

# WOPs Code of Conduct

## Introduction

This code of conduct lays down the principles or the “rules” for partnerships between utilities and water operators that are undertaken as WOPs under the umbrella of the Global Water Operators Partnerships’ Alliance. Such partnerships are facilitated and supported collaboratively by the Global WOPs Alliance and regional WOPs platforms around the world.

This code of conduct does not offer guidance on whether a specific partnership is the suitable option for the parties. It mainly applies once the parties have decided to pursue a partnership and highlights the expected conduct and requirements of such a partnership. The “rules” presented hereinafter are meant to guide the formation and implementation of efficient, results-oriented, and socially acceptable partnerships between water operators.

## Good Governance

All stakeholders will take all needed measures to conduct their activities within the partnership according to the principles of good governance, including:

- Transparency
- Accountability
- Responsiveness to stakeholders’ concerns and interests
- Consensus-orientation
- Clarity and common understanding of stakeholders’ roles, rights, responsibilities, and expectations
- Compliance with local laws

## Integrity

Central to WOPs is the sharing of knowledge in a not-for-profit and unrestrained way and built upon the notion of solidarity between utilities. Its purpose is to enhance the capacity and capability of public utilities within the guiding principle of integrity. Therefore:

The partners agree that no information will be intentionally withheld by any party in anticipation of any commercial gains, and no confidential information of one party will be used by the other party for its commercial advantage.

## Social and Cultural Values

All stakeholders will take needed measures to abide by and respect the social and cultural values of the location where they are engaging in WOPs, including:

- Respecting the cultural norms and behaviours relevant to the local context
- Recognizing and respecting the influence of gender, age, culture and religion on the different perspectives and values accorded to water and sanitation

## Resolution of Conflicts

All stakeholders will form partnerships based on mutual trust and respect, address all issues with full transparency, and collaborate to identify workable solutions.

## Results - Orientation

Prior to engagement, partners shall prepare written partnership agreements that outline a) the objectives of the partnership and expected outputs b) the roles and responsibilities of each partner, c) the value (in-kind and cash) of the partnership and d) the interests of each party in engaging in partnership. The agreement should form the basis for professional, results-oriented cooperation, while leaving sufficient room for flexible solutions, as the context and issues are subject to change and evolve.

## Cost sharing and Not-for-Profit

Activities carried out by any partner or stakeholder within a WOP shall be done on a not-for-profit basis.

WOPs should never be used as a vehicle for commercial activities by any party. Activities within a WOP will incur costs for both partners. The parties have to identify these costs and decide together whether to bear these costs themselves, appeal for external support, or both. The respective contributions of the parties, be they in-cash or in-kind, shall be mutually agreed by the parties themselves.

## Shared Incentives

Particular objectives and common interests of all stakeholders will be openly discussed to identify all possible costs and benefits in the arrangement. The respective motivations of both parties shall be explicitly discussed.

WOPs' benefits are mutual, but not necessarily equal. Partners have to respect the bona fide interests of their counterparts and seek actions that advance the goals of the partnership without requiring compromise of a partner's key interests.

We, the subscribing parties, agree to apply the present Code-of-Conduct in performing all activities within the water operator partnership (WOP) between our organizations under the umbrella of the Global Water Operators' Partnerships Alliance.

Organization	Organization	Organization
Name	Name	Name
Signature	Signature	Signature
Date	Date	Date