# GLOBAL WOPS COMMUNITY OF PRACTITIONERS

Inclusive Expert Communities of Practice (CoPs) connect water and sanitation practitioners and promotors of peer learning. They form the backbone of capacity building, create effective and efficient work processes, and co-create innovative approaches across WOP projects through thematic expert CoPs. Water Operator Partnerships generate unique experiences, success stories, best practices, and valuable insights that are worth sharing/replication with the expert CoPs via webinars, masterclasses, regional training workshops, or peer-to-peer chats and posts.

The CoPs are breeding sites to empower peer practitioners, personally and professionally. The ultimate goal is to improve upon the operational work processes of water operators and so enhance their overall performance. This may, with time to come, accelerate their potential to contribute to the UN SDG 6 Goals and raise opportunities for investment financing.

Established through UN-Habitat/Global Water Operators' Partnerships Alliance (GWOPA) and the WaterworX WOP program, the Global WOPs Community currently hosts over 800 members spread over 10 expert CoPs in one online platform (Workplace) where water and sanitation practitioners can meet, chat, exchange, and learn from each other.

Active participation of water and sanitation practitioners in the expert CoPs will add on to their personal and professional development, strengthen the organizational capacity of water operators, and pave the road towards extended and/or improved service delivery (the UN SDG6 targets).









# Enabling Environment (EE)

Engage with external stakeholders in a complex institutional setting



# Utility Organisation Strategy (UOS)

Organizational change, leadership, financial management, HRM and ICT



### Asset Management (AM)

Develop methods and tools to balance asset performance, costs, and risks



### Water Production (WP)

Water purification and production, quality monitoring, and safety plans



### Water Distribution (WD)

Water transport and distribution, network O & M, and water losses reduction

Sanitation, Wastewater

& Utilities (SWU)

Sanitation solutions, service & financing

models for environment protection



# Commercial Operations (CO)

Customer care & communication, meter reading, billing, and revenue collection



# Investment Mobilisation (IM)

Professional communication with financiers to acquire investment funds



# Low-Income Customers (LIC)

Social inclusive WASH services for vulnerable/low-income communities



# Young Water Professionals (YWP)

Mobilization and development of personal skills & professional competencies



# Water Resources Resilience & Climate Action (WRRCA)

Utility-focused solutions for climate-resilient water resource management



Learn more at

gwopa.org/workplace

Register as Individual Members at gwopa.org/join

