



# Mall of Egypt

Facilities Management, Egypt

## | The challenge

With a Gross Leasable Area (GLA) of 165,000 sqm, Mall of Egypt is the first shopping destination of its kind in Egypt. Owned and managed by Majid Al Futtaim, it houses a large selection of local and international retailers, including a unique high-end offer of the world's most prestigious brands. Enova was awarded the delicate task of assisting in the handover from the contractor, while ensuring the smooth and efficient delivery of Energy and Facilities Management services, to ensure the best experience possible to Mall of Egypt's visitors.

## | Enova's solution

Enova has been supporting Mall of Egypt since its pre-opening, first as a consultant for the implementation of Operation and Maintenance, then as the service provider for Energy and Facilities Management operations.

Since the Mall's opening in 2017, Enova assumed responsibility for the operations and maintenance of all HVAC equipment, including the 15,000 TR chiller plant, cooling infrastructure, mechanical refrigeration equipment, along with electrical systems and water distribution. We also manage specialized subcontractors, delivering services such as Fire Alarm Systems, Vertical Transportation, Automated Doors, BMS and CCTV.

Since 2017, a new Performance Management System has been implemented, relying on the handheld devices used by the supervisors and technicians, increasing reactivity and performance. Enova also implemented Energy Conservation Measures, and now monitors the Mall's performance through Hubgrade, our Smart Monitoring Centre for Energy Management.



Cairo, Egypt



### Contract

Date: 2016

Type: Hard FM

Sector: Retail

**165,000 sqm**

Gross Leasable Area

**356**

stores

**6,500**

car parking spaces

**15,000 TR**

chiller plant

## | Benefits

The continuous support brought by Enova to Mall of Egypt has always guaranteed seamless operations, from the construction phase right to the commercial activity of the Mall, and over the subsequent expansions.

With the new Performance Management System, the Mall management has full visibility on the performance of the teams and on the achievement of agreed service levels, as measured by a list of KPIs applied both to Enova and our subcontractors. For the Mall, this realistic approach of Energy and Facilities Management translates into:

- Improved profitability
- Increased competitiveness
- Reduced risk profile
- Greater sustainability of services & assets
- Enhanced “green” image

It enables Mall of Egypt not only to benefit from being positioned as a leader in delivering low carbon footprint infrastructures but also communicate on financial, environmental and social KPIs, placing them in line with Egypt’s Vision 2030, the country’s Sustainable Development Strategy.