

Hubgrade
by  **VEOLIA**

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Company profile

August 2021

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THE AGENDA

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ABOUT
ENOVA

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TECHNOLOGY &
DIGITALIZATION

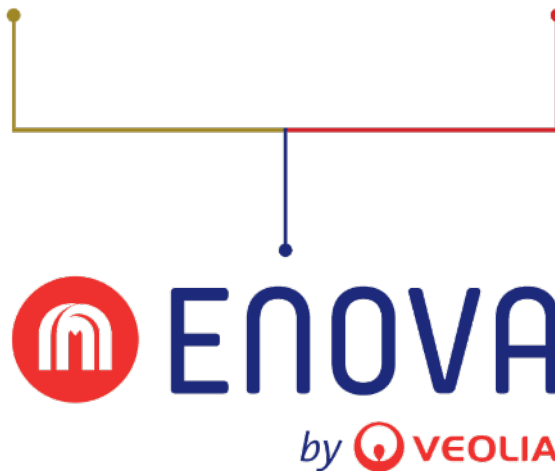
04

REFERENCES

1 | ABOUT ENOVA SHAREHOLDERS

CREATE GREAT MOMENTS FOR EVERYONE, EVERYDAY

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



Resourcing the world

Veolia group is the global leader in optimized resource management. The Group designs and provides water, waste and energy management solutions which contribute to the sustainable development of communities and industries.

1 | ABOUT ENOVA VISION AND MISSION



Vision

We believe that the **scarcity of natural resources** must be transformed from a constraint to **an opportunity**. Our vision is to lead this transformation, being the reference in **building sustainability services**.



Mission

Preserving environmental resources in the cities for the generations to come. Combining access to global expertise and best practices to a deep knowledge of the local market, we deliver innovative sustainable energy solutions to customers, guaranteeing and enhancing their performance while contributing to resourcing the world.

1 | ABOUT ENOVA VALUES



Bold and Responsible

Bold: showing a fearless daring spirit to develop business

Responsible: able to answer for our conduct and obligations



Passionate while Focused

Passionate: expressing intense pride to the work we do

Focused: driven towards achieving our goal



Innovative to be Sustainable

Innovative: creating or using new ideas or methods to add value to our customers

Sustainable: involving methods that preserve the world's natural resources

1 | ABOUT ENOVA LEADERSHIP



Renaud Capris
Chief Executive Officer



Francisco Ramalheira
*Senior Vice President -
Business Development
and Marketing*



Amin El Najjar
*Senior Vice President -
Operations in Dubai &
Northern Emirates, Egypt,
Oman, Lebanon & Turkey*



Ibrahim Ghosn
*Senior Vice President -
Operations in Abu Dhabi,
Saudi Arabia, Bahrain &
Qatar*



Rachid Hamida
*Vice President -
Energy & Technology*



Wafy Yazbeck
*Vice President -
Finance & Compliance*



Assem Chabti
*Vice President -
Human Resources
& Support*



Wael El Khatib
*Director -
IT, Digital & Call Center*

1 | ABOUT ENOVA HISTORY

2002 

- Creation of Enova
- Maintenance contracts of Majid Al Futtaim Key Assets

2006 

- ISO 9001 - Quality Management

2007 

- Operations established in Saudi Arabia

2014 

- ESCO accreditation in Dubai
- Launch of Hubgrade, our smart monitoring centre
- 250 data points connected to Hubgrade

2013 

- Operations established in Lebanon

2012 

- ISO 14001 - Environmental Management
- OHSAS 18001 - Occupational Health & Safety
- ISO 50001 - Energy Management
- Operations established in Oman

2008 

- Operations established in Bahrain

2015 

- Operations established in Egypt
- First EPC project awarded in Dubai
- 4,750 data points

2016 

- Operations established in Qatar
- Largest EPC contract awarded in the region
- 9,750 data points
- Launch of renewable energy services

2017 

- ISO 55001 - Asset Management
- Launch of digital suite
- ESCO accreditation in Sharjah

2018 

- ESCO accreditation in Ras Al Khaimah
- ESCO accreditation in Saudi Arabia
- 3 EPC contracts awarded

2021 

- ISO 27001 - Information Security Management
- ISO 45001 - Occupational Health & Safety
- ISO 41001 - Facilities Management

2020 

- Operations established in Turkey
- Launch of Enova Virtual Operations
- 10 EPC contracts & 20 solar projects milestone
- 26,000 data points

2019 

- Launch of our 'Super Dashboard'
- First Hubgrade connection in Qatar
- 15,200 data points

1 | ABOUT ENOVA OVERVIEW

Enova is the regional leader in integrated energy and multi-technical services, delivering comprehensive services to our clients.

We provide **performance-based Energy & Facilities Management solutions** that help customers achieve their financial, operational, and environmental targets.

With over 3,900 highly trained and multi-skilled employees, Enova serves a wide portfolio of clients in the public, residential, commercial, industrial and healthcare sectors across the region.

| Company key figures

- **Over 3,900** employees
- **19** years of local presence
- **8** countries
- **7** ISO certifications



| Key sectors

- **46** malls
- **6** international airports
- **1** metro & tram network
- **6** hospitals & clinics
- **3** industry global players
- **30** hotels & residences



| Energy Management

- **4** ESCO accreditations in the region
- **19** Energy Performance Contracts
- **142 million** AED total cost savings
- **172,246** tons total CO₂ reduction



1 | ABOUT ENOVA AWARDS

2017

- "Retrofit Project of the Year" by RetrofitTech UAE
- "Supplier of the Year (non-SME)" by Expo 2020

2019

- "Better Together - Service Provider" by Expo 2020 Dubai
- "UAE Facility Management Services Customer Value Leadership Award" by Frost&Sullivan
- "Digital Enabler of the Year" by ITP MENA Energy Awards
- "Health & Safety Initiative of the Year" (highly commended) by FM ME Awards
- "Technology-Driven FM Award" by MEFMA

2021

- "Transformational Leadership Award" by Tahawultech.com
- "Sustainability Project of the Year" (highly commended) by FM ME Awards
- "Retrofit Project of the Year" by CBN ME
- "Smart Buildings Solutions Provider of the Year" by CBN ME
- "CIO 300 Award" by Tahawultech
- "CXO Award" by CXO Insight ME

2016

- "Green FM Organization of the Year" by EmiratesGBC

2018

- "Excellence in Facilities Management – Silver Award" by Global FM Awards
- "Best Contractor & FM" by RetrofitTech UAE
- "Green Hotel of the Year" by RetrofitTech UAE
- "Solar Retrofit Project of the Year" by RetrofitTech UAE
- "Best Practices – UAE Energy Management Company of the Year" by Frost&Sullivan
- "Best Practices – UAE Energy Efficiency New Product Innovation Award" by Frost&Sullivan

2020

- "CXO Award" by CXO Insight ME
- "Excellence in Digital Innovation" by IDC MEA
- "Technology Implementation of the Year" (highly commended) by FM ME Awards
- "IOT integration of the Year" by Climate Control ME Awards
- "Building Efficiency Project of the Year" by Climate Control ME Awards
- "Technology & Innovation in FM" (highly commended) by Innovation in Construction & FM Awards

1 | ABOUT ENOVA CAPABILITIES

Over 3,900
employees in the region

200+
contracts

Head Office
located in Dubai

8 Operations Centres
in the region



1 | ABOUT ENOVA SCOPE OF WORK

Energy Management

As an energy partner with over 19 years of experience, we work with our partners on the optimization of their environmental performance and energy cost reduction.

Our services are all performed with a focus on sustainable development to mobilize local resources and minimize organizations' impact on the environment, while reducing both fossil fuel consumption and greenhouse gas emissions.



Mall of the Emirates - Solar Panels



City Centre Deira - Facility Management

Facility Management

Facility management entails multiple disciplines to ensure functionality of the built environment and integrating people, place, process and technology.

We provide maintenance services for building technical facilities, electrical networks and minor works to guarantee the availability of equipment, safety for users and the optimization of building operating costs.

The benefits of Facilities Management are economical, technical, qualitative, environmental, social and managerial.

2 | CHALLENGES & SOLUTIONS

CUSTOMER CHALLENGES

End Users & Guests

Optimum comfort warranty

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

COMFORT

Asset Manager & Operator

Reduce costs and increase visibility

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

FLEXIBILITY

Investor & Owner

Valorization and durability of assets

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

ASSET VALUE

2 | CHALLENGES & SOLUTIONS KEY OFFERS



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.



Hospitality

Have the comfort and well being of the hotel guest at the center of the equation, while improving the hotel commitment to sustainable goals.



Energy performance

Identify, implement and guarantee energy and water conservation measure on our client's portfolio to help them sustain their growth.

2 | CHALLENGES & SOLUTIONS BUSINESS BOOSTERS



Digital transformation

Capitalize on innovation and digitalization to drive the customer experience, transparency, operational efficiency and promote a circular economy.



Indoor Environmental Quality

Provide strategies and solutions to maintain an improved indoor air quality environment and ensure its continuous monitoring and management.



Renewable energy

Engineer, procure, contract, maintain and operate on site renewable energy solutions to complement the EPC offer.

2 | CHALLENGES & SOLUTIONS SERVICES OFFERED

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
- Reactive response service
- Major maintenance and refurbishment

Helpdesk services

- Implementation of site-based or integration of 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
- CCTV, access control, PA system, AV system
- Fire detection and protection systems maintenance
- Water treatment
- Vertical transportation (lifts, escalators)

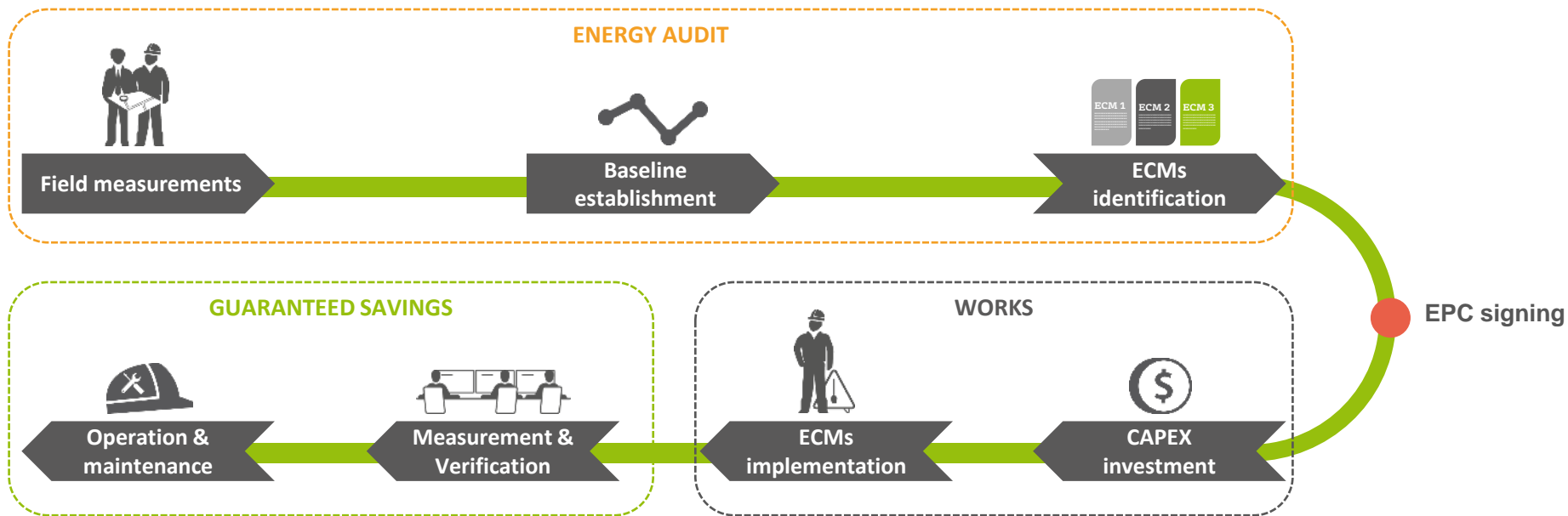
Soft services

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

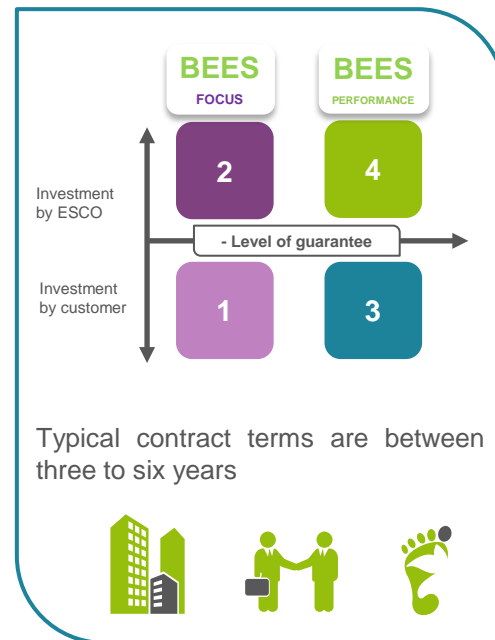
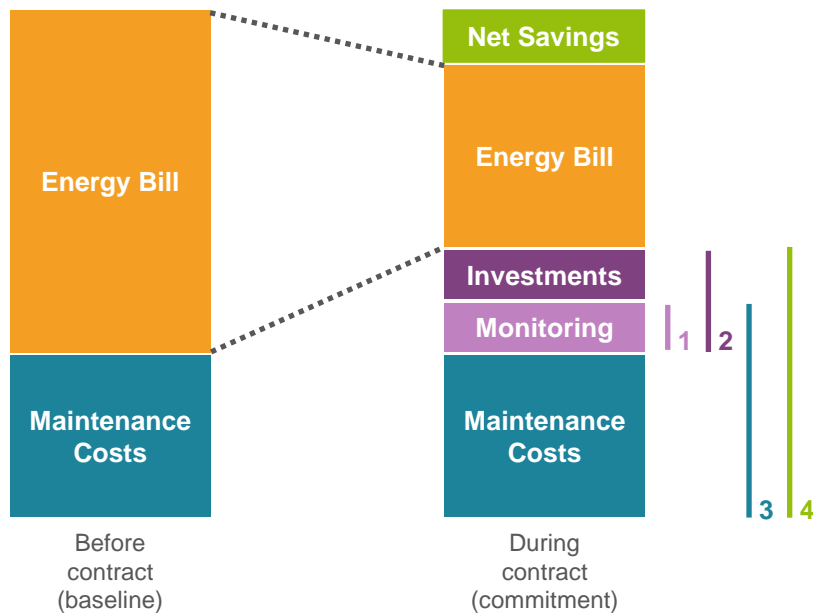
Renewable energy services

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

2 | CHALLENGES & SOLUTIONS ENERGY PERFORMANCE CONTRACT (EPC)



2 | CHALLENGES & SOLUTIONS EPC BUSINESS MODELS



3 | TECHNOLOGY & DIGITALIZATION OPERATIONAL & TECHNICAL TOOLS

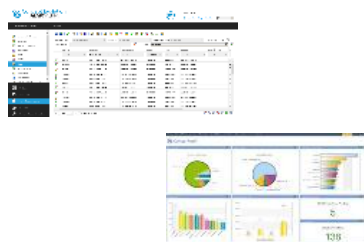
24/7 Helpdesk

- Manages over 450,000 tasks per year
- Runs thanks to multilingual operators based at HQ
- Keeps track of operations through integrated Asset Management system
- Enables online client monitoring and in-house customization



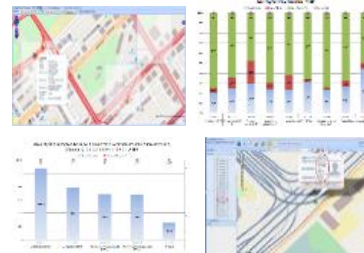
Asset Management System

- Over 500,000 assets registered and managed
- Updates the system and sends notifications in real time
- Enables efficient store and inventory management
- Centralizes all operations through a PDA application
- Provides clients with 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 platform

- 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.



3 | TECHNOLOGY & DIGITALIZATION HUBGRADE 4.0



Monitoring performance in **real-time** against a set of **KPIs** defined with the client

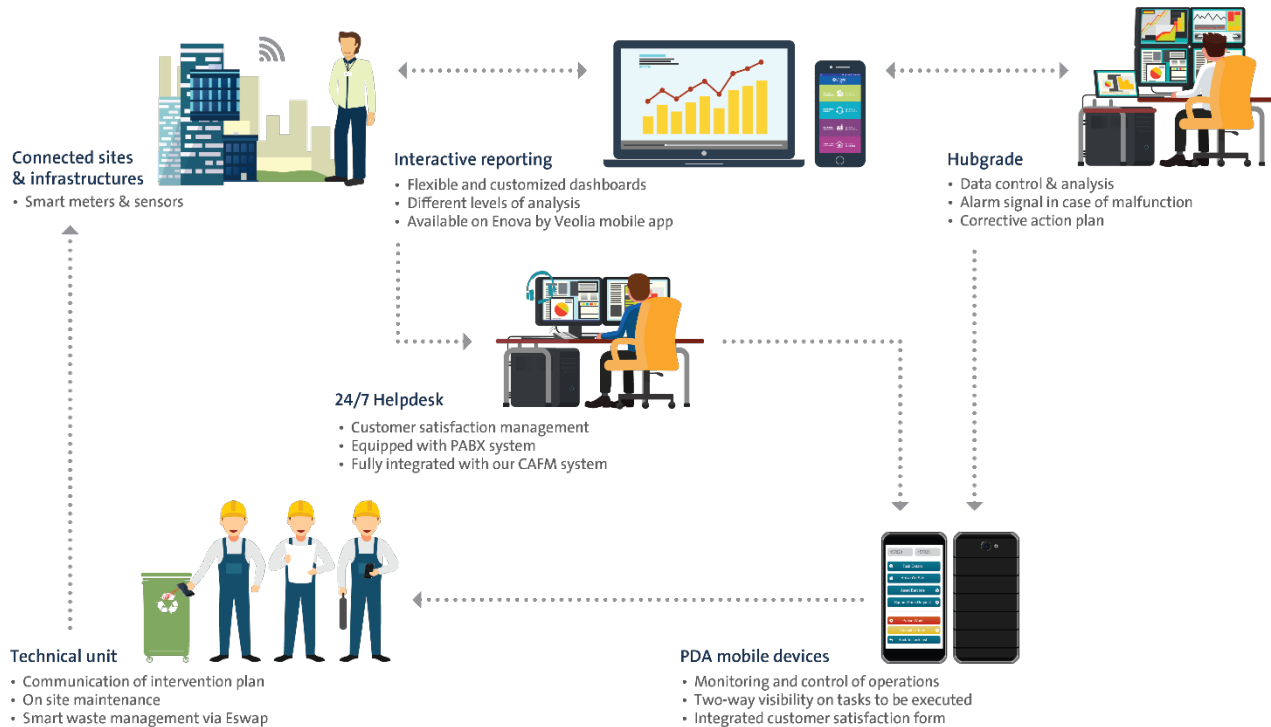
Analyzing data to identify **areas of optimization and drifts** & determining maintenance to be conducted by on-site or mobile teams

Transparent real-time reporting for our customers



3 | TECHNOLOGY & DIGITALIZATION

REAL-TIME PERFORMANCE MONITORING



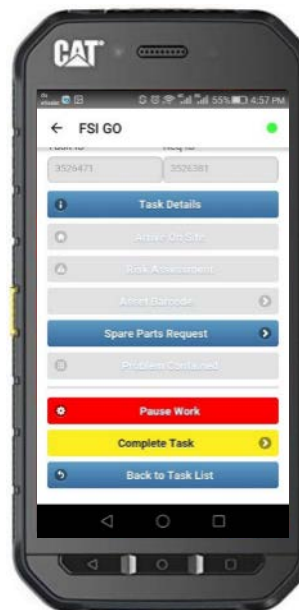
3 | TECHNOLOGY & DIGITALIZATION CAFM SYSTEM



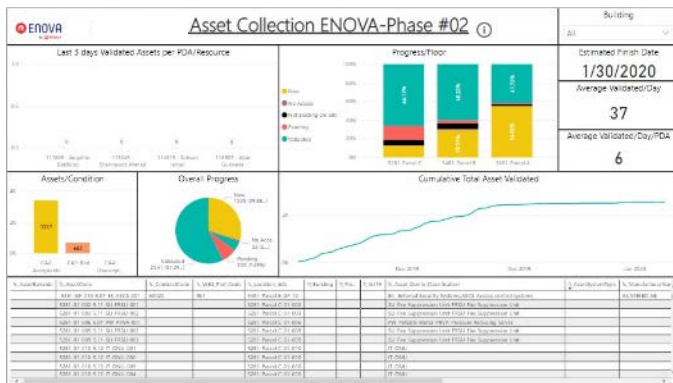
FSI Concept Evolution

- Asset Register & Asset Management
- Preventive maintenance
- Customer service/reactive maintenance
- Mobility
- Stock management
- Performance management

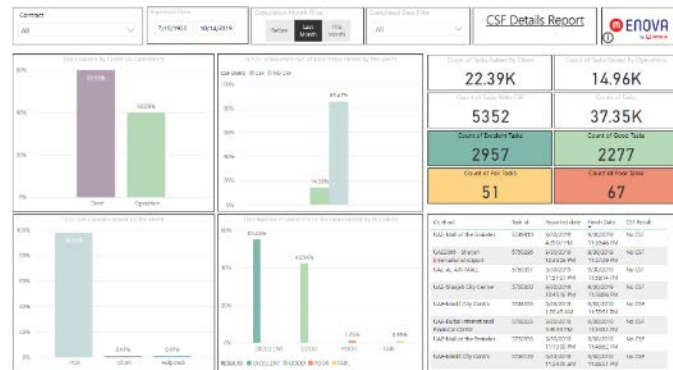
PDA's and PDA-related costs are part of Enova's scope of work. Any specific integration required with the Client's system is not.



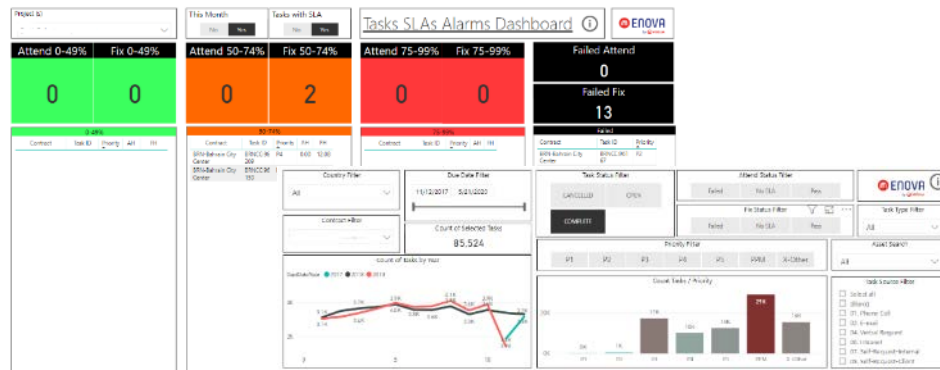
3 | TECHNOLOGY & DIGITALIZATION CAFM REPORTING & DASHBOARDS



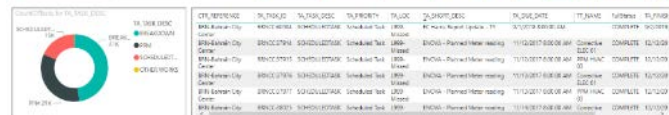
Asset collection dashboard



CSF reporting



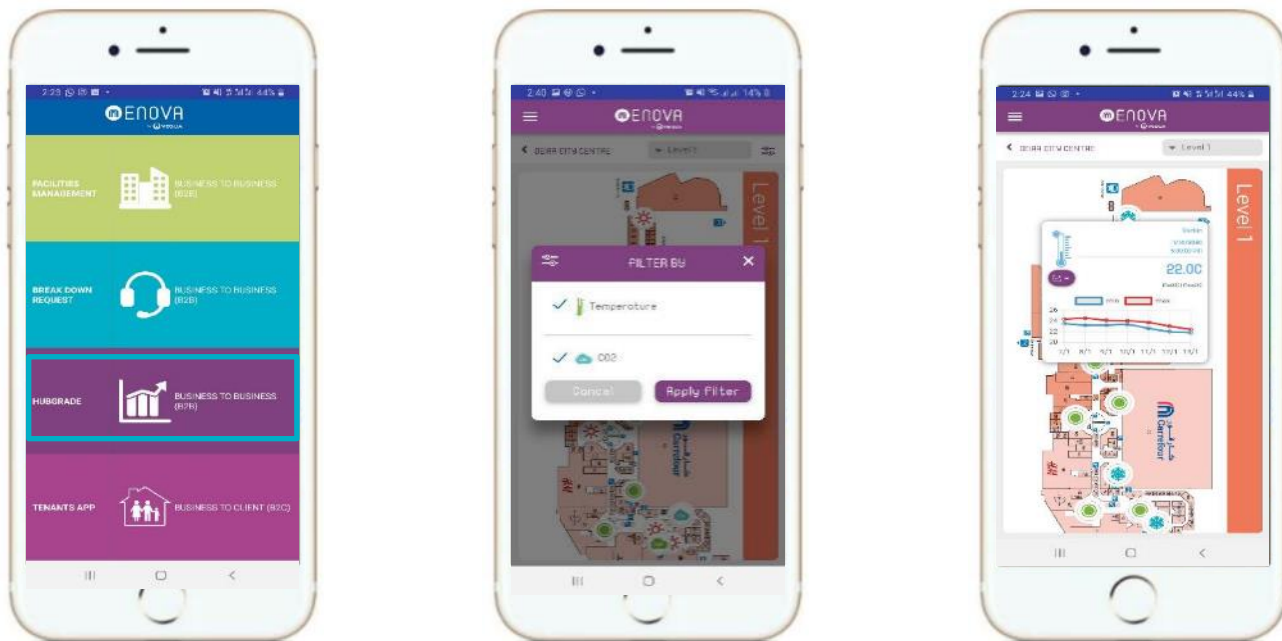
Work orders reporting



3 | TECHNOLOGY & DIGITALIZATION ENOVA BY VEOLIA APP

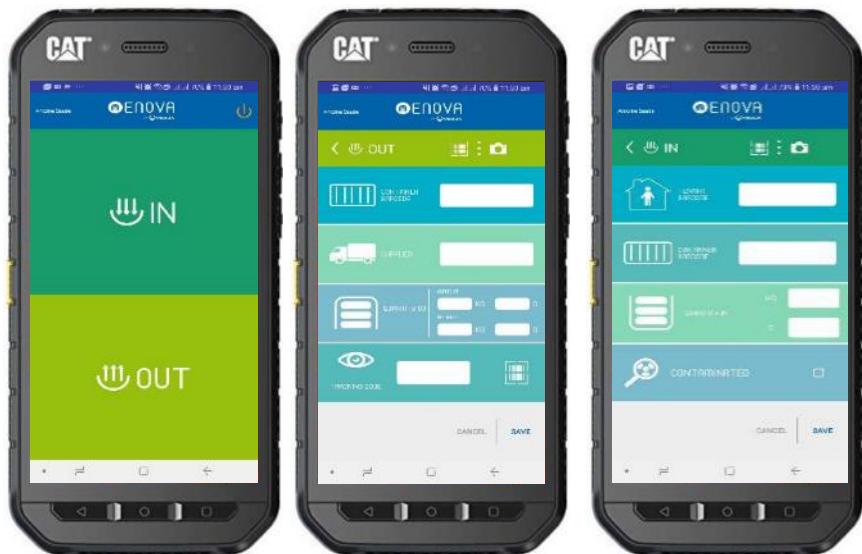


3 | TECHNOLOGY & DIGITALIZATION HUBGRADE ON ENOVA BY VEOLIA APP

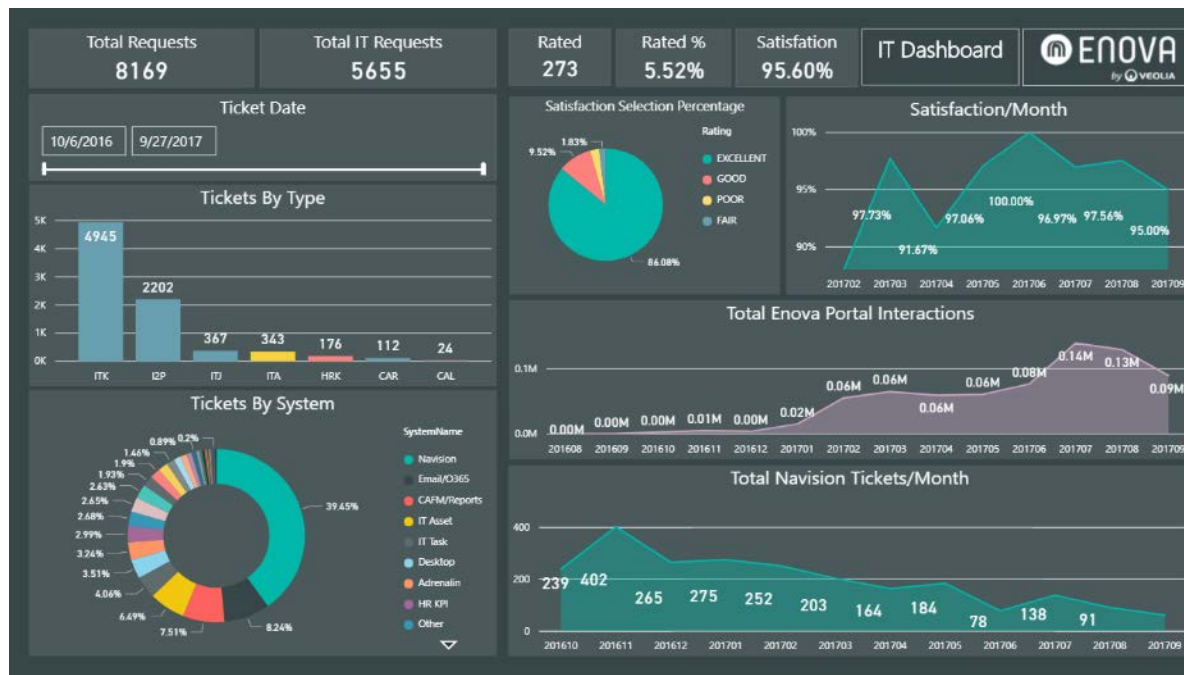


3 | TECHNOLOGY & DIGITALIZATION

ENOVA SMART WASTE MANAGEMENT APP (ESWAP)



3 | TECHNOLOGY & DIGITALIZATION INTERNAL DASHBOARDING



- Operations & Maintenance & Energy Efficiency in real-time
- Dashboards & Reporting
- Document Management
- Directory & Messaging System

3 | TECHNOLOGY & DIGITALIZATION

DRONE INSPECTIONS



Rooftop & duct network



Aerial thermography allows the precise detection of issue points in the building and the zones that present a risk of water infiltration points.

Building envelope



The drone's infrared camera is able to identify:

- Energy losses
- Thermal bridges
- Defects or lack of insulation
- The nature of fluid leaks in an industrial environment

Solar panels



Drone thermographic inspections of photovoltaic systems quickly determine the location of cell and module faults and interconnection issues.

Risk areas & specialized assets



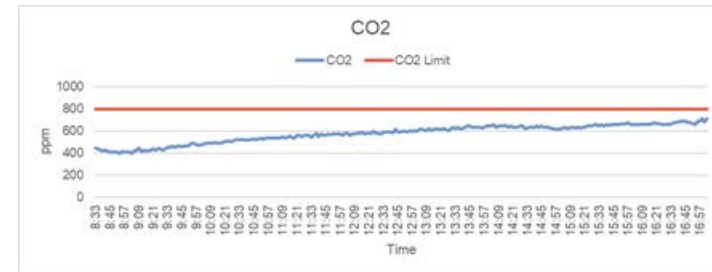
Areas deemed out of reach become accessible, without the intervention of helicopters, the use of nacelles or ropes, and their inherent risks.

CHW & plumbing pipe network



The infrared thermal camera can detect leaks or breaks in hot water pipes, regardless of the building configuration. The drone's small size makes it possible to inspect small parcels of the building, to spot even the slightest water infiltration.

3 | TECHNOLOGY & DIGITALIZATION INDOOR ENVIRONMENTAL QUALITY



Understand local regulations and requirements

- Define the contaminants to measure and tackle: Formaldehyde, VOC, Respirable Dust, Ozone, CO, CO₂, Bacteria & Fungi
- Define the type of samples, the acceptable limits and the sampling duration: 8-hour continuous monitoring (TWA)



Identify the best IEQ tools

- Comply with regulations**
- Optimize audit process**
- Identified and purchased a Canadian tool that can measure up to 15 pollutants simultaneously (8 hours/ sampling point)
- Air Spinner to measure bacteria and fungi (5 mins/ sampling point)



Define the best IEQ product

- Act on all contaminants**
- Nanotechnology-based products (photocatalytic oxidation for gases)
- High-tech filtration for respirable dust and fungi



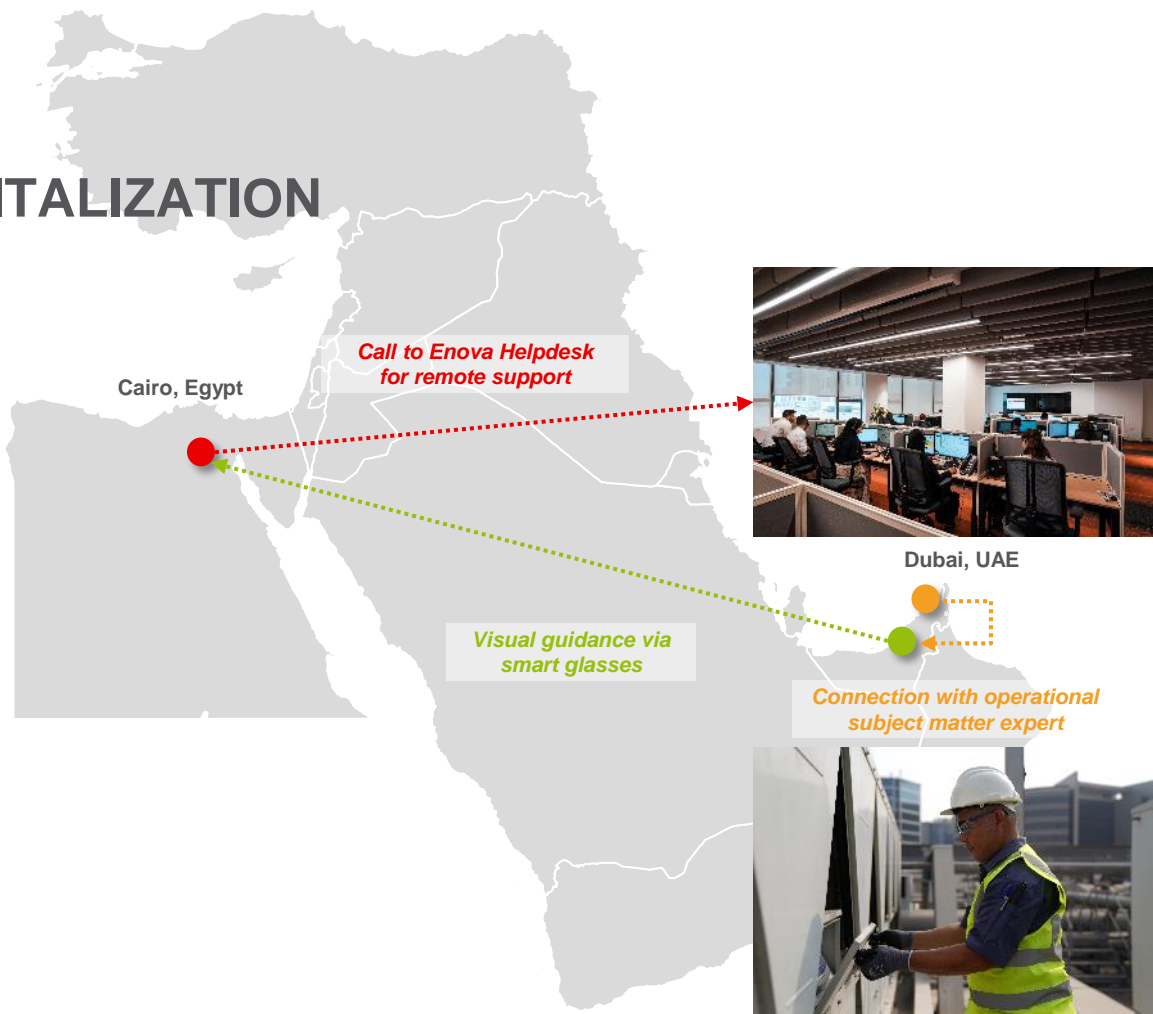
In-house IEQ audits

- Measurements of all pollutants set in the regulations
- Air sampling and analysis of fungi and bacteria in collaboration with an accredited laboratory
- Detailed reporting comparing all pollutants levels with regulations' acceptable limits along with recommendations and solutions proposition

3 | TECHNOLOGY & DIGITALIZATION SMART GLASSES



Problem identification on
Client site



3 | TECHNOLOGY & DIGITALIZATION

VIRTUAL REALITY TRAINING

Enova recently introduced Virtual Reality training tools; this technology will allow us to:

- Support the company's growth and increased **need for consistent training** across our large geographical area.
- **Improve HSE awareness and Technical skills** of our technicians, with immersion in “real” virtual situations: learning by doing and failing, for unlimited scenarios and without any risk.
- **Better evaluate skills** to consolidate our Skills Matrix and reinforce trainings in the areas needed.



4 | REFERENCES

FACILITIES MANAGEMENT CONTRACTS

Retail

Mall of the Emirates Dubai, UAE

Mall of the Emirates, the United Arab Emirates' flagship luxury destination, welcomes more than 40 million visitors each year who come to enjoy the region's best retail, dining and entertainment experiences.

- Mechanical, electrical, and plumbing services
- Minor civil works
- Management of specialized subcontractors
- 24/7 Helpdesk

Transportation

Sharjah International Airport Sharjah, UAE

Every year, Sharjah International Airport welcomes more than 11 million passengers and handles over 148,00 tonnes of freight.

- Mechanical, electrical and plumbing services
- Civil works
- Specialized airport operation systems, incl. air navigation services, airfield ground lighting systems, baggage handling systems, etc.
- 24/7 Helpdesk

Hospitality

Emaar Hospitality Group Dubai, UAE

Emaar Hospitality Group owns and manages a wide portfolio of premier hospitality assets and brands, including Address Hotels & Resorts and Vida Hotels and Resorts. The Group is the Official Hotel and Hospitality Partner of Expo 2020 Dubai.

- Mechanical, electrical and plumbing services
- MEP specialist systems
- Minor civil works
- 24/7 Helpdesk

Leisure & Entertainment

Ferrari World, Yas Waterworld & Warner Bros. World Abu Dhabi, UAE

The three iconic theme parks are all located on Yas Island Abu Dhabi.

Total Facility Management

- Mechanical, electrical and plumbing services
- Specialized systems services
- Provision of soft services including housekeeping, laundry, security, transportation, and staff accommodation management
- 24/7 Helpdesk

Retail

Yas Mall Abu Dhabi, UAE

Yas Mall is a super-regional mall, home to over 370 international brands, 68 F&B outlets and a range of entertainment facilities including a 24 screen Vox Cinemas, and the family-entertainment venue Fun Works.

Total Facility Management

- Mechanical, electrical and plumbing services
- Management of 25 subcontractors for the provision of specialized systems services
- 24/7 Helpdesk

4 | REFERENCES

ENERGY PERFORMANCE CONTRACTS

Shared savings

Department of Energy Abu Dhabi, UAE

Enova financed 80% of CAPEX for the Energy Conservation Measures implemented at four buildings from Abu Dhabi's Department of Energy, in the capital and Al Ain. This project has recently been completed and now in operation phase, with DoE using the findings as a pilot scheme for the future.

- Guaranteed electricity savings of over 5.3 GWh
- Mix of ECMs and renewable technologies
- All sites linked to Hubgrade for M&V

Zero CAPEX

Majid Al Futtaim Multiple locations

The Group has partnered with Enova to implement Energy Conservation Measures without CAPEX investment across 15 malls, in line with their Net Positive objective. All Malls across the GCC are connected to Hubgrade, our smart monitoring centre for energy management, to monitor the buildings' utilities consumption in real-time.

- AED 11.8 million savings achieved in 2019
- 28.3 GWh electricity saved in 2019
- 4 countries covered

Guaranteed savings

JAFZA Retrofit Project Dubai, UAE

Under this comprehensive, results-based contract, Enova commits to 30% savings on the electricity and water consumption across 157 accommodation buildings, the retrofit focused on the replacement and upgrade of air conditioning units, lamps and streetlights, installation of water saving devices and meters.

- AED 132 million energy savings guaranteed over 6 years
- 31.6 GWh electricity saved in 2019
- Over 20k tons of CO₂ emissions reduction in 2019

Guaranteed savings

RAK Municipality Ras Al Khaimah, UAE

Ras Al Khaimah Municipality selected Enova for a retrofit project covering four buildings as part of its RAK Energy Efficiency and Renewable Energy Strategy 2040. The five-year agreement was the first Energy Performance contract RAK Municipality signed in the Emirate.

- Energy and water usage cut by 31.3 %
- 440,000 kWh energy savings achieved in 2019
- Mix of commercial and industrial buildings

Guaranteed savings

King Abdulaziz Medical City Riyadh, KSA

Under Saudi Arabia's Tarshid program, Enova was awarded the first mega-project at KAMC. The retrofit covers 3 phases of the 690-bed campus, focusing on energy and water conservation measures, and will deliver in excess of 25,000 tones of CO₂ reduction every year.

- Over 50 mSAR in investment from Tarshid
- 35 gWh of electricity savings per annum
- Phased implementation to realize savings through lighting at the earliest opportunity

4 | REFERENCES SUSTAINABILITY ACHIEVEMENTS



265,347,353 kWh

total electricity savings



3,360,003 m³

total water savings



172,246 tons

total CO₂ reduction



142,364,460 AED

total cost savings

Equivalent



to



37,205

driven cars for 1 year



21,966,839,873

smartphones charged



94,907

tons of coal burned

4 | RECENT ACHIEVEMENTS SOLAR PROJECTS

32 solar projects in the region

21 Solar PV turnkey EPC

7 Solar PV consultancy

4 Solar PV leasing

Equivalent



to



54,385 kWp

Electrical capacity



32,450 tons

CO₂ emissions reduction



90,150,000 kWh/yr

Energy savings



29 projects in commercial sector



3 projects in industrial sector

**THANK YOU
FOR YOUR ATTENTION**

