



**Helping your
business
thrive!**

**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 built assets and infrastructure

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's 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
- **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

We believe in the power of an integrated approach. By optimizing economies of scale and scope to create a quality, custom solution, we can help support your organizational goals and lower your total cost of ownership over the long term.

SOLUTIONS FOR PEOPLE AND ORGANIZATIONS

SECURITY
& PARKING
MANAGEMENT

MATERIALS &
LOGISTICS

PROJECT
MANAGEMENT

HOUSEKEEPING &
ENVIRONMENTAL
SERVICES

FOOD
SERVICES

SOLUTIONS FOR SPACE AND INFRASTRUCTURE

PLANT
OPERATIONS &
MAINTENANCE

FACILITY
CLEANING

BUILDING
SYSTEMS

ASSET
MANAGEMENT

ENERGY
MANAGEMENT

GROUNDS
MAINTENANCE

FABRIC
MAINTENANCE
& REPAIR

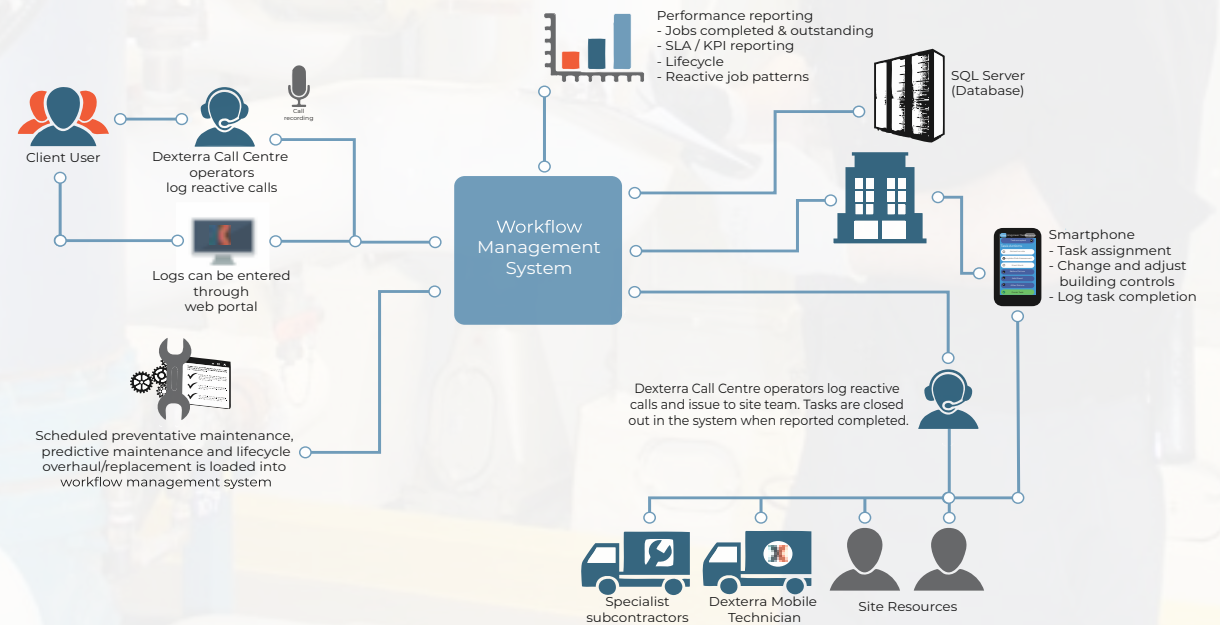
24/7 HELP DESK & OPERATIONS SUPPORT CENTRE

Our integrated call centre provides a comprehensive, effective, flexible and efficient help desk service to facilitate the smooth running of operations. The scope of services includes:

- Acting as the communication hub for all services;
- Receiving inquiries and service requests from all employees as well as clients and visitors, including plant maintenance and operations, environmental, roads and grounds, etc.;
- Monitoring plant and system alarms;
- Notification of accidents and emergencies;
- Maintaining an electronic log of all requests and events, including all relevant details; and
- Ensuring all calls are answered promptly with backup provisions.

INTEGRATED INFORMATION SYSTEMS

Within the integrated model, planned and reactive service tasks are managed through a powerful computer-aided facilities management system, which maximizes service delivery efficiency and effectiveness through optimizing activities such as receiving help desk calls, dispatching appropriate resources, recording performance data and providing customer service to all facility users.



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