



# Revising the Equitable Access Score-card Other changes

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# Introduction

## Other parameters to be integrated in the Score-card

The proposed parameters seek to:

1. **Clarify the differences between vulnerable and marginalized groups**, and allow countries to include other vulnerable or marginalized groups identified in their respective countries
2. Refer to **Users of public places** instead of only to users of markets and public transport
3. Include measures when **changes to customer services or digitalization** occur
4. Include **measures of protection for health and sanitary workers**

# Glossary

**Vulnerable and marginalized groups.** While vulnerable groups are primarily defined by their susceptibility to negative water-related impacts (water pollution, water shortages), marginalized groups are defined by their peripheral or excluded position in broader society, which may influence their access to water resources. Examples of vulnerable groups are people living in remote rural areas without access to safe water systems, indigenous communities who depend on water for their livelihoods and culture, and people with disabilities who may face additional barriers to access to safe drinking water and adequate sanitation facilities. Vulnerable groups may be at risk of water-related diseases, such as diarrhea and waterborne diseases, due to poor living conditions and lack of access to clean water and adequate sanitation. Examples of marginalized groups are minority ethnic communities that face discrimination in terms of access to water services, urban poor populations who live in informal settlements and do not have access to basic services, as well as gender groups that may have unequal roles in water management and decision-making related to this resource. Marginalized groups may be deliberately excluded from water management decision-making processes, which may perpetuate their marginalization and hinder their equitable access to water resources and related services. Policies and strategies to address the needs of these groups may overlap in some respects but may also require specific approaches to address the underlying causes of vulnerability and marginalization in the water context.

# Proposed revisions

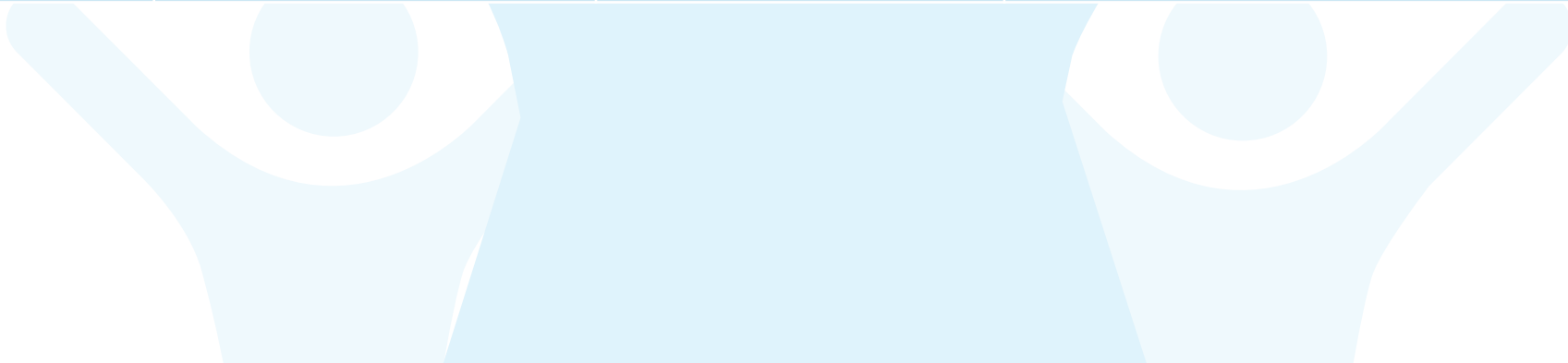
Section of the Scorecard	Question	Before	After
Ensuring Access for Vulnerable and Marginalized Groups	3.13.	Not included	Other identified vulnerable and marginalized groups in the country

# Glossary

**Public places.** Places that can be utilized as communal zones for interpersonal interaction; for participation, association and inclusion, and to exercise people's human rights, being respected, protected and fulfilled. Such as parks, plazas, streets, markets and transport hubs.

# Proposed revisions

Section of the Scorecard	Question	Before	After
Ensuring Access for Vulnerable and Marginalized Groups	3.12.	Not included	Public places*



# Proposed revisions

Area of the Scorecard	Question	Before	After
Public policies to address the needs of vulnerable and marginalized groups	3.1.6.	Not included	When changes to customer services (such as digitalization of billing) have been considered, there impacts on vulnerable and marginalized groups have been assessed and solutions identified with their participation (ensuring adequate channels of access to information as well as accessible payment methods)
Users of health facilities	3.3.7.	Not included	Health and sanitary workers are priority groups to be provided with personal protective equipment (PPE), masks, gloves and vaccination timely, in particular during pandemics or similar emergency situations
Users of health facilities	3.3.8.	Not included	Health care facilities workers have strengthened their functional skills in using online platforms and technology, in particular to handle future pandemics and other emergency situations

# Thank you for your attention

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