

Water Sanitation and Hygiene (WASH)

Terminology Guide

Terminology from A to Z

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A

Above the line sales and marketing – Promotional methods typically involving mainstream radio, television, billboards, print and film formats, designed to reach a mass audience. ([Guidance on market-based sanitation](#))

Advanced service levels in Health Care Facilities - A more ambitious, higher level of WASH services defined at the national level. May consider further important aspects, including chemical and microbiological water contaminants, including medical-grade water, water efficiency, safe plumbing, climate resilience of water and sanitation services, sustainability (including non-burn waste destruction methods), and safe collection, transport and treatment and the quality of disposed wastewater. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Advocacy – An organized effort to inform and motivate leadership to create an enabling environment for achieving programme objectives and development goals. Advocacy promotes the development of new policies or changes to existing laws, helps redefine public perceptions, and influences funding decisions. ([Guidance on market-based sanitation](#))

Affermage contract - Public party delegates the service provision to a private operator for a percentage fee of the revenues. Operator retains the operator fee out of the tariff revenues and pays a surcharge to the awarding authority as compensation for investments that the awarding authority makes/ has made in the infrastructure. ([WASH Financing Course](#))

Affordability in adequate food - Economic accessibility means that food must be affordable. Individuals should be able to afford food for an adequate diet without compromising on any other basic needs, such as school fees, medicines or rent. For example, the affordability of food can be guaranteed by ensuring that the minimum wage or social security benefit is sufficient to meet the cost of nutritious food and other basic needs.” (Human Rights Council Resolution 7/14. The right to food). ([The Measurement and Monitoring of Water Supply, Sanitation and Hygiene \(WASH\) Affordability](#))

Affordability in adequate housing - “Personal or household financial costs associated with housing should be at such a level that the attainment and satisfaction of other basic needs are not threatened or compromised. Steps should be taken by States parties to ensure that the percentage of housing-related costs is, in general, commensurate with income levels. States parties should establish housing subsidies for those unable to obtain affordable housing, as well as forms and levels of housing finance which adequately reflect housing needs. In accordance with the principle of affordability, tenants should be protected by appropriate means against unreasonable rent levels or rent increases. In societies where natural materials constitute the chief sources of building

materials for housing, steps should be taken by States parties to ensure the availability of such materials.” ([The Measurement and Monitoring of Water Supply, Sanitation and Hygiene \(WASH\) Affordability](#))

Affordability in highest attainable standard of health - “Economic accessibility (affordability): health facilities, goods and services must be affordable for all. Payment for health-care services, as well as services related to the underlying determinants of health, has to be based on the principle of equity, ensuring that these services, whether privately or publicly provided, are affordable for all, including socially disadvantaged groups. Equity demands that poorer households should not be disproportionately burdened with health expenses as compared to richer households.” ([The Measurement and Monitoring of Water Supply, Sanitation and Hygiene \(WASH\) Affordability](#))

Affordability in water - “Economic accessibility: Water, and water facilities and services, must be affordable for all. The direct and indirect costs and charges associated with securing water must be affordable, and must not compromise or threaten the realization of other Covenant rights.” “To ensure that water is affordable, States Parties must adopt the necessary measures that may include, inter alia: (a) use of a range of appropriate low-cost techniques and technologies; (b) appropriate pricing policies such as free or low-cost water; and (c) income supplements. Any payment for water services has to be based on the principle of equity, ensuring that these services, whether privately or publicly provided, are affordable for all, including socially 276 disadvantaged groups. Equity demands that poorer households should not be disproportionately burdened with water expenses as compared to richer households.” ([The Measurement and Monitoring of Water Supply, Sanitation and Hygiene \(WASH\) Affordability](#))

Antimicrobial resistance (AMR) - The ability of a microorganism (such as bacteria, viruses and some parasites) to stop an antimicrobial (such as antibiotics, antivirals and antimalarials) from working against it. As a result, standard treatments become ineffective, infections persist and may spread to others. Poor infection control and inadequate sanitary conditions contribute to the spread of AMR. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Approach (vs Tool) - A methodology or technique that is used to do KM, whether it’s to capture, organize, share or facilitate the use of knowledge, facilitate group reflection and learning, or assess and plan KM. In the Knowledge Exchange Toolbox, the term “tool” is used synonymously with “approach” (United Nations Children’s Fund, ‘KM Glossary, UNICEF’, UNICEF, New York, n.d.). ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Asset - Resources, including cash, physical assets, and investments of value controlled by the company. ([WASH Financing Course](#))

B

Bankable project - A project is considered bankable if lenders are willing to finance it. ([WASH Financing Course](#))

BASIC Drinking Water - Drinking water from an improved source, provided collection time is not more than 30 minutes for a roundtrip including queuing ([JMP](#))

BASIC sanitation - Use of improved facilities which are not shared with other households [Sanitation | JMP \(washdata.org\)](#)

Basic WASH services - WHO has a set of minimum, global standards for environmental health in health care facilities (1). Deriving from these standards, a ‘basic’ level of service has been defined and is achieved when key conditions are met in five areas: water, sanitation, hygiene, waste

management and environmental cleaning. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Behaviour change communication (BCC) – The strategic use of communication to promote positive health, education and other outcomes. ([Guidance on market-based sanitation](#))

Below the line sales and marketing – Promotional methods that seek to directly engage with target customers in person to promote products, such as an in-store/in-person demonstration of a product that consumers may wish to investigate in person. ([Guidance on market-based sanitation](#))

Blended finance - A form of structure in which grants are combined with a loan or more complex financing structure. The grant component can cover partial interests, partial principal repayments, and/or the direct / indirect support costs. ([WASH Financing Course](#))

Bond - A bond is a contractual agreement to raise capital between the issuer and the bondholders, including institutional investors and the public. The interest are paid periodically, and the principal is usually repaid when the bond matures (ends). Bond can be collateralized by physical assets of the issuer, but can be unsecured (no collateral). Bonds can be privately placed or publicly issued. ([WASH Financing Course](#))

Bridge financing – An interim financing option that allows the borrower short-term access to funds until a long-term option can be arranged. In the case of results-based finance (RBF), bridge financing can provide the borrower with funds to invest in the outputs that trigger RBF payments. The RBF payments can then help repay the bridge finance loan. ([Guidance on market-based sanitation](#))

Building blocks - Describe the functions of governance of WASH services in a WASH system. They cluster the different processes and decisions that organise and support the development, management, circulation, allocation, use, disposal, and further reuse of water for WASH services. WASH Building blocks are an essential engine of change in WASH systems.

UNICEF, together with Sanitation and Water for All Global Partnership and other partners, identifies five building blocks: Sector Policy Strategy, Institutional Arrangements, Sector Financing, Planning, Monitoring and Review and Capacity Development. All five building blocks and their relationships can be mobilised for the purpose of building and sustaining the resilience of the WASH sector.

The building blocks are the sphere in which WASH stakeholders have the greatest control and influence. However, governance is not the only force that influences service delivery. Other relationships, equilibria, thresholds, and feedback mechanism outside of WASH governance, including political leadership, play a role in how services are delivered and accessed. Therefore, it is impossible to consider the building blocks independently from the context of the Enabling Environment for WASH services. ([Glossary of key words](#))

Business model – A business model defines how a business creates, delivers, and captures ‘value’. ([Guidance on market-based sanitation](#))

C

Capital Expenditure (CapEx) - The initial investment in the development of a water or sanitation system, referring to both the investment costs into infrastructure as well as costs related to the mobilisation of the community. ([WASH Financing Course](#))

Capital maintenance expenditure (CapManEx) - Expenditure on asset renewal, replacement and rehabilitation of the infrastructure. ([WASH Financing Course](#))

Cash ratio – (Total cash and cash equivalents)/current liabilities Cash equivalents are assets that can be easily sold for cash (e.g. US government bonds). ([WASH Financing Course](#))

Cash subsidy (including conditional cash transfers) – Funds provided in cash directly to a household towards completion of a desired activity (e.g. toilet construction), with the expectation that the household will then use the funds toward the completion of that activity. The cash subsidy can be unconditional or conditional on a pre-defined result (results-based finance), and can consist of one, multiple, or ongoing payments. Generally employed in emergency response, recovery, and reconstruction situations. ([Guidance on market-based sanitation](#))

Citywide Inclusive Sanitation (CWIS): It is an approach aimed at ensuring that everybody benefits from adequate sanitation service delivery outcomes; human waste is safely managed along the whole sanitation value chain; effective resource recovery and re-use are considered, a diversity of technical solutions, is embraced for adaptive, mixed and incremental approaches; and on-site and sewerage solutions are combined, in either centralized or decentralized systems, to better respond to the sanitation needs of expanding cities in low- and middle-income countries. ([UNICEF Global Framework for Urban WASH](#))

Climate change - Refers to any change in the climate over time, generally decades or longer, whether due to natural variability or as a result of human activity. (Global progress report on WASH in health care facilities: fundamentals first - <https://washdata.org/sites/default/files/2020-12/WHO-UNICEF-2020-wash-in-hcf.pdf>)

Climate-resilient health systems - Have the ability to anticipate, respond to, cope with, recover from and adapt to climate-related shocks and stresses, so as to bring sustained improvements in population health, despite an unstable climate. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Climate-Resilient WASH services and communities - Ensure that all WASH services withstand climate-related events, strengthen the resilience of vulnerable communities to resist climate shocks, and WASH services are operated using low carbon energy sources, such as solar power;

- This area links WASH (6.1 and 6.2) with SDG 13 and Paris Climate Accords and is programmatically guided by the [UNICEF-GWP Strategic Framework for Climate Resilient WASH](#) and UNICEF's "[Shift to Climate Resilient WASH](#)" (Reimagining WASH | UNICEF)

CLTS - Community-Led Total Sanitation is the approach that inspired UNICEF CATS programming, where communities are mobilised to conduct their self-appraisal of their sanitation situation and act on their own to end the practice of open defecation (Kar & Chambers, 2008). ([2017 UNICEF CATS Field Notes](#))

Collateral - Collaterals are assets or financial guarantees underlying the debt obligation above and beyond the issuer's promise to pay. ([WASH Financing Course](#))

Commercial bank - Bank that offers a broad range of deposit accounts, including checking, savings and time deposits and extends commercial loans to individuals and business. They are usually highly regulated due to the offering of deposits to the public. ([WASH Financing Course](#))

Commercial loan - Borrowing of a sum of money from a commercial bank with the understanding that the loan will be repaid on the agreed schedule. Commercial banks will likely to require collaterals for a simple commercial loan. Guarantees, grants, and other tools can be combined with a simple commercial loan to make it more viable. ([WASH Financing Course](#))

Community approaches to total sanitation (CATS) – Community Approaches to Total Sanitation is an umbrella term used by UNICEF that includes the range of community-based, sanitation programming meant to eliminate open defecation. ([2017 UNICEF CATS Field Notes](#)). CATS is also termed as a demand-driven approach to sanitation promotion that encapsulate various approaches to community-based sanitation such as community led total sanitation and school-led total sanitation, among others. ([Guidance on market-based sanitation](#))

Community of Practice - A self-organized group of people who share a profession or area of work and are motivated to develop relationships with one another to share knowledge and collaborate across organizational boundaries, becoming better at what they do and building a body of actionable knowledge as they interact regularly (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Concessional loan - Loans borrowed from development banks with lower interest rates than commercial loans. The borrowers are usually central governments. Development banks also have private sector arms, such as IFC of the World Bank Group that can lend to non-sovereign borrowers. ([WASH Financing Course](#))

Core governance functions - are the main tasks that line ministry/ies in charge of water, sanitation and hygiene should undertake in cooperation with other stakeholders to develop and maintain an effective sector. In UNICEF's Enabling Environment framework, core governance functions are structured in **Building Blocks**. ([Glossary of key words](#))

Corporate Financing - Corporations can borrow from the banks both for working capital purposes (day-to-day operations), for capital investment purposes (to finance new business line or project), and for merger and acquisition purposes. ([WASH Financing Course](#))

Cost of capital - The rate of return required by the financiers that funded the capital expenditure. ([WASH Financing Course](#))

Cost recovery - The method to recovering an expenditure. ([WASH Financing Course](#))

Credit enhancement - Credit enhancements are provisions that may be used to reduce the credit risk of the bond issue. ([WASH Financing Course](#))

Credit risk - Credit risk is the risk of borrower's failure to make a promised payment. ([WASH Financing Course](#))

Credit-worthy - Credit-worthy is the perceived ability of the borrower to pay what is owed on the borrowing in a timely manner and represents the ability of a company to withstand adverse impacts on its cash flows. ([WASH Financing Course](#))

Critical Knowledge - Knowledge that is fundamental to the business or operational processes of the organisation supports mission delivery and mission success. Knowledge that is critical to the future of the business and that requires expertise continuity. Critical knowledge needs always to be reviewed and updated (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Crowding-in - When available concessional financing is used in such a way to stimulate/ leverage greater sums of private sector or household financing. ([WASH Financing Course](#))

Current asset - Current assets are those that are expected to be consumed or converted into cash in the near future, typically one year or less, usually including inventory, receivables, cash. ([WASH Financing Course](#))

Current liability - Current liabilities are a company's debts or obligations that are due within one year. ([WASH Financing Course](#))

D

Data - Facts and figures which are useful but in an unorganised manner. See also Information and Knowledge (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Debt service coverage ratio - Measure the ability to pay debt service with operating revenue. This means that after paying off the operating and maintenance costs, there is enough cashflow to pay off the existing debt service. ([WASH Financing Course](#))

Design-Build-Operate/Design-Build-Lease - The public sector owns and finances the construction of new assets. Operator agrees to design, build, and operate a system. The Operator is typically paid a sum for the design-build of the plant, payable in instalments on completion of construction milestones, and then an operating fee for the operating period. ([WASH Financing Course](#))

Direct support - Support provided by UNICEF where financing and implementation is conducted by UNICEF and its implementing partners. ([2017 UNICEF CATS Field Notes](#))

Disability - Long-term impairments that affect the functioning of a person and which in interaction with attitudinal and environmental barriers hinder the person's full and effective participation in society on an equal basis with others. ([Guidance on disability inclusive WASH programme data collection, monitoring and reporting](#))

Disability accessible - Persons with disabilities accessing on an equal basis as others, the physical environment, transportation, information and communications, facilities and services. Physical accessibility is the provision of buildings or parts of buildings for people, regardless of disability, age or gender, to be able to gain access to them, into them, to use them and exit from them. ([Guidance on disability inclusive WASH programme data collection, monitoring and reporting](#))

Disability accessible - Persons with disabilities accessing on an equal basis as others, the physical environment, transportation, information and communications, facilities and services. Physical accessibility is the provision of buildings or parts of buildings for people, regardless of disability, age or gender, to be able to gain access to them, into them, to use them and exit from them. ([Guidance on disability inclusive WASH programme data collection, monitoring and reporting](#))

Disability disaggregated data - Disaggregated data are data divided into sub-categories of the total group. Disability disaggregated data are data on the number of persons with disabilities within a given group. It allows for comparison with persons without disabilities. ([Guidance on disability inclusive WASH programme data collection, monitoring and reporting](#))

Disability inclusive - A disability inclusive process, programme or service is when what is being planned and/or developed specifically takes persons with disabilities into consideration as one of the groups to be benefited. Disability-inclusive programmes address barriers faced by persons with disabilities, support their specific needs and ensure their participation ([Guidance on disability inclusive WASH programme data collection, monitoring and reporting](#))

Discrimination – Means any distinction, exclusion, restriction, preference or other differential treatment which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the

political, economic, social, cultural, civil or any other field. ([A guidance note for leaving no one behind \(LNOB\)](#))

Drinking water - Drinking water services refers to the accessibility, availability and quality of the main source used by households for drinking, cooking, personal hygiene and other domestic uses. (JMP Monitoring - <https://washdata.org/monitoring>)

Dysmenorrhea - The medical term for menstrual cramps, which are caused by uterine contractions. Primary dysmenorrhea refers to recurrent, crampy pain occurring with menses in the absence of a disorder, while secondary dysmenorrhea refers to menstrual pain associated with an underlying pelvic pathology (disorder), such as endometriosis, pelvic inflammatory disease, or ovarian cysts. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

E

Economic cost - Economic cost is the accounting cost plus the opportunity cost. ([WASH Financing Course](#))

Economic water scarcity - Where poor governance, limited capacity, infrastructure and limited investments are among the drivers of economic water scarcity. This type of water scarcity may occur in countries with adequate water resources. ([Water Security for All](#))

Effectiveness – The ability of a programme to achieve open defecation free communities; the rate of effectiveness can be measured by dividing the number of communities mobilized for ODF by the total number of communities certified ODF (also known as success rate or conversion rate). ([2017 UNICEF CATS Field Notes](#))

Emerging Practice - A new and potentially effective method, approach or strategy that is aimed to scale up Key Results for Children (KRC) for which anecdotal evidence backed up by presumptions of positive results and effectiveness is available. This category of practices may serve to inspire further consideration by COs. The practice requires further investigation/review to be considered for replication and eventually evaluation for higher categorization (KM Glossary, UNICEF) (see also **Good Practice** and **Promising Practice**). ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Empirical expectations - Expectations about what we think other people in our reference network do (a component of Social Norms Theory) (Bicchieri, 2016). ([2017 UNICEF CATS Field Notes](#))

Enabling Environment (EE) - Is a set of interrelated sector functions that enable governments and public and private partners to engage in a sustained and effective WASH service delivery development process.

In the context of UNICEF's work, an enabling environment for WASH creates the conditions for a country to have sustainable, at-scale WASH services that facilitate achievement of the WASH Sustainable Development Goal of universal access to all with progressive reduction of inequality. ([Glossary of key words](#))

Equality (LNOB) - The imperative of moving towards substantive equality of opportunity and outcomes for all groups. ([A guidance note for leaving no one behind \(LNOB\)](#))

Equity (LNOB) - Refers to fairness in the distribution of costs, benefits and opportunities (UNICEF, 2017). ([A guidance note for leaving no one behind \(LNOB\)](#))

Equity IRR - Rate of return for the equity investors or the owners of the project based on available cashflow for dividend. ([WASH Financing Course](#))

Equity (owners' equity) in finance - This amount is attributable to the company's owners or shareholders. It equals the excess of assets over liabilities. ([WASH Financing Course](#))

Evaluation - An assessment, conducted as systematically and impartially as possible, of an activity, project, programme, strategy, policy, topic, theme, sector, operational area or institutional performance. It analyses the level of achievement of both expected and unexpected results by examining the results chain, processes, contextual factors and causality using such appropriate criteria as relevance, effectiveness, efficiency, impact and sustainability. An evaluation should provide credible, useful evidence based information that enables the timely incorporation of its findings, recommendations and lessons into the decision-making processes of organizations and stakeholders (United Nations Evaluation Group, Norms and Standards for Evaluation, UNEG, New York, 2016). ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Evidence - In scientific research evidence is accumulated through observations of phenomena that occur in the natural world, or which are created as experiments in a laboratory or other controlled conditions. Scientists tend to focus on how the data used during statistical inference are generated. Scientific evidence usually goes towards supporting or rejecting a hypothesis ('Knowledge Broker', Wikipedia, accessed 21 September 2022) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Expenditure on direct support (ExpDS) - Expenditure on both pre- and post-construction support activities directed to local-level stakeholders, users or user groups. ([WASH Financing Course](#))

Explicit Knowledge - Knowledge that has been rendered visible (usually through transcription into a document or an audio/visual recording); typically, captured and codified knowledge (UN-JIU report 2016) Individual and collective knowledge that has been codified, typically in objects, words, and numbers in the form of graphics, drawings, specifications, manuals, procedures, etc and can therefore be easily shared and understood (KM Glossary, UNICEF) (see also **Tacit Knowledge**). ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Extreme water scarcity - Occurs where annual water supply availability is less than 500 cubic metres per person per year. However, this metric has been developed as a global average, applied in varying contexts and includes different uses of water, not only domestic. ([Water Security for All](#))

Extreme water vulnerability - Extreme Water Vulnerability is the combination of the highest levels of physical water scarcity risks and lowest levels of drinking water service that affects a given population (surface water, unimproved or limited water service). ([Water Security for All](#))

F

Facilitation - The art of supporting a group to work together (in a workshop, event, community or project) to effectively solve problems, make decisions, learn together and achieve its objectives (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Financing – Financing for sanitation refers to a wide range of interventions: it could refer to providing access to capital for households to access sanitation facilities (usually for upgrading or improving existing toilet facilities), financing for sanitation businesses to provide options for households, or public investments for sanitation. ([2017 UNICEF CATS Field Notes](#))

G

Gender - The socially constructed characteristics of women and men – such as norms, roles and relationships of and between groups of women and men. It varies from society to society and can be changed. The concept of gender includes five important elements: relational, hierarchical, historical, contextual and institutional. While most people are born either male or female, they are taught appropriate norms and behaviours – including how they should interact with others of the same or opposite sex within households, communities and work places. When individuals or groups do not fit established gender norms, they often face stigma, discriminatory practices or social exclusion – all of which adversely affect health. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Goal Area 4 - UNICEF’s 4th strategic Goal Area states that “Every child, including adolescents, has access to safe and equitable water, sanitation and hygiene services, and lives in a safe and sustainable climate and environment”. With Goal Area 4, the first two result areas are WASH related: (1) Safe and equitable water, sanitation and hygiene services and practices; and (2) Water, sanitation and hygiene systems and empowerment of communities (United Nations Children’s Fund, UNICEF Strategic Plan, 2022-2025, E/ICEF/2021/25, United Nations Economic and Social Council, New York, 4 August 2021) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Good Practice - By definition a proven method, approach or strategy that provides **evidence** of success or impact and which can serve as a model for inspiration, replication, or adoption. It aims to accelerate Key Results for Children (KRC) at scale and for which strong evidence of positive results/impacts is available, including through peer-reviewed evaluations. Good practice has been replicated successfully in at least two different countries and/or contexts (urban/rural, development/emergency) and it deserves to be closely watched by UNICEF staff and may want to be carefully considered for replication by CO in contexts where the practice is relevant and applicable. (see also **Emerging practice** and **Promising practice**) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Green Bonds - Dedicated Lending for climate and environment related activities. EIB recently developed a similar model of Sustainability Bonds, which kickstarts with the WASH sector. ([WASH Financing Course](#))

Guarantee - Guarantee is a formal pledge by a third party (donor) to pay borrower’s (SP, or government) debt in the case of default. USAID and SIDA usually do partial guarantee (50%) to allocate risks appropriately. Sub-category: political risk guarantee (MIGA, World Bank), which only covers default due to political reasons. ([WASH Financing Course](#))

H

Health Care Facilities - Encompasses all formally recognized facilities that provide health care, including primary (health posts and clinics), secondary and tertiary (district or national hospitals), public and private (including faith-run) and temporary structures designed for emergency contexts (e.g. cholera treatment centres). They may be in urban or rural areas. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Health care waste management - Waste generated through health care activities that may be infectious, sharp, non-infectious, chemical, pharmaceutical, radioactive or pathological waste. This waste must be safely segregated, treated and disposed of in line with global standards and

international conventions (e.g. the Stockholm and Minimata conventions). ([Global progress report on WASH in health care facilities: fundamentals first](#))

Health system - Comprises all the organizations, institutions and resources that are devoted to producing actions principally aimed at improving, maintaining or restoring health. Health systems involve numerous stakeholders from individual and community, to government, at local, sub-national and national levels. The health system is recognized by WHO to be made up of six key building blocks: (i) leadership and governance; (ii) health workforce; (iii) health information systems; (iv) essential medical products and technologies; (v) financing; all of which lead to (vi) service delivery. The goal of a health system is to deliver effective preventive and curative health services to the full population, equitably and efficiently, while protecting individuals from catastrophic health care costs. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Hygiene - Hygiene refers to the conditions and practices that help maintain health and prevent spread of disease including handwashing, food hygiene, and menstrual hygiene management. (JMP Monitoring - <https://washdata.org/monitoring>)

I

Improved/unimproved facilities – Refer to the World Health Organization and UNICEF’s Joint Monitoring Programme definitions, online at <https://www.wssinfo.org/> ([2017 UNICEF CATS Field Notes](#))

Indirect support – Support provided by UNICEF that is not direct funding or implementation, usually including technical assistance to government and other sanitation sub-sector actors. ([2017 UNICEF CATS Field Notes](#))

Infection Prevention and Control (IPC) - Broadly defined as the scientific approaches and practical solutions designed to prevent harm caused by infection to patients and health workers associated with delivery of health care. It is a unique specialty encompassing and overlapping with almost every health care programme and system in health care. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Information - Contextualized, categorised, calculated, and condensed data. See also knowledge (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Inequalities - Tracking inequalities in access to drinking water, sanitation and hygiene is essential for achieving universal access and ensuring progressive realisation of the human rights to water and sanitation. (JMP Monitoring - <https://washdata.org/monitoring>)

Inequality – Refers to unequal or uneven disparities of wealth, income, status, rights, social goods and opportunities. ([A guidance note for leaving no one behind \(LNOB\)](#))

Inequality of outcomes – “occurs when individuals do not possess the same level of material wealth or overall living conditions.” (DESA, 2015). ([A guidance note for leaving no one behind \(LNOB\)](#))

Inequality of opportunity – focuses on circumstances beyond one’s control that effect one’s potential outcomes (DESA, 2015). Inequality of opportunity means that different individuals or groups do not have the same chances to make the most of their lives and talents or fulfil their potential due to their personal and social circumstances (DESA, 2015). ([A guidance note for leaving no one behind \(LNOB\)](#))

Investment bank - Commercial banks can be contrasted with investment banks, which generally are involved in arranging for the sale of corporate or municipal securities. ([WASH Financing Course](#))

J

Joint Monitoring Programme (JMP) - Responsible for monitoring the 2030 SDG targets 6.1 and 6.2 and supporting global monitoring of other WASH-related SDG targets and indicators. The JMP has produced regular progress reports for WASH in households since 1992 and in the SDGs period expanded to monitor WASH in schools and WASH in health care facilities. ([Global progress report on WASH in health care facilities: fundamentals first](#))

K

Knowledge - Contextualized information, know-how, perceptions, skills, experience. See also data and information (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Knowledge Brokerage - The work of intermediaries (organisations or people) that develop relationships and networks with, among, and between producers and users of knowledge by providing linkages, knowledge sources, and in some cases knowledge itself to organizations in the network. ('Evidence', Wikipedia, accessed 21 September 2022) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Knowledge Generation – Creation of new knowledge through data collection and analysis, research, monitoring or evaluation, or through the codification of **tacit knowledge** into a **knowledge product** (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Knowledge Management - The capture, organisation, sharing, and use of knowledge for improved organizational performance towards development and humanitarian results for children. This definition incorporates the following tenets: KM is an enabler to achieve results and it should be aligned to UNICEF's strategic priorities and existing work goals and objectives both at global and office levels. People (staff, partners, stakeholders, beneficiaries) are at the center of KM, supported by effective technology and processes. In particular, the Strategy recognizes that within UNICEF all staff are owners and users of knowledge, hence the most important and valuable KM resource. KM should leverage existing business processes so that both the organization and its staff continually learn and improve. The role of KM is to ensure that the existing processes maximize the use of knowledge and continual learning to improve performance and results. Additionally, KM is a connector that runs across the evidence functions in UNICEF and connects with other knowledge work (programme content in guidelines, knowledge products, and tacit knowledge sharing) so that the evidence and knowledge that we capture and generate is well-organized, easily shared, and – most importantly – used in our programmes and partnerships. (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Knowledge Management Enablers - The driving factors needed to achieve organisational or office-level goals through effective knowledge management. These are the resources - financial and human - needed to implement and sustain KM, the culture essential to foster the sharing and use of knowledge, the governance needed to maintain a coordinated and results-oriented approach, and the technology required to support a learning organization (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Knowledge Management Pillars - These represent the four elements of the KM life cycle: Knowledge Generation; Documentation and Customization; Dissemination, Communication,

Advocacy and Use; and Capacity Building. These four linked areas of activity identify the KM boundaries, define work streams, lend to standardisation and consistency across the agency, and help coordinate effort and achieve synergies between HQ, ROs and CO. ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Knowledge Products - Information compiled to help others (colleagues, stakeholders, partners, donors, governments, etc in their decision-making process. To be a product a “knowledge product”, it must carry knowledge and must enable action by the reader (knowledge is, after all, the ability to take effective action). It must be actionable. ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

L

Learning Organization - Is a collective effort that applies the individual learning principles (see **Organizational Learning**) but this time, exhibited by everyone; thus, contributing to a sustainable environment where all employees move forward. In learning organizations, both success and failure are felt by all (Senge, Peter) (See also **Organizational Learning**). ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Lease contract - Public party leases asset to operator for service for fixed fees. Rental payment to the authority tends to be fixed irrespective of the level of tariff collection that is achieved and so the operator takes a risk on bill collection and on receipts covering its operating costs. ([WASH Financing Course](#))

Least-developed countries - Least-developed countries (LDCs) are low-income countries confronting severe structural impediments to sustainable development. There are currently 47 countries on the list of LDCs which is reviewed every three years. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Lessons Learned - Detailed reflections on a particular project, initiative, or major work activity, and identification of learning points based on experiences and results achieved during implementation, usually captured as a document or documents. These lessons may be positive (successes) or negative (failures). You should be able to state the lesson(s) learned in a few sentences and provide verifiable results that are evidence of the lesson(s). Evidence could be quantitative or qualitative and from either internal monitoring and evaluation or formal evaluations. The example template included in this document consists of the major fields (i.e., types of information) that together make up a complete, well-documented lesson learned. (See United Nations Children’s Fund, ‘UNICEF Template Guide’, UNICEF, New York, n.d.) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Liability - Obligations to lenders and other creditors. ([WASH Financing Course](#))

Limited drinking water - Drinking water from an improved source for which collection time exceeds 30 minutes for a roundtrip including queuing ([JMP](#))

Limited sanitation - Use of improved facilities shared between two or more households [Sanitation | JMP \(washdata.org\)](#)

Liquidity - Availability of cash to pay off debts as they come due. ([WASH Financing Course](#))

M

Management / Operation & Management (O&M) Contract - Public party delegates the management of the system to a private operator and pays the operator fees. Private operator takes the risks of cost overruns. ([WASH Financing Course](#))

Maturity (finance) - The maturity date of a bond refers to the date when the issuer is obligated to redeem the bond by paying the outstanding principal amount. ([WASH Financing Course](#))

Menarche - The onset of menstruation, the time when a girl has her first menstrual period. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Menstrual facilities and services - Those facilities and services most associated with safe and dignified menstruation, such as the on-going provision of water, sanitation, hygiene and disposal infrastructure in toilets, changing rooms and other designated locations. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Menstrual health - Refers to ‘a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity, in relation to the menstrual cycle’. (JMP Monitoring - <https://washdata.org/monitoring>)

Menstrual health and hygiene (MHH) - Encompasses the broader systemic factors that link menstruation with health, well-being, gender equality, education, equity, empowerment, and rights. These systemic factors have been summarised by UNESCO as: accurate and timely knowledge; available, safe, and affordable materials; informed and comfortable professionals; referral and access to health services; sanitation and washing facilities; positive social norms; safe and hygienic disposal; and advocacy and policy. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Menstrual hygiene management (MHM) - Management of hygiene associated with the menstrual process. The WHO/UNICEF Joint Monitoring Programme (JMP) for drinking water, sanitation and hygiene has used the following definition of adequate MHM: ‘Women and adolescent girls are using a clean menstrual management material to absorb or collect menstrual blood, that can be changed in privacy as often as necessary for the duration of a menstrual 1. period, using soap and water for washing the body as required, and having access to safe and convenient facilities to dispose of used menstrual management materials. They understand the basic facts linked to the menstrual cycle and how to manage it with dignity and without discomfort or fear’. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Menstrual materials - The materials used to capture and contain menstrual blood, such as sanitary pads, cloths, tampons or cups. These can include disposable and reusable materials, and purchased products as well as non-purchased materials. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Menstrual supplies - Other supportive items needed for MHH, such as body and laundry soap, underwear and pain relief items. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Menstruation or menses - The natural bodily process of releasing blood and associated matter from the uterus through the vagina as part of the menstrual cycle. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Microfinance - Provision of loans and banking services to low-income clients by microfinance institutions. High interest rates than regular loans due to the higher credit risk. Usually shorter tenors (1-2 years). ([WASH Financing Course](#))

Mobile banking - Provision of payments, small loans and other banking services by online financial institutions. Mobile banking makes it easier for lenders to assess credit worthiness of individuals who do not have credit history. ([WASH Financing Course](#))

Monitoring - A continuous process of collecting and analysing data for performance indicators to compare how well a development intervention, partnership or policy reform is being implemented against expected results (achievement of outputs and progress toward outcomes). ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Multimodal (strategies) - Multiple elements, all essential and complementary, must be put in place as part of interventions to achieve outcome improvements and optimal behavioural change (e.g. hand hygiene). It comprises system change, training and education, monitoring and feedback, reminders and communications and culture change. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Municipal bonds - A bond issued by municipal governments and subsidiary entities, guaranteed by future tax revenues. Tax free for investors in the US and some countries. This is often used by municipal governments for infrastructure. ([WASH Financing Course](#))

N

National Action Plan (NAP) - Following a Resolution on AMR in 2015, the World Health Assembly urged all Member States to develop and have in place by 2017, national action plans on AMR that are aligned with the objectives of the global action plan. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Non-discrimination – The prohibition of discrimination against individuals and groups on the grounds identified in international human rights treaties. ([A guidance note for leaving no one behind \(LNOB\)](#))

Normative expectations: In Social Norms Theory, expectations about what we think other people in our reference network think we should do (Bicchieri, 2016). ([2017 UNICEF CATS Field Notes](#))

O

Open defecation - Refers to the practise of defecating in fields, forests, bushes, bodies of water, or other open spaces. Defecating in the open is an affront to dignity and risk to children’s nutrition and to community health. The elimination of open defecation is recognized as a top priority for improving health, nutrition, and productivity of developing country populations and is explicitly mentioned in SDG target 6.2. ([JMP – Open Defecation](#))

Operational Expenditure (OpEx) - Recurrent (regular, ongoing) expenditure on labour (salary for staff), costs for management (transport, fuel), energy and chemicals, materials, and minor repairs of the infrastructure. ([WASH Financing Course](#))

Opportunity cost - The benefit of the most valuable alternative that is given up. ([WASH Financing Course](#))

Organizational Learning - Reflects the individual practice of learning (core disciplines, systematic thought, innate learning cycle, etc) whose goal is to improve individual capacities by pushing them outside the comfort zone. (P. Senge) (see also Learning Organization) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

P

People who menstruate - Those who menstruate and therefore have menstrual health and hygiene needs – including girls, women, transgender and non-binary persons. Where the term ‘girls and women’ is used in this document, it is not intended to be restrictive and refers to all people who menstruate regardless of gender identity. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Persons with disabilities (children, adolescents and adults): Persons with disabilities include those who have long term physical, mental, intellectual or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. ([Guidance on disability inclusive WASH programme data collection, monitoring and reporting](#))

Physical water scarcity - Occurs where water resources are over-exploited for different uses and no longer meet the needs of the population. ([Water Security for All](#))

Poverty – is not only related to income and wealth: “Children living in poverty experience deprivation of the material, spiritual and emotional resources needed to survive, develop and thrive, leaving them unable to enjoy their rights, achieve their full potential or participate as full and equal members of society.” (UNICEF, 2005). ([A guidance note for leaving no one behind \(LNOB\)](#))

Practical steps - A set of eight actions, designed to be undertaken by countries to improve WASH in health care facilities. Some are undertaken at the national level and some at the sub-national or facility level. Some may apply to all levels. They may occur simultaneously or in a linear fashion. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Prevent water scarcity crisis through early action - Avert water scarcity crises through water resources assessments, sustainable groundwater withdrawal, efficient use, and early warning and early action to prevent situations when water supplies are fully depleted.

- This area links UNICEF’s traditional work on drinking and domestic water supply with the sustainability of the water resource itself. This links SDG 6.1 with SDG targets 6.3 (water quality) and 6.4 (efficiency) and 6.5 (Integrated Water Resource Management, IWRM). UNICEF’s programmatic approach will be guided by the new/ forthcoming [Programme Approaches to Water Scarcity](#) and the recent [MENA report](#), “Drying up their Futures: The impact of water scarcity on children in the Middle East and North Africa Region.” ([Reimagining WASH | UNICEF](#))

Primary health care (PHC) - Where patients generally first engage with the health system. Primary care facilities have a broad range of available technology and services that vary with human resource models and their related competencies. These facilities range from more basic health posts to comprehensive primary care centres. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Primary market - Primary markets are markets in which issuers initially sell securities to investors to raise capital. ([WASH Financing Course](#))

Principal (finance) - Principal of a bond or loan is the amount that the issuer or borrower agrees to repay the bondholders or the bank on the maturity date. ([WASH Financing Course](#))

Private placement - The selling of bonds or other securities to only a selected investor, or group of investor. ([WASH Financing Course](#))

Project Financing - The majority of PPPs are funded on a project finance basis. To put simply the loan is repaid by the cash flow generated from the project. A special purpose entity (SPV) is created to ring fence the project revenues and debt liabilities. Usually there are also some equity investors who already provided some paid-in capital project. The loan is usually partially guaranteed by assets that exist on the SPV's books, not the service provider's full assets. ([WASH Financing Course](#))

Project IRR - Rate of return of the overall project evaluated based on the cashflow from the project. ([WASH Financing Course](#))

Public offering - The selling of bonds or other securities to any member of the public. ([WASH Financing Course](#))

Public private partnership - A long-term contract between a private party and a government entity, for providing a public asset or service, in which the private party bears significant risk and management responsibility, and remuneration is linked to performance". ([WASH Financing Course](#))

Public Health Emergencies (PHE)- A Public Health Emergency (PHE) is the occurrence or imminent threat of a disease or health condition that poses a substantial risk of a significant number of deaths and/or disabilities.

Q

Quality of care - Quality of care is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with evidence-based professional knowledge. This definition of quality of care spans promotion, prevention, treatment, rehabilitation and palliation, and implies that quality of care can be measured and continuously improved through the provision of evidence-based care that takes into consideration the needs and preferences of service users – patients, families and communities. ([Global progress report on WASH in health care facilities: fundamentals first](#))

R

Reference network – In Social Norms Theory, people whose actions or approval we care about when choosing how to behave (a component of Social Norms Theory) (Bicchieri, 2016). ([2017 UNICEF CATS Field Notes](#))

Reflection - The act of taking time out of the ongoing implementation of work to think about past implementation to assess successes, failures and lessons learned as objectively as possible. This can be done individually or collectively (KM Glossary, UNICEF) ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Research - The systematic process of the collection and analysis of data and information in order to generate new knowledge to answer a specific question or to test a hypothesis. Its methodology must be sufficiently documented to permit assessment and replication. Research at UNICEF should examine relevant issues and yield evidence for better programme and policy advice (KM Glossary, UNICEF). ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Reserve fund - Reserve accounts or reserve funds are a form of internal credit enhancement, and come in two forms: a cash reserve fund and an excess spread account. A cash reserve fund is a deposit of cash that can be used to absorb losses. An excess spread account involves the allocation into an account of any amounts left over after paying out the interest to bondholders. ([WASH Financing Course](#))

Revolving loan (revolving credit facility, revolving fund, revolver, etc.) - A legal commitment in which a bank promises to lend a borrower up to a specified maximum amount during a specified period. The revolver is used for short-term financing needs (working capital needs), usually repaid rapidly in one to six months. Bank usually charges a small fee on unused portion (0.05%). ([WASH Financing Course](#))

S

Safe and Affordable Drinking Water services - Provide access to a safe and affordable water service, that is sustainable, close to home and managed professionally.

- This relates directly to achievement of the human right to water, SDG target 6.1 and the [UNICEF Water Game Plan](#). ([Reimagining WASH | UNICEF](#))

Safely Managed Drinking Water - Drinking water from an improved water source that is accessible on premises, available when needed and free from faecal and priority chemical contamination ([JMP](#))

Safely managed sanitation- Use of improved facilities that are not shared with other households and where excreta are safely disposed of in situ or removed and treated offsite [Sanitation | JMP \(washdata.org\)](#)

Sanitation - Sanitation services refer to the management of excreta from the facilities used by individuals, through emptying and transport of excreta for treatment and eventual discharge or reuse. (JMP Monitoring - <https://washdata.org/monitoring>)

Secondary market - Secondary markets are markets in which existing securities are subsequently traded among investors. ([WASH Financing Course](#))

Security (finance) - A security is a tradable financial asset that represent some financial values, such as a stock, bond, or option. ([WASH Financing Course](#))

Self-efficacy - An individual's belief in their own ability to execute behaviours necessary to produce a certain outcome that affects their lives. It is not the same as self-esteem or generalised confidence (although these can influence self-efficacy). Someone with high self-esteem feels they have worth, while someone with high self-efficacy feels they are able to do something in a particular domain of functioning. An example related to MHH that demonstrates this distinction is someone can feel they have value and worth as a person (high self-esteem), yet feel that they are unable to use a particular menstrual material effectively (low self-efficacy for that behaviour). Self-efficacy, in this context, refers to their belief in their ability to do something necessary for managing their menstruation. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Service delivery models - refer to the management models for the provision of WASH services. The service provider can be public, private, community-based, or mixed. ([Glossary of key words](#))

Service ladders - Set by the WHO/UNICEF JMP, multi-level service ladders allow for progressive realization of the SDG criteria, enabling countries at different stages of development to track and

compare progress. Separate ladders are proposed for each indicator. The core service ladders include three levels: no service, limited service and basic service. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Sex - Sex refers to the biological characteristics that define humans as female or male. While these sets of biological characteristics are not mutually exclusive, as there are individuals who possess both, they tend to differentiate humans as males and females. In general use in many languages, the term sex is often used to mean 'sexual activity', but for technical purposes in the context of menstruation and sexual health discussions, the above definition is preferred. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

SDG regions - Reporting of data and/or progress towards the Sustainable Development Goals (SDGs) is presented worldwide according to various regional groups. The country groupings are based on the geographic regions defined under the Standard Country or Area Codes for Statistical Use (known as 'M49') of the United Nations Statistics Division. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Small Island Developing States - Small Island Developing States (SIDS) are a distinct group of 38 UN Member States and 20 Non-UN Members/Associate Members of United Nations regional commissions that face unique social, economic and environmental vulnerabilities. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Social and Development impact bonds (Results-Based Financing) - A public-private partnership that allows private (impact) investors to upfront capital for public projects that deliver social and environmental outcomes. If the project succeeds, the investors are repaid by the Government (Social Impact Bonds) or an aid agency or other philanthropic funder (Development Impact Bonds) with capital plus interest. If the project fails, the interest and part of the capital is lost. The implementing agency does not repay the investors. While commonly referred to as a "bond", the solution replicates in essence a payment-for-result scheme. ([WASH Financing Course](#))

Social norms - The informal rules that govern behaviour in groups or societies. They refer to individuals' belief that a sufficiently large subset of the group or society conforms to a certain norm in a given situation and a sufficiently large subset of the group or society either expects them to conform to that norm or prefers them to conform, and that deviance from that norm could be punished¹⁰. This includes social norms relating to men and women, boys and girls, and all people who menstruate. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Solvency - The ability of a company to meet its long term debts. ([WASH Financing Course](#))

Structured financial instruments - Structured financial instruments represent a broad sector of financial instruments. This sector includes asset-backed securities (ABS) and collateralized debt obligations (CDOs). A common attribute of all these financial instruments is that they repackage and redistribute risks. This process involves transferring ownership of assets from the original owners into a Special Purpose Vehicle (SPV). ([WASH Financing Course](#))

Surface water - Drinking water directly from a river, dam, lake, pond, stream, canal or irrigation canal ([JMP](#))

Sustainability – Maintenance of ODF status after undergoing an ODF verification and certification process comprises three dimensions: physical and technical sustainability, social and behavioural sustainability, and the enabling conditions of institutions and programmes (Cavill, Chambers & Vernon, 2015; Bongartz, Vernon & Fox, 2016). ([2017 UNICEF CATS Field Notes](#))

Sustainability check - A Sustainability Check (SC) is a study to assess the sustainability of WASH facilities, services, and behaviours with a national, subnational or programme-based scope. It provides an assessment of the current sustainability of services within the scope of study and looks at the enabling environment and the conditions for their future sustainability. ([UNICEF Sector-Wide Sustainability Check Tool | UNICEF](#))

Sustainability Compact – A Sustainability Compact is an agreement between the government and sector stakeholders, including at least the most relevant ones. It defines the roles and responsibilities of each of the undersigned parties with concrete activities to ensure that the services provided remain functional and behaviour changes remain sustained for a set period. ([UNICEF Sector-Wide Sustainability Check Tool | UNICEF](#))

Syndicated offering - It is more common for larger bond issues to be underwritten by a group, or syndicate, of investment banks. In this case, the bond issue is referred to as a syndicated offering. There is a lead underwriter that invites other investment banks to join the syndicate and that coordinates the effort. The syndicate is collectively responsible for determining the pricing of the bond issue and for placing (selling) the bonds with investors. ([WASH Financing Course](#))

Syndication - A group of bank or investors. ([WASH Financing Course](#))

Synthesis (Knowledge) - The act of reviewing multiple sources of knowledge and summarizing and extracting key conclusions including considerations of the quality of the knowledge and the consistency of different sources with one another. ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

T

Taboos - Customs (religious or non-religious) that limit actions or even the discussion of a particular topic. ([Guidance for Monitoring Menstrual Health and Hygiene – Version I](#))

Tacit Knowledge - Knowledge that is very difficult to articulate, put into words or images. It is typically highly internalized knowledge such as knowing how to do something or recognizing analogous situations (Dumitriu, Peter, Knowledge Management in the United Nations System, JIU/REP/2016/10, Joint Inspection Unit, United Nations, Geneva, 2016) (see also **Explicit knowledge**). ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Tariffs - Tariffs are consumer contributions for water and sanitation services. ([WASH Financing Course](#))

Taxes - Taxes are domestic taxpayer contributions to the government. ([WASH Financing Course](#))

Transfers - Transfers are funding provided by external aid agencies. Traditionally international transfers have played a major role expanding water and sanitation coverage in both rural and urban areas. This takes the form of grants, concessional loans and non-concessional loans. ([WASH Financing Course](#))

Triple Nexus- This is the linkage between Humanitarian-Development and Peace also called HDP nexus.

Tenor (finance) - The tenor is the time remaining until the bond's maturity date. ([WASH Financing Course](#))

The accountability framework in service delivery - Is a human rights-based framework, where duty bearers protect, respect, and fulfil their obligation to provide services to communities, while the

communities/end users, including traditionally marginalized groups, are aware of their rights and can claim their fulfilment. ([Glossary of key words](#))

The Accountability framework in WASH service delivery - Can be depicted as a triangle of interrelationships between three core actors: policymakers, service providers, and communities. In an ideal situation, accountability relations between actors of service delivery allow communities to be empowered and raise their voices, claiming their rights to good services to the policy maker while they fulfil their duty to pay for services supplied by the provider and adopt environmentally adequate behaviours. The sector's policymakers are accountable to the communities for setting the enabling environment (policy, strategy, service regulation, quality standards, etc.) for an adequate service provision as well as to the service providers for the legal framework in which they operate. In turn, service providers are accountable to the policy makers in terms of the timely, adequate, and safe service provisions as well as the communities for providing adequate levels of services. Applied at **the WASH system level**, the accountability framework helps identify key interrelations that need to be created, sustained, or strengthened to achieve universal, sustainable, safe, and resilient access to WASH. ([Glossary of key words](#))

The Network for Improving Quality of Care for Maternal, Newborn and Child Health (Quality of Care Network) - A broad partnership of committed governments, implementation partners and funding agencies working to ensure that every pregnant woman, newborn and child receives good quality care with equity and dignity (hence also known as the QED Network). The goals of the network are to halve maternal and newborn deaths and stillbirths in health facilities by 2022 and to improve patients' experience of care in participating health facilities in network countries. As well as a vehicle for learning and exchange the network presents an opportunity to embed WASH as part of quality improvement. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Theory of Action - A Theory of Action is the delivery model for a **Theory of Change**. It articulates the mechanisms through which the activities are being delivered, e.g. through which type of actors and following what kind of processes (Tetra Tech). UNICEF uses a Theory of Action specifically for the generation, management and use of knowledge. ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Theory of Change - A methodology for planning, participation, adaptive management, and evaluation that is used to promote social change. It defines long-term goals and then maps backward to identify necessary preconditions. Theory of Change explains the process of change by outlining causal linkages in an initiative, i.e., its shorter-term, intermediate, and longer-term outcomes. The identified changes are mapped – as the “outcomes pathway” – showing each outcome in logical relationship to all the others, as well as chronological flow and feedback loops. The links between outcomes are explained by “rationales” or statements of why one outcome is thought to be a prerequisite for another ('Theory of Change', Wikipedia, accessed 29 September 2022). ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

Tool (vs Approach) - When we talk about Tools, we refer to digital tools and good practices in using ICT to support KM. In the [Knowledge Exchange Toolbox](#), the term tool is used as a synonym of approach. ([UNICEF Global WASH Knowledge Management Strategy 2022-2025](#))

U

Underwritten offering - In an underwritten offering, also called a firm commitment offering, the investment bank guarantees the sale of the bond issue at an offering price that is negotiated with the issuer. ([WASH Financing Course](#))

Unimproved drinking water - Drinking water from an unprotected dug well or unprotected spring ([JMP](#))

Unimproved sanitation - Use of pit latrines without a slab or platform, hanging latrines or bucket latrines [Sanitation | JMP \(washdata.org\)](#)

Universal Health Coverage (UHC) - Means that all individuals and communities receive the health services they need without suffering financial hardship. It includes the full spectrum of essential, quality health services, from health promotion to prevention, treatment, rehabilitation, and palliative care. Without WASH services, the goal of UHC cannot be achieved. ([Global progress report on WASH in health care facilities: fundamentals first](#))

V

Value for Money - “Value for money suffers from being a phrase that is more used than understood.” There is no internationally agreed definition of VFM and VFM assessment. There is also no definition within UNICEF although the concept is mentioned in some corporate documents including the Programme Policy and Procedure Manual, and more and more commonly used. ([2017 Toubkiss Value for Money for WASH in UNICEF \(briefing note12-06-2017\).docx \(sharepoint.com\)](#))

W

WASH FIT - A risk-based approach for improving and sustaining water, sanitation, hygiene and health care waste management services in health care facilities, developed by WHO and UNICEF in 2015 and since used in over 30 countries. ([Global progress report on WASH in health care facilities: fundamentals first](#))

WASH in Health Care Facilities - The provision of water, sanitation, health care waste management, hygiene and environmental cleaning infrastructure and services across all parts of a facility. ([Global progress report on WASH in health care facilities: fundamentals first](#))

WASH in Emergencies and Fragile Contexts (WiEFC)- Provision of Water, sanitation and hygiene in emergencies, protracted crisis as well as in fragile contexts (fragility can be due to Social, Political, Economical, Environmental and Security).

WASH System - Refers here to the entire set of hydro-social relations that make possible the distribution of water, sanitation, and hygiene services.

In this encompassing understanding, a WASH system involves a wide range of layered and interconnected actors and their interactions. Using the categories of UNICEF’s Enabling Environment, the WASH system includes the WASH sector and its governance institutions and processes (**the building blocks**), in addition to the broader context (structural and institutional factors and political leadership) that influences the management of the sector and its policies, capacities, regulations, monitoring, institutions, and financing.

When WASH systems are strong and resilient, they deliver services that last and meet people’s needs. ([Glossary of key words](#))

WASH systems-strengthening - Is a systematic approach to ensure that all WASH programmes are coherent and reinforce efforts to deliver WASH benefits to all for the long-term.

The approach aims to contribute to systemic, longer-term transformational change. UNICEF’s WASH systems-strengthening interventions operate in priority through **the building blocks** and through the interlinkages with broader components of **WASH system** that trigger or constrain progress towards SDG6. Both types of intervention contribute to the unifying system framework for advancing sustainable development that is called for by Agenda 2030. ([Glossary of key words](#))

WASH practices - Specific IPC behaviour practices including regular handwashing by care providers, care-seekers and their families at key moments. It also includes regular environmental cleaning of surfaces, floors, and walls in care areas, toilets and showers, as well as laundry, cooking and waiting areas. ([Global progress report on WASH in health care facilities: fundamentals first](#))

Water cooperation for peace and stability - Work with communities and key stakeholders so that equitable management of water resources and WASH services contribute to increased social cohesion, political stability and peace dividends; and in conflict zones to prevent attacks on water and sanitation infrastructure and personnel furthering UNICEF's work on the trip nexus of humanitarian, development and peace building.

- This dimension is guided by UNICEF's Water Under Fire Change Agenda in [volume 1 under chapter 4 Prevent and End conflicts](#) and forthcoming report WUF volume 3, "Attacks on water and sanitation services in armed conflict and the impacts on children." ([Reimagining WASH | UNICEF](#))

Water pooled fund (Water bank) - A legal entity that bundles smaller loans and raises bonds or borrows from the capital market. A single borrower, the pooled fund raised commercial financing. The pooled fund disburse the loans to credit-worthy SPs, and use their revenues to repay the commercial bank. (SPs and the fund are independent entities.) ([WASH Financing Course](#))

Water scarcity - Water scarcity exists where the demand for water exceeds supply and where available water resources are approaching or have exceeded sustainable limits. Water scarcity can either be physical or economic. ([Water Security for All](#))

Water security - The capacity of a population to safeguard sustainable access to adequate quantities of and acceptable quality water for sustaining livelihoods, human well-being, and socio-economic development, for ensuring protection against waterborne pollution and water-related disasters, and for preserving ecosystems in a climate of peace and political stability. Water insecurity occurs when any or all of these needs cannot be met. ([Water Security for All](#))

Water stress - Water stress is an outcome of water scarcity and refers to scarcity in terms of quality and accessibility. Water stress may manifest in conflict over water resources, over-extraction, or poor health and disease. ([Water Security for All](#))

X

Y

Z