



Helping your
airport soar!

A total facility management
solution

dexterra



Thousands count on you every day and you can count on Dexterra to create exceptional customer experiences that make a real difference to your business. At Dexterra, we've been creating and managing places that play a vital role in the lives of millions for over 70 years.

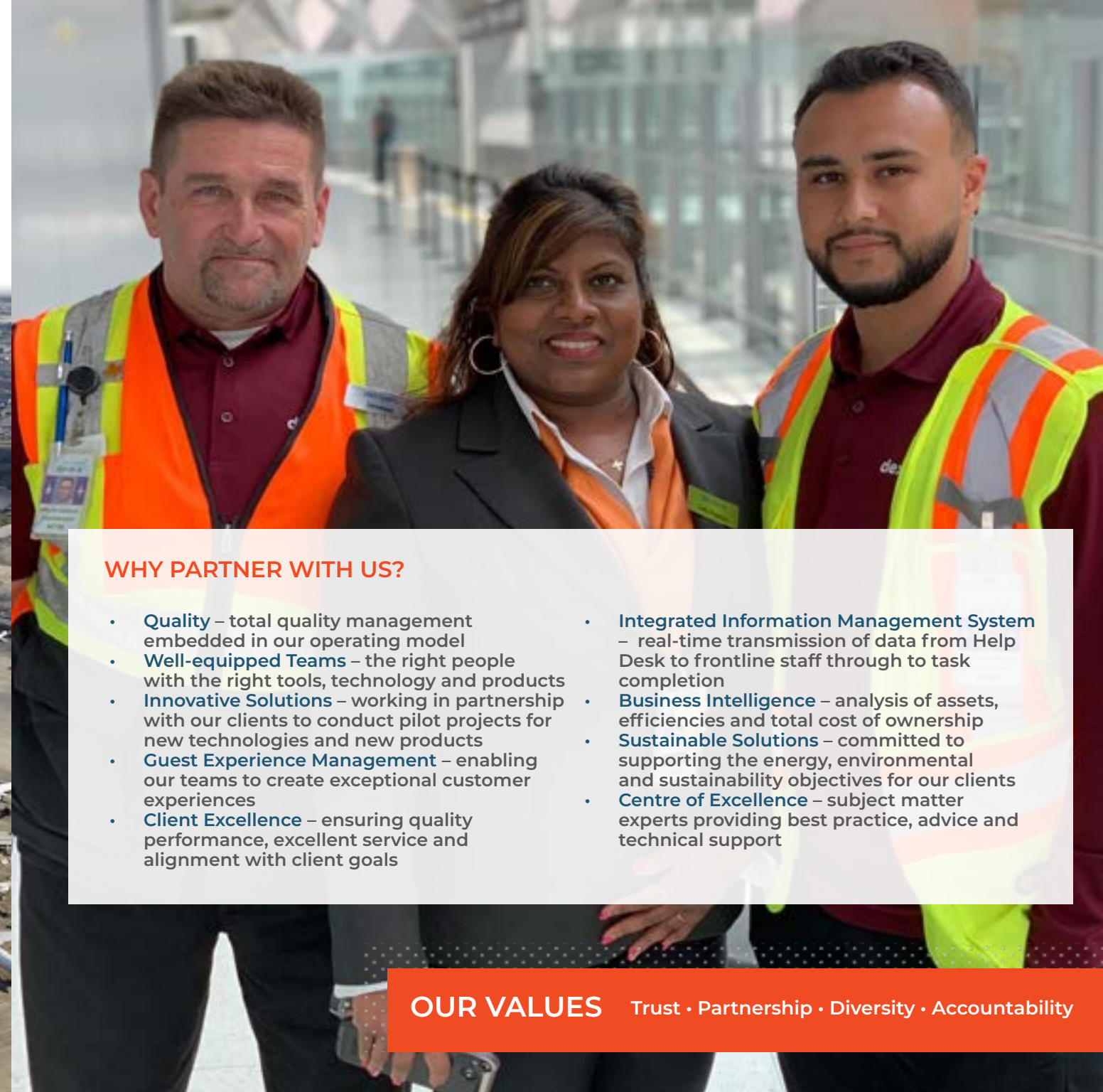
OUR VISION To be your partner of choice for the operation and maintenance of world class aviation facilities

Solutions for Space and Infrastructure

We deliver maintenance solutions for over 50 million sq. ft. of high quality infrastructure. This includes some of the country's largest airports, premier retail and commercial properties, corporate campuses, research and education facilities, large industrial sites, state-of-the-art healthcare infrastructure, and complex defence and security assets.

Solutions for People and Organizations

More than 500,000 customers pass through our clients' facilities every day. How people interact and use your facilities is just as important as the physical components of the facilities themselves. We recognize that no two clients' needs are the same. That is why we work with you to adapt, customize and create innovative solutions that address your unique operational needs.

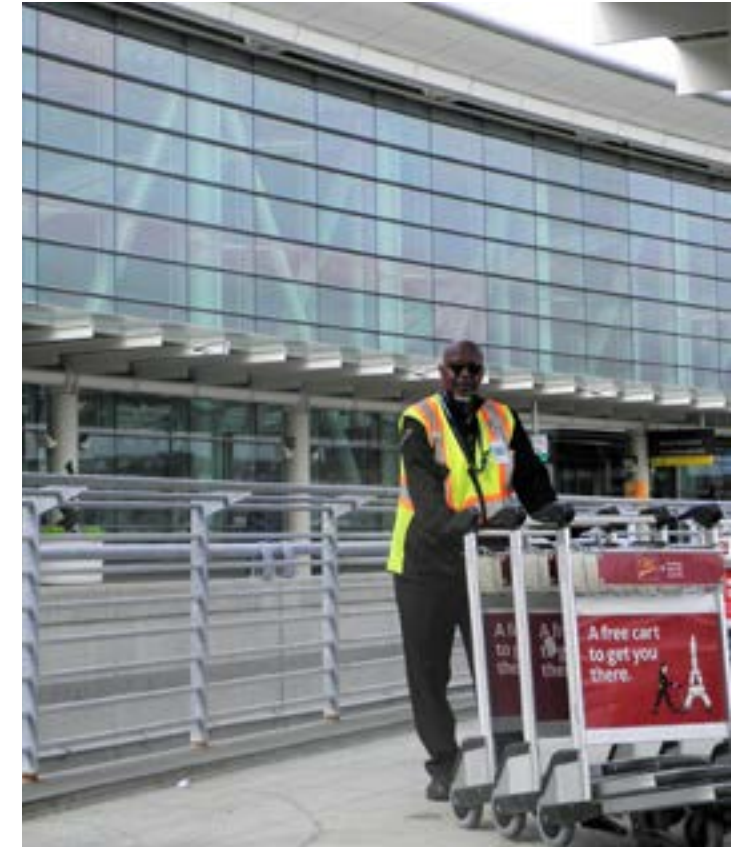


WHY PARTNER WITH US?

- **Quality** – total quality management embedded in our operating model
- **Well-equipped Teams** – the right people with the right tools, technology and products
- **Innovative Solutions** – working in partnership with our clients to conduct pilot projects for new technologies and new products
- **Guest Experience Management** – enabling our teams to create exceptional customer experiences
- **Client Excellence** – ensuring quality performance, excellent service and alignment with client goals
- **Integrated Information Management System** – real-time transmission of data from Help Desk to frontline staff through to task completion
- **Business Intelligence** – analysis of assets, efficiencies and total cost of ownership
- **Sustainable Solutions** – committed to supporting the energy, environmental and sustainability objectives for our clients
- **Centre of Excellence** – subject matter experts providing best practice, advice and technical support

OUR VALUES Trust • Partnership • Diversity • Accountability

OUR CAPABILITY



OPERATIONS & MAINTENANCE

Our team of subject matter experts brings together over 30 years of sector-leading experience in providing critical services to some of Canada's busiest airports.

- Asset management solutions
- Mechanical, electrical and life safety systems
- Fabric maintenance and repair
- Energy management
- Project management
- 24/7 help desk and operations support centre
- Exterior maintenance

TOTAL JANITORIAL SOLUTIONS

Our team of industry professionals offer customized solutions that improve passenger experience and extend the life of finishes and fixtures.

- Comprehensive green cleaning programs
- Interior asset maintenance
- Waste management and recycling
- Carpet care programs
- High dusting programs
- Floor stripping, polishing and refinishing

CUSTOMER CARE SOLUTIONS

Our customer care teams play a critical role in providing desired "curbside-to-gate" experience for all passengers.

- Passenger flow management
- Ambassador programs
- Concierge and VIP services
- Priority lane management
- Information desks
- Integrated operations centre support

BAGGAGE CART MANAGEMENT

Our programs optimize service to place carts effectively and use labour intelligently improving the passenger experience.

- Maximize cart condition and useful life
- Data-driven, technology-enhanced programs
- Cart moving equipment

BUILDING LONG-TERM PARTNERSHIPS

At Dexterra we strive to create long-term partnerships generating significant value for you while achieving your strategic objectives. We take a unique approach that builds long-term partnerships through our values of Accountability, Diversity of Thought, Empowerment and Highly Responsive.

We integrate the goals of our delivery teams with the long-term vision of your organization while embracing the principles of continuous improvement. Our delivery teams use information gathered from Airport Service Quality (ASQ) surveys to create more value, bringing better, more efficient and innovative ways of doing work that contribute to customer service quality and overall passenger satisfaction. We have teams of highly trained professionals with the capability of conducting your surveys in line with the guidelines of the Airports Council International.

TECHNOLOGY IN ACTION

In our pursuit of innovation in delivery, we are continuously evaluating the latest in facilities technology from around the world with smart application of technology as a key driver for quality and cost effectiveness.

Our objective is to create customized service programs and focus on continued implementation and evaluation of technological approaches and innovations in the following categories:

- Tools & Equipment
- Workforce Productivity
- Client Excellence Tools
- Quality Assurance Technology



ACCOUNTABILITY



HIGHLY
RESPONSIVE



EMPOWERMENT



DIVERSITY OF
THOUGHT



CREATING
EFFICIENCIES



REDUCING WASTE
AND COSTS



ENHANCING
SERVICE
DELIVERY



IMPROVING
QUALITY



IMPROVING
CUSTOMER
EXPERIENCE

We're here to help. Our experts will work with you to determine the best solution for your business.

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Environmental
Management



Occupational
Health & Safety



Quality Management
Systems

dexterra

Because service matters