



by  **VEOLIA**

Facilities & Energy Management
Building Energy Efficiency Services



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Your Dedicated Facilities & Energy Management Partner

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

Enova is able to deliver a proven approach by which a broader range of outcomes and end results can be measured. To our partners, the value of our services translates as:

- **Increased profitability**
- **Increased competitiveness**
- **Reduced contract risk and exposure**
- **Greater sustainability of the services provided**
- **Enhanced green image**

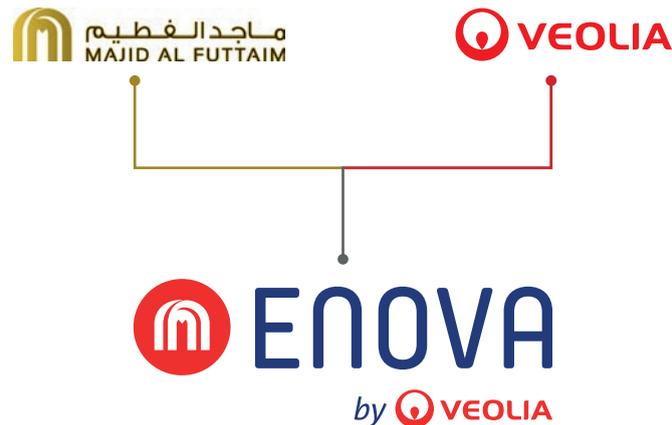


Enova

Majid Al Futtaim and Veolia Joint Venture

Retail, Properties and Ventures

- \$5.871 billion** in revenue
- 160 million** footfall
- 12** Countries of presence
- 50** Hypermarkets
- 60** Supermarkets
- 109** VOX Cinemas screens
- 17** Shopping malls
- 11** Hotels **2,980** rooms and suites
- 4 million m2** communities (2014 global data)



Water, Waste and Energy

- €24.4 billion** in revenue
- 179,000** employees on **5** continents
- 21 million** tons of CO2 reduction
- 96 million** people with drinkable water
- 60 million** with wastewater systems
- 52 million** MWh generated
- 31 million** tons of waste recovered
- (2014 global data)

With interests in properties, retail and the development of mixed-use communities, Majid Al Futtaim has redefined Shopping, Entertainment and Living in the MENA region.

Creating Great Moments For Everyone Everyday



Enova is a joint venture created in 2002 between Majid Al Futtaim Ventures - which is the growth engine responsible for developing new businesses that complement and reinforce the **Majid Al Futtaim Group** leadership in its core businesses, and **Veolia** - the global leader in optimized resource management; designing and providing water, waste, and energy management solutions that contribute to the sustainable development of communities and industries.

Enova benefits from **Veolia's** global know how and **Majid Al Futtaim's** local expertise enabling the company to enhance international best practices, giving them a local touch.

Veolia provides a range of water, waste and energy services vital to human development and sustainable performance

Resourcing the World





Enova

Historical Facts

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

Enova employs over **2,000** highly trained and multi-skilled employees serving a wide portfolio of clients in the residential, commercial, industrial, public and healthcare sectors. Enova is the leader in energy and multi-technical services, delivering comprehensive services to its clients, and was the **first company in Dubai to be certified ESCO (Energy Services Company)** by the RSB (Regulation & Supervision Bureau) in April 2014.

2002

2004

2006

2008

2010

2012

2014

2015



Established Joint Venture



Established operations in Saudi Arabia, Bahrain & Oman



Established operations in Lebanon & Qatar



Established operations in Egypt

ISO 9001

ISO 14001; OSHAS 18001

ISO 50001; ESCO

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



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



Enova expands its activities across national borders



Enova commits on governmental projects



Enova develops the Building Energy Efficiency Services offers and the Energy Saving Center



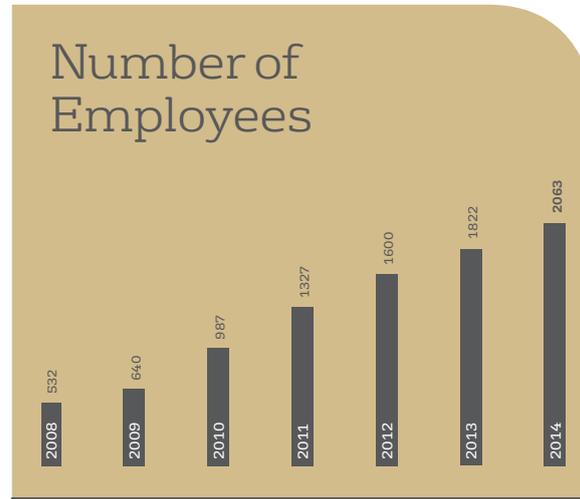
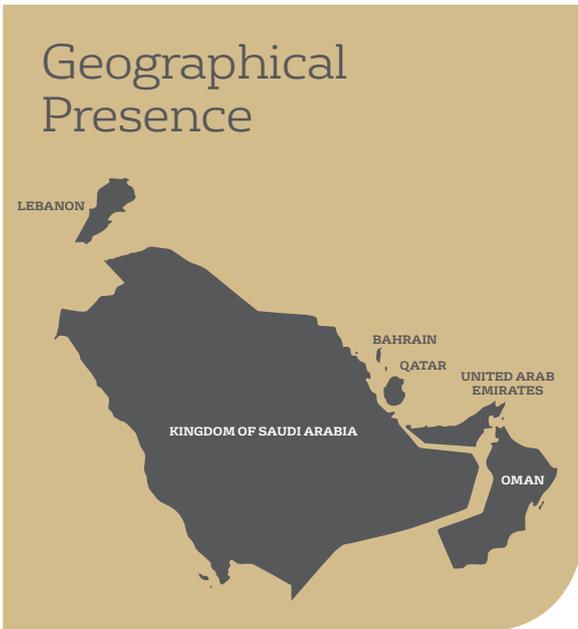
Enova proceeds to major audits and signs the first energy performance contract of UAE





Enova Overview

Company Main Features

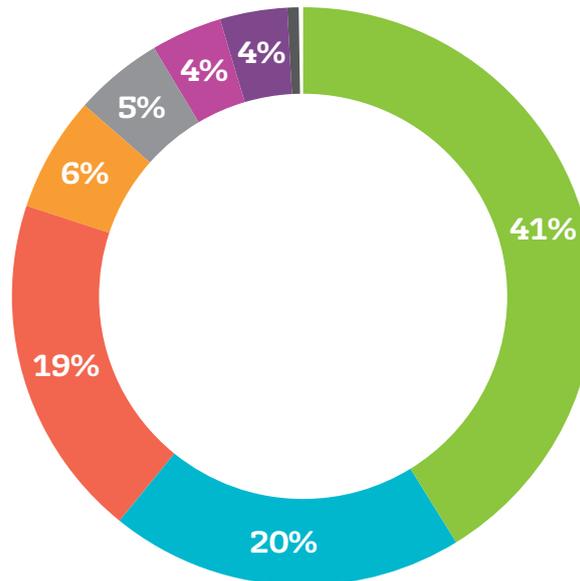


Operations & Maintenance Energy Management

- 1st accredited ESCO
- 12 years of local presence
- 7 countries, including Egypt
- 3255 tons of CO2 reduction
- 10.4 million sqm managed
- 2 days training per employee per year
- 4 international standards certifications

Customers' Key Figures

- Retail: **1.5m** sqm
- Airports: A flow of over **91.7m** passengers
- Hospitality: Over **1,900** suites
- Residential: Over **650,000** sqm



Portfolio Breakdown

- Retail
- Airports
- Offices
- Municipality
- Hospitality
- Telecommunication
- Residential
- Defense



Diversified Players Our Customers' Challenges

End Users & Guests

Optimum comfort warranty

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

COMFORT

Asset Manager & Operator

Reduce costs & increase visibility

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

FLEXIBILITY

Investor & Owner

Valorisation & durability of assets

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

ASSET VALUE

Building Energy Efficiency Services Our Solution

	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
RELIABILITY

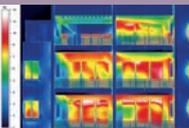


Sklled technical staff



CAFM System

BEES
FOCUS



Asset & building energy audits



Energy Saving Center



Enova Services 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

Energy Management

- Optimisation / guarantee of energy consumption
- Bill validation
- Providing operational improvement solutions
- Site Surveys and training
- Energy management and conservation measures.
- Technical & Feasibility Study of HVAC system from conceptual design review to equipment performance evaluation
- 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

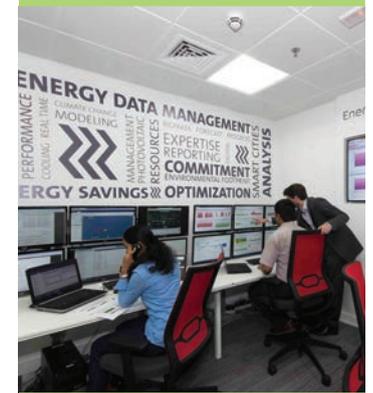
Management of Subcontractors

- Building Management System
- CCTV, Access control, PA System, AV System,
- Fire Detection and Protection Systems Maintenance.
- Water treatment
- Vertical Transportation (lifts, escalators...)

Soft Services

Management of Subcontractors

- Cleaning, Pest Control, Waste Management, Landscaping
- Security, Reception services, Concierge, Valet Services and conference
- Mail Room, Archive Management
- Movement and Reprographics Management





Enova

Operational & Technical Tools

24/7 Helpdesk

- Manages over 250,000 calls per year
- Runs thanks to multilingual operators based in the HQ's
- Keeps track of operations through integrated Asset Management system
- Enables On line monitoring and in-house customization



Asset Management System

- Registered and manages over 400,000 assets
- Updates the system and sends notifications real time
- Enables store and inventory efficient management
- 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
- Optimizing time & operations reactivity
- Reduces the vehicle usage cost analysis
- Improves safety of staff



Energy Saving Center

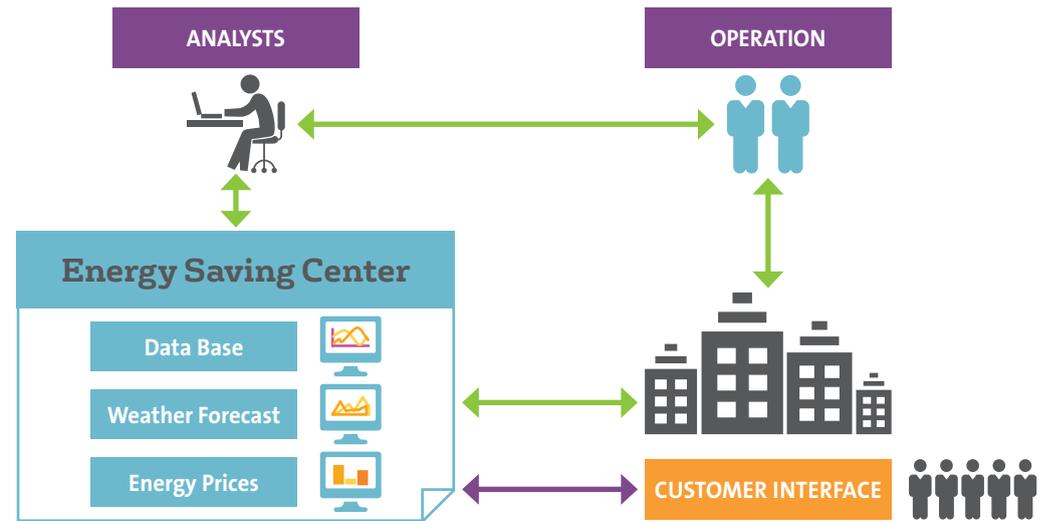
- Enhances data analysis
- Benchmarks with various portfolio
- Improves response time due to real time follow up
- Support our commitment to energy guarantee
- Brings added value to our clients





Integrated Facilities & Energy Management

Measure, Analyze and Operate



Energy Saving Center & Energy Live

Delivering Guaranteed Energy Savings

- Achieves sustainable energy savings
- Guarantees these savings over the long term
- Gives full visibility on the results
- Displays analysis in strategic places
- Creates a visible commitment to all end users
- Re-enforces the sustainability message



Energy Saving Center

Sustainable

Guaranteed

Visible

RESULT

Energy Live

Curious

Aware

Involved

PEOPLE



Local References

United Arab Emirates

Abu Dhabi Investment Authority, Abu Dhabi, UAE

sovereign wealth fund owned by Emirate of Abu Dhabi. It manages the Emirate's excess oil reserves, estimated to be as much as \$500 billion.

- Operation and Maintenance of the facilities
- Multi-technical Services

BEES RELIABILITY



Mall of the Emirates, Dubai, UAE

the **world's first shopping resort**, currently features more than 560 international brands with a total gross leasable area (GLA) of 233,467 sqm, as well as family leisure offer, more than 90 restaurants and two 5-star hotels.

- Provision of Mechanical, Electrical, Plumbing services, minor civil works
- Management of specialized technical and non-technical contractors

BEES RELIABILITY



Dubai International Airport, UAE

the **first busiest airport in the world** in terms of international passengers, with a collective capacity of **75 million passengers per annum** and a total built up area of 1,972,474 sqm.

- Energy audit and analysis, including advice on energy conservation measures
- Project Implementation

BEES FOCUS



DEWA Headquarters & Buildings, UAE

one of the leading utilities in the world and committed to a long-term sustainable future for delivery of electricity and water to the Emirate of Dubai.

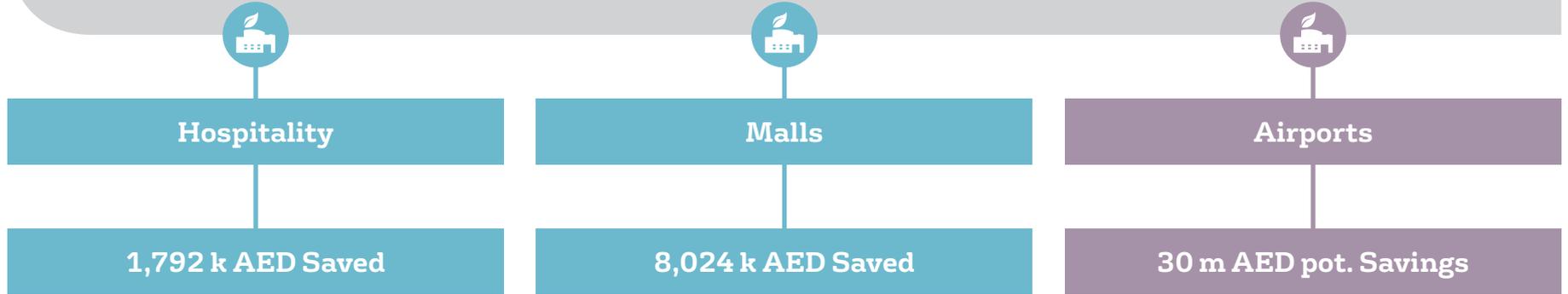
- Design, installation, operation and maintenance
- Provision of Facilities and Energy Management

BEES PERFORMANCE





Results



References Across Middle East





Building Energy Efficiency Services

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