

WEBINAR

LESSONS LEARNED FROM THE COVID-19 PANDEMIC FOR ENSURING BUSINESS CONTINUITY OF WATER SERVICES

28 MAY 2020, 15:00 – 16:15 (CEST)

Target Audience:

Water utility managers, water sector professionals, interested stakeholders.

Description:

The COVID-19 pandemic is not only a threat to the health of people, but also a challenge for the operators of critical infrastructure. This webinar, the third of a series addressing the response of the Danube region's water service sector on the Corona crisis, gathers representatives from the water sector to analyse the business continuity management implemented in water and wastewater utilities during the Corona crisis and discuss the lessons learned.

Learning Objectives:

The learning objective is to facilitate an exchange on how the global pandemic can be handled by applying business continuity management measures in the water supply and sanitation utilities. Via the input provided by the panelists the webinar will provide an overview on challenges encountered and lessons learned. During the webinar it will be possible to post questions to the panelists in order to deepen the understanding and to learn from the experiences elsewhere for potential follow-up action under the individual specific circumstances.

Panelists:

- ▶ **Bojana Kondić Panić**, Chief of Cabinet of the Mayor of Laktashi (BiH)
- ▶ **Lindita Atanasova**, Technical Director, Water Supply and Sewerage Utility of Skopje
- ▶ **Christian Plohberger**, General Manager, Protectum Solutions

Moderator:

Kelmend Zajazi, Executive Director, NALAS

Agenda:

- 15:00 – 15:10:** Welcome and introduction
- 15:10 – 15:20:** “Addressing the COVID-19 pandemic in the frame of business continuity management of water services”, Christian Plohberger, Protectum Solutions
- 15:20 – 15:35:** Statements by Bojana Kondić Panić and Lindita Atanasova
- 15:35 – 16:10:** Moderated discussion including questions from the audience
- 16:10 – 16:15:** Wrap-up and closing of the webinar

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