



Airport Services

Operation and Maintenance of Technical Systems



Sustaining your growth

Enova

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EXPERT FACILITIES & ENERGY MANAGEMENT SERVICES TO BOOST ATTRACTIVENESS

Customer experience is at the heart of airport operations. At each step of their journey, passengers expect nothing less than the highest standards of comfort, efficiency, safety and increasingly, sustainability.

Airports that benefit from high-end Facilities and Energy Management services are able to meet these specific needs and positively impact passenger experience.

Whether they are departing, arriving, or on a stopover, ensuring the satisfaction of each and every passenger boosts the overall attractiveness of airports, the sales of retail shops and restaurants on site, and fosters preference for airlines based at the airport. Ultimately, it also supports local authorities in developing tourism, by attracting new travelers.



OUR REFERENCES

ABU DHABI AIRPORTS ABU DHABI | UAE

3 Airports
Beginning of contract: 2013
Over 23 million passengers per year



Facilities Management	Airport Systems
<ul style="list-style-type: none"> Electrical systems Mechanical systems Fire systems Public address systems CCTV Plumbing Civil works BMS 	<ul style="list-style-type: none"> X-Ray equipment Baggage handling systems Passenger loading bridges Security & surveillance systems Access control systems Minor airfield civil works

MOOVE Comfort

SHARJAH INTERNATIONAL AIRPORT SHARJAH | UAE

1 Airport
Beginning of contract: 2011
Over 11 million passengers per year



Facilities Management	Airport Systems
<ul style="list-style-type: none"> Electrical systems Mechanical systems Fire systems Public address systems CCTV Plumbing Civil works BMS 	<ul style="list-style-type: none"> X-Ray equipment Baggage handling systems Passenger loading bridges Security & Surveillance Systems Access control systems Minor Airfield Civil Works Communication, Navigation and Surveillance systems Airfield Ground Lighting

MOOVE Comfort

ENOVA, YOUR DEDICATED PARTNER IN FACILITIES & ENERGY MANAGEMENT

CEO Foreword

According to the International Civil Aviation Organization, regional air traffic is projected to grow by 5% every year until 2030. Accommodating this growing flow of passengers while smoothly managing operations and ensuring 24/7 service continuity is one of the biggest challenges of airport management.

Enova is the regional expert in Facilities and Energy Management for the aviation sector, with capabilities in managing not just technical operations and maintenance but also the complex systems exclusive to airports, such as baggage handling, passenger loading bridges, or air traffic management. We also guarantee reductions in energy and water consumption, thus improving airport's environmental footprint and generating sustainable savings for our clients over the long term.

Who We Are

Enova was established in 2002 as a joint venture between Majid Al Futtain Ventures and Veolia.

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

Where We Are



MOOVE: OUR RANGE OF OFFERS FOR THE TRANSPORTATION INDUSTRY

Because not all airports have the same needs, Enova developed MOOVE, a range of offers that guarantees strong and immediate results to operators:

GUARANTEES	MOOVE COMFORT	MOOVE DESIGN	MOOVE GREEN
✔ Comfort	✔		✔
✔ Safety	✔		✔
✔ Efficiency	✔		✔
✔ Sustainability		✔	✔
SERVICES			
✔ Audit	✔	✔	✔
✔ Project Implementation	✔	✔	✔
✔ Performance Management	✔	✔	✔
✔ Operation & Maintenance	✔		✔

MOOVE: ENHANCING PASSENGERS' JOURNEY AT EVERY STEP

Enova has the qualified people, processes, and tools, as well as framework agreements with the major equipment manufacturers or service providers to either self-deliver or manage the delivery of all technical services in the airport.

MOOVE, our one-stop-shop, tailor-made offering for airports allows our customers to reduce their costs, simplify their processes, and focus on their operational core business, while we deliver guaranteed performance on all the assets we manage.

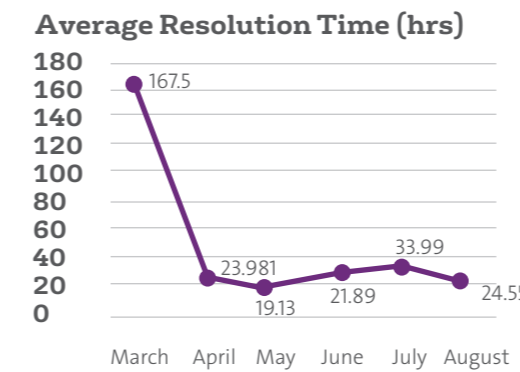
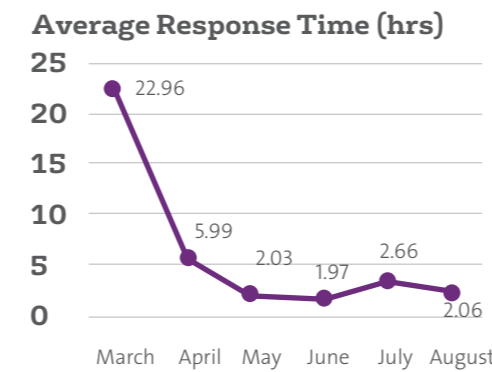
We have also developed innovative business models, such as DBO (Design, Build and Operate), to seamlessly incorporate new systems or upgrade existing ones, assuming the responsibility of the system's performance.

A robust Performance Management System

Our Performance Management System, Enova's operational management tool, is designed to achieve the utmost performance on output-based contracts. Our site managers monitor our real-time performance against a set of Key Performance Indicators defined with the customer, such as CNS & AGL systems availability, indoor air quality and temperature inside the terminal, percentage of preventative maintenance executed, number of calls, percentage of calls closed on time, cost of operations per passenger or per aircraft movement.

As soon as a drift is detected, the manager takes corrective action so that there is no impact on the airport's operations. The system is fully integrated with our other tools, providing full real-time reporting to our customers, and calculating possible penalties to be applied to the service providers.

Example of a portfolio of clients' facilities: response time divided by 10, resolution time divided by 7, following implementation of the performance management system.



PASSENGER EXPERIENCE



Tools designed to increase Performance

24/7 HELPDESK	ASSET MANAGEMENT SYSTEM	FLEET MANAGEMENT SYSTEM	HUBGRADE
<ul style="list-style-type: none"> Manages over 250,000 calls per year Runs thank to multilingual operators based at HQ Keeps track of operations (integrated Asset management system) Enables On line client monitoring (in-house customization) 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Tracks over 100 vehicles equipped with GPS Monitors movement and minimizes response time Optimizes time & operations responsiveness Reduces the vehicle usage cost analysis Improves safety of staff 	<ul style="list-style-type: none"> 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, renewable energy production