

Under the High Patronage of His Majesty King Mohammed VI



XIX WORLD WATER CONGRESS
International Water Resources Association (IWRA)
Marrakech, Morocco | 1-5 December 2025

Kingdom of Morocco



Ministry of
Equipment and Water

Water Operators Partnership: Capacity Building of ONAS

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ONEE - Morocco

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Background & Why a WOP

The global challenge

4.5 billion people without safe sanitation

The objective

It is necessary to improve the performance and resilience of sanitation services to achieve SDG 6

WOP logic : peer-to-peer cooperation, non-profit, sustainable transfer





Global Alliance of Water Operator Partnerships



Global Partnership Network

GWOPA, supported by UN-Habitat, is the global network facilitating Water Operator Partnerships (WOP). It brings together water and sanitation service operators from around the world to share knowledge, best practices and innovative solutions.

Improvement of Essential Services

Its main role is to support and strengthen these partnerships to improve the performance, resilience and sustainability of water and sanitation services, particularly in developing countries.



Why ONEE?

ONEE =
Leading African
Operator



Multi-sector operator

Water, Sanitation, Electricity



Recognized expertise

40+ years of operational expertise and training



Capacity Building Center

Internationally recognized





The WOP RC_ONAS_21 at a glance



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Duration

36 months (2022–2025)



South-South Partnership

ONEE (mentor) ↔ ONAS (mentee)



Support: GWOPA / UN-Habitat

Funding: European Union

Approach: training, coaching, expertise, diagnosis, benchmarking

Governance: PMP methodology and regular reporting





Guiding Principles



Integrated approach

Networks, WWTP,
Quality, Organisation...



Sustainable approach

Institutional,
organizational,
technical, financial



Rationalization of expert resources



Non-Profit & solidarity

Get others to do it,
don't do it for them



Project architecture & Completed activities

Working Areas



A0 : Coordination & Steering



A1: Network diagnosis and inspection



A2 : Work organization & HRM



A3 : Quality Assurance (QMS)



A4 : Supervision & technical management Facilities

Key activities

- 13 technical expertises
- 7 specialized training courses
- 4 benchmarking visits in Morocco
- Introduction of ZOOM camera (1st use by ONAS)
- Expertise in Networks and WWTP
- HRM workshops and process structuring





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Results: technical, organizational & QMS

Technical

- Controlled network diagnosis (100% of the objective)
- Rigorous monitoring of network and WWTP performance
- Improved security and operational practices

Organizational / HRM

- Mapping of ONAS's core business activities (first time)
- Job Skills Repository complet
- Better team coordination

Quality Management (QMS)

- Full system diagnostics
- Recommendations structured in 3 axes



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Global Impact



Professionalization of ONAS teams



Sustainable capacity building



Improved operational performance

Reduced risk
Technical and organizational

Exemplary partnership
Morocco-Senegal

Solid ownership
Good practices





Success Factors and Reproducibility

- Strong relationship of trust
- Efficient & transparent coordination
- Commitment of top management
- Flexibility and continuous adaptation
- PMP Methodology - Structure and Rigor
- A model that can be replicated for other African operators

Simple, efficient, exportable WOP





Conclusion

- Capacity building: a key lever for sustainability
- Digitalization & smart sanitation is a must

Perspectives

- New WOPs and intensified regional cooperation

Together to co-create African solutions to African challenges



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Thank you!

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