



ENOVA

by  **VEOLIA**

Energy & Facilities Management
Building Energy Efficiency Services

Sustaining your growth

Content



Enova Overview



Challenges & Solutions



Tools & Procedures



Results & References

Your Dedicated Energy & Facilities Management Partner

Every day throughout the Middle East Enova delivers Energy & Facilities Management services to meet the challenges faced by our customers from the private and public sectors. Our expertise allows our clients to focus on their core business, helps them achieve their best performance and meet environmental targets.

Through results-based contracts, our customers benefit from:

- ✔ Increased profitability
- ✔ Increased competitiveness
- ✔ Reduced risk
- ✔ Greater sustainability
- ✔ Enhanced green image



A Majid Al Futtaim and Veolia Joint Venture

Retail, mixed-use community, leisure and entertainment

\$8.788 billion in revenue

40,000 employees

186 million footfall

15 countries of presence

318 VOX Cinemas screens

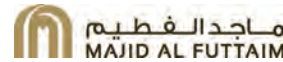
32 Magic Planet family entertainment centres

23 shopping malls

Over 230 Carrefour outlets

12 hotels

3 mixed-use communities (2017 global data)



Water, Waste and Energy

€25.125 billion in revenue

168,800 employees on **5** continents

18.4 million metric tons CO₂ equivalent avoided emissions since 2015

96 million people supplied with drinking water

62 million with wastewater systems

45 million MWH produced

47 million metric tons of waste treated

(2017 global data)

Founded in 1992, Majid Al Futtaim is the leading shopping mall, communities, retail and leisure pioneer across the Middle East, Africa and Asia.

Creating Great Moments For Everyone Everyday



Enova Facilities Management Services was established in 2002 as a joint venture between Majid Al Futtaim Ventures and Veolia.

The company leverages best practices available worldwide, while rooting them in the specific context of the region, to deliver Energy and Facilities Management services to a wide range of customers in the public and private sectors.

Veolia, the global leader in optimized resource management, provides water, waste and energy management solutions that contribute to the sustainable development of communities and industries.

Resourcing the World





Our History

Leader in energy and multi-technical services, delivering comprehensive services to its clients

With over **1,800** highly trained and multi-skilled employees, Enova delivers comprehensive solutions to a wide portfolio of clients in the residential, commercial, industrial, public and healthcare sectors.

Enova, the leader in energy and multi-technical services, was the **first company in Dubai to be certified ESCO (Energy Services Company)** by the RSB (Regulation & Supervision Bureau) in April 2014, thus **reaffirming our pioneering position in the region's blooming energy performance market.**

MAF Dalkia becomes Enova

2002 2004 2006 2008 2010 2012 2014 2015 2017



Established Joint Venture



Established operations in Saudi Arabia, Bahrain & Oman



Established operations in Lebanon & Qatar



Established operations in Egypt

ISO 9001

Enova operates and maintains Majid Al Futtaim key assets and gains credibility by successfully managing them



ISO 14001; OSHAS 18001

Enova seeks for a diversified portfolio and signs first contracts in banking, hospitality and telecom sectors

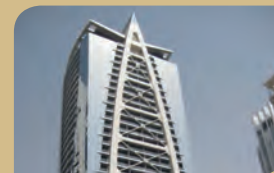


ISO 50001; ESCO

Enova expands its activities across national borders



Enova commits on governmental projects



ISO 55001

Enova develops the Building Energy Efficiency Services offers and Hubgrade, our Smart Monitoring Centre for Energy Management



ISO 55001

Enova proceeds to major audits and signs the first energy performance contracts in UAE



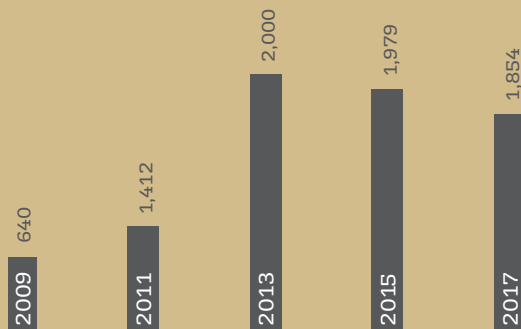


Company Overview

Geographical Presence



Number of Employees

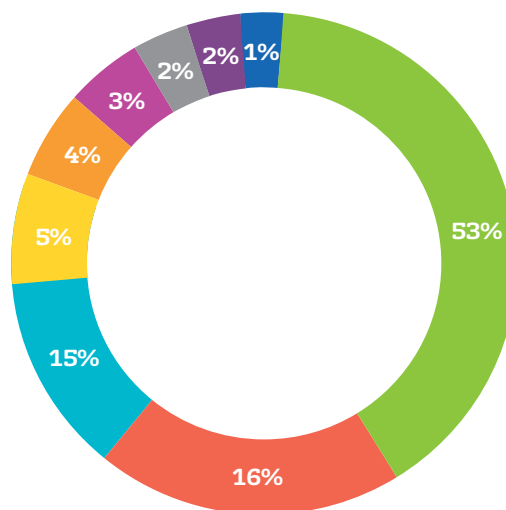


Energy & Facilities Management

- 1st accredited ESCO
- 5 international certifications
- 24 million AED of guaranteed energy savings
- 27 million AED saved in 2017
- 36,518 tons of CO₂ reduction in 2017
- 16 years of local presence
- 7 countries

Customers' Key Figures

- Retail: over **2.3 million** sqm
- Airports: **11.4 million** passenger movements
- Hospitality: over **1,900** suites
- Residential: over **650,000** sqm



Portfolio Breakdown

- Retail
- Transportation
- Offices
- Leisure & Entertainment
- Residential
- Hospitality
- Banking & Finance
- Educational
- Healthcare



A Customer-Centric Strategy

In a fast-paced environment, customers look for reactive and innovative partners to manage their energy and facilities systems. With 15 years of experience in the field, Enova has established itself as much more than a Energy & Facilities Management company. Clients rely on us to develop new solutions that meet their specific business challenges and support their growth in a sustainable manner.

"Enova is taking up new challenges with our Retail, Transportation, Healthcare and Industry clients. We aim to anticipate their fast-changing needs by delivering tailored, high value services that act as boosters for their business."

- Anne Le Guennec, CEO of Enova



Our strategy focuses on four market sectors that have a growing need for customized services:

- Retail
- Transportation
- Healthcare
- Industry

Retail



Blend the ultimate comfort of a smart shopping experience and an increased commitment to sustainability.



Transportation

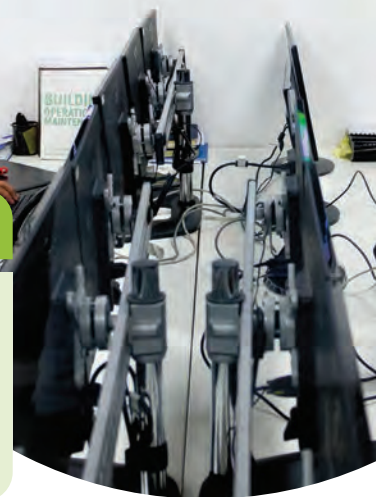


Guarantee safe and smooth travel experience to passengers through the management of facilities while reducing energy consumption.

Healthcare



Ensure reliable and efficient support services so healthcare specialists can focus on their core business, providing care to their patients.



Industry



Bring efficient solutions to reduce the energy consumption of facilities and processes thanks to the use of big data.



Customer Challenges

End Users & Guests

Optimum comfort warranty

- Boost customer experience
- Strengthen customer loyalty
- Respect all HSEEQ policies

COMFORT

Asset Manager & Operator

Cost reduction & increased visibility

- Manage costs with occupancy
- Improve operations efficiency
- Be attractive to customers

FLEXIBILITY

Investor & Owner

Value & durability of assets

- Increase asset life expectancy
- Promote brand image
- Develop a sustainable model


ASSET VALUE

Our Building Energy Efficiency Services


	BEES RELIABILITY	BEES FOCUS	BEES PERFORMANCE
Guarantees			
Comfort	✓		✓
Cost of O&M	✓		✓
Energy Savings		✓	✓
Services			
Assets Audit	✓		✓
Energy Audit		✓	✓
Energy Projects		✓	✓
Energy monitoring		✓	✓
O&M	✓		✓

BEES PERFORMANCE

BEES RELIABILITY

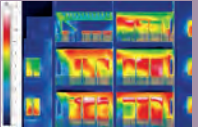


Sklled technical staff




CAFM System

BEES FOCUS



Asset & building energy audits



Energy Saving Center



Operational & Technical Tools

24/7 Helpdesk

- Answers over 450,000 calls per year
- Runs thank to multilingual operators based at HQ
- Keeps track of operations through integrated Asset Management system
- Enables On line monitoring and in-house customization



Asset Management System

- Manages over 400,000 assets
- Updates the system and sends notifications real time
- Enables efficient management of store and inventory
- Centralizes all operations through a PDA application
- Provides web based access to CAFM & Helpdesk agents



Fleet Management System

- Tracks over 100 vehicles equipped with GPS
- Monitors movement and minimizes response time
- Optimizes time & operations reactivity
- Reduces the vehicle usage cost analysis
- Improves safety of staff



Hubgrade Smart Monitoring Center

- Enhances data analysis
- Benchmarks with various portfolio
- Improves response time due to real time follow up
- Supports our commitment to energy guarantee
- Brings added value to our clients
- Monitors local energy production: generators, solar, etc.





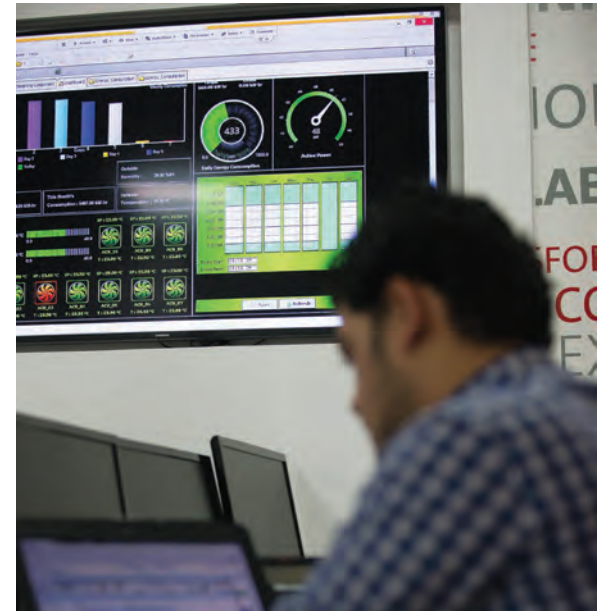
Hubgrade, our Smart Monitoring Center

Hubgrade is Enova's smart monitoring center for energy management, located at our Dubai headquarters. Our Hubgrade analysts monitor and leverage real-time data to provide integrated Energy & Facilities Management to municipal, industrial and commercial clients.

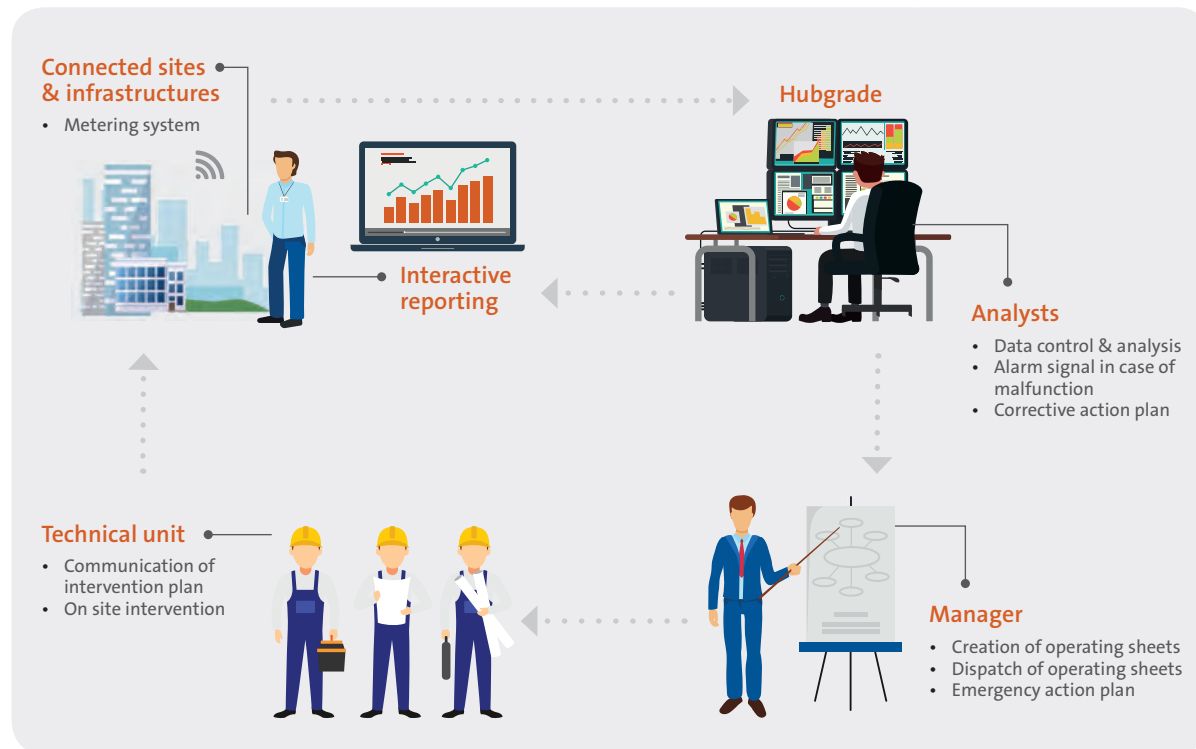
By analyzing real-time energy flows, Enova is able to identify potential areas of optimization and implement the right energy conservation measures, hence generating long term energy savings.

Analysis against Key Performance Indicators and benchmarks, together with advanced analytics, guarantees that the savings are achieved and ensures the transparency and traceability in day-to-day operations and maintenance.

Hubgrade can be used on a wide range of municipal and commercial buildings, and industrial facilities. It covers all resources and utilities, such as electricity and water consumption, or waste production.



Hubgrade



Energy Live

To ensure full visibility on the results delivered by Hubgrade, our clients also have the opportunity to display key data generated by the system on strategically located screens.

We believe it creates a visible commitment to all end-users, involves them in reaching ambitious environmental targets, and re-inforces our clients' sustainability objectives.



Service Delivery

Design review strategic consultancy

- Review of design targeting best life cycle of the development and lowest running costs
- H&S, environmental management implementation
- Set up hard and soft services delivery strategy
- Budget pre-opening and post-opening

Technical services

- Infrared thermography
- Ultrasonic pipe testing
- PAT tests
- Vibration/spectrum monitoring and condition analysis
- Water treatment systems review/analysis
- BMS upgrade

Hard services

- HVAC and refrigeration
- Electrical (LV & HV) system maintenance
- Plumbing and sanitary systems
- Building and fabric maintenance
- Support to governmental inspections
- Major maintenance and refurbishment

Helpdesk services

- Implementation of site-based or integration to centralized helpdesk
- Identification of clients' priorities, contractual requirements and escalation processes
- Customer satisfaction management

Energy management

- Bill validation
- Operational improvement solutions
- Energy audits
- Energy management and conservation measures
- Technical & feasibility study of HVAC system
- Project execution supervision and management

Commissioning

- Active participation on the commissioning of the sites
- Management of snag lists and interface with contractors

Asset management

- Capture of assets and integration to asset management system
- Set up PPM plan according to international standards
- Condition surveys when required

Specialized systems

- Building Management System (BMS)
- CCTV, access control, PA system, AV system
- Fire detection and protection systems maintenance
- Water treatment
- Vertical transportation (lifts, escalators...)

Soft services

- Cleaning, pest control, waste management, landscaping
- Security, reception services, concierge, valet services and conference
- Mail room, archive management
- Movement and reprographics management

Renewable energy services

- Engineering Procurement and Construction (EPC) for renewable energy projects
- Operation & maintenance of solar power plant





Our References

Mall of the Emirates, Dubai, UAE

With a total gross leasable area (GLA) of **248,000 sqm**, the **region's first shopping resort** currently features the Middle East's first indoor ski resort and snow park, more than 560 international brands, over 90 restaurants, and two 5-star hotels.

- Provision of mechanical, electrical, plumbing services, minor civil works
- Management of specialized technical and non-technical contractors
- Solar PV panels installation and maintenance

BEES RELIABILITY

Sharjah International Airport, UAE

Unique location being **10 km** away from Sharjah city centre, and about 20 min drive from nearby Emirates, the longest runway (**4,060 metres**) in the region with Cat II capabilities. **Over 11.3 million passengers** pass through the Airport.

- Provision of Energy and Facilities Management services
- Specialized airport infrastructure systems and ground services

BEES RELIABILITY

Dubai International Finance Centre, UAE

With a scope spanning **16 buildings**, pedestrian access areas and other assets covering over **510,000 sqm**, the contract also includes the Exchange building, one of the newest developments being added to DIFC's world-class infrastructure.

- Provision of mechanical, electrical and plumbing services
- Energy audit and connection to Hubgrade
- Cleaning, reception, security, etc.

BEES RELIABILITY

JAFZA Retrofit Project Dubai, UAE

The **largest energy retrofit project** in the Middle East covers **157 buildings** in the Jebel Ali Freezone (JAFZA) and aims to reduce water and electricity consumption by 31% within 6 years.

- Energy audit and implementation of conservation measures
- Operation and Maintenance of all equipment installed

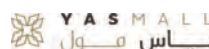
BEES PERFORMANCE

Mall of Egypt, Cairo, Egypt

With a gross leasable area (GLA) of **160,000 sqm**, Mall of Egypt is the **first shopping destination** of its kind to open in Egypt. It currently features more than 72 food outlets, Africa's first indoor skiing slope, a 21 multi-screen VOX Cinemas, Magic Planet, and other entertainment options.

- Provision of Energy and Facilities Management
- Connection to Hubgrade

BEES PERFORMANCE





Sustaining your growth

Enova

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