



**merito**

**Together,  
Building  
a 'Better Normal'**

**SUSTAINABILITY REPORT  
2020-2021**

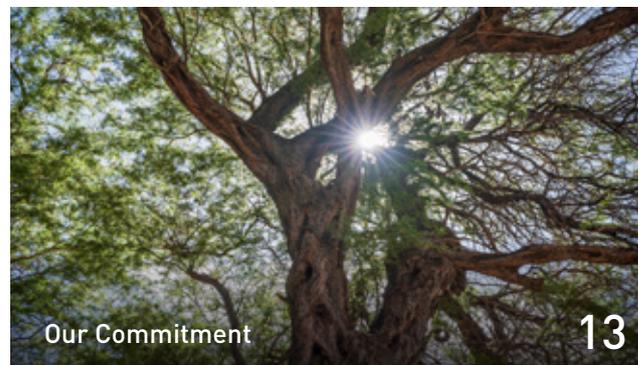
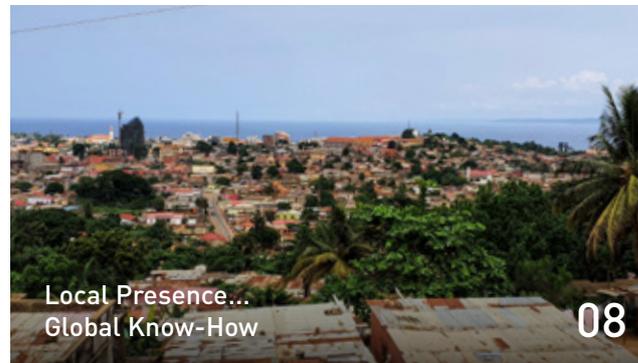
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“We are all so immersed in our daily lives that we hardly stop to think about how our work, our attitudes and actions affect our surrounding environment. It is therefore necessary to remind ourselves that we are ‘enablers’ and not just ‘victims’ when 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

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## Message from the CEO

*"Every problem is a gift – without problems, we would not grow"*

- Anthony Robbins

### A Transformational Journey

Over sixty years of operations, to now becoming a global leading provider of water and alternative energy management solutions – Metito has been going through a transformational journey. Throughout, we continued to show resilience and potential. Reflecting on the past couple of years alone, I couldn't be more proud of where we have reached so far.

The world continued to face a multitude of challenges; COVID 19, market turbulence, financial uncertainty, extreme climate change and events, and the confluence of the pandemic. We had a choice, celebrating our ongoing success and settle for the path least risky or march forward with our vision, and drive to charter new paths to realize Metito's full potential. We chose the latter!

We have continued working hard, achieving new milestones, and pioneering new firsts in the industry, and on a global level. We changed processes, introduced new systems, and hired new talents, to help us become more resilient, to reach our set goals.

*"Reflecting on the past couple of years alone, I couldn't be more proud of where we have reached so far."*

### A Strategic Drive

Metito's vision and our four-pronged strategy enabled the company to achieve continuous growth in the recent past. Our long-term strategy deemed the company reliant across the years and we are well positioned to capitalize on such success and to continue to grow steadily.

For our Design & Build business arm, MOL, we continued our efforts to strengthen our market presence and market share in existing markets in the MENA region and expanded our reach to new markets. This year, we launched Metito Turkey to offer our full range of products and services to the local market and to expand our reach to the CIS markets through Turkey. Metito also continued growing our chemical business through growing the team, covering more regions, and investing in R&D.



In Africa, it has been another year of outstanding achievement by Metito Africa. For example, the consortium led by Metito won El-Hammam project, for irrigation water reuse with a capacity of 7.5 million m<sup>3</sup>/day, the world largest project of its kind. The project is intended to reclaim more than one million acres of desert land, thus transforming Egypt's agriculture sector, and developing new sustainable communities. In Tunisia, as part of a winning consortium, Metito won the Sfax 100,000 m<sup>3</sup>/day seawater desalination plant which is set to begin operations in February 2024. Metito was also awarded several SWRO projects in Layounne in Morocco, and Sharm El Sheikh in Egypt.

In Asia, Metito continued to achieve company and industry milestones. In the Kingdom of Saudi Arabia, the water sector witnessed a remarkable growth this year and Metito is honored to have played an active role in this progress. In Jubail, Metito developed the largest SWRO in the company's history, producing 400,000 m<sup>3</sup>/day and was later appointed by SWCC to develop the world largest seawater desalination

*"Metito's vision and our four-pronged strategy enabled the company to achieve continuous growth in the recent past."*

plant also in Jubail, with a capacity of one million cubic metres of water per day, as part of the consortium of companies; Saudi Services for Electro Mechanic Works and Metito. The SWCC plant will utilize the most advanced technology in reverse osmosis applications.

In Jordan, The Ministry of Water and Irrigation awarded Metito the project to rehabilitate Central Irbid Wastewater Treatment Plant (WWTP) and Wadi Al-Arab WWTP following a competitive bid. This is considered Metito's first large scale project in the Kingdom. The project worth 42 million euros will cut greenhouse emissions by approximately 6,600 metric tons annually and provide over 10 million m<sup>3</sup> of treated effluent water per year.

On the Chemicals front, Metito is developing its first specialty chemicals blending facility in Riyadh- KSA, where construction is about to commence. The company has also launched an advanced blending chemicals facility in Doha, Qatar.

For Metito's Utilities and Investment arm, MUL, business continued to grow, demonstrating the need for private sector investment into the broader infrastructure sector.

In Kigali Rwanda, our bulk water project, the first public private partnership project (PPP) of its kind in sub-Saharan Africa, reached commercial operation in January 2021, and is now supplying 40% of the water needs of the city of Kigali and the surrounding communities. The positive impact on the local community and appreciation for having regular running water for some of the more remote areas has been overwhelming.

Our wastewater project in Dammam, the first independent sewage treatment project (ISTP) in the Kingdom of Saudi Arabia, has progressed significantly in its construction, again as a result of the positive and work together attitude of the teams, the local entities (including SWPC) and the lenders; SNB, APICORP and SMBC.

Similarly, the wastewater recycling project in Dubai Investments Park, the first concession of its kind in the MENA region (having started in 1999), has successfully concluded a refinancing and is on the verge of implementing an industrial wastewater recycling facility on premise. This will further improve the community's impact on the environment and lower the operating costs of the resident industries.

In the Republic of Serbia, we have developed the first wastewater PPP in the country, in the city of Zrenjanin, which is expected to be a model for how such projects can be implemented and financed in the region. This project, together with others in the pipeline, will result in a major step in achieving Serbia's goals towards meeting European environmental standards, which is core to their application to join the EU.

In Angola, our three capacity building contracts are now in full swing, helping the country set up industry leading water utilities.

*"As we continue pioneering PPPs across different regions, we look forward to expanding our reach to new target markets"*

In China, it's with great pleasure that I announce the reestablishment of our operations and the opening of our Shanghai office. Metito is setting up for delivering selected





industrial water and wastewater, and desalination facilities and we are confident there is immense potential for Metito in this key market. This relaunch follows on from our successful history in China where we were the largest foreign investor into the wastewater sector between 2008 and 2018.

As we continue pioneering PPPs across different regions, we look forward to expanding our reach to new target markets like Botswana, Uzbekistan, Vietnam, India, Pakistan, and Sri Lanka. We are also looking forward to the growth in serving the industrial sector, with large active developments in Saudi Arabia, the United Arab Emirates and Qatar.

## Realigning Resources

**W**e remain committed to our progressive vision by creating shared value for our people, shareholders, and the communities we serve.

Everything begins with our people. In the past year we have continued expanding our human resources, empowering our teams, and securing the resources needed for them to grow both personally and professionally. The enhanced Human Capital team has been quite busy accommodating the needs of our exponentially growing business and managing over 3500 employees, across 25 operational offices and thousands of projects. To empower the team further, we welcomed professionals in digitization, systems, and people development, and they have all hit the ground running. I am confident that the changes so far made and others which are being implemented will be of great benefit to our people and our business.

On the Executive front, we have welcomed Talal Ghandour, Metito Chief Investment officer, who is primarily responsible for the company's investment platform whilst also working

closely on the firms' strategic growth initiatives with the senior management team. As we continue focusing on sustainable investment, Talal is an addition complimenting the team, with his over 23 years of banking experience at BofA Merrill Lynch.

*'We remain committed to our progressive vision by creating shared value for our people, shareholders, and the communities we serve.'*

To further grow the high margin business segments given the integrations happening across the sector and a more complex supply chain, we realigned our resources and restructured Metito Chemicals. Mike Abla, Executive Director-Chemicals Division, heads the team and is targeting growth through expansion of product lines and the identification of acquisition opportunities. Mike brings 22 years of experience with one of the globally leading specialty chemicals' providers.

## Reshaping Ecosystems

**W**e continue improving the way we do things and moving forward with our digital transformation and the acceleration of more contactless technologies and process automation for optimum, safe, and timely operations. We come with a strategic advantage because the source of most of such innovative technologies and automation is the solution-oriented prowess of our employees, and being locally present in the markets where we operate. This enables us to listen to customers' needs and challenges and to proactively provide them with sustainable solutions.

As the world slowly opens, our resources and assertive approach to challenging projects, fast track requirements and environmental regulations, all give us a head start, helping our customers reach objectives faster and despite the delays that may have hindered them earlier.

*'We come with a strategic advantage because the source of most of such innovative technologies and automation is the solution-oriented prowess of our employees'*

Going forward, we will continue introducing the latest technologies to our clients to enhance our product offerings. This includes; solar power, solid waste, sludge treatment and produced water treatment. This will be done with a strategic focus on growing the high margin chemical business, as well as the O&M business. With this, we strive to achieve a balanced and diversified business mix to create the most shared value.

Metito will also be expanding its MUL service offerings to include full utility concessions, networks management and billing, and will undertake downstream projects including NRW and management contracts. This will be done while continuously strengthening our geographical presence, business lines and project portfolio, particularly in Asia and Africa.

### Building From a Position of Strength

**W**e have been tested many times and were always able to continue providing uninterrupted world-class services and we will continue to do so.

Metito was named the 'Most Impactful Water Company-Global 2021' by CFI, for its remarkable achievements and the company's growing impact on water and energy sustainability, despite the challenging times that were brought about with the evolving Covid-19 pandemic. The award acknowledges Metito's commitment to the United Nation's Strategic Development Goals, particularly, goal 6 – clean water and sanitation, goal 7 – affordable and clean energy, goal 11 – sustainable cities and communities and goal 13 – climate action through its three business areas: design and build, specialty chemicals, and utilities. The award also highlights how Metito works closely with governments in the regions where it operates to enhance water security and achieve local water and sanitation goals, while providing job opportunities and upskilling talent to deliver long-term, world-class quality practice and deliverables. CFI.co (Capital Finance International), is a renowned source of information and online resource reporting on business, economics and finance and headquartered in London – UK. Earlier this year, Metito was also awarded the "Water Company of the Year -Distinction Award", from the Global Water Intelligence (GWI).

Creating a positive difference in the lives of the communities we serve and getting such international recognition for the impact we are creating across the world, gives us further motivation to continue our chartered path. We know there is more needed to be done and we are geared to make it happen.

Sincerely,



Mutaz Ghandour



# Local Presence Global Know-How

## In Focus

### Metito extends its operations to Eastern Europe launching a first of its type project in the Republic of Serbia

Metito Utilities Limited (MUL), the investment arm of Metito Group, signed a Memorandum of Understanding (MoU) with the Government of the Republic of Serbia to develop a 25,000 m<sup>3</sup>/day sewage treatment plant following the highest European and global standards, providing the Vojvodina province in Zrenjanin with sustainable wastewater treatment.

The US\$ 37.9 million plant will be developed under the Build-Own-Operate-Transfer (BOOT) model and will have an 18-month construction timeline with an offtake period of 25 years after its Plant Commercial Operation Date (PCOD).

The project scope includes engineering, procurement, construction, financing, management, maintenance and transfer is developed by EmSerb Water (ESW), a privately held company established by Metito in the United Arab Emirates as a platform for investment and operations into the water sector in the Serbian market.





East Port Said Seawater Reverse Osmosis Desalination Plant, Egypt

## Project Updates

### East Port Said Seawater Reverse Osmosis Desalination Plant | Egypt

Metito commissioned the 150,000 m<sup>3</sup>/day seawater reverse osmosis (SWRO) desalination plant in East Port Said. The plant, awarded by the Egyptian Government to the consortium Metito, Orascom, has a total cost of US \$130 Million.

The East Port Said SWRO is built on an area of 79,000 m<sup>2</sup> and includes an area designated for future expansions - able to serve a population of around 1 million inhabitants. The project site was carefully selected to be in proximity to East Port Said city, which is slated to be the top beneficiary of the produced water.

With sustainability a core objective, the project is designed to consume minimal energy per cubic meter of produced water. This will reflect positively on the cost of operations as well as its long term viability. Less energy also means the environmental footprint will be kept to a minimum due to; producing less carbon emissions and recovering energy from wastewater by integrating advanced methods.

### Kahramaa Water Treatment Services | Qatar

Metito was selected to provide water disinfection services to Kahramaa's Guinness World Record-breaking mega reservoir.

The Qatar General Electricity & Water Corporation's (Kahramaa) water tank has been officially recognised as the largest in the world. Based near Doha, the facility hold 436,633.45 m<sup>3</sup> of drinking water. Metito was awarded the contract for flushing and disinfection for the pipe networks and tank.

### El-Hammam Agricultural Wastewater Treatment, Recycling and Reuse Plant | Egypt



Metito was awarded the design, supply, installation, and operation of El-Hammam agricultural waste treatment plant in a joint venture with Hassan Allam, The Arab Contractors, and Orascom Construction. The plant has a capacity of 7.5 million m<sup>3</sup>/day, the largest of its type in the world. The treated water will irrigate up to 515,000 acres west of the Nile Delta area. El-Hammam plant will receive the agricultural drainage gathered in the north of Delta, through a 120 kilometres pathway connecting the two points.

The iconic national project is part of the government's strategy to expand Egypt's agricultural area and develop the Western Desert region. The plant also contributes to creating positive social and economic impact, including the development of new sustainable communities.



*Huambo, Angola*

### **Huambo Province Water Supply Systems and Cabinda Water and Sanitation Utility | Angola**



Metito Utilities Limited (MUL) awarded the role of a consultant to DouroECI, a water utilities management and engineering company, based in Portugal, to deliver the capacity building, management, operations, and maintenance services of two projects in Angola: the Huambo Province Water Supply Systems and Cabinda Water and Sanitation Utility.

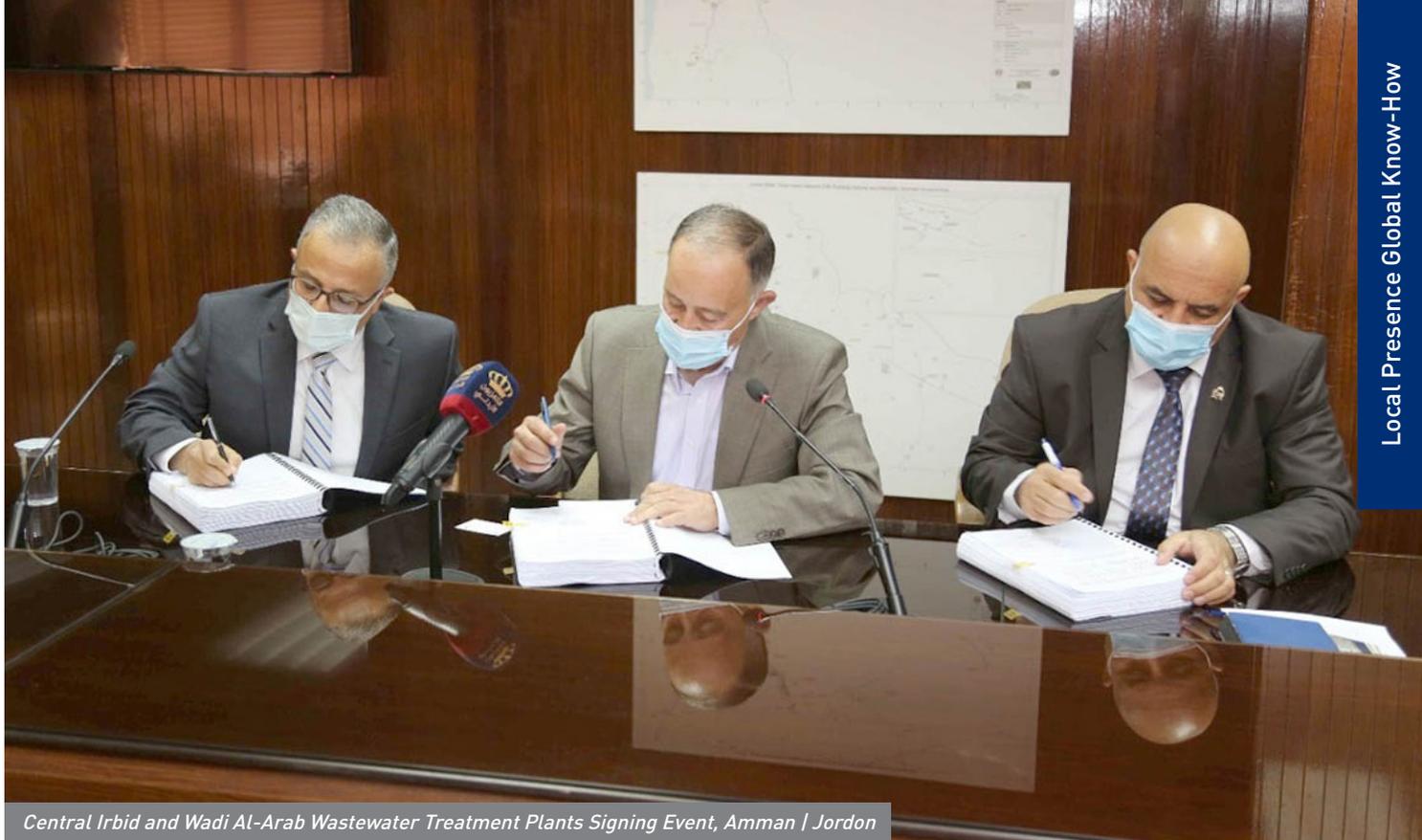
DouroECI will be responsible for establishing a base framework for the management and operation of the water supply systems, promoting capacity building, and supporting all the activities related to the utility's ongoing operation and management. This will be done through the resident team, with specialists in the areas of production, operation, commercial, financial, human resources, water quality, among others.

The scope of work includes developing an adequate strategy and implementing it, assisting the board, optimizing management, improving organization, and developing a consolidated approach to promote level and quality of service.

### **Central Java Water Treatment Chemical Project | Indonesia**



Metito was selected to provide innovative solutions and advanced technologies for boiler treatment, raw water treatment, cooling towers, and for the supply of all the relevant water treatment chemicals for a 320 MW coal-fired power plant at Tanjung Jati Power Service in the Central Java region. This project reflects Metito's commitment to play an active role.



Central Irbid and Wadi Al-Arab Wastewater Treatment Plants Signing Event, Amman | Jordan

## Central Irbid and Wadi Al-Arab Wastewater Treatment Plants | Jordan

Metito was awarded the project to rehabilitate Central Irbid and Wadi Al-Arab Wastewater Treatment Plants (WWTPs) in Jordan, following a competitive bid by the Jordan Ministry of Water and Irrigation. The project worth €42 million will cut greenhouse emissions by approximately 6,600 metric tons annually and provide over 10 million m<sup>3</sup>/year of treated effluent water, creating a more sustainable environment and a healthier community.

The agreement was signed in Amman, Jordan between the Jordanian Minister of Water and Irrigation, Muhammad Najjar and Moustafa Hasan, Metito Jordan General Manager. The project is expected to be completed in 2023.

The project scope includes the rehabilitation and upgrade of Irbid Central WWTP (13,000 m<sup>3</sup>/day capacity), and Wadi Al Arab (27,000 m<sup>3</sup>/day capacity). Metito will specifically rehabilitate the tertiary treatment in the two WWTPs, upgrade sludge lines, provide robust odour control measures, optimize energy consumption and generate energy utilizing biogas. It will also aim to improve the quality of treated effluent to enable reuse and increase the availability of irrigation water in the area.

## Tupras Demineralization and Potable Water Treatment Project | Turkey

Metito was appointed by Tüpraş, Turkey's largest industrial refinery operation company, to construct a large-scale water treatment project, delivering 250 m<sup>3</sup>/hr of water produced through demineralization. As part of the project, Metito will also install a 50 m<sup>3</sup>/hr potable water treatment plant to provide clean water to surrounding communities, through applying reverse osmosis (RO), electrodeionization

(EDI) and UF technologies. The project further contributes towards increased accessibility of clean water and sanitation in Turkey, in line with the government's goal to implement the UN Sustainable Development Goal 6 (SDG 6) by 2030.

## Sfax Seawater Desalination Reverse Osmosis Project | Tunisia

The consortium Metito, Orascom and Cobra, won the tender to build a seawater desalination plant in Sfax, Tunisia. The tender was raised by the Société Nationale d'Exploitation et de Distribution des Eaux (SONEDE), a public establishment of the Ministry of Agriculture Tunisia, to enhance water security in the country.

The project is fully funded by the Japanese International Cooperation Organization (JICA) and is set to begin operations in February 2024. Metito will carry out the design, procurement, and construction (EPC) of the project which is estimated to be complete within 30 months. Once operational, the plant will provide an output of 100,000 cubic meters of potable water per day, with the possibility of doubling its capacity to 200,000 m<sup>3</sup>/day.

In addition to the construction, which began in August 2021, Metito will also be responsible for operating and maintaining the project for two years after its completion. The new desalination plant will play a critical role in advancing the growing relationship between Egypt and Tunisia, especially in the field of water, and further strengthens Metito's presence in North Africa.



## Jubail II Seawater Reverse Osmosis Desalination Plant | KSA

Metito was awarded the project for the design, engineering, and procurement of the new 400,000 m<sup>3</sup>/day Jubail II seawater reverse osmosis (SWRO) plant by SEPCO Electric Power Construction Corporation (SEPCO III). The Saline Water Conversion Corporation (SWCC) will commission this state-of-the-art SWRO project worth US\$132M (SAR495M).

The Jubail II SWRO plant is a 24 months project and the commissioning date is set for February 2022. The plant will serve Jubail city in the Eastern province of KSA, home to the largest industrial city in the world. The plant will serve Jubail city in the Eastern province of KSA, home to the largest industrial city in the world.



## Dammam Independent Sewage Treatment Plant I KSA

The construction works of the Kingdom's first independent sewage treatment plant, Dammam ISTP, with a designed capacity of 350,000 m<sup>3</sup>/day and an initial capacity of 200,000 m<sup>3</sup>/day, achieved a new milestone. The first one million hours working without a lost-time incident (LTI) has been recorded. A true accomplishment that has been made possible by the hard work and dedication of each team member working on this important project.



# Our Commitment



## 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.

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## 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.

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## 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 communication.

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## People Focus

Our employees are our most valuable asset; we recognize 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 organization and we commit to continually improve their standards.

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## 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.

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## 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.

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## Leadership

We lead with integrity, refined expertise and creativity, both as individuals within an organization and as an organization 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 by-product.

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## 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



## Sustainable Solutions for Water Treatment in Dairy Processing Facilities

### Overview

A leading Turkish dairy company was eager to ensure that the water facilities serving more than 20,000 heads of cattle (mainly cows), were safe and free of bacteria and other harmful microbes. The disinfection process that was being used was not meeting the requirements and was directly affecting the cattle health, fatality rate and milk productivity, and in turn disrupting the overall productivity of the production facilities.

To secure a sustainable solution for this requirement, the firm reached out to Info Group, a Metito Company, to consult on this matter.

Info Group conducted a thorough review of the water treatment process at one of the facilities that uses 4000 m<sup>3</sup> per day from various nearby wells, from an intensively agricultural region. Expectedly, fertilizer contaminants were present in the water, which deteriorates the quality of the sourced water, and there was also present biological contamination.

Info Group and the client agreed that the best way forward was to develop a sustainable solution to eliminate the presence of pathogens from the water and to assure a consistent supply quality water – up to standards - across the facility.

### Solution

Info Group conducted a root cause analysis and examined the surrounding environment, the groundwater quality and current treatment process. The findings indicated a surge in metal ions (Fe and Mn) levels and an increase in bio-activity (E.Coli increased from nil to 10<sup>3</sup> CFU and fecal coliform was tested positive). Moreover, the water pH was fluctuating between 7.2 and 8.3, hindering the disinfection by the current program.

Based on the study, it was decided to implement a new approach to overcome the challenges at the source and at the facility where water is used in order to restore the water quality, cattle health, optimize operations and maximize productivity.

Info Group new approach was based on Metito's Chlorine Dioxide on-site generation technology using CCDS-100 model, to secure the best in class - the most reliable disinfection water treatment. The team also developed a customized disinfection program for locations which had higher risk of bacteria growth and pathogens.

The selection of Chlorine dioxide was based on its unique disinfection capability over a wide pH range, fast reactivity with the bacteria due to higher oxidation potential, and

Microorganisms	ppm ClO <sub>2</sub>	Contact Time	Disinfection Rate (%)
Staphylococ.	1,00	60 sec.	>99,9
Escherichia	0,15	5 min.	
Escherichia coli	0,2	60 sec.	
Streptococcus Faecali	1,0	15 sec.	
Lactobacillus	0,15	5 min.	
Lactobacillus	1	5 min.	
Pseudomonas	1	60 sec.	

### Financial and Operational Benefits

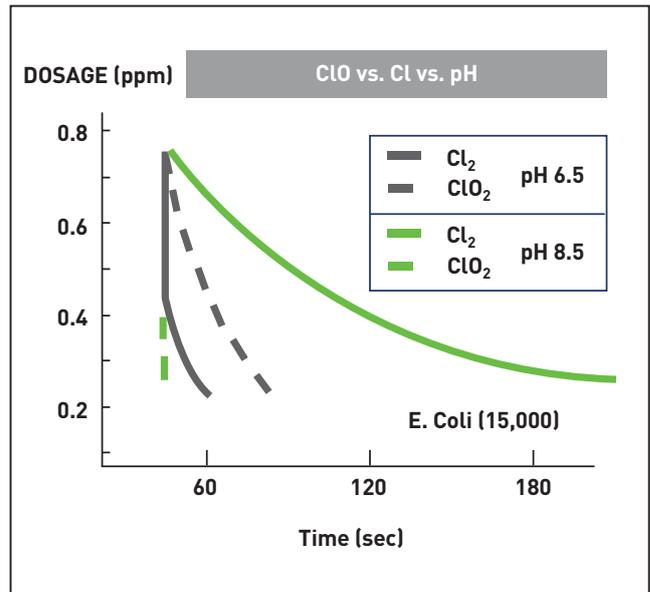
- 95% reduction in cattle fatality
- Healthier cattle condition (lower illness rate)
- Increase in the rate of milk production
- Recovery in dairy facility productivity
- Improved water resource management in accordance to the highest standards

stable disinfection power. This was confirmed by the results obtained from all facilities upon implementation. With such a solution we ensured a stable treatment and a sustainable supply of clean and safe water which exceeds the requirements of the production facilities and the cattle farm.

## Result

Post application analysis showed improvement in disinfection efficiency and microbiological control.

- Prevention of coliform bacteria growth, thus eradication main reason of water related fatality
- Increase in operational efficiency
- Optimization of lost time by detecting and notifying failures
- Control of main water tanks contamination
- Shorter CIP time / increase in production rate
- Reliable supply of quality water with tailored automation



Bernarde, M. A., Israel, B. M., Olver, V. P., and Grandstrom, M. L., "Effcency of Chlorne Doxide as a Bactercdc," Appl. Microbol., 13, 776 (Sept. 1965).

SAMPLE'S SPOT	PRE-METOXIDE-350 APPLICATION (July - 2019)		POST-METOXIDE-350 APPLICATION (Sept.- 2019)	
	Coliform	Enterecoccus	Coliform	Enterecoccus
Activated Carbon Filter – Effluent	+	+	-	-
Sand Filter – Effluent	+	+	-	-
Tap Water using in Barn	+	+	-	-
Activated Carbon Filter – Effluent	++	-	-	-
Sand Filter – Effluent	++	-	-	-
Tap Water using in Barn	++	+	-	-
Activated Carbon Filter – Effluent	++	-	-	-
Sand Filter – Effluent	++	+	-	-
Tap Water using in Barn	++	-	-	-

# Industry Engagement And Recognition

## Industry Engagement

### Assayad Magazine Interviews Mutaz Ghandour, Metito Chairman and CEO

Mutaz Ghandour, Metito Chairman and CEO, shared his insights on water scarcity and how Metito is playing an active role in bridging the gap between supply and demand despite the challenges presented by the evolving COVID-19 pandemic. In his interview, Mutaz Ghandour, showcases how water management has become a crucial priority to Governments across the world and how this is reflected in mega infrastructural projects in some of Metito's key markets.

### Karim Madwar, Metito Africa Managing Director, speaks at the Big 5 Egypt Leadership Conference

Karim Madwar, Metito Africa Managing Director, was a panelist in the Leadership in Construction panel, part of The Big 5 Egypt Leadership Conference 2021. The panel delved into how Egypt is transforming to be the business hub for Africa and how Egypt's efforts to sustain the economic and diversification development can be achieved by local, regional, and international efforts.



Karim Madwar, Metito Africa Managing Director



### MEED Interviews Rami Ghandour, Metito Managing Director



Rami Ghandour, Metito Managing Director, was interviewed by MEED to discuss the outlook of the water sector post-pandemic. When asked about Metito's future expansion plans, Rami Ghandour said: "We are working towards securing more sustainable and long-tenor projects under different financial structures, to develop more mega,

fast-track desalination and wastewater recycling and reuse projects. We are also keen to establish our presence further in Eastern Europe, where we see great potential for Metito. As the water-energy nexus is becoming progressively critical, our experience in developing water PPPs puts us ahead of the game, especially as we expand into the alternative energy sector."

## Rami Ghandour, Metito Managing Director, speaks at the Water Action Platform Webinar



*Rami Ghandour, Metito Managing Director*

Rami Ghandour, Metito Managing Director, was interviewed by Piers Clark, Chairman of Isle Group, in a webinar hosted by the Water Action Platform, a forum dedicated to collaboration and knowledge-sharing in the water sector. The webinar focused on water technologies as well as a summary of the recent wide-ranging COVID-19 Tech Scan report.

In the interview, Rami discussed how professionals in the water sector can support countries in need in times of calamities giving the examples of the recent Beirut port explosions and the consequent crisis in Lebanon.

## MEP Middle East interviews Fady Juez, Metito Managing Director

MEP Middle East interviewed Metito Managing Director, Fady Juez, as part of the MEP Engineered Online web series focused on the impact of COVID-19 on businesses. Fady outlined how Metito successfully navigated the unprecedented times and how the company developed many iconic large-scale projects while maintaining the health and safety of its people as a priority.

## Arab News Interviews Rami Ghandour, Metito Managing Director

Rami Ghandour, Metito Managing Director, was interviewed by Arab News to discuss the MENA region's water scarcity issue and Metito's efforts and strategy to keep the region watered. The discussion also focused on the progressive water agendas being implemented by regional governments to meet the growing demand for clean water.

## Invest Africa Insights hosts Rami Ghandour, Metito Managing Director

Rami Ghandour, Metito Managing Director, spoke at the Invest Africa Insights webinar focusing on unlocking the potential of Africa's blue economy. Rami joined leaders from Climate Fund Managers, Emerging Africa Infrastructure Fund and ARM-Harith, to discuss how to build better frameworks for the sustainable development of Africa's sustainability initiatives to preserve the marine environment.

## Forbes ME hosts Fady Juez, Metito Managing Director



*Fady Juez, Metito Managing Director*

Sustainable use of water and reuse of wastewater has not always been a high priority among businesses. However, the increase in environmental awareness, as well as regulatory pressure to moderate the use of natural resources has driven businesses of all types to look for new ways to manage their water and wastewater. New, more advanced technologies are helping organizations manage their water better, but as with anything new, some are still hesitant and yet to be convinced.

This was the topic addressed by Fady Juez, Metito Managing Director, at the Forbes Middle East's TechVoice "Smart Water Management and Climate Change: Reversing The Damage" webinar. Fady discussed the importance of adapting and implementing new ways and technologies for smart water applications to curb the ongoing regional water crisis.

The panel included key speakers from Sharjah Electricity & Water Authority (SEWA), Stantec, Oliver Wyman and Schneider.

## Schneider Electric MEA hosts Steve Nash, Metito Asia Projects Director



Steve Nash, Metito Asia Projects Director

The Go Green Podcast is organized by Schneider Electric's MEA and has recently hosted Steve Nash, Metito Asia Projects Director, to share his insights on sustainable water management solutions. Steve highlighted how Metito is leading by example, with people and sustainability at the core of the Group's business model. With water increasingly taking the priority focus of governments, decision-makers, and end-users around the world, he also shared expert insights on how technology and innovation are disrupting the water and wastewater industry.

## Diplomacy&Commerce magazine interviews Rami Ghandour, Metito Managing Director



Rami Ghandour, Metito Managing Director, spoke to Diplomacy&Commerce, about Metito and the launch of the UAE-based Serbia-specific platform, EmSerb Water. The platform is set to develop lifeline water projects, starting with € 32 million wastewater treatment plant in Zrenjanin.

When asked about what's next for Metito, Rami stated: "We are looking to continue growing in existing markets across our business lines. We will also continue investing in technology that is disrupting the industry to provide new opportunities and address the challenges of poor profitability and productivity, project performance, skilled labour shortages, and other sustainability concerns. There are vast opportunities to optimize the cost of construction and maintenance, enhance quality and efficiency through new innovative technology adoption. Those companies who are adopting new technology will have a distinct advantage going forward and we intend to be leading on this front."

## Utilities ME features Antonio Cuccarese, Metito Utilities Business Development Manager



Antonio Cuccarese, Metito Utilities Business Development Manager

With governments across the Middle East further focusing on renewable energy solutions for more sustainable economies, Antonio Cuccarese, Metito Utilities Business Development Manager, explained the importance of understanding current and emerging technologies in the solar power. The article, published by Utilities Middle East magazine, highlighted the crucial elements that must be considered to increase efficiency, reduce operational costs, and ensure projects are operating on par with international best practice.

## Facilities Management interviews Rami Ghandour, Metito Managing Director

Facilities Management ME featured the Dammam West project in an interview with Rami Ghandour, Metito Managing Director. This iconic project is considered a strategic achievement for the water and wastewater industry in the MENASA region especially for achieving financial close during the peak of the COVID-19 pandemic first wave in the GCC. Rami highlighted the project's sustainability aspect and how its first of its type in the Kingdom under this financial structure, a testament to its importance, scale, and impact.

## Power & Utilities hosts Steve Nash, Metito Asia Projects Director in a panel discussion

Steve Nash, Metito Asia Projects Director, was hosted by Power & Utilities Magazine to speak in a panel discussing the innovations in safety for workers in the sector. Key regional Senior Operations and HSE leaders from Sharjah Electricity and Water Authority (SEWA), Dubai Electricity and Water Authority (DEWA) and Emirates Global Aluminum (EGA) joined the discussion in this virtual event.

**Big Project Middle East features El-Hammam Agricultural Wastewater Treatment Plant in Egypt**



*Atif Abdel Gawad, Metito Africa Projects Director*

Big Project Middle East featured El-Hammam Agricultural Wastewater Treatment Plant in Egypt and interviewed Karim Madwar, Metito Africa Managing Director and Atif Abdel Gawad, Metito Africa Projects Director, to know more about the project. The interview focused on how the 7.5 million m<sup>3</sup>/day project will have a crucial role to play in the country’s agricultural sector and its development of the Western Desert region. Atif Abdel Gawad, also highlighted some key technical aspects of the world’s largest project of its type.

**Gulf Business interviews Antonio Cuccarese, Metito Utilities Business Development Manager**

# Gulf Business

Antonio Cuccarese, Metito Utilities Business Development Manager, spoke to Gulf Business about the rising adoption of alternative energy. He focused on how environmental concerns are propelling the usage of alternative energy for a sustainable future and provided expert insights on key trends, challenges in the adoption of alternative energy, the rise of public-private-partnerships (PPP) and the future of the sector.

**WETEX 2020 hosts Antonio Cuccarese, Metito Utilities Business Development Manager**

Metito virtually exhibited at WETEX 2020, the Middle East’s largest energy and sustainability exhibition. During the 3-day event, Antonio Cuccarese, Metito Utilities Business Development Manager joined a panel discussing ways to design and build competitive solar projects.

Antonio shared insights on how developers can integrate innovative ways to design, finance, contract, construct, operate and maintain plants to optimize their energy use and associated cost to remain competitive. The panel included other prominent industry speakers from ACWA Power, Sterling & Wilson and Gran Solar.

**Enterprise Channels interviews Prashant Menon, Metito IT Infrastructure and Support Services Manager**



*Prashant Menon, Metito IT Infrastructure and Support Services Manager*

Prashant Menon, Manager of IT Infrastructure and Support Services at Metito, shared his insights on how the company implemented a flash-based storage system and created a roadmap for efficiency-driven updates during the Covid-19 pandemic, reducing the downtime for business users.

In the interview with Enterprise Channels, he highlighted how Metito IT team replaced the legacy storage infrastructure to provide an optimal user experience as well as a cost-manageable system. Through the implementation of Pure Storage Flash Array, a cloud-based storage management solution, Metito was able to centralize key performance metrics from a single dashboard, increasing efficiency in the IT infrastructure within the company.

**MEED interviews Karim Madwar, Metito Africa Managing Director**



*Global award-winning Al Mahsamma Plant, 1,000,000 m<sup>3</sup>/day capacity*

Karim Madwar, Metito Africa Managing Director, spoke to MEED about Egypt’s water scarcity issue and the ever-growing demand for water. He highlighted Egypt’s need for a more stringent water agenda and incorporation of renewable energy for mega water projects.



## Industry Recognition

### Water Company of the Year - Distinction Award from Global Water Intelligence

Global Water Intelligence (GWI) recognized Metito as the awardee of the “Water Company of the Year - Distinction” at the Global Water Awards 2021.

The coveted award identifies organizations that demonstrate excellence across the entire international water industry within several categories and recognizes initiatives in the water, wastewater, and desalination sectors that move the industry forward.

GWI Publisher, Christopher Gasson congratulated Metito for the recognition in a virtual message featured on LinkedIn which stated; Over the years, Metito has successfully transformed into one of the most ambitious water concession developers globally with operations across Asia, Africa and Europe. This year’s winners, including Metito, succeeded despite, the extremely difficult circumstances of 2020 and we believe it is essential that we recognize their achievements.

### MEP ‘Project of the Year’ Award for NEOM SWRO, from Construction Business News ME

Metito developed the Duba Seawater Desalination plant in the Kingdom of Saudi Arabia, which will serve the iconic futuristic city of NEOM. The fast-track project, with a capacity of 125,000 m<sup>3</sup>/day and that is partially powered by solar energy, was highly commended for the ‘MEP Project of the Year award’ by Construction Business News ME. The project reinforces Metito advocacy of sustainable water projects, as well as its leading status in developing exemplary mega desalination projects on a fast-track basis across key markets.



Metito’s Al Mahsamma agricultural drainage treatment recycling and reuse plant and Sharjah sewage treatment plant phases 4&5 were also shortlisted for the ‘Project of the Year’ award.

## Business Application, IT & Digital Transformation Award from CIO 100 Awards



Wafic Ghanem, Metito Chief Financial Officer

Metito was recognized for its innovative Information Technology (IT) Management by the International Data Corporation (IDC) at the annual CIO Awards. The global provider of total intelligent water management solutions was awarded for its digital business transformation and digitization initiatives, including the upgrade of its Enterprise Resource Planning (ERP) system. The prestigious award given by the International Data Corporation (IDC) was presented to companies or organizations for their exemplary demonstration of innovation, intelligence and intuition in the IT field.

Commenting on this win, Wafic Ghanem, Metito Chief Financial Officer, said; " This is not the first time to win the CIO award which is a testament to our commitment to meet our aggressive goals for digital transformation."

"Metito has always been at the forefront in deploying new technology applications and systems and we are proud of the progress we are making on this front, with more yet to come", Wafic added.

## Certificate of Appreciation on Operations & Maintenance performance from the Dubai Municipality



The Dubai Municipality awarded Metito a Certificate of Appreciation and Performance Evaluation to recognize the company's impressive operations & maintenance performance in multiple projects across the UAE. Metito was awarded the Bronze Category Classification in 2020 for its work in the Dubai Safari reverse osmosis plants and brackish water reverse osmosis plant, as well as the SU1 Palm Jumeirah and SU2 Palm Jumeirah sewage treatment plants.

## Mutlular Enerji selected Metito as a trusted and reliable partner



Mutlular Enerji (Biomass PP), a leading Turkish biomass company, recognized Metito as a trusted and reliable partner in the water treatment field, highlighting the Group's high quality specialized services. Metito supplied Mutlular Enerji with cooling, boiler and membrane RO treatment systems along with chemicals for condenser tubes' cleaning.

## Most Impactful Water Company Global Award 2021 from CFI.co



Metito received the 2021 Global Award for the Most Impactful Water Company from Capital Finance International (CFI.co). Metito was selected for its remarkable achievements, despite the challenging times that were brought about with the evolving COVID-19 pandemic and Metito's growing impact on water and energy sustainability.

## Utilities ME: Top 50 Most Influential People in the GCC Utilities industry



Rami Ghandour, Metito Managing Director, featured among Utilities ME: Top 50 Most Influential People in the GCC Utilities industry.

# Our People





Over the last year, Metito has reinforced its Human Capital (HC) Team in order to support the sustainable growth of human resources, in line with business requirements and the challenges caused by COVID-19. The team has been actively reassessing policies, procedures, and systems to ensure they are kept up to date and fit the changing requirements brought about by geographical expansion as well as the evolving business environment whilst maintaining a corporate culture fit for all.

The HC team is engaging with employees across all levels of the organization to maintain an informed and motivated workforce and a healthy and safe working environment.

In this section we give an overview of some of the initiatives which have taken place:

### Digitizing Human Capital processes

In order to support the sustainable growth of Metito, the Human Capital team is digitizing the recruitment, onboarding and induction processes. Changes are being made to help Metito become more competitive in the search for top talent, to reduce administrative tasks and give hiring managers and candidates a better recruitment experience.

The digitalization of Human Capital processes is integral to serve multiple offices, multiple business lines and to provide a consistent and mimicable employee management experience across Metito's operations.

This year we have successfully launched People-first Magna 2.3. The new system is more user friendly and enables us to add additional services to the management of the full employee lifecycle. Alongside other business partners and working closely with IT the system is now live and the feedback is positively encouraging.

Despite the global challenges with the evolving COVID-19 situation, Metito has continued to invest in Human Capital, new hires, and digitizing processes. This is a testament to the company's progressive vision and the sustainable growth it is navigating.

The Human Capital team will continue working with our people, our partners, and stakeholders to ensure a smooth transition to the new systems and no downtime to ensure uninterrupted operations.

### Business Continuity

The global production and supply chain network is widely affected due to the evolving COVID-19 situation as we see manufacturing plants, operations, maintenance, and service industries shutting down or working with reduced capacities. In addition to this, the supply chain of raw and finished goods is also disrupted due to global trade and transport restrictions.

The effect of such disruption on the manufacturing, production, operations, and the service management industries haven't been highlighted as much as the effect on primary care services such as hospitals and pharmacies...etc. That said, there has been a resonating impact in the water and wastewater industry among others which required a changed mindset and a new way of doing things.

Measures that transpired in the recent past were unprecedented, requiring a massive collective effort from an ecosystem of internal and external partners.

There is an imminent need for additional safety control measures, not only to Metito but on a more global level. Our Executive Management Team (EMT) established the Business Continuity Leadership Team (BCLT), comprising Business Leads from leading EPC and Utilities Business Units across



the globe to set the strategy, assess vulnerabilities and align on workable solutions to stay ahead of the evolving pandemic. To implement any local response, precautionary and preventative measures and to manage escalations, the assigned Business Leads liaise with Corporate function leads and local-based managers responsible for critical business areas and who manage on-the-ground teams. This enabled Metito to proactively and efficiently manage any COVID related scenarios in a timely and effective manner.

Metito continued to implement a comprehensive precautionary and preventive plan to ensure the health and safety of our people, our clients, and the communities we serve, remain a priority. We worked closely with our partners while guided by distinct local government guidelines and mandates to come up with the most robust plan of action. We engaged with different organizations, at both local and international levels, engaging in constructive dialogues at every available opportunity to tune and perfect our response plan. These organizations included the International Finance Corporation (IFC)- member of the World Bank-, Health Authorities and Municipalities across the regions where we operate, other Government departments and healthcare providers for a 360 approach to different requirements and scenarios.

Here are some actions that were implemented as:

- Imposed international travel restriction particularly in hot COVID spots
- Imposed local travel restriction - opting for virtual meeting and remote communication whenever possible
- Prevention measures across operational sites:
  - COVID-19 Awareness Training – conducted with all workers, in small groups, and is now included in all safety inductions. Training covers the symptoms, how COVID-19 is transmitted, actions to be taken if you feel unwell, and how to minimize the spread of the virus (social distancing, hand hygiene, etc.)

- At all project sites, we stopped mass site toolbox talks
  - COVID-19 Awareness Posters displayed on-site and in offices.
  - We stopped the use of fingerprint scanners for timekeeping
  - Mass gatherings in the dining and pantry rooms were halted, to minimize the potential for cross - infection
- Applying a more a robust hygiene and cleaning regime
    - A thorough cleaning regime is implemented daily in all offices using effective disinfectants

We comprehensively assessed all the areas of manufacturing, production, operations, and service with the support of our teams and network partners and worked tirelessly to manage this evolving pandemic whilst keeping health and safety a core priority.

## Promoting health in the Workplace

Working tirelessly to build a better 'new normal', Metito rolled out its COVID-19 vaccination program, aimed at promoting and encouraging employees to take the vaccine through facilitating the process. Metito has been continuously communicating global and local updates concerning the efficiency of the vaccines and distinct local authorities' protocols and regulations.

New information is available almost daily and frequent communication through our QHSSE Team has kept our people informed and updated.

In addition to the COVID-19 vaccine, we have continued offering the annual flu vaccine to our people across different offices. This is done free of charge to all employees and their family members.



### Breast Cancer Awareness Campaign



In commemoration of the Breast Cancer Awareness month, Metito organized an informative online session, conducted by a certified medical professional, to explain the importance and tools used for early detection and the risk factors of breast cancer.

### Managing Stress Awareness Session

To cope with the stress caused by the COVID-19 pandemic among other factors, Metito hosted a virtual awareness session providing a range of free tools and techniques to manage stress and to prioritize mental health and wellbeing.

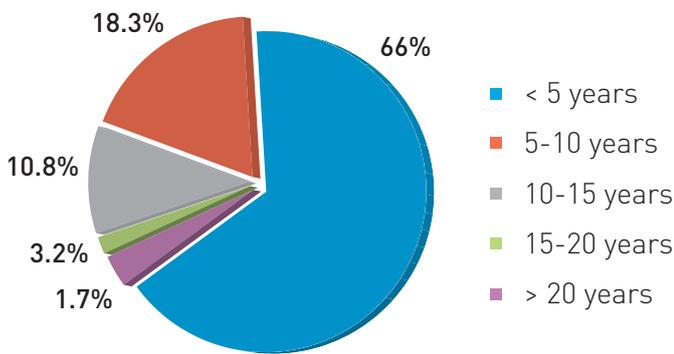
### Impact of Stress at Work



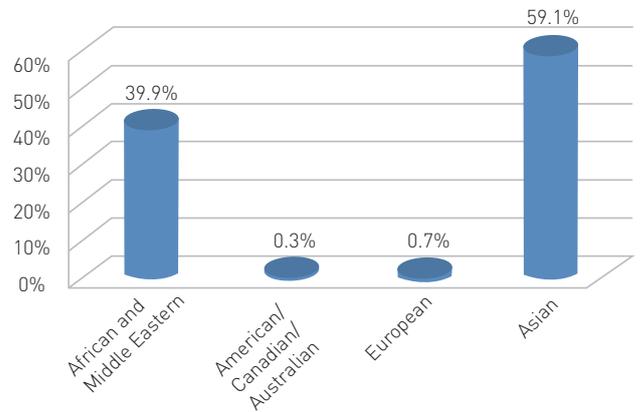
## Statistics

### Demographics

Employees by Length of Service

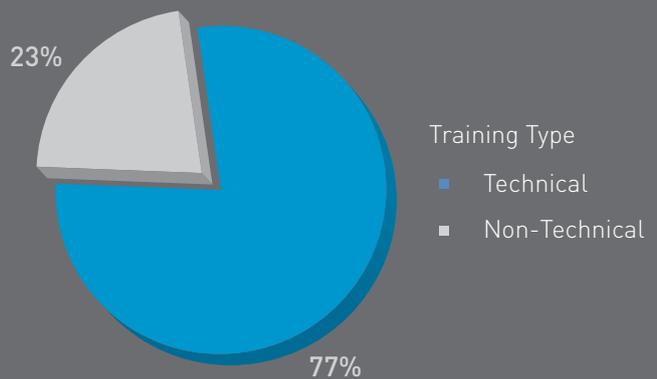


Employees by Nationality



### Training

No. of Training Hours **22,665**



### QHSE

**12,588,696**

Safe Man-hours (without LTI)  
June 2020 to May 2021

**0.02**

Frequency rate  
June 2020 to May 2021

## Meet Our People

### The Change

**Twenty-three successful years in Bank of America Corporation how can you describe your journey in a few words?**

Bank of America was a great organization to work for however with Metito's growth plans, I felt it was the opportune time for me to join our family business. Given the financial experience and institutional relationships I've developed over the years, I believe I bring a complementary skillset to the Metito management team. It's been a fantastic start to my Metito career, despite only being here for 8 months, I have been extremely impressed by the high level of professionalism, integrity and outstanding work ethic of our employees.

**Joining Metito at such globally challenging times shows great confidence in the water industry... How do you see this move? (Shared value...etc)**

Yes it does show confidence in the water industry however I believe it shows even stronger conviction in where I believe the company is headed over the coming years. We are a leader in the water and wastewater industry and I only see Metito further solidifying its position in the market.

**The first three words that come to mind describing Metito – after a few month in your role as the Chief Investment Officer... Impact-Sustainability-Innovation.**

### The Challenge

**Water is a prerequisite for sustenance and there is an ever-growing need for clean water. However, a big financial gap exists between the required and the current investments flowing in the water industry with the World Bank Group revealing the water supply and sanitation industry requires an estimated USD 1.7 trillion and that failure to address investment in the water sector could diminish growth rates by as much as 6 per cent of GDP by 2050. How can the industry address this gap?**

The scale of under-investment in the sector is well documented with both Governments and the private sector playing a key role in addressing this challenge, however tackling the supply demand gap is a multi-faceted approach. Having the right legal and financial infrastructure enabling private sector involvement, addressing non-revenue water through operational efficiencies of existing infrastructure assets, education and improved consumption habits and a better understanding of water and wastewater reuse, renewables integration, innovative financing solutions and continued improvements in commercial technologies and innovation are all key contributing factors.

**Globally, COVID-19 has hindered investment and growth for many organizations. Metito showed great resilience and continued to grow during such turbulent times, what do you say were the key factors behind this success?**

These were undoubtedly testing times for a number of industries, however with water being identified as an essential sector, the pandemic actually got us even closer to our clients



*Talal Ghandour, Metito Chief Investment Officer and Managing Director, shares his insights and growth outlook.*

and we experienced almost no disruption to our business. We've grown our employee base by 25% since the start of 2020 in response to the projects we are executing as well as the pipeline that we have identified over the coming years. Despite difficult operating environments, listening and delivering on our clients' needs were a key factor to our strong growth.

### The Roadmap

**Metito is a leading provider of water management solutions across Asia and Africa and most recently Europe. Are you looking to invest in other regions?**

Metito is a pan-Emerging market player, I see the company continuing to strengthen its foothold in MENA, whilst also growing its presence in certain countries across SE Asia, Africa and Eastern Europe, especially in regions that exhibit acute water stress.

**Are you seeing any sustainability trends that will impact Metito's business?**

Metito has always been committed to working with Governments, industries, and communities to meet their environmental and water needs by delivering sustainable infrastructure solutions. With the increased demand for water reuse projects, Metito is a key enabler of the circular economy as well as having pioneered decarbonisation projects in desalination. Our logo "Commitment to a Cleaner Environment" was a term coined 1987 by the company's founders, as you can see, sustainability has always been core to the company's DNA.

**Where do you see Metito in the next 5 years?**

We have a strong focus on growing the recurring revenue streams of our business, as a result our plan is to continue to grow profitably, diversify our business mix and expand into countries where we see significant opportunities driven by acute water shortages. I am genuinely excited at Metito's growth prospects over the coming years.

# The "M" In Humanity





# Community Initiatives

## Celebrating International Women’s Day

Metito marked International Women’s Day 2021 in its offices across the world by getting together to challenge stereotypes, fight bias, broaden perception and improve situations while celebrating women’s achievements. In this occasion Metito has also advocated the cause through its social media, the company’s official LinkedIn page.

## Metito India advocates reforestation

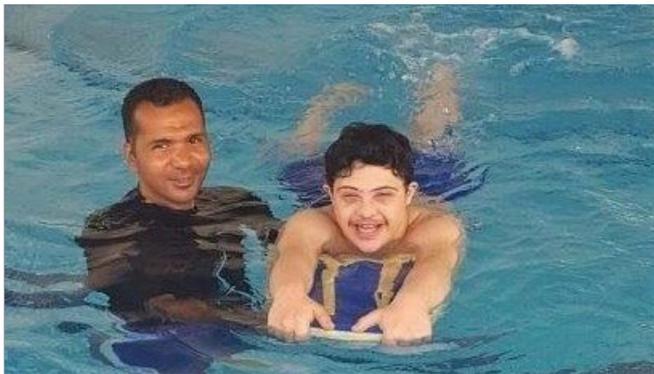


Metito India partnered with 14 Trees Foundation, a charity organization dedicated to building sustainable eco-systems through reforestation. Metito employees volunteered to join a tree plantation activity in efforts to support the acceleration of forest structure and species, contributing towards bettering the environment.





### Supporting children with special needs



Metito continues to support children with special needs and AlNoor center for Persons with Disabilities in the United Arab Emirates. The company extended its expertise and services to conduct free water treatment for the swimming pool, which is integral in the learning program at the center.

### Metito Indonesia supports the Red Cross in its 14<sup>th</sup> year



Metito Indonesia employees participated in the quarterly community blood drive organized by the Red Cross. The team has worked with the Red Cross since 2007, continuing to improve the health and wellbeing of the local community.

### Metito Indonesia delivers relief in times of need



Metito Indonesia team united to support the National Search and Rescue Agency (BASARNAS) organization, under the Indonesian navy, deployed to help with the search and rescue mission of the Sriwijaya and Laki Island airplane crashes. The team donated clean water and essential items to maintain hygiene and safety at the sites. Additionally, the team helped provide food and essentials to the victims who lost their homes in the Bati Bati, Sungai Rangas and Martapura floods.

# Knowledge Sharing

## Safety Trainings



Metito is committed to the health and safety of its people and to maintain a secure work environment.

Periodical training and mock-up safety drills are an integral part of managing risks and preparing for situations where quick action and organization can save lives. Earlier this year, Metito Qatar held a confined space safety mock drill to train employees on working through different scenarios in hazardous situations. Also in the UAE, Metito conducted a firefighting session to train the assigned wardens in each location on how to keep employees safe and how to extinguish a fire if a situation arises.

## Winter Internship Program

Metito Egypt launched a winter internship program which focused on sharing theoretical and technical training - mainly in the proposal department. This provided budding local talent with the opportunity to explore a career in the water industry with one of the world's leading water solutions' providers.

## A Journey in the PPP Project Cycle

Metito UAE hosted a training program on Public-Private-Partnerships (PPPs) in its Dubai quarters titled "A Journey in the PPP Project Cycle". The program covered the full spectrum of PPPs, including the technical, financial, and legal aspects, across multiple sessions led by in-house experts in each field. This marks the first training program under a specialty series organized by the Human Resources department. On the last day of the program, all attendees were awarded certificates stating the successful completion of the program.





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)

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