

Summary FDW Risk Register COVID-19

16th Apr 2020 update

Summary FDW Lead Partner Assessments

Introduction

Below we present a summary of the 17 risk registers that were submitted by lead partners of FDW projects before 16th April 2020. The summary does not represent one project specifically, nor does it summarise what each project is experiencing or doing. It is also not a comprehensive overview, as not all FDW projects were submitted and the impact of COVID-19 is continuously changing and increasing the risks and needed reduction measures. This document is a living document and will require frequent updates as the situation evolves.

Risks/consequences

- **Country/Programme level**
 - Sustainability of projects nearing completion as partners struggle to maintain results and refocus activities.
 - Future urban water shortages, as demand increases due to increased handwashing, putting stress on existing resources.
 - Stopping of household waste collection services, impacting health and environment.
 - WASH and DRR activities become unsustainable as community workers reluctant to go back to jobs or fear doing their work.
 - Government and private partners engage in coronavirus reduction measures, away from project related activities.

- **Project level - Increased delays, inefficiencies and effectiveness of project implementation.**
 - Delays of between 1-6 months of 2020 planned FDW project activities. These include delays in procurement, construction of DMAs and water points, for example, imports, international TA visits and surveys, among other things. As a result, reduced project outputs/results for 2020.
 - While countries are in lockdown, no field level activities, restriction in movement and physical meetings.
 - Reduced staff productivity- limited to desk work, resulting in later additional HR costs.
 - Limited effectiveness of online training/webinars for certain target groups. Connectivity is an issue.
 - Many trainings are scheduled for a particular season, for example, pre-post-harvest. If these are missed, the delay may be an entire year, till the next season.
 - Engaging beneficiaries, particularly the poor, after lockdown will take a lot more time than planned and will need to be done individually or in smaller groups instead of large workshops. This will require significant trust building. This cannot be rushed.
 - Likely slow restart after lockdown with limited possible activities due to social distancing and availability of staff, among other things.
 - Increased costs of raw materials, transport and labour. Import costs are also higher and delayed.

- **Partner level**

- Increased mis-communications as lots of channels are used, including mails and telephone communication. This results in additional frictions, frustrations and mistrust.
- Delays in critical decisions due to delays in steering committee meetings.
- Cooperation and coordination more challenging at partnership, local and national level. Advice and involvement of outside parties, such as government institutions, hampered.
- Increased HR costs when recruiting additional staff after lockdown to catch up.
- 2 international staff were not able to leave before lockdown. €2,600 per week per person additional salary and accommodation.
- Increased risk of infection for front line staff engaged in utility management, health outreach workers and others.
 - For example, exposure of WWTP plants staff to COVID-19 which is in excrete matter.
- Local utilities/private operators/businesses see a significant drop in revenues/sales due to lockdown. There are no customers coming to pay bills or they are not able to afford them due to loss of jobs.
- Likely to not prioritise project activities in near future to address consequences of COVID-19.
- Lack of revenue undermines financial viability of social enterprise as well as project business cases.
- Lack of capital of mills and delayed investments in project activities.
- Significant financial and staff losses for tanneries, resulting in closures.
- Possible loss of partners due to closures, or decreased partner financial contributions as they refocus on core business activities.
- Company unable to popularise its higher costs, but environmentally effective products, to financially struggling tannery units.

- **At community level**

- High risk of outbreaks in slums, which are congested and lack WASH facilities, and in indigenous communities, especially the older members.
- Increased infections, particularly for women collecting water, and reduced hygiene practices due to people not being able to afford water from water kiosks.
- Limited or no engagement of beneficiaries.
- Not able to put into practice what has been taught recently, before the crisis, and as a result it is forgotten. Will require re-training.
- Suspension, after 2 months, of water provision to slum areas due to social enterprise liquidity issues.
- Slum customers not able to pay their daily water bills due to lost work.
- Community volunteers fear returning to work after lockdown or implementing activities in their own areas.
- Non availability of labour for harvesting.

Reduction measures

- Limited effect on projects that are under finalisation. Possible delays in reporting.
- Projects at start or middle can make up lost time in following years.
- COVID-19 measures

- Additional focus on hygiene promotion, installation of hand washing kits at communal water points.
- Several governments purchasing water for the poor, or providing discounts of 50% on water bills.
- Supportive guides, for example, for tanners to preserve hides.
- E-posters on COVID-19 for workers and promotion of extra hygiene measures.
- When restart is possible, ensure increased hygiene standards for field staff, including projective clothing, to build confidence among targeted groups.
- One partner is providing food packages with their own funds for very poor farmers/workers in coordination with local government.
- **Lockdown measures**
 - Projects remain engaged with targeted stakeholders via telephone, primarily for COVID-19 related activities, for example, health promotion of factory workers.
 - Working from home to reduce spread and providing additional staff support, for example, home WIFI, reallocating staff, focusing on desk activities
 - Assessing situation via GIS and other methods.
 - Renegotiation of third party contracts and delivery times.
 - Improving databases and after sales support.
 - Shift work -local utilities.
 - Re-costing of products to make them more cost effective.
 - Utilities putting emergency plans into place.
 - Customers requested to send in water meter readings. This is unlikely to happen.
 - Revised implementation planning
 - Focus on ensuring that when lockdown ends, activities can restart quickly. Careful consideration to avoid overburdening farmers/workers who will have other priorities.
 - Combining short term missions when allowed.
 - Redesigning implementation activities and event delivery to avoid public gatherings.
 - More batches, additional trainings
 - Exploring online training.
 - Increase field level staff to make up for lost time.
 - Instead of workshops, focus on small groups, personal interaction or other delivery mechanisms such as government extension services.
- **Partnership**
 - Exploring additional partners, for example, . local universities, to carry out training sessions.
 - Make clear communication channels and agreements.
 - Increased partner communication/coordination through video, email, phone. Virtual steering committees, although not always locally appropriate.
- **Financing**
 - Delay debt payments and loans from government.
 - Exploring additional financing from other donors.

Additional support requests from partners to the Netherlands Enterprise Agency

- Patience!
- Majority will require extensions and budgetary adjustments if lockdowns carry on.
- Possible compromise on certain reporting deliverables, for example, MoVs.
- Additional budget for
 - Masks and WASH facilities (8,000 euros);
 - 3 months extra payment for project staff (17,000 euros);
 - Temporary payment of water bills at community water points (50,000 euros).
- Budget reallocation
 - Approve reallocation of project money to financially assist social enterprise tanneries. Paying of staff and water bills to remain operational during the lockdown period.
 - Allow unspent project budget to further extend WASH and DRR activities in vulnerable communities to tackle COVID-19 within and outside project areas.