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Partnerships for Sustainable Development - Update

Submitted by: The Division for Sustainable Development

BACKGROUND PAPER NO. 1

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I. Introduction

Voluntary, multi-stakeholder partnerships working towards sustainable development goals have proved to be an important complementary outcome of the World Summit on Sustainable Development (WSSD). As of February 2005, a total of 300 such partnerships had been registered with the Commission on Sustainable Development (CSD) Secretariat.

Partnerships for sustainable development have a special character; they are specifically linked to implementation of globally agreed commitments in the Johannesburg Plan of Implementation (JPOI), Agenda 21 and/or the Programme for the Further Implementation of Agenda 21. However, as stressed at the Summit, these partnerships are not a substitute for government responsibilities and commitments; they are intended to strengthen implementation by involving all those who can make a contribution to sustainable development.

The Commission on Sustainable Development (CSD) was designated by the Summit as the focal point for discussion on partnerships that promote sustainable development. At its eleventh session in 2003, the Commission stressed that partnerships in the context of the WSSD process and its follow-up should be developed and implemented in accordance with a set of agreed criteria and guidelines¹, taking note of the preliminary work undertaken on partnerships during the preparatory process for the Summit, including the Bali Guiding Principles² and General Assembly resolution $56/76^3$.

The Commission agreed that information on partnerships for sustainable development should be made publicly available. As part of this information-sharing process, the CSD Secretariat was requested by the Commission to make information on partnerships available through a database accessible to all interested parties.

In February 2004, UN/DESA launched the Partnerships for Sustainable Development Database. This interactive web-accessible database⁴ contains information based on voluntary reports from lead contacts of registered partnerships.

The information in the Partnerships database forms the basis for summary reports prepared by

the CSD Secretariat. The present report summarising recent trends in CSD-registered partnerships for sustainable development is submitted as a background paper for the thirteenth session of the Commission on Sustainable Development.

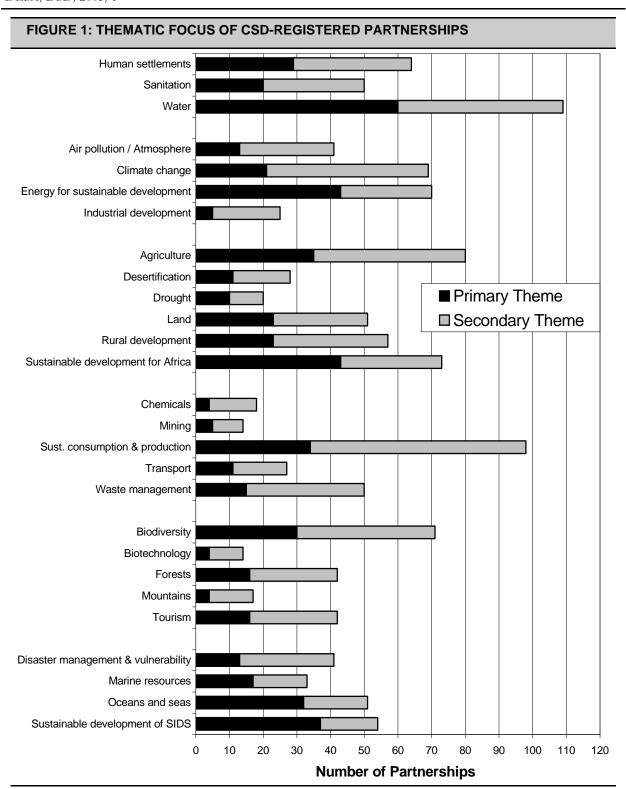
II. Partnerships' Trends

The CSD-11 decision on partnerships, the Bali Guiding Principles and General Assembly resolution 56/76 identified certain key characteristics that are desirable for partnerships for sustainable development, including (broader issues such as) sectoral and geographical balance, and the multi-stakeholder nature of partner involvement. Also identified were more specific guidelines on the timeframe of the partnerships and their relationship to the Summit, and the need for partnerships to have a "predictable and sustained" resource base. The following sections explore some of these aspects and identify emerging trends within the group of partnerships currently registered with the CSD Secretariat.

(i) Overall numbers

A total of 300 partnerships had been registered with the CSD Secretariat as of February 15, 2005. Two-thirds of these partnerships (209) were registered around the time of the WSSD, and 91 partnerships have registered since the Summit. In addition to these, 25 activities to initiate partnerships⁵, (which have the potential to lead to formation of new partnership initiatives for sustainable development), are also currently registered with the CSD Secretariat.

Since the issuance of the Secretary-General's report on Partnerships for Sustainable Development⁶ in January 2004, 34 new partnerships have registered with the CSD Secretariat, 3 existing partnerships have closed their initiatives, and 59 partnerships have reported updates on their activities.



NOTE: Themes are clustered according to the multi-year programme of work of the Commission on Sustainable Development. Given that most partnerships have multiple primary and secondary themes, aggregating the number of partnerships per theme would exceed the total number of registered partnerships.

(ii) Sectoral coverage

Partnerships for sustainable development tend to be multi-sectoral in their approach. Figure 1 (on the facing page) shows the distribution of the different thematic focal areas of partnerships, broken down by primary and secondary theme. To provide a contextual reference for partnership initiatives and the work of the Commission on Sustainable Development, the thematic areas from the Commission's multi-year programme of work were used to draw up the list of sustainable development issue areas.

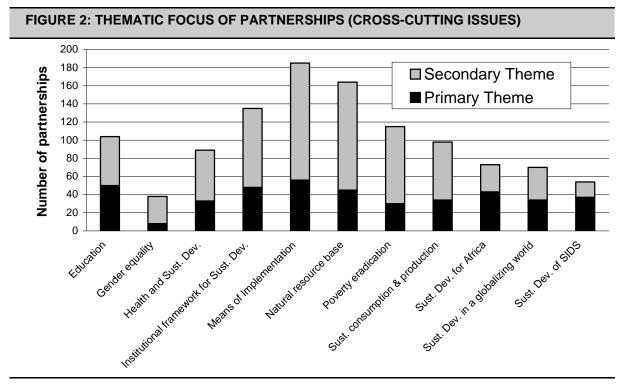
The distribution of registered partnerships by thematic focus shows that a wide spectrum of thematic areas is covered by these initiatives. Within this spectrum, 55% of all registered partnerships focus on the protection and management of natural resource areas. Over one-fifth of all registered partnerships are working in the areas of water, agriculture, biodiversity, energy, climate change and human settlements.

On the other hand, some resource areas

continue to have few registered partnerships. The thematic areas that represent less than one-tenth of registered partnerships are: biotechnology, chemicals, drought, mining, and mountains. These gaps in coverage are related to registered partnerships, and are not necessarily reflective of other partnerships taking place outside the sphere of the Commission on Sustainable Development.

Registered partnerships are working on implementation in a variety of cross-cutting sustainable development issue areas. Capacity-building and technology transfer continue to be key elements in partnership implementation, while effecting change in the institutional framework for sustainable development remains a priority area for 45% of registered partnerships.

Sustainable development in a globalizing world and sustainable development for Africa are areas of concern for over one-fifth of all partnerships. One-third of all registered partnerships are working in areas of education, sustainable consumption and production and poverty eradication.



NOTE: Cross-cutting issues taken from the multi-year programme of work of the Commission on Sustainable Development. Given that most partnerships have multiple primary and secondary themes, aggregating the number of partnerships per theme would exceed the total number of registered partnerships.

(iii) Geographic coverage

More than half of the registered partnerships are global in scope, while the remainder are either regional (20%) or sub-regional (24%). A much smaller percentage (5%) of partnerships are national in scope. Only one of the 300 registered partnerships has local geographic scope.

Within the regional, sub-regional and national partnerships, 38% are working in Asia and the Pacific, 26% in Africa, 17% in Latin America and the Caribbean, 15% in Europe and North America, and 4% in West Asia.

Most partnerships with action plans for implementing sustainable development at a global or regional level include a wide-range of activities at all levels. Many employ a bottom-up approach, using projects with local community-level participation to create plans and test strategies, which are then replicable at national, sub-regional and regional levels.

FIGURE 3: GEOGRAPHIC SCOPE OF PARTNERSHIPS

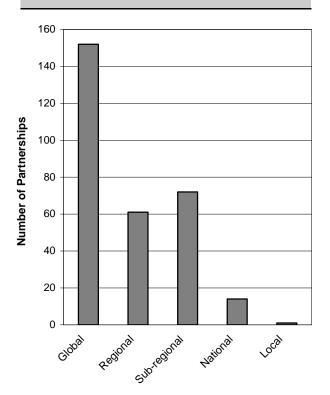
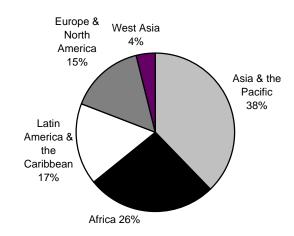


FIGURE 4: REGIONAL COVERAGE OF PARTNERSHIPS



NOTE: The data for regional, sub-regional and national partnerships have been aggregated to derive the overall regional coverage.

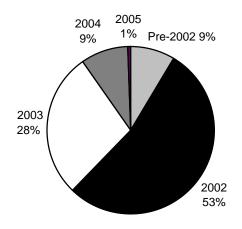
(iv) Time frame

A majority of the partnerships registered with the CSD Secretariat were launched at or around the WSSD. More than half (53%) of all registered partnerships initiated activities in 2002, the year of the Summit. Less than one-third (28%) of the partnerships initiated activities in 2003. A small number of partnerships, mostly those that have been newly registered, initiated their activities in 2004 (9%) and 2005 (1%).

A small percentage (9%) of registered partnerships began their activities prior to 2002. In the case of these on-going partnerships, they had to demonstrate significant added-value in the context of the WSSD in order to be registered. This could have been in the form of additional partners, replication of an initiative, extension of geographic scope, or an increase in financial resources.

Factors that affect the start date of a partnership's implementation include time spent in raising seed funding, lag time associated with confirming partners and time taken to set up coordinating bodies such as a secretariat, within the partnership.

FIGURE 5: YEAR OF PARTNERSHIP INITIATION

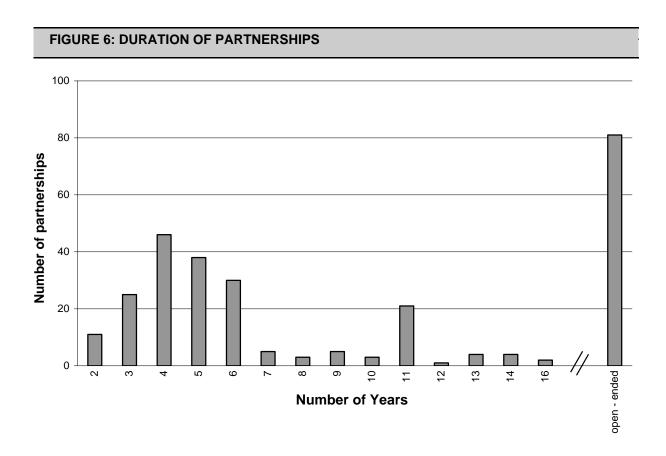


More than one-quarter (27%) of the registered partnerships are open-ended. For the remaining initiatives, the average duration is 4.2 years.

Depending on the scope of goals, objectives and targets, the duration of partnerships can vary Many have several phases of implementation with an increase in scale as the initiative progresses. In some cases, this incremental approach to implementation is also driven by constraints in funding.

(v) Partners involved

By definition, registered partnerships are voluntary multi-stakeholder initiatives undertaken by any combination of Governments, intergovernmental organizations, major groups⁷ and other organizations. A significant majority of registered partnerships have Government (84%) and major groups (86%) involvement.



Major groups involvement in partnerships when disaggregated by individual major group, shows that 68% of partnerships have nongovernmental organization (NGO) partners; 43% have business and industry partners; 38% have partners from the scientific and technological community, and 21% from local authorities. A much smaller percentage of registered partnerships have partners from women's groups (5%) youth groups (4%), workers and trade unions (3%), indigenous people's organizations (3%) and farmers (3%)

Nearly two-thirds of partnerships have UN system (64%) and other intergovernmental organization (62%) involvement. In addition, two-fifths of partnerships have other organizational partners including academia and media.

In terms of lead partner organizations: 46% of all registered partnerships have a major groups organization as a lead partner; 47% have Government lead partners; 27% have UN system organizations as lead partners; and 26% have other

intergovernmental organizations as lead partners. Other organizations such as academic institutions account for less than 10% of all lead partners. It should be noted that most partnerships have two lead partners.

The number of partner organizations per partnership tends to vary. In registered partnerships, the number of confirmed partners ranged from as few as 2 to as many as 113 different organizational partners.

In general, partner organizations involved in the development of the partnership from their early stages ensure that the approach taken is genuinely participatory and reflective of the needs of the various stakeholders. Since most partnerships welcome additional partners, the number of organizations actively participating within them will increase and the initiative may evolve accordingly.

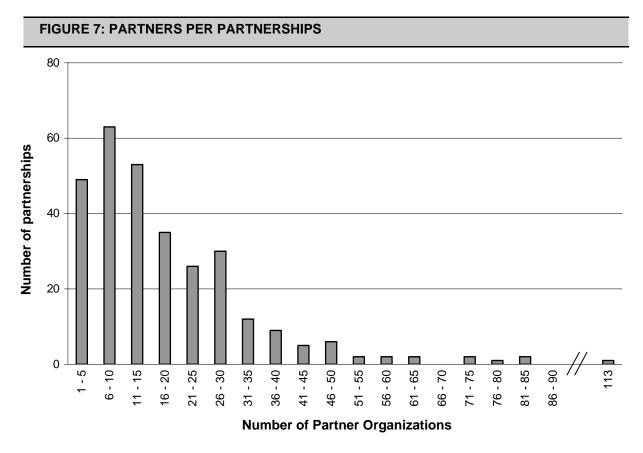
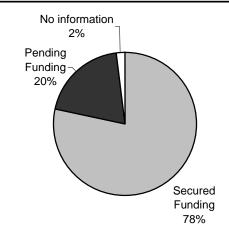


FIGURE 8: FUNDING STATUS OF **PARTNERSHIPS**



(vi) Resources

The resource base of a partnership, whether supported by financial resources and/or nonfinancial contributions, is one of the key determinants affecting a partnership's ability to carry out its implementation. A majority (98%) of registered partnerships have provided information on funding. Based on the information reported, 78% of registered partnerships (235) have funding and 20% (59) have yet to secure funding.

Of the 235 registered partnerships that have succeeded in securing funding, 227 have provided information on the source of funding. It should be noted that many partnerships with secured funding have multiple donors. Of the 227 partnerships that have identified their donor type, 72% reported having funding from Governments, 36% are receiving funding from intergovernmental (including organizations UN system organizations); and 20% are receiving funding from private sector donors. One-fifth of partnerships (21%) have reported that they are receiving support from UN system organizations. In addition to this, 14% of partnerships have reported receiving grants from NGOs, while 9% are receiving funding from other sources such as foundations. Further breakdown of the funding by source was not possible since 108 of the 235 partnerships with secured funding did not disclose their funding figures (see Figure 9 below).

FIGURE 9: REPORTED FUNDING LEVELS IN PARTNERSHIPS

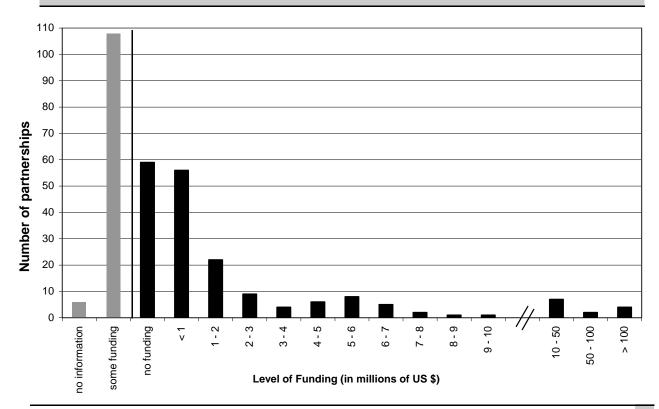
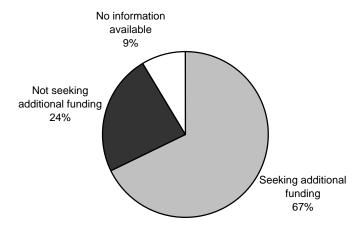


FIGURE 10: PARTNERSHIPS SEEKING ADDITIONAL FUNDING



More than half of all registered partnerships (68%) are currently seeking additional funding for their initiatives. Of these, 25% of partnerships provided specific figures for the funding they are currently seeking. These additional amounts needed, range from US\$100,000 to US\$82 million.

Non-financial contributions (such as in-kind contributions or staff time) often enable a partnership to function while they are in the process of securing funding from outside sources. Over one-third (38%) of registered partnerships have reported that they currently have non-financial resources in the form of office space, staff and computers.

III. Partnership Implementation (i) Implementation mechanisms

Partnerships for sustainable development address global economic, social and environmental concerns by strengthening cooperation in areas of institutional and human capacity-building, research and information-sharing and technology transfer.

Partnerships are working to foster capacity at all levels, from local to regional to global. 80% of registered partnerships are working to educate and build awareness of sustainable development issues;

69% are engaged in activities related to building human resource capacity by providing training; 46% are engaged in some form of direct technology transfer; and 44% have activities that focus on building and strengthening institutional capacity.

(ii) Progress since initiation

A total of 59 registered partnerships (20%) have submitted updates on progress made in the past year. In general, the progress reported falls within three broad categories: organizational development activities, coordination activities and implementation activities.

Progress reported in organizational development include successful fundraising, outreach to new partners and confirmation of additional partners, development of organizational principles to promote collaboration and cooperation among partners, and development of an internal governance and coordination mechanism.

Coordination activities include meetings of partners, identification of regional and national focal points, creation of partnership secretariats and steering committees, establishment of partnership websites, and setting up regular partnership newsletters.

Implementation activities include the launch of pilot projects, organisation of conferences and workshops, provision of training and capacity building, formation of expert networks, efforts to develop policies, and information dissemination through websites, directories, case studies, and educational materials.

While many partnerships continue to move forward in organizational and coordination activities, a steady number of partnerships are also reporting progress towards their implementation goals. A small number of partnerships (1%) have met their stated goals and objectives and their activities have been successfully completed.

IV. Water, sanitation and human settlements partnerships

In keeping with the focus of the current CSD Policy Session, the following section delves into greater detail on those partnerships whose primary focus is water, sanitation and/or human settlements

Of the 300 registered partnerships, 78 initiatives have a primary focus on water, sanitation and/or human settlements, with many listing more than one primary focal area. 60 partnerships listed water as a primary focus, 29 listed human settlements and 20 listed sanitation.

(i) Trends

Given the degree of overlap among partnerships within this subset (i.e. water, sanitation and human settlements partnerships), the following general statistics are presented on an aggregated basis for all 78 partnerships working in this thematic cluster.

Geographic coverage: 60% of the water, sanitation and human settlements partnerships are global, 12% are regional, 21% are sub-regional, 6% are national and 1% are local.

Timeframe: 14% of the water, sanitation and human settlements partnerships were initiated prior to 2002, 44% in 2002, 27% in 2003, and 13% are scheduled for initiation in 2004. In terms of duration, 31% are open-ended, while the remainder varied from 2 to 16 years in length.

Partner involvement: 86% of the water, sanitation and human settlements partnerships have major group involvement, 82% have Government involvement, 59% have UN system involvement, 55% have other intergovernmental organizations involved and 42% include other organizations such as academic institutions.

Major groups involvement in water, sanitation and human settlements partnerships when disaggregated by individual major group, shows that 72% of these partnerships have NGO partners; 44% have partners from the scientific and technological community, 40% have local authorities' partners and 36% have business and Less than 5% of these industry partners. partnerships have partners from women's groups, workers and trade unions, youth groups,

indigenous people's organizations and farmers.

Size: Total number of partners within water, sanitation and human settlements partnerships range from 2 to 71 with the average size being 17 organizations. The breakdown of partners by lead partner is 47% from major groups, 29% from Governments, 26% from other intergovernmental organizations, 23% from organizations of the UN system and 6% from other organizations.

In terms of resources, 76% of the water, sanitation and human settlements partnerships have already secured funding. Of the remainder, 18% have yet to secure funding, and 6% have not provided any information on resources. In total, 58% of the water, sanitation and human settlements partnerships are seeking additional 41% currently have non-financial funding. resources, and 6% have only non-financial resources. The majority of secured funding is from either Government or IGO sources; 71% of partnerships reported having secured funding from Governments, 35% from intergovernmental organizations.

(ii) Implementation focus

In general, partnerships working in water, sanitation, and human settlements also focus on a range of the CSD-identified cross-cutting issues. One in five of these partnerships has a primary focus on protecting and managing the natural resource base, education, institutional framework development, for sustainable means implementation, sustainable development for Africa, poverty eradication and sustainable development in a globalizing world.

Many water, sanitation and human settlements partnerships are working on applying integrated management strategies to key natural resources. These partnerships monitor, evaluate and distribute information on tried and tested sustainable naturalresource management methods. Management tools being developed by registered partnerships include compilations of best practices, case studies, development of sustainability indicators and directories of experts working in the field.

Integrated Water Resources Management (IWRM) is frequently identified as a focal area within water and sanitation partnerships. Activities identified in this area range from programs studying specific watershed areas, to assessments of trans-boundary aquifers, to regional efforts to develop management tools for freshwater use in Caribbean SIDS. Some of the registered partnerships in this area are taking an ecosystem approach, by focussing on integrating freshwater management with the management of coastal resources.

Some water and sanitation partnerships, especially those working in rural areas, also have a secondary focus on agriculture. For these partnerships, a key theme is the connection between food security, irrigation, safe drinking water and agricultural production. Activities in this area range from researching water management models for sustainable agricultural production, development of affordable and lowcost irrigation technologies and pilot projects that focus on improving water and wastewater resources.

Integrated urban water management is also a focus for human settlements' partnerships. Target activities range from capacity-building programs for city managers and water utilities to the development of integrated regionally binding instruments determining sanitation and wastewater emission targets. Many of these partnerships are taking on a wide range of other urban management issues, including areas such as transportation, energy, health, and disaster preparedness.

Environmental health-related goals are frequently mentioned in most water, sanitation and human settlements partnerships. Provision of essential services such as clean drinking water and sanitation is seen as part of the effective management of human settlements, and thus a prerequisite for a healthy and resilient A number of partnerships are environment. looking at various factors from rapid industrialization, urban and population growth to natural disasters that create institutional, economic and environmental challenges, which in turn increase vulnerability and affect maintenance and extension of essential water and sanitation services.

Environmental health-related activities in water and sanitation partnerships range from reduction of diarrheal disease risk by providing water disinfectant and safe water storage containers to research projects developing evidence-based methods for rapid assessment of environment and health risks in areas of dangerous industrial activities. In the case of human settlements partnerships, specific activities include the development of indicators to monitor the effects of environmental risk factors on children's health.

Poverty eradication is a cross-cutting theme for many of the activities of water, sanitation and human settlements partnerships. Target activities in this area range from provision of water services for agricultural and industrial activities and income-generation to capacity-building of local institutions to improve the quality of life and livelihoods of poor communities. Other related activities include designing guidelines on social performance of water pricing and vulnerability assessment of poor communities with a specific emphasis on vulnerabilities to natural disaster, conflict and economic dislocation.

(iii) Implementation mechanisms

While water, sanitation and human settlements partnerships are employing a wide range of implementation mechanisms, several common features emerge. A strong majority (86%) have an educational component in their implementation plan. Most initiatives include information dissemination as a means of raising awareness, while others are developing curricula and training workshops in collaboration with academic institutions. Specific actions include developing water education tools, and teaching basic sanitation and hygiene to school children and communities, along with efforts to organize school and university students on the uses of geographic data as tool towards creating healthier communities.

A significant number of water, sanitation and human settlements partnerships (71%) are engaged in human resources/training, while 53% are working towards institutional strengthening. Implementation mechanisms in this area include the creation of networks, comprehensive knowledge management systems, centres of excellence and regional training centres to link and harmonise information-gathering, data-sharing and technical services related to sustainable development.

Several networking models emerge among the human settlements partnerships in particular. Some utilize regional centres as information clearinghouses for sustainable urbanization efforts, while others organize networks around certain recurring events such as regional conferences and summits of municipal leaders. A number of human settlements partnerships also use city-tocity cooperation as a networking model.

Over half of the water, sanitation and human settlements partnerships (55%) are engaged in some form of technology transfer. For water partnerships, mechanisms for technical cooperation range from direct interventions such as the construction of rainwater harvesting tanks on rooftops of schools to provide clean drinking water to children in communities with acute water shortage, to organizing information retrieval and diffusion by geographic information systems (GIS) and databases of water resources and related socioeconomic information.

Utilising information and communication technologies is a common implementation strategy for all water, sanitation and human settlements partnerships. These initiatives are disseminating scientific and technological knowledge through web-servers and web-accessible information databases. Some initiatives have created internet servers on local technical services related to the environmental service sector, while others are developing information networks to facilitate access to global information.

(iv) Progress since initiation

The progress of water, sanitation, and human settlements partnerships follows a similar pattern to that of all registered partnerships as a whole. Many initiatives have begun implementing their partnerships, while others continue to move ahead in their organizational and coordination activities. Examples of reported implementation range from 446 rainwater harvesting tanks constructed, to the creation of a fully integrated seawater farm, to the organization of workshops, conferences and seminars and the launch of online information services. Examples of reported organization and coordination activities include successful field visits, establishment of steering committees, partnership secretariats, launching partnership websites, and securing funding.

V. Partnerships-related activities by the CSD secretariat

(i) Partnerships website and database

The CSD Secretariat's website on Partnerships for Sustainable Development⁸ is an important tool for sharing information on partnerships-related issues. The website contains a wide variety of practical information: from details on how to register partnerships with the CSD Secretariat, to information on up-coming partnerships-related meetings including the CSD Partnerships Fairs, to recent publications on registered partnerships, produced by the CSD Secretariat that are available for download. The most frequently accessed section of the Partnerships website is the Partnerships for Sustainable Development Database⁹.

The Partnerships database was launched a year ago, in February 2004. Since its launch, the database has had 10,317 visits¹⁰ and registered 38.911 hits¹¹.

Database users have a choice of searching the database either through the simple search function, or through the advanced search function. The simple search function makes it possible for users to pinpoint partnerships using a trio of criteria that include keywords, partner organization name and themes. The advanced search function allows for even greater specificity in defining the search, and has three additional search parameters (in addition to those in the simple search), namely: types of capacity-building activities, geographic scope and countries of implementation. Users also have the option to browse through a listing of all 300 partnerships sorted alphabetically, by geographic scope or by lead partner.

Lead partners of registered partnerships are responsible for the information in their database entries. In order for the database to remain current with the latest developments, partnerships' lead partners are urged to keep their information up to date.

Registration offers a number of benefits. Detailed information on registered partnerships is publicly accessible via the CSD Partnerships Database. The information provided by registered partnerships also forms the basis for summary reports prepared on a regular basis by the CSD Secretariat. Registered partnerships can present information on their initiatives at CSD Partnerships Fairs and other partnerships-related events. These information-sharing activities help raise awareness and could lead to expansion in the form of new partners and funding or replication of successful initiatives. Sustainable development partnerships that have yet to register with the CSD Secretariat are encouraged to do so.

(ii) CSD-13 partnerships events

The CSD Secretariat is organising a Partnerships Fair during CSD-13, to be held from 11 to 22 April 2005 at UN Headquarters. The CSD-13 Partnerships Fair will focus on partnerships working in the thematic areas of water, sanitation and human settlements.

The Partnerships Fair will provide a venue for: showcasing progress made by existing partnerships for sustainable development; launching new partnerships; and networking among existing and potential partners. The Fair will give participants an opportunity to create synergies between partnerships, to identify new partners, to learn from each other's experiences, and to advertise and promote their efforts to an intergovernmental forum.

The CSD-13 Partnerships Fair will have several components including interactive discussion sessions, and information desks outside the conference rooms. The Secretariat has also organised Partnerships Activities during the Intergovernmental Preparatory Meeting (IPM) for CSD-13 from 28 February to 4 March 2005 which will include "Partnerships in Practice" interactive discussion sessions on practical issues related to the partnerships process and information desks for CSD registered partnerships to display and distribute information related to their partnership.

(iii) Other partnerships-related events

Various other activities are being undertaken by the CSD Secretariat to increase awareness about registered partnerships. At the recent International Meeting to Review the Implementation of the Programme of Action for the Sustainable Development of Small Island Developing States in Port-Louis, Mauritius from 10 to 14 January 2005, the Secretariat organized a 3-day programme of Partnerships Activities. In addition the Secretariat also produced an informational document on SIDS Partnerships for the Mauritius International Meeting that included brief synopses, along with contact information for the lead partners of these registered SIDS partnerships.

The Moroccan Ministry of Territory Planning, Water and Environment (MATEE) in cooperation with UN/DESA is organising the 2nd International Forum on Partnerships for Sustainable Development: Advancing Implementation on Water and Energy to be held in Marrakech, Morocco from March 21 to 23, 2005 UN/DESA is providing assistance on substantive aspects of the Forum. The outcomes of the Forum will be presented at CSD-13.

VI. Conclusions

Just over two years after the World Summit on Sustainable Development, partnerships for sustainable development continue to develop and grow and new partnerships continue to be launched. Many registered partnerships are operational, while others are making progress in the organizational and coordination phase of their development.

In accordance with the criteria for registering CSD partnerships, all of these initiatives have clearly stated goals and objectives related to sustainable development that complement those outlined in Agenda 21, the Programme for the Further Implementation of Agenda 21 and the Johannesburg Plan of Implementation (JPOI). By collaborating across all levels, sharing skills, resources and expertise, and working to develop innovative solutions to global concerns, these partnerships continue to demonstrate their aim of adding concrete value to the implementation of sustainable development goals and commitments.

Notes

- ¹ For full text of the CSD-11 decision on partnerships see paragraphs 21-24 of the CSD-11 report E/CN.17/2003/6
- ² For full text of the Bali Guiding Principles see http://www.johannesburgsummit.org/html/documents/prepcom4docs/bali_documents/annex_partnership.pdf
- ³ For full text of General Assembly resolution 56/76 see A/RES/56/76
- ⁴ Partnerships for Sustainable Development database visit http://esa.un.org/dsd/partnerships/public/
- ⁵ For information on "activities to initiate partnerships" see http://www.un.org/esa/sustdev/partnerships/activities initiate.htm
- ⁶ Partnerships for Sustainable development: Report of the Secretary-General see E/CN.17/2004/16
- ⁷ The nine major groups of civil society identified in Agenda 21 are: Women, Youth and Children, Indigenous people, Non-Governmental Organizations, Local Authorities, Workers and Trade Unions, Business and Industry, Scientific and Technological Community and Farmers.
- ⁸ Partnerships for Sustainable Development website visit http://www.un.org/esa/sustdev/partnerships/
- ⁹ Partnerships for Sustainable Development database visit http://esa.un.org/dsd/partnerships/public/
- A website visit is a series of actions that begins when a visitor views their first page from the server, and ends when the visitor leaves the site or remains idle beyond the idle-time limit. The default idle-time limit is thirty minutes.
- ¹¹ Each website file requested by a visitor registers as a hit. There can be several hits on each page. The volume of hits reflects the amount of server traffic.