

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

Legend

- ▶ Main Sessions
- ▶ Regional Events
- ▶ OperatorsStage
- ▶ Side Events

Time Zone: Central European Summer Time (CEST)

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 **WOPs and Financial Linkages - Leveraging Peer Partnerships for Greater Impact**

#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

Day 4

Thursday 21 Oct

08:00 - 09:30 **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 - 17:30 **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 - 12:00 **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 - 12:00** **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

The 4th
**Global
WOPs
Congress**



Federal Ministry
for Economic Cooperation
and Development

Deutsche
UNO-Stadt
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2021



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