



# The SuSanA Handbook

Bylaws and Policies of the Sustainable Sanitation Alliance

**POST-STOCKHOLM DRAFT: September 2025**

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<b>Glossary</b>	2
<b>Foreword An invitation make sanitation sustainable and universal</b>	3
<b>1 Summary</b>	4
1.1 <a href="#">Vision</a>	4
1.2 <a href="#">Mission</a>	4
1.3 <a href="#">Objectives</a>	4
1.4 <a href="#">What is sustainable sanitation?</a>	4
<b>2 Overview of the Alliance</b>	5
<b>3 Membership</b>	7
3.1 <a href="#">Individuals (Members): Joining/Leaving</a>	7
3.2 <a href="#">Organisations (Partners): Joining/Leaving</a>	7
3.3 <a href="#">Privacy and Data Protection</a>	8
3.4 <a href="#">General Membership Code of Conduct</a>	8
3.5 <a href="#">Recognition and Visibility</a>	9
<b>4 Governing Bodies and Core Roles</b>	10
4.1 <a href="#">Overall Organisational Form and Principles</a>	10
4.2 <a href="#">Annual Assembly of Members (AAM)</a>	11
4.3 <a href="#">Global Steering Committee (GSC)</a>	12
4.4 <a href="#">Advisory Board (AB)</a>	15
4.5 <a href="#">Secretariat</a>	17
4.6 <a href="#">The SuSanA Fund</a>	18
4.7 <a href="#">Regional Chapters</a>	19
4.8 <a href="#">Working Groups</a>	20
4.9 <a href="#">SuSanA Forum</a>	21
4.10 <a href="#">Hosted Topic Websites</a>	22
4.11 <a href="#">SuSanA Alliances</a>	23
<b>5 Processes</b>	24
5.1 <a href="#">Use of SuSanA's Name in Events and Activities</a>	24
5.2 <a href="#">SuSanA representation in other forums and initiatives</a>	25
5.3 <a href="#">The SuSanA Fund – Standard Operating Procedures</a>	26
5.4 <a href="#">Regional Chapters – Standard Operating Procedures</a>	29
5.5 <a href="#">SuSanA Forum Rules</a>	32
5.6 <a href="#">Hosted Topic Websites: Criteria</a>	34
5.7 <a href="#">Hosting Topic Websites on SuSanA</a>	37
5.8 <a href="#">Knowledge Hub/Library</a>	41
<b>6 Annexes</b>	42



<u>6.1</u>	<u>Current status of the existing SuSanA Regional Chapters.....</u>	42
<u>6.2</u>	<u>Hosted Topic Websites: Current Status.....</u>	46



## Glossary

<b>AAM</b>	Annual Assembly of Members: supreme governance body of SuSanA
<b>AB</b>	Advisory Board
<b>BMZ</b>	Federal Ministry for Economic Cooperation and Development
<b>CMTF</b>	Change Management Task Force
<b>FSM</b>	Fecal Sludge Management
<b>GSF</b>	Global Steering Committee
<b>GIZ</b>	Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH
<b>Members</b>	Individual members of SuSanA
<b>Partners</b>	Organisational members of SuSanA
<b>SuSanA</b>	Sustainable Sanitation Alliance
<b>WANA</b>	West Asia and North Africa
<b>WASH</b>	Water Sanitation and Hygiene



## Foreword

### An invitation make sanitation sustainable and universal

Sanitation is dignity, hygiene is health, water is life. They underpin everyday life for everyone who has ever lived and who will ever live - and yet today more than billion people do not even enjoy these basic human rights.

Since 2007, the Sustainable Sanitation Alliance has been at the forefront of advocating that sanitation systems should be economically viable, socially acceptable, technically and institutionally appropriate, and protect health, the environment and natural resources.

This meant going beyond the centralised, capital-intensive infrastructure of piped wastewater sewerage and wastewater treatment, and embracing more ecological, decentralised solutions that envision sanitation as part of a circular nutrient and water economy.

After being initially met with scepticism, if not down-right hostility, by a conservative industry, the mavericks and pioneers of SuSanA patiently compiled the evidence, presented the case, and won the argument: non-sewered sanitation critical.

With the argument won, is the job done?

No: the gaps between evidence and action, between guidance and results remain.

SuSanA 2.0 is a call to a new generation of sanitation professionals and organisations around the world to turn words into action. There are many different paths, and this document details the different ways to get involved in a way that you can achieve your professional and organisational goals, alongside colleagues and allies so that together we realise the Human Right and Sustainable Development Goal of universal access to safe, dignified sanitation.

**This Handbook is the operationalisation of SuSanA 2.0 to give clarity and be an invitation to those who want to contribute in any way, small or great, to this vital mission.**



## Summary

### Vision

#### ***“Sustainable sanitation delivery for all”***

*Where sustainable sanitation systems are resilient, equitable, economically viable, socially acceptable, technically and institutionally appropriate, and protect health, the environment and natural resources.*

### Mission

The Sustainable Sanitation Alliance is dedicated to informing, educating, and inspiring sector professionals, policy makers, researchers, and other agents of change by linking on-the-ground experience with an engaged community of practice, to advocate for and achieve sustainable sanitation for all.

### Objectives

1. Facilitate knowledge sharing and collaboration.
2. Influence policy, funding priorities and implementation.
3. Promote innovations and good practices.
4. Support capacity development.

### What is sustainable sanitation?

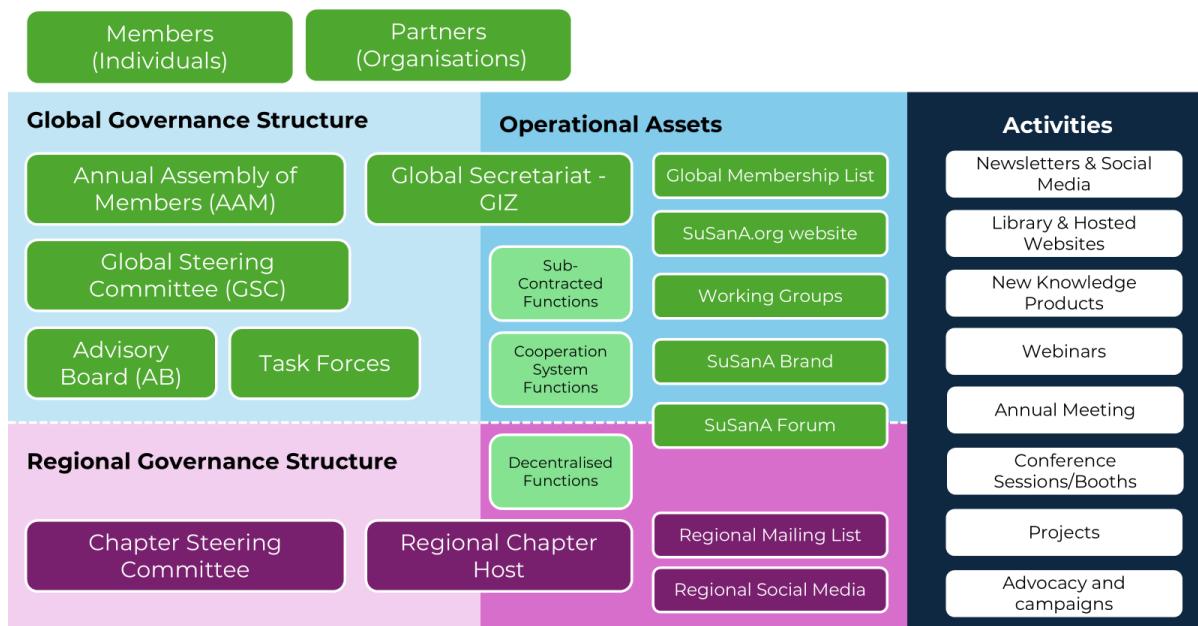
The main objective of a sanitation system is to protect and promote human health by providing a clean environment and breaking the cycle of disease. SuSanA believes that the following sustainability dimensions (or "criteria") should all be considered in the design or upgrade of a sanitation system:

1. Health and hygiene.
2. Environment and natural resources.
3. Technology and operation.
4. Financial and economic issues.
5. Socio-cultural, equity, inclusion and institutional aspects.
6. Climate resilience.



## Overview of the Alliance

### Membership



### Membership

#### Individuals (Members): Joining/Leaving

- ❖ Membership is free.
- ❖ Individual members are referred to "Members".
- ❖ Individuals can join SuSanA via the website: <https://www.susana.org/join-as-a-member>
- ❖ During registration, prospective members can register for receiving:
  - ❖ the SuSanA forum e-mail digest,
  - ❖ the SuSanA News (every three months),
  - ❖ Occasional mailings from selected thematic Working Groups and the Regional Chapters
- ❖ Upon approval of registration request for SuSanA membership - which will take a maximum of two working days – new members can start posting on the SuSanA discussion forum.
- ❖ When you sign up, the Secretariat will use personal information exclusively to set up a user account as a SuSanA member.
- ❖ Anyone registering has the right to object to the processing of personal information
- ❖ An individual Member can delete their user account, and consequently their SuSanA membership, themselves at any time.
- ❖ Details, on how we are processing your personal information and how you can object to the data processing, can be found: <https://www.susana.org/privacy-policy>

#### Organisations (Partners): Joining/Leaving

- ❖ Membership is free.
- ❖ Organisational members are referred to "Partners".
- ❖ Any organisation can become a SuSanA partner if it:
  - ❖ supports the aims of SuSanA (agree to the Vision Document<sup>1</sup>)
  - ❖ carries out sanitation-related work

<sup>1</sup> [https://www.susana.org/\\_resources/documents/default/3-2715-7-1542994110.pdf](https://www.susana.org/_resources/documents/default/3-2715-7-1542994110.pdf)



- ❖ has been a registered entity for at least two years
- ❖ has a functioning website
- ❖ has at least three full time staff
- ❖ names a Contact Person, including email address.
- ❖ Projects with limited duration are not advised to apply as SuSanA partners. In this case, the organisations leading the project can apply as a partner.
- ❖ The application for SuSanA partnership is submitted through an online form.
- ❖ Completed applications will be reviewed by the SuSanA secretariat and upon acceptance:
  - ❖ Step 1: Partner organisations are expected to feature the "partner of SuSanA" logo on their website (if technically possible) and create a link back to SuSanA.org.
  - ❖ Step 2: Upload their logo in the SuSanA application portal.
  - ❖ Step 3: Encouraged to publish a project under their partner profile page on SuSanA. All uploaded projects will be reviewed and uploaded to the SuSanA project database.
- ❖ The Secretariat will publish organisation as a new partner in the SuSanA Forum and social media accounts.
- ❖ Based on the information provided in the application, partners are given a profile page on SuSanA.org, which they can edit and maintain. The Contact Person is given special rights to edit the page by logging on to the SuSanA website and accessing Edit partner page. The Contact Person can delete their organisation's Partner account at any time and consequently they will no longer be considered a SuSanA Partner.

## **Privacy and Data Protection**

- ❖ The SuSanA's policies on data protection and privacy are presented on the SuSanA website<sup>2</sup> and updated as required by relevant legislation, regulation and Secretariat host policy.

## **General Membership Code of Conduct**

*All members acknowledge and accept this Code of Conduct upon joining or renewing their SuSanA membership to maintain a respectful, inclusive, and effective alliance:*

- ❖ Respect and Professionalism.
- ❖ Treat all members, partners, and stakeholders with courtesy and respect.
- ❖ Value diverse perspectives, backgrounds, and experiences.
- ❖ Avoid personal attacks, harassment, or discriminatory language.
- ❖ Commitment to SuSanA's Mission.
- ❖ Act in ways that support SuSanA's vision of universal access to sustainable sanitation.
- ❖ Promote the Alliance's values of sustainability, equity, inclusion, and environmental stewardship.
- ❖ Integrity and Transparency.
- ❖ Share information truthfully and accurately.
- ❖ Disclose any conflicts of interest when participating in SuSanA activities.
- ❖ Collaboration and Knowledge Sharing.
- ❖ Contribute constructively to discussions, working groups, and projects.
- ❖ Share knowledge and resources openly to strengthen the community of practice.
- ❖ Respect confidentiality when required.
- ❖ Responsible Use of Platforms.
- ❖ Follow SuSanA's guidelines for online forums, libraries, and events.
- ❖ Refrain from spam, self-promotion, or commercial advertising.

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<sup>2</sup> <https://www.susana.org/privacy-policy>



- ❖ Ensure that any shared content respects copyright and intellectual property rights.
- ❖ Accountability.
- ❖ Uphold the Code of Conduct in all SuSanA activities.
- ❖ Accept feedback and strive for improvement.
- ❖ Recognise that failure to adhere to this Code may result in warnings, suspension, or termination of membership, as decided by the Secretariat and the Global Steering Committee.

## **Recognition and Visibility**

- ❖ Individuals and organisations that make a substantial financial or in-kind contribution are eligible for more prominent visibility and recognition, which can include but are not limited to:
  - ❖ Prominence on the SuSanA website and/or Forum, SuSanA social media channels.
  - ❖ Acknowledgement at the Annual Assembly of Members (AAM) and Annual Report.
  - ❖ The period of increased visibility and acknowledgement to be within a calendar year, unless agreed otherwise by the Global Steering Committee (GSC).

## **Governing Bodies and Core Roles**

### **Overall Organisational Form and Principles**

- ❖ SuSanA is not a formal organization or legal entity. It is an informal network of partner organisations and individual members.
- ❖ The Secretariat is currently hosted by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH in Germany.
- ❖ **As an informal network, SuSanA brings together partner organisations and individual members** in an open, voluntary community - driven by shared motivation. Through **Network Activities**, SuSanA fosters knowledge exchange, community building, peer learning, and relationship development across the sanitation sector. At the same time, SuSanA performs a **think-tank function**: it helps identify and debate emerging sector issues, consolidates practice-based and scientific evidence, stimulates innovation, and turns collective expertise into forward-looking ideas that can inform policies, programmes, and wider sector priorities.
- ❖ To complement this informal networking and enable reliable joint outputs, SuSanA encourages and supports **Cooperation Systems** among groups of partners. A Cooperation System is a **formal, structured mode of collaboration** in which several organisations **commit to specific deliverables, clear roles, and shared responsibility**. Partners agree on **task leadership, coordination arrangements, resource contributions, and progress monitoring**, supported by appropriate governance (e.g., task teams, working groups, project-oriented collaborations or consortia).



## Annual Assembly of Members (AAM)

### Description & Purpose

- ❖ The Annual Assembly of Members is the supreme governing body of SuSanA.
- ❖ The role of the AAM is to:
- ❖ Adopt SuSanA 2.0 multi-annual strategies pre-approved by the Global Steering Committee.
- ❖ Review and amend the mission, goals, strategies and governance frameworks of SuSanA 2.0.
- ❖ Review and assess activities and accounts.
- ❖ Discuss and deliberate on all matters of importance for the network.
- ❖ Hold the Global Steering Committee accountable for its work.

### Membership

- ❖ All SuSanA Members and Partners who registered at least **X weeks** before the AAM Annual Meeting.

### Processes

- ❖ It is recommended that GSC has a meeting a few weeks before to present the work of the past year and prepare the presentation and get feedback
- ❖ The AAM meets once per year as a segment within the SuSanA Annual Meeting, which is a hybrid networking and knowledge exchange event.
- ❖ All Individual and Organizational Members shall be given written advance notice of the date, time and location/online address at least 20 days before the scheduled event.
- ❖ All Individual Members and Organizational Partners shall be notified of the agenda, with all relevant documents, no later than two weeks prior to the meeting.
- ❖ Global Steering Committee members are required to attend unless there are overriding reasons for their absence.
- ❖ Secretariat staff should be present. They are formally 'in attendance' to service the Assembly, take minutes, and ensure that it is fully informed on matters under discussion; formally, therefore, they are not participants but informants and recorders.
- ❖ The Assembly is chaired by the Chair of the Global Steering Committee. If their absence is unavoidable, another Steering Committee member shall deputise.



## Global Steering Committee (GSC)

### Description & Purpose

- ❖ The Global Steering Committee (GSC) comprises 7 elected members who represent the following global regions:
  - ❖ Sub-Saharan Africa
  - ❖ Europe & Central Asia
  - ❖ Latin America & Caribbean
  - ❖ North America
  - ❖ South Asia
  - ❖ East Asia & Pacific
  - ❖ West Asia & North Africa
- ❖ GSC members serve in a voluntary, personal capacity, acting on behalf of SuSanA, its members in their region, and broader coalition of partners, ensuring that SuSanA's collective voice and strategy are truly global and inclusive.
- ❖ The GSC services as the primary decision-making body and forms an integral part of SuSanA's decision-making structures. The role of GSC is to discuss and decide on strategic and governance issues and on priorities for annual work plans.
- ❖ The GSC is responsible for managing SuSanA, making decisions wisely and in the best interest of the members, while respecting the legal and financial obligations of the Secretariat host organisation and Cooperation System partners.
- ❖ The GSC may establish a smaller Executive Committee to handle routine decisions more quickly. This committee will not make major decisions that require the entire GSC's input and vote. The GSC will define the Executive Committee's responsibilities, and any decisions made can be reviewed by the full GSC.
- ❖ GSC meetings are considered quorum, and therefore able to take decisions, if a minimum of **3 GSC** members are present.
- ❖ GSC members actively champion SuSanA's Vision and Mission in their respective regions and globally.
- ❖ The GSC can be contacted via [gsc@susana.org](mailto:gsc@susana.org).
- ❖ Meeting notes will be posted on the SuSanA website.

### Membership

To be eligible for election, individuals must be:

- ❖ A registered Member of SuSanA
- ❖ Originating, residing or working in relation with the region they wish to represent.

The election of the GSC strives for a balanced representation of gender, age and geographic origin, as well as sectoral diversity.

### Functions

#### Governance Oversight

- ❖ Ensure an agreement with the Secretariat Host Organisation that ensures members' ability to govern the strategic direction of SuSanA while enabling the Host Organisation to fulfil its legal and fiscal obligations
- ❖ Ensure that all structures of SuSanA function in the interests of the alliance's strategic priorities and within the policies of the Host Organisation.
- ❖ Oversee the work and performance of the Head of Secretariat.
- ❖ Regularly review risks for SuSanA.



### Financial Oversight

- ❖ Ensure and approve long-term resourcing strategies for SuSanA.
- ❖ Approve annual budgets in line with annual work plans.
- ❖ Review and approve annual accounts prepared by the Host Organisation, for presentation to the Annual Assembly.

### Resource Mobilisation

- ❖ In line with approved long-term resourcing strategies, ensure, actively support and provide strategic guidance for the resource-raising activities of the Secretariat.
- ❖ Approve and regularly review policies on income generation from the sale of knowledge products of SuSanA, if any.
- ❖ Approve and regularly review policies on potential sources of grants for SuSanA.
- ❖ Support grant applications by the Secretariat, and SuSanA's donor relations, by building on the knowledge on, and relationships with, potential and current grant-makers already held by individual GSC members.

### **GSC Composition and Membership**

The GSC will be composed of elected regional representatives and representatives from the host organization.

GSC positions are voluntary and unpaid, with each member expected to dedicate 3 to 4 hours per month.

<b>Criteria</b>	A registered member of SuSanA Residing, originating from or working in relation with the region they wish to represent.
	The election of the GSC strives for a balanced representation of gender, age and geographic origin, as well as sectoral diversity.
<b>Joining Process</b>	The regional representatives will be elected by the registered members in each region.
	The election will be announced by the SuSanA secretariat on the homepage and via e-mail to all active SuSanA members. Voting will be online and ONLY for members that are registered. The vote will be anonymous, meaning SuSanA will only know if someone has voted but SuSanA will not have the information who voted for whom. To cater for all different time zones the election will have 4 voting days. During these days members will be able to vote after logging into their SuSanA account. The login assures that only registered SuSanA members are able to vote.
<b>Term</b>	A maximum of two 3-year terms, re-electable once only. The maximum term of office for regional representative is therefore 6 years.
<b>Expectations of contributions and activities</b>	Monthly 45-minutes online meeting with the secretariat to exchange on the status quo.



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	<p>The equivalent of 1 to 2-hours communication with the other GSC members (meetings/email exchange) to consult and make decisions.</p> <p>Annual 1 to 2-hours General Assembly to inform and report on the main decisions taken to the SuSanA members.</p>
<b>Leaving</b>	<p>A GSC can resign their position at any time by notifying the Secretariat by email</p> <p>If a GSC member does not fulfil their minimum contributions, as set out above then the remaining GSC members can ask that member to leave, or remove them, if unresponsive.</p> <p>If a GSC member leaves then the remainder of the committee can appoint a replacement member.</p>

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## Advisory Board (AB)

### Description & Purpose

The Advisory Board is the body that provides non-binding strategic advice and recommendations to the GSC. The informal nature of an AB gives greater flexibility in structure and management. Nevertheless, members are expected to commit and participate actively.

The Advisory Board of SuSanA serves as a consultative body that provides strategic guidance and expert advice to the Global Steering Committee (GSC) and supports the network's mission and objectives. Comprised of distinguished professionals from diverse fields, the Advisory Board helps shape SuSanA's direction by offering insights on key initiatives, fostering partnerships, and ensuring alignment with global sustainability goals. While it does not engage in the day-to-day governance of SuSanA, the Advisory Board plays a crucial role in enhancing the network's impact and outreach by advising on long-term strategies and advocating for the adoption of sustainable sanitation practices worldwide.

### AB Functions

As SuSanA relies on broad sector support, the role of the AB is to

- ❖ Ensure that decisions are based on broad sector knowledge and representation
- ❖ Acting as a sounding board for strategic decisions and the development of SuSanA
- ❖ Identify trends that SuSanA should address.

Part of the SuSanA AB's responsibilities will be to

- ❖ Participate in quarterly to bi-annual virtual AB meetings of approximately 1-2 hours to assist the GSC in its decision making.
- ❖ Attend special face-to-face meetings with the GSC in conjunction with major sector conferences, such as the Stockholm World Water Week. To avoid additional travel, those members of the AB/GSC present at major sector meetings will use the opportunity to meet and discuss / decide on strategic issues for the development of SuSanA.

### Membership

The SuSanA AB is composed of people in important and strategic positions within SuSanA working on a voluntary basis (fully or in part). The AB consists of the following persons:

- ❖ Working Group Leads
- ❖ Regional Chapter Coordinators
- ❖ Forum moderators
- ❖ Representatives of the secretariat
- ❖ Non-elected GSC candidates
- ❖ Founding members of SuSanA
- ❖ Prominent sector actors committed to SuSanA and relevant to SuSanA's strategic development
- ❖ Representative of Funding agency/Donor

### Criteria

- ❖ A registered member of SuSanA
- ❖ Adherence to the vision and principles of SuSanA
- ❖ Commitment to the work of SuSanA
- ❖ Extensive knowledge of the sector or specific expertise in an area of particular interest to SuSanA
- ❖ Key position in the WASH sector or a related sector



## Joining Process

- ❖ Candidates are proposed and approved by the GSC.

## Term

- ❖ Members of the AB are automatically re-conducted after 3 years, unless they voluntarily decided not to be renewed.
- ❖ There is no term limit.

## Expectations of contributions and activities

- ❖ The equivalent of 3 to 4-hours per year for communication with the other AB and GSC members (meetings/email exchange) to consult.
- ❖ Annual 1 to 2-hours to participate to the General Assembly.

## Leaving

- ❖ An AB can resign their position at any time by notifying the Secretariat by email
- ❖ If an AB member does not fulfil their minimum contributions, as set out above then the remaining AB members can ask that member to leave, or remove them, if unresponsive.

## Secretariat

### Description & Purpose

The Secretariat is the coordinator, facilitator, communicator, curator of information and network manager. The Secretariat has the lead responsibility to ensure that the network delivers high quality services to members and projects. The Secretariat may fundraise and also make a contribution to the network.

The SuSanA secretariat is implemented by the Sector Programme “Water and Sanitation Policy – Innovations for Resilience” of Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, which is commissioned by the German Ministry for Economic Cooperation and Development (BMZ). The GIZ assumes the tasks of the SuSanA secretariat as a contribution to the network.

By assuming this function, the GIZ acts solely on its own responsibility. GIZ does not act on behalf of the other Partners and Members and assumes no responsibility for the contributions of other Partners and Members. This arrangement for the secretariat was agreed to at the 5<sup>th</sup> SuSanA meeting in Durban in 2008.

### Responsibilities/Activities

The Secretariat shall be responsible for delivering the following activities:

- ❖ The SuSanA.org website
- ❖ The SuSanA Forum website
- ❖ Hosted Topic websites
- ❖ The SuSanA Blog
- ❖ The SuSanA email news update
- ❖ SuSanA on social media, including [YouTube](#)
- ❖ SuSanA Meetings
- ❖ Webinars
- ❖ Managing and coordinating the members, structures and processes as described in this document.



### Sub-contracting

- ❖ The Secretariat can sub-contract work or services in compliance with the host organisation rules and government regulations of the host organisation's headquarters country.

### Deliverables of Cooperation Systems

- ❖ SuSanA activities can be undertaken by third-parties, with permission of the GSC and coordination with the secretariat.
- ❖ Example: *Organisation A* may fund *Organisation B* to run an event or produce a knowledge product without the Secretariat being a contracted party (i.e. not involved legally) and it can be considered "SuSanA" with GSC approval and Secretariat oversight.

### Decentralisation of Global Activities

- ❖

## The SuSanA Fund

### Description & Purpose

- ❖ The SuSanA Fund is a basket fund that aggregates income from donations, member contributions/dues, small projects, small grants, services and events.
- ❖ The purpose of the fund is to allow SuSanA to access more funding opportunities to carry out activities that align with the Vision, Mission and Strategy.

### Principles

- ❖ The SuSanA Fund operates under the following guiding principles:
- ❖ **Transparency** – All inflows and outflows must be documented and reported regularly.
- ❖ **Accountability** – Decision-making roles are clearly defined, with checks and balances.
- ❖ **Alignment** – All uses of the Fund must comply with SuSanA's agreed Strategy.
- ❖ **Trust and Cooperation** – Given the absence of enforceable legal obligations, all parties commit to act in good faith under the Treasurers rules. [DRAFT needs further work]
- ❖ **Compliance** – All operations must comply with relevant regulations of the country of the Fund Manager host, particularly those governing donations, grants, anti-money-laundering, VAT (where applicable), and non-profit financial management.

### Processes

- ➔ **5.1**



## Regional Chapters

### Description & Purpose

- ❖ Regional Chapters are sub-networks of SuSanA that provide a space and services for more localised networking and knowledge exchange activities. They require an active individual or organisation to act as Chapter coordinator/secretariat.
- ❖ *SuSanA regional chapters* aim to increase SuSanA's outreach and its impact on people's work, by using a demand-based approach to provide knowledge products, community and learning services
- ❖ To better connect *SuSanA* to the regions and local needs and to make knowledge products and services more Localized and accessible "on the ground".

### Principles

- ❖ Alignment with SuSanA principles – sustainability, human rights, gender equality, social inclusion, ecological responsibility.
- ❖ Localization – adapting knowledge and activities to regional contexts.
- ❖ Decolonization:
- ❖ Regional Chapters are led and hosted by organisations or individuals in the region, not externally.
- ❖ Priorities and activities are defined locally, reflecting the needs, languages, and realities of the region
- ❖ Recognising and valuing regional and indigenous knowledge
- ❖ Producing and translating knowledge into local languages, making it accessible to practitioners and communities
- ❖ Ensuring regional stakeholders are not just "implementers" of externally designed programmes, but co-creators of strategies, knowledge products, and solutions.
- ❖ Mobilising resources within the region and ensuring international donor funds are managed by regional actors
- ❖ Avoiding extractive practices where data, stories, or pilot projects are taken from local contexts for global reporting without adequate recognition or benefit for the region.
- ❖ Building capacity locally rather than perpetually importing expertise.
- ❖ Transparency and accountability – reporting to SuSanA's Global Steering Committee (GSC) and Secretariat.
- ❖ Collaboration – functioning in close coordination with SuSanA Secretariat and GSC while retaining operational flexibility.

### Processes

#### → REGIONAL CHAPTERS – STANDARD OPERATING PROCEDURES

#### Existing Regional Chapters

#### → CURRENT STATUS OF THE EXISTING SUSANA REGIONAL CHAPTERS



## Working Groups

- ❖ Until such time that Working Groups are reformed (see below), members are encouraged to post to the SuSanA Forum in the relevant Working Group areas and submit relevant materials to the SuSanA library (see Process 5.5).

13 Working Groups were established to focus on a specific theme within the sanitation sector, bringing together experts, practitioners, and advocates from around the world to share knowledge, collaborate on innovative solutions, and influence global sanitation policy. Most are no longer active and therefore at the By-laws Workshop 21/22 August 2025, it was agreed that the GSC and AB should work on reforming the Working Group structure and name. There was support for changing the name to “Topic” which would retain the main assets: library of resources; mailing list of members who have expressed an interest each Working Group, and the SuSanA Forum topical discussion areas, while giving space and flexibility for new, more specific sub-groups to emerge based on member interests, resources and energy. Suggestions also included re-orientation of the topics according to current WASH systems strengthening terms or around post-2030 sustainable sanitation priorities.

## SuSanA Forum

### Description & Purpose

- ❖ The SuSanA Forum is the main online discussion platform and an important knowledge repositories of the Alliance, launched on [8 July 2011](#).
- ❖ The SuSanA Forum makes knowledge, ideas, and debates around sustainable sanitation accessible to everyone within the network and beyond. Its objectives are to accelerate learning within the sanitation sector, to facilitate sharing of knowledge, to help people to network within the SuSanA community, and to ensure people outside of the sector can find SuSanA and good sanitation content via internet.

### Membership

- ❖ The Forum can be viewed by anyone without registering.
- ❖ Registered Members can, and are encouraged to, post the Forum

### Processes

- ❖ The SuSanA Forum is managed by the Secretariat, but this maybe delegated through sub-contract to whoever is responsible for managing Forum Moderators (currently Skat Foundation).
- ❖ The role of the Forum Moderator is to encourage and ensure that exchange on Forum is lively, relevant, informative, safe and bring voices from a diverse range of organisations, countries, contexts and viewpoints.

### → SUSANA FORUM RULES



## Hosted Topic Websites

### Description & Purpose

- ❖ Hosted Topic Websites are micro-websites or online tools hosted by SuSanA into ensure access, sustainability and support beyond the lifetime of the project that developed them.
- ❖ This is a core added value of SuSanA because it is common for research and development projects to produce outputs that are left unsupported and do not achieve their intended impact and scaling up, even when piloting was successful.

### Criteria & Processes

- ❖ SuSanA will consider hosting websites if they fulfil the criteria:

#### → HOSTED TOPIC WEBSITES: CRITERIA

- ❖ The process of agreeing to host and operationalising that arrangement is detailed below:

#### → HOSTING TOPIC WEBSITES ON SUSANA

### Inventory of hosted Websites

- ❖ The Secretariat shall ensure that the SuSanA.org website has clear links to the hosted websites.

#### → HOSTED TOPIC WEBSITES: CURRENT STATUS



## SuSanA Alliances

SuSanA is a major network in the global Water, Sanitation and Hygiene (WASH) sector and therefore has a duty to contribute to SDG 17: Partnerships for the Goals, in particular,

- ❖ Target 17.7: Promote Sustainable Technologies to Developing Countries
- ❖ Target 17.9: Enhance SDG Capacity in Developing Countries
- ❖ Target 17.G Enhance the Global Partnership for Sustainable Development
- ❖ Target 17.H Encourage Effective Partnerships

SuSanA will collaborate with other networks, partnerships and alliances where it makes sense to:

- ❖ Have a collective voice for the WASH sector.
- ❖ Harmonise our actions and identify synergies among the different networks.
- ❖ Reduce fragmentation in the sector through good exchange and cooperation.

Such collaboration should be mindful of the time needed from Secretariat staff for such coordination activities, which can include:

- ❖ Knowledge exchange between key actors for sustainable sanitation
- ❖ Cooperation in events, webinars, advocacy and piloting measures
- ❖ Regular virtual or in person meetings.
- ❖ Share priorities and key activities to avoid duplication.
- ❖ Agree on key messages and strategies, as we believe that coordinated messaging and related knowledge management across networks and platforms can help to further bring up sanitation on the political agenda.
- ❖ Better knowledge and understanding of the sector.
- ❖ Economy of scale through shared platforms/tools/website features etc.
- ❖ Distribution of tasks for an increased efficiency.
- ❖ Develop joint strategies.
- ❖ More engagement for better quality knowledge products and activities.
- ❖ Respect that every network brings in its own assets, such as knowledge, experience, creativity, and energy of membership.

## → WASH NETWORK CIRCLE





## Processes

This section describes the processes and guidelines governing various activities and initiatives within SuSanA. As part of our commitment to transparency and effective governance, this document details the protocols for using SuSanA's resources, representing the organization, participating in our various external platforms and initiatives and being a regional chapter representative.

### Use of SuSanA's Name in Events and Activities

Individual members and/or affiliated SuSanA organization that wish to use of SuSanA's name on banners, reports, workshops, and proposals should follow these steps:

1. **Initial Inquiry:** Interested organizations or individual members should first send a formal inquiry to the SuSanA Secretariat, detailing the nature of the request and how they intend to use SuSanA's name.
2. **Proposal Submission:** The organization must submit a detailed proposal outlining the purpose, scope, and duration of the intended use of SuSanA's name. The proposal should also include any potential benefits or impacts on SuSanA's reputation and mission (max 1 page).
3. **Review by Secretariat:** The SuSanA Secretariat will review the proposal for initial approval and may request additional information or clarifications.
4. **Global Steering Committee Evaluation:** If the Secretariat finds the proposal potentially suitable, it will then forward it to the Global Steering Committee for further evaluation. The GSC will assess the proposal against SuSanA's values, objectives, and strategic interests.
5. **Decision and Feedback:** The Global Steering Committee will decide on the request, which is communicated back to the soliciting (organization or individual) by the Secretariat.
6. **Agreement and Guidelines:** If approved, a letter of agreement is drafted, specifying the terms and conditions of using SuSanA's name.
7. **Monitoring and Compliance:** Post-approval, the use of SuSanA's name is periodically monitored by the Secretariat to ensure compliance with the agreed terms and conditions. In case the logo or name was used for a conference, report or workshop the Secretariat may ask the solicitant to write a story for SuSanA's blog.



## **SuSanA representation in other forums and initiatives**

SuSanA is also part of several external networks, forums and decision-making bodies within the sanitation and broader community. Members of SuSanA interested in representing the organization in external networks, like the Network Circle or Women's Network, can do this by following these steps:

1. **Open Call on Forum or website:** The Secretariat or regional chapter lead should initiate an open call on the SuSanA forum, website and newsletter inviting members to express their interest in representing the organization in the chosen external network.
2. **Nomination Process:** Alongside the announcement is SuSanA's forum, the Secretariat will allow for nominations from SuSanA members or organizations.
3. **Review by Secretariat and GSC:** Initially, the Secretariat together with the GSC will review all nominations. During this review, candidates are selected based on their expertise, experience in relation to the network and how closely their proposal aligns with SuSanA's vision. Additionally, the Secretariat will prioritize achieving a balance in gender and diversity, particularly focusing on including representatives from the Global South.
4. **Approval by GSC:** The Steering Committee will decide on the final candidates, ensuring diverse and qualified representation.
5. **Communication and Briefing:** The Secretariat will notify approved representatives and provide necessary briefing before they join the network as SuSanA's representatives to the network. A open post will also be posted in the SuSanA communication channels.
6. **Monitoring and Feedback:** The Secretariat will regularly review the representatives' contributions and gather feedback from their network engagements. The Secretariat may ask the representatives to step down



## The SuSanA Fund – Standard Operating Procedures

### Fund Governance and Roles

#### Fund Manager host

- ❖ The SuSanA Fund is hosted by an organisation (The “Fund Manager”), delegated by the GSC, that has the processes and capacity to manage it in an efficient, audited and transparent manner. The Fund Manager will:
  - ❖ Hold the SuSanA Fund in segregated Project Code<sup>3</sup>.
  - ❖ Provide financial statements to the Secretariat on demand, at a minimum annually.
  - ❖ Handle incoming payments, including issuing and tracking invoices.
  - ❖ Executes payment instructions received from the Secretariat (provided they comply with EU and NGO financial regulations).
  - ❖ Flags any non-compliant or suspicious transactions.
  - ❖ Include the SuSanA Fund within the organisation’s annual independent audit.

#### SuSanA Secretariat

- ❖ The SuSanA Secretariat will
  - ❖ Provide day-to-day operational leadership of the Fund.
  - ❖ Instruct the Fund Manager on disbursements within approved decisions.
  - ❖ Tracks delivery of services, activities, and contracts funded by the Fund.
  - ❖ Consolidate financial and activity reports for the Global Steering Committee.

#### SuSanA Global Steering Committee (GSC)

- ❖ The GSC will:
  - ❖ Approve the use of unrestricted funds, based on proposals via the Secretariat.
  - ❖ Endorse annual financial plans and priorities.
  - ❖ Provide oversight to ensure alignment with the Vision, Mission, and Strategy.
  - ❖ If the GSC is dissatisfied with the Fund Manager or has evidence of mismanagement then they may request the Secretariat to cancel the agreement and arrange for transfer of remaining funds (and any associated contractual obligations) to a new Fund Manager. Note, that the GSC has no formal or legal power in this regard so a settlement should be reached through amicable negotiation.

### Income Management

#### Sources of Income

- ❖ Donations from individuals (via online platforms, direct bank transfer).
- ❖ Contributions from organisations (grants, membership fees, sponsorships).
- ❖ Payments for services (webinars, co-hosted conference sessions, translation, knowledge products).

The Donation Button on the SuSanA and SuSanA Forum websites are the primary mechanism for payments into the fund. However, where necessary the Fund Manager can issue invoices for payment into the fund.

#### Classification of Income

- ❖ **Restricted Income:** Some income maybe related to delivery of specific activities or outputs through specific contractual conditions. In such cases the Fund Manager is obliged to

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<sup>3</sup> While a separate bank account would be desirable, it is common practice for bank to charge recurring fees for each account, which would erode the fund over time, or placing in an interest bearing savings account which would reduce transaction flexibility.



deliver their contractual responsibilities, whilst keeping the Secretariat and GSC regularly informed.

- ❖ **Unrestricted Income:** Flexible funding that can be applied to any activity within SuSanA's scope.

#### Receipt and Recording

- ❖ All income is logged under the SuSanA Fund project number.
- ❖ Each transaction is tagged as restricted/unrestricted at the time of receipt.
- ❖ Fund Manager issues receipt acknowledgments in line with relevant donation/tax rules.

### Decision-Making on Expenditure

#### Restricted Income

- ❖ Must be used exclusively for the purpose designated by the donor/payer.
- ❖ Secretariat ensures compliance with restrictions before instructing Fund Manager.

#### Unrestricted Income

- ❖ Secretariat develops spending proposals (annual or ad hoc).
- ❖ GSC reviews and approves priorities (majority vote or consensus as per SuSanA Charter).
- ❖ Secretariat executes GSC decisions and instructs the Fund Manager.

#### Disbursement Process

- ❖ **Initiation:** Secretariat submits a written disbursement request to Fund Manager.
- ❖ **Verification:** Fund Manager checks:
  - ❖ Funds available.
  - ❖ Alignment with restricted/unrestricted classification.
  - ❖ Compliance with relevant financial rules.
- ❖ **Execution:** Fund Manager releases payment.
- ❖ **Confirmation:** Proof of payment and supporting documentation shared with Secretariat.

### Reporting and Accountability

#### Financial Reporting

- ❖ **On request:** Secretariat → GSC: financial summary + activity updates.
- ❖ **Annual:** Public report published on SuSanA website, audited if required by NGO host statutes.

#### Activity Reporting

- ❖ Secretariat reports on outputs/outcomes linked to Fund expenditures.
- ❖ Restricted fund donors receive tailored reports as per agreements.

#### Compliance and Risk Management

- ❖ Compliance: All income and expenditures must comply with national and international (e.g. EU) directives on donations, procurement, VAT, AML, GDPR (for donor data).
- ❖ Anti-Fraud Measures: Dual sign-off for large transactions (>€10,000).
- ❖ Conflict of Interest: GSC and Secretariat members must declare potential conflicts.
- ❖ Audit Rights: The Fund may be subject to independent audits.

### Review and Learning

- ❖ SOPs reviewed annually by Secretariat and GSC.
- ❖ Lessons learned documented and incorporated into revised procedures.
- ❖ Donors and partners invited to give feedback on transparency and trust.



## Regional Chapters – Standard Operating Procedures

### Governance and Roles

#### Chapter Steering Committee

- ❖ Provides oversight and guidance.
- ❖ Includes: at least one GSC member, one Secretariat representative, and key regional contributors.
- ❖ Defines thematic priorities.

#### Regional Coordinator/Chapter Host

- ❖ Leads regional activities.
- ❖ Prepares annual workplan and manages implementation.
- ❖ Secures funding and partnerships for SuSanA-aligned activities.
- ❖ Coordinates with Secretariat, submits reports, manages finances.
- ❖ Represents SuSanA in national, regional and international forums.

#### SuSanA Forum Moderator (Global Role)

- ❖ Ensures the SuSanA Forum remains active and relevant to the region.
- ❖ Publicizes events and webinars being organised by the Regional Chapters.
- ❖ Supports translation and knowledge curation.

#### Regional Representative on GSC

- ❖ Sits on both the Regional Steering Committee and GSC.
- ❖ Facilitates two-way communication.
- ❖ Where there is no active Regional Coordinator, works to find a suitable Chapter host and supporting resources and partners.

#### SuSanA Global Secretariat

- ❖ Maintains close operational cooperation.
- ❖ Supports chapters in communication, reporting, and alignment with global strategy.

### Membership

- ❖ Regional Chapters are open to all SuSanA members in the region.
- ❖ Members can opt into a Regional Chapter mailing list during registration.
- ❖ Contributions (voluntary, in-kind, or financial) are encouraged.

### Processes

#### Establishment

- ❖ Requires an active individual/organisation to serve as coordinator.
- ❖ Formal approval by GSC.
- ❖ Launch includes setting up webpage, mailing list, and initial Steering Committee.

#### Functioning

- ❖ Balance between autonomy and adherence to SuSanA principles.
- ❖ Localized decision-making on activities, subject to GSC oversight for major initiatives/funds to ensure suitability and no conflicts of interest.
- ❖ The existence and the functioning of regional Chapters is typically based on Cooperation Systems as a source of income and as frame for operational planning and outputs. Such individual Cooperation Systems can be approved by the GSC. Against this Background



Chapters deliver outputs on agreed timelines, beneficial for both the region and SuSanA globally.

#### Hiring

- ❖ Chapters may hire staff at their own risk and responsibility.
- ❖ Hiring must be transparent, follow local labour law, and comply with SuSanA ethical standards.

#### Branding and Data Protection

- ❖ Use of SuSanA logo and corporate design must follow brand guidelines.
- ❖ Chapters are encouraged to comply with GDPR/EU data protection rules, even outside of the European Union, and also comply with data protection regulations in countries within their own regions.

#### Activities

- ❖ Regional Chapter Webpage
- ❖ Compilation of knowledge materials from the library related to the region
- ❖ Regional Partner Profiles
- ❖ Regional Project Database: The SuSanA project database displays a wide range of sanitation projects worldwide. A regionally filtered version of the global project database is provided on the webpage chapter.
- ❖ Discussion Forum: The SuSanA Discussion Forum is a vibrant tool with contributions from sanitation experts worldwide. An overview of discussion threads for a certain region is provided on the regional chapter website.
- ❖ Selection of regional events entered in the calendar
- ❖ Overview of the latest activities related to the regional chapter
- ❖ SuSanA Regional Chapter Mailing list
- ❖ For each Regional Chapter a mailing list is set up. Subscription to the Mailing List is only possible for registered SuSanA members. During the registration process for SuSanA, members have the option to subscribe to the mailing list. Existing SuSanA members can subscribe via the website.
- ❖ The mailing list serves as a communication channel to inform about activities and events of the regional chapter. Discussion and exchange do not take place via the mailing list but on the SuSanA Forum.
- ❖ Other activities (based on capacity/funding): As far as possible and efficient, activities shall be driven by local organizations and local demand and be context specific.
- ❖ Translation of resources.
- ❖ Webinars and thematic discussion series.
- ❖ In-country networking events.
- ❖ Development of region-specific knowledge products.
- ❖ Advocacy and awareness-raising campaigns.

#### Funding

Regional Chapters are encouraged to seek out funding opportunities in their regions, or globally

- ❖ Sources
- ❖ Regional organisations, foundations, companies.
- ❖ International donors and foundations.
- ❖ Service-related revenues (e.g. webinars, conferences).



### Eligible Expenditures

- ❖ HR costs: Moderator, Coordinator.
- ❖ Event participation and hosting.
- ❖ Online platforms and digital tools.
- ❖ WASH projects and regional knowledge production.
- ❖ Translation of documents.
- ❖ Consulting contracts for systematizing experiences.

### Agreements

- ❖ Activities requiring funding must be covered by an MoU/contract between GSC and the Chapter.
- ❖ Funds may flow via the SuSanA Fund or a regional host organisation.

### Reporting

- ❖ Quarterly: Chapters submit activity updates to the Secretariat by email or online meeting.
- ❖ Annual: Public summary of achievements at the SuSanA Annual Assembly of Members (AAM).

### Oversight and Evaluation

- ❖ GSC and AB may periodically review and assess Regional Chapters. Assessments will focus on:
- ❖ Contribution to SuSanA strategy.
- ❖ Transparency and accountability.
- ❖ Regional impact and outreach.
- ❖ Support may be provided where needed to strengthen performance.



## SuSanA Forum Rules

### Posting

1. Keep all posts friendly, civil and courteous at all times. Constructive criticism is welcome, but do keep in mind that the forum is a meeting place of many cultures. Especially in many developing countries the cultural norm is often one of avoiding direct criticism. We encourage all users to keep this in mind with their posts and to be as culturally sensitive as possible. Also keep in mind that English is not the first language of many Forum users. Therefore, sarcasm and irony may not be easily understood by all and should generally be avoided. Please take a look at this advice for writing good forum posts that others will enjoy reading (click [here](#)).
2. At the same time, we encourage all users to try to not feel offended when another person uses wording that may sound offensive but was most likely not meant to be. Give the other person the benefit of the doubt that they didn't mean it in a negative way.
3. Please refrain from making "one liner" or short "half sentence" posts, such as providing only a URL link to a website or paper but without saying why you recommend this particular website or paper. Such posts will be deleted by the moderators and their authors will be contacted.
4. Please refrain from making a post just containing the words "Thank you". Instead, click on the "I like this post" button below the other person's post (visible after logging in). Or, even better: If you want to thank someone for their post, explain why their post deserves thanks in one or two sentences. A third alternative is to thank someone personally by using the contact button to the left of the person's post.
5. Please add some basic information (such as location, employer, website) to your personal forum profile, which is useful for the following reasons: establishing rapport, finding out about new members, identifying possibilities for links with other members. When community members know more about each other, it helps them communicate and collaborate more effectively. Some introductory sentences about yourself at the beginning of your first post are also highly recommended. This is explained further [here](#). Should you wish to remain anonymous, we would respect that right to anonymity, although we do not encourage it.
6. Do not resort to "thread bumping", which is the act of posting in a thread with the sole goal of getting it back to the top of the thread list. Such posts may get deleted by the moderators.
7. Do not post the same post to multiple categories of the forum (e.g. under "New publications" and then again under "Biogas systems" for a publication on biogas systems). Choose only one category.
8. Do not write "off-topic" posts, i.e. posts with insufficient relationship to sustainable sanitation. In the case of borderline topics, please explain the relevance to sustainable sanitation. The moderators are entitled to reject (and ultimately delete) posts regarded as off-topic. For example, posts on whether childhood immunisations could cause autism or whether genetically modified crops are good or bad are regarded as off topic. On the other hand, discussions on water supply topics are allowed if you make it clear what the connection with sanitation is. If in doubt whether your post might be considered off-topic, please send an e-mail to the secretariat prior to posting to avoid disappointment ([info@susana.org](mailto:info@susana.org)).
9. Do not post on the same topic too frequently if there is no reaction whatsoever from others. Rather take it as a signal that people are not interested in the topic you have raised and therefore please refrain from posting on the same topic again for at least several months.



10. We do not allow plain commercial advertising. On the other hand, we do encourage private sector participation and therefore are open to posts by people working for companies selling sanitation related products and services. A technically sound introduction of sanitation-related products and services is in principle allowed in **this category**. For example: A user who provides helpful advice and interesting information to other forum members on composting toilets, is allowed to explain their own company's composting toilet products and to engage with other users on discussions thereof. In other words: SuSanA members can share information about products and services related to sanitation on the SuSanA Forum, as long as it is part of a productive dialogue with other SuSanA members.
11. Regarding copyright, see below in the section "copyright issues for attachments".

### **Copyright issues for attachments**

12. Please do not attach documents to your posts if their copyright is not owned by you or if you have not been granted permission by the copyright owner (contrary to popular belief, the author of the paper is not the copyright holder for most peer-reviewed journal articles, but the publishing company is). This applies in particular to journal articles except for those that are open access. Instead of attaching such a pdf file to your post, you can give a link to where this article is available for purchase, or a link to an online library if it is posted there. Moderators will have to remove attachments that infringe on third parties' copyright.

### **Illegal and forbidden activities**

13. Do not discuss illegal activities. Our server is hosted in Germany and so is subject to German law. Please do not expose us to any unnecessary legal liability.
14. Do not link to any site that contains adult content, sexually oriented material or might otherwise be considered offensive. Any post containing an inappropriate link will be deleted and the poster will be notified.
15. Do not propose a site or link to any site that contains pirated software, copyrighted software or materials that can be downloaded illegally.
16. No commercial advertising is permitted. Any posts deemed to be plain commercial advertising or spam will be deleted. Users that have posted spam will be permanently banned from the forum (if you think you have been unfairly banned, please contact the moderators: **info@susana.org**).



## Hosted Topic Websites: Criteria

For a website or digital material to be considered for hosting by SuSanA, it must meet all the content-related criteria listed below from 1.1 to 1.8. Exceptions will be considered on a case-by-case basis, and the fulfilment of optional criteria 1.A to 1.D (greyed out) may also be considered in these exceptional cases.

### Technical-Related Criteria

2.1	<b>General:</b> A maximum of 5GB web space and two MySQL databases are available, one of which can be used as a developer database on a staging area. <i>The registration of a domain and an SSL certificate is included in the server hosting cost.</i>	Fulfilled criteria
	Clarification (when necessary):	YES / NO
2.2	<b>Database &amp; Scripts:</b> MySQL (version 8.0 & 5.7) and Redis (version 7.0 / 6.2) are available as databases. NodeJS can be installed and used from version 14.x. PHP is available from version 8.1 upwards. Lower PHP versions are not supported. Cronjobs can be created in any number and configured with a minimum interval of one minute.	Fulfilled criteria
	Clarification (when necessary):	YES / NO
2.3	<b>Accessibility:</b> The web space can be accessed via FTP and SSH. The databases can be administered via phpMyAdmin - external database access is also possible. User and data traffic is not limited.	Fulfilled criteria
	Clarification (when necessary):	YES / NO
2.4	<b>E-Mail-Service:</b> Any number of e-mail addresses can be created / registered. The storage space allocated to the mailboxes is offset against the total storage space. E-mail addresses cannot be used for sending newsletters.	Fulfilled criteria
	Clarification (when necessary):	YES / NO

### Content-Related Criteria

1.1	<b>Alignment with SuSanA Values:</b> The content should align with the values, principles, and objectives of SuSanA, including a commitment to sustainability, equity, and social justice in sanitation.	Fulfilled criteria
	Clarification (when necessary):	YES / NO
1.2	<b>Adherence to Legal and Ethical Guidelines:</b> The content should adhere to the SuSanA Code of Conduct and should comply with relevant legal requirements, and copyright laws, including proper attribution of sources and permissions for use of third-party content.	Fulfilled criteria
	Clarification (when necessary):	YES / NO
1.3	<b>Relevance to the topic of Sustainable Sanitation:</b> The website or digital material should directly contribute to the promotion, understanding, or implementation of sustainable sanitation practices, technologies, policies, or research.	Fulfilled criteria
	Clarification (when necessary):	YES / NO
1.4	<b>Non-Commercial Nature:</b> The website should refrain from engaging in direct commercial transactions, such as selling products or services for profit. Any revenue generated should be strictly used for covering operational expenses and furthering the website's non-commercial objectives.	Fulfilled criteria
	Clarification (when necessary):	YES / NO



<b>1.5</b>	<b>Accessibility:</b> The website's content should be accessible to the public without restrictive paywalls or subscription requirements, ensuring broad dissemination of knowledge and resources	Fulfilled criteria
	<i>Clarification (when necessary):</i>	<b>YES / NO</b>
<b>1.6</b>	<b>Regular Updates:</b> Websites or digital materials should be regularly updated (at least once every 6 months) to ensure the currency and relevance of the information provided.	Fulfilled criteria
	<i>Clarification (when necessary):</i>	<b>YES / NO</b>
<b>1.7</b>	<b>Contribution to Knowledge Sharing:</b> The website or digital material should contribute to the broader knowledge base on sustainable sanitation through the sharing of lessons learned, best practices, or practical insights.	Fulfilled criteria
	<i>Clarification (when necessary):</i>	<b>YES / NO</b>
<b>1.8</b>	<b>User-Friendly Interface:</b> The website or digital material should have a user-friendly interface, facilitating easy navigation and access to relevant information or tools.	Fulfilled criteria
	<i>Clarification (when necessary):</i>	<b>YES / NO</b>
<b>1.A</b>	<b>Innovative Solutions:</b> Preference may be given to websites or digital materials that showcase innovative approaches, technologies, or strategies for addressing sanitation challenges in diverse contexts.	Fulfilled criteria
	<i>Clarification (when necessary):</i>	<b>YES / NO</b>
<b>1.B</b>	<b>Collaboration and Partnership:</b> Websites or digital materials that foster collaboration, knowledge-sharing, or networking among stakeholders involved in sustainable sanitation initiatives are encouraged.	Fulfilled criteria
	<i>Clarification (when necessary):</i>	<b>YES / NO</b>
<b>1.C</b>	<b>Multilingual Support:</b> Where applicable, support for multiple languages should be considered to enhance accessibility and reach a broader audience.	Fulfilled criteria
	<i>Clarification (when necessary):</i>	<b>YES / NO</b>
<b>1.D</b>	<b>Demonstrated Impact or Effectiveness:</b> Preference may be given to websites or digital materials that have demonstrated impact or effectiveness in advancing sustainable sanitation goals, as evidenced by user feedback, testimonials, or case studies.	Fulfilled criteria
	<i>Clarification (when necessary):</i>	<b>YES / NO</b>



## Hosting Topic Websites on SuSanA

### Hosting Process

SuSanA's commitment to advancing sanitation knowledge and practices extends to offering its digital platforms for use by other organizations. This provision allows for greater collaboration and information sharing within the sanitation community. For instance, the sanitation workers website which is currently hosted by SuSanA's platform. To create a transparent and open process the following steps should be taken by any organization that wishes to be hosted by SuSanA:

Example: sanitation workers website hosted in SuSanA´s website

1. **Initial Request Submission:** Organizations should submit an initial request to SuSanA´s secretariat detailing their interest in using the platforms. This submission should give a brief outline of the content and intended purpose. The interested part should shortly highlight how the use of the platform would contribute to SuSanA´s vision and mission as a network.
2. **Review by SuSanA Secretariat:** The request and details will be reviewed by the SuSanA Secretariat for initial consideration.
3. **Assessment by SuSanA GSC:** Further assessment of the request is conducted by the GSC members during their monthly meeting.
4. **Approval and Feedback:** The Global Steering Committee will make a decision on the request, which is communicated back to the interested party by the Secretariat.
5. **Agreement and Guidelines:** If approved, a formal agreement is drafted, specifying the terms and conditions of using SuSanA's platform. This includes guidelines on branding, time of use and other relevant aspects which will be decided by the Secretariat.
6. **Content Preparation and Compliance:** The organization should prepare the content in compliance with SuSanA's guidelines and standards and in close collaboration with SuSanA´s secretariat.
7. **Hosting on SuSanA Platforms:** Once approved and compliant, the content is hosted on the SuSanA website or selected platform for the agreed time.

### Eligibility checklist for hosting websites or digital materials (tools or platforms) on the SuSanA platform

SuSanA invites submissions of websites and digital tools for hosting on its platform, provided they meet defined eligibility criteria. These criteria are designed to ensure that all content is valuable, relevant and of high quality, and effectively serves both our members and the global sustainable sanitation community. The evaluation is to be carried out by the organisation managing the website or digital tool requesting the hosting arrangement. The organisation must complete the following form, which details the key content and technical requirements to fulfil. If the website or digital tool does not yet exist and is in the process of being developed, the organisation requesting the hosting agreement will use the clarification space to explain how the criteria will be considered in the development of the website or tool.

The final decision and endorsement will be made by the Global Steering Committee, based on the self-assessment below.

- ❖ Name of the website / online platform / digital tool
- ❖ Short description of the website / platform / tool's purpose



- ❖ Current URL (if applicable)
- ❖ Name of the managing organisation

### Hosting Costs

Table 1 Costs for external IT provider of the SuSanA Secretariat to host external websites (without counting SuSanA Secretariat time)

Type of costs	one-off	yearly	comment
<b>Transfer to SuSanA-Portal</b>			
<b>OPTION 1: Most of the work is done by the organisation managing the hosted website - approx. 3h of work for SuSanA IT service provider</b>	300 €		Option 1, 2 or 3 to be decided by the partner organisation, depending on their budget, their IT capacities and what their procurement rules allow
<b>OPTION 2: SuSanA receive a copy of the website and work is shared between SuSanA and the partner organisation - approx. 11h of work for SuSanA IT service provider</b>	1.000 €		
<b>OPTION 3: Most of the work is done by SuSanA - between 11 and 17h of work for SuSanA IT service provider depending on the complexity of the website</b>	1.500 €		
<b>CMS Update (every 4 years approx.)</b>			
<b>Contribution to general Joomla Update</b>	150 €		This contribution depends on the complexity of the website. e.g. 500 EUR every 4 year for F4S-Material
<b>General Maintenance</b>			
<b>Trouble shooting &amp; minor content updates on the website: additional time spent in the JF + fixing bugs (5-6 hours/year)</b>	500 €		
<b>Server hosting costs</b>			
<b>65€ / month in total for the first 10 hosted webpages</b> <b>20€ / month additional for the next 10 hosted webpages</b>	120 €		between 13€ - 7€ per month for the first 10 websites hosted by SuSanA between 5€ and 8€ per month from 10 to 20 websites hosted by SuSanA
<b>SUM</b>	1.500 €	770 € (max)	



## Transfer to SuSanA-Portal

The organisation requesting the hosting service is offered 3 implementation options, with various level of technical support from the SuSanA Secretariat IT Team and therefore different cost implications.

### **Option 1:** *the developer of the hosted organisation is doing most of the work.*

The SuSanA Secretariat IT team takes care of:

- ❖ The registration of domains and the domain transfer
- ❖ The provision of the account incl. SSL certificate
- ❖ The transmission of access data (FTP / SSH)
- ❖ The setting up access to the customer menu (web space administration)
- ❖ The creation the billing information on the server.

*Contribution needed from external IT provider of the SuSanA Secretariat (incl. coordination)*

*ca. 3 Hours at 90,- EUR = 270,- EUR*

### **Option 2:** *a copy of the website is handed over to the SuSanA Secretariat IT team which will be doing the transfer.*

The SuSanA Secretariat IT team takes care of all services listed in Option 1, plus:

- ❖ The transfer of the current installation data of the existing website / application, incl. dump of the database
- ❖ The local installation & testing of the application
- ❖ The transfer to the staging area of the server for joint testing
- ❖ The installation and release of the website / web application on the new server.

*Contribution needed from external IT provider of the SuSanA Secretariat (incl. coordination)*

*ca. 11 Hours at 90,- EUR = 990,- EUR*

### **Option 3:** *the SuSanA Secretariat IT Team get access to the website and take care of the transfer fully.*

The SuSanA Secretariat IT team takes care of:

- ❖ The analysis and back up of the current web application/website for reinstallation on the new web space via access to the current web space.
- ❖ Followed by all services listed in option 2.

*Contribution needed from external IT provider of the SuSanA Secretariat (incl. coordination) is similar with Option 2 plus time and effort required on the case-by-case basis, as the effort depends on the type and complexity of the existing web application. Extra hours are at 90,- EUR*

## Content Management System Update

The required contribution varies based on the size and complexity of the website. To streamline the process, we've established an average estimate of 500 EUR every 4 years for a standard WordPress website (e.g., Fit4School website) or 125€ per year. This figure serves as a benchmark for the type of website hosted by SuSanA.

## General Maintenance

The estimated contribution for general IT maintenance costs associated with SuSanA hosting is approximately 5-6 hours per year, covering troubleshooting and minor content updates on the website, totalling 500€ annually. This encompasses the additional time invested by the SuSanA IT team to fix bugs and broken links



between the SuSanA website elements and the hosted website. Please note that this cost does not cover the overall maintenance of website content, which should be done by the team of developers from the partner organisation.

### **Server hosting costs**

A contribution towards server costs is necessary for hosted websites. This contribution is determined by the total number of websites hosted and the corresponding server space required. To simplify the process, we've established an average contribution of 10€ per website, totalling 120€ annually.

### **Payment modalities**

The organization seeking hosting services will be requested to cover both one-off and yearly costs:

- ❖ **One-off costs:** the expenses associated with transferring their website to the SuSanA portal range between 300€ and 1500€. One-off costs: the expenses associated with transferring their website to the SuSanA portal range between 300€ and 1500€. They must be paid directly to the SuSanA IT Support Team. This can be done through various methods such as direct award contract procedures or invoicing, depending on the costs of the chosen option and the procurement requirements of the partner organization.
- ❖ **Annual costs:** the expenses associated with the Content Management System Update, the general maintenance, and the server hosting costs, will be settled with SuSanA via the donation button, thereby supporting the moderation of the SuSanA Forum and contributing to SuSanA's ongoing work.

### **Termination of the hosting arrangement**

SuSanA reserves the right to terminate the hosting agreement with the partner organisation in the following circumstances:

- ❖ Failure to maintain the annual contribution for update, maintenance and hosting costs.
- ❖ Failure to meet the initial criteria upon which the hosting agreement was approved. This includes cases where the website or digital platform is no longer updated or does not comply with SuSanA's legal and ethical guidelines.
- ❖ The organisation is no longer a partner of SuSanA
- ❖ The SuSanA Secretariat doesn't have a designated contact person in the partner organisation and is therefore unable to communicate with them

The partner organisation reserves the right to terminate the hosting agreement with SuSanA at any time should it decide to do so.

### **Knowledge Hub/Library**

- ❖ The SuSanA online library is a highly trusted and well used resource that is maintained by the Secretariat and SuSanA members. Information is accessed directly through the SuSanA website, but increasingly through AI tools. It is therefore important to ensure the high quality of material.
- ❖ The library is also an important repository for sanitation-related documents from projects that end and have their own websites and libraries de-commissioned. This can happen suddenly, as was the case in early 2025 with dismantling of USAID.
- ❖ Material needs to be open source and mindful of copyright restrictions.



## Annexes

### Current status of the existing SuSanA Regional Chapters

Currently, four SuSanA Regional Chapters exist, namely Africa, Latin America, India and WANA (West Asia and North Africa). By setting up regional chapters, the SuSanA network is aiming to increase its impact on the work of members and partners in the Global south. The regional chapters are designed to operate as projects with a separate but lean steering structure and are adding value to the regions by making use of the traditional SuSanA tools and mechanisms such as enabling matchmaking between members and partners, providing a platform for exchange and consensus building and establishing what sustainable sanitation is in a specific region.

Setting up regional chapters contributes to decolonizing the WASH sector by promoting local ownership, participation, and knowledge exchange. The establishment of regional chapters allows for localized decision-making and the inclusion of diverse perspectives, challenging the dominant narrative shaped by Western-centric approaches. By empowering local stakeholders to lead and shape their own WASH initiatives, the regional chapters help dismantle the power imbalances inherent in traditional top-down approaches. This decentralized structure fosters a more inclusive and equitable WASH sector, enabling communities to address their unique challenges and build sustainable solutions that are rooted in their cultural, social, and environmental contexts. Moreover, through knowledge sharing among regional chapters, traditional knowledge and innovative practices from marginalized communities can be recognized, valued, and integrated into global efforts, fostering a more decolonized and inclusive approach to WASH.

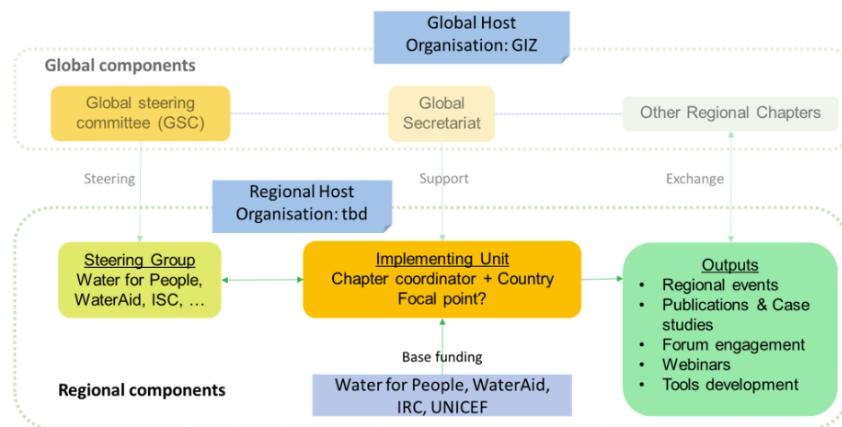
Currently, the development of Regional SuSanA Chapters has been driven by opportunities and lacked significant regulation from the SuSanA Governance or the secretariat. However, recognizing the potential for Regional Chapters to fortify SuSanA as a cohesive entity, they must play a pivotal role. As the importance of regional chapters within the SuSanA network continues to grow, it becomes imperative to establish a clearer and more defined relationship between the global and regional levels. This living document serves as a dynamic guide, providing insights into our current position and the direction we are taking in this process.

#### India Chapter

Considering the increased political and civil efforts to accelerate sanitation provision in India, the SuSanA Secretariat had selected India to set up its first regional chapter during the course of 2015. It aims to act as a facilitator for knowledge management and to include people in the discussion around sustainable sanitation that were not included in the dialogue before. A cooperation proposal, between the SuSanA Secretariat/GIZ and the India Sanitation Coalition, was agreed upon in the end of 2015. A basic website for the India Chapter (on the SuSanA platform) was launched in December 2015 and in May 2016 a coordinator for the India Chapter (based in Delhi) was hired. Currently, the Regional Chapter Coordinator is Nitya Jacob. As of June 2025, the India Chapter is on hold due to lack of demand and resources<sup>4</sup>.

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<sup>4</sup> Interview with Nitya Jacob, 25 June 2025



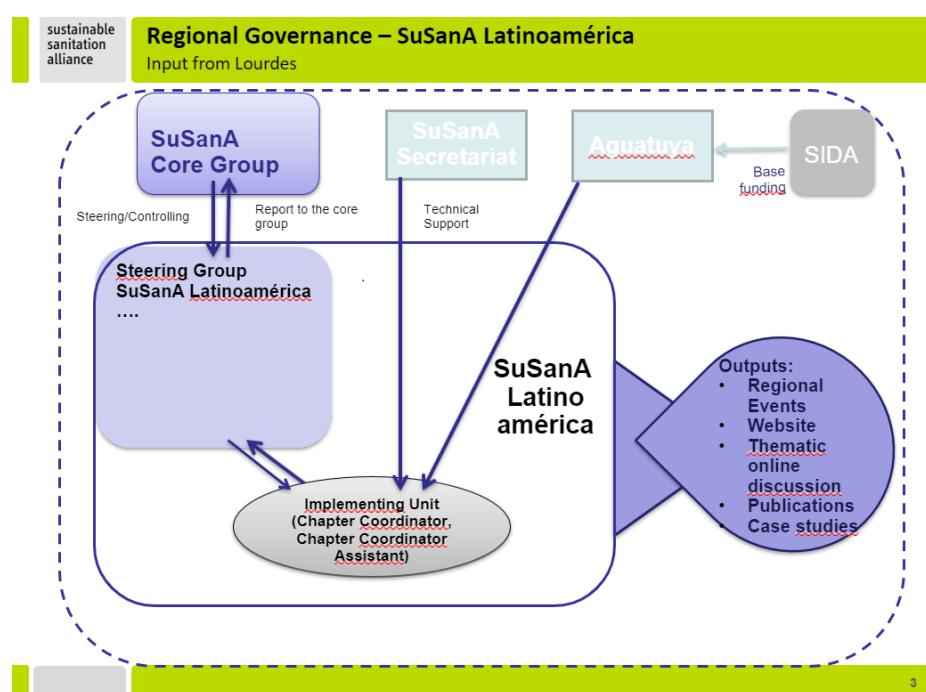
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### WANA Chapter

One of the key drivers for the Regional Chapter WANA has been increased interest in the WANA region by donors and implementing agencies due to conflicts and humanitarian crisis in the region and the increased influx of migrants to Europe. It had been detected that more activities (like trainings) are focusing on this region and a need for coordination and exchange to avoid duplications and to realise synergies is existing. Thus, one of the main objectives of the Regional Chapter MENA is to serve as a coordination platform for the activities of various actors in the region. It has been initiated by SuSanA partners during 2016 and was launched at the Arab Water Week, in Amman, Jordan in March 2017. Currently, the Regional Chapter Coordinator is Hadeel Alqatamin (BORDA).

### Latin America Chapter

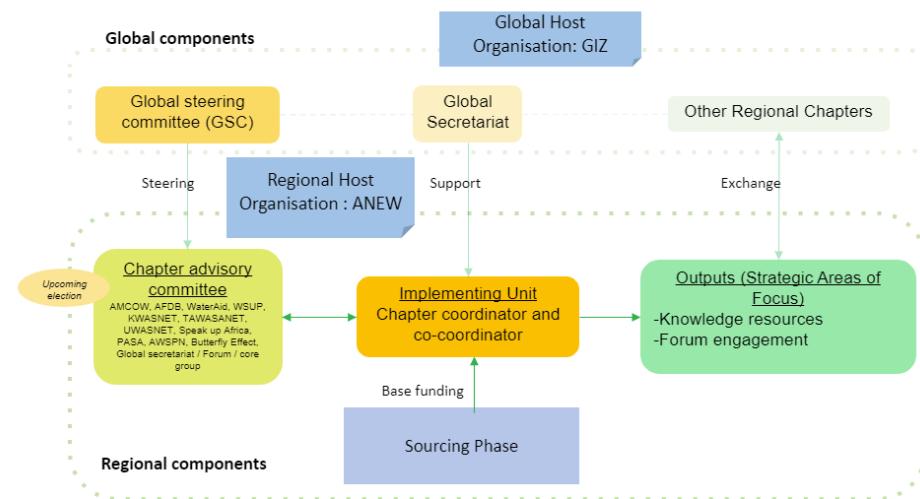
The Regional Chapter of SuSanA Latin America has been operating since 2018, with focal points in different Latin American countries: Argentina, Brazil, Bolivia, Colombia, Costa Rica, Cuba, Ecuador, El Salvador, Honduras, Mexico, Nicaragua and Peru. The Latin American Regional Chapter is promoted, thanks to the funding of the Swedish Embassy in Bolivia, through a coordination headed by AGUATUYA. The purpose of the Latin American Chapter is to promote regional knowledge production and exchange on sanitation issues so that best practices are adopted, and everyone has access to sustainable services. The current chapter coordinator is Lourdes Valenzuela (AGUATUYA).



Aguatuva obtained ASDI funding to cover the salary for 50% of the coordinator's time and an annual bonus for the development of actions. The budgets assigned by Aguatuva for the development of SuSanA LAC actions were approximately 10 thousand \$US/year. The annual operational planning of SuSanA LAC is approved by the Executive Director of Aguatuva and responsible for the implementation of the "Decentralized sanitation models in Bolivia" Program. The SuSanA LAC chapter has been part of a program on rural WASH called SIRWASH, funded by the Swiss Agency for Development and Cooperation through the Inter-American Development Bank, in collaboration with Skat Foundation and the Rural Water Supply Network. This is expected to continue in late 2025 to 2027.

### **Africa Chapter**

The Africa Regional Chapter was set up in 2020 and aims to enhance knowledge sharing between and within African sanitation actors and the international SuSanA platform. The idea for the medium-term and long-term is to apply and promote communities of practice, with a strong focus on effective knowledge management and dissemination, the role of African women and youth in the WASH sector, as well as the participation of CSO actors in sector processes. For the Regional African Chapter WSSCC and SuSanA joined forces with ANEW, the umbrella organisation for African CSOs in the WASH sector. Current regional chapter coordinators are Sareen Malik (ANEW) and Chaiwe Mushauko-Sanderse.





## Hosted Topic Websites: Current Status

### Shit Flow Diagram

An excreta flow diagram (also often described as shit flow diagram, SFD) is a tool to readily understand and communicate how excreta physically flows through a city or town.

→ [\*\*SFD TOOLBOX\*\*](#)

### SANI HUB

The Humanitarian Sanitation Hub is a joint sector effort of Global WASH Cluster (GWC) members bringing together all available knowledge on planning and implementing sanitation and faecal sludge management in emergencies on one single platform. It enables and guides humanitarian WASH practitioners with easy access to contextualised and relevant guidance, resources, tools and further support services and aims to continuously fill existing knowledge gaps for improved humanitarian sanitation services.

→ [\*\*SANI HUB\*\*](#)

### Sanitation Workers Knowledge and Learning Hub

The Sanitation Workers Knowledge and Learning Hub serves as the platform for the dissemination and exchange of resources and information regarding sanitation workers. It comprises a library of publications, research, reports and other resources, forum posts, events, a photo library as well as blog posts and opinion columns on sanitation workers' rights.

→ [\*\*SANITATION WORKS KNOWLEDGE AND LEARNING HUB\*\*](#)

### Fecal Sludge Management (FSM) Toolbox

The FSM Toolbox offers a suite of tools to assess the overall FSM ecosystem in the city and plan for infrastructure improvements. Previously hosted by the FSM Alliance, it was taken over by SuSanA when the alliance ceased operations.

→ [\*\*FSM TOOLBOX\*\*](#)

### Emergency WASH Knowledge Portal

The Emergency WASH Knowledge Portal is a comprehensive capacity development and decision support tool consisting of three distinct online platforms for the three WASH pillars: water supply, sanitation and hygiene. It systematically disaggregates water supply and sanitation technologies, as well as hygiene components, tools and approaches into their functional components, clarifies terminology and provides guidance on identifying the most appropriate WASH solutions in a given context for all relevant response phases of an emergency.

→ [\*\*EMERGENCY WASH KNOWLEDGE PORTAL\*\*](#)



## WHAT IS SuSanA?

The Sustainable Sanitation Alliance (SuSanA) works towards a world in which all people have access to adequate sanitation, regardless of gender, age, income, culture or location.

SuSanA is an open network of people and organizations who share a common vision on advancing sustainable sanitation systems. The overall goal is to contribute to achieving the Sustainable Development Goals (SDGs), in particular SDG 6, by promoting a systems approach to sanitation provision.

SuSanA came into existence in early 2007. Since then, it has been providing a platform for coordination and collaborative work. Today, it connects more than 15,000 individual members and 400 partner organizations (NGOs, private companies, multilateral organizations, government agencies and research institutions) to a community of people with diverse expertise and opinions.

By supporting its partners in developing, accelerating and exchanging innovations, SuSanA also serves as sounding board for innovative ideas.

Finally, SuSanA contributes to policy dialogue through joint publications, meetings and initiatives.

## HOW SuSanA WORKS

SuSanA's most important assets are the knowledge, experience, creativity and energy of a large and diverse membership. SuSanA focuses on all the different dimensions of sustainable sanitation and the full spectrum of development contexts. SuSanA provides members with forums for discussion and analysis, it provides structures to support collaboration and offers a range of channels for effective communication.

## FOLLOW SUSANA.ORG



[linkedin.com/sustainablesanitationalliance](https://www.linkedin.com/sustainablesanitationalliance)



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SuSanA strives to be a true partnership, in which all members have a voice and can contribute.

New members and organizational partners are welcome. Decision-making is achieved through reaching a broad consensus. Interactions within the network are creative, respectful and constructive.

SuSanA is guided by the SDGs. It provides policy advice, practical guidance and up to date knowledge about how to realize sustainable sanitation for all.

### **SuSanA'S VISION**

Several billion people around the world lack access to basic or safely managed sanitation.

The result is a public health crisis, with infants and young children being the most affected group.

SDG 6 on sustainable water and sanitation management aims to provide access to water and sanitation for all by 2030. This is not just about achieving a narrow sanitation access target. The SDG 6 targets address sanitation beyond toilets, including the aspects of excreta management and reuse. Furthermore, good sanitation, hygiene and wastewater management are fundamental to achieving many of the other SDGs. The SDGs and the broader 2030 Agenda for Sustainable Development make SuSanA's work more important than ever.

### **JOIN SuSanA**

SuSanA is open to anyone who wants to join and be active in the promotion of sustainable sanitation systems. Membership is open to any individual.

Members can receive updates on SuSanA activities and discussions that interest them, take part in the discussion forum and become active in thematic working groups.

**sustainable  
sanitation  
alliance**