



## Sustainability Report



2014-2015

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# Message From The CEO

“If your actions inspire others to dream more, learn more, do more and become more, you are a leader”, said **John Quincy Adams**, an American statesman who served as the sixth President of the United States.

Aspiring for new possibilities and inspiring others to follow lead has never been more important than at this day and age. As leaders in our industry we must acknowledge and utilise the new technologies that are being developed, the new partnerships that are being formed and the prominent level of awareness for the critical need to preserve water which creates the perfect foundation for enabling changes. It is our responsibility and duty to explore and advocate new possibilities and to put hopes and theories into practice and testing without the inhibition of failure and without fear from challenging the ‘normal’.

In the past few years water has also moved up the list of National Security across the globe and more obviously in arid regions such as the GCC and MENA. Metito strives to find solutions that can guarantee a less vulnerable future and to make water more accessible and this past year we chartered new grounds. With technology at the heart of our industry, Metito invested in Thermal Purification Technologies Limited (TPTec), a clean-tech company owning the patent for Low Temperature Distillation technology (LTDIs) among other innovative solutions. Metito is working closely with TPTEC to develop and commercialise LTDIs and is offering it exclusively in Asia and Africa; two regions where the feasibility of desalination is continually being challenged.

Metito’s diligent and judicious management was also able to make major inroads into new African markets and an excellent example of that would be the high profile Water Purchase Agreement (WPA) in Rwanda that was signed this year with The Water and Sanitation Corporation (WASAC), Rwanda Development Board (RDB) and Ministry of Infrastructure (MININFRA). Kigali Water Limited, a Rwandan



registered company wholly-owned by Metito was specially established to manage this project and to help us maintain a sustainable local presence in the Rwanda. Such presence will enable us to support and grow a pool of talent that is capable of managing and running this project and others to come. This embedded ethos for Metito is something we don’t compromise and will continue instilling; Local Presence...Global Knowhow.

The wide-ranging benefits from the Kigali Water Supply Project, considered the largest of its kind in sub-Saharan Africa outside of South Africa, will be felt for decades. With this project we set the blueprint for similar long-term, efficient partnerships in East African markets that will have a positive impact upon people’s lives for generations to come.

In North Africa we have also seen a lot of changes and some positive signs of market bounce back from a period of severe economic and political instability. As the Egyptian economy entered into the initial stages of a recovery, Metito was entrusted with some major infrastructural water projects worth in excess of EGP300 million. These agreements are significant to us as we are working with both new and longstanding clients while supporting varied sectors at the heart of Egypt’s economic development.

In Asia, particularly China we have seen our business grow remarkably and just recently our wholly owned subsidiary BCH celebrated an important milestone; 10 years of outstanding success at the Hefei Wangxiaoying WWTP. This project, located at the heart of the Anhui province and considered the largest of its kind in the area, is a joint venture between BCH and East China

Engineering Science and Technology Co. Ltd. (ECEC). This is a significant achievement and I know that this is one of many as we look forward to more strategic projects and partnerships in China that can both challenge and appeal to the confident and capable team leading BCH, Metito’s ambassadors to China.

We know that the projects we work on set benchmarks, meet water needs and sustain communities but without us continuously advocating water preservation, recycling and reuse it is only a matter of time before we are faced with a true calamity. Senior Metito Executives are therefore enabled and mandated to engage with all stakeholders, to speak to the experts and reach out to decision makers and the rest of the public to ensure the change we work for is a catalyst and not a short term sedative for an impending disaster. Our experts continued to engage with a variety of industry events this past year through participating as invited speakers, panelists, as well as delegates. This is to make sure Metito’s voice is heard in dialogues that can lead to change which is something I feel is as important as our work in implementing model projects. We also engaged with numerous tier one media outlets as go-to experts and viewing this as an another opportunity to communicate and reachout to the public.

This type of engagement supports our commitment to the communities we serve and is integral to our corporate responsibility (CR) agenda. For over 55 years Metito has been spearheading humanitarian efforts and initiatives to provide access to clean water, and educational and knowledge sharing opportunities for

communities worldwide but only 10 years ago did we start documenting our work. In 2005, Metito joined United Nations Global Compact Initiative as the first GCC based company and joined the Emirates Environmental Group as a founding member. It was this year that we decided to be more vocal and spread more awareness on how small actions can make big changes. We developed the Metito Sustainability Report to acknowledge and document good work, inspire others, and to showcase how corporate responsibility can be integrated into a sustainable business model and ingrained in a company’s corporate culture. Today we commemorate this vision as we celebrate the 10<sup>th</sup> Year Anniversary edition.

I hope our partners, our clients, our employees and our families enjoy reading about how Metito is evolving and how they played part in this positive evolution. I thank each and every person we crossed path with, those who touched our lives and us theirs because this experience and these learnings are priceless. Metito grows with the dedication of its most valuable asset, its people, and by the good it brings to the communities we serve, those we look after and those who truly need our help.... We remain inspired and hope we continue to spark your inspiration as well.

Sincerely,

**Mutaz Ghandour**  
Chairman and Chief Executive Officer

Group photo featuring the delegations from IFC, RDB, WPA, WASAC, MININFRA and Metito at the official signing ceremony in Kigalia, Rwanda





**Metito Africa at a Glance**

Africa has always been an important market for Metito. African countries have diversified economies and rising populations which lead to an increasing demand for water projects required to serve the infrastructure, tourism, industrial, environmental and construction sectors. Creating great opportunities for the water sector.



Karim Madwar, Metito Africa Managing Director

Metito established its Africa headquarters in Cairo, Egypt in 2002 as a joint stock company under the name; Metito Water Treatment SAE. The headquarters occupy around 2500m<sup>2</sup> in the prestigious Pyramids Heights Office Park. Metito also has a fully owned fabrication and warehousing facility that was recently built over 6000 m<sup>2</sup> in Abu Rawash industrial zone and 8km away from head office.

Viewed as the most prominent industry player in North Africa, Metito has been performing exceptionally well in the past five years with order intake in excess of USD0.5billion and a current back log of USD170 million.

With such distinction comes responsibility and committing to our role as industry leaders and exemplars, Metito continues to play an active role in the development of the water and wastewater sector in some key African countries despite political and economic instability which has otherwise crippled their evolution.

**The Outlook**

Metito has a set strategy to grow geographically and commercially particularly in Africa, which is considered to be the last frontier market. Industrialisation, increase in populations and the continued rural to urban migration, are all natural demand drivers for water, especially in tandem with the inherent water scarcity issues due to the arid nature of many African regions. All this creates obvious challenges but also set the stage for great possibilities and rewarding opportunities. Metito is aware of the potentials in the water and wastewater sector and is capable of turning this potential into successful reality whilst keeping the benefit of the people and the local communities at the heart of its efforts.

This ability, our well established local presence, continuous and successful operations and world class quality offerings



Metito Seawater Reverse Osmosis Plant in Marsa Alam-Egypt

have all allowed us to be the terminus for intelligent water management solutions required for major infrastructural projects that were recently resumed and/or launched by local governments and private entities.

This past year Metito Africa has been awarded a landmark agreement by the Water and Sanitation Corporation (WASAC), Rwanda Development Board (RDB) and Ministry of Infrastructure (MININFRA). The Water Purchase Agreement (WPA) has been signed with Kigali Water Limited, a Rwandan-registered company wholly owned by Metito, is considered to be the first PPP in sub-Saharan Africa, outside of South Africa. Despite the fact that Metito has successfully implemented projects under concession basis across a number of other markets, the strategic implications of this particular project make it truly special as Metito will be serving the people of Rwanda for the first time and, for generations to come.

The Kigali Bulk Water Supply project will supply more than 40% of Kigali's potable water requirements serving more than 1.1 million residents in the Rwandan capital, and will support the predicted and continued urban growth as part of the economic development efforts already in play.

In Mauritania, Metito was awarded a critical module of a giant project at the Fam Laklithah dam in Eastern Aftout region. The project entails developing a water treatment plant to provide potable water to numerous communities in the area stretching from Wawa Plateau to Barkeol. The plant will also serve more than 200,000 inhabitants living in villages and communities in three states: Brakna, Gorgol and Assaba. The project network, funded by the Mauritanian Government, the Islamic Development Bank, the Arab Fund for Economic and Social Development, and the French Agency for Development, is 700km long, and will enable the processing of 5,000m<sup>3</sup> of water per day coming from the Fam Laklithah dam.

Rwanda and Mauritania are two new markets for Metito, while long-standing African markets where Metito has been present and active for decades also continue to develop. In Egypt Metito has recently won more than EGP300 million worth of projects which reflects the solid development underway in the country. At the centre of these projects is the Tourism industry which is a sector that is intrinsically linked to the fortunes of the Egyptian economy. Within this sector Metito was awarded the wastewater treatment and desalination plants in some

Metito Combined Cycle Project for El Kuriemat Power Station in Upper Egypt



# Sample Projects in Africa

prominent local resorts targeting local tourists-namely; Porto Sharm by Amer Group, Marassi by Emaar Egypt, Hacienda Bay by Palm Hills, and City Stars by Golden Coast. Investing in core infrastructure in this critical sector provides Egypt the needed foundation to attract more vacationers and real estate investors as they are offered tangible value added facilities that increase the value of the land right from the start.

With these major project wins and unlimited market potentials, Metito is now even more determined to build on its network and this robust groundwork to further reach out to more African countries and to invest in local human talents that can then manage new and existing projects in a more sustainable manner.

## Giving Back

Metito endorses corporate sustainability to its core, and as part of the Group's core values, it aligns its strategic business plans accordingly. The Group leads numerous initiatives targeting environmental, educational and developmental fronts, in communities around the globe.

A good example of the latter is Metito's continued support to Human Appeal International's (HAI) efforts to provide water relief to communities across the African continent. Through Metito's involvement, safe and clean drinking water is provided to multiple African villages in Senegal, Somalia, and Sudan, which benefits and sustainably improves the living conditions of more than 20,000 inhabitants.

Metito well in Dakar, Senegal



	Project	Country	End user	Type	Capacity m <sup>3</sup> /d	Description
1	6th October	Egypt	The Construction Authority for Potable Water and Wastewater CAPW	WTP	400,000	• Design, Supply, Delivery, Installation, Commissioning & Startup. • 1 year O&M
2	Hurghada	Egypt	The National Organization for Potable Water And Sanitary Drainage (NOPWASD)	SWRO	80,000	• Design, Supply, Delivery, Installation Commissioning & Startup. • 1 year O&M.
3	Mahala	Egypt	Gharbia Water & Wastewater Company	WTP	70,000	• Design, Supply, Delivery, Installation, Commissioning & Startup. • Civil Works Construction
4	Kigali	Rwanda	Water & Sanitation Authority	WTP	40,000	• Design, Supply, Delivery, Installation, Commissioning & Startup. • Civil Works Construction.
5	Touggourt	Algeria	Algerienne des Eaux	BWRO	34,000	• Design, Supply, Delivery, Installation, Commissioning & Startup. • Civil works Construction • 2 years O&M
6	Samanud	Egypt	The National Organization for Potable Water And Sanitary Drainage (NOPWASD)	STP	20,000	• Design, Supply, Delivery, Installation, Commissioning & Startup.
7	Aftout	Mauritania	Direction de l'hydrologie et des barrages	WTP	5,000	• Design, Supply, Delivery, Installation, Commissioning & Startup, • Civil works Construction 1 year O&M
8	Mareth	Tunisia	SONEDE	BWRO	5,000	• Design, Supply, Delivery, Installation, Commissioning & Startup. • Civil works Construction • 6 months O&M
9	Matmata	Tunisia	SONEDE	BWRO	4,000	• Design, Supply, Delivery, Installation, Commissioning & Startup. • Civil works Construction • 6 months O&M
10	Suez Power	Egypt	East Delta Electricity Production Company	Ultra pure water Demin	various	• Design, Supply, Delivery, Installation, Commissioning & Startup.

## Our Commitment...

### Our 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.

## Our 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 asset; 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 & Passion

We believe in, and encourage teamwork, 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 know-how 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.

# Leading By Example



# A Case Study



## Wastewater recycling and treated sewage effluent plant, Downtown Dubai - UAE

<b>Key Data</b>	Location	Downtown Dubai, UAE
	Plant Type	Wastewater recycling and treated sewage effluent plant
	Capacity	20,000m <sup>3</sup> /day
	Use	Recycle wastewater to reuse as feedwater for district cooling purposes
	Client	Emaar Properties
	Contract Type	Design and Build including 5 years operations and maintenance

strategic project of developing a wastewater recycling and treated sewage effluent plant with the capacity of 20,000m<sup>3</sup>/day for reusing wastewater as feedwater for the district cooling plants DCP1, DCP2 and DCP3 located at Mohammed Bin Rashid Boulevard, and serving the whole of Downtown Dubai area. This is a unique project that is considered the biggest of its kind in the UAE and possibly in the GCC.

Prior to feeding the district cooling needs, all wastewater goes through a polishing process that utilises the Reverse Osmosis (RO) and Ultrafiltration technology.

### Introduction

Emaar Properties is one of the world's most valuable and admired real estate development companies. With proven competencies in property development, shopping malls, retail, hospitality and leisure, Emaar shapes new lifestyles with a focus on design excellency, build quality and timely delivery. Their flagship development, Downtown Dubai is the world's most visited lifestyle destination and home to the iconic Burj Khalifa, The Dubai Mall and The Dubai Fountain.

With high stakes and a challenging deadline of only six months from design to operation, Metito was able to retrofit a state of the art wastewater treatment, recycling and polishing plant in one of the existing district cooling plants; DCP3, the largest among the three district cooling towers. Retrofitting was essential as the land value at this particular district is one of the most expensive square feet in the UAE and so building the plant within an existing cooling tower saved space and significant cost compared to the traditional solution of building a standalone plant.

Developing world class projects and fostering strategic partnerships, Emaar strives to preserve the environment through reducing the eco-footprint of its developments. Sharing such corporate values and commitment to a more sustainable environment, and with 15 years of successful collaboration paving way, Emaar assigned Metito the

This custom-made solution and the technology integrated allow Emaar to turn waste into wealth by utilising wastewater which was previously being disposed of through recycling it on-site and reusing it efficiently as a readily available water source compared to recurring higher costs for bringing-in the expensive, fresh/or desalinated water.

# Industry Recognition and Engagement

## Scope of Work

The scope of work included complete design, engineering, manufacturing, supply, inspection and testing, installation, commissioning and performance testing of the TSE polishing plant which comprised of the following:

- Ultrafiltration unit consisting of 8 streams producing net filtered water of 26,880m<sup>3</sup>/day. The Ultra filtration system removes suspended solids and reduces COD level before feeding to RO units.
- Two-stage Reverse Osmosis (RO) system with 75% recovery rate. The RO system includes four working trains producing 20,000m<sup>3</sup>/day of polished water.
- Supply of TSE polished water to feed three different district cooling plants, located at different locations.
- CIP ( Clean In Place) for ultrafiltration and RO unit.
- Fully automated plant with PLC based control system.

## Key Benefits

### Environmental Benefits

- Reduction of the carbon footprint in excess of 36.85 tons of CO<sub>2</sub> per day as opposed to using desalinated seawater for the same application.
- Recycling wastewater and reusing it efficiently as a readily available water resource rather than disposing of it and desalinating the precious and costly, fresh water.

### Financial Benefits

- Saving on the cost of land that would have been required to build a standalone plant.
- The cost of securing makeup water to feed the cooling towers is reduced to almost one fourth as compared to desalinating fresh water for the same purpose.

## Industry Recognition



**'Best Strategic Partnership-Asia', Top Transactions of the Year Awards 2015**

Deal Feed International awarded Metito the "Best Strategic Partnership-Asia" as part of the Top Transactions of the Year Awards 2015. Metito was awarded in recognition of the synergistic acquisition of a stake in Metito by Mitsubishi Corporation, Mitsubishi Heavy Industries and Japan Bank for International Cooperation.

The awards celebrated a variety of large-scale deals - from mergers and acquisitions to IPOs and funding - which took place globally. The nominees were shortlisted based on a thorough panel review in addition to the number of online views each deal received. The panel also took into consideration deal volume, value, density and sectorial activity within the region when recognising the major achievers.



**'Water Company of the Year Award' Nominee, Global Water Intelligence Global Water Awards 2015**

### Intelligence Global Water Awards 2015

Metito was shortlisted for the 'Water Company of the Year award part of the Global Water Intelligence's (GWI) Global Water Awards 2015. The flagship award celebrates the company which has made the most significant contribution to the development of the international water sector. The GWI Global Water Awards are one of the industry most credible and prestigious awards, acknowledging the most important achievements made within the industry across several categories.

As stated on GWI's official awards' website Metito was shortlisted for this award since... "Metito has achieved international recognition for its role as a standard-bearer in developing markets, and has actively established a sustainable outlet for its talents in difficult operating environments. At the same time, its corporate ambitions reached new heights, with a massive international buy-in and a new approach to tech investment."

### First recertification of ISO Certificates, Metito Qatar

As part of its on-going commitment to upholding the highest standards of work, Metito Qatar has successfully achieved its first recertification from the International Organisation for Standardisation (ISO) Certificates and British Standard Certificate:

**ISO 9001:2000**  
Quality Management Systems

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**ISO 14001:2004**  
Environmental Management Systems

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**OHSAS 18001:2007**  
Occupational Health and Safety Management Systems

Design and development were also included in the certification criteria, marking Metito Qatar a mature operation and further boosting its profile in the Qatari market.

### Renewal of IMS Certificates

All of Metito's UAE-based entities-Metito Overseas Limited Sharjah, Metito Overseas Limited Dubai, Metito Emirates LLC Sharjah, and Metito LLC Abu Dhabi received their renewed IMS Certification by the Bureau Veritas.







**Metito Joins British Safety Council**

Metito joined the British Safety Council (BSC) as a Corporate Member. The membership allows Metito to share and access benchmark health, safety and environment (HSE) practices and case studies. Metito will also have the opportunity to connect with other BSC members worldwide which will in turn nurture the HSE standards and its global operations and ensure updated KPIs for better tracking of safety performance.

**Safety First: More than One Million Man Hours without LTI**



New sewage treatment plant at Ruwais Housing Complex expansion phase III project in Abu Dhabi, UAE

Metito Abu Dhabi celebrated the achievement of one million man-hours without LTI at the ADNOC Ruwais Housing Complex Phase III, new STP project in Abu Dhabi, UAE.

The large-scale turnkey sewage treatment plant has a total capacity of 30,000m<sup>3</sup>/day, and serves one of ADNOC's major housing communities. The new safety record was accomplished in 18 months and whilst being exposed to challenging site conditions.

A panel consisting of Farouk Zantout, Metito Abu Dhabi Area Manager; Sayed El Nasr, Metito Abu Dhabi Project

Manager; Yaser Imam, Metito Abu Dhabi Construction Manager; R.D. Augustus, Metito QHSE Manager; and Siegfried L. Panilagao, Metito Team Leader-QHSE, awarded thirty one Metito site employees with appreciation certificates to acknowledge their role in achieving this new milestone.

Also joining the panel and representing ADNOC at the celebration, were ADNOC HSE and Construction senior personnel.

**Industry Engagement**

**Middle East and GCC**

**Mutaz Ghandour a keynote speaker at Mitsubishi Corporation internal conference for Islamic economies**

Mitsubishi Corporation (MC) hosted an internal event focusing on Islamic Economies, on January 10<sup>th</sup>, 2015 at the Dubai International Financial Centre (DIFC), UAE. Metito Chairman and CEO, Mutaz Ghandour, was invited as a keynote speaker at the event along with Dr. Masayuki Yamauchi, Emeritus of University of Tokyo and MCs Corporate Advisor.



Mitsubishi Corporation internal conference for Islamic economies



Mutaz Ghandour, Metito Chairman and CEO speaking at the event

Shigeaki Yoshikawa, Mitsubishi Corporation RCEO, Middle East and Central Asia, introduced Mutaz Ghandour who gave an inspiring speech, beginning with a pertinent question: "Can Mitsubishi transform Metito?". He answered this question at the end of the event by giving an overview on Metito's history and achievements, the group's presence within the Islamic economies and the signature formula for success which has enabled Metito to navigate through market challenges and cement its presence in the countries where it operates. In his speech, Mutaz Ghandour also highlighted Metito's four-pronged strategy which will move the company forward over the next three to five years.

Mutaz Ghandour was joined by Metito's Managing Directors Fady Juez and Rami Ghandour. Talal Ghandour, Managing Director, Head of MENA Equities & Co-Head of EEMEA Equity Sales, Bank of America Merrill Lynch, was also in attendance as a guest of Mitsubishi Corporation.

The event was attended by 90 Mitsubishi Corporation's CEOs, CFO's, COO's, and General Managers as well as leading figures from Islamic Economies.



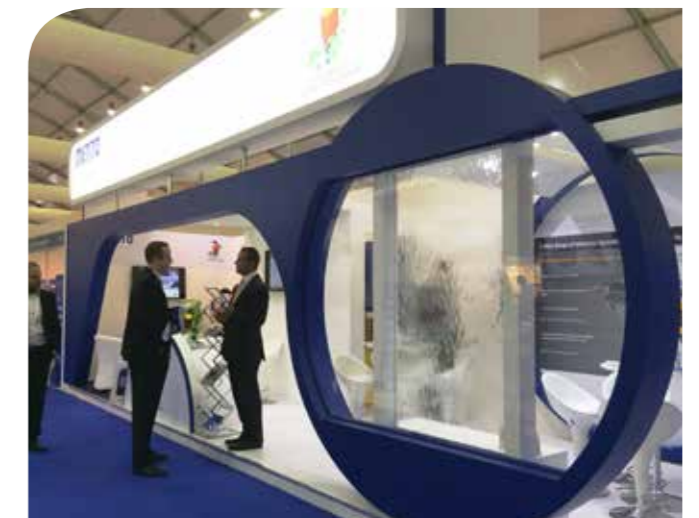
**Power-Gen Middle East**

Walid Madwar, Metito Utilities Vice President Business Development, joined Power-Gen Middle East 2014 event

as a delegate. The event, which took place at the Abu Dhabi National Exhibition Centre (ADNEC) in Abu Dhabi-UAE, introduced visitors to more than a 100 leading regional and international companies and to updates on power products technology.

**Abu Dhabi International Petroleum Exhibition & Conference (ADIPEC)**

For the second consecutive year, Metito exhibited at the Abu Dhabi International Petroleum Exhibition & Conference (ADIPEC) held at the Abu Dhabi National Exhibition Centre (ADNEC). The event is ranked amongst



Metito's exhibition stand at ADIPEC

the top three oil and gas events in the world, offering exhibitors and visitors a rich networking and knowledge sharing platform. Metito Chemicals Division took the lead at this event, taking this opportunity to introduce its latest offerings in Oilfield Chemicals.



**Kuwait Projects-  
MEED Conferences**

The 10<sup>th</sup> edition of Kuwait Projects Conference organised by MEED took place at the Regency Hotel in Kuwait where key stakeholders from the Kuwaiti energy and infrastructure sectors gathered to discuss the challenges of delivering (building, financing, resourcing & operating/maintaining) the huge project portfolio that Kuwait aims to develop.

Ahmad El-Reedy, Metito Sales Manager-Plants (Qatar, Bahrain & Kuwait), joined the event as a delegate.



**International  
Water Summit  
(IWS)**



Fady Juez, Metito Managing Director

As part of Abu Dhabi Sustainability Week, the International Water Summit (IWS) 2015 hosted in-depth sessions at the Abu Dhabi National Exhibition Centre (ADNEC)-UAE, where global water industry leaders discussed the pressing, water relevant, issues and trends.

Fady Juez, Metito Managing Director and a Director at the International Desalination Association (IDA), was invited to take part in the panel titled; “Sustainable Desalination and Advanced Water Reuse. Development and Trends Leading to Energy and Cost Reduction”.

The panelists analysed the role of water reuse in conjunction with desalination, especially looking at oil and gas, but also how efficiency could be improved and costs reduced across many sectors.



**Saudi Water and  
Power Forum  
(SWPF)**

Metito participated as a Bronze Sponsor in the Saudi Water and Power Forum (SWPF) 2015 which took place at Al Faisaliah Hotel earlier this year in Riyadh, Saudi Arabia. Mark Lehman, TPTec Chief Technology Officer, gave a presentation on behalf of Metito titled “Utilising Low Waste Heat to Recover Brine for Maximising RO Output”.

TPTec is a clean-tech based company that holds the patent for Low Temperature Distillation (LTDIs), the patented next generation desalination and water purification technology, among other innovative solutions. Metito is the sole developer and exclusive provider of TPTec patenet technologies in Africa and Asia.



**Egypt Economic  
Development  
Conference (EEDC)**

Under the patronage of His Excellency Egypt President, Abdel-Fattah El-Sisi, the Egypt Economic Development Conference (EEDC) 2015 was held in Sharm El-Sheikh, in South Sinai, Egypt.

Karim Madwar, Metito Africa Managing Director, was invited to this conference as a delegate to explore the extensive reforms the government is undertaking and the future plans designed to restore fiscal stability, drive growth and attract investment with the overarching aim of improving the welfare of the Egyptian people.

The conference attracted top diplomats and leading global figures from business and politics, repositioning Egypt as a worthy player in the global investment map and reaffirming the country’s ability to secure political and economic stability in the region and to resume being a trusted partner on the international stage.

**Dubai International Humanitarian Aid and  
Development Conference (DIHAD)**



Rami Ghandour, Metito Managing Director, speaking at DIHAD

Rami Ghandour, Metito Managing Director, was invited to join a panel discussion titled “Water and Energy, will we have enough tomorrow?” at the Dubai International Humanitarian Aid & Development Conference and Exhibition (DIHAD) 2015.

The conference took place at Dubai International Convention & Exhibition Centre (DICEC) in Dubai, UAE.



**Bahrain  
Infrastructure &  
Finance Forum**

Ahmed El-reedy, Metito Sales Manager Plants (Qatar, Bahrain & Kuwait), joined the Bahrain Infrastructure & Finance Forum which took place at Crown Plaza in Manama, Bahrain. The conference was under the patronage of H.E. Sheikh Ahmed Bin Mohammed al-Khalifa, Bahrain’s Minister of Finance.

The conference showcased the upcoming commercial opportunities across Bahrain’s transport infrastructure, real estate, housing, tourism and healthcare sectors.

**Qatar Green Building Conference**

The Qatar Green Building Conference 2015 extended an invitation to Metito Qatar to speak at the event which took place at the Qatar National Convention Centre in Doha, Qatar. Neeshad VS, Metito Qatar Process Design Engineer, joined the session titled “Green Education” as part of the overarching theme “The Vision”, which sought to address major issues and provide answers to some of the most significant challenges of environment, sustainability and to promote best practices for green building design and development in Qatar.



Neeshad VS, Metito Qatar Process Design Engineer, speaking at QGBC

Additionally, Neeshad took the opportunity to introduce a program he dearly advocates; “Climates”, a Paris based student-led think-and-do-tank of international outreach aiming to create, advocate and disseminate innovative tools and solutions to climate change issues.

The forum was held at the JW Marriot Marquis in Dubai, UAE and was attended by Pedro Jorge, Metito Utilities Executive Director, Walid Madwar, Metito Utilities Vice President Business Development and Sulaiman Hallal, Metito Utilities Senior Business Development Manager.

The event was also attended by a host of stakeholders such as government representatives, utilities, financial investors, and power technology providers.

technology, Low Temperature Distillation (LTDIs), at the 3W Expo 2015. The 2<sup>nd</sup> edition of the show which took place at Bangkok International Trade & Exhibition Centre, Thailand, focused on water and wastewater treatment and its associated technologies. This was an ideal platform for Metito to showcase the new patented next generation desalination and water purification as well as other innovative water management solutions for which Metito owns exclusive rights in African and Asian markets.



Hans Meu, Metito Business Development Manager, speaking at AID

the InterContinental Hotel Athenaeum Athens, Greece. An invitation was extended to Fady Juez, Metito Managing Director, to join a private workshop titled “Scaling Up Finance in Water” which was hosted and chaired by Elena Bourgangskaia, Global Head of Water & Municipal Infrastructure, IFC.

Also attending the summit was Karim Madwar, Metito Africa Managing Director, who joined as a delegate. Metito representatives then attended the (GWI) Global Water Awards where Metito was shortlisted for the ‘Water Company of the Year Award’ in recognition of its international role as a standard-bearer in developing markets, and for actively establishing a sustainable outlet for its talents in difficult operating environments.



**Africa Energy Forum**

The Africa Energy Forum 2015 extended an invitation to Rami Ghandour, Metito Managing Director, to speak at one of their

panel sessions titled; Beyond the BOT: What is next for scaling investment in the water sector?.

**Asia**

**Water, Wastewater and Waste Expo (3W)**

Metito introduced the new state-of-the-art water purification

**Africa**



**Africa Public Private Partnerships (PPP): Investment and Development Summit**

Walid Madwar, Metito Utilities Vice President Business Development, and Sulaiman Hallal, Metito Utilities Senior Business Development Manager, attended the Africa Public Private Partnerships (PPP): Investment and Development Summit which took place at Labadi Beach Hotel in Accra, Ghana.

This summit provided an excellent platform for both public and private sector professionals to explore potential collaborations in meeting Africa’s needs via the vehicle of PPP, a model that can create many benefits for countries in need of significant infrastructure capital investment.

**Elsewhere in the World**



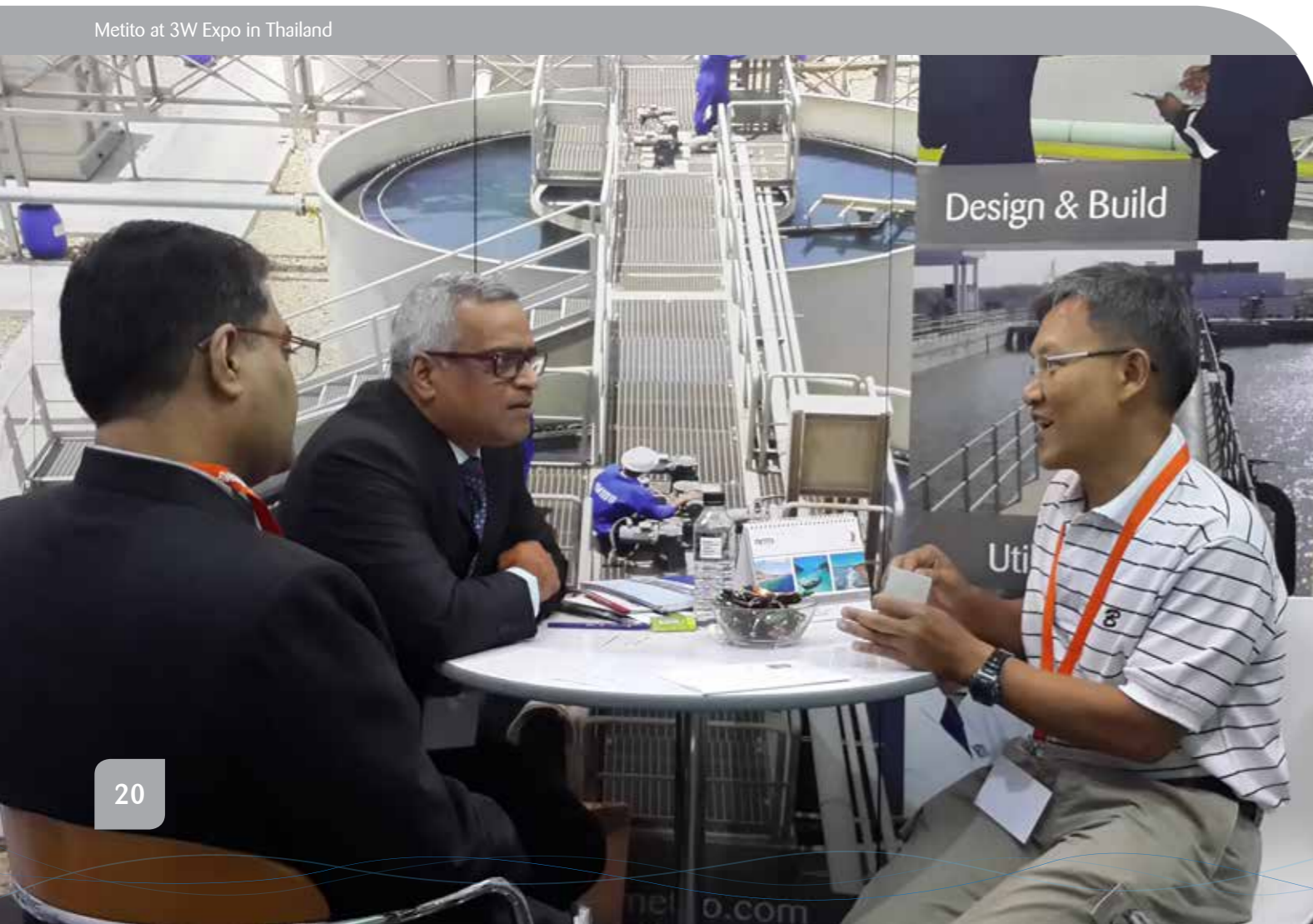
**Global Water Summit (GWS)**

Metito sponsored the Global Water Intelligence (GWI)-Global Water Summit (GWS) 2015, which took place at

**Africa Infrastructure Development**

Metito was invited by Gulf African Review to attend a high level two day event in Padua - near the historic city of Venice-where a series of panel discussions involving some of the most senior decision making authorities in trade, industry and commerce in addition to around 200 public and private sector leaders from the Middle East, Europe and Africa were in attendance. The event was organised in celebration of Rödl & Partner’s Padua office anniversary.

Hans Meu, Metito Africa Business Development Manager, represented Metito at the event as a panelist in the Africa Infrastructure Development session.



Metito at 3W Expo in Thailand

# Our People

## Human Capital

Metito believes that people are the true asset of any successful organisation. Through well informed and well trained employees change can happen, experience can be acquired and excellence can be achieved. This is why employee development is at the heart of our business model and the Human Capital's (HC) role is to enable employees will help them align with Metito's growth strategy. All this is clearly defined and consistently communicated to maintain buy in and world class quality enactment.

The Human Capital function ensures a culture where employees feel responsible and accountable for achieving specific business goals, creating innovation and supporting continuous improvement. This then becomes of great support when employees are assessed against specific targets and skills (technical and non-technical) and accordingly acknowledged and rewarded employees. On the other end, it helps identify areas requiring development and enables HC in determining the best way forward that can make progress possible.

Regular training, competency building and continuous and constructive assessment are all Metito's way of ensuring everyone's career is on the right path and that we are evolving with time and always well-informed of market changes and requirements. We take great pride in our growing team of qualified professionals as we are constantly looking to evolve and improve what we offer our clients. This past year alone, new employees joined Metito to who all bring with them new perspectives that are integral to stay abreast and never stagnant as people and as an organisation.

As leaders in our industry, Metito continues to support its HC management efforts through its HRMS system that continues to play a major role as the umbrella for integrated software for both employee records and talent management processes as it streamlines and automates many of the day-to-day record-keeping processes and provides a framework for HC staff to



manage benefits administration and payroll, establish and update organisational charts and document such things as personnel actions and compliance with company, industry and/or local government regulations.

Keeping our employees safe in the work place is another paramount ethos for Metito. We have a myriad of rigorous safety procedures in place, leading to a safe working environment that has seen numerous achievements in operating without incident across our projects, in worldwide locations.

Cutting edge technology and intelligent solutions are critical to succeed in the water and wastewater industry but without the knowledge and skills of the people that can interpret, utilise and integrate them they remain ideas on paper. People drive success and Metito is endowed with a team of loyal and experienced workforce making its journey of success all the more rewarding.

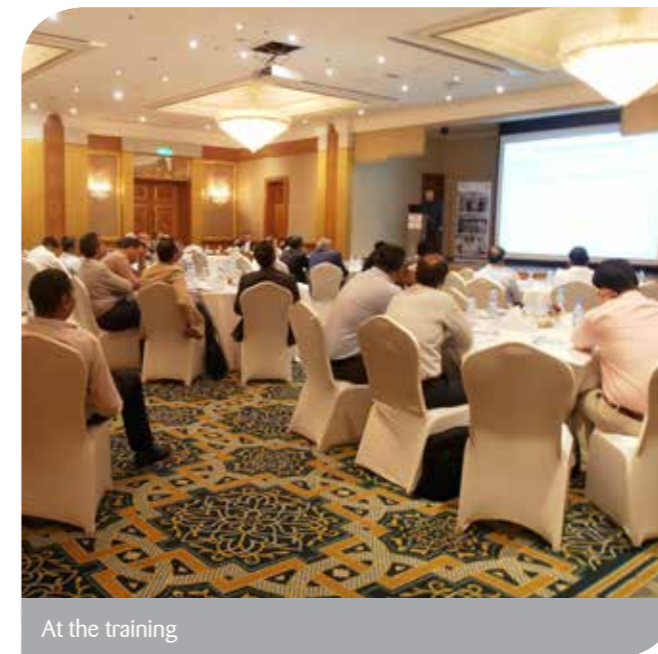
## Training and Development

### Metito hosts intensive legal training programme

Metito organised an intensive training programme titled "Contracts, Legal & Claims: Effective Contract Administration, Claims & Disputes Management" at the Hilton Hotel in Sharjah, UAE, targeting more than 50 employees from various in-house departments including procurement, sales, customer service, design engineering, mechanical engineering, legal, finance and operations, from Sharjah, Dubai, Abu Dhabi, Qatar and Saudi offices.

Hisham Fadda, Metito Group Human Capital Director, inaugurated the programme that was led by the Contracts and Commercial team. The programme aimed to enhance participants' knowledge and practical experience in contract administration, claim management and to boost their chances to complete 'Win-Win' negotiations and/or settlements.

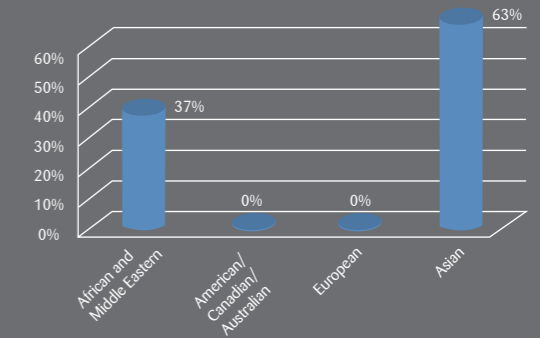
The tailor-made training programme was designed and delivered by a group of international experts including; David Moss, Partner in Eversheds-Construction Litigation Group; Ian Maund, Associate Director Quantum Global Solutions; and Andrew Woodworth, Executive Director Quantum Global Solutions.



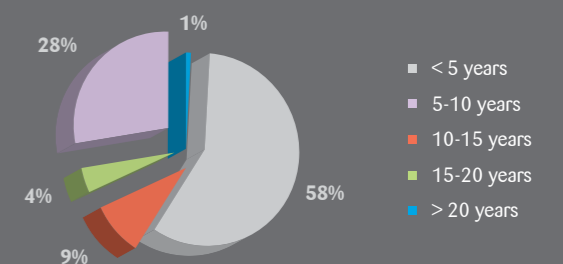
At the training

David Moss gave a comprehensive presentation on procurement contracts drafting, strategy and methodology, applicable law, legal basis and principles, risk allocation, bond and guarantees, pricing in tenders/contracts and planning for the best while being prepared for the worst. He also focused on disputes, dispute avoidance, escalations and formal arbitration proceedings and finally how to find solutions that can help maintain relations.

## Employees by Nationality

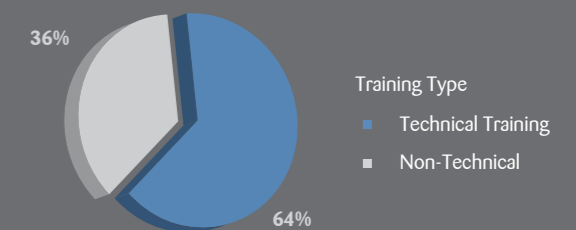


## Employees by Length of Service

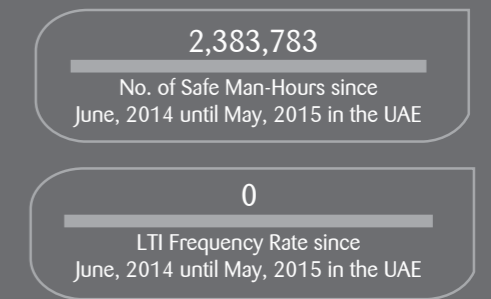


## Training Statistics

No. of Employees Trained	686
No. of Training Hours	11,433



## QHSE Statistics



# Team Building Initiatives



David Moss, Partner in Eversheds-Construction Litigation Group, during his presentation

## Metito trains Gladstone LNG project team in Australia

Metito delivered an intensive training programme to a group of 33 professionals from the Gladstone LNG project team in Gladstone, Australia. The training follows the successful commissioning of the oily water treatment plant, which was awarded to Metito by Bechtel in 2011.

A dedicated and highly qualified team from Metito Process, Electrical and Control and Commissioning departments conducted a four day informative training programme covering process, operation, automation and maintenance at the plant. The programme was aimed at acquainting the supervisors/operators with the different treatment processes as well as with the supplied equipment to operate the plant in line with the highest safety standards of both Metito and Bechtel.

Divided into three groups, Metito experts explained the different operation modes including start-up/commissioning and shutdown of the plant, including in emergency scenarios.

Ian Maund's presentation was titled "Effective Project Management" and covered general project administration, roles & responsibilities, risk management and record keeping. All attendees were awarded with a participation certificate from Metito.

Gladstone LNG Project team and Naseem Zaya, Metito Team Leader-Process Engineering, at the Gladstone LNG site



## Metito Indonesia celebrates

PT Metito Indonesia held its 'Service Awards' ceremony earlier this year at the Arion Swiss Bel Hotel in Jakarta.

The evening was inaugurated with a heartfelt speech-in the local Indonesian language, Bahasa-by Deepak Nyayadhis, Metito General Manager-Industrial Division. The speech recognised the contributions of all team members and their success so far and a congratulation to all on the many prosperous years that passed and those that are yet to come.

The awards were first presented to the employees with the longest service period in PTMI; Deepak Nyayadhis, Metito General Manager-Industrial Division; Daddy Waluyo, PTMI O&M Business Development Director; and Budyanto S Ryadi, PTMI Procurement Manager.

Following this, Waluyo presented the awards to employees with 15 years of experience, including; Eva Hertika Cox,



Daddy Waluyo, PTMI O&M Business Development Director and Joniwell, PTMI Finance Director, during the magic show

PTMI Plant Sales Manager; Joniwell, PTMI Finance Director; Budi Rahayu Hermana, PTMI Senior Engineer; Imron Sutisna, PTMI Senior Technician; Ojak Rojikin, PTMI Warehouse Staff; Rukky Permana Syamsudin, PTMI General Affairs Staff; and Widodo Karipun, Metito Security. Daddy, Joniwell and Sari Yusrif, PTMI HC Director then presented the 10 years' service awards.

At the ceremony, from left to right: Widodo Karipun, PTMI Security; Eva Hertika Cox, PTMI Plant Sales Manager; Deepak Nyayadhis, Metito General Manager-Industrial Division; Joniwell, PTMI Finance Director; Rukky Permana, PTMI General Affairs Staff; and Ojak Rojikin, PTMI Warehouse Staff





Sari Yusuf, PTMI HC Director, singing to the beat

Making the night even more memorable, the PTMI team set the stage for an entertaining magic show presented by the one and only, Daddy Waluyo, assuming his stage name - magician Ferdian. Waluyo was assisted by Joniwel, under his stage alias Nicolas. Mixing brilliant trickery, clever illusions and incredible physical feats with comedy, Daddy succeeded in filling the room with laughter and amusement.

This celebration started some few days earlier with an adrenalin fuelled day of river rafting down the Citarik River, in Sukabumi, West Java-Indonesia. Out among the rapids and in the fresh air, 14 members of the team had a thrilling day rafting 13 challenging kilometres down the

river. An incredibly bonding experience by all measures and an epitome of team spirit where the team was enabled to reconnect with nature and have a greater understanding of the need to look after a water resource such as the Citarik river. In just a few hours the team had dropped more than 1000 metres in elevation, ending just 50 metres above sea level.



PTMI team rafting at Citarik River in West Java, Indonesia

**Marking our footprints on the tracks of Dubai**

Metito and Mitsubishi Corporation (MC) marked their footprint on the tracks of Dubai Marathon 2015. Employees from Metito UAE and MC ran the 10km road race which took place at the iconic Burj Al Arab hotel and Madinat



Team spirit at its very best...



Rami Ghandour, Metito Managing Director, at the finish line...

Jumeirah area. The venue was buzzing with great energy, people from all walks of life coming together for an inspiring event.

Rami Ghandour, Metito Managing Director, was the first to reach the finish line from the Metito team, with a record 55 minutes and 22 seconds! In second place was

Mohammad Salam, Metito Senior CAD Draughtsman, who finished in 56 minutes and 58 seconds and in third place was Seiichi Yasuda, Metito Business Development Manager, who finished in 58 minutes and 47 seconds.

**In it to win it!**

Metito's Basketball Team added a new achievement to their winning records claiming the 3<sup>rd</sup> position at the Warriors 4As Basketball League 2014 at the Dubai Club Gym Al Qusais in Dubai, UAE.

Making a stellar performance at this league, two players from Metito's team got special awards, namely the "Mythical Five & Sportsmanship awards."



Metito Basketball team during the game

## The 'm' In Humanity



## Community Initiatives

### Reaching out to the people of Nepal



In April 2015, a 7.8 magnitude earthquake shook Nepal, killing thousands and leaving over eight million people with limited access to basic needs and seeking urgent assistance. People across the country's western and central regions were heavily affected by the disaster and are expected to continue facing challenging conditions in the foreseen future.

In an effort to help and make a positive difference Metito extended urgent financial support through Emirates Red Crescent and the non-profit organisation, Charity: Water. These agencies delivered emergency aid and critical relief to the families most affected by the disaster.

Metito's donation supported the Emirates Red Crescent extensive relief efforts to provide survivors with their immediate needs of water, food, shelter, and medication. Charity: Water worked to supply safe, and clean access to water, sanitation, and hygiene among other needs.

### Metito supports students in Cambodia



The UAS team presents the students with small gifts



The UAS team helping students rebuild their classrooms

Metito engaged with the Universal American School (UAS) in Dubai, UAE to help the Makak Village Primary School, in the rural Cambodia district of Chikreng.

The fundraising initiative was organised by 15 students from the Universal American School who were guided by World Challenge Organisation to spread awareness about the importance of education in breaking the cycle of poverty.

The students successfully raised money to build three classrooms at the school that hosts 166 students, aged three to fifteen years old. Some of the funds were also used to buy basic resources such as books and stationery to ensure the students are able to attend their lessons and attain some needed/basic education. Moreover, and as part of their organised 'Challenge Trip', the UAS students prepared various activities for the Cambodian students including Arabic and English lessons, football and rugby games, and finally some delightful singing and dancing sessions.

Ending the trip on a high note, the UAS team presented the students with small gifts, including Metito's branded water bottle. The students were both very intrigued and happy to receive the bottles. At first they did not know what a water bottle is used for and when the use was

revealed there was this thrill and excitement that can warm the coldest of hearts. It is poignant - something that we take for granted each day can be a rare and potentially life changing to others who are much less fortunate.

The school now hosts 70 students in each classroom and remains to be in desperate need of additional funds to create more space.

**'Safe Water Supply for Schools' inaugural project now complete**

Metito and Zulekha Healthcare Group celebrated the successful completion of the inaugural project under the "Safe Water Supply for Schools" initiative that was launched in 2014. The project was aimed at securing

safe, clean and sustainable drinking water supply to four schools in Nagpur, India.

Hisham Fadda, Metito Group Human Capital Director, represented Metito at the event and delivered a sincere message of congratulations to all the participants on behalf of Mutaz Ghandour, Metito Chairman and CEO, as part of his speech. Hisham was joined by Deepak Nyayadhish, Metito General Manager-Industrial Division; Reem Saleh, Metito Corporate Communications Senior Manager; and Alaa Waswas, Metito Corporate Communications Executive.

The event was also attended by H.E. T.P.Seetharam, Ambassador of India to UAE; Adel Abdulla Ali, Group CEO-Air Arabia; and Dr. Engineer Rashid Obaid Jumaa Al Leem, Chairman of the Sharjah Electricity and Water Authority (SEWA).

Clean drinking water... a wish come true for students in Nagpur, India



Taher Shams, Zulekha Health Group President; H.E Dr. Eng. Rashid Al Leem, Chairman of the Sharjah Electricity and Water Authority (SEWA); Adel Abdulla Ali, Group CEO- Air Arabia; H.E. T.P.Seetharam, Ambassador of India to UAE; Dr. Zulekha Daud, Zulekha Health Group Founder and Managing Director; Hisham Fadda, Metito Group Human Capital Director; and Zanubia Shams, Zulekha Health Group CEO

**Saving Food initiative in Qatar**

Metito partnered with the Eid al Khairiya Foundation to launch its new initiative for food saving and distribution among laborers in the industrial area of Doha, Qatar. The initiative aims at reducing food wastage while providing the community, especially those with limited income, with the high quality of surplus food that is left from banquets, parties and weddings.

The Foundation collects food from the events, filters the food to ensure safety, then packs it in attractive parcels before distribution to many of the 300,000 laborers residing in Doha. The initiative is aimed at helping laborers save money and remain healthy. The programme links in to Metito's dedication to giving back to the community, not just through its projects, but also through initiatives that can touch the lives of many and make a positive difference.

**Gifting Life...Donating Blood**

Metito Qatar and Metito India successfully organised blood donation drives in their local communities.

In association with Hamad Medical Corporation (HMC), Metito Qatar continued to organise its annual blood

donation drive in Doha, attracting more than 15 participants. Donations were all for the benefit of HMC blood banks.

With the same 'giving back' spirit, Metito India in association with Deenanath Hospital, conducted its fifth blood



Ameya Dhongde, Metito India Electrical Engineer, donates blood





Donors at PTMI blood donation drive in Jakarta, Indonesia

donation drive, receiving overwhelming feedback and support from its employees. Donations benefit the Deenanath Hospital who called for an urgent blood drive due to the spread of 'Dengue Fever' which negatively affects blood platelets. In recognition of their support the IMS Health committee recognised all donors with

participation certificates. Worth noting that Metito India has been organising regular blood drives since 2010.

PT Metito Indonesia also organised its 27<sup>th</sup> blood donation drive attracting over 100 persons. The blood donations were organised in association with Studio 8EH Radio Bekasi and Jakarta Red Cross.

### Providing water relief

In association with Human Appeal International (HAI), Metito successfully installed its 14<sup>th</sup> well in the rural village of Dlhyska, 528km southwest the Somali capital Mogadishu. The village is home to 500 families that are mostly relying on farming as a primary source of income. The 3<sup>rd</sup> well in this drought country is 20 meters deep and will help people in the community through saving them the time and effort needed to obtain their daily need of water and the associated multiple trips for hundreds of kilometres. This well will improve their quality of life.



Reaching out to Somalia

### Supporting the Special Needs

For the third year in a row, Metito renewed its contract with the Al Noor Centre for Children with Special Needs in Dubai, UAE. The contract provides the centre with complimentary essential water treatment services and this year three more significant analysis were added;

Bacterial analysis for the children's swimming pool (every three months), bacterial analysis for the water tank (every six months), and the Legionella test analysis for the water tank (every three months).

Metito Qatar organises its blood donation drive in association with Hamad Medical Centre in Doha, Qatar



Norman Menor, Metito Application Engineer, collecting samples from Al Noor Centre swimming pool

# Knowledge Sharing and Educational Initiatives

## Bridging the gap from theory to business practice

### Indira Institute of Management visits Metito's Global Headquarters

For the second year in a row, Metito hosted a delegation of 38 postgraduate students from Pune Indira Institute of Management, part of Eureka Learning Technology, International Campus Enrichment training programme. Professors Ravi Kumar and Singh Brijesh Sivathanu from the institute led the delegation.



Indira Institute of Management students at Metito Global Headquarters, Dubai-UAE

The students were keen to learn more about human resources and the key skills that companies in the water and wastewater industry may be looking for when hiring. Sonia Ovenden, Metito Human Capital Senior Manager, gave an overview about Metito Group and highlighted the skills and qualifications that Metito looks for when shortlisting candidates as part of its recruitment process.

### Introducing optimal viewing and a new browsing experience

Metito officially launched its new and renovated corporate website to provide an optimal and enjoyable viewing experience to all its our stakeholders. The new website allows for easy reading and navigation with minimum resizing, panning, and scrolling, across a wide range of devices, from desktop computer monitors to portable devices and mobile phones. This new responsive layout adapts to the viewing environment automatically.

Additionally, new sections and subsections were introduced e.g. key shareholders and the executive management team sections, among others. A news strip has also been added to showcase the latest company news to ensure our stakeholders are always abreast of Metito's latest news with a click of a button.



A snapshot from the new corporate website



[metito.com](https://metito.com)

Design and Build | Utilities | Chemicals

**Intelligent Water Management**

