Meeting Report of Stakeholders’ Consultation to revamp the World Antibiotic Awareness Week

Online, 27 – 29 May 2020
Global consultative meeting to revamp WAAW

In recognition of the need to raise renewed popular and political awareness of, and commitment to tackling the emergence of antimicrobial resistance (AMR), the Food and Agriculture Organization of the United Nations (FAO), the World Organisation for Animal Health (OIE) and the World Health Organization (WHO) – also known as the Tripartite – held a three-day workshop with support from the Wellcome Trust. The meeting aimed to refresh the multisectoral approach to World Antibiotic Awareness Week (WAAW) and to explore how to build a more impactful WAAW by identifying improved approaches to changing behaviours and addressing the growing understanding of AMR in the context of evolving health challenges such as the COVID-19 pandemic. The meeting was held on 27 to 29 May 2020 and was conducted virtually. It convened more than 100 participants from across the globe, representing diverse sectors from the animal health, human health, environment and agricultural sectors. Youth, civil society, international organizations, UN agencies and academia were also represented.

The objectives of the meeting included: discussions on the successes and challenges of previous WAAW campaigns; sharing experiences, best practices and lessons learned from other campaigns with grassroots movements; exploring strategies to align messages and mainstream AMR messages with key stakeholders; and defining next steps that enhance the impact of WAAW as a key vehicle to raise awareness around AMR and tackle AMR inclusively with all stakeholders. The meeting used multiple virtual workspaces and interactive platforms that enriched the plenary as well as small group discussions and interactions.

The outcomes of the meeting included changing the focus of WAAW from antibiotics to the broader scope of antimicrobials. Participants concluded that expanding the scope of the campaign to include all antimicrobials will facilitate the inclusiveness of the global response against AMR through a multisectoral, One Health Approach and stakeholder engagement. The successful engagement and rich exchanges noted during the three-day workshop highlighted the need for ongoing collaboration. As a result, the Tripartite is currently exploring ideas for an informal rolling taskforce to continue these discussions and to share a vision for future WAAW events.

The meeting was opened by representatives from each of the Tripartite organizations: Dr. Berhe Tekola, Director, Animal Production and Health Division, FAO; Dr. Matthew Stone, Deputy Director General of International Standards and Science, OIE; and Dr. Hanan Balkhy, Assistant Director-General AMR Division, WHO. The opening speakers emphasized the challenges of AMR and called on participants to identify mechanisms and approaches to raise awareness of AMR more effectively through a multisectoral approach. They stressed that the impact of AMR and the threat to global public health and development affects the lives and livelihoods of everyone.

Dr. Haileyesus Getaahun, Director of the Tripartite Joint Secretariat on AMR and Director of the Department of Global Coordination and Partnership at WHO set the scene for the meeting, and provided the political context.

The Tripartite joint secretariat has been established to drive forward the implementation of the IACG recommendations, to lead and coordinate the AMR response and to facilitate joint working between the three organisations.

Dr Getahun called for refreshed, concerted multisectoral action to make WAAW everyone’s business as antimicrobials are shared among humans, animals and plants and the need to preserve them should be a priority for all.

Dr. Berhe G. Tekola (FAO) noted that, "AMR and its spillover effects into the food and agriculture sector may force tens of millions more people into poverty, hunger, and malnutrition". He stressed that the multisectoral approach is a key way to tackle AMR and other global crises.

"We are inspiring doctors, veterinarians, ecologists, and other professionals to examine their local issues through the One Health lens," declared Dr. Matthew Stone of OIE, “because we know that bringing this multidisciplinary thinking to any problem helps to ensure that we develop well thought through and enduring solutions.”

WAAW is an effective tool in the multisectoral approach to spread the message of AMR. “As much as I have been looking at World Antibiotic Awareness Week and its importance in increasing awareness”, said Dr. Hanan Balkhy (WHO), “it is also a platform for education and communication that will support the Tripartite mission of addressing the rising threat of AMR.”

“Concerted multisectoral action to make WAAW everyone’s business as antimicrobials are shared among humans, animals and plants and the need to preserve them should be a priority for all.”
History of WAAW

Raising awareness and understanding of AMR through a holistic, One Health approach by integrating effective communication, education, and training is one of the objectives of the Global Action Plan (GAP) on AMR. WAAW is one of the main initiatives targeting this objective. WAAW was established by WHO in 2015 and became an official Tripartite event supported by FAO, OIE, and WHO in 2016 after FAO and OIE committed to collaborating on AMR. The Tripartite is committed to developing and sharing resources with national partners to design and measure effective WAAW campaigns. Over the years, the annual WAAW dates have been flexible with one key date always included, 18 November, to coincide with the European Antibiotic Awareness Day. Recently the Tripartite decided to set all future WAAW dates as 18 to 24 November, starting with WAAW 2020.

WAAW has a strong foundation

To begin learning from each other, representatives from three countries shared their experiences from past WAAW campaigns. Participants heard about their successes in using a multisectoral approach, collaborating with key partners on WAAW activities and materials, and engaging youth to amplify the AMR message.

The presentation from Indonesia highlighted the experiences, lessons learned, and proof of impact from Indonesia’s involvement in past WAAW campaigns. Recognizing the growing use of antimicrobials in local commercial poultry production, the Ministry of Agriculture developed a roadmap identifying their key stakeholders and target audience for WAAW 2017-2019, which included policymakers, veterinarians and veterinary students, local communities, veterinary drug companies, and poultry farmers. For each annual WAAW, the Ministry of Agriculture shared the One Health message through multiple platforms to reach these various target audiences.

By taking this multisectoral approach and targeting messaging to key stakeholders, the WAAW campaigns in Indonesia have influenced government policy prohibiting antibiotics as animal growth promoters, encouraged the expansion of veterinary curricula programmes, and improved stakeholder involvement in AMR activities. Over the years, Indonesia’s WAAW organizers have built strategic relationships with the private sector, local nongovernmental organizations, and academic institutions - first as WAAW audience members, then as AMR partners, and finally as supporters of AMR activities. In fact, by engaging the private sector through this process, Indonesia’s WAAW activities are now largely created and funded by local companies.
Engagement of Kenya’s media at the centre of WAAW

The Kenyan national Government has been very active in hosting WAAW activities over the years; they co-hosted the Tripartite’s regional WAAW events in 2019. This innovative, regional approach to WAAW was organized by the Kenyan national authorities, representatives of the Tripartite, the African Union, academic institutions, private sector partners, and other key regional and civil society organizations. These institutions and multiple AMR stakeholders developed activities to raise awareness and strengthen commitments towards AMR risk mitigation. Before launching the awareness campaign, the International Livestock Research Institute hosted a media training workshop to educate local media representatives on WAAW with the goal of ensuring that the media would share accurate information with the public on the challenges AMR poses. The regional WAAW events engaged farmers, government officials, One Health practitioners, and students. The final event brought together over 200 participants from universities to discuss how AMR impacts students and the importance of their role in antimicrobial stewardship as future practitioners in the different sectors. It was noted that while the regional WAAW activities were successful, the organizers had to navigate some challenges, namely balancing public and private interests and working with a minimal budget.

India’s multisectoral approach for impact

The presentation from India highlighted the experience of working with multisectoral partners to design and implement awareness-raising campaigns. Together, AMR partners, including the Delhi Government School Health program, National Centre for Disease Control, and the Delhi Society for Prudent and Rational Use of Drugs, adapted the Tripartite’s messaging and communication products into the local context and developed a campaign focused on engaging students at the senior school level - a population of roughly 1.6 million students. Collaboration and partnerships were crucial to implementing the WAAW activities and engaging key stakeholders at the national and local levels, while also coordinating with students, teachers, and trainers.

During the organization of these events, the planning committee made a handful of strategic decisions, including identifying who would implement the awareness training, how to leverage logistical support from partners, and how to better foster engagement among the different stakeholders. It was noted that by working with key partners, and adapting the Tripartite’s standardized messaging to the local context, India’s WAAW 2019 campaign led to a “better understanding of bacteria and AMR among students” who can now amplify the message to their families and communities.

Collective knowledge about past WAAW impact

Participants transitioned into small breakout groups to share lessons learned on factors that contributed to the success and challenges in past awareness-raising campaigns. Each group was asked to document their conversations and summarize their top lessons learned for an impactful WAAW as well as challenges faced with previous WAAW campaigns.

Top lessons learned about impactful campaigns

Multisectoral and network approach is crucial: Utilizing a multisectoral or One Health approach is essential to the success of communication campaigns, and participants recommended coordination with representatives from each sector early in WAAW preparations. Additionally, some groups stressed the need to build partnerships with key stakeholders such as civil society, health workers, students and young professionals, agriculture value chain actors, veterinarians, etc., and addressed the opportunity to boost their outreach by collaborating with other awareness-raising campaigns.

Challenges

When taking this approach, one must keep in mind that stakeholders and representatives from the different sectors have different perspectives and understanding of AMR. Organizers should be mindful of this as they collaborate on roles and messaging.
Government engagement is paramount: Campaigns must get political buy-in from policymakers and build political will. Groups shared their experiences in engaging government officials representing different regions and national languages. This includes the various ministries whose sectors are impacted by AMR and who should be more heavily involved to feel more ownership in tackling AMR. Groups noted that there had been success in integrating different ministries across multiple sectors, especially given that AMR impacts the health and economy of the nation and affects rural and urban communities alike.

Challenges

Reaching consensus on messaging can be difficult, especially when government officials steer the WAAW agenda towards messaging that does not align with the Tripartite’s goals. Groups expressed the need to balance the interest of event sponsors and key stakeholders with the expectations of government agencies.

Identifying and targeting stakeholders amplifies grassroots level communication: Bringing in key stakeholders from different sectors strengthens WAAW campaigns and amplifies AMR communication at the grassroots level. Participants said they have learned that they should identify stakeholders early in the WAAW preparation and make the roles and responsibilities clear for all partners. They also shared the importance of tailoring AMR and WAAW messaging to different stakeholders, and the necessity of continuing to build relationships with them after the week’s events as a way of encouraging these stakeholders to continue sharing the WAAW messaging and potentially leveraging their support for subsequent campaigns.

Challenges

Groups stressed they have had difficulties in integrating all stakeholders under the One Health approach, particularly as AMR may not be a part of their job description or directly impact their business plan. Furthermore, participants addressed their experiences with challenges in adapting AMR and WAAW messaging across different cultures, languages, communities, and organizations.

Incorporating personal stories can inspire action: Groups discussed how best to frame the message to raise public awareness and encourage action, including sharing relatable stories by integrating a personal narrative of AMR (e.g., the financial costs to individual farmers). Some groups stressed the importance of considering who their audience is, what drives them to change behaviour, and how to best utilize various media platforms to get the message across to target audiences.

Challenges

Participants expressed that a key challenge with messaging has been the ability to create WAAW communication that cuts across multiple cultural and linguistic groups with different levels of education and understanding of AMR.

Measuring WAAW is important for impact: Successful WAAWs and other awareness-raising campaigns should be built on an understanding of what will make the campaign impactful. Groups shared their experiences in using quantitative results from past campaigns and data-driven input to adapting their WAAW campaigns. Some participants noted that they had employed Knowledge, Attitudes, and Practices surveys to measure approaches.

Challenges

Some groups reported that they had experienced challenges in measuring impact and social behaviour change. Some had considered collaborating with other awareness-raising campaigns, such as those focused on HIV/AIDS, malaria, and tuberculosis—both to amplify their message across sectors and geographies and to identify potential metrics and approaches applicable to WAAW.

Planning is the cornerstone for an impactful campaign: Overcoming various logistical and operational challenges can pave the way for a more successful, impactful campaign. Groups stressed the need to start planning early and strategize the full week of events around the WAAW theme with colleagues and representatives from the Tripartite. Discussions across the sectors should include approaches for outreach, how to best integrate key stakeholders, and preparation of common themes and messaging.

Challenges

Groups expressed challenges in identifying enough financial resources to support the various WAAW activities. Participants shared recommendations for how to build a clear understanding of financial options, including considering opportunities for private sector partnerships and support.

Defining a vision for the future

Experiences in designing impactful awareness-raising campaigns were presented. The presentations ranged from how to frame WAAW messaging and communicate AMR risks to multiple audiences, to tips for designing effective WAAW activities and leveraging existing tools and frameworks to measure WAAW impact.

Knowledge alone will not change behaviour:
A study on reframing AMR communications

Research findings on reframing AMR messages for effective communication were shared.

The principles presented for communicating about AMR effectively included:

- Framing drug-resistant infections as undermining modern medicine, employing examples that resonate best with the audience
- Explaining the fundamentals succinctly, including the role of human activity in accelerating resistance

1 Wellcome Trust Report https://wellcome.ac.uk/sites/default/files/reframing-resistance-report.pdf
Emphasizing that AMR is a universal issue, incorporating personal stories to show how AMR can affect anyone.

Focusing on the here and now, relating to subjects that are important at that specific time and place.

Encouraging immediate action, clearly demonstrating how your audience could play a part.

Presentations highlighted that abundant research has shown that simply giving people more information is unlikely to change their beliefs or behaviours. Speakers stressed that this finding did not diminish the importance of awareness-raising campaigns, but rather strengthened the need to better frame AMR messaging to inspire action. Suggestions for improving a campaign’s success were shared, including:

1. Define one’s target audience(s).
2. Create a compelling message with clear calls to action.
3. Integrate a theory of change.
4. Use an appropriate messenger.
5. Employ a collective range of tactics that can be locally tailored.

Campaign success starts with SOCO
The single overarching communications outcome

Participants agreed that valuable lessons had been learned from past campaigns such as World Health Day 2017 and World Water Day 2013. First and foremost, among these was the need to start campaign planning by identifying the single overarching communication objective (SOCO). Each campaign team should ask itself: What is the single most important item you want to get across? This impact goal will then frame communications, events, materials, and products. From there, it is crucial to identify the different target audiences and to keep these audiences in mind when developing tailored products, in part by contemplating, “What is the incentive that will motivate the targeted groups to take action?”

Discussions emphasized the need to consider the importance of using a multisensory approach in each campaign, incorporating items which each audience can read, hear, see, vocalize, and act upon. Partnerships were identified as a key way to amplify messages. As such, campaign teams should think through how partners will access the messaging and products. Common and familiar roadblocks to a successful campaign were presented, including:

1. Lack of strategic collaboration and coordination, resulting in a fragmented campaign.
2. Insufficient time dedicated to organizing the campaign.
3. Failure to integrate the overarching objective in all products and messaging.

Multisectoral lessons from the Tripartite:
Successes, suggestions, and tools from OIE, FAO, and WHO

Empower your community through AMR communication
Lessons learned from the animal health sector

Key Points from Lessons Learned

- Coordinated Multi-sector Approach
- Optimise Use of Resources
- Select Impactful Communication Opportunities
- Engage Communication Champions
- Targeted Stakeholder Messages
Lessons learned from regional awareness-raising campaigns in the animal health sector were shared. Participants were challenged to consider what communication tools and activities will empower or motivate audiences, while also ensuring that WAAW represents an opportunity to engage and promote a story on a larger global platform. Based on impact surveys following the regional campaigns, the following key recommendations were made:

1. Design communications materials through multisectoral collaboration;
2. Optimize the use of resources by choosing the right tools for target audiences;
3. Engage communication champions who can amplify the message;
4. Design targeted messages for stakeholders; and
5. Select impactful communication opportunities.

Ingredients for behaviour change
Lessons from the food and agriculture sector

Regional lessons learned from past WAAW campaigns were presented, while also asking participants to consider how to move from intention to action. Successes and challenges from the Asian and African regions as well as considerations on how communication can drive behaviour change were discussed. Several ideas, from organizing contests to ensuring adequate time for country approvals and translation were shared. The following important ingredients were highlighted:

1. Make good use of preparation time and start planning immediately and engage with technical and communication focal points early in preparations
2. Encourage partners/stakeholders to take ownership of the development and implementation of events, materials, and products
3. Identify communication tools that can be adapted to the national context and language
4. Engage youth, as they are the future practitioners in the AMR spectrum
5. WAAW activities can be opportunities to strengthen regional networks
6. Start designing your communication strategy from the stakeholders’ perspective, thinking about how they perceive the problem and how they can be part of the solution
7. As awareness alone may not result in behaviour change, consider also the context around AMR decisions and the variety of behavioural drivers that can facilitate new actions
8. Design a participatory communication strategy, bringing stakeholders into the experience and encouraging them to take ownership of products and to share the message
9. Inspire commitments from individuals and associate their actions with the wellness of their community
10. Incorporate narratives on current AMR risks by sharing personal stories focused on the ‘here and now’

Tools of the measurement trade
Lessons learned from human health sector

One of the key tools presented to monitor and measure the involvement and impact of WAAW campaigns is the Tripartite AMR Country Self-Assessment Survey (TrACSS). TrACSS collects information on the implementation of national action plans (NAP) including awareness. Another tool suggested for organizers to use was the monitoring and evaluation (M&E) framework of the Global Action Plan, which identifies core outcome and output indicators for increased awareness. Additionally, participants learned the Tripartite is developing an M&E country guidance tool which aims to guide and support development of an M&E framework to monitor the NAP and awareness at the national level. Participants were asked to consider how to build linkages between the successful components of a campaign, such as the coordination of multisectoral approaches and an understanding of AMR through messaging and products, and the larger M&E metrics that are currently used to measure global impact.
What will make future WAAWs impactful?

Group work and discussions

Regional breakout groups discussed opportunities and challenges with their upcoming WAAW and how to cultivate a more impactful WAAW. Two strong commonalities surfaced from these conversations:

1. **Young people play an essential role in the success of WAAW:** Youth engagement is an opportunity to involve young people in tackling AMR.
2. **Increased awareness from COVID-19 and One Health campaigns should be leveraged:** It is useful to ground AMR campaigns in the context of COVID-19 and leverage increased public awareness of One Health concepts and the spread of disease.

When asked “How will you know that WAAW has had an impact?”, common responses included:

- Obtaining legal and financial commitments from national governments
- Adopting of appropriate tools and methodologies to reduce AMR
- Leveraging the voices of AMR champions to amplify WAAW messages and to act

When asked “How will you achieve this impact and these outcomes?”, groups cited actions that included:

- Tailoring global messaging on AMR and framing the information in a local context
- Employing M&E plans to measure success and support design of future evidence-based campaigns
- Testing communication materials before launching to the public to increase the likelihood that messaging is effective

The key challenge centred on identifying the target audiences that can help expand outreach and determining how to best frame AMR messaging so that individuals understand their role in reducing this threat.

Achieving our future WAAW vision

What will it take to achieve our vision for WAAW?

Group work and discussions

In their regional groups, participants discussed overarching recommendations for making future WAAWs impactful and achieving their vision.

1. **Include the right actors** – Build a collaborative WAAW leadership structure, and coordinate with policymakers and government representatives, companies working in human health, animal services, and agriculture and other key AMR partners. These actors can help leverage resources, provide feedback on messaging and products for targeted audiences, and expand outreach.

2. **Integrate the right tools** – Based on guidance and support from the Tripartite, develop effective and tailored messaging that will drive audiences to change behaviour. Identify a broad range of media platforms and partners/influencers to amplify the AMR message.

3. **Invest in the right operations** – Start planning WAAW events early and intentionally consider and craft the best approaches, messaging, and media tools. Engage and train AMR ambassadors who can share AMR messaging with the public. Consider appropriate and sufficient financial support mechanisms.

4. **Build the right strategy** – Design a national/local AMR awareness-raising campaign as a long-term approach to drive change, based on global AMR information and strategies shared by the Tripartite. Use the Tripartite’s existing measuring tools to evaluate WAAW’s impact and to support development of future WAAW activities. Collaborate with other awareness-raising campaigns, such as World Toilet Day, to include AMR messaging.

Next steps and conclusions

**Opportunities to collaborate**

The meeting highlighted the Tripartite decision to fix the dates of WAAW, to be held each year from 18-24 November. These dates overlap with two collaborative campaigns, World Toilet Day and World Children’s Day, which meeting participants saw as an opportunity to build AMR messages into sanitation and hygiene and also expand outreach to schools and youth. Dr. Getahun commented that, “convergence will give us immense opportunity to advance the agenda,” and further recommended collaborations with other global institutions and groups such as UNICEF, student associations, veterinary associations, and other global groups to develop impactful awareness-raising campaigns at local, national, and global scales.

**Post-workshop actions**

Dr. Getahun called the participants to action, inviting them to join an informal taskforce charged with informing and shaping future WAAW events. This taskforce will discuss and share a vision for the future of AMR awareness and collaborate on the establishment of a partnership platform. The creation of the taskforce was strongly supported by the participants. They were also asked to share their ideas about potential central themes for WAAW 2020. The event organizers collected the feedback from the participants and committed to taking these ideas into consideration when finalizing a theme in the coming weeks.
"We have now concluded a successful global meeting without any travel, without any carbon footprint."

Dr. Haileyesus Getahun
during the workshop closing (29 May 2020)
# Workshop Agenda

## DAY 1
**Wednesday, 27 May 2020**

**Learning from each other: Past WAAWs**

### 1300–1340
**Welcome**
- **Opening remarks**
  - Dr Berhe G. Tekola, Director, Animal Production and Health Division, Food and Agriculture Organization of the United Nations (FAO)
  - Dr Matthew Stone, Deputy Director-General, World Organisation for Animal Health (OIE)
  - Dr Hanan Balkhy, Assistant Director-General for AMR Division, World Health Organization (WHO)
- **Rallying cry**
  - Dr Haileyesus Getahun, Director of Tripartite (FAO/OIE/WHO) Joint Secretariat on AMR; Director of Global Coordination & Partnership, WHO
- **Meeting expectations**
  - Sarah Nehrling, event facilitator

### 1340–1400
**Past WAAW Impact: Country Experiences**
- **Indonesia** - Dr Imron Suandy & Dr Ni Made Ria Isriyanthi
- **Kenya** - Dr Allen Azegele
- **India** - Dr Anuji Sharma

### 1400–1415
**Transitioning to group work**

### 1415–1600
**Discussing and documenting past WAAW impact**

## DAY 2
**Thursday, 28 May 2020**

**Defining our vision of the future: a more impactful WAAW**

### 1300–1310
**Welcome and practical information**
- Sarah Nehrling, event facilitator

### 1310–1345
**Our emerging understanding of what has been impactful**
- **Facilitator summary: key ideas from group discussions**
  - Sarah Nehrling, event facilitator
  - Sian Williams, Wellcome Trust co-facilitator
- **What are we missing?**
  - Sarah Nehrling, event facilitator

### 1345–1355
**Research on reframing AMR communication**
- Dan Metcalfe, Head of Brand and Communication Campaigns, Wellcome Trust

### 1355–1405
**Lessons from impactful global campaigns**
- Oyuntungalag Namjilsuren, WHO

### 1405–1435
**Tripartite lessons on WAAW effectiveness**
- **Lessons from the animal health sector** - Taylor Gabourie, OIE
- **Lessons from food and agriculture sectors** - Domingo Caro, Ki Min and Cortney Price, FAO
- **Successes and metrics from human health** - Amy Collins, WHO

### 1435–1445
**Transitioning to group work**

### 1445–1615
**Refining our vision of what will make future WAAWs impactful**

## DAY 3
**Friday, 29 May 2020**

**Making future WAAWs impactful**

### 1300–1320
**Welcome and practical information**
- Sarah Nehrling, event facilitator

### 1320–1350
**Our vision for making future WAAWs impactful**
- **Facilitator summary: key ideas from group discussions**
  - Sarah Nehrling, event facilitator
  - Sian Williams, Wellcome Trust co-facilitator

### 1350–1405
**Transitioning to group work**

### 1405–1530
**Achieving our vision**

### 1530–1600
**Closing**
- **Summary: lessons and learning from participants**
- **Post-workshop actions and timelines**
- **Closing remarks**
  - Dr Haileyesus Getahun, Director of Tripartite (FAO/OIE/WHO) Joint Secretariat on AMR; Director of Global Coordination & Partnership, WHO

Meeting end
Acknowledgements

Overall organization of the meeting

Amy Collins (WHO), Cortney Price (FAO), Diriba Mosissa (WHO), Taylor Gabourie (OIE), Sian Williams (Wellcome Trust, event co-facilitator) and Sarah Nehrling (Garabam Consulting, event facilitator), under the overall guidance of Haileyesus Getahun, Director of Tripartite Joint Secretariat on AMR; Director of Global Coordination and Partnership at WHO.

Presenters

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