Framework of Global Partnership on Waste Management

Note by the Secretariat

1. The Secretariat is pleased to present the draft framework of the Global Partnership on Waste Management, which describes organizational and management arrangements for the Global Partnership (Part 1), as well as guidelines governing its operation (Part 2). This document includes a description of the proposed organizational structure of the Global Partnership, the grouping of activities into two overall focal areas of work with various sub focal areas, and the process through which interested parties can become official members to the Global Partnership. It also describes the roles and responsibilities of the Global Partnership members, lead sponsors, Advisory Group, co-chairs and the Secretariat.

2. The current meeting of the Global Partnership is being organized with the objective of finalizing the framework in consultation with participants and to launch the GPWM. UNEP’s Programme of Work for 2010-11 includes the GPWM under its project 52-P2.

3. Models of existing and successful partnerships such as the Partnership on Clean Fuels and Vehicles (http://www.unep.org/pcf/) and the Global Mercury Partnership (http://www.chem.unep.ch/MERCURY/partnerships/new_partnership.htm) have been used to develop this framework for the Global Partnership. There have been intensive discussions with international agencies and donors such as UNIDO, UNDESA, UNDP, GEF, SBC, Germany and Japan.

4. Annex A of the draft framework includes a work plan template providing guidance to the Global Partnership focal area members. Meeting participants are encouraged to further develop focal area work plans by taking into consideration such template (further agenda Item 6 of the provisional agenda*).

5. This draft framework for the Global Partnership on Waste Management has been developed by the UNEP-DTIE-IETC based the feedback on the previous drafts by the major agencies and donors as indicated in para 3.

* UNEP(DTIE IETC)/GPWM/1/1

For reasons of protecting environment and economies the costs, this document is printed in a limited number. Delegates are kindly requested to bring their copies to meetings and not to request additional copies.
FRAMEWORK OF
GLOBAL PARTNERSHIP ON
WASTE MANAGEMENT
Part I: MAIN DOCUMENT
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PREAMBLE

In 2000, the World Millennium Summit agreed on eight Millennium Development Goals to be achieved by 2015. Goal 7 – Ensure Environmental Sustainability – has three targets 1:

1. Integrate the principles of sustainable development into country policies and programs and reverse the loss of environmental resources

2. Halve, by 2015, the proportion of people without sustainable access to safe drinking water and basic sanitation

3. Have achieved by 2020 a significant improvement in the lives of at least 100 million slum dwellers.

To support the implementation of these goals and targets, the United Nations Environment Programme started various programmes and projects. One of the key focus areas was “waste management.” Under this focus area, the flagship project was launched on integrated solid waste management based on 3R (reduce, reuse and recycle) approach. The recognition of these efforts led to UNEP Governing Council Decision 25/8 on Waste Management 2: There is a continuous demand from the countries for increased support on waste management.

“Recognizing that stronger efforts and support for means of implementation are needed to assist Governments in developing national policy frameworks to encourage a shift from an end-of-pipe approach in waste management to an integrated waste management approach”

To accelerate the pace of international support on waste management, Convention of Parties (COP) of Basel Convention adopted the theme of “Waste Management for Human Health and Livelihoods.” 3:

“The aim of the theme of “Waste Management for Human Health and Livelihood” is thus not to advocate or launch new activities under the Basel Convention, but to establish the close link of the Convention with the MDGs, by highlighting how environmentally sound waste management contributes in concrete ways to the sustainable development.”

To implement UNEP’s Governing Council decision 25/8 on Waste Management, UNEP in partnership with other organizations proposed to launch a Global Partnership on Waste Management (GPWM) to advance work on specific foci areas under waste management.

In this regard, initial consultations were held with Inter-governmental organizations, national governments from developed and developing countries, and civil society during a Consultation Workshop on Waste Management, in cooperation with Secretariat of Basel Convention (SBC) in Geneva on 30 November – 1 December 2009 in Geneva. Several follow-up discussions and presentations have been held since then including a Special Event on Waste Management, in cooperation with Government of Indonesia during UNEP GCSS-XI/GMEF in Bali on 25 February 2010. The relevant documents of both events are available at http://www.unep.or.jp/ietc/SPC/news-nov09.asp and http://www.unep.or.jp/ietc/SPC/news-feb10.asp respectively.

Based on the feedback during these consultation workshops/meetings, side/special events and presentations, the framework document for GPWM has been revised for 2nd Consultation Workshop.

1 See: http://www.unmillenniumproject.org/goals/gti.htm#goal7
1. Why GPWM is needed?

Waste generation rates have been increasing rapidly due to urbanization and industrialization. Per capita waste generation rates in many developing countries have now crossed the one-kilogram per day mark. In most OECD countries, municipal solid waste generation rates are slightly above one-kilogram per capita. Moreover, the population growth and urbanization in developing countries is very high in comparison to OECD countries. In year 2000, when world population crossed 6 billion mark, more than 5 billion people were living in developing countries as in OECD countries population growth since 1990s is about 0.7% and urbanization rate is around 1% while the world urbanization rate stands at 2.5% and its projected that by 2015, more than 50% world population will be living in urban centres. As a result, overall waste generation amount is also much higher than most developed countries (OECD countries produce about 770 million tonnes of municipal waste and 120 million tonnes of hazardous waste against world total of about 1.7 to 1.9 billion tonnes of municipal waste and 490 million tonnes of hazardous waste). Industrial waste generation rates are also very high as most of the industries are primary industries producing raw materials for industrial production. Furthermore, due to improved living standards, improved healthcare and due to globalization, a number of new waste streams have emerged, especially e-waste and hazardous waste. Moreover, traditionally waste is considered as source of income, especially for scavengers. Recently, waste has also became an important replacement for conventional sources of energy and material.

The following pressing trends in waste generation are becoming a major challenge:

- Cities are facing an increasing growth in population, and shares in GDP growth, resulting in – among other things – increasing quantities of waste being generated
- Industrialization and economic growth has produced more amounts of waste, including hazardous and toxic wastes.
- There is a growing realization of the negative impacts that wastes have had on the local environment (air, water, land, human health etc.)
- Complexity, costs and coordination of waste management has necessitated multi-stakeholder involvement in every stage of the waste stream. This calls for an integrated approach to waste management.
- Local Governments are now looking at waste as a business opportunity, (a) to extract valuable resources contained within it that can still be used and (b) to safely process and dispose wastes with a minimum impact on the environment.

Conventional waste management systems were not designed for either of these trends - increased waste generation rates and new and special waste streams. Such systems in many developing countries were also not based on 3R principles (reduce, reuse, and recycle) as the per capita generation rates were low, and scavengers picked up almost all recyclable waste.

Furthermore, awareness for resource recovery and the industries utilizing waste as a resource was also low. However, changing waste generation patterns and composition – and its resultant problems have led to higher awareness for resource augmentation and recycling. As a consequence, there is a clear need for strategies to redesign conventional waste management systems in such a way that it can effectively and efficiently handle growing amounts of waste with diversified waste streams. The strategy for Integrated Solid Waste Management should also incorporate the 3R Principles and thus promote Resource Efficiency.

In line with GC 25/8 decision, UNEP has accelerated its support on waste management and is now proposing to establish a “Global Partnership on Waste Management (GPWM)” to support partnerships among various international, regional, national and local stakeholders. Moreover, UNEP’s Programme of Work for 2010-11 includes the GPWM under its project 52-P2.

The GPWM will complement existing mechanisms by providing a platform for active coordination that would avoid duplication of efforts. It also brings a wide range of stakeholders onboard to optimize the impact of efforts as there are inter-linkages among various focus areas and stakeholders. As the GPWM
will not be an implementing or policy-making institution/organization, it will enhance the cooperation and coordination among the implementing and policy-making institutions/organizations.

2. GPWM - Objectives

The objectives of the GPWM are:
- To protect human health and environment from adverse impacts of improper management of waste
- To promote resource efficiency by recovering valuable materials and/or energy from waste
- To enhance cooperation, knowledge management and sharing, and south-south cooperation

3. WORKING DEFINITION – What is GPWM

The GPWM will be an open-ended partnership for international agencies, governments, businesses, academia, local authorities and NGOs. GPWM will support the development of work plans to facilitate the implementation of integrated solid waste management at national and local level to overcome environmental, public health and economic issues caused by improper management and rapid increase of waste. GPWM will also support to undertake policy dialogues and other activities to exchange experiences and practices. It will facilitate enhanced awareness raising and capacity building.

Focal areas:
The GPWM would strengthen information sharing, knowledge management, and cooperation among various stakeholders. Building on this comparative advantage some of the focal areas, identified during the consultation meetings are as follows:
A. Thematic focal areas:
1. Urban solid waste management
2. Industrial waste management
3. Hazardous waste management
4. Healthcare waste
5. E-waste management
6. Waste agricultural biomass
7. Mercury waste management
8. Management of POPs
9. Marine Litter
10. 3R (reduce, recycle, reuse) strategy for waste management

B. Functional focal Areas:
1. Policy framework for waste management
2. Financing mechanisms for waste management
3. Technologies for waste management
4. Community participation in waste management
5. Environmental education in waste management
6. Waste management for economic development (green economy)
7. Waste Management and Climate Change
FRAMEWORK OF
GLOBAL PARTNERSHIP ON
WASTE MANAGEMENT
Part II: OPERATIONAL GUIDELINES
OPERATIONAL GUIDELINES

1. GPWM - OBJECTIVES

The objectives of the GPWM are:
   a. To protect human health and environment from adverse impacts of improper management of waste
   b. To promote resource efficiency by recovering valuable materials and/or energy from waste
   c. To enhance cooperation, knowledge management and sharing, and south-south cooperation

2. THE ORGANIZATIONAL STRUCTURE

The conceptual structure of GPWM is given in schematic below.

2. PARTICIPATION

The GPWM will be a partnership for international agencies, governments, businesses, academia, local authorities and NGOs. The Global Partnership is a voluntary and collaborative relationship between various partners in which all agree to work together to attain the overall objectives described above.

(a) Each entity upon becoming a member of the Global Partnership will contribute to the development and implementation of Global Partnership activities. Contributions may be in the form of financial support, in-kind contribution and/or technical expertise.

(b) To be accepted as a member, interested parties shall submit a letter of intent to the Global Partnership Secretariat signifying: i) their commitment to the objectives of the Global Partnership, ii) their acceptance of the Global Partnership framework, and iii) a description of their planned contribution to the focal area work plans of the Global Partnership. Such letters should be submitted to:

Director, UNEP IETC, 2-110, Ryokuchi Koen, Tsurumi-ku, Osaka 538-0036, Japan
Fax: +81-6-6915-0304 Email: ietc@unep.org

Such letters of intent to become a member of the Global Partnership will be made public through the Global Partnership website.

(c) Acceptance into the Global Partnership remains the responsibility of the Secretariat. Upon receipt of letters of intent, the Secretariat will inform the submitting party of its decision.

(d) The Secretariat retains the right to exclude any member that significantly breaches its commitment to the objectives of the Global Partnership or the rules and responsibilities set in the Global Partnership framework.
3. FOCAL AREA OF WORK AND FOCAL AREA WORKING GROUPS

(a) The Global Partnership on Waste Management operates through two focal areas with sub-focal areas. Under Global Partnership, the members could lead sub focal areas. Some of the areas, identified during the consultation meetings are as follows:

A. Thematic focal areas:
   1. Urban solid waste management
   2. Industrial waste management
   3. Hazardous waste management
   4. Healthcare waste
   5. E-waste management
   6. Waste agricultural biomass
   7. Mercury waste management
   8. Management of POPs
   9. Marine Litter
   10. 3R (reduce, recycle, reuse) strategy for waste management

B. Functional focal Areas:
   1. Policy framework for waste management
   2. Financing mechanisms for waste management
   3. Technologies for waste management
   4. Community participation in waste management
   5. Environmental education in waste management
   6. Waste management for economic development (green economy)
   7. Waste Management and Climate Change

The Advisory Board can recommend for addition and deletion of the sub-focal areas.

(b) Activities of each focal area of work will be defined, coordinated and implemented through a Sub - Focal Area Working Group (One working group for each sub-focal area)

(c) Global Partnership members can decide to which sub-focal area(s) they wish to contribute based on their expertise and capacities. Members must contribute to at least one focal area of work and its working group.

(d) A member of the Secretariat will be assigned to each working group as a liaison between it and the Secretariat.

(e) Each focal area working group will be led and coordinated by one or more lead member. The lead(s) member(s) will be agreed at Global Partnership meetings or, in case a change is required during an intervening period, will be proposed to the Advisory Group by the working group.

4. FOCAL AREA ACTIVITIES AND WORK PLANS

(a) Focal areas working groups will develop a work plan for their activities, including timeline, identification of resources, and fund raising strategy, in accordance with the Global Partnership framework and reflecting their accepted contributions. A work plan template is outlined in Annex A to provide guidance to the working group of the respective sub-focal areas.

(b) Members can propose activities, in addition to those already identified in the work plan, with a written justification to the Secretariat with copy to the relevant working group lead member(s). The lead member(s) will review it and submit it to the Global Partnership Advisory Board for consideration.
5. GLOBAL PARTNERSHIP CHAIRS AND ADVISORY BOARD

(a) Two Global Partnership co-chairs will be designated at the opening of each Global Partnership Meeting, and will serve until the election of the new co-chairs at the subsequent Global Partnership meeting. Should a co-chair not be able to continue to term, a new one will be designated from among the Advisory Board members.

(b) A Global Partnership Advisory Board will be established to serve and advise the Global Partnership.

(c) The following representatives will be invited to serve as members of the Global Partnership Advisory Board:
   (i) The Global Partnership co-chairs, who will also co-chair the Advisory Board
   (ii) The sub-focal area working group lead member
   (iii) The Secretariat (ex-officio representation)

6. MEETINGS

(a) Meetings of the Global Partnership will take place physically or through electronic means.

(b) Opportunities for physical meetings of the Global Partnership will be explored by the Secretariat, in particular, in conjunction with: (a) meetings of the sub-focal areas; (b) international/ regional/ national meetings on waste management and relevant topics; and subject to available resources.

(c) Communication between lead members, Advisory Board and Secretariat will take place primarily through electronic communication mechanisms.

(d) **Global Partnership Advisory Board:**
   (i) The Advisory Board will meet at least once a year
   (ii) Meetings may be in person or through electronic means
   (iii) Reports of the meetings of the Advisory Board will be made available through the Global Partnership website

(d) **Global Partnership focal area working groups:**
   (i) Members will meet at least once a year
   (ii) Meetings may be in person or through electronic means

7. ROLES AND RESPONSIBILITIES

(a) Roles and responsibilities are consistent across Global Partnership focal areas and consistent with the overall objectives of the Global Partnership.

(b) **Roles and responsibilities of the members:** The members of the Global Partnership will, inter alia:
   (i) Contribute, initiate and undertake activities within the sub-focal area working group(s), conferring with other members as needed.
   (ii) Report to focal area lead members on the progress and results of their activities. These reports will be used to monitor and review Global Partnership progress and assess Global Partnership results against the agreed objectives.
   (iii) Identify additional activities, strategies, and resources that would contribute to achieving the objectives of GPWM.
   (iv) Contribute to the development of sub-focal area work plan(s).
   (v) Provide strategic guidance and technical assistance to the sub-focal area working group(s).
   (vi) Share information within their respective organization on the Global Partnership and its sub-focal area working group(s).
   (vii) Mobilise resources, including financial resources, for GPWM and for the implementation of their activities.
   (viii) Help bring new members to the Global Partnership.
(c) **Roles and responsibilities of the sub focal area lead members**: The lead sponsors for each of the focal areas will:

(i) Convene and chair the meetings of the sub-focal area work plan.
(ii) Lead the development of sub-focal area work plans.
(iii) Prepare a budget and fund-raising plan.
(iv) Develop regular reports of the activities of the sub-focal area working group for information of the Global Partnership Advisory Board. The reports should contain an assessment of the progress, and results achieved.
(v) Encourage the active participation of and the sharing of information and strategies among all members in the work of the sub-focal area.
(vi) Share and disseminate information regularly including providing reports on progress, lessons learned, and best practices to the Advisory Board for wider public dissemination.
(vii) Represent the sub-focal area working group in the Global Partnership Advisory Board.

(d) **Roles and responsibilities of the Global Partnership Advisory Board**: The functions and responsibilities of the Advisory Board will include the following:

(i) Encourage the work of the Global Partnership sub-focal areas working groups.
(ii) Review and monitor the Global Partnership sub-focal area work plans to promote consistency with the objectives of the Global Partnership.
(iii) Review and comment on Global Partnership sub-focal area progress reports.
(iv) Communicate overarching issues and lessons learned across focal areas.
(vi) Approve the overall work plan of the Global Partnership.

(e) **Roles and responsibilities of the Global Partnership co-chairs**: The Global Partnership co-chairs will:

(i) Chair the meeting of the Global Partnership and guide the work of GPWM.
(ii) Chair the Global Partnership Advisory Board.

(f) **Roles and responsibilities of the Secretariat**: The Secretariat, subject to the availability of resources, will:

(i) Provide administrative and secretariat support to the Global Partnership.
(ii) Serve as ex-officio member on the Global Partnership Advisory Group.
(iii) Help bring new members to participate in the Global Partnership.
(iv) Review submissions and letters of intent of interested parties, and decide upon their acceptance as Global Partnership members.
(v) Maintain a list of members of the Global Partnership.
(vi) Facilitate communication and coordination between the different focal areas.
(vii) Disseminate information to the members on relevant issues.
(viii) Prepare Global Partnership meeting reports.
(ix) Provide support to the sub-focal areas working groups.
(x) Operate and maintain the Global Partnership webpage including Information Platform.
(xi) Develop and disseminate public outreach materials about the Global Partnership and its activities.
(xii) Assist in mobilizing resources, including financial resources, to support the Global Partnership including fundraising to support the Secretariat.
(xiii) Exclude any member that significantly breaches the objectives of the Global Partnership and/or the rules and responsibilities set in the Global Partnership framework.

**8. PUBLIC COMMUNICATION**

(a) Global Partnership meeting and progress reports, sub-focal area reports and materials developed as part of the sub-focal area activities will be disseminated through the Global Partnership website / Information Platform.
9. USE OF NAMES, OFFICIAL EMBLEMS AND LOGOS

(a) Global Partnership members shall not use the name, emblem or trademark of UNEP in publications, documents or oral/written communication without the expressed prior written approval of UNEP.
(b) The name "Global Partnership on Waste Management" can only be referred to by members for projects, publications or communication that fall within the Global Partnership framework and activities. The following wording must be used: "This project/publication/communication/activity is a contribution to the Global Partnership on Waste Management."
(c) The name "Global Partnership on Waste Management" cannot be used for commercial or promotional activities.
(d) Institutions and/or entities that are not official members of the Global Partnership cannot use the name of the Global Partnership.
(e) Official Global Partnership documents and reports will be prepared by the Secretariat and will include UNEP logo and a disclaimer in accordance with the relevant guidance of the organization.

10. PUBLICATIONS

(a) Members wishing to use the name of the Global Partnership in their publications must respect the rules established for the use of names, emblems and logos. The collaboration of members should be duly acknowledged in publications, unless a member does not wish to be associated with the publication. The wording of the acknowledgement should be agreed between the members concerned.
(b) The listing of information and resources on the Global Partnership website is intended to provide information and guidance. The mention of specific resources or their producers does not imply that they are endorsed or recommended by UNEP in preference to others of a similar nature that are not mentioned. UNEP cannot attest to the accuracy of information provided by members or any other linked site.
(c) Official reports and publications of the Global Partnership will be prepared by the Secretariat. They will carry UNEP logo and a disclaimer in accordance with the relevant guidance of the organization.

11. COPYRIGHTS

(a) Copyright of any publication resulting from or relating to any of the agreed activities carried out under the collaboration of the Global Partnership or contributing to it shall be retained by the member/s who prepared the publication. However, the Secretariat has the right to use the information included in these publications for reporting purposes.
(b) UNEP will follow its copyright approach for use of its own documents.

12. RESOURCES

(a) The sub-focal area work plans of the Global Partnership on Waste Management are a means of mobilizing resources. The sub-focal area objectives and work plans should provide clarity for potential donors and finance institutions.
(b) Each entity upon becoming a member of the Global Partnership, commits to contribute resources in the form or financial support, in-kind contribution and/or technical expertise for the development and implementation of the Global Partnership activities.
(c) A budget and fund-raising plan will be prepared for each sub-focal area by the lead member(s).
(d) Global Partnership member(s) are responsible for the funding of their activities.
(g) Each member shall administer the funds handled by it in accordance with its financial regulations, rules and administrative practices. Any transfer of funds between members shall be made under an appropriate separate arrangement, to be negotiated between the members concerned.
(h) Secretariat costs are expected to include personnel, operational costs (e.g. contractual agreements as necessary, communication and outreach activities including information forms, newsletter and/or the Global Partnership website) and meeting costs (e.g. support participation of developing countries and countries in economies in transition through meetings), etc.
13. MONITORING PROGRESS AND EVALUATION

(a) Sub-focal area lead members will report at least once a year on the progress of their working group to the Secretariat. Reporting requirements, including the systematic reporting format and the timeframe for reporting, will be defined by the Secretariat.

(b) The Advisory Group will review and comment on the sub-focal area progress reports.

(d) The Progress Reports will be a means to monitor the performance of the sub-focal area activities and assess the effectiveness and impact of the Global Partnership on target beneficiaries.

(e) The reports will be made publicly available through the Global Partnership website.

14. AMENDMENTS TO OPERATIONAL GUIDELINES:

Proposals for any amendment to the operational guidelines will have to be submitted at least six weeks in advance of the next Advisory Board Meeting. The proposals will be put up to the Advisory Board for approval.
ANNEX A: GLOBAL PARTNERSHIP FOCAL AREA WORK PLAN TEMPLATE

SHORT INTRODUCTION

OVERALL GOAL AND OBJECTIVES OF THE GLOBAL PARTNERSHIP ON WASTE MANAGEMENT

1. SUMMARY OF THE FOCAL AREA ISSUE
The summary highlights why this particular issue is important in the context of the overall Global Partnership on Waste Management. It provides the reader with some context of the issue.

2. OBJECTIVES OF THE GLOBAL PARTNERSHIP FOCAL AREA
The focal area objectives should reflect desired outcomes of the Global Partnership on Waste Management. They should contribute to the overall goal and objectives of the Global Partnership. Objectives are to be ambitious and target-oriented. Objectives will focus the work and will contribute to concrete results in a systematic way.

3. PRIORITY ACTIONS/ACTIVITIES
This section identifies the key priority activities for the Global Partnership focal area (suggest three to five priority actions). The focal area priority actions are clearly linked to the Global Partnership focal area objectives.

4. GLOBAL PARTNERSHIP FOCAL AREA EFFORTS AND TIMELINES
This section delineates the efforts of the members towards the priority actions, including overarching, bilateral and collaborative efforts and should be:
Clearly linked to the Global Partnership focal area objectives.
Described with costs, timeframes, targets and milestones, as appropriate and available.
Provided with contact information for those responsible for the efforts.

5. OPPORTUNITIES AND LINKAGES
This section notes other concepts and ideas that are of potential interest to the Global Partnership focal area in terms of meeting its objectives. This section allows the members to:
(i) Identify “good ideas” that may need more scoping in order to form part of the future focal area work plan
(ii) Identify actions out with the Global Partnership but which provide intervention advancing Global Partnership focal area objectives and to which links could be made.
(iii) Members are encouraged to identify and pursue cross cutting work that is cross cutting in nature. Opportunities should clearly linked to the Global Partnership focal area objectives and be as specific as possible.

6. EVALUATION
Common to all of the focal areas:
The focal areas lead sponsors will report to the Secretariat of the Global Partnership on a schedule to be agreed. Reports will monitor the performance of the focal area activities and contributions and assess the effectiveness and impact of the Global Partnership of target beneficiaries.

In this section, the Global Partnership work areas shall:
Outline how progress will be monitored in meeting the Global Partnership focal area objective(s).
Describe how the Global Partnership focal area will undertake performance measurement and reporting.
7. RESOURCE MOBILIZATION
The Global Partnership on Waste Management and the associated focal area work plans are a way of mobilizing resources in a systematic, focused and harmonized way. The focal area objectives and plans should provide clarity for potential donors and finance institutions. If members wish to leverage funding for particular projects, details should be outlined within this section. Global Partnership members are responsible for the funding of their activities. Members are expected to identify potential donors, including government donors or other institutional donors, with an interest in providing resources to the Global Partnership activities. Global Partnership members are encouraged to develop and submit proposal for Global Partnership activities to the funding mechanism of various bilateral and multilateral agencies.

8. WORK PLANNING PROCESS
The process of developing and reviewing work plans will be outlined in this section. Global Partnership members will take stock of efforts and test direction and productivity in moving forward and will adjust planning accordingly.

10. Members
This section is a list of members to the focal area and identifies the lead sponsor(s) and point of contact.