, NGOs and other local and organisations were highlighted. Although involving external actors does not come naturally to many utilities, these organisations were shown to bring new knowledge and skills, new understanding, and ways of working to achieve results.

Development partners have a role in supporting improvements by sharing the benefits of good

governance and facilitating learning and good practice exchange. They can also encourage discussion and support governments to connect with stakeholders and can share examples of where embracing good governance can improve employee satisfaction, customer engagement, and compliance.

Water Operators' Partnerships can offer utilities exposure to the application of TAP principles by their peers, seeing first-hand how it can be done and the benefits it can bring. WOPs also present an opportunity to practice participation directly. A diversity of organisations with different approaches can add value to partnerships and collaborations. Research and learning institutions, for example, can participate in WOPs contributing the development of capacity of all stakeholders involved as well as fostering their engagement. In many cases, the variety of stakeholders has contributed to the sustainability of WOPs. Different types of partners can also bring in knowledge, innovation, funding, and political anchorage for greater impact.

Finally, speakers recalled that transparency, accountability, and participation should never be taken for granted. Especially where services work relatively well, participation can fall by the wayside. Participation, it was recalled, is not only about consultation, but about bringing people actively into the conversation about how to make public services better for all.

1.7. WOP Funding and Financial Linkages

The 4th Global Congress observed a growing number of WOP funders and diverse funding modalities for WOPs and hosted a much wider, convinced and committed set of WOP donors and financial partners than any earlier Congress. However, financing WOPs often remains a challenge. To unpack these developments and address challenges around WOPs funding and financial linkages, this track discussed the potential of WOPs to support not only the mobilization of needed utility finance, but also the added value of WOPs in maximising the impact of utility investments.

A common finding was that there is clear value in linking WOPs with utility investments for them to achieve their goals. This does not necessarily mean that WOPs should be part of the formal project cycle but connecting with existing or planned investments. For many donors and financiers, WOPs were seen as a complementary tool to their activities and utility investments in countries to create synergies. Furthermore, it was also discussed that WOPs can be considered as a sustainable form of technical assistance.

The WOP contribution can support the preparation, implementation or even following up on larger-scale investments in the utility. WOP mentors have supported mentee utilities in defining long-term investment plans, preparing projects documents, fine-tuning concept notes, and supporting utilities in dialogue with potential financiers and applying to grants and donor funds. For example, some initial activities implemented within a pilot area under the WOP could be scaled up with the larger investments made by development banks.

To boost WOPs, it was stated that the sector needed to go beyond project-cycle bound grant transfers and making use of WOPs in parallel to utility investments. Another area of discussion was how to directly get the funding into the hands of the mentors and mentees. Speakers also called on the WOPs community to think of non-traditional funding sources, like philanthropies. WOP platforms also have a crucial role in enabling and supporting WOPs within their regions. Donors reported of huge benefits through working with regional WOP platforms.

One innovative funding mechanism with a potential to integrate the WOPs approach is the Urban Water Catalyst Fund established by the German KfW Development Bank. This new fund provides staged support and recognises the potential for WOPs within the first stage of the grant facility - to prepare creditworthiness of the utility. Key elements for KfW are indicators to trigger tangible results of utility efficiency which involve service, cost recovery and self-sustaining finance. The need to include environmental performance among the standard WOP indicators has been highlighted. To attract private capital, the need for more reference transactions was stressed, as successful cases lead to further cooperation.

For funding opportunities to continue expanding, it was stated that WOPs' results need to be evaluated and communicated; this involves measuring contributions, observing changes when the partnerships take place and measuring long-term outcomes beyond the active WOP. Informed policy dialogue for better governance of the sector and financing is today more needed than ever. GWOPA already has tools in place that donors and partners can draw on to achieve this aim.

1.8. Connecting Capacity and Informing Better WOPs

Knowledge Management is a key ingredient in enabling peer-support and better informing WOPs. The Congress provided opportunities for practitioners and WOP implementing agencies to discuss and share their experiences affecting WOPs knowledge and connecting capacity. Such discussions included the importance of quality partnerships in WOPs, the dynamic journey of translating knowledge from addressing specific needs into well-functioning working routines, and the value WOPs have for water utility professionals.

The Congress session under this track highlighted the importance of treating knowledge transfer as a cycle. A few examples of the many good practices shared by the session speakers in support of the knowledge transfer processes and quality partnerships were:

At the initiation stage, explain the relevance of the project to staff at the technical level and then move on to engage the managers. Buy-in from the technical levels can help the project to start and continue smoothly through the other stages.

Many issues in a WOP can be resolved by addressing the management procedures first (instead of starting with addressing technical solutions), there is a need to adjust the technical plans based on the human factors and starting with the topic of leadership can help pave the way for other activities.

Partnership capacity needs to happen at all levels of the utility. Cease to focus on outputs and strengthen the focus on the partnership which will help not only the knowledge transfer but also with materialising the change.

Appreciate the initial commitment to form the partnership and realise that building a partnership requires time and effort.

Non-contractual, faster exchange of knowledge based on individual willingness to exchange leads to a very productive collaboration. Creating additional avenues, like knowledge hubs or communities of practice can support the knowledge transfer and have practical added value for the individuals.

During the Congress, the more experienced experts and mentors mixed with the young professionals to exchange their experiences on how WOPs have helped them to boost their professional careers and develop personally. Peer-to-peer knowledge sharing by individuals leads to improved capacities and performance of water utilities. All practitioners, no matter of their age, can benefit from WOPs. For young experts in particular, WOPs often mean three things – an opportunity to learn, prospects to develop and a chance to have an impact.

The elements essential for forming healthy and long-lasting partnerships in WOPs were discussed. The aspects of trust, commitment, mutual understanding with clear communication on goals and common objectives, and appreciation of feedback were highlighted. Empathy was reiterated as fundamental, especially with the North-South WOPs where cultural differences exist. Social interaction was discussed as a key vehicle for social change and the need for a flexibility to accommodate to the partner's needs was emphasised. Further suggestions were to realise that the partnership is not a project, rather an engagement where partners should look at activities of mutual benefit and looking for quick wins can support this process.

The WaterWorx programme has been experimenting with implementing principles of appreciative inquiry for leadership development and organisational change. The results were positive, and the approach was considered as having good potential in the WOPs practice as it helps to shift the effort from gap filling to leveraging on strengths and positive developments that are happening on the ground to trigger ownership and momentum for improvements.

The relational component of the partnership is often ignored or subordinated in favour of the technical aspects of the WOP. Yet, it has been shown that the health of the partnership is key to the success of a WOP. The Congress forged stakeholders' commitment to start monitoring the health of WOP partnerships with GWOPA taking the lead in integrating this monitoring process and encouraging others to adopt it. It also underlined the commitment to dedicate more attention to the individuals engaged in WOPs with the launch of the Global WOPs Community.

1.9. Tracking Results and Progress on WOPs

With better data management and monitoring mechanisms, we can make the value of WOPs known to even more partners around the world. The Congress provided opportunities to discuss how the results monitoring of WOPs and the use of WOPs data for advocacy can be strengthened collaboratively and effectively.

Speakers reaffirmed that monitoring is important as it shows the impact of the projects to donors and partners, fosters learning and improvement, and enables the tracking of what is working and what it is not. Monitoring also supports sharing knowledge of successful and challenging experiences, communicating results, and reporting to beneficiary partners as well as donors.

Several factors come into play when designing the optimal methodologies for results monitoring of WOPs. Short and medium-term results are dependent on capacity enhancement at different levels within partner organisations. There is a need to determine the best way to monitor and evaluate these differentiated capacity enhancements. Speakers noted an urgent need for a 'Proof of Concept' for monitoring and evaluating WOPs. The use of standard KPIs can be misleading in measuring the value of WOPs. However, methodologies for measuring capacity development exist. WOP partners were called upon to harmonise and solidify these frameworks and work together to make WOPs results more visible.

Another session identified ways of improving the value that the WOPs community could get out of the data produced, not only for accountability to donors but in advocacy that supports the scaling up of the WOPs movement. Key actors discussed data and knowledge needs, and paths for collaboration. GWOPA presented the Global WOPs Observatory as a joint initiative with IHE, in collaboration with a consultative group of key stakeholders in the sector. The initiative will work to ensure that WOPs' data and knowledge works for a higher impact of WOPs globally.

As a core part of the Global WOPs Observatory, the WOPs Data Portal was also presented. It works as an integrated database system that collects and manages WOPs data from projects, programmes and platforms. The Portal will include the Partnership Management Platform, a comprehensive M&E tool for WOP projects.

Even though some WOP Programmes have already developed tools to measure WOPs results, all partners expressed their willingness to collaborate with GWOPA and others in sharing their knowledge and developing harmonised approaches and tools. WOPs platforms and programmes in different regions, including WOP-LAC, GIZ and African Water Association expressed interest in being involved in participating in data and knowledge sharing platforms that provide access to up-to-date WOPs information.

Traditionally, WOP partners have coordinated on outcomes. There is a need for more coordination on monitoring the results of WOPs, with focus on capacity development. GWOPA is developing a platform for WOP practitioners to enhance monitoring, make guidance and knowledge available and, ultimately, give more visibility to the true value of WOPs.

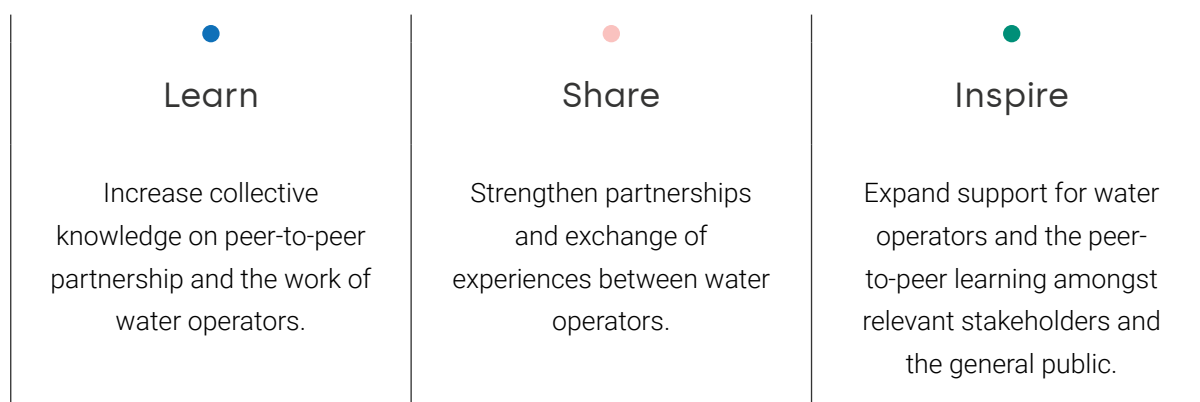
2. Congress Overview

2.1. Congress Objectives

The 4th Global WOPs Congress took place from 19 to 29 October 2021 in an entirely virtual format given the state of the Covid-19 pandemic, which remained a major global challenge to water and sanitation service providers and their staff.

By coming together at the global Congress, being the only global water and sanitation forum with a dedicated focus on operators' staff, either as session co-conveners, speakers, partners or simply participants, over 1630 individuals gathered together to jointly work towards sustainable water and sanitation for all. The spirit of collaboration and solidarity was at the heart of the Congress, with the main goal being to accelerate the scaling up of effective peer-to-peer partnerships between Water Operators worldwide.

Learning from each other, sharing experiences, and inspiring action are critical ways for operators to improve their services and ultimately enrich the lives of the people and communities they serve. This provided the basis for the three-layered approach the Congress worked through:



Through this three-layered approach (Learn, Share, Inspire), the main Congress objectives were to:

Thematic-focused Sessions

Take stock of current water and sanitation operators' issues; such as a fast-changing climate, revenue loss, depletion of resources, underinvestment or growing inequalities; and showcase promising approaches and offer recommendations for how operators can tackle challenges through peer-to-peer partnerships.

WOP-focused Sessions

Discuss the latest trends, challenges, and possible ways to increase and improve the WOPs practice.

#OPERATORsSTAGE

Offer space to water and sanitation operators to share their experiences of peer-to-peer support, partnership or working together in a dedicated.

Side & Regional Events

Provide opportunities for Alliance partners, WOP and Regional Platforms to showcase their projects and initiatives or convene debates and discussions.

Supporting the three-layered approach, a gender mainstreaming strategy was developed for the Congress, striving towards equal participation of men and women and gender parity of speakers and moderators, with the special focus on encouraging female speakers for the #OperatorsStage events.

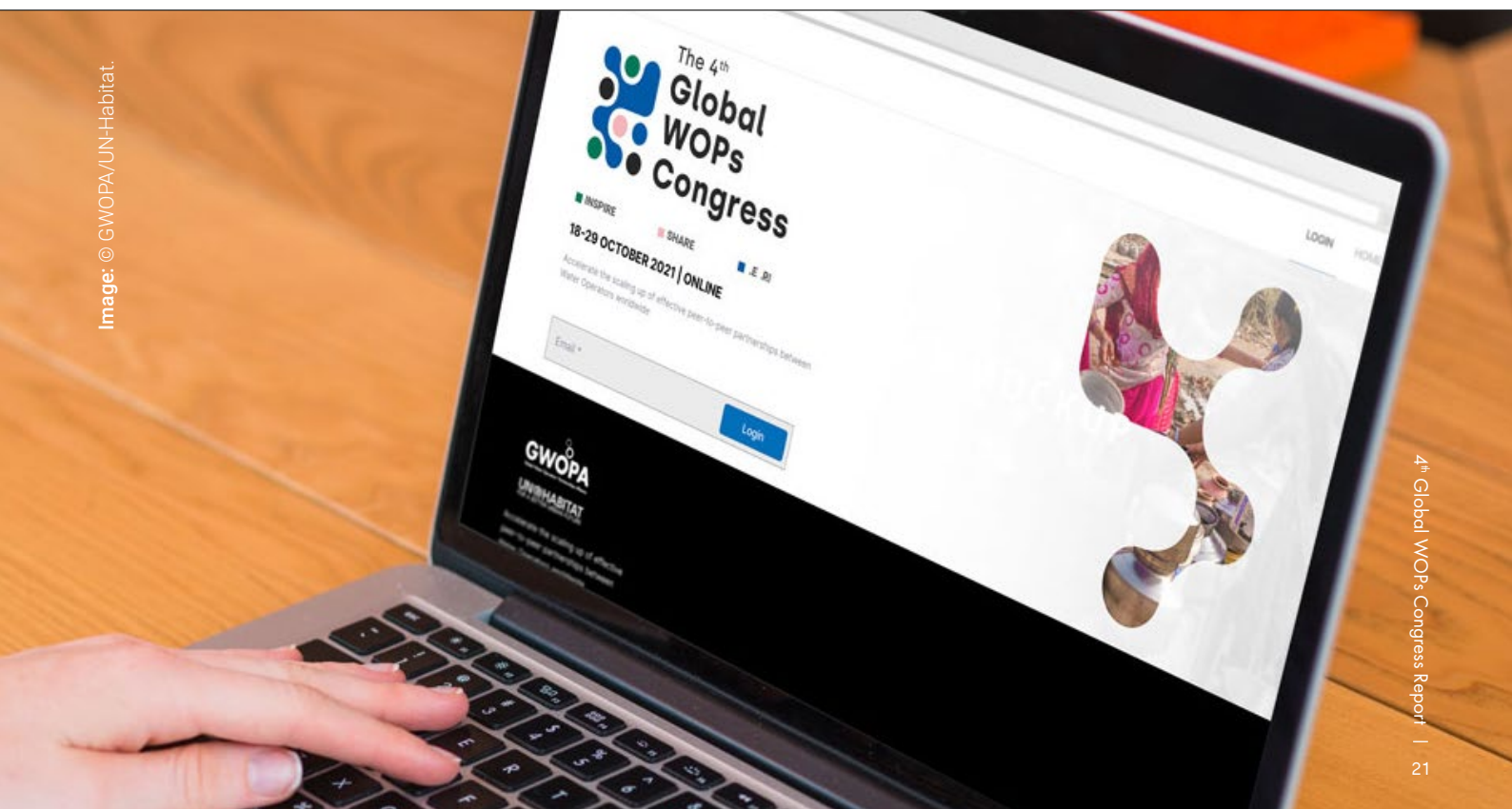
Congress Virtual Venue

The 4th Global WOPs Congress was the first WOPs Congress hosted entirely in virtual format. For this occasion, a dedicated online Congress Virtual Venue was created by [Evey Technologies](#).

The Congress Virtual Venue was built in English and featured automatic translation into eight other languages; login page with a tailored [explanation video](#) on how to navigate through the Venue and participant's online Congress badge; a home page outlining the Congress objectives, Sessions structure and logos of all Session co-convening organisations; programme and speakers overview pages with a build-in filter function; a dedicated page for all main sessions speakers with featuring speakers' photo and biography; dedicated pages for each session with the speakers, session description, agenda and downloadable calendar invitation, relevant resources for download or display and embedded session evaluation survey (see Appendix 1); networking page with interactive board; social wall featuring all social media posts using the #WOPsCongress hashtag; pages with dedicated stages for each session type and "Watch Live" button for easy access of sessions at their playtime.

There were additional networking and e-socialising activities planned through dedicated "Hang-out Rooms" for some sessions. In that case, the Hang-out Room was an embedded part of the session page.

Apart from the Congress Virtual Venue, a dedicated [Congress Section created on GWOPA's website](#), which featured the key information and hosted the Congress registration.



Congress Carbon Footprint

Traditional physical events are highly polluting. By hosting the Congress in an entirely virtual format, we have significantly reduced the event's carbon footprint by removing the need for mobility (in particular air travel), eliminating waste generated during a large event, food production, accommodation and physical venue hosting (electricity, heating, etc.). Naturally, hosting the Congress virtually opened a window for other means of emissions, however those activities' carbon footprint was significantly lower when compared to the physical events.

Given its virtual format, the primary sources of the Congress carbon emissions were the server hosting the virtual venue, video conference, live streaming and audio streaming for language translation. Considering these sources, according to the calculations by Evey Technologies (citing the myclimate.org carbon footprint calculator), the total carbon footprint of the Congress was 57.057 tCo2e. Compared to a hypothetical scenario of the 4th Global WOPs Congress hosted in a physical location, this is 28 times lower than a physical Congress hosted in Barcelona, Spain, and 40 times lower than a physical Congress hosted in Ashburn, United States.

2.2. Overview of Participation

Participants

The online format enabled all alliance members, partners, and newcomers to participate from the convenience of their homes or workplaces. It made the event more accessible and led to a significant increase in participation compared to the previous WOPs Congress.

2 nd Global WOPs Congress	3 rd Global WOPs Congress	4 th Global WOPs Congress
2013 Barcelona, Spain	2015 Barcelona, Spain	2021 Online
275 participants from 80 countries	400 participants from 80 countries	1631 registered participants (excluding speakers and organisers) from 140 countries

The Congress Virtual Venue had a total of 3223 visits from 139 countries. The top 40 countries from where visitors entered the Congress Virtual Venue can be found in Appendix 2.

From a regional perspective, visits to the Congress Virtual Venue came mainly from Europe and North America, with a representation of 32 per cent and 15 per cent respectively; followed by the Latin America and the Caribbean region (14 per cent), and Africa and the Arab States, each representing 13 per cent of the number of visits.



Figure 1: Visits to the Congress Virtual Venue by Region.



Figure 2: Visits to the Congress Virtual Venue by Gender.

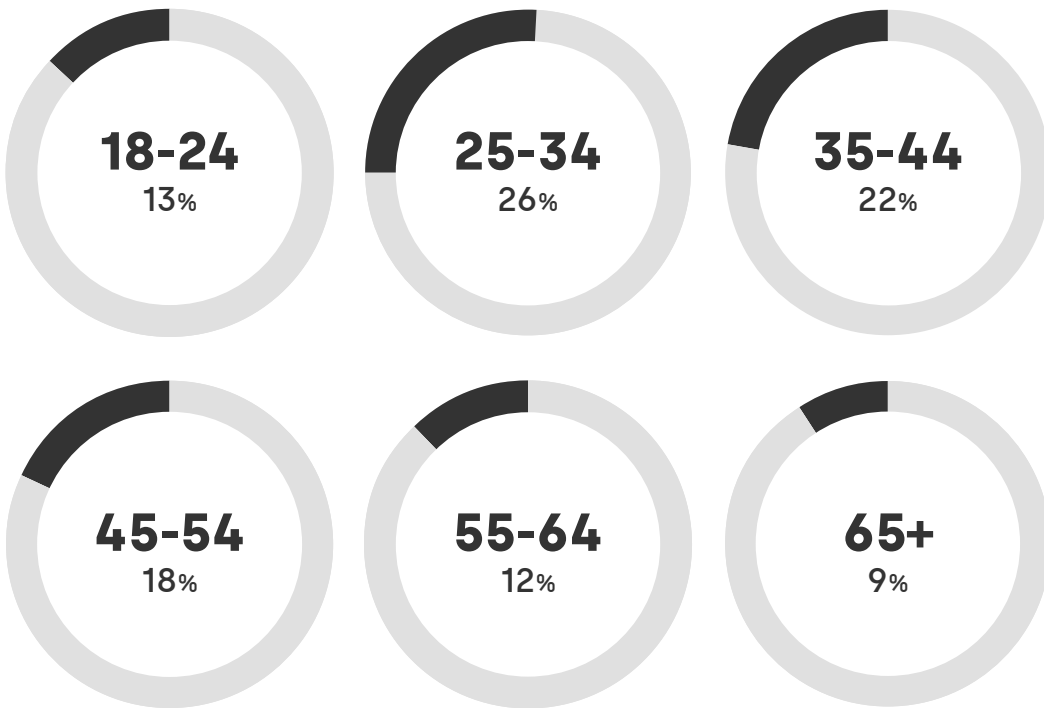


Figure 3: Visits to the Congress Virtual Venue Age Range.

Speakers

When it comes to representation of Congress speakers, 276 individuals contributed to the Congress either as speakers or as moderators, coming from 60 different countries across the globe. More than one-third of the speakers were female (37 per cent).

In total, 170 speakers took part in the main Congress Sessions. The majority of these speakers came from Europe (47 per cent), followed by speakers from Africa (28 per cent) and North America (8 per cent).

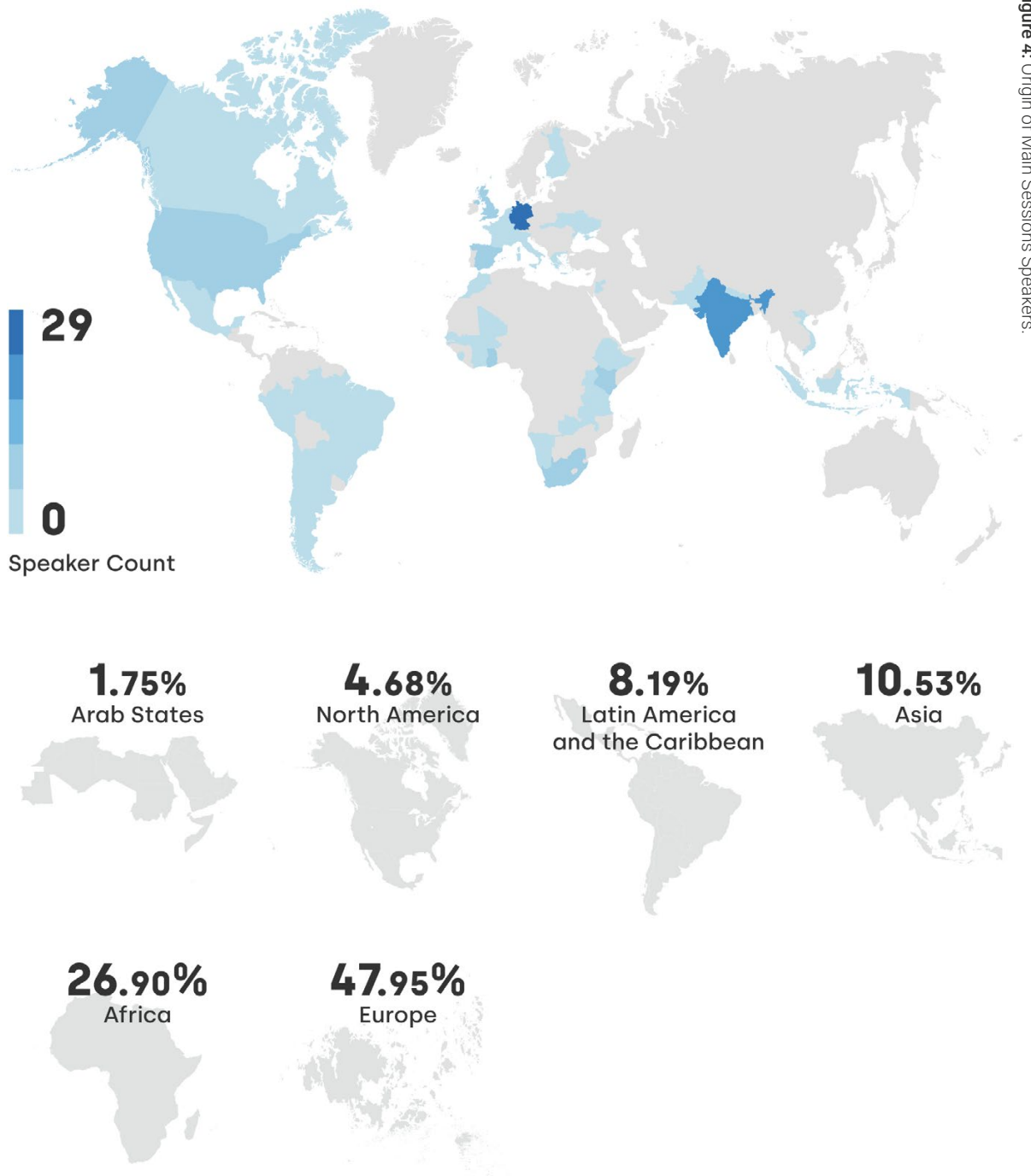


Figure 4: Origin of Main Sessions Speakers.

Figure 5: Regional Representation of Speakers in Main Sessions.

2.3. Overview of the Programme

The Congress featured different types of sessions and spaces.

Main Sessions containing five Thematic and four WOP-focus Tracks, #OperatorsStage events, Regional Sessions and Side Events were offered to allow for a variety of formats and sessions organisations and to maximize the opportunities for exchange, learning and collaboration.

Main Sessions: Opening Ceremony

The Opening Ceremony officially launched the Congress and hosted several high-level speakers and water and sanitation champions who expressed their support to the Global Water Operators Partnerships Alliance and commitments to scaling-up WOPs practises worldwide for sustainable water and sanitation for all.

Dignitaries and high-level attendees that participated in the session:

- **HRH Prince El Hassan bin Talal of Jordan**
(video message)
- **H.E. Mrs. Fatima Maada Bio**
First Lady of the Republic of Sierra Leone and Africa Champion for Sanitation and Hygiene
(video message)
- **H.E. Mr. Abdullah Shahid**
President of the 76th session of the UN General Assembly (video message)
- **H.E. Mr. Gilbert Houngbo**
Chair of UN-Water – representative of the UN Secretary-General
- **Ms. Katja Dörner**
Mayor of Bonn
- **Dr. Maria Flachsbarth**
Parliamentary State Secretary to the Federal Minister for Economic Cooperation and Development of Germany (video message)
- **Hon. Anna Shiweda**
Deputy Minister of Agriculture, Water and Land Reform of the Republic of Namibia
- **H.E. Mr. Georges Pierre Lesjongard**
Minister of Energy and Public Utilities, Republic of Mauritius
- **Mr. Pedro Arrojo-Agudo**
Special Rapporteur on the human rights to safe drinking water and sanitation
- **H.E. Ms. Maimunah Mohd Sharif**
Executive Director of UN-Habitat and Chair of the GWOPA International Steering Committee

The session was moderated by **Ms. Uschi Eid**, former Vice-Chair and Chair of the UN Secretary General's Advisory Board of Water and Sanitation.

Main Sessions: Thematic-focused

Thematic Sessions took stock of current water and sanitation operators' issues, showcased good approaches, and offered recommendations for how operators can tackle challenges through peer-to-peer partnerships.

Ensuring Access for all

Extending services, pro-poor initiatives, social inclusion, gender mainstreaming, informal and community operators, decentralized systems.

Advancing Sanitation

Wastewater collection and treatment, protecting water quality, faecal sludge management, reuse.

Climate Adaptation

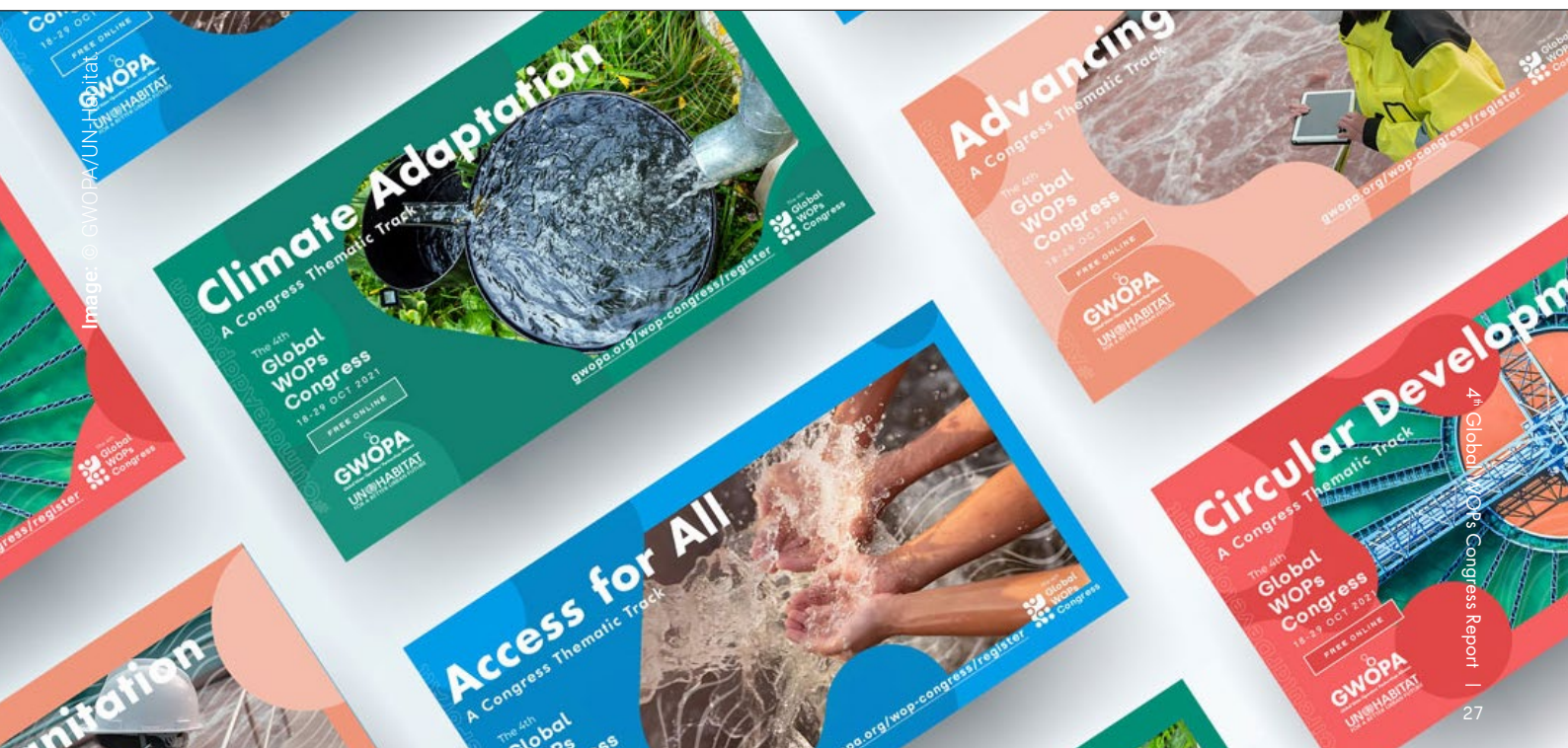
Climate change adaptation, ecosystem services, water conservation, source protection, water safety planning, emergency response planning.

Circular Development

Regenerative urban waters, nexus approaches, carbon neutrality, water-sensitive urban design, energy efficiency.

Managing Crises

Lessons from the COVID-19 response, preparedness for disasters, remote WOPs.



Main Sessions: WOP-focused

WOPs Sessions highlighted the latest trends, challenges, and possible ways to increase and improve the WOPs practice.

<p>Governance</p> <p>—</p> <p>Enabling frameworks for WOPs.</p>	<p>Finance</p> <p>—</p> <p>WOP funding and financial linkages.</p>	<p>Knowledge</p> <p>—</p> <p>Connecting capacity and informing better WOPs.</p>	<p>Monitoring</p> <p>—</p> <p>Tracking results and progress of WOPs.</p>
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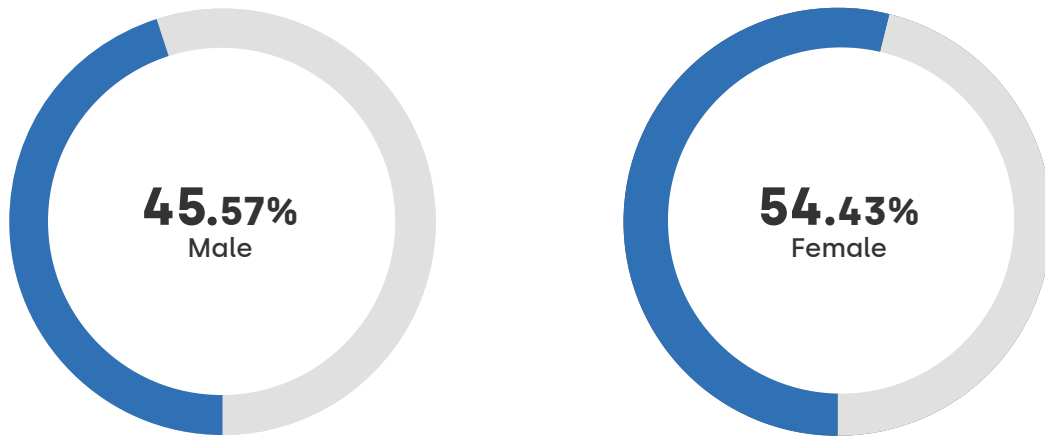


Figure 6: Congress Venue Visits Main Session by Gender.

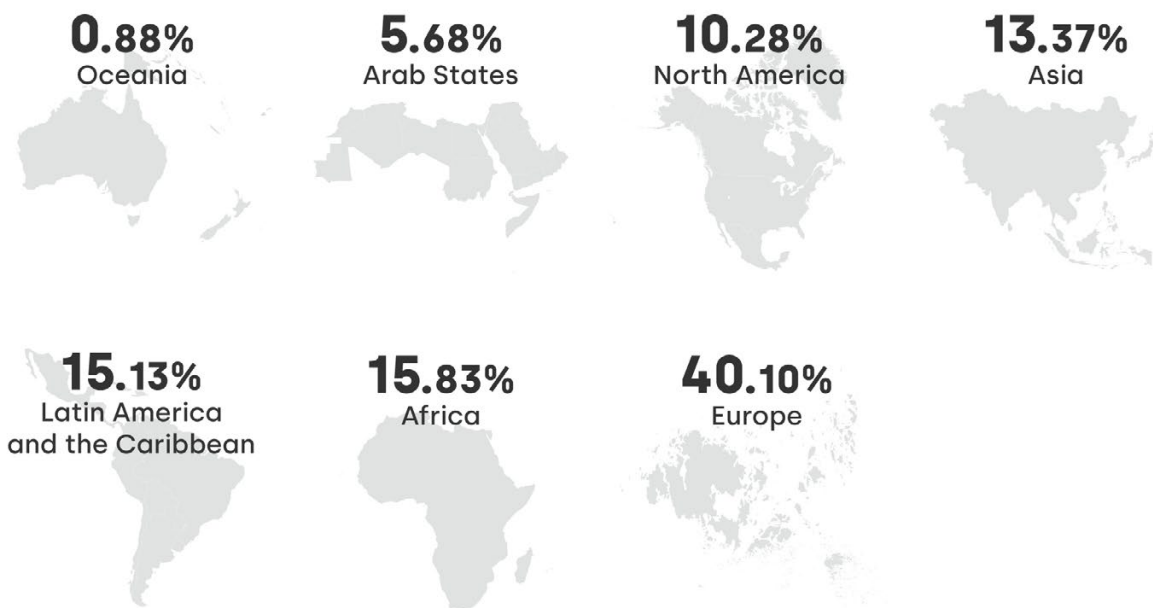


Figure 7: Congress Venue Visits Main Session by Region.

#OPERATORsSTAGE

Sessions organized by water and sanitation operators and supporting organizations to share and discuss key challenges, deep dive into topics, and convene knowledge-sharing opportunities.

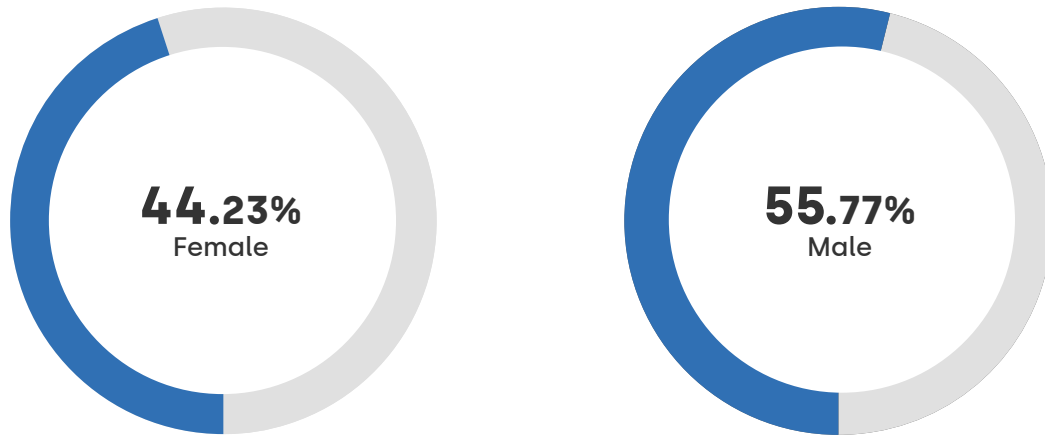


Figure 8: Congress Venue Visits Operators Stage Sessions by Gender.

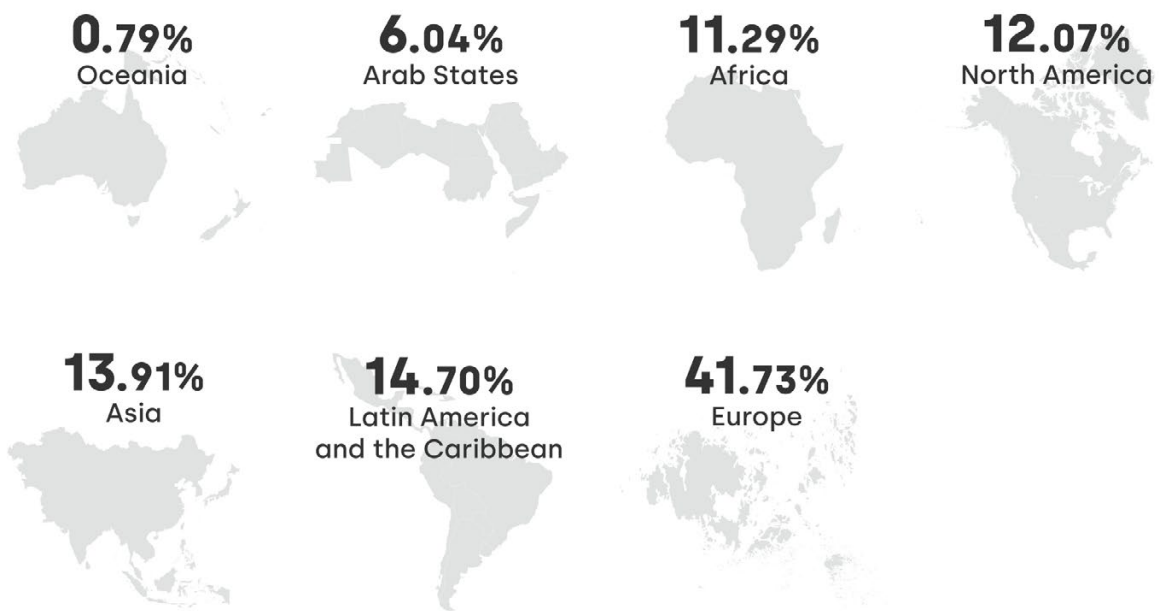


Figure 9: Congress Venue Visits Operators Stage Sessions by Region.

Side Events

Side events were organised by Alliance partners to showcase their ongoing projects and initiatives or convene other debates and discussions.



Figure 10: Congress Venue Visits Side Events by Gender.

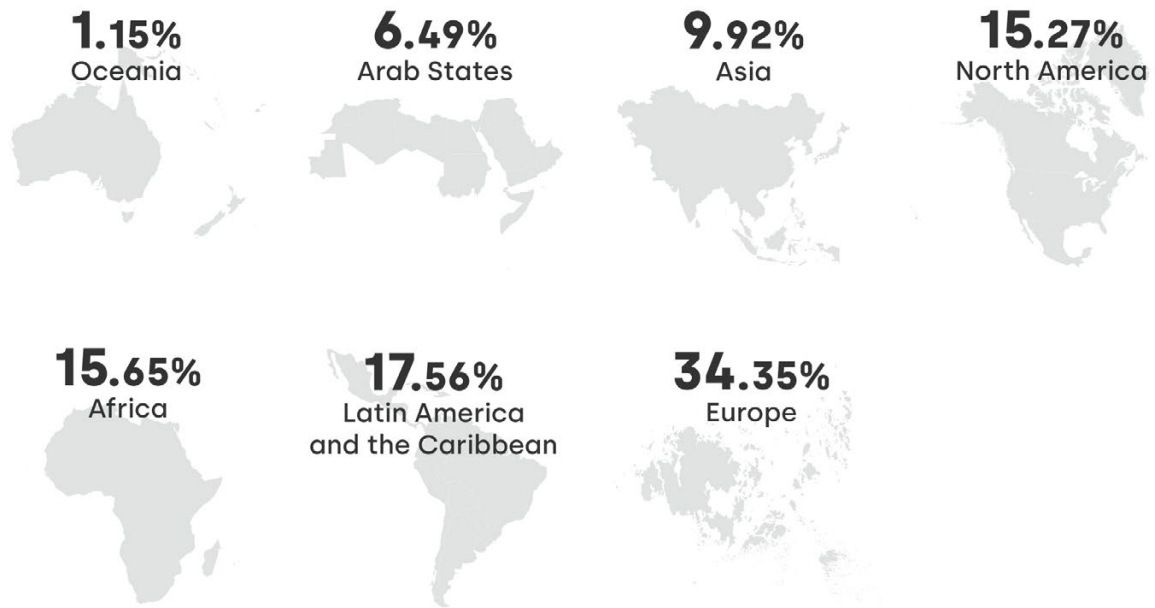


Figure 11: Congress Venue Visits Side Events by Region.

Regional Events

Regional events were organised by the WOP Regional Platforms and/or partners to showcase progress on WOPs at the regional level.

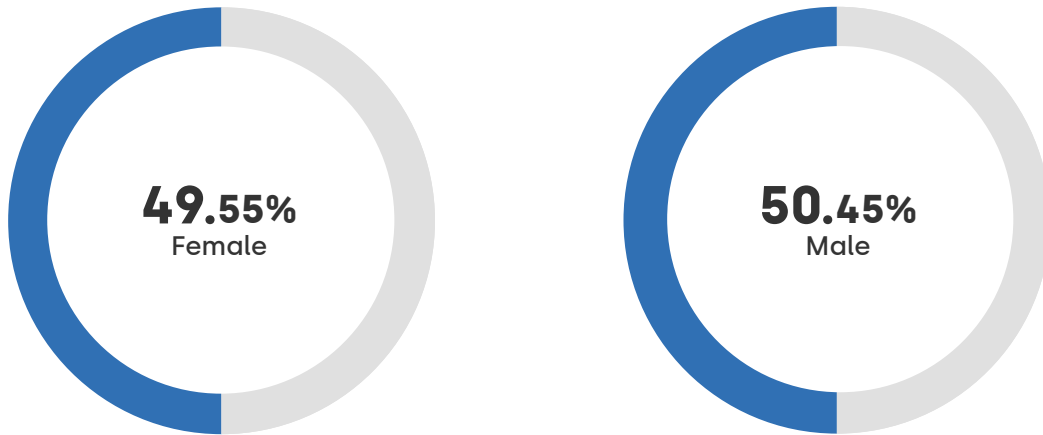


Figure 12: Congress Venue Visits Regional Events by Gender.

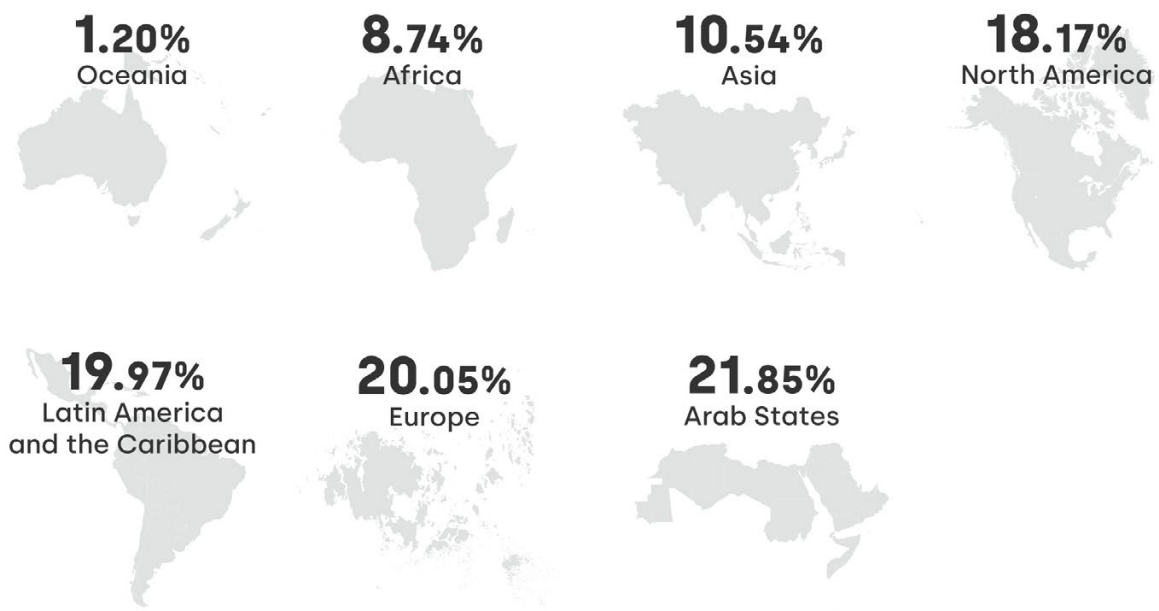


Figure 13: Congress Venue Visits Regional Events by Region.

In total, Congress hosted 35 Sessions: the opening Ceremony, 18 main sessions, 7 Operators stage events, 6 Regional Events and 3 Side Events.

The programme overview was available in [English](#), [Spanish](#) and [French](#) versions.

To see an overview of all Congress Sessions and to access the session recordings, please see Appendix 3.

2.4. What made the 4th Global WOPs Congress different?

United by Solidarity

The Congress was a moment for the Alliance, as well as new partners and interested stakeholders to come together around a shared goal of securing access to water and sanitation for all and a shared commitment to helping each other to achieve this goal.

Water and sanitation operators have a long history of solidarity and cooperation, especially in times of crisis. With the ongoing Covid-19 pandemic causing significant challenges to water and sanitation services globally while underpinning the critical state of urgency of provision of these essential services to all, the Alliance came together for the Congress in the most enormous numbers so far and was united more than ever.

Given the scale of the event, the GWOPA expanded and amplified its voice as an international solidarity network.

Diversity

The Congress was designed in close consultation with a Congress Taskforce, involving various stakeholders, incl. public operators, WOPs facilitators, donors, workers' unions, civil society organisations and academia. The Taskforce safeguarded that the diversity of actors involved in GWOPA informed the preparations and design of the Congress programme and the Congress participation. Global representation was pivotal to ensure that the event shines a light on the actions required to achieve impact and increase progress on SDG6.

In total, 37 organisations participated as co-conveners of one or more sessions.



The Congress was available in **7 languages**. All main sessions were broadcasted in English, French and Spanish with simultaneous interpretation. Some sessions were conducted in local languages, in particular Bahasa Indonesian, Portuguese, Arabic, Vietnamese.

The Congress discussed global topics applicable to all world regions. However, it also offered avenues for more in-depth discussions and exchanges on the progress of WOPs in **dedicated regional events** for Asia, Africa, Latin America and the Caribbean, the Middle East and North Africa, France and Small Island Developing States.

Focus on Operator Staff and WOPs

The Congress has brought together **hundreds of operator staff** to tell their stories, learn from each other and inspire individual and collective action. In particular, the public water and sanitation utilities staff showcased a great interest in the Congress, **40 per cent of the registered individuals came from public water and sanitation utilities or associations, and 49 per cent of the main session speakers were operator staff and representatives from around the world.**

The Congress offered a dedicated stage for operators - #OPERATORSSTAGE – available for water and sanitation operators to share their experiences of peer-to-peer support, partnership or working together. In total, **seven Operators stage** events were organised. In addition, at other Congress sessions, various tools, such as new guidelines and methodologies that can empower and equip the utility staff for their job better or in a different manner, were presented and published in the Congress virtual venue.

The gender mainstreaming strategy and a dedicated effort to mobilise female speakers at the #OperatorsStage events successfully ensured that 47 per cent of speakers in these events were female.

Moving Towards Sustainable Access for All

The Congress brought together thousands of people from various organisations and backgrounds. Information on the Congress reached 5,573 people through the mailing list, e.g. newsletters at critical moments such as the Opening Ceremony and presentation of crucial Congress highlights.

Many of the Congress message recipients shared information with their networks. The same dynamics was observed across the social media channels. For example, the LinkedIn posts on the Congress reached 12,819 impressions.

Through the **35 sessions** organised at the Congress, the discourse and exchanges brought about greater clarity on the status and took stock of the present critical challenges and issues water and sanitation operators faced. At the same time, by bringing diverse stakeholders together at the different sessions, the Congress opened new windows of opportunity by stimulating fruitful conversations, and providing avenues for new actors to learn, share, and inspire further joint actions. Through the Congress networking opportunities such as the hangout rooms, clear recommendations, key messages and concrete actions were articulated.

2.5. Feedback from the Congress Audience

There were several ways to share feedback with the Congress organisers:

- After each session, participants were encouraged to complete a session evaluation survey. Each Session page in the Congress Virtual venue had a brief study to assess satisfaction with the session and its content and formats.
- A comprehensive evaluation survey was sent one week after the Congress to all registered participants, speakers, moderators and session conveners to seek feedback on the overall satisfaction with the Congress, its organisation and the way sessions were delivered, the degree to which the Congress met its objectives, and feedback on the main learnings and recommendations for future Congresses.
- Direct feedback to the Session organisers through the respective focal person.

From the responses gathered, most of the respondents expressed positive overall satisfaction with the Congress, 60 per cent being "Satisfied", followed by 30 per cent "Very Satisfied" and 10 per cent neutral. No respondent has evaluated their overall satisfaction with the Congress as "Dissatisfied" or "Very Dissatisfied".

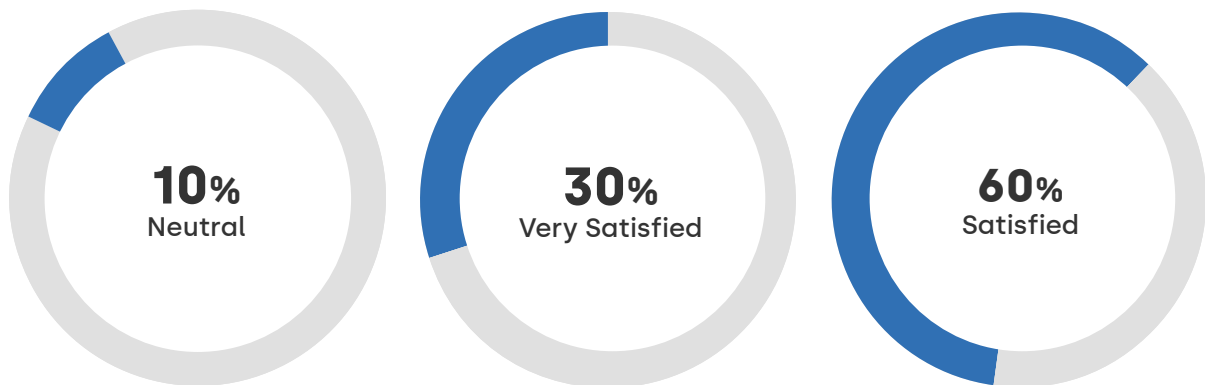


Figure 14: Overall Congress Satisfaction.

Respondents also shared positive feedback on general satisfaction with the sessions, their format, and the presented content.

Please rate your general satisfaction level with the following aspects of the sessions.

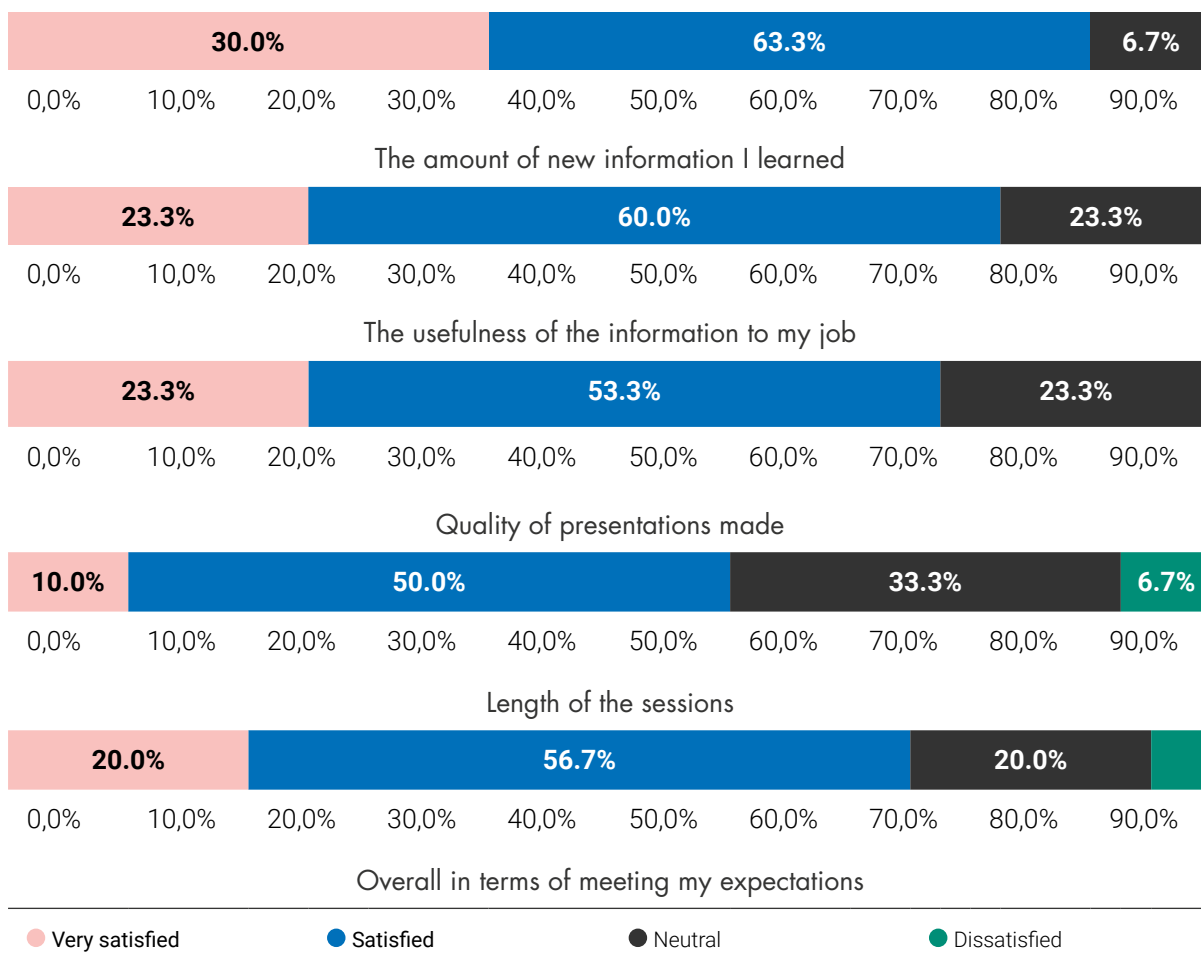


Figure 15: Satisfaction with Sessions.

Respondents gave positive feedback on the degree to which the Congress met its objectives in the areas of Learn, Share and Inspire. 71 per cent of respondents considered that the Congress has increased their knowledge on WOPs “very much” or “significantly”. 67 per cent said that their understanding of the work of water and sanitation operators had increased. Responses indicated that the Congress had significant but less impact on strengthening the networking with WOPs practitioners and partners and the level of support for WOPs and the work of water and sanitation operators (see Figure 17).

Learn, Share and Inspire were the building blocks of the Congress.
Please rate, to what extent did the 4th Global WOPs Congress...

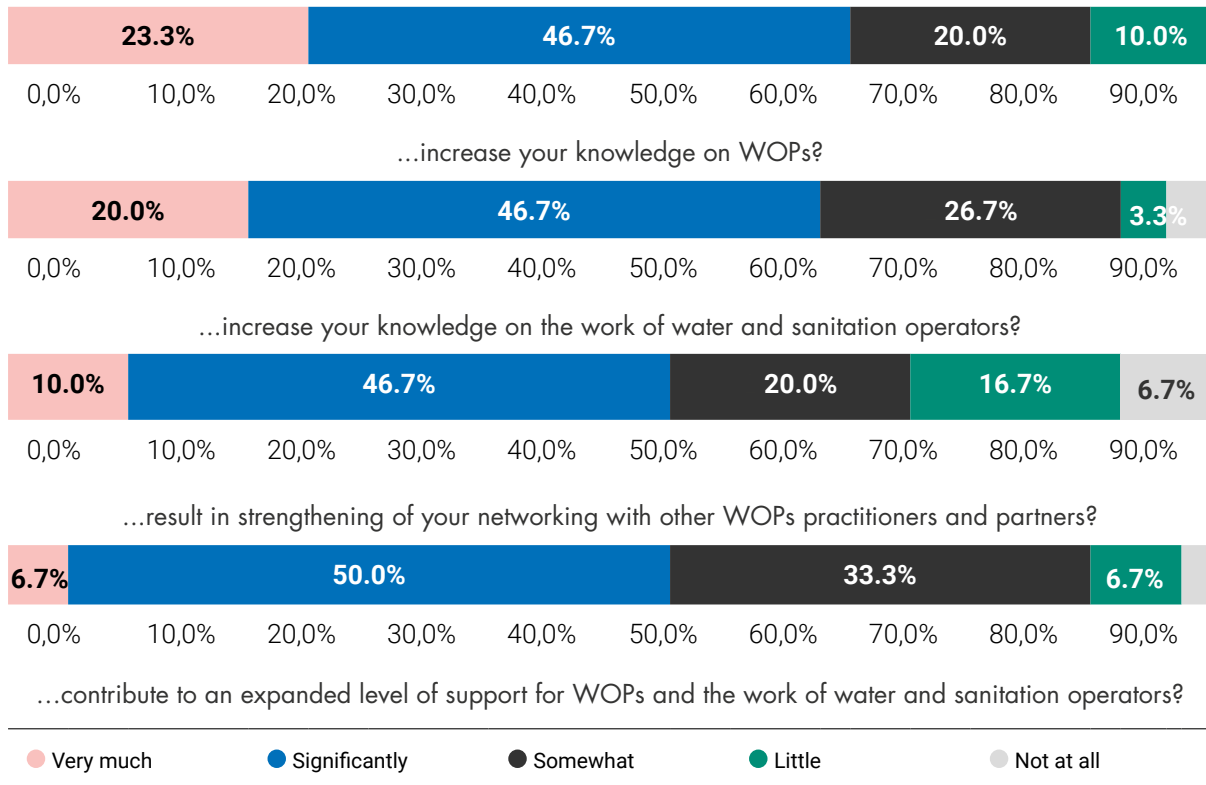


Figure 16: Congress Success with Learn, Share & Inspire.

<p>“</p> <p>There are increased opportunities for WOPs and bilateral cooperation through virtual platforms.</p>	<p>“</p> <p>Even under the present pandemic situation, implementing WOPs activities is possible by using virtual platform/webinars and online communication.</p>	<p>“</p> <p>Climate change has posed real challenges to water and sanitation.</p>
<p>“</p> <p>Action on climate change is critical for mitigation and adaptation toward resilience. Many factors and disciplines need to be involved in ensuring water safety and security, working together on integrated water resources management for better water balance.</p>	<p>“</p> <p>Networking with other partners in sharing technologies and approaches is key to effectiveness and efficiency.</p>	<p>“</p> <p>I realized that the law in France was particularly favourable to the WOP. We can promote and learn from the French 1% water model within international meetings, which allows local authorities managing water in France to engage in WOPs.</p>

The experience with the features of Congress Virtual Venue was generally positive but received more diverse feedback, with a few respondents being “Dissatisfied” or even “Very Dissatisfied”, in particular with the live viewing experience.

Please rate your satisfaction with the Congress virtual venue experience...

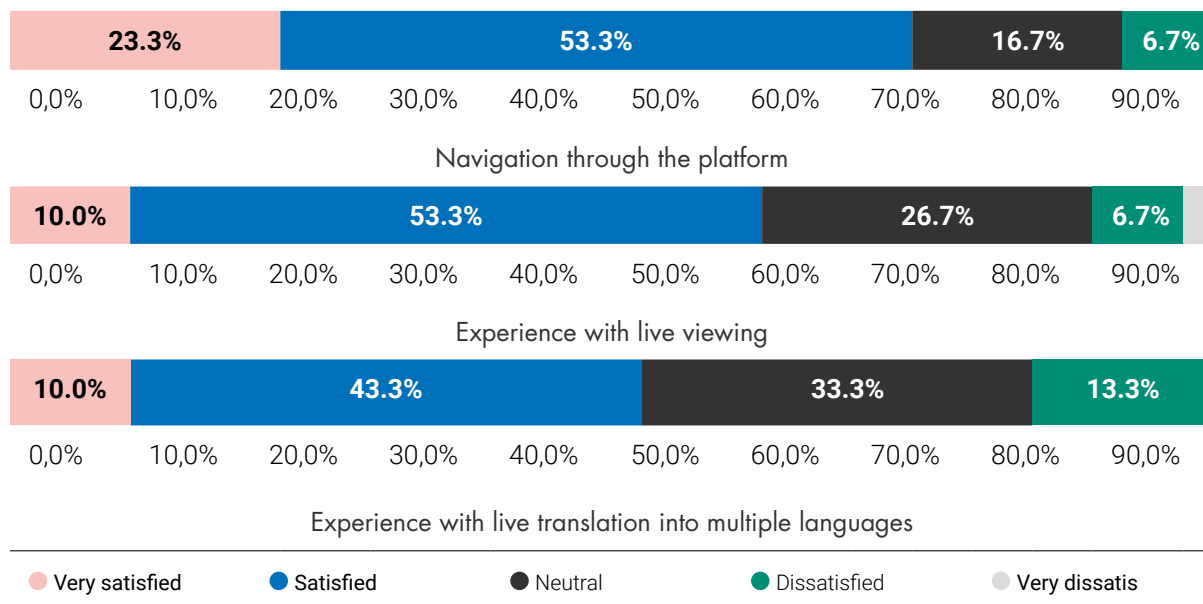


Figure 17: Satisfaction with Congress Virtual Venue.

Organising an event at this scale in an entirely virtual format did bring about challenges with connectivity, both for the participants and the speakers with less stable internet connection. Another common challenge for participants and less favourable feedback on the Congress Virtual Venue was associated with the chat function, causing challenges and limitations with accessibility.

The main areas of recommendations and future considerations for adaptation shared with the Congress organisers, can be clustered around:

- Hybrid format of the next Congress, allow for a face-to-face experience.
- More engaging platform and sessions format that allows for participant’s contributions (fewer speakers and presentations, more panel discussions and opportunities for participants to engage).

3. Congress Legacies

Renewed the **Global WOPs Alliance** as a committed network of partners working towards the scaling-up of WOPs worldwide. The Congress took stock of fifteen years of experience with peer support partnerships and gave a 360° view of the WOP practice and reflected its relevance in the context of major global challenges such as inequalities, lack of sanitation and the increasing threat of climate-related disasters.

A **Membership drive** was launched, inviting Congress participants to register either as individual members or engage their institutions to become full members of GWOPA, and thus enable them to participate in the Global WOPs Assembly scheduled in 2022.

The twenty-two new Water Operators' Partnerships selected to take part in the **EU-WOP Programme** were launched. The project partners were introduced to this ambitious programme and how it is helping the European Union realise its commitments on the 2030 Agenda for Sustainable Development, the EU Green New Deal and other development goals.

The **WOPcast** was launched, a podcast series where water and sanitation professionals reflect on the challenges and successes in the sector – from gender mainstreaming to implementation of partnerships. The first two episodes were aired at the Congress, on Sanitation Operators' Partnerships and Women in Water and Sanitation Utilities and WOPs

The **Global WOPs Community** – an online platform dedicated for discussions, exchange and co-creation between individuals working in and with the water and sanitation sector – was launched.

Appendices

Appendix 1

Example of a Session Page Display
in the Congress Virtual Venue



Image: © GWOPA/UN-Habitat.

Appendix 2

Top 40 Countries of Congress Visitors

Country	Visits
United States	463
Germany	249
Netherlands	169
Argentina	121
France	121
Tunisia	109
Spain	95
Finland	91
India	90
Kenya	83
Egypt	77
Philippines	70
Trinidad & Tobago	57
United Kingdom	55
Jordan	54
South Africa	53
Palestine	49
Austria	45
Singapore	42
Ecuador	38

Country	Visits
Indonesia	35
Morocco	35
Bolivia	33
Mexico	32
Zambia	31
Ireland	26
Malaysia	26
Côte d'Ivoire	25
Chile	25
Canada	25
Ghana	25
Portugal	24
Greece	24
Cameroon	23
Uganda	23
Uruguay	22
Nigeria	22
Belgium	20
Bangladesh	20
Nepal	20

Appendix 3

List of Sessions

Title	Hashtags	Date & Time	Session Co-conveners	Links to recordings
Opening Ceremony	#OpeningCeremony	Monday 18 October 13:00-15:00		▶ Watch (EN) ▶ Watch (SP) ▶ Watch (FR)
Main Sessions				
Access for All, in particular for women and girls!	#AccessForAll	Monday 18 October 16:00-17:30		▶ Watch
Are WOPs Reaching the Most Vulnerable?	#AccessForAll	Friday 22 October 12:00-15:00	Water for Life, IHE Delft, WaterAid	▶ Watch
Utilities making inclusive and safe sanitation a reality	#Advancing Sanitation	Monday 25 October 13:00-15:00	USAids, UNICEF	▶ Watch
What does Climate Resilience mean for Water and Sanitation Operators?	#ClimateAdaptation #AdvancingSanitation	Monday 25 October 16:00-18:00	AGWA	▶ Watch
Managing and responding to natural disasters in a changing climate	#ManagingCrisis #ClimateAdaptation	Wednesday 20 October 16:00-17:30		▶ Watch
Leapfrogging or treading water? Utilities picking up the pace at the water-energy-food nexus	#CircularDevelopment #AdvancingSanitation	Thursday 21 October 13:00-15:00	Bonn Water Network	▶ Watch
Nature as Critical Infrastructure: operators looking beyond the pipes	CircularDevelopment #ClimateAdaptation	Tuesday 19 October 13:00-15:00	Water Commons	▶ Watch
Fighting COVID together – are utilities getting the support they need?	#ManagingCrises #AccessForAll	Tuesday 19 October 16:00-18:00	RockBlue, Bonn Water Network	▶ Watch

Title	Hashtags	Date & Time	Session Co-conveners	Links to recordings
Main Sessions				
Multi-stakeholder WOPs: Where NGOs, Academia and Others are adding Value to Utility Partnerships	#Governance	Tuesday 19 October 10:00-12:00	Hamburg Wasser, Viva Con Agua, hanseWasser	▶ Watch
WOP Chef: Recipes for Enabling Water Operators' Partnerships in Europe and Beyond	#Governance #Financing	Tuesday 19 October 10:0-12:00	IHE Delft, GWOPA/ UN-Habitat, GIZ, EU-WOP Programme	▶ Watch
Transparency, Accountability and Participation: which innovations for improving quality and efficiency of utilities?	#Governance	Friday 22 October 16:00-18:00		▶ Watch
WOPs and Financial Linkages - Leveraging Peer Partnerships for Greater Impact	#Finance	Wednesday 20 October 10:00-12:00		▶ Watch
The transformative journey of knowledge in a WOP, from need to impact	#Knowledge	Thursday 28 October 10:00-12:00	WaterWorx	▶ Watch
I WOP, EU-WOP, We all WOP - An open launch of the new EU-WOP Programme Partnerships		Friday 28 October 14:00-15:00	European Union	▶ Watch
The P is Key! Focusing on Partnership quality for successful WOPs	#Knowledge	Friday 22 October 11:00-13:00	WaterAid	▶ Watch
WOPs' monitoring. What for? And How?	#Monitoring	Thursday 21 October 0:00-12:00		▶ Watch
The Global WOPs Observatory: WOPs data management for more and better WOPs	#Monitoring	Tuesday 26 October		▶ Watch
How can a WOP boost your career as a water professional?	#Knowledge	Wednesday 27 October 16:00-17:30	WaterWorx	▶ Watch

Title	Hashtags	Date & Time	Session Co-conveners	Links to recordings
OperatorsStage Events				
Lessons from the German Operators Neighbourhood System – would it work for you?	#knowledge #OperatorsStage	Wednesday 20 October 13:00-14:00	DWA	▶ Watch
Innovative Asset Management for Water Utilities in South East Europe	#OperatorsStage	Tuesday 26 October 13:00-13:45	SHUKALB	▶ Watch
Testimonies on Strengthening Integrity among Water Operators	#OperatorsStage #Governance	Wednesday 20 October 14:00-15:00	Water Integrity Network	▶ Watch
Health, Safety and Dignity of Sanitation Workers	#OperatorsStage #AdvancingSanitation	Thursday 28 October 13:00-14:00	GIZ, WaterAid, FSMA	▶ Watch
Sustainable rural water operators’ management model	#OperatorsStage #AccessforAll	Tuesday 26 October 14:00-14:45	FESAN	▶ Watch
How to increase the resilience of water and wastewater utilities in the face of climate change and increasing disasters	#OperatorsStage #ManagingCrises	Wednesday 20 October 18:00-19:00	Operators Without Borders	▶ Watch
Guidelines for Customer Survey and Complaint Management	#OperatorsStage	Thursday 28 October 9:00-10:00	WaterWorx	▶ Watch

Title	Hashtags	Date & Time	Session Co-conveners	Links to recordings
Regional Sessions				
Sesión regional América Latina y Caribe / Latin America and the Caribbean Regional Session	#RegionalEvent	Wednesday 27 October 18:00-20:00	WOP Latin America & Caribbean, GWOPA/Un-Habitat, BID, ALOAS	▶ Watch
Effective Capacity Development through WOPs and Webinars During a Pandemic: lessons from Asia	#RegionalEvent	Thursday 21 October 8:00-9:30	WaterLinks	▶ Watch
WOPs to address water scarcity in the MENA region	#RegionalEvent	Wednesday 27 October 10:00-12:00	ACWUA	▶ Watch
Boosting access water and sanitation services in Africa through peer-to-peer learning partnerships of operators	#RegionalEvent	Monday 25 October 10:00-12:00		▶ Watch
Successful factors for enabling WOPs: The French case	#RegionalEvent	Thursday 21 October 16:00-17:30		▶ Watch
Building Together the Water and Sanitation Sector in the Pacific and the Caribbean Through Peer-to-Peer Exchange and Improved Monitoring'	#RegionalEvent	Wednesday 27 October 10:00-12:00	WOP Caribbean, Pacific Water and Wastewater Association	▶ Watch

Title	Hashtags	Date & Time	Session Co-conveners	Links to recordings
Side Events				
Advancing SDG 6.3.1 monitoring at the local level – Utilities championing urban wastewater treatment	#SideEvent #AdvancingSanitation # Monitoring	Wednesday 27 October 13:00-14:00		▶ Watch
Enabling environment for female operators	#SideEvent	Wednesday 27 October 14:30-16:00	WWSN	▶ Watch
Planning in an uncertain future: The Climate Risk Informed Decision Analysis (CRIDA) methodology	#ClimateAdaptation #SideEvent	Monday 25 October 15:00-16:00	AGWA	▶ Watch

The 4th
**Global
WOPs
Congress**

Find out more
www.gwopa.org/wop-congress

