

## MENTEE

Office Nationale de l'Eau Potable et de l'Électricité  
(ONEE) Morocco

National water, sanitation and electricity public utility, Morocco

## MENTOR

Syndicat Interdépartemental pour l'Assainissement de l'Agglomération Parisienne  
(SIAAP) France

Sanitation utility of greater Paris, France

### GENERAL DATA

3.3 million

SANITATION SERVICE USERS



9 million

SANITATION SERVICE USERS

211,000 M<sup>3</sup>/DAY

WASTEWATER TREATMENT CAPACITY



2.500,000 M<sup>3</sup>/DAY

WASTEWATER TREATMENT CAPACITY

7600

EMPLOYEES

(water and sanitation)



1700

EMPLOYEES

(sanitation)

### MOTIVATIONS

Develop capacity to take on new sanitation service function

Staff redeployment

Service improvement

Staff motivation

Excercise social responsibility

Human resources development

Share knowledge

### SUPPORTING THIRD PARTY

The partnership initially arose out of a personal acquaintance between managers. For over 12 years now, this WOP has been funded exclusively by the internal resources of the partner utilities.

GWOPA  
Global Water Operators' Partnerships Alliance

UN HABITAT  
FOR A BETTER URBAN FUTURE

UNESCO-IHE  
Institute for Water Education

### WOP FACTSHEET

## BEWOP

### WATER OPERATORS' PARTNERSHIPS

WOPs are peer-support arrangements between two or more water and sanitation operators, carried out on a not-for-profit basis with the objective of strengthening operator capacity.

### BEWOP

Boosting the Effectiveness of Water Operators' Partnerships (BEWOP) is a 5-year research, operational support and outreach initiative aimed at boosting the effectiveness of Water Operators' Partnerships around the world.

Launched in September 2013, BEWOP is a collaboration between leading water sector capacity development institute, UNESCO-IHE, and UN-Habitat's Global Water Operators' Partnership Alliance, the organization leading the global WOPs movement.

This project has been made possible by the support of the Dutch Ministry of Foreign Affairs (DGIS).

This fact sheet is part of a series summarizing WOPs cases being studied in order to draw lessons and guide better practice.

### FIND OUT MORE

BEWOP.org | #BEWOP

GWOPA.org

WATER OPERATORS' PARTNERSHIP BETWEEN

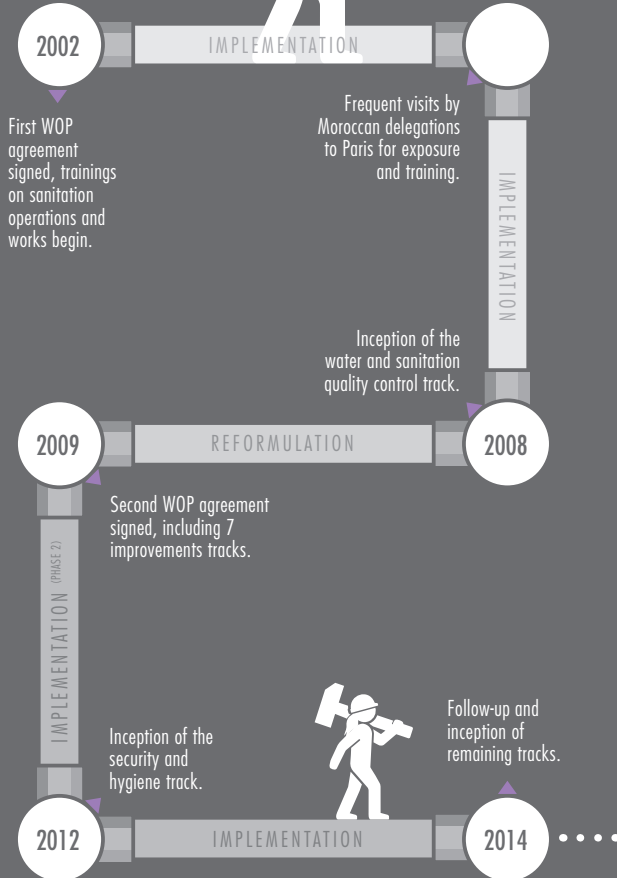
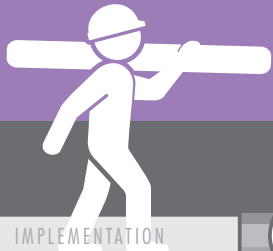
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TARGETED IMPROVEMENTS ON

Wastewater Treatment Processes | Risk Prevention in Hygiene and Safety  
Water Quality Control

## TIMELINE



## COST

ONEE AND SIAAP

COST SHARING BY BOTH PARTIES DRAWING ON INTERNAL RESOURCES

## APPROACH

The WOP aimed at strengthening technical and organizational capacity of ONEE through knowledge sharing with SIAAP. During the first phase, the mentor provided technical support to the Moroccan utility as it was taking on its new sanitation mandate through training for technicians, engineers and managers. The second phase widened the scope of the partnership to include seven improvement tracks. Knowledge sharing now takes place through direct interaction between the respective technical departments of the two utilities. Self-facilitated and financed, the WOP progresses at its own pace, in response to the needs of the partners.

## IMPROVEMENT TRACKS

**Technical support for transition to sanitation:** Support ONEE in its transition to sanitation by training technical and managerial staff on sanitation works and operations.

- Back-up to redeploy staff from drinking water to sanitation operations through trainings and guidance.
- 70 ONEE technicians, engineers and managers trained.

**Hygiene and Safety:** Regional capacity building in hygiene and safety management.

- Recommendations made for a regional re-organisation and proposed actions to improve the overall hygiene and safety department.
- New and enhanced safety standing in site construction.

**Water Quality Control:** Knowledge sharing on wastewater quality control.

- Improved technical and analytical capacity in wastewater quality control, sampling measurement techniques and analysis.
- Transfer of expertise and skills to regional laboratories and delegation of responsibilities.

### Tracks yet to be implemented at time of printing:

Treatment using constructed wetlands; Reuse of wastewater; Sanitation and water quality controls; Pilot wastewater treatment plant extension; Implementation of communication tools.

## CHALLENGES

**Experts availability:** SIAAP experts had to balance their time contributions to the WOP with their own regular workloads.

**Cultural awareness:** cultural differences occasionally led to unhelpful assumptions that stood in the way of effective implementation.

**Keeping on track:** without an external donor to account to, there was little pressure to 'keep to schedule'.

## SUCCESS FACTORS

**Building trust:** a climate of genuine confidence and trust between the partners allowed for the self-criticism essential to making real improvements.

**Solidarity:** the not-for-profit aspect of the WOP was considered as essential for the free, transparent flow of information, as well as for the emergence of the strong solidarity that underlies this partnership.

**Partner maturity:** ONEE's self-awareness, combined with its financial commitment to the partnership has allowed both mentor and mentee to take ownership in the process and to collaborate as equals.

**Flexibility within a clear Framework:** clear targets defined through a formal agreement provided direction for the collaboration while leaving vital space for spontaneity, flexibility and adaptability.

## WHAT THEY SAID

"We all have the same requirements and play by the same rules of the game, but we do not have the same constraints."

*Jean-François Moisan, Laboratory Assistant Manager, SIAAP*

"We also reinforce inter-professional ties. We renew our approach within SIAAP as we learn from our own mistakes."

*Max Devreker, Head of Safety, Working Conditions and Health, SIAAP*

"The impact of such partnerships is sometimes hard to isolate, but the sustainability of the relationship, the continued requests by the mentee for new forms of support, and the frequency of interaction are clear signs of its success..."

*Jawad Hilali, Manager of the Cooperation Department, ONEE*

"Our approach is learning from the North and opening to the South."

*Abdelillah Belhaj, Director of the Quality Department, ONEE*