



Miya's Social Impact In Cities Worldwide

Miya, Arison Investments' global leader in water efficiency, was established by Shari Arison in 2008 to deliver clean water to as many people, in as many cities as possible, in a sustainable manner.



Overview

Miya was established with the vision of ensuring an abundance of fresh water through efficient management of our existing resources. Miya optimizes water supply in urban water systems worldwide, partnering with utilities to design and implement comprehensive technology-based solutions that significantly improve financial and operational efficiency.

Miya's Goal: Social Responsibility

Miya seeks to transfer our commitment to sustainability and social responsibility to clients and, therefore, to help each water utility strengthen its relationship to the community, reflecting a more positive image and greater customer commitment.

Miya Believes that Being Socially Responsible Strengthens the Utility and the Community it Serves By:

- Answering to public needs for consistent, efficient water supply at optimal pressure
- Maximizing customer potential and the number of connected city residents
- Increasing positive public image and forging a sense of commitment
- Creating a strategic partnership between the utility and customers



"Global communication allows people to be fully aware of companies' conduct; people choose products and services not only based on their price, but also based on the alignment of their values with those of the company's. This presents both an opportunity, and tremendous financial potential, for companies that choose to be socially conscious."

David Arison

Vice President of Global Business Relations, Miya

Social Impact in Miya's Past Projects



Miya helps utilities benefit all of the stakeholders involved, proving in projects all around the world that serving the community on a social level is one of the keys to sustainable business well into the future.



Over-arching goal of 24/7 service & better water quality for all

- ◆ Manila, Philippines: 96% of the population has 24/7 water service, increased from 65%
- ◆ Itapevi, Brazil: Water supply increased from a few hours a day to 24/7 for all residents
- ◆ Emfuleni, South Africa: Intermittent water supply eliminated for all residents
- ◆ Bahamas: Automated pressure control system leads to 24/7 service for all



Connect more residents – especially underprivileged citizens – to the network

- ◆ Manila, Philippines: Connect 2.6 million additional people to the water system
- ◆ Itapevi, Brazil: New water supply connections for over 3,500 homes, approximately 11,000 people, or 5% of the population



Create local jobs & conduct professional training

- ◆ Manila, Philippines: Trained and certified 450 Filipino engineers and worked with local contracting companies for all field work
- ◆ Emfuleni, South Africa: Trained 50 local residents in customer care management, basic plumbing, leak detection and informative billing. Also, over 300 local jobs were created for contractors and unskilled workers
- ◆ Mogale City, South Africa: Unemployed and unskilled local individuals were hired, trained and engaged to bolster the capacity of the Mogale City Local Municipality.
- ◆ New Providence, Bahamas: Dozens of Bahamians work in the Miya office and throughout the project in the field



Implement community awareness and education programs

- ◆ Nassau, Bahamas: Miya donated a water conservation education pilot program to a local school. Through these 200 students, school water consumption decreased by 20%.
- ◆ São Paulo, Brazil: Students and school staff trained in water awareness and conservation in over 600 schools citywide, saving about 123.5 million liters of water monthly
- ◆ Emfuleni, South Africa: Over 35,000 households educated about water conservation, leading to reporting and repair of over 11,000 water and sewerage related problems.



Reduce CO₂ emissions

- ◆ Sebokeng, South Africa: 14,000 MWh annual energy savings, equivalent to an annual reduction of 12,000 tons of CO₂ emissions
- ◆ York, Canada: 975 kWh annual energy savings, equivalent to an annual reduction of 263,000 kg of CO₂ emissions



Prizes Recognizing Miya's Commitment to Social Responsibility



Drinking Water Supply Category
International Water Association (IWA)
Project in Manila, Philippines



Global Water Intelligence (GWI)
Project in Sebokeng, South Africa



Global Water Intelligence (GWI)
Contribution to social, environmental
and financial sustainability in the
water sector