



Sustainability Report



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Message From The CEO

Albert Szent-Gyorgyi, a Hungarian Biochemist and the Nobel Prize winner for Medicine in 1937 said, “Water is life's mater and matrix, mother and medium. There is no life without water.”

Gyorgyi's lucid quote, although 75 years old will remain forever valid because indeed, water is life. With that in mind, water is said to be the “new oil” and the conflicts of the years to come will most probably be for claiming ownership of its valuable natural resources. This only confirms that to maintain world peace, fixing the global economy and balancing the politics of the world will not be enough. Without a doubt, we are in dire need as businesses and as individuals to effectively manage, maintain and sustain the world's natural water resources through effective supply and demand management to maintain our livelihoods. For Metito this is not just an objective but the fundamental reason why we exist as a business and our mission as an organisation.

Metito's mission is to provide effective water management and treatment systems that can reconcile the ever growing demand for water and its dwindling natural resources. This in itself is also a reflection of our belief and commitment to the concept of sustainability.

Sustainability has become a globally acknowledged standard that is no longer a nice-to-have, but a must-have in today's global economy where consumers make choices based on the quality and the social impact of a product or service. As service providers, we are often asked at Metito to assist clients in developing sustainable water management systems to address their water needs, and, over the years, this has motivated us



to continuously ask ourselves the same question: what does sustainability mean to us and how can we integrate it in our business?

At Metito, we endorse Corporate Sustainability as part of the organisation core values and we align it with our strategic business plan. We further lead initiatives on the different fronts including environmental, community and operational and integrate them at all levels. Committing ourselves to this value and to stand accountable for it, we report on sustainability in an attempt to showcase our initiatives and progress within this framework to continue leading our industry by example – a Metito philosophy that has never been compromised. We believe that through doing so we are encouraging others to step up and truly commit to becoming “companies with a conscience”.

“Sustainability... is no longer a nice-to-have, but a must have”

Over the past year, we have been busy conducting situation analysis, establishing standard operating procedures and metrics that can better streamline our business and assist our IPO preparedness exercise in a way that helps us act public before we go public, when and if we decide to do so.

On the operational front, Metito has not only begun the transformation internally to sustainable practices, but

has focused our capabilities to better support our clients' needs. We have attained the NSF certification for some of our chemicals to address increasing demand for such qualifications in the emerging markets.

On the environmental front, we have kept our commitment to the Global Compact initiative and maintained working closely with Emirates Environmental Group as a founding member and as partners in public awareness campaigns including conducting community lectures to raise awareness on the issues of water scarcity and the viable solutions. We have also maintained our golden certified Green Building qualifications for our global headquarters in the UAE and incorporated additional measures that complement our status, such as installing new recycled/eco-friendly flooring in our main auditorium room and formalising our e-waste recycling process.

On the educational front, we have maintained a strong presence as knowledge bearers for water related issues and we saw an unprecedented interest in our experts' commentary and advice on the water situation in emerging markets and the practical solutions that can be implemented to address the challenge of water scarcity. We have also hosted educational visits from local and international universities such as the MIT Sloan University from the USA.

We have also seen a remarkable growth in our people's training and in their interest in attaining professional certifications to further equip themselves with the theory behind the best practices of serving clients at a world class quality. These developmental initiatives, will continuously enable Metito to differentiate itself and to raise the bar for customer focus and service excellence. I am confident that we still have much to do, but it is reassuring to know that the Metito Group recognised early on that sustainability is a core for a journey of long term success that benefits our worthy stakeholders: clients, shareholders, employees, and the communities we serve. We commit to continue harnessing our global knowhow, resources and the power of our people to sustainably serve our stakeholders and to provide water where needed and improve sanitation when required through management solutions that can stand the test of time and that can benefit humanity for generations to come.

Sincerely,



Mutaz Ghandour
Chief Executive Officer

“...to maintain world peace, fixing the global economy and balancing the politics of the world will not be enough...”



Our Journey ... Our Commitment



Metito is the leader and provider of choice for total intelligent water management solutions in the emerging markets with operations spanning four continents and covering three business areas: design and build, specialty chemicals and utilities. With over fifty years of operational experience, the group provides world-class customized, comprehensive and advanced solutions across the full spectrum of its industry, from clean to dirty water.

At Metito we believe in the triple bottom line approach: people, environment and profit. This translates into a long-term corporate responsibility that has economic, social and environmental dimensions and includes the concept of stewardship - the responsible management of resources. With a reputation for performance excellence and best practice, we know that sustainable business practice drives success, inspires people and ultimately leads to a steady growth through providing

services and solutions that can stand the test of time and can benefit humanity for generations to come.

Our organisation is now at the forefront of the water and waste water industry with a current global project portfolio in excess of US\$ 1 billion and over 2500 employees across its worldwide operations, and we remain committed to further incorporating sustainable practices into our business and endeavours. This commitment is complimented by the continuous development of our most valuable assets; our people, who are core to the success of our organisation.

Leading by example is a wholesome approach that we embody at Metito and through Metito's seventh sustainability report, we aim to showcase our progress on this important front to inspire others to play an effective role in the economic and social growth in their markets of choice.



Our Vision...

The Mission

Metito commits to a sustainable environment through providing effective water management and treatment systems that can reconcile the ever growing demand for water and its dwindling natural resources.

The Values

Customer Focus

Every employee is customer satisfaction driven. We commit to provide our clients with value-added products and services and to achieve high returns on investments for our shareholders; we further strive to exceed their expectations and keep them continuously informed through personable, honest and open communications.

People Focus

Our employees are our most valuable assets; we recognise their needs and professional aspirations and make every effort to provide them with relevant training and opportunities to empower them to achieve their goals, and in turn support our mission by their high quality performance and refined service.

The health and safety of our employees is also paramount to our organisation and we commit to continually improve their standards.

Quality

We commit to deliver quality services and products that are in line with our customers' needs, and to maintain World Class performance in all our business undertakings. This is founded on the highest standards of customer service, uncompromised ethics and environmental consciousness. Our quality systems ensure that we do this right the first time, every time.

Sustainability

Metito is a responsible corporate citizen that aims to implement sustainable practices throughout its businesses. Our commitment to sustain the environment is achieved fundamentally through being an integral player in an industry with a mission to meet the world's water demands and to preserve its resources. Stemming from our People Focus, we also aim to invest in and develop human elements to help provide a sustainable pool of talents to the communities we work with.

Leadership

We lead with integrity, refined expertise and creativity, both as individuals within an organisation and as an organisation operating in local and global markets. Our tried leadership approach demands leading by example and influencing others to do likewise and with this, accountability becomes a guaranteed bi-product.

Collaboration, Team Work and Passion

We believe in, and encourage, team work as it creates a sustainable flow of information and knowledge sharing that helps benchmark our work, enables us to better our performance and leverage our collective knowhow and refined skills. Our passion and belief in what we do, complement this spirit and take us that extra mile that helps Metito stand out, further, from its competitors.

Local Presence... Global Knowhow





Global Headquarters
Dubai, United Arab Emirates (UAE)



Regional Headquarters
Sharjah, UAE
Cairo, Egypt
Jakarta, Indonesia
Shenzhen and Hong Kong, China

In excess of 2500

People employed by Metito globally

\$ 1 billion

Global project portfolio

4

Continents where Metito operates

100%

Water recycling via on-site black water treatment facility at global headquarters

20,000+

Inhabitants in Niger, Senegal and Somalia benefiting from wells Metito drilled in partnership with HAI

**1.2 million m³/d,
serving over
5 million inhabitants**

Managing a total waste water treatment capacity, in China alone

Leading Sustainably...

A Case Study
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A Case Study

Wastewater Treatment Plant - Palm Jumeirah Dubai, U.A.E.

Under the visionary leadership of Sheikh Mohamed Bin Rashid Al Maktoum, Vice President and Prime Minister of UAE and Ruler of Dubai, the Palm Jumeirah township, an iconic project constructed off the coast of the emirate of Dubai, was inaugurated. The project was built in the shape of a palm tree and extended Dubai coastline by more than 120 km, as well as becoming the only modern structure able to be seen from space.

Being home to world renowned dignitaries and celebrities meant that all associated utilities demanded challenging innovations, an adherence and commitment to maintaining the highest standards of environmental protection, as well as architectural aesthetics. The location of the plant on prime land left an extremely limited space for plant buildings and respective facilities. Architecturally, the treatment plant is inside a circular building constructed below ground to keep it invisible. The given geometry, limited space and underground conditions presented a very difficult task of arranging the equipment, facilities and utilities. Metito employed the MBR (membrane Bio-reactor) process technology, which is the latest technology in treating waste. This process has a considerably reduced environmental footprint compared to other conventional schemes and has the added advantage of producing high quality treated water.

Special designs were adopted for this approach to allow operational access and equipment maintenance. Limited headroom dictated the use of a specially designed serpentine monorail that covers the whole work space. The status of the location demanded zero tolerance for any unpleasant odour emissions.

The ventilation system, dehumidifier and odour control units in the work space were carefully designed taking into consideration these stringent demands.



<i>Average daily flow</i>	18,000 m³/d
<i>Peak daily design flow</i>	21,700 m³/d
<i>Peak factor</i>	2.5
<i>Peak hourly flow</i>	1,875 m³/h
<i>Peak flow duration</i>	2 hours

Metito Scope of Work

This included the detailed engineering, manufacture, inspection, supply, storage, installation, testing and commissioning, start-up, performance test and training of personnel at site. It also included operation and maintenance of the plant for eight years.

Plant General Information

The sewage treatment facility mainly comprises the following units:

- Inlet works
- Biological treatment
- Sludge handling
- Chemical cleaning
- Electrical and control system



Plant Technical Characteristics

Raw sewage from the residential community is transferred to a main sewage lift station through two intermediate pumping stations.

The sewage treatment plant is designed to treat 18000 m³/day of domestic sewage. The collected raw sewage is received through a 600mm diameter underground main and the incoming flow is metered before it enters the treatment units.

Benefits

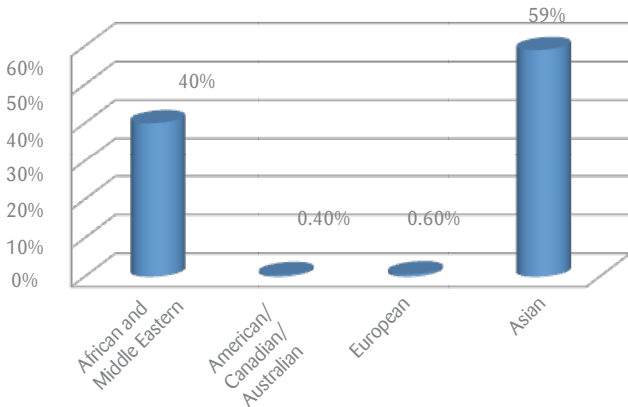
- Low operators requirement
- Landscaping benefits with a fully underground sewage treatment plant and polishing plant

- Advanced underground water reuse
- High quality effluent for irrigation and cooling tower
- No odour or noise

Treated water quality

BOD	< 10 mg/l
COD	< 50 mg/l
TKN	< 5 mg/l
Suspended solids	< 10 mg/l
Ammonia-Nitrogen NH ₃ (N)	< 3 mg/l
Total Nitrogen (TN)	< 30 mg/l
Fecal Coliform	< 10 mg/l

Our People

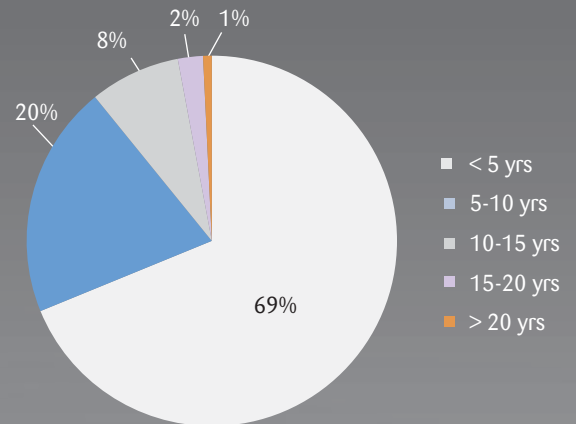


Metito's slogan; "Local Presence, Global Knowhow", reflects its commitment to the markets it operates in by establishing local operations, which enable its professional teams to closely execute and monitor its projects, rather than remotely managing them. This local presence gives Metito a better understanding of the culture, market drivers and customers' needs, thus giving Metito an edge over its competitors and allowing it to produce intelligent water solutions tailor-made to satisfy its clients.

The Company's management team strives to ensure that all personnel involved in providing technical solutions are well versed in the individual circumstances surrounding the client's desired installation. All relevant information is provided to help produce a comprehensive execution plan and detailed designs are individually prepared to suit the client's needs rather than providing off-the-shelf solutions. The senior management of Metito is always closely involved in the whole process of client satisfaction in order to ensure the company's wealth of specialised experience is filtered down to the local operations guaranteeing world class products, solutions and continuous client support.

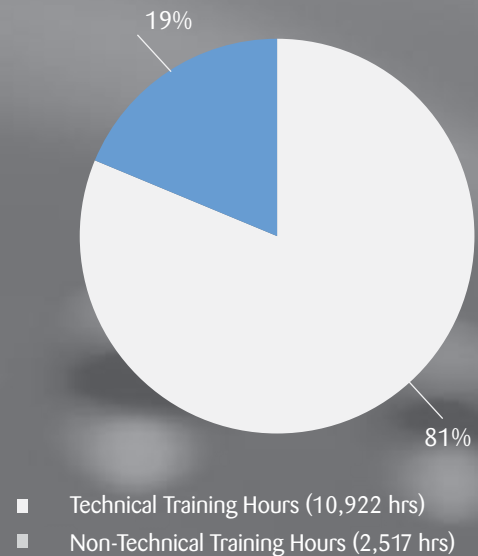
Metito's commitment to its markets and clients stems from its commitment to its people who are considered to be the company's most valuable asset. Metito's commitment is to provide employees with the experience and the exposure that help them in their career progression, provide them with equal opportunities, a safe working environment free from any form of discrimination and job security.

Metito Employees' Length of Service



UAE & China

Employees Who Received Training	379
Total Training Hours	13,439
Average Training Hours Per Full Time Employee	6.06





Despite the impact of the Arab spring in Metito's areas of operation, its global workforce has risen to 2,254 strong. The company's staff retention vision and policies have a long term outlook rather than being reactionary to short term changes. This vision and commitment was clearly reflected in its actions to find suitable placements for the staff members whose sectors were affected by the unrest. This resulted in Metito providing over 50 engineers with alternative opportunities in more stable areas.

Metito prides itself on having an impressive staff retention record in all areas it operates in. The company is also very proud to see the second generation of the Metito family take up positions in the company alongside their parents to continue the success story that their fathers have started.

The company's corporate culture is based on mutual respect and understanding, transparency, integrity, collaboration, innovation and safe working environment, which all contribute to maintaining Metito's drive to remain an employer of choice.

Renovating Our Approaches

Evolved Recruitment

Metito's recruitment strategy and methodology has evolved and shifted from almost total dependence on third parties, to a strategy based on a direct search for candidates who are suitable to our particular requirements. Through the company's executive search in top specialised sites, it has access to international talent for its current and future needs. This new approach has served both economic and business goals.

Automated Human Resources Management System (HRMS)

During the year, Metito began the implementation of an Automated Human Resources Management System (HRMS) for the entire Group through a phased roll out process. The system allows Metito to:

- Improve standardization and economies of scale by implementing an online system



- Improve speed at which information is available to the organisation
- Improve flexibility of information to support business planning
- Improve transparency and consistency of processes

Implementation of this system also brings Metito to a new level of transaction efficiency, reporting and automation of administrative processes. All processes are workflow enabled, meaning they are responsible for (a) routing the document to the relevant person for action, (b) generating email notifications on initiation and action of request (c) triggering email reminders on expiry of identification information/details on PeopleFirst HR system (d) approval of leave request through email.

Diversity, Inclusion and Fostering Talents

Metito is an equal opportunity employer where all employees enjoy the same rights and responsibilities compatible with their job function and mission. No employee shall discriminate against a fellow employee, or a potential candidate on religious, political, ethnic, sex or disability grounds. This right is documented in all company policies and guaranteed by senior management.

The company’s recruitment and career development policy is performance based within a clearly identified competency framework that help all employees with their career progression. This is supported by well planned and designed learning and development training courses aimed at increasing knowledge, efficiency and effectiveness, thus contributing to employee’s aspirations for further growth. Metito’s remuneration and reward strategy is based on offering competitive remuneration packages and additional performance based rewards in terms of various applicable incentive schemes.

Succession Planning

Succession planning is an integral aspect of the risk management strategy of the organisation. Metito has in

place comprehensive succession planning policies and concepts based on preparing a pool of talent, giving them opportunities to make certain decisions and train them in various technical and soft skills to prepare them for the future.

Training and Development

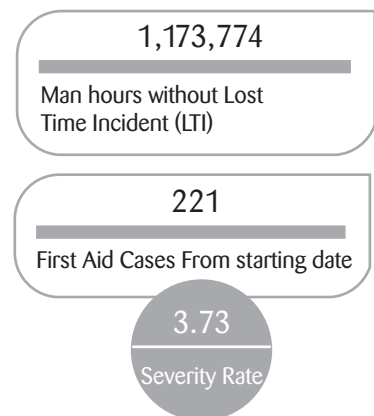
Metito provides comprehensive training services to all employees which are intended to develop soft and core skills and therefore add value to the company and enable it to better serve its clients.

During 2011, at Metito’s UAE offices alone, the training program was maintained with employees receiving an average of 5 hours of training to maintain their skills sets, with technical and non-technical training constituting 53% and 47% of total training hours administered, respectively. This near-even split clearly demonstrates the company’s commitment to developing its people through a holistic technical and qualitative approach.

Health & Safety

Metito regards the health and well-being of its people as a foremost concern that is never compromised. The company provides extensive training to employees

Corporate HSE Statistics for Design and build Business, UAE Operations from 17th June 2005 up to Week 19 of 2012



working on construction sites to help them understand and commit to all aspects of health and safety to minimise potential risks associated with the nature of their work.

Metito holds numerous international health and safety certifications, and its employees have obtained various trainings and certifications through accredited and awarding bodies including but not limited to:

- Safe use, erection, alteration, and dismantling
- Maintenance & inspection of supported scaffolding
- First aid awareness
- Advanced first aid
- Supervision, inspection
- Tags during safe use, erection, alteration,
- Safe rigging operations: safe use of lifting
- Gears and rigger responsibilities.
- Rigging operations safety
- Rigger
- H2S / breathing apparatus

In addition, hazard identification & risk assessment are carried out in all sites through which safety plans are set, and are individually tailored to each site for utmost efficiency.

Other initiatives include:

Preparing for The Unplanned

Metito launched an intensive First Aid Training aimed at maintaining public safety among its employees. The training was conducted by Dr. Rajan Sadanandam from Dubai Health Care Centre and successfully introduced basic first aid and CPR to employees.

During the interactive training, Dr. Sadanandam illustrated the important steps that need be followed when first aid is required. These included initial engagement steps which necessitate avoiding moving the victim, calling emergency services, determining responsiveness, checking signs of breathing and



First aid training

circulation in the injured and waiting for help services to arrive, unless CPR was deemed necessary to perform.

Yoga for A Healthier Body and Soul

Metito Pune went an extra mile to vividly reflect the essence of Metito's QHSE policy, in a practical and enjoyable manner. They have successfully introduced various activities to further evoke a sense of wellness among their teams including: periodical medical check-ups, circulating health awareness emails, as well as introducing the ancient Indian technique of yoga.

Yoga Asanas has been practiced for centuries, and when integrated with wisdom from ancient scriptures it may improve the quality of daily living. A workshop was held at Pune office with the help of a teacher trained by Ved Vignyan Maha-Vidhyapeeth, who introduced several practices that can help a person address a variety of ailments such as obesity, insomnia, asthma, diabetes, hypertension and migraine. The yogic positions under this technique are designed to give the practitioner the gift of wholesome health, which is balanced physical health and a calm mind.

This workshop was attended by 25 employees, and the team at Metito Pune is planning to organise regular sessions to further practice the same after office hours.

Team Building Initiatives

Metito encourages social bonds between its employees to strengthen their sense of belonging and working as a team. It is believed that through such team building initiatives, communication and interpersonal skills are enhanced and nurtured. This is particularly true when new employees become active members of the Metito family with such activities enabling a smoother transition, creating an environment built on acceptance rather than intimidation.

With a multinational organisation such as Metito, and headquarters in a country with a rich and diverse cultures such as the one existing in the UAE, these initiatives help expat employees further integrate into society and focus on peoples similarities rather than their differences.

Following are examples of such activities:

In it, to Win it!

Behind every success there is a driving force and a commitment to excel. The latter has truly become second nature for the employees at Metito, which is why when Metito's basketball team claimed the Championship Trophy - Class C Division of the inaugural Pinoy Expat Basketball Club (PEBC), it came as no surprise. They were in it to win it!

Formed in December 2008, Metito basketball team joined the league in the UAE with a sturdy line-up of 12 players. The team now led by the skilful Ivan Chua as coach, comprises of 15 players including the 'Most Valuable Player' award winner Marvin Gutierrez.

Since formation, the team led a victorious journey winning five tournaments, playing against strong teams such as: Indus Blades, Ali Café, Migrante, Art Venture, Bayso and Patriots. But winning is no coincidence as the team attributes their success to the support of Metito's Human Capital department and to their intensive training schedule that helped refine their skills and put their team spirit into a fun and healthy practice.

Metito basketball team





Berlinwasser China Holdings' (BCH) team, led by Jun Liang, General Manager BCH and accompanied by Rami Ghandour, Executive Director Metito Utilities

China Team Building Activity

Metito is looking to grow its China business entity, led by Jun Liang, General Manager Berlinwasser China Holdings, a wholly owned subsidiary of Metito Holdings, through the combined efforts of the Executive Management team in China and their counterparts at the Global Head Office. With an overarching aim of building strong relationships between all parties, team building with a twist was certainly the order of the management meeting held in March 2012, in the presence of Rami Ghandour, Executive Director, Metito Utilities.

The Berlinwasser China Holdings team, representatives from the Nanchang, Panjin, Changchun and Chuzhou projects, and from the Corporate Head Office: Cindy Yao, Sonia Norris and Rami Ghandour, attended the

activity packed three days event. Unfortunately, the Hefei project team were unable to join due to the plant undergoing upgrading works. Activities included formal presentations delivered by the Special Purpose Companies' General Managers, focusing on the operations and performance, and a trip to navigate the Jade Dragon Snow Mountain, reaching 4506 metres above sea level.



Rami Ghandour, Executive Director Metito Utilities and Jun Liang, General Manager Berlinwasser China Holdings



Indeed, it is rewarding and encouraging to witness relationships, trust and business awareness growing by the minute through such an indirect, yet effective manner which embodies the essence of team work and how individuals must work together to achieve sustainable success.

The event was hosted by General Manager Jun Liang, and superbly organised by Amanda Wan – BCH Secretary.

Recognition

With over 50 years of operational experience and 150 years of experience collectively acquired by its Directors, Metito has reached a fair understanding of employee psychology. Appreciation remains to be key as it is a fundamental human need and the strongest motivator.

Employees respond positively to appreciation expressed through recognition because it confirms their contributions are valued and they are considered worthy. When employees and their hard work is valued, their sense of satisfaction and productivity rises and they are motivated to sustain a good attitude and business performance.

Metito Indonesia Celebrates

Metito Indonesia (PTMI) has proudly celebrated its '10 Years' Service' award distribution ceremony in the presence of Mutaz Ghandour, Metito Chief Executive Officer, Rami Ghandour, Executive Director Metito Utilities (MUL), Walid Madwar, General



Mutaz Ghandour, CEO Metito, Joniwel, Jakarta office Finance Director, PTMI President Director Pak Deepak Nyayadhish and Rami Ghandour, Executive Director Metito Utilities

Manager MUL and new PTMI President Director Pak Deepak Nyayadhish.

PTMI honoured employees who had completed 10 years or more of dedicated service, acknowledging their loyalty and commitment to Metito, which paved the way for PTMI to thrive and contribute to the Group's journey of success, growth and expansion.

At an earlier date, Bassem Halabi, Metito Group Business Development Director, treated the Jakarta office employees to a social gathering, during which Jakarta office Finance Director, Joniwel, was presented with a 10 years' service award. The evening was also a good opportunity to brief the team on the future expansion plans for PT Metito Indonesia.

Metito Indonesia (PTMI) team accompanied by Mutaz Ghandour, Metito CEO, Rami Ghandour, Executive Director Metito Utilities and Walid Madwar, General Manager Metito Utilities



The 'm' In HuManity



Knowledge Sharing and Educational Initiatives

At these testing times for the world economy, the necessity for maintaining and growing knowledge and communication platforms, as well as strengthening trade links within local and global markets, assumes greater importance, especially with regards to sustainable industries such as the water and wastewater industry.

Metito continues to lead in this front, through continuous efforts to share its expert knowledge and insights with school and university students, the media, industry stakeholders and the general public. By this, the Group remains committed to create further awareness of water related issues and to have a bigger impact in forming a more responsible demand and supply sides of the chain.

Moreover, Metito actively takes part in industry engagements; as exhibitors, speakers or conference / summit delegates. This helps to create a wider communication platform by which industry knowledge can be shared, enhanced and also questioned. These engagements also allow extensive networking opportunities and discussions from which new solutions to existing challenges may be concluded.

Metito's knowledge sharing and educational initiatives include:

Public Communication

Sharing Hands-on Experience and Insights on Doing Business in China

Rami Ghandour, Executive Director Metito Utilities, took a panel seat in a session at the 2nd HSBC China Middle East Forum titled "China 2012: Crossroads?" in order to showcase Metito's experience in China, as well as the promise and potential pitfalls of doing business there.

The session was moderated by Tom Ashby, Business Editor -The National, a UAE daily newspaper, and hosted by Bruce Alter, Head of Trade HSBC China.



Rami Ghandour, Executive Director Metito Utilities, speaks at the 2nd HSBC China Middle East Forum in Dubai, UAE

In 2008 Metito re-entered the Chinese market as part of a joint venture with Germany's Berlinwasser, and only 3 years after that the Group acquired Berlinwasser's shares in BCH, which is now a wholly owned subsidiary of Meito Holdings. BCH now manages a total waste water treatment capacity of 1.2 million cubic metres per day, serving over 5 million people. In three years since BCH's inception, the company has managed to triple its projects' portfolio to six wastewater treatment plants, located in Anhui, Jiangxi, Liaoning and Jilin provinces on a build own operate (BOT) basis, as well as taking over own operate (TOT) and operations and maintenance (O&M) projects.

H.E. Sheikh Nahayan Mubarak Al Nahayan, UAE Minister for Higher Education and Scientific Research & Chancellor of the Higher Colleges of Technology gave a key note speech at the forum explaining the need for China and the Middle East to strive to be "High-Imagination-Enabling Countries" instead of "Low-Imagination-Enabling Countries", as categorised by Thomas L Friedman, author and columnist for the New York Times.

Showcasing The Pearl Qatar Project

To showcase the Pearl Qatar sea water desalination (SWRO) plant as a novel approach to challenging environmental requirements and as an integral

infrastructure of the iconic Pearl Qatar Project, Bassem Halabi, Group Business Development Director presented the challenges and innovative solutions that were effectively addressed by Metito whilst working on this prestigious project.

The presentation and the case study were very well received in MEED magazine's Qatar Projects' event, which was attended by 482 industry professionals.



Salah El Ackad, General Manager Dubai, Northern Emirates, Oman, Pakistan & KSA , gives a public lecture

Giving a Community Lecture on Water Conservation

Effective water management has become a strategic necessity for countries around the globe as we face increasing water demand and dwindling natural, renewable water resources. Water conservation is therefore presenting itself as the most cost-effective and environmentally sound way to rationalise this demand and in this front everyone can play a part in protecting and conserving water supplies, in order to help sustain it for future generations.

Salah El Ackad, General Manager Metito Overseas, Dubai, Northern Emirates, Oman, Pakistan and Kingdom of Saudi Arabia gave a community lecture addressing this topic as part of a public advocacy and awareness raising campaign to promote responsible water resource management. This campaign is under the umbrella of the UNDP's Every Drop Matters project which is led by the Emirates Environmental Group (EEG) in the UAE. This is a 12 months project that aims at increasing the understanding of water conservation issues in the UAE amongst policy makers, public sector organisations, corporate and private organisations, mass media, school children and the general public.

As founding members of EEG, Metito was offered the valuable opportunity to take on a role in this important campaign through presenting the public with means by which we can conserve water, particularly on the supply side of the cycle.

The educational activity was well-attended by around 100 students and individual members of the EEG coming from the public sector, academic and corporate world.

District Cooling: A Viable Solution for an Eco-Friendly Future

Metito was invited by the Chemical Engineering college at the American University of Sharjah (AUS) to conduct an educational lecture discussing District Cooling for an eco-friendly future. Richard Barwell, Metito Chemicals Business Development Manager took the lead and gave this lecture.

During his lecture, Richard shed light on the global water challenges and their impacts on local societies and explained how the situation is critical. Richard gave the examples of South Asia which will reach the 40% threshold and the Middle East and North Africa region which may hit 58% of water scarcity by 2030.



Richard Barwell, Metito Business Development Manager, lectures at the American University of Sharjah, UAE

Despite the disappointing figures, Richard illustrated the feasibility of changing the scenario to a more positive outlook through utilising technologies that save more water. He went on to showcase these technologies as implemented in some of Metito's well established projects such as The Palm Jumeirah Islands, and Dubai International Financial Centre (DIFC) among others.

The interactive lecture was well received and attended by over 60 students and professors.

Human Capital Advice to Small and Medium Businesses

Hisham Fadda, Metito Group Human Capital Director contributed an article to SME Advisor Middle East, in which he explains the drawbacks that arise when companies approach HR strategies with facts and figures and forget that they are dealing with human beings. Hisham also shared his insights on how to establish a sustainable and successful Human Capital function.

SME Advisor Middle East is aimed at business owners and senior executives across the GCC with a circulation of 60,000 copies. Armed with practical advice, it has been highlighting key business issues for the small and medium enterprise segment since its launch in 2005.

Fady Juez Shares His Expert Insights on Water Scarcity

Fady Juez, Metito's Managing Director, shared his insights on water security, advancing technology and the private sector's role in supporting government in an interview with Utilities ME magazine.

Documentary – Qatar National Day

United Development Company (UDC) and the Qatar National Day Organisation nominated Metito Qatar to illustrate through existing practices, what can be done to protect the environment, from a water company perspective. This was part of the making of a

'It is wonderful that a prestigious institution such as MIT has a course on water as part of its MBA programme. I was particularly impressed that the course content and site visits were all student organised, and the students who came on the visit were all very switched on. The business of water needs to be focused on and such activities can only be positive for all our future', said Rami Ghandour, Executive Director Metito Utilities.



Rami Ghandour, Executive Director Metito Utilities , Sonia Norris, Metito Senior HR Manager and Reem Saleh, Metito Corporate Communications Manager, with the MIT Sloan MBA student delegation

science-fiction film about 22 young and brilliant Qatari students determined to become well known, world-class scientists to better serve their country.

Rock Wallaby one of the most popular production houses selected one of the 22 young students who acted in the film to visit Metito's waste water treatment plant at Qatar Pearl Island and its site laboratory. The 12 year old student, who played the role of an environmental scientist in 2030, tested different parameters on samples such as pH, total dissolved solids, total suspended solids, chemical oxygen demand, ammonia and residual chlorine. The film was broadcasted on December 18th, 2011 on the occasion of Qatar's National Day.

Bridging the Gap from Theory to Business Practice

Hosting MIT Sloan MBA Students

Metito hosted a delegation of twenty-five MIT Sloan MBA students, headed by Catherine Gamon, Director Student Life Office, at its global headquarters following a five week seminar course on the business of water

both in Turkey and the UAE. The visit was hosted by Rami Ghandour, Executive Director- Metito Utilities and attended by other members of the management team at Metito.

During the visit the students were introduced to the different services provided by water and waste water management companies through their distinct businesses. This was followed by an interactive Q&A session where the opportunities, challenges and prospects of the industry were discussed and potential career paths for professionals seeking roles in the water industry highlighted. The students were also guided in a tour at Metito's factory to showcase examples of the work done through this unit.

'In the case of the water study tour, we developed hypotheses before travelling. The meetings with entities such as Metito provided us with the opportunity to test these hypotheses and to learn more in general about the water industry. Metito, provided an insight into the private sector within the water industry, something that we were particularly interested in', said Zainab Memon, 2013 MBA Candidate, MIT Sloan School of Management.

Metito Hosts Manipal University Students At DIP

Metito hosted a group of students from the Engineering College of Manipal University, Dubai to showcase the company's sewage treatment plant at Dubai Investment Park (DIP). The students were given a tour at the plant to introduce them to the applied processes, technologies and measures taken on by Metito to mitigate any possible environmental impacts accompanying its operations.

In addition, a comprehensive presentation was given on water consumption and the effective means by which we can play our role in this important sustainability issue.



students were given the opportunity to tour the sewage treatment plant & the reverse osmosis desalination plant at The Pearl Island to learn about the process, applied technologies and mitigation of environmental impacts.

Metito's Project Manager, shared a comprehensive presentation to the junior and senior students which included facts about water consumption and demonstrated effective ways to conserve water.



Manipal University students' visit to Dubai Investment Park (DIP) waste water treatment plant

Al Awsaj Institute of Education (A.I.E) Academy Visit to The Pearl

Metito Qatar hosted a group of students from the Al Awsaj Institute of Education (A.I.E) Academy, Qatar Foundation, Doha to showcase the seawater reverse osmosis desalination plant at The Pearl Qatar. The



A.I.E students' visit to The Pearl Qatar

Qatar Environment and Energy Research Institute Visit to The Pearl

Metito hosted a group of 40 local & foreign students from the Qatar Environment and Energy Research Institute, Qatar Foundation, Doha to show case the sea water reverse osmosis desalination plant at The Pearl Qatar. The students were given the opportunity to tour the reverse osmosis plant at The Pearl Island, one of the most prestigious real estate developments in the State of Qatar, to learn about the process, applied technologies & environmental impacts.

Following the visit, Metito Qatar was requested to work with Qatar Environment and Energy Research Institute, Qatar Foundation to build a pilot SWRO plant, that puts into practice a reliable and more energy efficient water treatment method, compared to the existing technologies in other desalination systems.

Addressing a Knowledge Quest

Travelling thousands of miles to seek the expert knowledge of water and waste water industry leaders in the region, Omar Saif, a graduate student in the Engineering Public Policy program at McMaster University, as well as a student in the joint UNU-INWEH McMaster Diploma program, visited Metito Global Headquarters in Techno Park to seek insights that can help him in his Major Research Project “Water Without Borders”.

Bassem Halabi, Group Business Development Director took the lead to provide Omar with the necessary practical knowledge, the future outlook on desalination and the type of investments that are being made in green technologies within the Arabian Gulf region-one of the most arid regions of the world.

Metito was one of approximately 10 to 20 expert participants interviewed for this research paper, which is based on an environmental economic analysis of desalination in the region. The research will also highlight the obstacles and opportunities present in



Bassem Halabi, Metito Group Business Development Director speaks with the McMaster University student at Metito global headquarters in Dubai, UAE

making desalination more sustainable in the Arabian Gulf.

Hosting International Trade Delegations

Hosting the British Water and Waste Water Mission to UAE

Metito hosted a delegation of nine UK companies from across the water and waste water sector as part of its trade mission to the UAE. The mission was organised by UK Trade & Investment (UKTI), the arm of the UK Government which supports overseas trade and inward investment, to encourage UK companies to do business in the United Arab Emirates and to promote technological and commercial partnerships.

During the visit, that took place at Metito’s global headquarters, the companies gave brief individual introductions about their companies and the services/products they offer and Walid Madwar, General Manager Metito Utilities, presented an overview of Metito and the core services provided by the Group.

Environmental Initiatives

Our mission is to remain committed to sustain the environment through meeting the world's water demands and preserving its resources. We strive to continually reduce our carbon footprint and to integrate eco-friendly initiatives within our business. Our environmental management systems are internationally certified by ISO 14001:2008 and our headquarters is recognised by the US Green Building Council's (USGBC) as a 'Gold' certified Green Building according to its Leadership in Energy Design (LEED) standards.

Metito's global headquarters also hosts a waste water recycling plant with a capacity of 40 cubic metres per day. The produced treated sewage effluent (TSE) is used to feed the irrigation tank needed for onsite landscaping.

Recycling

Metito is an advocate and a committed supporter of recycling and reuse to preserve the worlds



natural global resource. Metito's business cards and letterheads are all printed on recycled paper, and its operations around the globe are taking on active initiatives to support this cause.

Pune: The Paperless Office

Metito Pune has introduced strict guidelines on using paper and has achieved a 100% recycling rate of all paper that is bought for temporary use in the office.

There are no hard copies stored and when printing is required for strict business use, the documents are then scanned and soft copies of the same are stored in server. When printing, both sides of the paper are used and after confirmation from the respective user that the information has been copied to the server, the used paper is handed over to a local recycling agency. Newspapers are also handed over to the agency for further recycling.

In 2011 and 2012 over 20,000 A4 and 10,000 A3 pages were recycled.

Introducing the Yellow Bin

IT and electronic wastes, usually referred to as "e-waste", mostly ends up being disposed in landfills or by incineration, which raises serious environmental and health issues. Recycling or processing e-waste to extract the minerals trapped inside and reusing the

rest of the components is a viable solution to solve the menace of its disposal, as much of this waste contains significant quantities of non-biodegradable toxic substances. In line with Metito's sustainability agenda, the UAE IT team has taken on the initiative to formalise the disposal of consumables such as cartridges, toners & batteries generated at our UAE offices, and to have them all disposed through the "Emirates Environmental Group" (EEG).

To ensure efficiency in implementing this initiative two 240 litre Yellow Bins were placed at Metito's Sharjah office building in order to collect the e-waste. Techno park and Abu Dhabi offices e-waste will be collected for disposal in the same containers in Sharjah.

Recycling e-waste has developed to become a sustainable business practice in itself and not just a viable solution to eliminate the harmful effects of e-waste disposal. Recycling reduces air and water pollution/emissions associated with land-filling, incineration or the manufacturing of new cartridges and

conserves our natural resources such as timber, water, oil/petroleum and minerals as it reduces the need for raw materials. To put this in perspective the 375 million cartridges globally used per year amounts to the disposal of:

- 1,000,000 cartridges per day
- 11 cartridges per second
- 375 million cartridges put end-to-end would circle the earth over three times



Community Initiatives

For a more integrated approach to sustainability, Metito maintains sustainable operational practices, while continuously engaging with the local communities that host our operations across the globe.

Supporting Special Needs Students

Metito Qatar signed a free service contract with Al Shafallah Centre for children with special needs, where it performs periodical water analysis and treatment of potable water, chilled water systems and swimming pools to ensure safe water. The centre needs high quality water in physiotherapy and for the chillers, among other uses.

Metito's services include: testing the swimming pools for Legionella, and testing of pool, chillers, fountain and fire fighting water on a monthly basis.

The signing ceremony was attended by Abdullah Al Abdul Jabbar, Al Shafallah Centre Government Relations and Security Director, Mourad Masud Hamdan, Al Shafallah Centre Project & Maintenance Director and Ali Zain Mousawi, Al Shafallah Centre Legal Advisor. From Metito Walid Orabi, General Manager Qatar, Bahrain and Kuwait, Mohammed Faour, Customer Service Manager Metito Qatar, and Omar Abou Mourad, Procurement Executive Metito Qatar, attended.



This is a true milestone for Metito's sustainability efforts in Qatar, as it provides the perfect fit between the company's core expertise and capabilities and its ability to utilise this to make a difference in the communities hosting its operations.

This pioneering project is set to be globalised with the UAE being the 2nd country to implement the initiative. Metito will be signing a similar memorandum of understanding with Al Noor Training Centre for special needs in Dubai, UAE, and this will be followed by similar centres across the Emirates.

Ali Zain Mousawi, Al Shafallah Centre Legal Advisor, Mourad Masud Hamdan, Al Shafallah Centre Project & Maintenance Director, Abdullah Al Abdul Jabbar, Al Shafallah Centre Government Relations and Security Director, Walid Orabi, General Manager Qatar, Bahrain and Kuwait, Mohammed Faour, Customer Service Manager Metito Qatar, and Omar Abou Mourad, Procurement Executive Metito Qatar.





Ashwini Lagas, Metito Pune House Keeper, donates blood

Gifting Life... Donating Blood

In October 2011, Metito Indonesia, PTMI, organised a blood donation drive in support of the Indonesia Red Cross. The event was held in coordination with RAPI (the Radio Community Organisation), Radio 8EH (local radio station) and was attended by the Director of PLN Engineering and Operation Director of KBN (Nusantara Integrated Area). A total of 115 volunteers participated in this drive compared to 78 volunteers taking part in the previous drive.

In support of the initiative, Metito Pune organised a drive in coordination with the “Deenanath Mangeshkar Hospital Blood Bank”, attracting over 40 volunteers. The blood collected was then donated to the multispecialty hospital “Deenanath Mangeshkar Hospital & Research Centre”, based in Pune.

In the GCC, Metito Qatar also organised a blood donation drive in support of the Hamad Medical Corporation, which attracted a good number of volunteers.

Chairs for Charity

Metito donated chairs to the UAE Red Crescent for distribution among schools in the Emirates where they are most needed. These chairs will be used in classrooms where they will help create a better learning environment for students attending these schools.



Connecting With Future Leaders

Metito launched the first poster competition 2011 at the American University of Sharjah under the theme 'the importance of water for life'. Through this competition, students were inspired to think of innovative and creative ways by which they visually communicate this important subject.

Tigran Kostandyan from the faculty of architecture was announced the winner in a ceremony attended by a large number of students in the AUS. Sonia Norris, Metito Senior HR Manager, presented an overview of Metito, highlighting its most prominent achievements and core businesses. Sonia also stressed on the active role of Metito in leading the environment sustainability through providing intelligent water management and solutions around the globe.

The competition and its associated event were received very positively by both the students and management of the AUS as evident by the number of attendees and the active engagement witnessed.

It takes courage to look with a fresh eye on existing matters and to dare to present new perspectives and alternative solutions that may, someday, help change the world. With Metito, it pays off too...!

Water Relief: Providing Water Where Needed

Metito believes that every human has a basic right to clean and safe water. In some places there is a fundamental scarcity of water and resources that may not allow for this right to be fully exercised and to address this issue, Metito has continued to support Human Appeal Internationals' (HAI) efforts to provide water relief to communities across Africa.

Through Metito's involvement, safe and clean drinking water is provided to multiple African villages in Senegal, Somalia, and Sudan, which sustainably improves the living conditions of their inhabitants.

Metito has been committed to HAI since 2008, and through this commitment the Group has secured clean and uncontaminated drinking water to over 6,000 people by drilling wells in their villages. So far, three wells have been drilled in Senegal, two in Nigeria, and five more are being completed in Somalia, Sudan, and Nigeria. Most of the villages that are targeted through this initiative are farming villages, inhabited mostly by women who need to travel long distances just to find drinking water.



Industry Awards and Recognition





Fady Juez, Managing Director Metito

Fady Juez Wins International Desalination Association Board of Directors Election

Metito Managing Director, Fady Juez, was elected to the IDA Board of Directors 2011-2013 for the Middle East region. As a member of the IDA Board of Directors,

Fady will be able to present the pressing issues of water and waste water industry in the Middle East and in discussing worldwide water issues and viable solutions.

The IDA is the leading non-profit global organisation dedicated to desalination, desalination technology and water reuse. The association serves more than 2,400 core members from 60 countries and reaches an additional 4,000 members from its worldwide network of Affiliate organisation.

MEED Quality Award - Qatar National Winner

The Pearl Qatar sea water reverse osmosis plant (SWRO) won the 'Power & Water Desalination Project of the Year' for Qatar in the prestigious MEED Quality Awards for Projects 2012, the only awards program in the GCC to recognise completed quality projects.

The awards aim to raise standards through benchmarking best practice specified in the project brief and excellence provided in the project delivery. Judged by an independent panel consisting of representatives from each GCC country and experts in

Metito representatives at the MEED awards ceremony, The Westin, Abu Dhabi



in the projects industry, the winners are selected on the basis of their economic, social and environment impact, as well as innovations and achievements in design, engineering and construction.

from Dar AlHandasa, The Pearl Qatar contracting company join them at the award ceremony.

H2O Award for Yas Island Project



Bassem Halabi, Metito Group Business Development Director presents at the MEED Quality Awards Ceremony



Omar Zoubi, Metito Abu Dhabi General Manager at the H2O awards ceremony

The Pearl SWRO plant had obvious challenges including; immediate needs, nature of plot area and the stern environmental restrictions regulating infrastructure/operations' work in The Pearl. These challenges were successfully tackled with the well coordinated work between Qatar and Sharjah's highly qualified engineering and project management teams. An environmental assessment study was performed to study the dispersion of hyper saline reject water into the sea. The plant serves the irrigation, district cooling and potable needs of The Pearl.

Metito was awarded the 2011 Best Waste Water Treatment Project award organised by H2O magazine and presented at the 1st Middle East Water Leakage Summit.

The Pearl Project Management team including Walid Oraby, General Manager Qatar, Bahrain and Kuwait, Moataz Hamammi, Operations Manager, Samir Gad, Proposals Manager, UAE & Qatar, Mina Yacoub, Field Operations Manager accompanied by Bassem Halabi, Metito Group Business Development Director, attended the MEED Quality Awards ceremony at The Westin, Abu Dhabi, where they received the certificate for 'Qatar National Winner' for the best Desalination/Water Treatment Project of the year. Metito was honoured to have Eng. Nimer Bou Saleh

Omar Zoubi, General Manager Metito Abu Dhabi, commented on the prize saying, 'I still capture some memories of the last phase of the Yas Island project where the team was racing against time working relentlessly, 24/7, to handover the plant and put into operation right before the Formula One Grand Prix event launch in November 2009'. 'Metito is proud to be part of the iconic Yas Island project and honoured to have had the chance to build the largest waste water treatment plant in the region, which utilising state of the art technologies with a design capacity of 54,000m³/day that serves the surrounding luxury hotels and entertainment facilities', he added. Yas Island is set to be a global entertainment destination unlike any other and plays a vital role in the development of the Abu Dhabi tourism industry.

The project will utilize a Membrane Bioreactor process which produces high quality effluent that can be safely used in open irrigation with no health hazard. As part of the summit the award ceremony gathered thought leaders and industry professionals to discuss and establish ways for effective water leakage management.

The award was presented to Metito Group Business Development Director, Bassem Halabi, for Metito's Yas Island project which involved constructing, executing and putting into operation new sewage treatment works to serve the whole island.

50 Chief Information Officers (CIO)



Metito was recognised as one of the Top 50 Chief Information Officers (CIO)s among some of the biggest companies in the Middle East including: Etisalat, Emirates Airlines, Dubal and Qatar Airlines. This is a prestigious award that celebrates top organisations and their IT heads, who are using information technology in innovative ways to deliver business value whether by creating competitive advantage, optimising business processes, enabling growth or improving

relationships with customers. To win in such a competitive platform is a great achievement for Metito as it acknowledges the quality and creative services the company is providing. By creating competitive advantage, optimising business processes, enabling growth or improving relationships with customers. To win in such a competitive platform is a great achievement for Metito as it acknowledges the quality and creative services the company is providing.

The award was presented to Arnab Debroy, Metito Information System Manager in recognition of the following projects: Order Intake and Project Revenue Recognition System accessed via LAN, WAN, Intranet, Extranet and Wireless global net channels and the Aruba wireless and Remote Office Connectivity.

The first project was launched in August 2011 and is used to compute the company's revenue from projects based on the costs incurred with respect to weightage of each stage formula. It is also used to consolidate the order intake position from the companies and server locations in all geographies. The second initiative was launched in September 2011 to achieve enterprise wide secured wireless connectivity across all regions utilising the most innovative technologies such as: Windows Server as an operating system, Networks system as computers and ERP software. This Active Directory integrated solution is an extremely effective solution to extend the WAN network for Voice, Data and Video traffic with minimal intervention from the Corporate IT Department. It primarily benefits the Accounts and Finance, Sales and Projects Departments in the business.

For these projects to materialise and successfully meet business needs, a significant amount of team work was involved. Projects, Finance and IT & MIS departments all worked together and successfully delivered such amazing results and highlighted the importance of team work, a value Metito believes in and promotes as part of its corporate culture.

Certifications

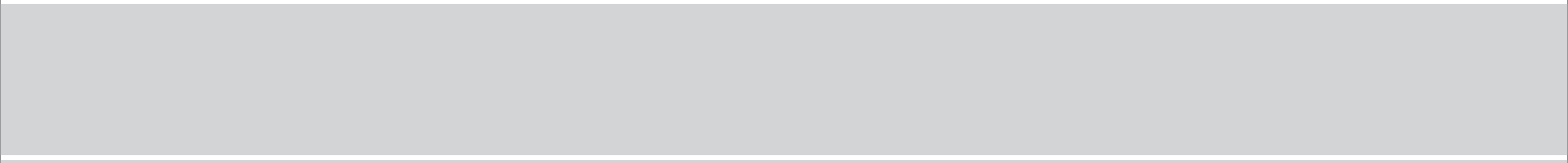


NSF Certification

Reverse Osmosis (RO) Antiscalants is a core chemical range of Metito's M-Series which we have been supplying and utilising for many years. Since its introduction in 1982, the demand for M-Series has continuously grown in the countries where Metito operates especially from repeated clients who have tried it and have had positive experience utilising the same. This success paved the way for Metito's chemical team to approach and successfully expand to new markets such as Pakistan and the Commonwealth of Independent States (CIS). It also encouraged Metito to acquire the National Sanitation Foundation (NSF) Standard 60 for its key product range of Reverse Osmosis Antiscalants along with other niche products, to better service its clients who require such accreditations for potable water treatments.

NSF International is an independent, not-for-profit organisation that provides standards development, product certification, auditing, education and risk management for public health and the environment. The organisation has been testing and certifying products since 1944 and its certificates are very well recognised and respected by stakeholders around the globe.





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