CAPACITY BUILDING OF WATER PROFESSIONALS
The experience of Eaux de Marseille

Catherine LAGARDE
Direction Sociétale
Side Event WWC

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Société des Eaux de Marseille: Local group

• Specialized in water supply and green development

* 60 years of experience supplying public services

> 2000 employees
In more than 70 communities in France (from which Marseille, 1 M inhab.)

17 subsidiaries working on water, environment and specialized services, from which, 3 companies abroad (Morocco, Tunisia, Algeria)
Société des Eaux de Marseille:
Local group

* International activity: sharing our know-how
  - More than 25 years of experience in Latin America and the Mediterranean Region
  - An offer of turn-key services from diagnosis, technical assistance, engineering, management contracts to operating capacity transfer
  - An expertise recognized by the main international funding agencies
Challenges

BUILDING LONG-TERM AND UP TO DATE PROFESSIONAL CAPACITIES

• Main values :
  * PERFORMANCE and SUSTAINABLE RESPONSIBILITY
Our successful experience?

- A fully integrated training department called: The professional school « L’école des métiers »
- On-the-job training
- A network of trainers from the on-duty personnel
The integrated professional school

• L’école des métiers
  * Integrated training center: theory and practice (Iso 9001)
  * Fully certified to sell training programs for French and International professionals
The integrated professional school

- L’école des métiers
  - 380 programs/year
  - 1800 trainees/year
  - 80% professional trainings
  - 75% on-site trainings
  - 80 on-the-job trainers
Main activity and professionals' skills

• Water treatment
• Network intervention
• Maintenance and works
• Engineering
Main activity and professional skills

• Consumer relations
• Finance, billing
• GIS, information system, remote control
• Operators, supervisors, managers, engineers, experts
Immersion : On-the-job training with the operator

- Understanding of the organization and the activity of an operator

* Trainers:
  - Operations managers and decision makers able to teach theory and practice
Immersion : On-the-job training with the operator

- Organization:
  - Global approach: the whole operational and cross-functional departments or the organization
  - On-the-job real situations
Immersion : On-the-job training with the operator

- Exchange of experience between water professionals
- Integration inside operational teams
- Demonstration of technical equipment in real context
Benefits:

- Strengthen relationships between professionals
- Share practical issues
- Mutual benefits and feedback
- Capacity transfer
A real up-to-date building of professional capacity

• Ready to go and ready to be transferred!
Example

- EXPORTING PROFESSIONAL TRAINING: leak detection
  - Services and Technical Assistance to potable water network operators
    - Public and private operators
Example

- Services and Technical Assistance to potable water network operators
  - Setting up of leak detection services
  - Organization of the department
  - Training on the use of the equipment
  - Training in the leak detection activity
Example

* Leak detection training
  - Morocco
  - Mauritania
  - Algeria
  - Gabon
Thank you for your attention