



merito

# SUSTAINABILITY REPORT

SPECIAL EDITION | 2018-2019



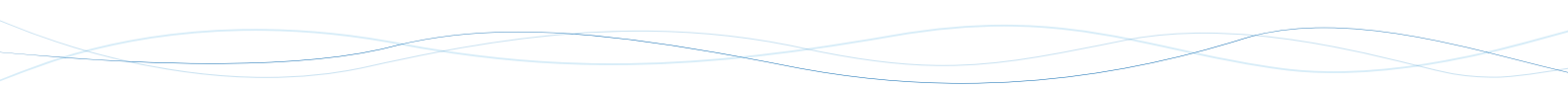
---

“We are all so immersed in our daily lives that we hardly stop to think how our work, our attitudes and actions affect our surrounding environment. It is therefore necessary to remind ourselves that we are ‘enablers’ and not just ‘victims’ when it comes to climate change or any other natural calamity.

In this annual sustainability report, Metito shares with its stakeholders the company’s latest achievements, best practices and initiatives. This includes our efforts with regards to the community, the environment and education, as well as our latest business wins, in an attempt to lead our industry by example and inspire others to follow suit.”

Mutaz Ghandour  
Metito Chairman and CEO

---



# Table Of Content



The 'm' In HuManity ..... 30

Our People ..... 38

# Message From The CEO

*“Individually, we are one drop. Together, we are an ocean”*

– Ryunosuke Satoro, ‘Father of the Japanese short story’

As we celebrate our achievements of sixty remarkable years and as we embark into a bright future I pay homage to Farouk Ghandour, Metito’s Founder, and my elder brother and mentor, who passed away peacefully last November 2018. Holding on to his legacy, Metito remains to be long-standing, innovative, engaging and just as progressive as Farouk always aspired.

## Long standing

**L**ong standing  
Metito’s sixtieth anniversary is exceptionally special for us as we turn another historic page and reflect on the successes we so far achieved and the various challenges we overcame. Throughout our journey our achievements have

been the sum of all parts with our people driving our outstanding performance. Their collective diligent work has, over the years, defined Metito’s unmatched corporate culture and secured such highly acclaimed success. I am very proud of our people’s uncompromised work ethics, deliberate planning and execution of every project we undertake.

*“Our people’s collective diligent work has, over the years, defined Metito’s unmatched corporate culture and secured such highly acclaimed success”*

This year, I feel privileged to have awarded 671 of our employees the ‘Long Service Award’ as we celebrated with our people around the world. The award recipients dedicated ten to sixty years of their lives to Metito and we are grateful they chose



to grow within our company and to help grow it to the preferred multinational global provider of water management solutions we have become today. Our accomplished professionals have been racing the good race towards creating sustainable water resources, bringing the finishing line increasingly closer.

Our people's dedication, commitment and passion remains to be my biggest inspiration and our most valued asset. With their zeal, Metito continues raising the bar in the pursuit of sustainability and a more inclusive future.

### Innovative

At Metito, we value the power of readiness as we steer towards a brighter future of the water industry. The vantage point that we get from our years of experience helps us comprehend macro-issues and push forward more advanced and smarter innovations, strategic

acquisitions and partnerships to continue leading a strong and durable business model.

We pride ourselves into venturing into uncharted territories because; "nothing ventured, nothing gained". This year we have witnessed huge and unprecedented milestones that have surpassed our past successes and pushed our prominence in the global industry to a significantly higher level. To highlight a few: we expanded our service portfolio to include renewable energy solutions and as we continue leading by example, our first project has already been launched and running seamlessly in our Dubai offices and factory and it covers 100% of the electricity requirements at our premises.

*"Innovation is an integral part of our day to day work as we continue improving our operations and financial standings"*



Additionally, innovation is an integral part of our day to day work as we continue improving our operations and financial standings. This year we continued maximizing our return on investments through the optimization of capital deployment and resources allocation to ensure sustainable competitive advantages. Heading towards this end, our finance function has embarked on several strategic initiatives on a group level including debt restructuring, ERP systems and financial reporting upgrades, adoption of formal market risk management and business planning process in order to bring industry best practices within Metito group. With such a sustainable approach to corporate finance and systems we were able to continue backing our core business lines, to expand in our existing markets and explore new territories.

Metito's Design and Build business across Africa and Asia has continued to substantially grow it's top and bottom lines, steadily and profitably withstanding challenging market conditions. We have managed to bid, win and execute large and complex EPC contracts to the fullest satisfaction of our clients.

In Africa, we have been enjoying steady and healthy growth as revenues more than doubled in the last five years. We are the major contributor to the Egyptian government ambitious desalination strategy where we are executing more than half a million m<sup>3</sup>/day of desalination capacity for various mega projects such as Al Yosr, El Tor, Al Galala, East Port Said and Al Areesh. In addition, we are also executing other landmark projects in Egypt such as: Al Mahsama water reuse plant with a capacity of one million m<sup>3</sup>/day, the largest of its kind; the 90,000m<sup>3</sup>/day New Alamain wastewater plant and the 0.5 million m<sup>3</sup>/day water treatment plant in Abu Owaikal. Our outlook for Africa is strong and we are presently executing many projects in an increasing number in North and Sub-Saharan African countries.

In Asia, in the Kingdom of Saudi Arabia, Metito has also achieved a world record delivery of the NEOM Development seawater reverse osmosis plant with a capacity of 125,000m<sup>3</sup>/day for our client; Saline Water Conversion Corporation (SWCC). This is an iconic fast track plant. Already, Metito successfully delivered 50,000m<sup>3</sup>/day in a record 5 months' time and is set to deliver the full plant capacity by the end of 2019. I am proud to state that this is truly a world record that has never been before accomplished globally in our industry. Metito's outstanding accomplishments for our predominant client SWCC made this both conceivable and achievable for NEOM, the world most ambitious and futuristic \$500 Billion city-state with its own artificial moon to light up the city at night, flying taxis, robots and beaches with glowing sand in the dark.

In the United Arab Emirates, Metito is delivering a highly complex multi-interdisciplinary brownfield plant for Sharjah Municipality Department, the Sharjah Sewage Treatment Plant Phase 4 and 5 upgrade. This is quite a challenging project that sees 130,000m<sup>3</sup>/day being delivered in parallel with the refurbishment of an existing plant capacity of 27,000m<sup>3</sup>/day. The project demands extensive collaboration with the client, PMC and our operations team to complete and deliver the full scope this year with minimum disruption to the existing plant.

In Qatar, Metito's local operations is growing steadily with the portfolio including iconic projects: The operation and maintenance of multiple sewage treatment plants and more than 30 pumping stations as well as managing multiple sewer and storm water networks. Metito Qatar is managing the assets of four frameworks, managing the full cycle of drainage treatment starting from house connection to the utilization of treated sewage effluent.



Furthermore, Metito secured a first for the Group with being awarded its first large-size O&M downstream network project supplying Ashghal, our long standing client, with a variety of innovative solutions and advanced system to increase the reliability and efficiency of the network. Among such solutions is the specialized robotic Camera (CCTV) system used to assess the condition of underground piping, detecting any leakage, cracks, rust, blockage or any abnormality of underground pipe lines without disturbing the network or public. Metito is providing the most advanced trenchless rehabilitation technology for sewer pipe lining and patching repair.

I would like to highlight the significance our Utilities business had on Metito. Since starting the first desalination concession, and also the first water recycling BOT in the whole Middle East both in 1999, in Egypt and UAE respectively, Metito has been relentlessly pioneering its forms of project delivery. This has continued to include the largest foreign wastewater project portfolio across China, the first bulk water supply PPP in Sub-Saharan Africa, to just now in 2019 the first in the long line of upcoming Independent Sewage Treatment Plant projects in Saudi Arabia. Having supplied water to millions of people, recycled the wastewater of more,

and as of this year expanded to supply renewable power to many. Our commitment to both economic development and preserving our environment has been second to none. As we enter the next phase of our growth, we are excited about continuing this journey of impact on people's lives.

In Saudi Arabia, Metito marked an industry-first this year with the Metito-led consortium comprising Metito, Mowah and Orascom awarded the first-ever Independent Sewage Treatment Plant project in the Kingdom of Saudi Arabia (KSA). The project was tendered to investors under a Build-Own-Operate-Transfer (BOOT) model and will benefit the residents in the West Dammam area with a designed capacity of 350,000m<sup>3</sup>/day. The project is on track to be commissioned in 2022.

**E**ngaging  
Stakeholder engagement is critical to maintain success. Our employees, partners, shareholders, customers and the media are all core to our business and collectively will drive the company's growth through meaningful connections, conversations, referrals and introductions alongside the synergistic day to

day business support. Building a strong and relevant community comprising all of the above stakeholders is understandably challenging but with communication platforms consistently being updated we are awarded valuable opportunities to foster strong and synergistic relationships over time.

Metito's Human Capital Department is continuously delivering on its unwavering mission to identify, recruit, develop, motivate and retain our human capital, the company's most valuable asset. We work relentlessly to secure our preferred status as the company of choice for high potential talents in our industry and our efforts have echoed well so far. In the past five years alone we have tripled our workforce and today we have over 3000 employees across our global operations.

To support our people, Metito unceasingly thrives to improve and upgrade the tools and systems they use to ensure efficiency and an optimal employee experience. In 2019 and in line with the growth in number of employees and the company's increasing geographical spread, Metito embarked on two new digital projects. The first project aims to upgrade the current HRMS system for our internal stakeholders and the second is aimed at developing a more engaging social media experience on LinkedIn, for our external stakeholders.

With a more user friendly and digitally advanced HRMS system, an increased number of personnel processes will be available online ensuring that employees have more clarity, a timely and easier access to all their HR relevant affairs. On the external front, the new LinkedIn company page allows Metito a more far-reaching hand to engage with the best talents in global markets. This further enriches our recruitment efforts and diverse/multinational corporate culture.

Engaging with industry stakeholders is also critical to continue developing collaborative platforms where Metito can share its experience and

knowledge with policy makers and other industry pioneers. This year, Metito will be sponsoring the International Desalination Association (IDA) World Congress taking place in October 2019. The event will be a hub for public and private sector leaders, researchers and academics in the fields of desalination, water reuse, energy, environment and project finance to meet and deliberate, develop business ventures, exchange ideas and share knowledge on state-of-the-art technologies that have an impact on the sustainable future of water.

*“Engaging with industry stakeholders is also critical to continue developing collaborative platforms where Metito can share its experience and knowledge with policy makers and other industry pioneers”*

Reaching out to those who are less informed about the water crisis and the many others who have already been struck by the crisis and struggling to survive without access to clean and safe water is also an integral part of stakeholder engagement. Sadly, 785million humans still lack of basic drinking-water services around the world. These numbers will only get worse with rising populations, urbanization and industrialization. According to the World Health Organization (WHO) half of the world's population will be living in water-stressed areas by 2025.

As part of our active involvement Metito collaborated with Planet Water Foundation for the second year to provide access to clean and safe water to over 1,000 inhabitants and training on sustainable water habits and hygiene practices to 12 teachers in remote village in India. Metito also continued its intensive campaign to promote water recycling and



reuse among students all over the world through interactive workshops, school and university seminars and project site visits. At Metito we live up to the truth that knowledge is the most effective tool in tapping into mankind, especially the youth with their unrestricted thinking space and fresh energy and we see tangible results from our endeavours engaging with these age groups.

Witnessing more and more interest from schools and universities in the topic of water and issues pertaining to water scarcity makes me reassured that the future is promising and hopeful. It is uplifting to see that people find interest in acquiring knowledge that, when transformed into progressive actions, will eventually bring about positive change.

Looking at water as a common resource that is infinite will make it finite by misuse. We need to create a ripple that can give rise to an ocean of opportunities for preserving water and making the best use of it with foresight.

## **T**he Next Chapter

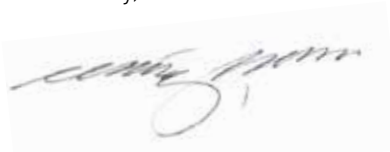
Moving forward, we look to great things ahead of us as we pursue new goals, conquer bigger horizons and usher in the next successful sixty years. Metito will continue focusing on taking desalination to the next level in terms of the size and technical complexity of projects, the type of technology and energy being used to reduce their power consumption. We will continue advocating the need to recycle and reuse water to turn waste to wealth and to preserve the natural water resources. We will further focus on growing our Renewables and Chemical business organically and inorganically to achieve profitable and sustainable turnover as we see great potential there and we are at the best place to turn this into achievable success.

*“Metito will continue focusing on taking desalination to the next level in terms of the size and technical complexity of projects, the type of technology and energy being used to reduce their power consumption”*

We are determined to continue our healthy growth across Africa and Asia and new territories and to become the partner of choice to the various government and public authorities to assist them achieving their development plans. Our pedigree of industry expertise and our unmatched experience in developing water concessions under different financial models will also fortify our position as pioneers able to endorse and support the growth of public-private partnerships as a collaborative framework that is especially relevant to capital-stressed markets to realize lifeline projects.

I am proud of where Metito has reached today and of our people who never failed to deliver with excellence, withstanding the ebb and flow both in business and in life. Marking a new milestone in our journey with the sixtieth year anniversary now passing, we enter the next phase of our growth. We are excited to continue with our journey of impacting people's lives.

Sincerely,



Mutaz Ghandour

# Local Presence... Global Know-How



## Metito Thailand At A Glance

Thailand is the second largest economy in Southeast Asia after Indonesia and is conveniently located to be a hub for continental ASEAN. A regional leader in tourism, automotive, electronics, Thailand has shown a resilient economy that is attractive to international investors looking for sustainable growth in an evolving market. Metito's strategy to enter this market was based on synergistic majority acquisition of one of the most reputed Chemicals providers which then evolved into 100% share acquisition and the introduction of the Metito brand in the local Thai market.

## Metito's Local Footprint

Metito Thailand is a wholly owned company of Metito Group and was founded in 2017. Metito's offices are strategically located in Rayong, the hub of Thai heavy industry and Oil & Gas sector, and best suited to realize Metito's vision to serve the South East Asia (SEA) region and export to other regions where there is growing demand on water treatment chemicals.



Metito's offices are built on 10,000 meter squares and incorporates administration building, laboratory, warehouse, storage, blending facilities and truck fleet that handles more than 15,000 MT of commodity chemicals with the highest safety and quality standards with full compliance to the rules and regulations of the local authorities and full respect to nearby communities.

Metito Thailand offers a competitive portfolio of material and services that includes: expert engineering, speciality chemicals, commodity

chemicals, equipment and spare parts, project management and services. This is in addition to Metito Group core offerings focusing on customized, comprehensive and advanced solutions across the full spectrum of its industry; from clean to dirty water; desalination and reuse; industrial solutions (up to hyper pure water); investing into water and wastewater assets; and structuring both Greenfield and Brownfield schemes under project finance structures. The Group also provides custom renewable energy development and management solutions for utilities and corporations looking to uphold sustainable operations through generating clean, emissions-free energy.



## The Outlook



Michael Justenhoven, Metito Thailand General Manager

### What does Metito bring to the Thai market?

Our Global expertise in the water and wastewater industry, that is more than 60 years old, backed up by our formidable financial resources, full knowledge of local market requirements and regulations, and iconic portfolio of projects of benchmark quality, all enable us to bring a very special blend of competitive capabilities to our clients.

### How does Metito Thailand align with Metito's Global growth strategy?

We see great potential in Thailand in both the EPC and concession business. The growing economy, evolving population and the increasing need for water treatment and more energy saving solutions, all provide us with a platform to realize such opportunities.

The Energy sector is expanding through building of new Biomass Power Plants in the spirit of "Clean Energy Production". The Provincial and Municipal Water Authorities are planning new water treatment facilities plus water distribution stations and water pipeline systems. Chemical supply, specialty chemicals for cooling towers/boilers and small-scale projects are also all in high demand.

On another front, our human capital development plans in SEA depends on nurturing a pool of local talents, home-grown local expertise and manpower to drive sustainable presence. We have a great team in Thailand that clearly ticks this box and more.

### Where do you see Metito Thailand in 5-10 years?

I see success. Metito will be a trusted provider in the market with an impressive portfolio of local projects. The entire team is determined to create this success story in the "Land of Smiles" and I see no obstacle in recognizing this ambition. Only opportunities waiting to be realized...

# Our Commitment

Ask

Customer

tions

ess

SERVICE

Sat

lback

Support

## The Mission

Metito commits to a sustainable environment through providing effective water management solutions and treatment systems, environmentally friendly technologies and alternative energy solutions to reconcile the ever growing demand for water and its dwindling natural resources.

## The Vision

Metito strives to become the global provider of choice for sustainable, intelligent water and alternative energy management solutions and systems. The Group pledges to lead by example and to influence others to do likewise.

## 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 proven leadership approach demands leading by example and influencing others to do likewise and with this, accountability becomes a guaranteed bi-product.

## Collaboration, Teamwork and 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

## Demineralization Plant for Trinidad & Tobago Methanol & DiMethyl Ether Project - Caribbean Island

### Key Data

|               |   |
|---------------|---|
| Location      | La Brea, Union Estate Industrial Estate<br>Trinidad & Tobago, Caribbean Islands   |
| Plant Type    | Demineralization system   |
| Capacity      | 2 X 192 m <sup>3</sup> /hr  |
| Use           | Process & boiler feed   |
| Client        | Mitsubishi Heavy Industries (MHI)   |
| End User      | Caribbean Gas Chemical Ltd. (CGCL)  |
| Contract Type | Fixed price contract for manufacturing, engineering, design, procurement, inspection, delivery, technical advisory and field engineering services |

designing and developing such a large capacity module-mounted demineralization plant using minimum module size; ensuring that the module-mounted plant is resilient and able to survive and sustain travelling 8,207 nautical miles through Arabian Sea, Red Sea, and the Mediterranean Sea before its trans-atlantic voyage.

Trinidad & Tobago Dimethyl Ether plant will fulfill the need of Methanol demand in the Caribbean region and beyond, paving way for cleaner and more sustainable energy for generations to come.

### Introduction

Caribbean Gas Chemical Limited a joint venture enterprise led by the consortium of Mitsubishi Gas Chemical Company Inc., Mitsubishi Corporation and Massy Holdings Ltd., are building a Methanol and Dimethyl Ether plant in Trinidad & Tobago (TMD Project). Mitsubishi Heavy Industries (MHI), Japan were awarded the EPC contract for the project that involved a 200 m<sup>3</sup>/hr demineralization plant for boiler feed and process requirements.

MHI awarded Metito the design and supply of a module-mounted demineralization plant which is a very unique requirement for a plant of this size and for the challenging circumstances due to site location, criticality of skilled manpower and their availability in the region of the project site.

To address this requirement Metito overcame some key challenges:

### Scope of Work

To overcome the challenges presented by this project, Metito proactively minimized site activities by developing a unique module design and incorporating the dynamic packed-bed technology.

Within the scope of work, Metito was responsible for the complete design and engineering, manufacturing, inspection, supply of equipment and materials and delivery to Hamriyah Freeport Zone.

Deliverables included:

- Demineralization plant – 2x192m<sup>3</sup>/hr consisting of activated carbon filter (ACF) and strong acid cation (SAC)
- Corrugated plate interceptor (CPI) – 50m<sup>3</sup>/hr
- Cooling water side stream filtration unit – 2x131m<sup>3</sup>/hr



### Module #1

---

- Dimensions 21.5m length x 6.75m width x 8.3935m height
- 4 Demineralization unit feed pumps, capacity 205m<sup>3</sup>/hr (each stream) for further treatment
- 1 Activated carbon filter (piping and cabling)
- 1 Cation exchanger (piping and cabling)
- 1 Anion exchanger (piping and cabling)
- 1 Mixed-bed polisher (piping and cabling)
- Equipped with all electromechanical accessories

### Module #2

---

- Dimensions 17m length x 6.75m width x 8.3935m height
- 1 Activated carbon filter (piping and cabling)
- 1 Cation exchanger (piping and cabling)
- 1 Anion exchanger (piping and cabling)
- 1 Mixed-bed polisher (piping and cabling)
- Neutralisation piping network
- Equipped with all electromechanical accessories

### Module #3

---

- Dimensions 16m length x 6m width x 4.05m
- 4 Chemical tanks and 8 chemical dosing pumps (piping and cabling)
- 4 Regeneration pumps (piping and cabling)

### Module #4

---

- Dimensions 6m length x 3m width x 2.69m height
- 2 DMW unit wastewater pumps (piping and cabling)
- 2 DMW unit agitation blowers (piping and cabling)
- Equipped with all electromechanical accessories

### Module #5

---

- Complete Video Frequency Data (VFD), Programmable Logic Controller (PLC) and Control System housed in a 40' standard container that controls the total plant.

## Key Benefits

---

- Complete plant skid-mounted for demineralization unit including the pressure vessels
- Asset protection resulting from a completely pre-tested and mock-assembled module at workshop to avoid any mishaps/short supplies at site
- Water savings due to packed-bed technology used for lower chemical consumption and thus lower water requirements
- Multitude of environmental benefits due to the modularized plant designed by Metito.



# Industry Engagement and Recognition

## Industry Engagement

### Metito's First Media Roundtable In Egypt

As a leading global provider, Metito commits to engaging with various stakeholders across the board to achieve its mission and vision for a better water scenario. Media, being an impartial and effective stakeholder is among those most important stakeholders. With a focused public relations strategy, press tours and media roundtables create excellent opportunities to build relationships and create more platforms to engage in constructive discussions, share knowledge and add value to the industry. To build on this strategy Metito held it's first-ever media roundtable event in Egypt earlier this year.

Karim Madwar, Metito Africa Managing Director led the event which included an introduction of Metito and to some of the most iconic projects the company developed locally and regionally with particular focus on the mega desalination trend. It has started with Al Yosr 80,000m<sup>3</sup>/day SWRO and the latest Al Galala 150,000m<sup>3</sup>/day project.



## Rami Ghandour Speaks At The Global Water Summit

Rami Ghandour, Metito Managing Director was invited to speak at the Global Water Summit which took place in April, 2019 in London. This year's theme was 'Disruptive Designs,' and dissected how current technological and political disruption will impact future trends in the international water sector.



Rami Ghandour, Metito Managing Director

Rami was a panellist at the session: Accelerating Private Finance for SDG6, chaired by Nico Saporiti, Senior Investment Officer at the International Finance Corporation. The session addressed the important contribution that private finance has to make towards the \$1.7 trillion of investment required to meet the Sustainable Development Goals for Water and Sanitation.

Metito has an unmatched experience in developing concessions and PPP projects in Africa and Asia and has unique insights into reviewing different ways of speeding up the deployment of capital, especially in emerging markets where major projects typically take around seven years to progress from conception to financial close.

## CNBC Arabia Interviews Fady Juez



In the occasion of World Water Day 2019, CNBC conducted an interview with Fady Juez, Metito Managing Director, to discuss the global water scarcity issue and what can be done to bridge the gap between supply and demand. Fady shared the latest technologies that can be used to treat water in remote areas to secure safe supply of potable water in the most scarce, sometimes remote areas, and highlighted the need for wastewater recycling and reuse and how far we can go with it.

## Metito Featured In The Global Citizen Magazine

Global Citizen is a magazine covering different sectors/industries and dissects growth opportunities, and challenges facing the region's business leaders. Its content is meant to inspire and connect enterprising people with fellow business leaders, entrepreneurs and investors. This year Metito was featured in the article 'Towards a Sustainable Water Future' where the company's latest technologies, projects and CSR initiatives were showcased as a reflection of how companies should lead by example and integrate sustainability across all levels of its business model.

Mutaz Ghandour, Metito Chairman and CEO was also quoted saying; “We believe that knowledge is the most effective driver able to bring about positive change. Tapping into the youth, their unrestricted thinking space and fresh energy, is the focal point to our CSR agenda”.

### Climate Control Interviews Moustafa Hasan



Moustafa Hasan, Metito Iraq and Jordan General Manager

Moustafa Hasan, Metito Iraq and Jordan General Manager, was interviewed by Climate Control to discuss the water energy nexus in Iraq as part of a larger feature on Iraq “Road to Rehabilitation”. Moustafa Hasan pointed out that bad quality water is causing multiple illnesses and that the Total Dissolved Solids (TDS) in the water in Basra range from 25,000 to 30,000 PPM and according to the World Health Organization (WHO), the acceptable range of TDS is only 1,000. Much more needs to be done and there are vast opportunities to make a change on the Iraqi water front.

### Rami Ghandour Op-Ed In Gulf Industry Magazine

Rami Ghandour, Metito Managing Director, published an op-ed in the Gulf Industry Magazine sharing his insights on the current water challenges, possible solutions, and showcasing successful landmark projects that are pioneering new business models and mega trends.

### Walid Madwar Speaks At The Sustainability Exchange In Senegal



Walid Madwar, Metito VP Business Development

Walid Madwar, Metito VP Business Development, was invited to speak at the Sustainability Exchange in Dakar, Senegal. Walid joined the session: “Water and Sanitation: Innovative Approaches to Close the Demand Delivery”, moderated by Yogita Mumssen, Water Sector Practice Manager for Western and Central Africa, from the World Bank. The session was live-streamed.



## Metito Well Received At WETEX-Dubai Solar Show

For the second year in a row, Metito exhibited at the Dubai Solar Show, part of the Water, Energy, Technology, and Environment Exhibition (WETEX). This year the exhibition took place at the Dubai International Convention and Exhibition Centre happened and was well attended by industry leaders and decision makers.

At the exhibition, Metito introduced some of its

latest proprietary technologies and introduced its most recent alternative energy solutions. Live streaming from the Dubai investment Park plant site was also a big hit as the company showcased advanced treatment solutions in action from process to competition.

Metito's exhibition space this year was continuously busy and was well managed by a dynamic team from various departments to ensure a comprehensive approach to enquiries and a solid representation of the services and solutions the company offers.



On the second day of the event, Mutaz Ghandour, Metito Chairman and CEO; Rami Ghandour, Metito Managing Director; Mastaka Shimazu, Mitsubishi Corporation General Manager; Motohiro Nagase, Metito Senior Business Development Manager; Walid Madwar, Metito Utilities Vice President-Business Development; Naoll Mary, Metito Utilities Vice President-Operations; Assem Zakaria, Metito Senior Project Manager and Samir Gad, Metito Regional Proposals Manager, all visited the exhibition and actively interacted with the visitors.

# meritro



## Metito Welcomes Global Water Intelligence Editor Tom Scotney

Tom Scotney, Editor GWI magazine, visited Metito offices in Dubai earlier this year. During his visit Tom met with the senior management team led by Mutaz Ghandour, Metito Chairman and CEO, and interviewed Rami Ghandour, Metito Managing Director about the latest trends in the market and where the company is headed next. The interview was featured in a later edition of the GWI Magazine.

## On-air With Dubai Eye 103.8FM

Dubai Eye 103.8FM radio station welcomed Rami Ghandour, Metito Managing Director, to discuss water security and the need for more public private partnerships to realize more lifeline projects.

Rami attended two interviews on that day; the first interview was with Richard Dean and Brandy Scott who co-host The Business Breakfast show and the second was with Richard Dean for the Night Cap show.

The Business Breakfast show is the only business talk show in the UAE and covers local and international business and financial news, including guest interviews and commentary. It is and regularly features interviews with business leaders from a wide range of industry sectors. Night Cap show is an opportunity to get a glimpse of what really goes behind the scenes when the Business Breakfast mic live light goes off, with additional insights from the day's most popular guests.





**Egyptian Daily AlWatan Features Al Galala Mega SWRO**

**الوطن** Egyptian daily AlWatan newspaper, a top tier daily with a massive readership base, visited Al Galala mega SWRO plant for a detailed reportage on what they labelled as 'an Egyptian miracle on the Gulf of Suez'.

Karim Madwar, Metito Africa Managing Director, welcomed AlWatan team on site and was accompanied by the talented team of engineers behind this benchmark project. The reportage was featured in a prominent space in the newspaper and was very well received by the public and the industry.

**Technical Review ME Water Wonder**

Fady Juez, Metito Managing Director, was interviewed by Technical Review ME to discuss Metito's groundbreaking technologies and latest project awards.



Fady Juez, Metito Managing Director



## Industry Recognition

### Metito dubbed 'Most Innovative' for its IT management solutions



Wafic Ghanem, Metito Chief Financial Officer

For the 3rd year in a row, Metito was recognized at the CXO 50 Awards 2019 for its innovative Information Technology (IT) solutions. This year's award declared Metito a leading organization that exemplifies operational excellence with best practices, new methodologies and technology resources in the field of Information Technology. It highlights Metito's leadership as a forward-thinking

company using IT to deliver added business value to its employees, partner and supplier operations.

Metito received the highly coveted recognition for its advanced online request approval and control system, and its regional sales integration with Infor ERP Project. Its advance payment and invoice settlement protocol ensures a thorough system for a Finance Controller and Procurement Manager to approve or reject requests as required.

"In addition to constantly expanding Metito's core services and products, our people are always pushing the envelope to enhance organizational processes. We continue leading innovation and digital transformation as part of our day-to-day endeavors as Metito continues being more digitally empowered and sustainable", commented Wafic Ghanem, Metito Chief Financial Officer.

### The Global Water Awards



Metito received a distinction at the Global Water Awards 2019 for the 'Desalination company of the year' category in 2018 and a special mention for the 'Desalination Plant of the Year' category in 2019 for Al Galala, plant in Egypt.

Rami Ghandour, Metito Managing Director; Karim Madwar, Metito Africa Managing Director and Mohammed Hemeida, Metito Africa Operations Director, attended the coveted event in London among industry key providers and representing executives.

### American University In Dubai Certificate Of Appreciation



The American University in Dubai (AUD) participated in the collegiate competition the Solar Decathlon earlier this year. The Decathlon challenges multidisciplinary teams of students to design and build solar-powered houses and to showcase them in an expo open to the public.

The Solar Decathlon is an international competition created by the U.S. Department of Energy in which universities from all over the world meet to design, build and operate grid-connected, solar powered houses. The houses use solar power as their only energy source and are equipped with all the technologies that permit maximum energy efficiency. During the final phase of the competition, teams assemble their houses in a main expo area open to the general public. The competition consists of 10 contests, which is why the event is called a Decathlon.

The Solar Decathlon Middle East (SDME) consists of 10 contests that have been customized to challenge the teams to adapt their designs to the heat, dust and high humidity experienced in the Middle East. With projects being developed by multidisciplinary teams, the students are given the opportunity to learn about technical issues, teamwork, communication skills, and sustainable lifestyle and socio-economic issues in order to ensure the viability of their project.

This year, AUD reached out to Metito to support the students in building a grey water treatment system for the solar powered houses. Grey water is the wastewater source which comes from wash basin and bath tubs etc. The team supported by Metito designed 1 – 3 m<sup>3</sup>/day grey water treatment system, installed and commissioned with the help of the Metito team on site. The system operated successfully for more than 2 weeks during the solar decathlon event where a live simulation was also performed to showcase how the system works. The discharged grey water was collected in a Polypropylene tank and treated by Metito's system. The AUD team won second place in this international competition.

In recognition of its support and efforts, AUD awarded Metito a Certificate of Appreciation.

### Utilities ME Magazine Power List 2019



Fady Juez, Metito Managing Director, was featured among the 'Top 50 most influential people in the GCC Utilities Industry' published by Utilities ME magazine. Fady was recognized for his contribution to Metito's growth and as a thought leader in the industry.





## New Milestones

### Metito Expands Into The Alternative Energy Sector

The water energy nexus is becoming progressively critical as the need for sustainable water supply and lifeline projects is steadily increasing. Metito envisioned the need to employ more environmentally friendly and energy saving technologies years back and successfully integrated alternative energy in some of its most iconic projects.

To continue with this growing trend Metito formally set up a new team with Antonio Cuccarese - MUL Business Development Manager spearheading the company's expansion into the alternative energy sector.

Leading by example, Metito developed a Solar Photovoltaic Plant in Dubai offices at the National Industries Park. This was a major step towards



improving the performance of the facility while creating a more sustainable environment covering 100% of the electricity requirements in the Dubai premises.

The plant produces all the power requirements of Metito's factory and offices in an eco-friendly manner. The plant has a capacity of 600 KWe and will produce around 950 MWh/year saving 700 tons of carbon emission annually.



## Metito-Led Consortium Wins The First Independent Sewage Treatment Plant Project In The Kingdom Of Saudi Arabia

HE Minister of Environment, Water and Agriculture, Chairman of the Water and Electricity Company, Chairman of the Supervisory Committee for Privatization in the Environment, Water and Agriculture Sectors - Eng. Abdulrahman Al Fadley signed a Sewage Treatment Agreement (STA) for the development of the new wastewater treatment plant in Dammam. The project is the first independent sewage treatment plant project (ISTP) to be tendered to investors under a Build-Own-Operate-Transfer (BOOT) model and was awarded to the consortium led by the Metito Group and comprising the companies; "Metito", "Mowah", and "Orascom Construction".

The plant has a designed capacity of 350,000m<sup>3</sup>/day and an initial capacity of 200,000m<sup>3</sup>/day and will serve the western region of Dammam.

Mutaz Ghandour, Metito Group Chairman and CEO

commented: "Major infrastructure developments are taking place in the Kingdom. The Dammam ISTP is a true landmark being the first of its kind to be developed under this progressive and visionary leadership and we are very proud that the Consortium led by Metito has been awarded a project of this size and importance in one of the most dynamic markets in the world and a key market for Metito."

This is in line with the Kingdom's Vision 2030 and the wider initiatives approved by the Cabinet of Ministers to further encourage private sector participation in economic development initiatives.



# Team Building Initiatives



## Celebrating Diwali



Metito celebrated the Diwali festival of lights in Sharjah offices this year with a large number of employees dressed in traditional Indian attire to commemorate the day.

Cultural diversity is a fundamental pillar of Metito's corporate culture and with such celebrations the values of acceptance, respect and sharing are made tangible and enjoyed.

## One Million Safe Man-Hour Special

As part of the global safety week that takes place in May every year in Sharjah, UAE, Metito celebrated 1 million safe man-hours and used the event to advocate a good cause; reduce the use of plastic water bottles at one of Metito projects sites in Sharjah, the Sharjah Sewage Treatment Plant.

As part of Metito's contribution to the cause, the company distributed metal water bottles for all the site labors and office staff. Nearly 300 metallic water bottles were distributed on this day. The metallic water bottles are BPA free, durable and insulated. With this measure we have cut down the usage of 18,900 number of plastic water bottles at the site in just one month, thereby reducing the carbon footprint by nearly 1,549kgs.



### In It To Win It!

The 13th Dubai Investment Park (DIP) Corporate Sports Competitions were held earlier this year at the New World Private International School. The one day event invites Basketball teams from different companies to play several rounds until a final winner is announced.

won first place after fierce competition and a long day that tested their endurance, teamwork and stamina.





## A Show Of Discipline, Commitment And Engagement

slow flow yoga to invigorate their bodies, stretch their muscles and destress their minds. The program was well received and the sessions were very well attended. The sessions were conducted by Guru VM Raut, from the Art of Living Organization.



In the UAE, a complimentary 15-week Yoga program was introduced for all employees working from the National Industries Park premises. Once a week employees gathered for an hour of stretching and



# The 'm' In HuMnAnity



# Community Initiatives



## Celebrating World Water Day

According to the World Health Organization (WHO), half of the world's population will be living in water-stressed areas by 2025. With being a global provider of intelligent water management solutions, Metito is striving to play an active role to change this impending scenario quintessentially through developing sustainable projects across water stressed markets and through its community engagement programs aimed at spearheading water preservation knowledge transfer, mindful water use and wastewater recycling and reuse.

In celebration of World Water Day 2019, Metito continued highlighting the severity of the gap between water supply and water demand and augmented its efforts to promote the importance of information dissemination and knowledge transfer on water scarcity, water safety and security through its CSR program which primarily targets school and university students. For the second year in a row, Metito is partnering with Planet Water Foundation, a leading non-profit organization that addresses global water poverty by delivering clean water access and hygiene education programs,



to construct and deploy an AquaTower, a drinking water filtration system, in Palghar district in India to serve daily water needs. This district is a story with many chapters – each one telling the many different experiences of the children and parents who are separated by economic necessity.

While the greater Palghar area is a growing and more modern city by most standards in India, the rural communities are tribal in nature with little industry to drive their economies. The city remains to be a source of income for most rural families, the necessity it fulfills leaves children alone, forced to complete their responsibilities such as washing, cleaning, cooking, etc. by themselves. Every village,

**More than 700**  
**children under five die**  
**every day from diarrhea**  
**linked to unsafe water**  
**and poor sanitation.**

**METITO**



or taluka, has a river or well providing as the primary water source, with villagers and children traveling approximately half a kilometer to collect water. Bathing and defecation are performed outside due to a lack of proper plumbing and hygiene practices, making uncovered wells susceptible to overflow with waste and therefore unfit for human consumption. The lack of hygiene education is also demonstrated by families using unsanitary containers for purposes other than drinking water at home. Generation after generation they follow the same habits without proper water-health and hygiene education but with Metito's support over 1000 inhabitants have been served; five hundred students and more than 12 teachers were also positively impacted through access to clean and safe water and through the sanitation and water management knowledge that has been shared with them.

In the MENA and GCC regions, Metito organized workshops and educational trips for students and teachers from various schools and universities such as; Al Mawakeb School, The German School of Dubai and others.

### Metito Thailand Children's Day

Metito Thailand participated in the National Children's Day event at MapKha Sub-district Municipality of Rayong.

Metito Thailand also participated in the charity event Boon Khao Lam Festival to enrich the culture of paying forward and support the local community.







## Supporting Children With Special Needs



Metito renewed its contract with the Al Noor Centre for Children with Special Needs in Dubai, UAE to provide complimentary essential water treatment services. The work scope includes; 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).

## Blood Donation Drive

Every year Metito Pune IMS health committee organizes a blood donation drive with Deenanath

Mangeshkar Blood Bank and this year was no different. The drive was held during the winter season at Metito Pune office and received an overwhelming response showcasing the eagerness of all employees to take part in such a noble cause.

During winter, more people fall sick due to Dengue and other viral infections and the demand for blood and platelets increase significantly. This is what makes such drives of true value to the community. Blood donation is also of great benefits to eligible donors as it can help identify unknown health concerns as a part of the blood donation process, among other benefits.



## Knowledge Sharing



### Metito Hosts A Visit From The German School Of Dubai

Metito hosted an educational tour for over 40 secondary students and their accompanying teachers from the German School Dubai at its Dubai Investment Park wastewater treatment plant in Dubai.

Naoll Mary, Metito Utilities VP Operations and Mohamed Hamdy, Metito Utilities SPC Manager led the visit which included an introduction to Metito, a presentation explaining the global water scarcity and an introduction to the concept of water recycling and reuse. The visit included a grand tour of the site showcasing the different treatment stages and the various technologies being used.

The visit was organized by Metito's communication team led by Reem Saleh, Head of Communications and Gems Evardo, Corporate Communications Coordinator.







## Metito Hosts Workshops At Al Mawakeb School In Dubai

Metito hosted two engaging workshops at Al Mawakeb School in Dubai. Rami Ghandour, Metito Managing Director, led the workshop which included a presentation showcasing recent statistics about water availability, scarcity, supply and demand; introduction to the concept of water recycling and reuse; highlights of the latest water treatment technologies and an interactive Q&A session to test the students' knowledge.

Around 180 students aged 11-12, and their teachers, attended the workshops. Reem Saleh, Metito Head of Communications and Gems Evardo, Metito Communications Coordinator, were also in attendance, representing Metito.





# Our People



Metito's most valuable resource is its people. The dedication, commitment, loyalty and the hard driving of Metito's people, the company's Human Capital, significantly contributed to where it has reached today.

The average length of service for Metito employees, as summarized in this report, showcases a clear pattern of longevity and minimal turnover, signifying how Metito has kept its commitment to maintain its position as the employer of choice for the most talented and ambitious in this industry. This sentiment also transcended to the families of Metito's employees with 16 second-generation qualified and highly competent employees following their parent's footsteps in working in this company and becoming a part of Metito's growing family. To maintain this level of long service and loyalty, building a corporate culture that is engaging and nurturing is critical and Metito is continuously challenging itself to reach higher grounds in upgrading employees work experience.

Communication and online engagement is an important aspect of this experience especially that Metito operates in several countries, each with its own nuances. To upgrade this experience, Hisham Fadda, Metito Group Human Capital Director, is spearheading a few digital initiatives to upgrade personnel processes and online collaboration through simplifying and streamlining procedures and day to day practices.

To enrich the experience of potential talents looking to join Metito, and to further reach out to talents across the world, Metito has also launched a new communication platform on social media; Metito's new LinkedIn Page — the new generation of LinkedIn Company Pages. The new page is developed to nurture a positive experience with relevant online active communities.



Hisham Fadda, Metito Group Human Capital Director

Another important element in maintaining a healthy and successful corporate culture for a multinational company such as Metito is undoubtedly diversity. Metito hires from diverse backgrounds, cultures and with varying experiences and the statistics are the best reflection of the company's ethos of 'Local Presence, Global Know-How'. The data shows that the majority of Metito's employees are from African and Asian backgrounds reflecting regions where the company is most active and where it envisions future growth. Metito invests in local talent as part of its commitment to the communities it serves and strives to provide employees with opportunities to expand their knowledge and skills.

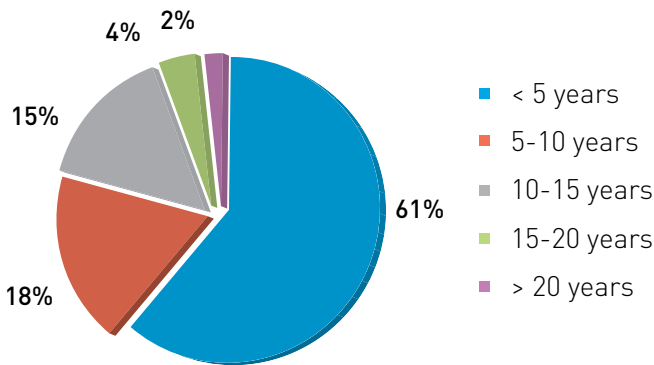
The health and safety of employees is also detrimental and remains a key area of focus for Metito. This year the company conducted various trainings across different locations that are aimed at embedding the culture of The Quality, Health and Safety, Environment (QHSE) among all employees.

The learning from such training transcends beyond office space and is meant to change habits and norms for a safer more managed approach to environmental risks and emergency situation management.

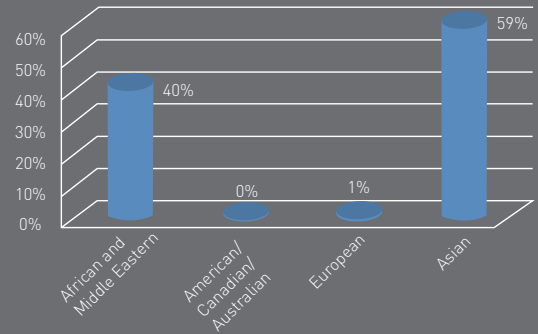
Celebrating success is also the ultimate essential for a balanced corporate culture that is based on recognizing the good work and the efforts behind the company's continued growth and success. This year Metito commemorated its sixtieth anniversary across the world, celebrating employee's longevity and loyalty as the Long Term Service Awards were presented to over 671 employees for employees who have been with the company for 60 years of service downwards. This number translates to a total number of 8,675 years of experience at Metito served by the awardees only.

The awards were presented as part of year-round celebrations and multiple events held across continents and in this report there are many pictures depicting the elaborate celebrations and the proud celebrants.

### Employees by Length of Service

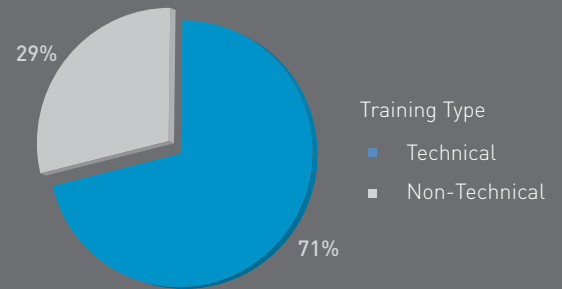


### Employees by Nationality



### Training Statistics

|                          |        |
|--------------------------|--------|
| No. of Employees Trained | 6,165  |
| No. of Training Hours    | 11,658 |



### QHSE Statistics

**2,053,205**

No. of Safe Man-Hours since  
June 2018 - May 2019

**0**

LTI Frequency Rate since  
June 2018 - May 2019





## Metito Qatar Celebrates National Health and Safety Month

Metito Qatar celebrated the National Month of Occupational Health and Safety in Qatar, by organizing a special event with support from the Qatari Ministry of Interior, represented by the Faza'a Police, Traffic Department, Anti-Narcotics and Civil Defense Department, and Naseem Al Rabee Medical Center. The event was held at the Vichy Celestin's Spa Resort for employees from the three organizations and their families.

The festive event included many sports, health and recreational activities as well as presentation of concepts and discussions to ensure an engaging transfer of knowledge. An integral part of the event was the wellness check where Naseem Al Rabee Medical Center conducted a variety of medical tests including screening of diabetes, blood pressure and body mass index and provided many necessary and important tips to maintain a healthy lifestyle.

Commenting on the occasion Walid Oraby, Metito Qatar General Manager, said, "The National Month of Occupational Health and Safety in Qatar is an extremely important event. It provides this window of opportunity to celebrate the success we

achieved with our people within companies and the companies within the broader community in Qatar. It is also a great time to reflect on what can be done better for a more sustainable change of habits and attitude towards safety and wellbeing."

"This year we are honored to have had the support of the Qatari Ministry of Interior – their contribution made the biggest difference and showcased how health and safety is a top down approach and a commitment that every company must honor...", said Walid Oraby.

The event was organized by Omar Abu Murad, Metito Qatar Administration Manager and Mohamed Gabr, Metito Qatar Health and Safety Team Leader.





## 'Safety First' Employee Training Course

Metito held a refresher 'Safety First' training course comprising of Fire Fighting and First Aid. Knowledge for safety responses is a civic responsibility, not only to save lives and prevent complications from injuries but also helps in setting up an orderly method of handling emergency problems.

The training held in Sharjah, UAE, is aimed at preventing, preempting and detecting vulnerabilities, issues or risks, and to train the employees on how to react in case of accidents and/or emergencies, a key mandate for the Quality, Health, Safety and Environment Team (QHSE).

First aid training provided trainees with the knowledge and skills required for giving life support and other emergency care. The training is also structured to develop safety awareness and habits that promote safety at home, at work and on the streets and highways.

Fire safety training was aimed at creating awareness among employees about preventive measures that will eliminate or minimize causes of fire and how to identify fire hazards in the workplace and how to react in case of emergency scenarios in the event of fire. An attitude of detection, prevention and knowledgeable management of emergencies can save the lives of many and Metito is keen on playing a role to embed this attitude within its corporate culture and among its people – its more valuable resource.



# Metito 60<sup>th</sup> Anniversary Celebrations and Long Service Awards Ceremonies





# METITO

































This report remains to be a measure of choice that demonstrates Metito's willingness and efforts to track the effectiveness of its community engagement and a testament of our pledge to encourage others to follow suit. The report is uploaded annually/simultaneously on Metito's official website, portal and on the Water Nation Hub.

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

Design and Build | Utilities | Chemicals  
**Intelligent Water Management**