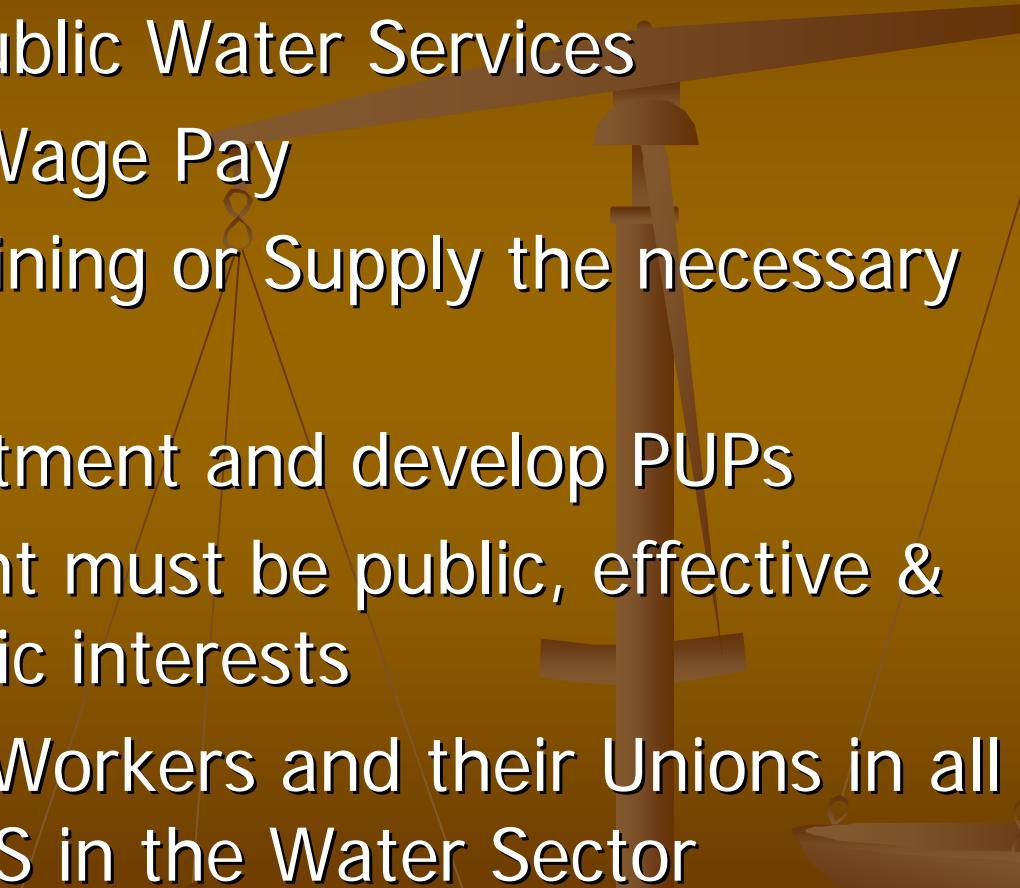


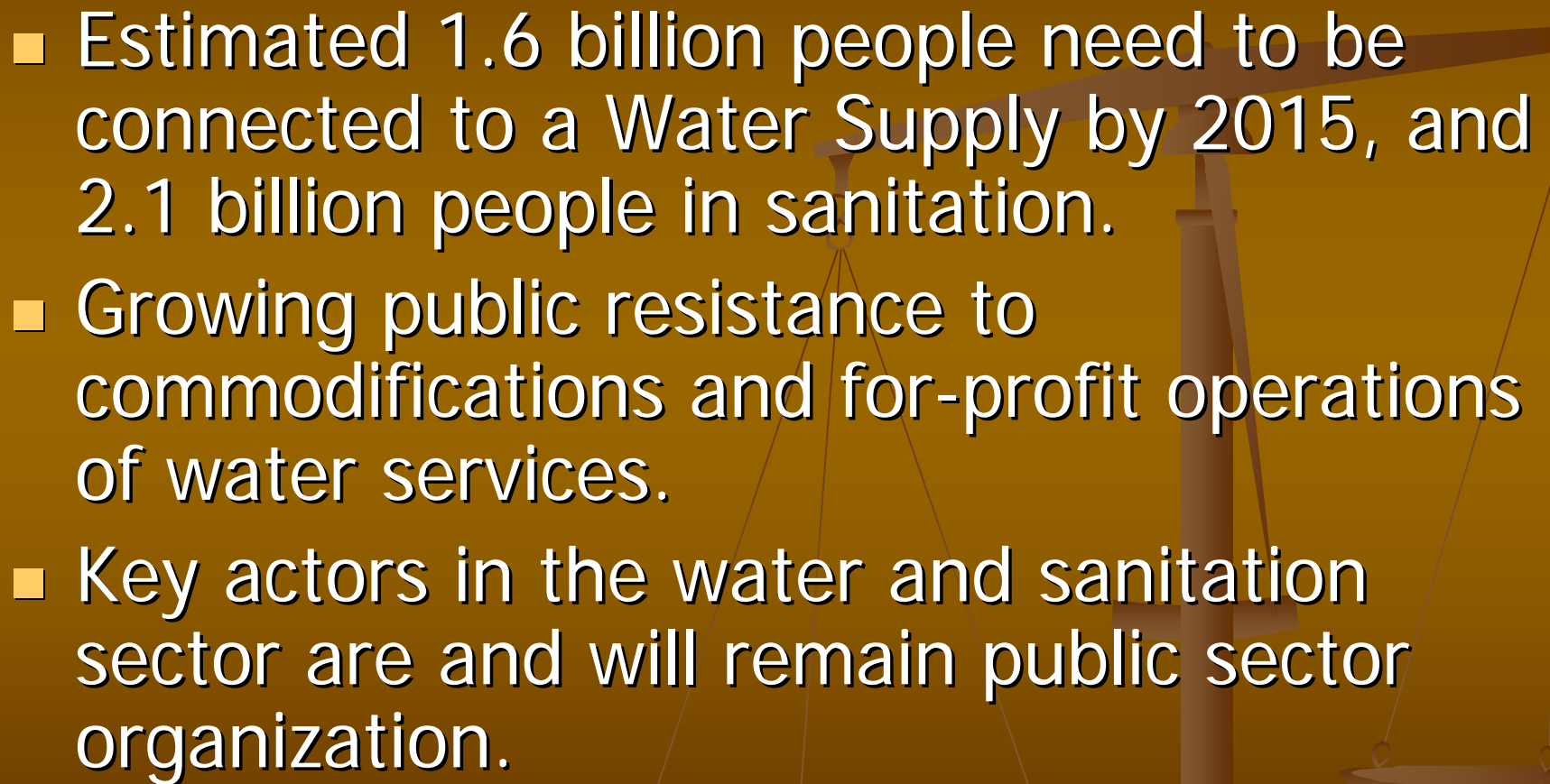
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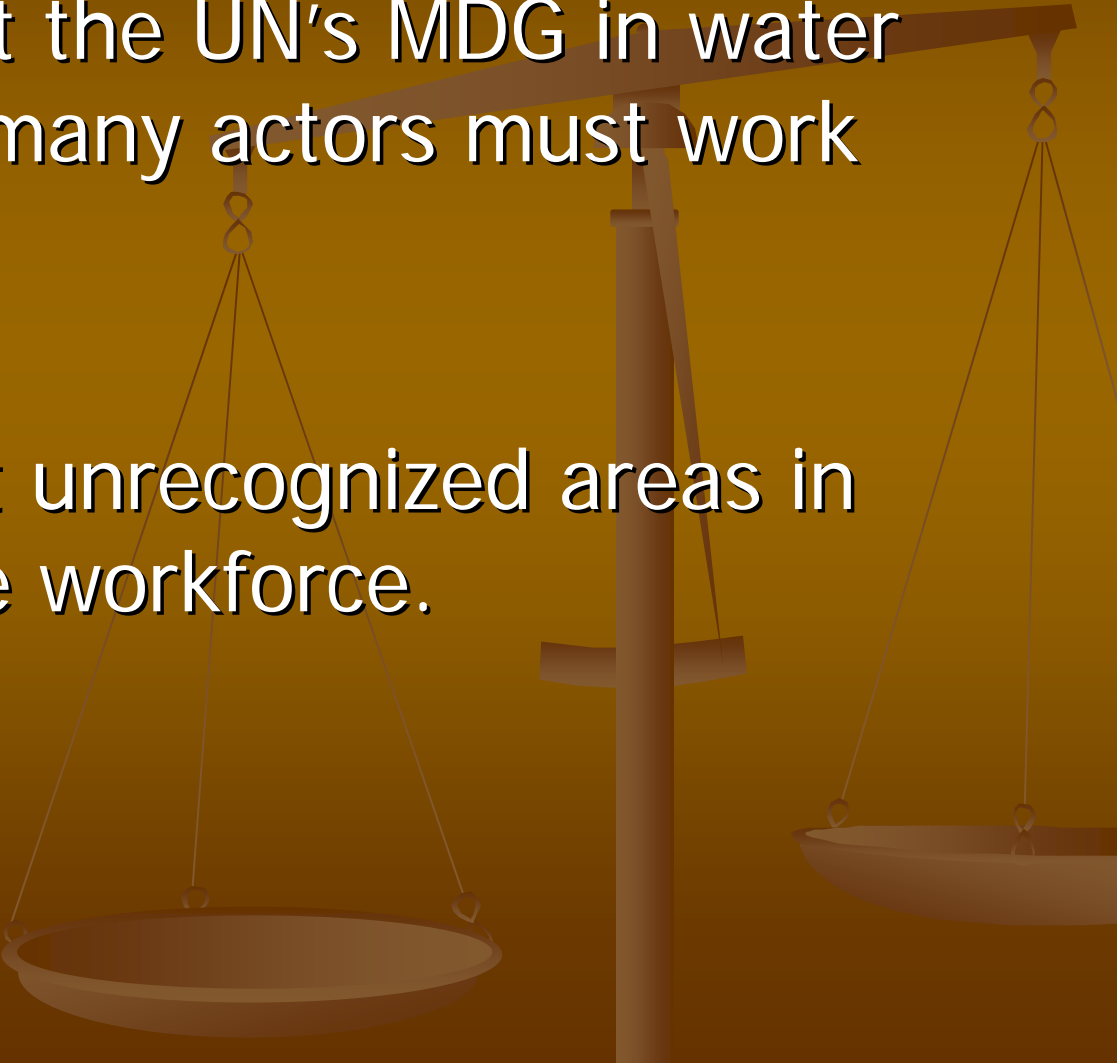
Workers as Key Stakeholders in the Water Sector & Building QPS and PUPs

AGWWAS Statement at
Asian Development Bank 40th Annual Meeting
4-7 May 2007, Kyoto, Japan

Salient Points

- Water is a Human Right
 - Building Quality Public Water Services
 - Workers Minimal Wage Pay
 - Ensure Proper Training or Supply the necessary safety equipment
 - Government investment and develop PUPs
 - Water Management must be public, effective & responsive to public interests
 - Consultation with Workers and their Unions in all efforts to build QPS in the Water Sector
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- Estimated 1.6 billion people need to be connected to a Water Supply by 2015, and 2.1 billion people in sanitation.
 - Growing public resistance to commodifications and for-profit operations of water services.
 - Key actors in the water and sanitation sector are and will remain public sector organization.

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- In order to meet the UN's MDG in water and sanitation, many actors must work together.
 - One of the most unrecognized areas in this sector is the workforce.

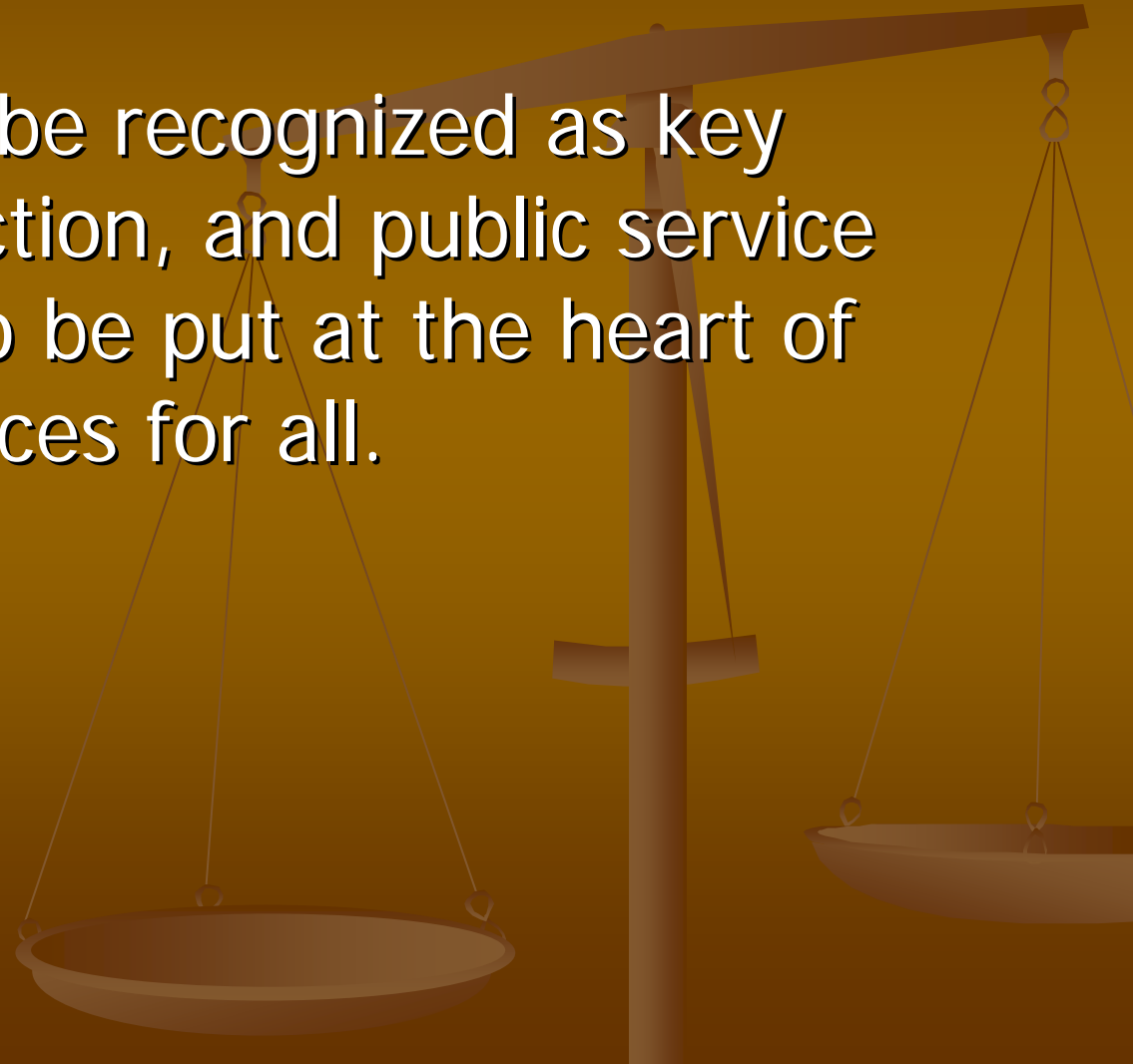
Workers are key and largely untapped resources



- Labor is the most poorly understood factor in the water equation.
- Workers in the water sector have been seen as a problem by mainstream policy institutions.

Workers are key and largely untapped resources

- Labor needs to be recognized as key factor of production, and public service workers need to be put at the heart of expanding services for all.





Use Workers' Knowledge in the Water Utility

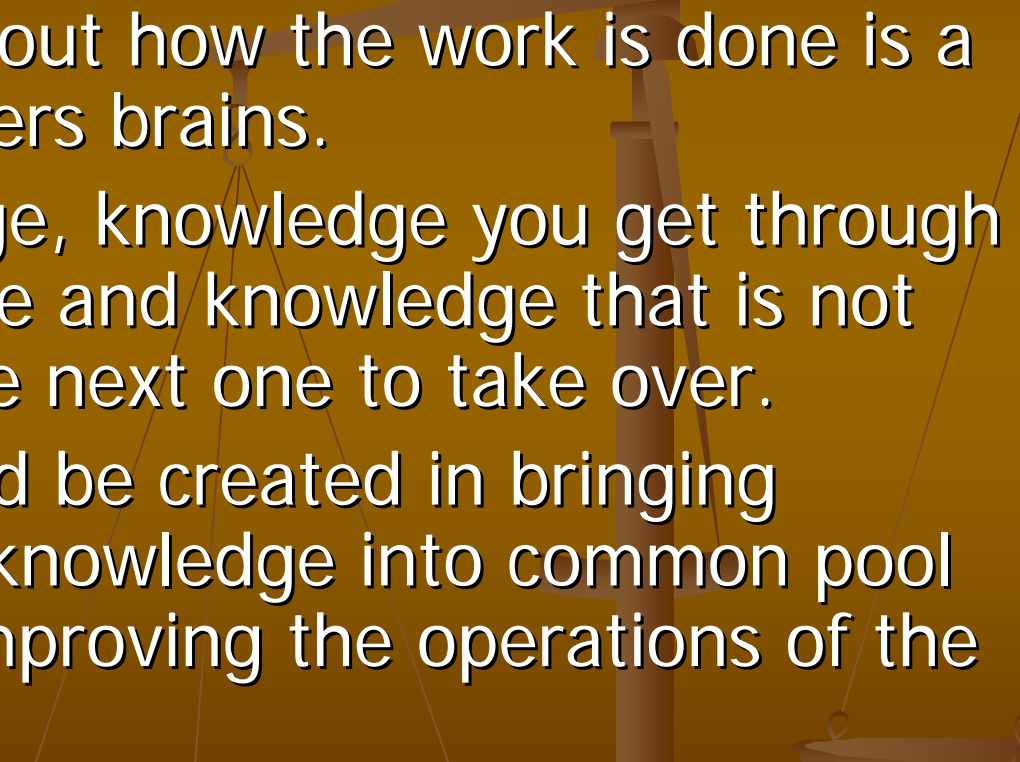
- ❖ Workers are close to the production and know a lot about how the services are run and what user's needs are.
- ❖ Workers often know about problems in running the operations.

Use Workers' Knowledge in the Water Utility



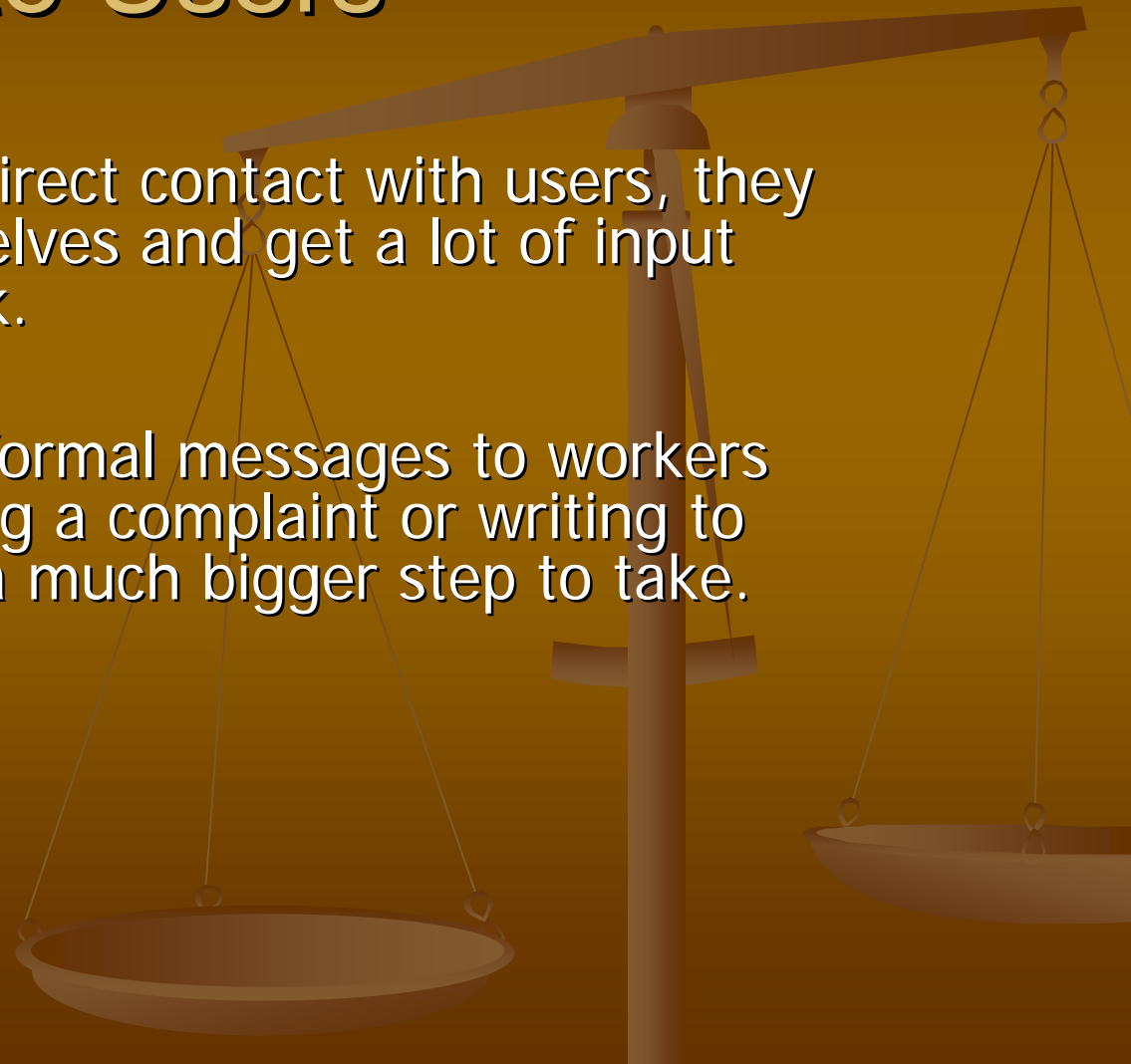
- ❖ Workers will often have suggestions how to improve productivity and avoid bottlenecks
- ❖ Workers will know from a workplace level what services works and what services needs to be improved or created.

Use Workers' Knowledge in the Water Utility

- The knowledge about how the work is done is a secret inside workers brains.
 - Informal knowledge, knowledge you get through years of experience and knowledge that is not handed over to the next one to take over.
 - Mechanisms should be created in bringing workers' informal knowledge into common pool of knowledge in improving the operations of the water enterprise.
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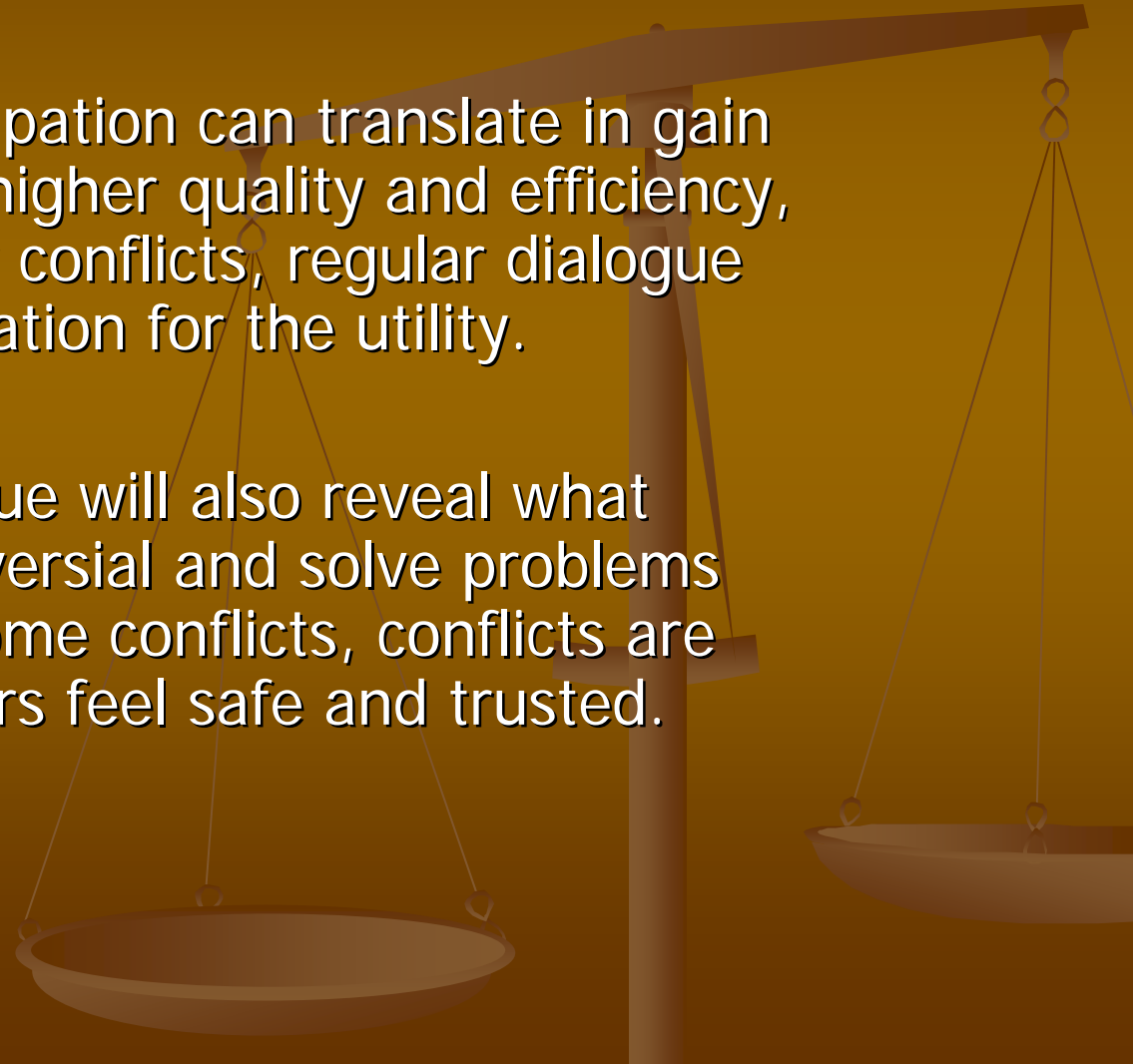
Workers are Natural Conduits to Users

- Workers have direct contact with users, they are users themselves and get a lot of input during their work.
- Easy to give informal messages to workers you meet, making a complaint or writing to the company is a much bigger step to take.



Workers participation Thru Regular Dialogue

- Workers participation can translate in gain for all partners, higher quality and efficiency, safer jobs, fewer conflicts, regular dialogue and better reputation for the utility.
- Regular Dialogue will also reveal what might be controversial and solve problems before they become conflicts, conflicts are less when workers feel safe and trusted.



Workers participation Thru Regular Dialogue



- Workers should also be involved at the earliest stage of any enterprise restructuring or implementing reforms.

Building PUPs



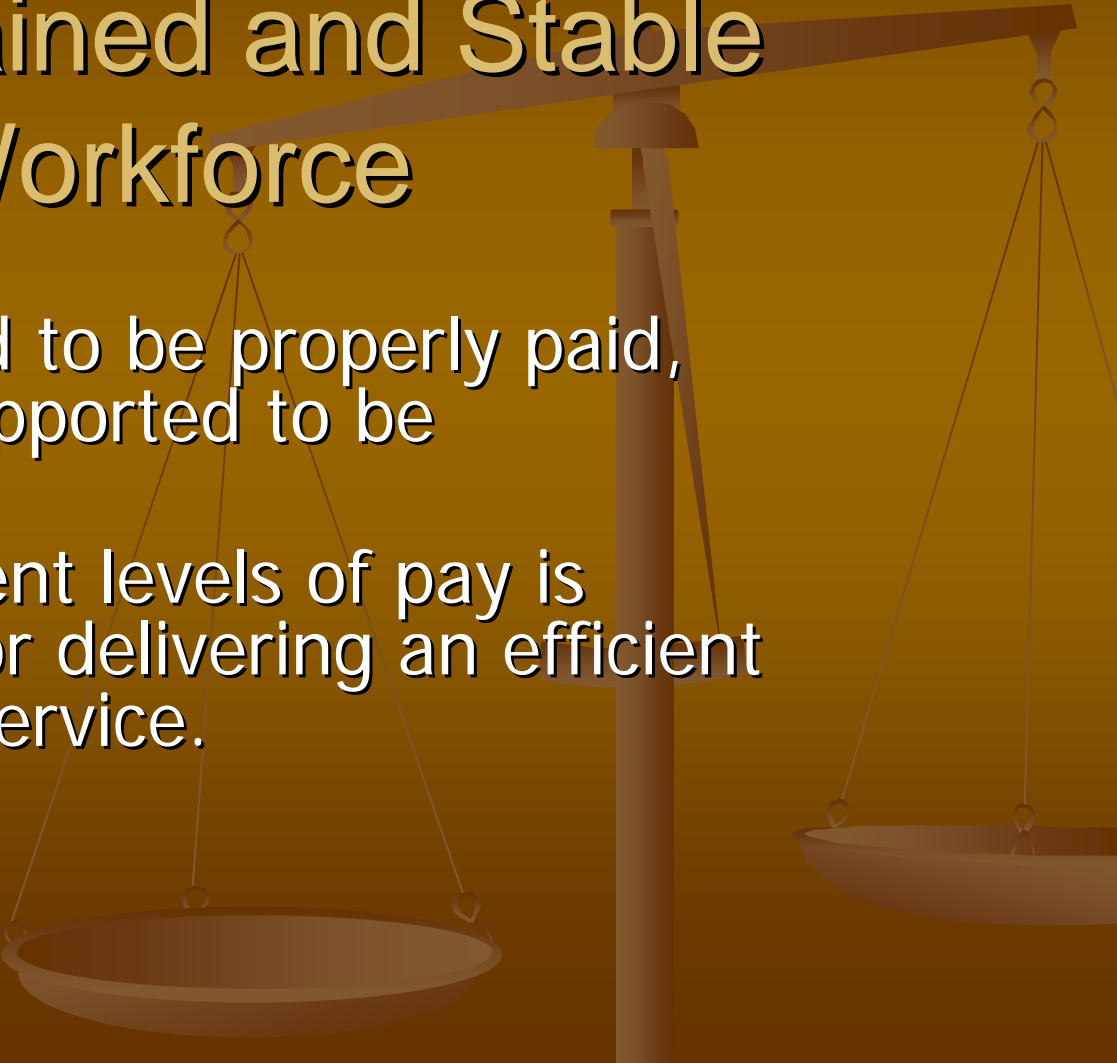
- ✓ PSI supports initiatives to link public water managers by promoting PUP mechanisms, and is working at the UN Secretary General's Advisory Board on Water and Sanitation with a proposal to create mechanisms to allow systematic water operator partnerships on a non-profit basis.

Building PUPs



- ✓ AGWWAS is introducing the concept of PUPs to publicly-managed water districts, and local governments for them to jointly develop bulk water supply project

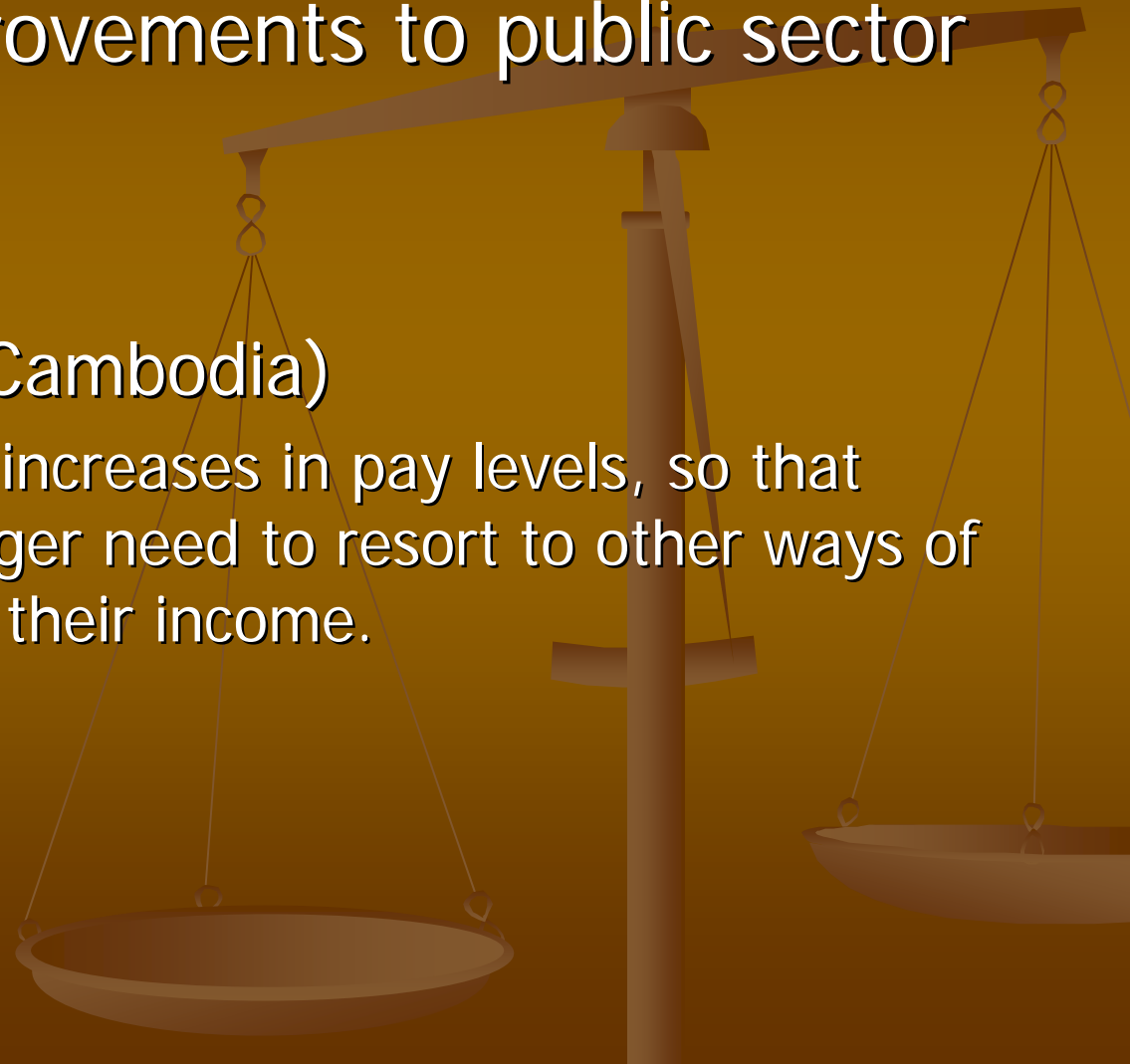
Water Services need a Properly Paid, Trained and Stable Workforce



- Workers need to be properly paid, trained and supported to be productive.
- Creating decent levels of pay is precondition for delivering an efficient and effective service.

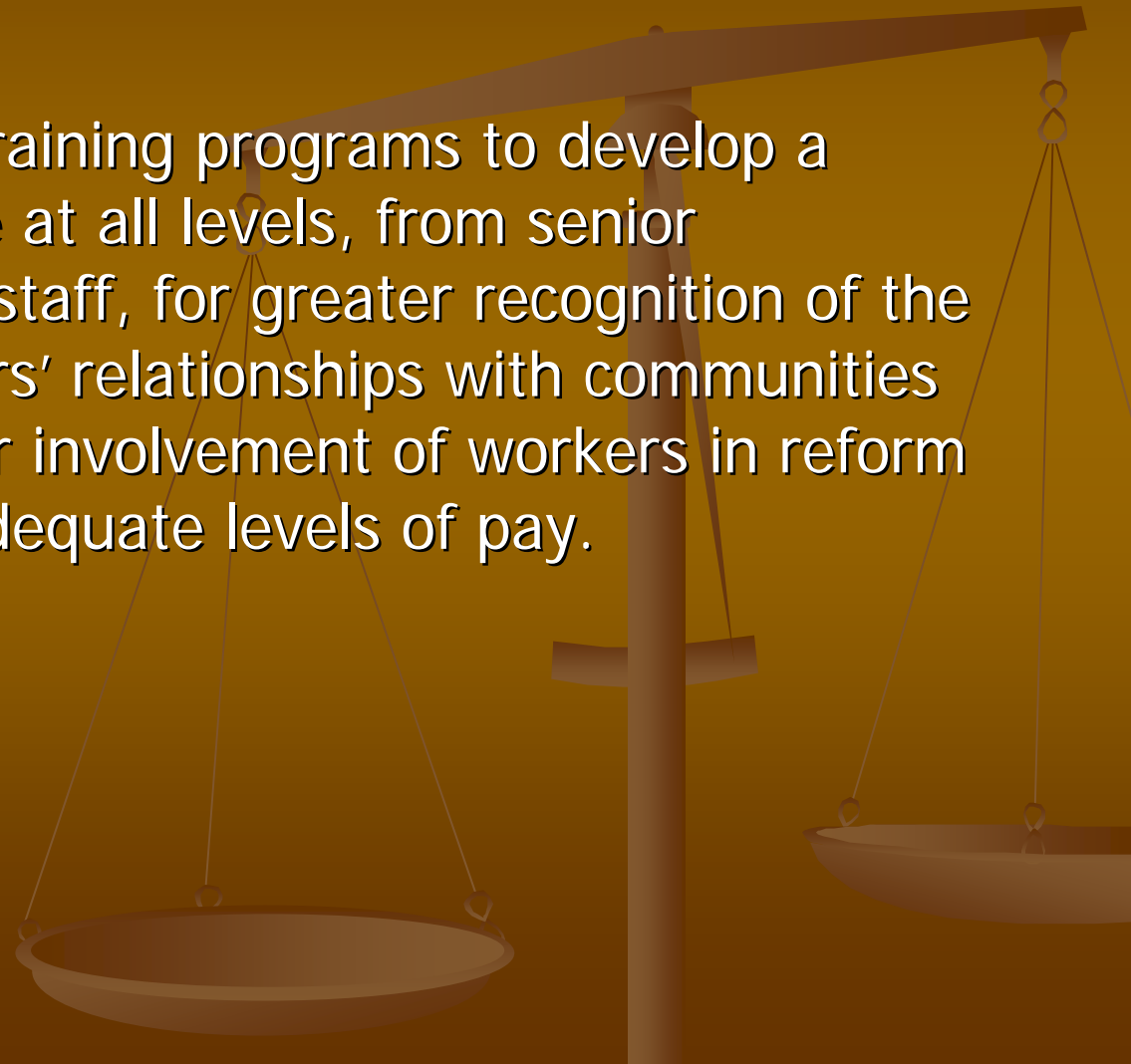
Water Services need a Properly Paid, Trained and Stable Workforce

- Successful Improvements to public sector services;
 - Phnom Penh (Cambodia)
 - have involved increases in pay levels, so that workers no longer need to resort to other ways of supplementing their income.



Water Services need a Properly Paid, Trained and Stable Workforce

- There is a need for training programs to develop a competent workforce at all levels, from senior management to line staff, for greater recognition of the importance of workers' relationships with communities and service users, for involvement of workers in reform processes, and for adequate levels of pay.



International support



- ❑ Aid agencies and development banks need to reinvent clear and positive policies on the role of workers in their programs and policies. These policies should include:
 - Recognition that labor is an important economic input and a largely untapped resource into the process of extending and operating water and sanitation services.

International support

- Workers knowledge and skills are systematically utilized in improving utility performance;



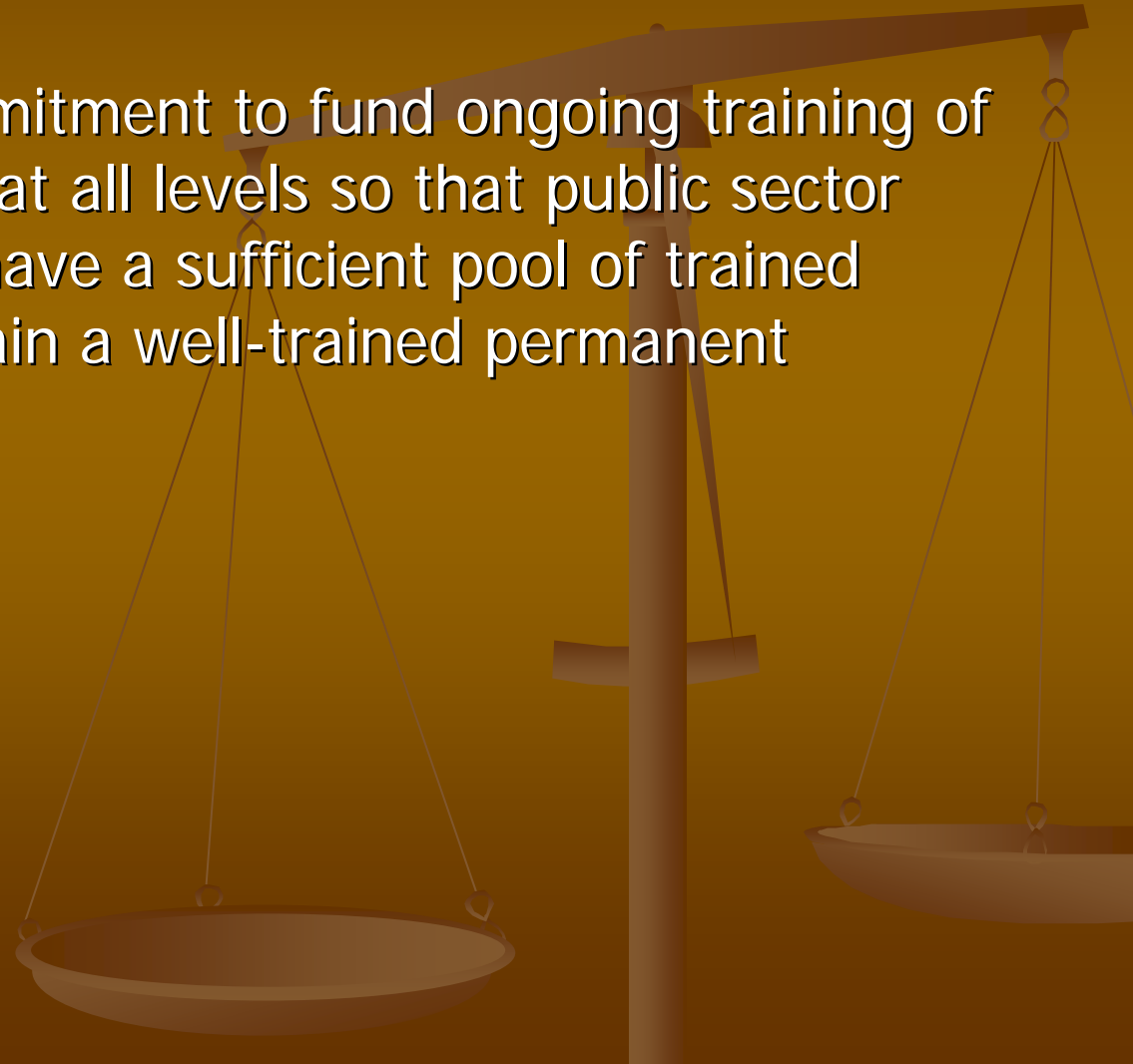
International support

- Recognition that trade unions can play a key role in restructuring public sector organizations;



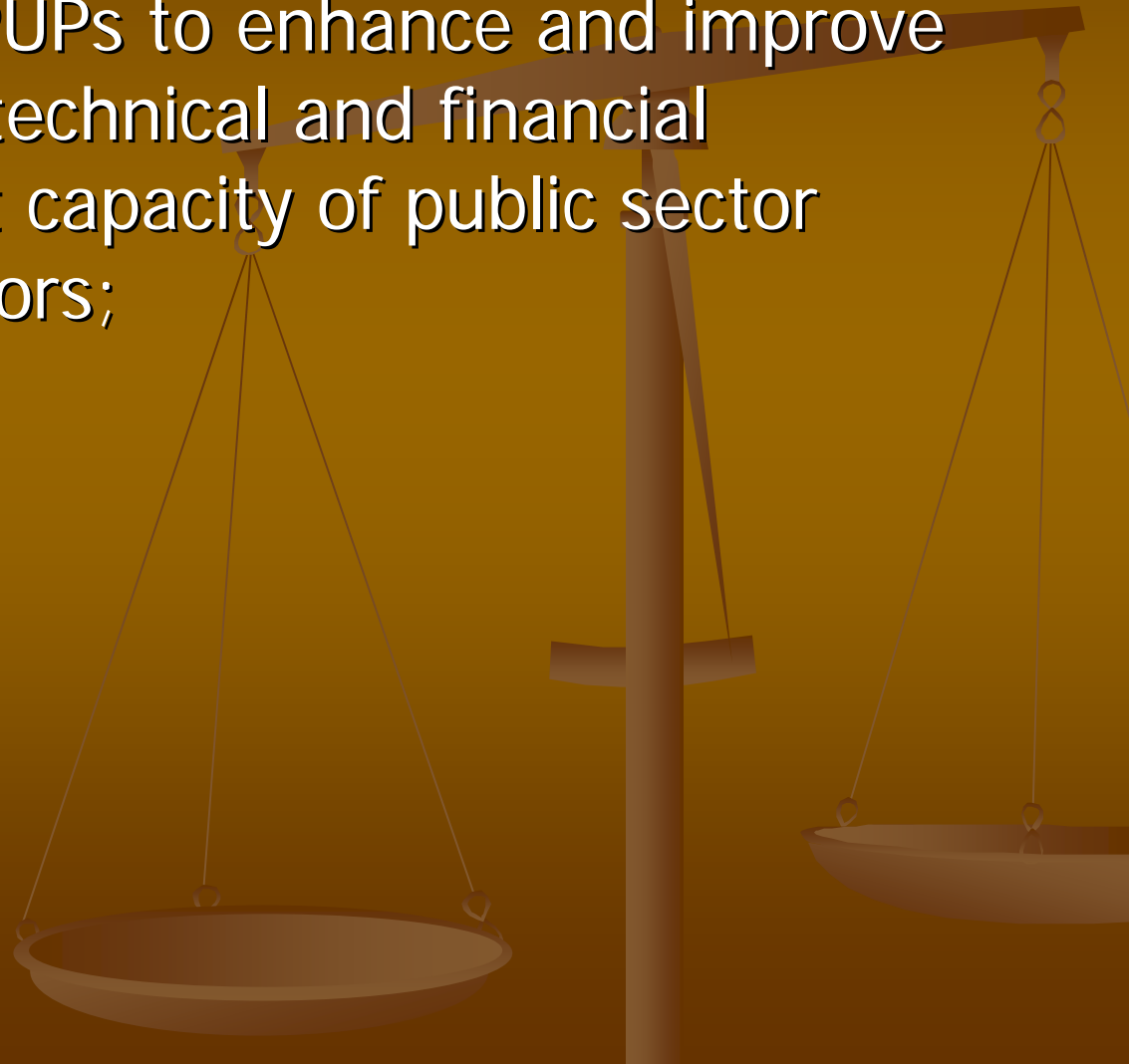
International support

- A general commitment to fund ongoing training of water workers at all levels so that public sector organizations have a sufficient pool of trained staff, and sustain a well-trained permanent workforce



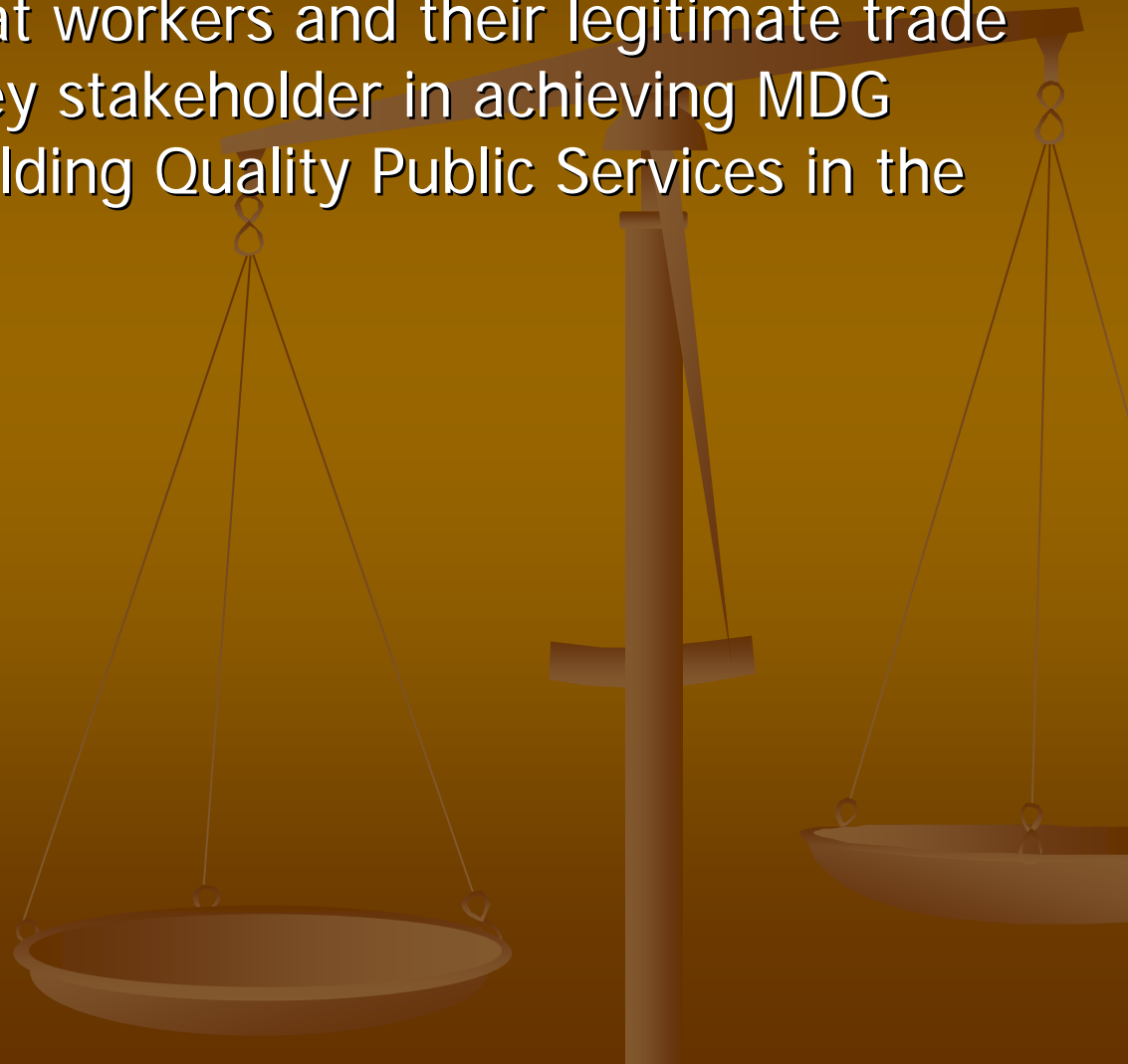
International support

- o Developing PUPs to enhance and improve managerial, technical and financial management capacity of public sector water operators;



International support

- o Recognition that workers and their legitimate trade unions are a key stakeholder in achieving MDG targets and building Quality Public Services in the Water Sector.



Thank You

