

# Mall of the Emirates Dubai | United Arab Emirates



## Mall of the Emirates



### CONTRACT SCOPE

Site: 650,000 sqm Built-up area  
250,000 sqm Leasable Area (GLA)  
7,000 parking spaces  
Over 450 outlets  
16 TR Chiller Plant  
Approx. 5 km of pipes for cooling system

### CONTRACT DATA

Contract type:  
BEES – Performance

### ACTIVITY SECTOR

Retail

### EXPERTISE

Facilities and Energy Management

## The challenge

Mall of the Emirates, which welcomes 45 million visitors per year, is one of the most productive shopping malls in the world, as measured by its earnings per square meter. As it has witnessed consistent footfall growth and impressive demand from retailers, it is absolutely crucial for the mall management that security and comfort are guaranteed at all times. The shopping mall is independent from any district cooling and relies on its chiller plant for the production of all chilled water necessary to maintain the right comfort conditions throughout the year.

## Enova's solution

Building Energy Efficiency Services (BEES) – Performance

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

Since the Mall's opening in 2005, Enova has assumed responsibility for the operations and maintenance of all HVAC equipment, including the 16 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, CCTV.

Since 2015, 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, its Smart Monitoring Centre.

**Commercial Use ONLY**

Update: 2017

Contacts:  
ahlan@enova-me.com

Created by:  
Business Development &  
Marketing Department

Enova  
Current contract: ●

**HSE & CSR**

All HSE & CSR issues are dealt with as a matter of priority. The company is accredited to the international standards (Quality Management, Environmental, Health & Safety and Energy management) and has also been awarded the Corporate and Social Responsibility (CSR) Label for the second year. Enova was the first accredited Energy Services Company (ESCO) in the region.



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AED saved

Over 100  
dedicated  
employees

## The benefits

The continuous support brought by Enova to Mall of the Emirates has always guaranteed seamless operations from the construction phase into the commercial activity of the mall, and over the subsequent expansions, including the latest one: Evolution 2015.

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 Facilities & Energy Management translates into:

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

It enables Mall of the Emirates not only to benefit from being positioned as a leader in delivering low carbon footprint infrastructures but also communicate on financial, environmental and social KPI's placing them in line with the UAE's Energy Efficiency Strategy.

## What Majid Al Futtaim had to say

“Mall of the Emirates is one of the most trusted and premium retail destinations in the region, and Evolution 2015 enables us to expand and enhance the experience that we offer to our guests and retail partners by innovating, maximizing our offer and delivering a consistently superlative experience,” Dimitri Vazelakis, Executive Managing Director, Shopping Malls for Majid Al Futtaim – Properties.