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)

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.

Creating Great Moments For Everyone Everyday

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

Resourcing the World

#GreatMoments

#LivingCircular
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.

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 boarders

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

Geographical Presence

- Lebanon
- Kingdom of Saudi Arabia
- Bahrain
- Qatar
- Oman

Operations & Maintenance Energy Management

- 1st accredited ESCO
- 12 years of local presence
- 7 countries, including Egypt
- 3,255 tons of CO2 reduction
- 10.4 million sqm managed
- 2 days training per employee per year
- 4 international standards certifications

Number of Employees

- 2008: 130
- 2009: 160
- 2010: 200
- 2011: 230
- 2012: 300
- 2013: 330
- 2014: 320

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: 41%
- Airports: 20%
- Offices: 19%
- Municipality: 12%
- Hospitality: 6%
- Telecomunication: 4%
- Residential: 4%
- Defense: 2%
Diversified Players  Our Customers’ Challenges

End Users & Guests
- Optimum comfort warranty
  - Boost customers experience
  - Strengthen customers loyalty
  - Respect all HSE(EQ) policies

Asset Manager & Operator
- Reduce costs & increase visibility
  - Manage costs with occupancy
  - Improve operations efficiency
  - Be attractive to customers

Investor & Owner
- Valorisation & durability of assets
  - Increase asset life expectancy
  - Promote brand image
  - Develop a sustainable model

Building Energy Efficiency Services  Our Solution

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<th>Guarantees</th>
<th>BEES RELIABILITY</th>
<th>BEES FOCUS</th>
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BEES PERFORMANCE
- Skilled technical staff
- CAFM System
- Asset & building energy audits
- Energy Saving Center
### 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 thank to multilingual operators based in the HQ’s
- Keeps track of operations through integrated Asset Management system
- Enables online 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
- Reinforces the sustainability message
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

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

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

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
Results

- **Hospitality**: 1,792 k AED Saved
- **Malls**: 8,024 k AED Saved
- **Airports**: 30 m AED pot. Savings

References Across Middle East