

merito

2008 – 2009 SUSTAINABILITY REPORT

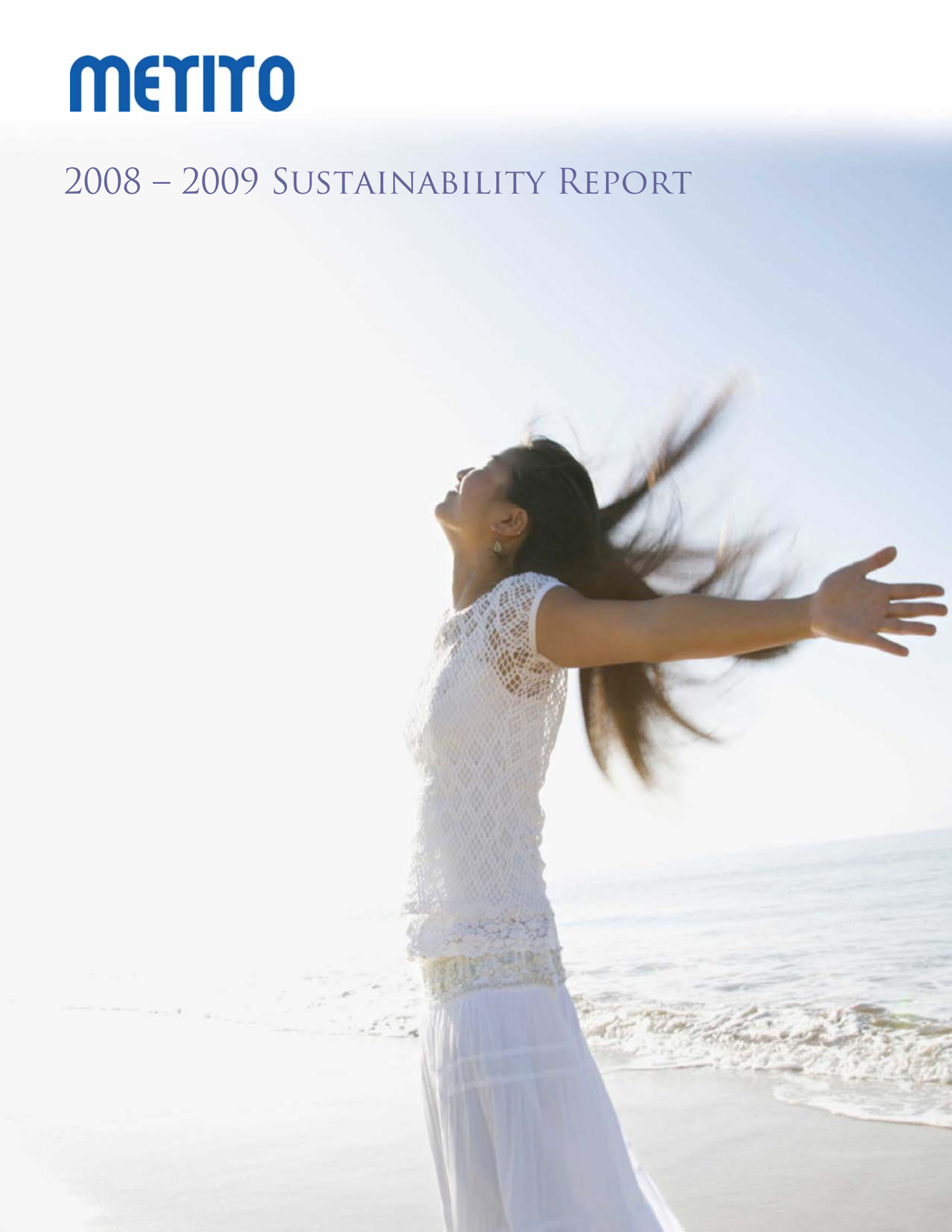


TABLE OF CONTENTS

1)	INTRODUCTION.....	4
2)	METITO AT-A-GLANCE.....	5
3)	WHY WATER?.....	7
4)	OUR VISION, MISSION AND VALUES.....	8
5)	MESSAGE FROM THE CEO.....	10
6)	TOWARDS A SUSTAINABLE FUTURE.....	12
A. CORPORATE GOVERNANCE.....		12
-	GROUP CODE OF BUSINESS CONDUCT.....	13
-	ENSURING CUSTOMER SATISFACTION.....	13
-	ENSURING CONTINUOUS IMPROVED PERFORMANCE.....	16
-	OUR INTEGRATED MANAGEMENT SYSTEM.....	17
-	“WATER” DESPITE THE CRISIS.....	20
B. COMMITMENT TO A CLEANER ENVIRONMENT.....		21
-	CLIMATE CHANGE.....	22
-	OUR ROLE.....	22
-	WATER EFFICIENCY.....	24
-	REDUCING, REUSING AND RECYCLING (PAPER & PLASTIC).....	25
-	E-WASTE MANAGEMENT.....	27
C. MAKING A DIFFERENCE FOR SOCIETY.....		28
-	BRINGING LIFE TO AFRICA.....	28
-	SUSTAINABLE BUILDING AWARENESS.....	31

D. WORKPLACE..... 32

- WORK ENVIRONMENT..... 32
- HEALTH AND SAFETY..... 33
- INVESTING IN OUR PEOPLE..... 33
- PERFORMANCE APPRAISAL..... 34
- COMMUNICATION..... 35
- WORKFORCE DIVERSITY AND EQUALITY..... 35
- SUPPLIER DIVERSITY..... 36

This is Metito’s fourth Sustainability Report. It serves as a review of our continually evolving efforts to make our company more sustainable and provides an overview of the company’s social and environmental commitments and initiatives.

Metito recognizes the value of universally accepted standards in preparing this report. The Global Reporting Initiative (GRI) is a pioneer tool in the development of the world’s most widely used sustainability reporting framework, and serves as a guide in developing the content of this report.

Based on our review and evaluation of the GRI guidelines, we determined that the issues of greatest value to Metito and our stakeholders fall into six categories: Corporate Governance, Customers, Products, Environment, Community and Workplace.

This report highlights our company’s progress in our journey toward sustainability.



METITO AT-A-GLANCE



Metito is a leading international provider of technology, products and services in the water, wastewater and desalination industry that is uniquely positioned and committed to help fulfil the world's demand for cleaner and more reliable water. Founded in 1958, the Group has since grown to encompass several companies worldwide, having its global headquarters in the United Arab Emirates with regional headquarters in Egypt and Indonesia. Metito has installed over 2,100 plants across four continents, and has in excess of 2,000 highly capable and committed employees with a senior management team that has over 250 years of industry experience.

The company continuously strives to improve its quality control procedures and management, and has been rewarded several times for its dedication to conservation programs, health and safety. Metito's Quality Management System has been re-certified to ISO 9001:2008 standard and the company earned Certification of its Environment Management System to ISO 14001:2004 standard and the Occupational Health and Safety Management System to ISO 18001:2007 standard.

Metito operates three business lines: Projects & Services, Concessions and Strategic Partnership Business with a diverse client base covering various sectors including: municipal, tourism, power, oil, gas and petrochemical industries.

Founded as the first specialised water treatment company in the Middle East, Metito today is the dominant water company in its chosen field across the Arab World; and has achieved this enviable position by demonstrating strong regional commitment through local offices, and by implementing state of the art technologies and innovative solutions.

The Group is recognised for first class service which is complemented by its quality products and strong local client support. Its unique expertise in this field is now put into use in countries spreading over four continents, where millions of people benefit from the services that the Group provides.

Metito's worldwide resources have been dedicated to "Cleaning the Environment". Having a long track record of environmental and sustainability best practices, the company has been involved with Emirates Environmental Group since 2005 promoting the importance of Corporate Social Responsibility globally and in the United Arab Emirates.

Furthermore, the Group's headquarters building in Technopark, Dubai, has been certified as the first Green building in the Middle East to receive the Gold LEED having implemented practical and measurable green building design, construction, operations and maintenance solutions. Such solutions perform across all the metrics that matter most: energy savings, water efficiency, reduction of CO₂ emissions, improved indoor environmental quality, and materials selection.

Moreover, Metito is the first water treatment company in the Gulf region to join the United Nations Global Compact and adopt the CEO water mandate into its corporate policies and operations. By doing so, the company acknowledges the responsibility to make water-resources management a priority, and to work with governments, UN agencies, non-governmental organizations, and other stakeholders to address this global water challenge.

WHY WATER?



Earth is the “watery planet”. With over 70% of the earth’s surface covered with water, it makes water the most common substance on earth. Oceans contain 97% of the earth’s water while the remaining 3% is classified as freshwater. Seventy-seven percent of this surface fresh water is stored as ice, and 22% as ground water and soil moisture. The remaining fresh water, making up less than 1% of the world total, is contained in lakes, rivers and wetlands.

Water is often thought of in terms of a particular purpose: Is the quality of the water good enough for the use we want to make of it? Water fit for a certain use may be unfit for another. The quality of lake water, for instance, may be trusted enough to swim in it, but not enough to drink it. Along the same lines, drinking water can be used for irrigation, but water used for irrigation may not meet drinking water standards. It is the quality of the water that determines its uses. Drinking water, for example, is regulated by guidelines stringent enough to protect human health. Lack of such guidelines can lead to a variety of health problems. It has been estimated, for example, that contaminated water and poor sanitation cause 30,000 deaths around the world daily – the equivalent of 100 jumbo jets crashing every day!

Industries, on the other hand, are interested in other aspects of water quality. For certain applications, quality is determined by the kinds and amounts of substances dissolved and suspended in the water and how those substances affect the process and the ecosystem. It is the concentrations of these substances that determine the water quality and its suitability for particular purposes.

The world’s demand for water is constantly increasing, with no end in sight. And since only 3 percent of the water on earth is fresh water, and 97 percent of the water is trapped in glaciers, most of the water on earth is not easily accessible. Yet, this now scarce resource is being abused by pollution.

Water is the lifeblood of the environment, essential to the survival of all living things -plant, animal and human- and we must do everything possible to maintain its quality for today and the future.

OUR VISION, MISSION AND VALUES



VISION

It is Metito's vision to be the provider of choice for the design and supply of water / wastewater treatment and water desalination systems and to maintain its leading position in the industry.

MISSION

Our mission is to continue to offer value-added services to our customers, achieve high return on investment for our shareholders and maintain a professional, highly motivated and loyal workforce across our regions.

We are committed to maintain a World Class reputation in all our business activities, founded on the highest standards of customer ethics and environmental care.

VALUES

“We believe that our dedication to the core values: Quality, Customer Focus, People Care and Responsible care have driven our success and have helped us achieve market strength in our industry”.



- ✚ Deliver a quality product in line with our customers' needs
- ✚ Continuous improvement



- ✚ Customer Satisfaction
- ✚ Honesty & Integrity
- ✚ Open & Fair Communication



- ✚ Investing in our people
- ✚ Training & Employee development
- ✚ Global Teamwork



- ✚ Environmental responsibility
- ✚ Improving safety standards
- ✚ Accountability
- ✚ Training & continuous attention to HSE



MESSAGE FROM THE CEO



“EMPLOYEES ARE NOT OVERHEADS. THEY ARE APPRECIATING ASSETS TO BE IMPROVED”

In today's business world corporate social responsibility is increasingly becoming an important factor in the corporate business strategy for companies worldwide. It has become a new parameter in the evaluation criteria for a company's performance and value.

Metito is privileged to work in an industry where the work we do benefits so many. What makes our business so rewarding however also presents our greatest challenge. We need to ensure the safety and performance of our plants which produce water that is being consumed by millions of people worldwide. In a business like ours, product quality is of prime importance. Metito is committed to the highest quality standards available to protect the health and ensure the safety of our users.

Whilst the current downturn in the economy dictates that companies manage their financial performance even more prudently than ever, we do believe that a responsible company can not be successful any more by focusing on its financial performance only. In order to perform well and attract and motivate our workforce, we need to broaden our focus to encompass all company stakeholders. There is no doubt that the global economic crisis has had its toll on a multitude of businesses, and survival measures have taken precedence in every business strategy; yet at Metito CSR remains to be a core interest in our adaptation to meeting changes in the business environment and the communities in our areas of corporate governance. Integrity, service excellence, health and safety and environmental stewardship are all concepts associated with corporate social responsibility. Metito has integrated these concepts into its vision and corporate strategy and formulated policies for their implementation. The recent accreditation of our IMS (Integrated Management System) is an important milestone in our CSR drive, and a clear demonstration of our commitment to these policies.

Derived from our CSR strategy, our social sustainability activities are essential for our growth. We can only win customers' confidence by being the best breed of service provider; and that is most likely to succeed if we respond positively to social issues. Socially responsible activities provide us with an opportunity to link Metito with its employees, customers and society as a whole. From participating in green initiatives to human resource development and supporting social activities and humanitarian aid, we believe it is our responsibility to consider the interests of society when conducting our business activities, and to translate this responsibility into improving the quality of life for local communities. As a multinational company operating in a number of countries around the world, we recognize the effects our corporate activities may have on society and take it upon ourselves to address the demands and needs arising from these activities. By putting our CSR philosophy into practice, we increase our ability to support our corporate initiatives, thereby contributing to the development of a better and more sustainable society.

In 2008, Metito celebrated 50 years of corporate citizenship. As a corporate citizen, we at Metito are not saying we are better than other companies; what we are saying is that the outcome of our business and our activities in the area of sustainability are real and touch the lives of millions of people around the world. We continue to be committed to implementing CSR plans that increase our contribution to society and ensure we live up to our name as a global player in the water industry.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mutaz Ghandour', with a large, stylized flourish at the end.

Mutaz Ghandour
Chief Executive Officer

TOWARDS A SUSTAINABLE FUTURE

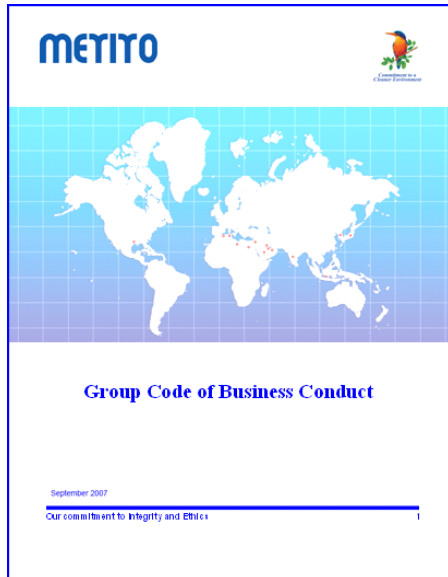


CORPORATE GOVERNANCE

Doing business in an ethical manner is vital to our success and to Metito's reputation worldwide. Metito has adopted corporate governance measures and established a corporate governance structure intended to ensure the company is accountable to both the shareholders and the community, and that it is committed to conducting business in an ethical, legal, environmental and socially responsible manner.

The independent functioning of Metito's Board of Directors, fostering transparency and clear communication with stakeholders, promoting high ethical standards and financial reporting integrity contributes to the strong corporate governance at Metito.

GROUP CODE OF BUSINESS CONDUCT



“Our commitment to integrity and ethics”

Ethics and integrity are the basis of the trusting business relationship we have built over the years with our clients, suppliers and local governments. Our Code of Business Conduct is one expression of our commitment to ethical and legal behavior. All Group Directors, full time and part time employees in the Group are expected to comply with the Code of Business Conduct and other company policies in order to prevent corruption, fraudulence, conflicts of interest, discrimination, coercion, bribes and other unacceptable behaviors.

To ensure compliance with the code, compliance officers conduct training and awareness sessions on the applications and standards of the Code. All existing employees attend the training and awareness session on the Code of Business Conduct; and all future employees are requested to attend the session at the time of induction, which will be within one month from the date of commencement of employment. A copy of the Code is given to our suppliers, vendors, contractors, consultants and external auditors who are retained to perform services for the Company or on behalf of the Company.

ENSURING CUSTOMER SATISFACTION



**“ IT IS THE OBJECTIVE OF METITO
TO MEET THE REQUIREMENTS OF
ALL APPLICABLE LEGISLATION
WHILST ENSURING THAT OUR
CUSTOMERS ARE SATISFIED
EACH AND EVERY TIME ”**

In particular, Metito’s policy is set to:

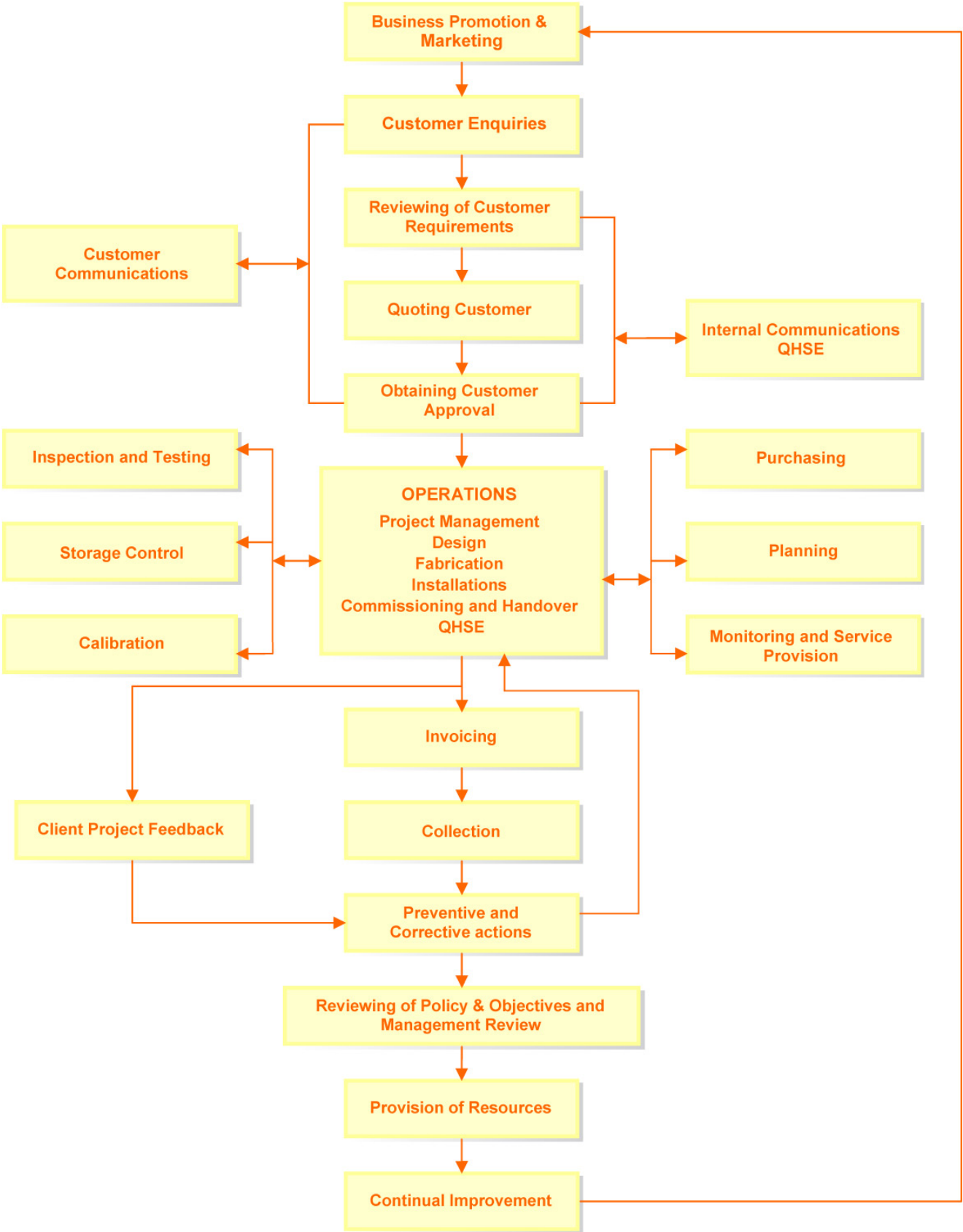
- Ensure that we listen to the needs of our customers and gather relevant feedback to improve our performance
- Comply with all applicable legal regulations and other requirements that affect our undertakings

- Ensure that our supply chain meets our specified requirements
- Continue to develop a positive Quality, Health, Safety and Environment culture across the organization, involving employees in the development and implementation process
- Ensure objectives are set at all levels of the business with a focus on continuous improvement in our products, services, performance and resource
- Maximize the delivery of sustainable and continuous performance improvement
- Ensure that every job will be done to an agreed standard, no matter how urgent the job is
- Work to ensure that the quality of service delivered to customers consistently meets or exceeds their expectations and respond effectively to any concerns about the level of service provided
- Encourage all employees and contractors to take responsibility for working in a manner that promotes quality, minimizes the risk of harm to the environment and the health and safety of employees, contractors, visitors and members of the public
- Provide appropriate information, systems of communication, instruction, training and supervision to maintain and continuously improve the competence levels of all employees
- Seek to minimize the environmental impact of our operations by preventing pollution and, where reasonably practicable, by reducing energy consumption, use of fuel and implementing initiatives to reduce waste to landfill



Furthermore, Metito has appointed a Quality, Health, Safety and Environment Manager who, with the support of the QHSE department, is responsible for the development of Metito's policies and procedures and for monitoring compliance within Metito.

BUSINESS PROCESS MAP



ENSURING CONTINUOUS IMPROVED PERFORMANCE

It is the aim of Metito to continually improve performance by setting measurable objectives for each calendar year. These objectives are monitored and reviewed by the Management Review Committee that meets on a quarterly basis. Each member of the Management Review Committee takes ownership for a specific target, delegation of responsibility and monitoring to ensure it is achieved to the satisfaction of all concerned.



The following objectives are communicated to employees and suppliers; prominently displayed for visitors and are available to the public, stakeholders and any other interested party:

- Develop operational control procedures, as far as is reasonably practicable for all undertakings within our business
- Develop risk assessments for all significant risks within our business
- Identify all training requirements for individual roles within Metito and develop a training matrix for delivery
- Monitor and record our usage of all consumables and reduce consumption by 10%
- Review all third party suppliers and ensure they meet the minimum standards as outlined in our Integrated Management System (IMS)
- Introduce a recycling program for all of our offices
- Meet at least 50% of our customers to gather feedback on our performance and the quality of service

OUR INTEGRATED MANAGEMENT SYSTEM

Like most businesses, Metito strives to achieve three major goals:

- To consistently produce acceptable products and services that satisfy customers' requirements
- To prevent accidents, injuries and ill-health at the workplace
- To prevent any unnecessary pollution of the natural environment when carrying out its business activities



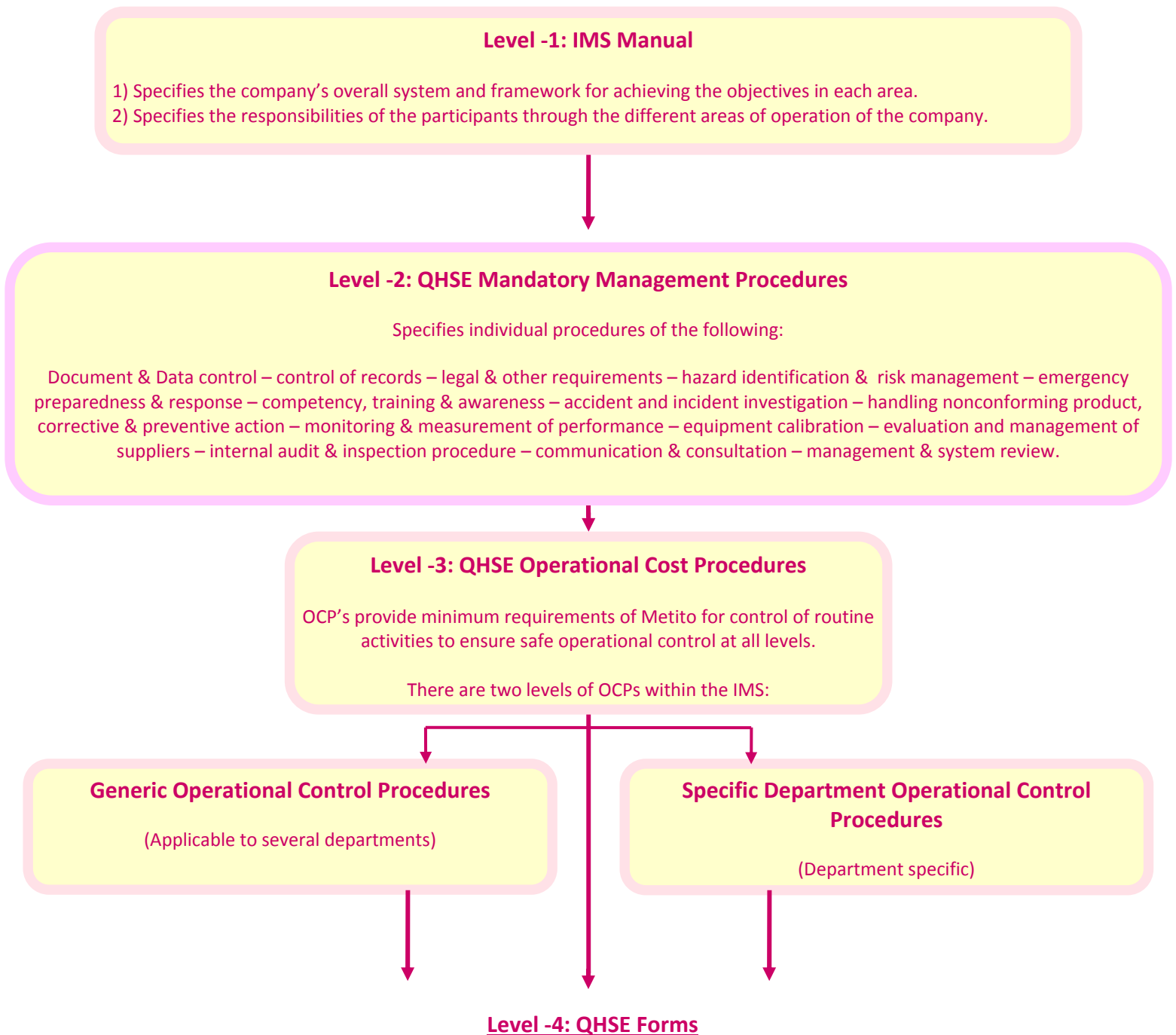
Standards for management systems covering the above three fundamental needs for the success of the business are covered within OHSAS 18001 (Health & Safety); ISO 14001 (Environmental) and ISO 9001 (Quality) respectively. All three standards have been written with a degree of commonality and a specific aim of enabling businesses to produce single unified management systems that address health and safety, environment and quality aspects. This type of system is generally referred to as an Integrated Management System (IMS). This Integrated Management System comprises the organization's procedures for the effective management of Quality, Health, Safety and Environment (QHSE) aspects in line with its stated policy requirements. There are significant advantages in implementing and operating an integrated management system for managing QHSE aspects: the company can harness its core and supplementary

business processes in a single system that avoids duplication and assists the organization to respond to change and to anticipate or move beyond any requirements or targets before they are externally imposed.

Further benefits include:

- Reduction of risks and increased profitability
- Balancing conflicting objectives
- Eliminating conflicting responsibilities and relationships
- Turning the focus onto business goals
- Formalizing informal systems and processes
- Harmonizing and optimizing practices
- Creating consistency

OUR INTEGRATED MANAGEMENT SYSTEM (IMS) STRUCTURE



“WATER” DESPITE THE CRISIS



Water is the source of life and, while many businesses have felt the pinch of the economic downturn, the water industry remains buoyant for the simple reason that without it, life cannot be sustained.

While the global downturn has seen the economy shrink, opportunities for the water industry have continued to grow. The rapid economic growth that has been witnessed over the past few years in the GCC region, and in particular UAE, has created a huge demand for water and wastewater services to support existing and future project infrastructure needs. As the population continues to grow, so to does the demand for water. Over the past 30 years there has been a steady 14 percent annual growth in water demand with this trend set to continue. Very often, water infrastructure is only thought of towards the end of major projects, and so the need for water projects remains strong in order to support existing project infrastructure needs. To keep up with the demand, more than US\$120 billion is set to be invested in the region over the next decade and desalination – the Gulf is the largest desalination market in the world - is set to grow rapidly. Desalination capacity, for example, will need to double to over 5 billion gallons a day (g/d) by 2015 to keep up with demand.

In the Middle East, the global downturn has seen increased opportunities for investments in the water industry as government entities look at ways to raise cash and move existing assets off balance sheets by encouraging the private sector to fund new projects. Furthermore, Metito mitigates risks resulting from the global economic crisis through collaboration with all stakeholders, shareholders and business partners which include UAE’s Gulf Capital & International Finance Corporation (IFC) and Germany’s Berlinwasser.

COMMITMENT TO A CLEANER ENVIRONMENT



Metito has chosen the Kingfisher as a symbol of its “COMMITMENT TO A CLEANER ENVIRONMENT”. A small and colorful creature, the Kingfisher has managed to coexist with man and survive the ages through many environmental upheavals. Sadly, in recent years this resilient companion to man has been fading away, since environmental pollution has increased 3000 fold since World War Two alone! The extinction of the Kingfisher, if it ever occurs, should alarm most optimists. The Kingfisher is a sign of vulnerability of mankind.

“METITO’S WORLDWIDE RESOURCES HAVE BEEN DEDICATED TO “CLEANING THE ENVIRONMENT”. TRUSTING THAT OUR MODEST CONTRIBUTION WILL HELP SAVE THE KINGFISHER AND OUR FUTURE”.

CLIMATE CHANGE



According to the IPCC's (Intergovernmental Panel on Climate Change) latest assessment report on climate change in February 2007, global warming is an "unequivocal" warning that it is very likely (> 90%) caused by human activities. Climate change is expected to exacerbate current stresses on water resources from population growth and economic land-use change. On a regional scale, mountain snow pack, glaciers and small ice caps play a crucial role in freshwater availability. Widespread mass losses from glaciers and reductions in snow cover over recent decades are projected to accelerate throughout the 21st century, reducing water availability, hydropower potential, and changing seasonality of flows in regions supplied by melt water from major mountain ranges. Increased temperatures will affect the physical, chemical and biological properties of freshwater lakes and rivers, with predominantly adverse impacts on many individual freshwater species, community composition and water quality. According to IPCC, the negative impacts of climate change on freshwater systems outweigh its benefits.

OUR ROLE

At Metito, we recognize the threat of climate change and understand we have a role to play in helping address this challenge in order to improve occupant well-being, environmental performance and economic returns. This is achieved by using established and innovative practices, standards and technologies. Our role is to manage emissions from our own operations, help clients manage their emissions and advocate and implement policy changes with our QHSE department.

At Metito we have introduced some measures to help reduce CO₂ emissions:

AREA	APPLICATION
INTERNAL OPERATIONS	<p>1) A Green Building Office design whereby 37% more efficient energy as per ASHRAE 90.1 – 1999 contributes towards sustainability, reduced operating costs and carbon footprint. This is achieved by the selection of passive cooling features such as building orientation, massing, glazing thermal insulation and day lighting, coupled with energy efficient lighting fixtures, energy efficient HVAC (Heating, Ventilating and air conditioning) system and smart controls.</p> <p>2) Ozone protection through HCFC free and HVAC&R (Heating, Ventilating, Air conditioning and Refrigeration)</p> <p>3) Reduced Site disturbance: Ample vegetated open space encompassing 880 different plants making up an area of 16,096 m²</p> <p>4) Indoor Environmental Quality: Selection of low VOC (Volatile Organic Compounds) containing compounds, construction process IAQ (Indoor Air Quality) management and CO₂ monitoring</p> <p>5) Daylight & Views: Provision of day lighting and views to over 90% of occupants</p> <p>6) Alternative Transportation: Car pooling program, preferred parking for car pools & energy efficient vehicles, electric car recharge stations and provision of bicycle storage and changing rooms</p> <p>7) People on the move: encourage travel of more than one person by car</p>
EXTERNAL OPERATIONS	<p>Incorporating Energy Recovery Systems (ERS): we endeavor to Incorporate Energy Recovery Systems in the plants we provide and install which reduces Carbon footprint. For example, a normal 10,000 m³ Sea Water Desalination Plant would utilize approximately a total of 8 KW/h per m³ of water produced which is equivalent to 24,528 Tonnes of CO₂. Using ERS decreases the total energy consumption to approximately 5 KW/h per m³ of water which is equivalent to 15,330 Tonnes of CO₂, thus helping reduce 9,198 Tonnes of Carbon foot print for our client.</p>
COMMITMENT	<p>We are committed to our role in helping address the climate change issue and we continue to consider energy efficient measures, monitor, assess and manage our carbon emissions as well as build and provide effective policies to reduce CO₂ emissions.</p>

WATER EFFICIENCY



Water demand already exceeds supply in many parts of the world, a situation that leads to a condition of Peak water being experienced in different geographic areas. As the world population continues to rise, many more areas are expected to experience this imbalance in the near future.

According to the Second United Nations World Water Development Report, if present levels of consumption continue, two-thirds of the global population will live in areas of water stress by 2025. Increasing human demand for water coupled with the effects of climate change mean that the future of our water supply is insecure. As of now, 2.6 billion people do not have safe drinking water. Added to this, are the changes in climate, population growth and lifestyles.

At Metito, we strive to raise water efficiency in all our business practices; therefore, we implemented new techniques in our systems at our group headquarters and factory sites which include the following processes and outcomes:

- Innovative Wastewater Technologies: 100% Water recycling via on-site black water treatment facility
- Water Use Reduction: usage of high-efficiency plumbing and water reuse reduces potable water demand by over 74%
- Water Efficient Landscaping: greater than 50% water savings, species selection and micro-climate factors, efficient drip technology and treated water usage
- Stormwater Management: Reduced run-off rate and quantity, stormwater treatment

REDUCING, REUSING AND RECYCLING

PAPER

Industrialized paper has an effect on the environment both on where raw materials are acquired and processed and the waste disposal impacts. Today, 90% of paper pulp is made of wood. Paper production accounts for about 35% of felled trees, and represents 1.2% of the world's total economic output.

“A SUSTAINABLE RECYCLING PROGRAM”



Recycling has always been a critical part of our vision for a healthy global environment and substantial economic development benefits. Consequently we have implemented the following:

- Installing recycling containers in our offices for waste paper recycling
- Eliminating, reducing and reusing paper in our office applications
- Designing our business cards using recycled paper material
- Using paper cups which are disposed off in recycling containers as well



According to the United States Environmental Protection Agency, recycling 1 short ton of paper saves 17 mature trees, 26 m³ of water, 2.3 m³ of landfill space, 2 barrels of oil and 4,100 KW-hours of electricity. From July 2008 to July 2009, we collected around 8.4 tons of paper to be recycled from our offices in UAE, Qatar and Indonesia which is equivalent to saving around 143 mature trees, 218.4 m³ of water, 19.32 m³ of landfill space, 16.8 barrels of oil and 34,440 KW-hours of electricity per year!

PLASTIC



Plastics are used everywhere today, from packaging to car parts to building construction, and production is growing rapidly, leading to increased waste. That is why plastic recycling, which has been widely available since the early 1990s, is more important than ever.

At Metito, we have taken the initiative to handle the proper disposal of plastics. Plastic bottles are disposed off in dedicated containers for recycling; while the high density Polyethylene (HDPE) plastic containers we utilize in all our chemical production are continuously reused and refilled for the same purpose rather than wasting them.



CONTAINER SIZES	2009 CONSUMPTION PER MONTH
25 LTR JERRY CAN	Approx 1000 PCS per month
50 LTR DRUMS	Approx 30 Drums per month
220 LTR DRUMS	Approx 30 Drums per month
5 LTR CONTAINER	Approx 100 NOS per month

E-WASTE MANAGEMENT



Electronic equipment contains toxic materials, including lead, cadmium, and mercury, that may leak into the soil and ground water when disposed of in landfills. In fact, the normal CRT computer monitor contains four to eight pounds of lead on average. Most electronic components can now be reused, recycled, and diverted from the waste stream. At Metito, we have managed to control such hazardous wastes since 2007; and this year we have donated **27** used and discarded computers and other electronic material to appropriate centers accredited by the Municipality of Dubai for repair and upgrading. These used computers, necessary



technical resources and IT products are then distributed to educational, social and charitable institutions thus enhancing opportunities for the spread of IT education in the United Arab Emirates. This will also protect the environment through minimizing the harmful effects resulting from the improper disposal of electronic waste.

MAKING A DIFFERENCE FOR SOCIETY



“OUR COMPANY AND EMPLOYEES STRIVE TO MAKE A POSITIVE IMPACT IN SOCIETY TO ENHANCE THE QUALITY OF LIFE OF INDIVIDUALS, GROUPS AND COMMUNITIES”

BRINGING LIFE TO AFRICA

ACCORDING TO THE WORLD HEALTH ORGANIZATION, 1.1 BILLION PEOPLE ON THE PLANET LIVE WITHOUT DRINKABLE WATER. 3,900 CHILDREN DIE DAILY FROM WATER RELATED DISEASES.



“AT METITO, WE BELIEVE IT IS OUR SOCIAL RESPONSIBILITY TO ASSIST SOME OF THE WORLD’S MOST POVERTY STRICKEN TO HAVE ACCESS TO CLEAN DRINKING WATER - LIFE’S MOST BASIC NECESSITY.”



In line with our Social Responsibility, Metito has pledged its support to Human International Appeal (HAI), which provides lasting supplies of fresh, uncontaminated water to countries suffering from severe water shortages, and this latest initiative involves the drilling of three wells in Senegal and two in Niger.

More than 3,000 people who live with a severe shortage of water in the villages of these countries will soon have access to a clean drinkable supply. This is following the joint initiative with HAI, a UAE based NGO that since 1984 has strived to support long-term

economic and social development in deprived areas with a wide range of relief and development projects.



The drilling of the wells has already started, with the completion date estimated to be around August this year. The areas where the wells are currently being constructed have very limited access to water. Many of the villagers have to travel long distances, sometimes more than 15 kilometers a day, just to collect water, often with women carrying it in heavy buckets. Even then, it still isn't enough to meet their basic needs. Without help, the future for these villagers looks very bleak.

The wells in Senegal will be built in the farming villages of Embaki Salom, Ambokhom and Beydab, which are collectively home to nearly 800 villagers. Most of these villages rely on women who travel many kilometers daily to get drinking water.

According to HAI, Niger has a population of some 13.5 million and 85% of the country's isolated villages are not connected to the main water pipe networks. The wells are being dug in the villages of Modlari and Tolojoul. The village of Modlari is home to over 600 people who need to travel for more than three kilometers daily for water, often standing in line for more than half an hour, after their own well dried up. The second well is being drilled in the village of Tolojoul, where over 2,000 families and valuable livestock will benefit from the water it will provide. Currently the only source of water is a small badly maintained well, which is also a danger to children.



According to HAI, more than five million people worldwide die every year from drinking polluted water.

The difficult water supply situation, coupled with poor sanitation and hygiene habits in these communities have made water-borne diseases a common and often deadly occurrence.

In light of the disastrous effects that the lack of water leaves behind, Metito is committed to assist in securing water to those who need it most around the world.



Hopefully, our clean water will help reduce new occurrences of diseases and provide resources for healthy lives.

SUSTAINABLE BUILDING AWARENESS



At Metito we recognize and understand we have a role to play in helping address global challenges through improving the understanding of climate change, raising public awareness and enriching the environmental competency of individuals. The overwhelming value to educate the public on the importance of our natural resources will definitely have a positive impact on the environment and human health.



We strive to implement education activities within the United Arab Emirates for college students, mainly in the Architectural Engineering domain, and institutions coming from overseas. Such activities include guided tours and presentations on the Green Building design and practice that focuses on increasing the efficiency of resource use: energy, water, and materials to reduce the environmental impact of buildings. We believe it is crucial for the greater acceptance and implementation of concepts related to sustainable architecture that such activities are provided.

Images include education and tour activities for Architectural Engineering Students of the United Arab Emirates universities and visitors from the Environment Protection Authority and Arris Communication & Research, Australia.

WORKPLACE

WORK ENVIRONMENT



At Metito, we recognize the important role our colleagues play, thus we strive to support them by fostering a work environment based on mutual respect of rights and duties of all people equally in a professional yet friendly manner. Metito has an open workplace culture in which everyone feels valued and can add value.

To translate our beliefs, we have developed a series of measures, policies and practices that have been implemented to address the welfare of staff members and future career development.

- 1) **Equal opportunity:** Metito is committed to the development of its employees to enhance their skills, and give them a better opportunity to target the more senior positions in the organization
- 2) **Discrimination:** no employee shall discriminate against a fellow employee or potential candidate because of sex, ethnic origin, religion or disability (where the disability is unrelated to job requirement)
- 3) **Recruitment:** Metito endeavors to select, recruit, develop, motivate and retain the best qualified professionals in the industry. Existing employees are given the priority to be promoted based on their capability, performance and added value
- 4) **Selection:** The selection of potential candidates to fill the vacant positions is based on competences
- 5) **Job Evaluation:** Jobs are evaluated based on the Hay Management Point System, know-how, problem solving and accountability impact
- 6) **Child Labor:** The employment of children (under the age of 21) is strictly prohibited throughout Metito world-wide
- 7) **Forced Labor:** Metito's employment concepts are built on mutual respect and free will
- 8) **Health and safety:** Metito has invested in every aspect to ensure that employees are working within a healthy smoke-free environment. Furthermore, we have developed an HSE policy which is communicated effectively to all staff members to ensure providing a safe and healthy work environment
- 9) **Freedom of Association:** Metito acknowledges and respects employees' rights and freedom of association, at the same time, abides by and respects the local social culture and applicable laws

10) **Employee Grievance:** All staff members have the right to express their views, concerns and grievances which will be taken seriously and positively

HEALTH AND SAFETY

Metito provides a safe and healthy working environment and takes adequate steps to prevent accidents and injuries to health arising out of, associated with or occurring in the course of work, by minimizing the causes of hazards inherent in the working environment. The health and safety policy is communicated to employees by the QHSE department.

INVESTING IN OUR PEOPLE

“BUILDING THEM UP”



The Human resource is the most valuable asset in the organization, thus we are committed to building a workplace culture where employees have the opportunity to learn and grow. The company recognizes that the skills and knowledge of its employees are critical to the success of the organization, consequently we have developed various learning solutions which offer fresh graduates the opportunity to gain experience and prepare them for a future leadership role in the company on the one hand, and help the highly qualified professionals enhance their existing skills and acquire new skills on the other.

Some learning solutions at Metito include:

- 1) **In-house technical training:** a one month to 6 weeks program imparted by our senior level managers
- 2) **On-the-job training:** experienced employees train colleagues on specific new skills
- 3) **Seminars/conferences:** employees stay abreast with the latest trends and developments in their areas
- 4) **Job Rotation:** employees are transferred to various functions and locations within the group
- 5) **External Training:** for developing management skills



Employee training and development is a prime responsibility of our managers and is considered to be an integral part of their performance. Each manager carries out the work review of all employees under his supervision to assess their performance and identify their training requirements.

Training is guided by the following principles:

- All employees should have the opportunity of reaching their potential. Personal development plans will be discussed on a 'one to one' basis with the respective manager and an action plan agreed. Most of the development will involve the individual being delegated tasks outside their skill sets and mentored by more experienced team members.

- Training should be need-based (meets the skill gap/development needs of the trainee)

- Line managers should agree on clear learning objectives with the trainees

- Line managers should review the effectiveness of the training solution with the trainees and anybody else in a position to measure performance on a before and after basis. Such review should take place no later than 3 months following the actual training and feedback should be provided to the trainee.



PERFORMANCE APPRAISAL



At Metito, performance is evaluated after the training solution. This falls under our Staff Appraisal System which is a process and an opportunity for managers and staff to sit together, review work performance, identify areas requiring improvement, explore strengths and career aspirations, identify development needs and give and receive constructive feedback. This will enable the employee to know how he/she is doing, assist in improving performance, help create closer working relationships and identify people with potential advancement and development needs.

COMMUNICATION

Our company practices are based on an open communication culture on all levels. Plans, processes and procedures are clearly communicated to people thus generating openness in communication, trust and accountability among our stakeholders.

We have established an employee handbook which clearly defines the company's attitude and policies, all aspects of employment, the benefits we provide and acts as a guideline to help employees claim such benefits. Furthermore, it sets a clear career path showing the available and future opportunities in the company and the positions employees can target.

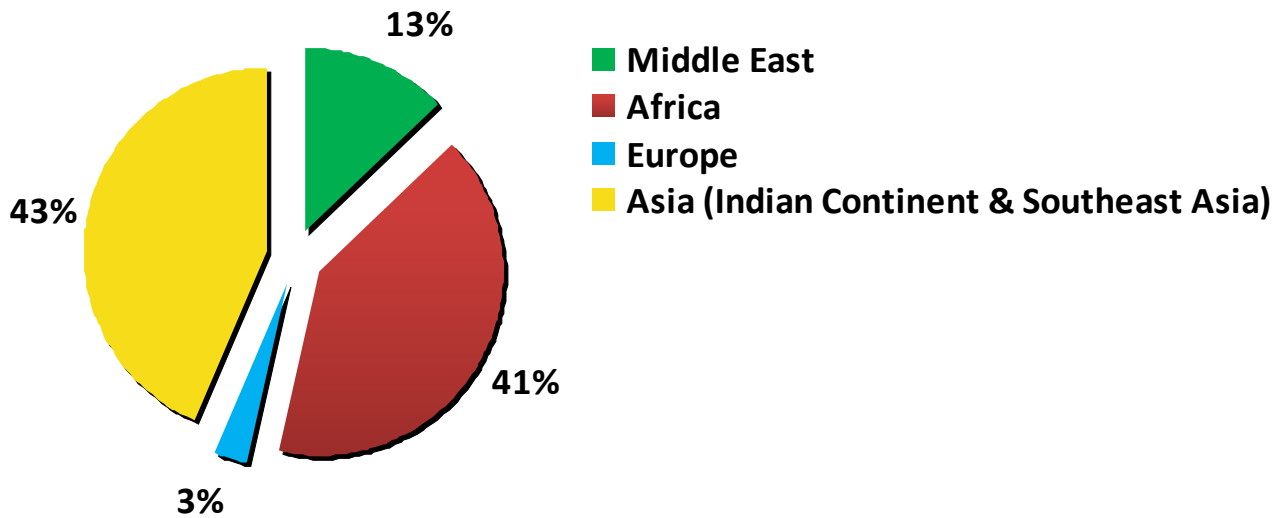


WORKFORCE DIVERSITY AND EQUALITY



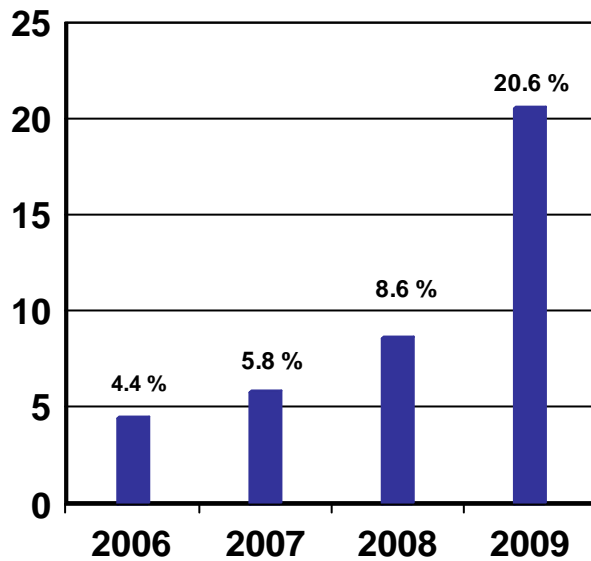
Metito is an equal opportunity employer. Recognizing that people from different backgrounds can bring fresh ideas and perceptions which can make the way work is done more efficiently and products and services better. It employs a diverse workforce with different perspectives providing the opportunity for all employees to maximize their potential, enhance their self-development and their contribution to the company. To promote diversity, Metito does not engage in, support or allow any form of discrimination in recruitment, remuneration, training, promotion, appraisals, termination or retirement based on gender, ethnic origin, age, religion or disability (except when it is in contradiction with the job requirements).

METITO'S WORKFORCE DIVERSITY



WOMAN PERCENTAGE GROWTH CHART

Percentage of Woman



SUPPLIER DIVERSITY



At Metito, we deal with a broad network of suppliers from different continents which support the growth of our business. Furthermore, we endeavor to deal with different suppliers not just to provide opportunities for a diverse business but also to create a positive economic impact on the local communities where those suppliers are based.

METITO



*Commitment to a
Cleaner Environment*

METITO (OVERSEAS) LIMITED

P.O Box 22701

Sharjah, United Arab Emirates

Tel: + 971 (6) 556 1818

Fax: + 971 (6) 556 4777

Email: infouae@metito.com

METITO (UTILITIES) LIMITED

P.O Box 262335

Dubai, United Arab Emirates

Tel: + 971 (4) 810 3333

Fax: + 971 (4) 810 3300

Email: utilities@metito.com