Day 1
Monday 18 Oct

13:00 - 15:00 Opening Ceremony
Languages: EN, FR, SP

16:00 - 17:30 Access for All, in particular for women and girls!
#AccessforAll
Languages: EN, FR, SP

Day 2
Tuesday 19 Oct

10:00 - 12:00 Multi-stakeholder WOPs: Where NGOs, Academia and Others are adding Value to Utility Partnerships
#Governance
Languages: EN, FR, SP

13:00 - 15:00 Nature as Critical Infrastructure: operators looking beyond the pipes
#CircularDevelopment
#ClimateAdaptation
Languages: EN, FR, SP

16:00 - 18:00 Fighting COVID together – are utilities getting the support they need?
#ManagingCrisis
#Access for all
Languages: EN, FR, SP

Day 3
Wednesday 20 Oct

10:00 - 12:00 The added value of Capacity-focused Peer Partnerships: WOPs seen through an Investor’s Lens
#Finance
Languages: EN, FR, SP

13:00 - 14:00 Lessons from the German Operators Neighbourhood System - would it work for you?
German Association for Water, Wastewater and Waste (DWA)
#OPERATORSSTAGE #Knowledge
Language: EN

14:00 - 15:00 Testimonies on Strengthening Integrity among Water Operators
Water Integrity Network
#OPERATORSSTAGE #Governance
Languages: EN, SP

16:00 - 17:30 Managing and responding to natural disasters in a changing climate
#ManagingCrisis
#ClimateAdaptation
Languages: EN, FR, SP

18:00 - 19:00 How to increase the resilience of water and wastewater utilities in the face of climate change and increasing disasters: Training event
Operators Without Borders
#OPERATORSSTAGE #ManagingCrisis
Languages: EN, FR, SP

Legend
- Main Sessions
- Regional Events
- OperatorsStage
- Side Events

Time Zone: Central European Summer Time (CEST)
Day 4  
Thursday 21 Oct

08:00 - 09:00  
Effective Capacity Development through WOPs and Webinars During a Pandemic: Lessons from Asia  
WaterLinks  
#RegionalEvent  
Languages: EN, VI, BH

10:00 - 12:00  
WOPs’ monitoring. What for? And How?  
#Monitoring  
Languages: EN, FR, SP

13:00 - 15:00  
Leapfrogging or treading water? Utilities picking up the pace at the water-energy-food nexus  
#CircularDevelopment  
#AdvancingSanitation  
Languages: EN, FR, SP

16:00 - 17:00  
Successful factors for enabling WOPs: The French case  
GWOPA/UN-Habitat  
#RegionalEvent  
Languages: EN, FR

17:00 - 19:00  
Latin America and the Caribbean Regional Session  
WOP-LAC, BID and ALOAS  
#RegionalEvent  
Languages: EN, SP

Day 5  
Friday 22 Oct

10:00 - 11:30  
The P is Key! Focusing on Partnership quality for successful WOPs  
#Knowledge  
Languages: EN, FR, SP

13:00 - 15:00  
Are WOPs reaching the most vulnerable?  
#AccessforAll  
Languages: EN, FR, SP

16:00 - 18:00  
Transparency, Accountability and Participation: which innovations for improving quality and efficiency of utilities?  
#Governance  
Languages: EN, FR, SP

Day 6  
Monday 25 Oct

10:00 - 12:00  
Boosting access water and sanitation services in Africa through peer-to-peer learning partnerships of operators  
#RegionalEvent  
Languages: EN, ES, FR, PT

13:00 - 15:00  
Utilities making inclusive and safe sanitation a reality  
#AdvancingSanitation  
Languages: EN, FR, SP

15:00 - 16:00  
Planning in an uncertain future: The Climate Risk Informed Decision Analysis (CRIDA) methodology  
Alliance for Global Water Adaptation (AGWA)  
#ClimateAdaptation #SideEvent  
Language: EN

16:00 - 18:00  
What does Climate Resilience mean for Water and Sanitation Operators?  
#ClimateAdaptation  
#AdvancingSanitation  
Languages: EN, FR, SP

Day 7  
Tuesday 26 Oct

10:00 - 12:00  
WOP Chef: Recipes for Enabling Water Operators’ Partnerships in Europe and Beyond  
#Governance #Finance  
Languages: EN, FR, SP

13:00 - 13:45  
Innovative Asset Management for Water Utilities in South East Europe  
Water Supply and Sewerage Association of Albania (SHUKALB)  
#OPERATORsSTAGE  
Language: EN

14:00 - 14:45  
Sustainable rural water operators’ management model  
Federación Nacional de Cooperativas de Servicios Sanitarios Ltda (FESAN CHILE) and the Rural Water Supply Network  
#OPERATORsSTAGE #AccessforAll  
Languages: EN, SP

16:00 - 18:00  
The Global WOPs Observatory: WOPs data management for more and better WOPs  
#Monitoring  
Languages: EN, FR, SP
Day 8
Wednesday 27 Oct

10:00 - 11:30  WOPs to address water scarcity in the MENA region
   Arab Countries Water Utilities Association and GWOPA/UN-Habitat
   #RegionalEvent
   Languages: EN, FR, AR

13:00 - 14:00  Advancing SDG 6.3.1 monitoring at the local level
   UN-Habitat
   #AdvancingSanitation #Monitoring #SideEvent
   Languages: EN, FR, SP

14:30 - 16:00  Enabling environment for female operators
   Women in Water & Sanitation Network (WWSN) and Women 4 Sustainable Energy and Climate Action Network (W4SECA)
   #SideEvent
   Language: EN

16:00 - 17:30  How can a WOP boost your career as a water professional?
   #Knowledge
   Languages: EN, FR, SP

Day 9
Thursday 28 Oct

09:00 - 10:00  Guidelines for Customer Survey and Complaint Management
   #OPERATORSSTAGE
   Language: EN

10:00 - 12:00  The transformative journey of knowledge in a WOP, from need to impact
   #Knowledge
   Languages: EN, FR, SP

13:00 - 14:00  Health, Safety and Dignity of Sanitation Workers
   Sustainable Sanitation Alliance (SuSanA) and Faecal Sludge Management Alliance (FSMA)
   #OPERATORSSTAGE #AdvancingSanitation
   Languages: EN, FR

14:00 - 15:00  I WOP, EU-WOP, We all WOP - An open launch of the new EU-WOP Programme Partnerships
   Languages: EN, FR, SP

Find out more
gwopa.org/wop-congress