

# Global

WOPs are taking place all over the world.



# Water Operators'

Operators provide over half of the world with our most basic service.



# Partnerships

Not for profit peer-to-peer exchanges.



# Alliance

A diverse group of stakeholders committed to supporting water and sanitation operators through WOPs.



What are water operators' partnerships?

**GWOPA**  
Global Water Operators' Partnerships Alliance

**UN HABITAT**  
FOR A BETTER URBAN FUTURE



## WHAT ARE WOPs

Water Operators' Partnerships (WOPs) are peer support arrangements between water and sanitation operators.

- WOPs work by mobilizing the skills, know-how and goodwill within a strong 'mentor' to build the capacity of another operator – the 'mentee' – that needs assistance.
- WOPs progressively strengthen and empower the mentee operator at management, financial and technical levels to implement changes that will lead to better service.
- WOPs are always carried out on a not-for-profit basis.

## WHAT MAKES WOPs DIFFERENT?

WOPs focus on building the resident capacity of water operator staff, rather than 'doing it for them'.

WOPs are peer partnerships, meaning that the mentorship comes from experienced staff in other utilities.

Knowledge is not for sale in WOPs. WOPs are carried out on a solidarity basis and not for commercial purposes.

HELPING WATER OPERATORS HELP EACH OTHER

## WOPs & OPERATORS

Water is essential to life on earth and all human activity. As providers of our most basic service, water and sanitation operators have great bearing on the environment and human wellbeing. Over half the drinking water on the planet is provided by water operators, most of them public.

In much of the world, water and sanitation operators provide an essential foundation to a well-functioning society. In other regions, operators are facing new and long-standing challenges like climate change, resource scarcity and rapid urbanization.

To provide sustainable services, operators need good policies and governance frameworks, sufficient finance and skilled staff. By supporting capacity development and institutional change, WOPs can be a powerful tool to help struggling operators do their jobs well and autonomously.

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## GUIDING PRINCIPLES

In keeping with the original text and spirit of UNSGAB's Hashimoto Action Plan, the Global WOPs Alliance and the WOPs it supports are oriented by a number of Guiding Principles. Members of GWOPA are expected to support and comply with these principles in all WOP-related activities.

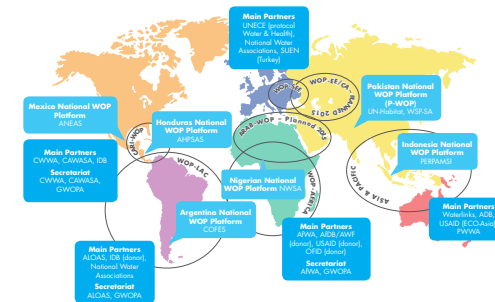
- Inclusiveness
- Not-for-profit Partnerships
- Supporting efforts worldwide
- Mutual benefit
- Transparency
- Building on the past and others
- Fostering sustainable change
- Creating a culture of solidarity

HELPING WATER OPERATORS HELP EACH OTHER

## GWOPA

The Global Water Operators' Partnerships Alliance (GWOPA) is the global mechanism set up to promote and support WOPs worldwide. GWOPA is the global leader in WOPs promotion, facilitation and coordination, and the principle source for WOPs knowledge and guidance. GWOPA is hosted by UN-Habitat and the Secretariat is headquartered in Barcelona, Spain. GWOPA works with regional and national platforms to promote the WOPs movement globally.

### GWOPA Regional Support



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## GET INVOLVED!

### Get involved in a WOP

If you work for an operator and think your company could offer support to others, check out some of our case studies and factsheets to find out more about what a WOP involves.

If you think your operator could benefit from a partnership or would like to mentor a public operator, a WOP may be right for you.

### Global WOPs Congress

The Global WOPs Congresses gather a growing community of operators and their supporters involved or interested in learning from one another.

### Join the Pipeline

GWOPA's online community, the Pipeline, brings together operators, donors, facilitators and other groups interested in WOPs.

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