

## Regional Water Team Days of the Sub-RésEAU Eastern Europe and Central Asia

11 – 13 June 2019, Bihać, Bosnia and Herzegovina

Workshop report



09.07.2019

## Table of Contents

Executive Summary .....	3
General Information.....	4
Objectives.....	4
Participants .....	4
Venue .....	5
Programme.....	6
Day 1, 11 June 2019: Understanding the Thematic Focuses .....	6
Day 2, 12 June 2019: Field Visits and Validation.....	9
Day 3, 13 June 2019: Towards Solutions .....	10
Participants' Feedback .....	13
Lessons-learnt .....	13
Annex 1: Agenda .....	14
Annex 2. Participants List .....	17
Annex 3 Evaluation.....	18

## Executive Summary

The Sub-RésEAU [Eastern Europe and Central Asia \(EECA\)](#) is the regional water network of SDC with participation of SECO staff and implementing partners in Moldova, Ukraine, Tajikistan, Uzbekistan, Kyrgyzstan, Bosnia and Herzegovina, Kosovo, Albania, Serbia and Macedonia. It aims at assuring knowledge and information flow between Swiss projects and programmes, enabling positioning on strategic and thematic issues, peer support and exchanging and networking. The Sub-RésEAU past activities ranged from regional water team days<sup>1</sup>, exchange between staff of implementing organisations<sup>2</sup>, quarterly skype calls of NPOs in the Western Balkan region, and trainings<sup>3</sup>. For more information and documentation of workshops results, please consult the dedicate Sub-RésEAU EECA dedicated page on Shareweb.

The third face-to-face meeting i.e. Regional Water Team Days (RWTd) of the Sub-RésEAU EECA was held in [Bihać](#), Bosnia and Herzegovina from 11 to 13 June 2019. The purpose of this document is to provide core information about the event and summary of main activities, inputs and outcomes as well as feedback of participants.

The event aimed at exploring two thematic focuses that are believed to be relevant for the current and future Swiss portfolios of most of the countries in the region: (1) Wastewater treatment and (2) Water and sanitation as entry point for improved governance. The guiding concept of the three-day agenda was:

Day 1. Inputs on the thematic focuses: understanding the thematic focuses

Day 2. Reality check: field visits

Day 3. Outputs on the thematic focuses: towards solutions

Participants rated the event as a success. According to their feedback, it was well-organised and carried out in a good atmosphere with engaged participants. It is recognised as a valuable opportunity for the participants to meet and exchange with other colleagues from different regions. Despite differences in the regions, key challenges are found to be identical. It was further acknowledged that governance and water go hand in hand; thus, an integrated approach is needed and the topic of governance needs to be explored deeper. The participants welcomed the combination of different formats used during the event e.g. poster presentations and case clinics. Also, around-event activities such as the visit to the World War Two Museum in Bihać and sightseeing the nearby Ostrožac Castle in Cazin as well as Una River rafting, which was organised as an optional team building activity on 14 June 2019, were highly appreciated.

The event was hosted by the Embassy of Switzerland in Bosnia and Herzegovina and the Resource Centre and Consultancies for Water and Environment “Una Consulting” Ltd. Bihać. The organisation of the event was steered by the Steering Committee composed of the RésEAU focal point, SDC’s regional water advisors for water and a representative of the Embassy. Whilst Skat Consulting was leading the organisation of the event, Una Consulting, contracted by Skat Consulting, was providing local support to the organisation.

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<sup>1</sup> 2015 in Moldova, 2017 in Macedonia

<sup>2</sup> 2014, visit of staff from WASH projects in Tajikistan to Moldova on implementation of school sanitation; 2015 workshop on standards and norms in Central Asia

<sup>3</sup> 2018: training on sanitation compendium in Moldova, and Central Asia

## General Information

### Objectives

The general objectives of the event were:

- To learn and share experience and evidence-based knowledge on topic/thematic focuses of common interest; and
- To plan activities of the Sub-RésEAU EECA.

Thematic focuses were:

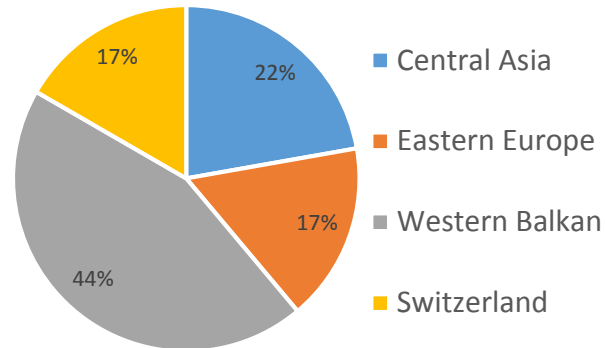
- Topic 1. Wastewater treatment: It is a key component of Swiss projects in the Western Balkans and Central Asia.
- Topic 2. Water and sanitation as entry point for improved governance: provision and improvement of concrete services such as water can be an important “entry point” for building capacities of local public administration for planning, budgeting and management.

### Participants

In total, 36 participants took part in the event. 44% of the participants were from Western Balkan, while the rest of the regions were similarly represented (around 20% for each of the other regions: Central Asia, Eastern Europe, Switzerland). About 30% of the participants are working for SDC, SECO and Swiss Embassies, while 70% were implementing partners. 36% of the participants were women. For a detailed list of the participants see Annex 2. All participants spoke English; hence, it was the working language of the event and translation was provided only during the field visits for interaction with local authorities.

Region	No. of participants	Country of Work
Central Asia	8	Kyrgyz Republic: 1 Pakistan: 1 Tajikistan: 5 Central Asia: 1
Eastern Europe	6	Moldova: 4 Ukraine: 2
Western Balkan	16	Albania: 2 BiH: 9 Kosovo: 3 North Macedonia: 2
Switzerland	6	N/A

Participants at the EECA RWTDs per regions



### Venue

The event was held at Hotel Park in Bihac, Bosnia and Herzegovina.

Address: Petog korpusa 3, 77000 Bihać, Bosnia and Herzegovina

Website: <https://www.aduna.ba/index.php/galerija/hotel-park>

## Programme

### Day 1, 11 June 2019: Understanding the Thematic Focuses

The event was opened by Šuhret Fazlić, Mayor of Bihać and Patrick Egli, Embassy of Switzerland in Bosnia and Herzegovina and his speech about [water and governance](#). Cliff Hammer, Regional Advisor for Infrastructure and Environment Western Balkans and André Wehrli, Regional Water Advisor Central Asia, presented an [overview of the Swiss cooperation in the regions and why wastewater and water and sanitation as entry points for improved governance are of relevance/importance](#). Mutual reinforcing link between water and governance and [key challenges for sustainable operation of wastewater treatment plants \(WWTPs\)](#) were provided as specific inputs to the thematic focuses.

The morning session ended with the poster presentations. Six posters of projects across the regions and thematic focuses presented their key challenges and lessons learnt and served as a food for thoughts for the afternoon group work.

- [Khyber Pakhtoonkhaw Water Governance, Pakistan, Abu Rehan](#)
- [Osh Water and Wastewater Project, Kyrgyzstan, Tunzhur Kudabaev](#)
- [Municipal Environmental and Economic Governance \(MEG\) Project, Goran Štefatić](#)
- [Swiss Support to the Macedonian Wastewater Treatment Sector, Stanislava Dodeva](#)
- [Water Reform Process in Tajikistan, National Water Resources, Management Project in Tajikistan, Ruslan Sadykov](#)
- [Regional Capacity Development Network \(RCDN\) For Water and Sanitation Services in SEE, Emilija Mazar & Aida Jusufhodzic](#)

All posters were presented at the same time and each presenter had 10 minutes for presenting his/her project and 10 minutes for discussing it with the participants. Then, the participants shifted to other presenters and posters. The posters stayed displayed during the entire RWTD and the presenters remained available for discussion.



The afternoon centered around the group work on the thematic focuses. The objective of the work was to identify key challenges on the thematic focuses, recognise requirements i.e. conditions that need to be met to address the identified challenge and stakeholders and their role in addressing challenges. The outputs of the group work served as contributions for further discussion throughout the event and pave the way towards solutions.

The group was carried out in three phases:

- Phase 1. Four working groups: participants choose a working group they want to participate in based on a region they are coming from and interest in the thematic focuses.
- Phase 2. Two working groups: four working groups merge into two working groups based on the thematic focus.
- Phase 3. Plenary discussion: all working groups get back together for plenary discussion.



The results of the group work is shown in the table below.

What are key challenges?	What are requirements/conditions that need to be met to address the identified challenges?	Which stakeholders and what are their role in addressing the challenges?
<i>Water and sanitation as entry point for improved governance</i>		
<ul style="list-style-type: none"> <li>• Sustainability of investments</li> <li>• Two-way street: demand and supply</li> <li>• Awareness: service provision (cost, obligations) for both end users and providers</li> <li>• Capacities: from service providers, regulators, gov; on technical, legal and institutional</li> <li>• Overstaffing/understaffing</li> <li>• Existing and enforced legal frameworks</li> <li>• Lack of organisation of Wash services</li> <li>• Lack of coordination among national authorities</li> <li>• Political interferences</li> </ul>	<ul style="list-style-type: none"> <li>• Clear distinctions of roles and responsibilities</li> <li>• Coordination between/among stakeholders</li> <li>• Platform for dialogue</li> <li>• Enabling legal framework</li> <li>• Good planning for efficient investments</li> <li>• Capacity building</li> <li>• Tailored campaigns</li> <li>• Continuous information</li> <li>• Give citizens a voice (e.g consumer rating of services)</li> <li>• Working the elevators (global, local)</li> <li>• Condition funding to policy change</li> </ul>	<ul style="list-style-type: none"> <li>• Regulators (independent)</li> <li>• Government</li> <li>• Interministerial council to coordinate policy making</li> <li>• Local government</li> <li>• Mayors/directors, councilors</li> <li>• CSO, NGOs</li> <li>• Citizens/public</li> <li>• Service providers/operators</li> <li>• Industries</li> <li>• Academia/research institutions</li> <li>• Media</li> <li>• Development partners</li> </ul>

<i>Wastewater</i>		
<ul style="list-style-type: none"> <li>• Bank vs development cooperation approach</li> <li>• Long procedure for land expropriation</li> <li>• Lack of public awareness/understanding</li> <li>• Willingness to pay</li> <li>• Sanitation is not a priority</li> <li>• Lack of knowledge for O&amp;M</li> <li>• Tariffs do not allow budget for O&amp;M</li> <li>• No stimulation to attract staff at WWTP</li> <li>• Not sufficient HRS education &amp; equipment</li> <li>• Sludge management national strategy missing</li> <li>• Incomplete legislation/regulatory framework and enforcement</li> </ul> <p><u>Specificities for CA:</u></p> <ul style="list-style-type: none"> <li>• Legacy of Soviet Union (thinking, expectations, norms)</li> <li>• What is the problem: sanitation – WWT</li> <li>• No service in rural areas/single HH</li> <li>• Limited amount of wastewater</li> <li>• Cost of construction too high</li> <li>• Not working technologies</li> <li>• Lack of supply chain materials</li> </ul>	<ul style="list-style-type: none"> <li>• Enabling environment (regulations, norms, standards)</li> <li>• Human capacities</li> <li>• Policy dialogue</li> <li>• Incentive for compliance (enforcement mechanism, polluter pays principle)</li> <li>• Elaborate policy on sludge management</li> <li>• Regular trainings</li> <li>• Salary stimulation</li> <li>• Regulator methodologies and tariffs settings</li> <li>• Capacity development need to be included in contract for continuous support</li> <li>• Time</li> <li>• Multi-level multi-stakeholders approach</li> <li>• Advocate for CH approach in implementing WWTS projects</li> <li>• Timeline preparation of staff for O&amp;M</li> <li>• Plan from beginning</li> </ul> <p>⇒ Case of Moldova: social networks helped students to request better sanitation</p>	<ul style="list-style-type: none"> <li>• Government</li> <li>• Local government</li> <li>• Regulators</li> <li>• Water agencies</li> <li>• Associations</li> <li>• IFIs</li> <li>• Contractors</li> <li>• Consultants</li> <li>• Citizens</li> <li>• NGOs</li> <li>• Inspectors</li> </ul>



## Day 2, 12 June 2019: Field Visits and Validation

The second day of the event was fully devoted to field visits. Before going to the field, in-classroom contributions on sites to be visited were provided for the participants to better understand and absorb the inputs from the field visits. The first presentation from Marijan Dujmović (Aquasan) was about “[Policy dialogue, capacity development and accompanying measures](#)” followed by the presentation of Aida Moranjkic (Una Consulting) on the “[Preparation and implementation of wastewater infrastructure projects](#)”.

The first visit was to the [Bihać WWTP](#). Welcome and introductory words at the entrance were given by the Director of Bihać Water Utility, Una Sana Minister of Construction, Spatial Planning and Environmental Protection (former technical director of Bihać Water Utility) and Head of the WWTP Project Implementation Team. The WWTP staff gave a guided tour in two groups because of the size of the groups. After the WWTP, the participants met the Mayor of Bihać and his staff in the Bihać Municipal Hall were



they had the opportunity to exchange on governance perspective regarding experiences and lessons learnt from preparing and implementing the WWTP project, current operation and maintenance issues such as tariff setting, capacities of staff, privatisation of water services, public involvement, etc.



The final field visit was paid to the [constructed wetland in Cazin](#) where the participants were greeted by the Mayor of Cazin and Director of Cazin Water Utility and guided by the Head of Cazin municipal administration responsible for water and communal sector. The participants learnt advantages and disadvantages of non-conventional decentralised wastewater treatment and exchanged on basics of its operation and maintenance.

On the way back to Bihać, the participants visited the Ostrožac Castle dating back from 13<sup>th</sup> century and in an informal atmosphere learnt about its background and history from the local history professor.



The field visits were followed by local media and some of the participants gave media statements. TV footage on the event was aired on 15 June 2019 at the Una-Sana Cantonal TV Station.

### **Day 3, 13 June 2019: Towards Solutions**

Morning sessions of Day 3 focused on sustainability issues. Firstly, three projects were presented to provide inputs on some good practices on how to address sustainability issues: [Regional Capacity Development Network for Water and Sanitation Services in South-East Europe \(RCDN Project\)](#) by Emilija Mažar (Aquasan Network), [Municipal Economic and Environmental Governance Project \(MEG Project\)](#) by Sandi Zulić (Una Consulting) and [Performance-based Approach with Partner Water Utilities](#) by Eduart Rumani (Embassy of Switzerland in Albania).

The participants then split into four working groups, where the format of case clinics was used. Case clinics guide a group of peers through a process in which a case-giver presents a case and a group of peers help as „consultants“. This selected format enables exchange amongst participants on concrete and innovative ideas by accessing wisdom and experience of peers and helping a case-giver respond to the challenge in a better and more innovative way.

The case clinics focused on transversal elements linked to sustainability:

- Policy dialogue/enabling environment  
Reform process and donor coordination: Alisher Shabdolov and Ruslan Sadykov, SCO Tajikistan
- Capacity development  
SHUKALB's work with certification: Elisabeta Poci, SHUKALB, Albania
- Technical elements  
Asset management: Orkhan Ali, Oxfam, Tajikistan
- Inclusion (leave no one behind):  
New „Engage People – Strong Municipalities” Project: Julie Smolnitchi, EPSM Moldova.



Notably, none of the participants participated in the case clinics before and most of them found it an interesting and inspiring format.

Afternoon sessions were devoted to outlook of future activities. Trends in Swiss development cooperation were introduced such as the [SDC Water Evaluation](#) presented by the RésEAU focal point Hanna Capeder and focal areas and priorities of SECO infrastructure financing in the next framework credit period presented by Philip Arnold. The presentations stimulated a vivid discussion amongst the participants. Hanna Capeder shared the video of SDC's [Trend Observatory](#) and one of its first outputs, a [trend sheet on digitalisation](#).

The way ahead for the Sub-RésEAU EECA was discussed through the group work focused on what is the added value of being a part of the RésEAU, how can the RésEAU be more valuable and what exchange activities the Sub-RésEAU EECA should focus on. The main results of this group work are presented in the table below.

The participants rated the Sub-RésEAU EECA as an appreciated opportunity to have access to best practices and new developments, to learn and apply knowledge through exchange with other colleagues, to exchange ideas, etc. Amongst exchange activities proposed were study tours, regional innovative initiatives, more frequent meetings at regional level on more specific topics, peer review, professional training on e.g. asset management and policy dialogue, circular economy, etc.

What is the added value of being part of the RésEAU	How can the RésEAU be more valuable in the future?	What exchange activities should the sub-RésEAU/RésEAU focus in 2019/2020
<ul style="list-style-type: none"> <li>• There is no added-value of not being part of the RésEAU!</li> <li>• General access to information, being informed about new developments</li> <li>• Information on who is doing what (newsletter)</li> <li>• Access to best practices</li> <li>• Learn from experiences of each others and apply knowledge</li> <li>• Getting others perspective (out of the box thinking), valuable inputs from colleagues</li> <li>• Expansion of horizon</li> <li>• Unlimited expertise available</li> <li>• Strong networking (links to professionals/change makers)</li> <li>• Give project ideas</li> <li>• RWTDs meetings allow to go deeper and are accessible for more people, enable cross-country comparison, possibility of strategic reflection, practical/hands-on learning and know-how</li> </ul>	<ul style="list-style-type: none"> <li>• Peer to peer exchange on project design, implementation and evaluation</li> <li>• More concrete solutions on real problems</li> <li>• Country/regional level studies/reviews</li> <li>• Mapping of projects</li> <li>• Knowing better who are the members (thematic and regional experience)</li> <li>• Improve sharing of practices (online)</li> <li>• More regular interactions</li> <li>• Linking with other sectors/SDC networks</li> <li>• Better linking global vision and regional positioning</li> <li>• RWTDs: earlier preparation (webinars), invite govt. representatives</li> <li>• Engage project partners and IFIs</li> <li>• More attractive format for exchange (webinar, videos)</li> </ul>	<ul style="list-style-type: none"> <li>• Peer support (design, implementation, evaluation)</li> <li>• Opportunity to visit and complement other projects with similar focus (“seeing is believing”)</li> <li>• Webinar on MEG evaluation results (discussion among water governance projects)</li> <li>• Linking with other SDC networks, nexus</li> <li>• Professional training (e.g Wash, asset management, policy advocacy)</li> <li>• Welcome package for new members</li> <li>• Inventory/platform for projects</li> <li>• Learning journey in preparation of the RWTd</li> <li>• Theme for next RWTDs: regional innovative initiatives (2021)?</li> <li>• Update on what’s is going on in the sector (global water trends)</li> <li>• Expert roster =&gt; profile of expertise</li> <li>• Meet more often on regional level on specific topic (e.g CC)</li> <li>• Creation of a sub-sub RésEAU (WB; CA)?</li> <li>• Circular economy</li> </ul>

## Participants' Feedback

The participants were asked to fill in the online form to evaluate the event. They were also given the identical printed-out evaluation forms that were afterwards inserted into an online survey. In total, 33 out of 36 participants provided their feedback.

Some of the main takeaways of the participants are:

- Water and governance are closely linked;
- Governance is a key and should be explored further;
- Good planning is crucial for successful project implementation and early involvement of all partners is needed;
- Soft components are a "must" in infrastructure projects;
- Face-to-face events are key for networking and brainstorming as there is a lot participants can learn from each other in different areas of various projects, especially from achievements and potentials for replication.

All sessions rated between very useful and somewhat useful. Day 1 sessions (Understanding the Thematic Focuses) rated the highest; Day 3 sessions (Towards Solutions) rated the lowest. In Annex 3, you find the details of the participants' general and session feedbacks.

The usefulness/relevance of the event for work was overall rated very high.

## Lessons-learnt

Valuable lessons learnt could be drawn from the organization of the RWTDs and should be considered in the planning/organization of further face to face events (be at the regional or global level).

- F2F events are key for networking, brainstorming, knowledge exchange
- Despite differences in the level of development, key challenges in both regions are identical
- More exchange should happen at the sub sub regional level (between Western Balkan countries, between CA countries)
- Number of topics should be narrowed down to one topic only (governance would need a deeper focus)
- Use of different formats e.g. poster presentations and case clinics is welcomed
- Avoid lengthy presentations!
- Engage participants during field visits
- Outside events such as the visit to the museum and castle were appreciated

## Annex 1: Agenda

DAY ONE, 11 June 2019: Understanding the Thematic Focuses																										
08:30 – 09:30	<b>Session 0. Opening and Introductory Session</b>																									
Welcome Words (10')																										
Introduction to Event (50')																										
09:30 – 10:45	<b>Session 1. Launching the Thematic Focuses</b>																									
Introduction to Thematic Focuses (15')																										
<ul style="list-style-type: none"> <li>Swiss cooperation overview in the region and why wastewater and water and sanitation as entry points for improved governance are of relevance/importance – Cliff Hammer and André Wehrli, Regional Water Advisors</li> </ul>																										
Inputs on Thematic Focuses (30')																										
<ul style="list-style-type: none"> <li>Exploring the mutual reinforcing link between water and governance – Patrick Egli, Swiss Embassy in BiH</li> <li>Mapping key challenges for sustainable WWTP operation – Aida Jusufhodžić, Aquasan Network in BiH</li> </ul>																										
Q&A, Discussion (30')																										
10:45 – 11:15	<b>Coffee break</b>																									
11:15 – 12:30	<b>Session 2. Poster Presentations</b>																									
Case Studies on Thematic Focuses (75')																										
<table border="1"> <thead> <tr> <th>Name of Project</th> <th>Region</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>Regional Capacity Development Network for Water and Sanitation Services in South-East Europe (RCDN Project)</td> <td>EE</td> <td>Topic 1 and 2</td> </tr> <tr> <td>SECO in urban water and wastewater improvements in the Kyrgyz Republic</td> <td>CA</td> <td>Topic 1</td> </tr> <tr> <td>Swiss support to the Macedonian wastewater treatment sector</td> <td>EE</td> <td>Topic 1</td> </tr> <tr> <td>Municipal Economic and Environmental Governance Project (MEG Project)</td> <td>EE</td> <td>Topic 2</td> </tr> <tr> <td>DESPRO "Ukraine: Way Towards Good Governance in Rural Water Supply"</td> <td>EE</td> <td>Topic 2</td> </tr> <tr> <td>Experience related to reform process in the Tajikistan</td> <td>CA</td> <td>Topic 2</td> </tr> <tr> <td>Khyber Pakhtunkhwa water governance (KPWG) project of SDC in Pakistan</td> <td>CA</td> <td>Topic 2</td> </tr> </tbody> </table>			Name of Project	Region	Topic	Regional Capacity Development Network for Water and Sanitation Services in South-East Europe (RCDN Project)	EE	Topic 1 and 2	SECO in urban water and wastewater improvements in the Kyrgyz Republic	CA	Topic 1	Swiss support to the Macedonian wastewater treatment sector	EE	Topic 1	Municipal Economic and Environmental Governance Project (MEG Project)	EE	Topic 2	DESPRO "Ukraine: Way Towards Good Governance in Rural Water Supply"	EE	Topic 2	Experience related to reform process in the Tajikistan	CA	Topic 2	Khyber Pakhtunkhwa water governance (KPWG) project of SDC in Pakistan	CA	Topic 2
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12:30 – 14:00	<b>Lunch</b>																									
14:00 – 15:45	<b>Session 3. Group Work on Thematic Focuses</b>																									
Introduction to Group Work (15') & Group Work (90')																										
15:45 – 16:15	<b>Coffee break</b>																									
16:15 – 17:15	<b>Session 3. Group Work on Thematic Focuses (Continuation)</b>																									
Presentation of Outputs (45')																										
<ul style="list-style-type: none"> <li>Presentation of group work outputs and feedback on the outputs by other participants</li> </ul>																										
Reflection and Summary of the Session (15')																										
17:15– 17:45	<b>Session 4. Day 1 Closing Session</b>																									
Wrap up and closure of Day 1 (30')																										
19:00	<b>Joint Dinner</b>																									
DAY TWO, 12 June 2019: Field Visits and Validation																										
08:00 – 08:30	<b>Session 0. Day 2 Introductory Session</b>																									
Getting Started (30')																										
<ul style="list-style-type: none"> <li>Brief reflection on Day 1</li> <li>Introduction to Day 2</li> </ul>																										
08:30 – 09:30	<b>Session 1. Introductory Inputs for Field Visits</b>																									
Topic 1: Water Utility Perspective (30')																										

	<ul style="list-style-type: none"> <li>Preparation and implementation of wastewater infrastructure projects – Aida Moranjkić, Una Consulting</li> <li>Q&amp;A, discussion</li> </ul> <p>Topic 2: Governance Perspective (30')</p> <ul style="list-style-type: none"> <li>Policy dialogue, capacity development and accompanying measures – Marijan Dujmović, Aquasan Network in BiH</li> <li>Q&amp;A, discussion</li> </ul>
<b>09:30 – 11:00</b>	<b>Session 2. Topic 1 Field Visit: Conventional Wastewater Treatment</b>
	<p>Field Visit on Topic 1 (30')</p> <ul style="list-style-type: none"> <li>Departure to the Bihac Wastewater Treatment Plant (WWTP)</li> </ul> <p>Perspective of Water Utility (60')</p> <ul style="list-style-type: none"> <li>Guided tour through the Bihac WWTP: on-site inputs and discussion</li> </ul>
<b>11:00 – 12.30</b>	<b>Session 3. Topic 1 and Topic 2 Field Visit: Meeting with Local Governance</b>
	<p>Field Visit on Topic 1 and Topic 2 (30')</p> <ul style="list-style-type: none"> <li>Departure to the Bihac municipal building</li> </ul> <p>Perspective of Local Governance (60')</p> <ul style="list-style-type: none"> <li>Structured dialogue with Mayor of Bihac and local governance officials</li> </ul>
<b>12:30 – 14:00</b>	<b>Lunch</b>
<b>14:00 - 16:00</b>	<b>Session 4. Topic 1 Field Visit: Non-Conventional Wastewater Treatment</b>
	<p>Field Visit on Topic 1 (60')</p> <ul style="list-style-type: none"> <li>Departure to the Cazin decentralised wastewater system</li> </ul> <p>Perspective of Local Community (60')</p> <ul style="list-style-type: none"> <li>Field visit to the Cazin decentralised wastewater system: guided tour and on-site inputs and discussion</li> </ul>
<b>16:00 - 17:30</b>	<b>Session 5. Sightseeing the Ostrožac Castle and Closure of Day 2</b>

<b>DAY THREE, 13 June 2019: Towards Solutions</b>	
<b>08:30 – 09:00</b>	<b>Session 0. Day 3 Introductory Session</b>
Getting Started (30')	
<ul style="list-style-type: none"> <li>Field trip analysis</li> <li>Introduction to Day 3</li> </ul>	
<b>09:00 – 10:00</b>	<b>Session 1. Best Practices to Address Sustainability</b>
Inputs on Best Practices on Sustainability (45')	
<ul style="list-style-type: none"> <li>Regional Capacity Development Network for Water and Sanitation Services in South-East Europe (RCDN Project) – Emilija Mažar, Aquasan Network in BiH</li> <li>Municipal Economic and Environmental Governance Project (MEG Project) – Sandi Zulić, Una Consulting</li> <li>Performance based approach with partner water utilities – Eduart Rumani, Embassy of Switzerland in Albania</li> </ul>	
Q&A, discussion (15')	
<b>10:00 – 11:15</b>	<b>Session 2. Group Work on Best Practices to Address Sustainability</b>
Introduction to Group Work (15') & Group Work (60')	
<b>11:15 – 11:45</b>	<b>Coffee break</b>
<b>11:45 – 12:45</b>	<b>Session 2. Group Work on Best Practices to Address Sustainability (Continuation)</b>
Presentation of Outputs (45')	
<ul style="list-style-type: none"> <li>Presentation of group work outputs and feedback on the outputs by other participants</li> </ul>	
Reflection and Summary of the Session (15')	
<b>12:45 – 14:00</b>	<b>Lunch</b>
<b>14:00 – 16:00</b>	<b>Session 3. Outlook on Future Activities</b>
Trends in Swiss development cooperation (45')	
<ul style="list-style-type: none"> <li>Focal areas and priorities of SECO Infrastructure Financing in the next framework credit period 2021-2024 - Philip Arnold, SECO</li> <li>Evaluation of SDC's engagement in the Water Sector 2010-2017 – Hanna Capeder, SDC</li> <li>Trend Observatory: video launch in plenary – Hanna Capeder, SDC</li> <li>Synergies amongst networks, Daniel Maselli, SDC</li> </ul>	
Q&A, discussion (15')	
Way Ahead for the EECA Sub-RésEAU (45')	
<ul style="list-style-type: none"> <li>Group work on Sub-RésEAU EECA and key topics to be addressed</li> </ul>	
Reflection and Summary of the Session (15')	
<b>16:00 – 16:30</b>	<b>Coffee break</b>
<b>16:30 – 17:30</b>	<b>Session 4. Closing Session</b>
Evaluation and Closure of Event (60')	
<b>17:30</b>	<b>END OF THE EVENT</b>
<b>19:00</b>	<b>Joint Dinner</b>



## Annex 2. Participants List

1. Abu Rehan, Senior Programme Officer, SDC Pakistan
2. Aida Jusufhodžić, Project Manager, Aquasan Network in Bosnia and Herzegovina
3. Aida Moranjkčić, Project Manager, Una Consulting Ltd., Bosnia and Herzegovina
4. Akmal Akbarov, Project Engineer, International Secretariat for Water, Tajikistan
5. Alisher Shabdolov, National Project Officer, SCO Tajikistan
6. André Wehrli, Regional Water Advisor, SDC Central Asia Region
7. Andriy Kavun, Public Services Specialist, DESPRO, Ukraine
8. Arwid Hall, Deputy Director of Community Development Initiatives, Kosovo
9. Carola Bänziger, Trainee, Skat Consulting Ltd., Switzerland
10. Cliff Hammer, Regional Advisor, Swiss Embassy, North Macedonia
11. Corina Andronic, Task Manager, Skat Foundation Moldova
12. Damir Muslić, EWM FO at UNDP, Bosnia and Herzegovina
13. Daniel Maselli, Focal Point CC&E, SDC Switzerland
14. Eduart Rumani, National Programme Officer, Embassy of Switzerland in Albania
15. Elisabeta Poci, Deputy Executive Director, Water Supply and Sewerage Association of Albania
16. Emilija Mažar, Project Manager, Aquasan Network in Bosnia and Herzegovina
17. Hanna Capeder, Global Programme Water, RésEAU Focal Point, Programme Manager, SDC Switzerland
18. Jonathan Hecke, Project Manager and Water, Sanitation and Solid Waste Specialist, Skat Consulting Ltd., Moldova/Switzerland
19. Julie Smolnitchi, Project Manager, Skat Consulting Ltd.
20. Kemal Hadžić, Project Engineer, Una Consulting Ltd, Bosnia and Herzegovina
21. Mario Roidt, Project Engineer, Dorsch International Consultants GmbH, Kosovo
22. Orkhan Ali, WASH Programme Manager, Oxfam, Tajikistan
23. Patrick Egli, Deputy Director of Cooperation, Embassy of Switzerland in Bosnia and Herzegovina
24. Philipp Arnold, Program Manager, SECO Switzerland
25. Rahbar Homidova, Coordinator, International Secretariat for Water, Tajikistan
26. Ruslan Sadykov, Senior National Program Officer, SCO Tajikistan
27. Sandi Zulic, Director, Una Consulting Ltd, Bosnia and Herzegovina
28. Shefqet Cuci, Project Manager, FELA Planungs AG, Switzerland
29. Srećko Bajić, Senior Program Officer - Liaison Officer Banja Luka, Embassy of Switzerland in BiH
30. Stanislava Dodeva, National Programme Officer, Swiss Embassy, North Macedonia
31. Stephanie Piers de Raveschoot, Global Programme WaterB, SDC Switzerland
32. Svetlana Duca, Task Manager, Skat Foundation in Moldova
33. Tunzhur Kudabaev, National Programme Officer, Swiss Embassy/Cooperation Office, Kyrgyz Republic
34. Vesna Muslić, President, Aquasan Network in BiH, Bosnia and Herzegovina
35. Viacheslav Sorokovskyi, Public Services and Monitoring Expert, DESPRO, Ukraine
36. Victor Gaina, National Program Officer, SCO Moldova

## Annex 3 Evaluation

Sessions				
<b>Day 1: Understanding the Thematic Focuses</b>	Very useful	Useful	Somewhat useful	Not useful
Launching the Thematic Focuses	24	8	1	0
Poster Presentations	29	9	2	0
Group Work on Thematic Focuses	22	10	1	0
<b>Day 2: Field Visits and Validation</b>	Very useful	Useful	Somewhat useful	Not useful
Introductory Inputs for Field Visits	20	10	3	0
Topic 1 Field Visit: Conventional Wastewater Treatment	22	9	2	0
Topic 1 and Topic 2 Field Visit: Meeting with Local Governance	19	12	2	0
Topic 1 Field Visit: Non-Conventional Wastewater Treatment	20	10	3	0
<b>Day 3: Towards Solutions</b>	Very useful	Useful	Somewhat useful	Not useful
Best Practices to Address Sustainability	18	11	4	0
Group Work on Best Practices to Address Sustainability	17	12	4	0
Outlook on Future Activities	14	16	3	0

How would you rate the usefulness/relevance of the event for your work?			
Very useful	Useful	Somewhat useful	Not useful
22	9	2	0

How would you rate the following?					
	Very good	Good	Average	Poor	Mediocre
Communication with the organisers prior to the workshop	30	3	0	0	0
The workshop agenda in general	24	9	0	0	0
Logistics during the workshop	27	6	0	0	0
The workshop venue	17	11	5	0	0
Food & drinks during the workshop	25	8	0	0	0
The workshop moderation	28	4	1	0	0