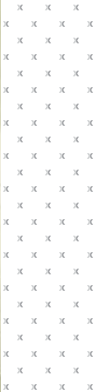


dexterra

Integrated Facility Management Solutions



HELPING YOUR BUSINESS THRIVE

Technology based, people powered, and integration focused – we deliver solutions that are customized to improve facility performance, lower total cost of ownership, optimize utilization, and enhance customer experience.



The Dexterra advantage is:



Powered by People



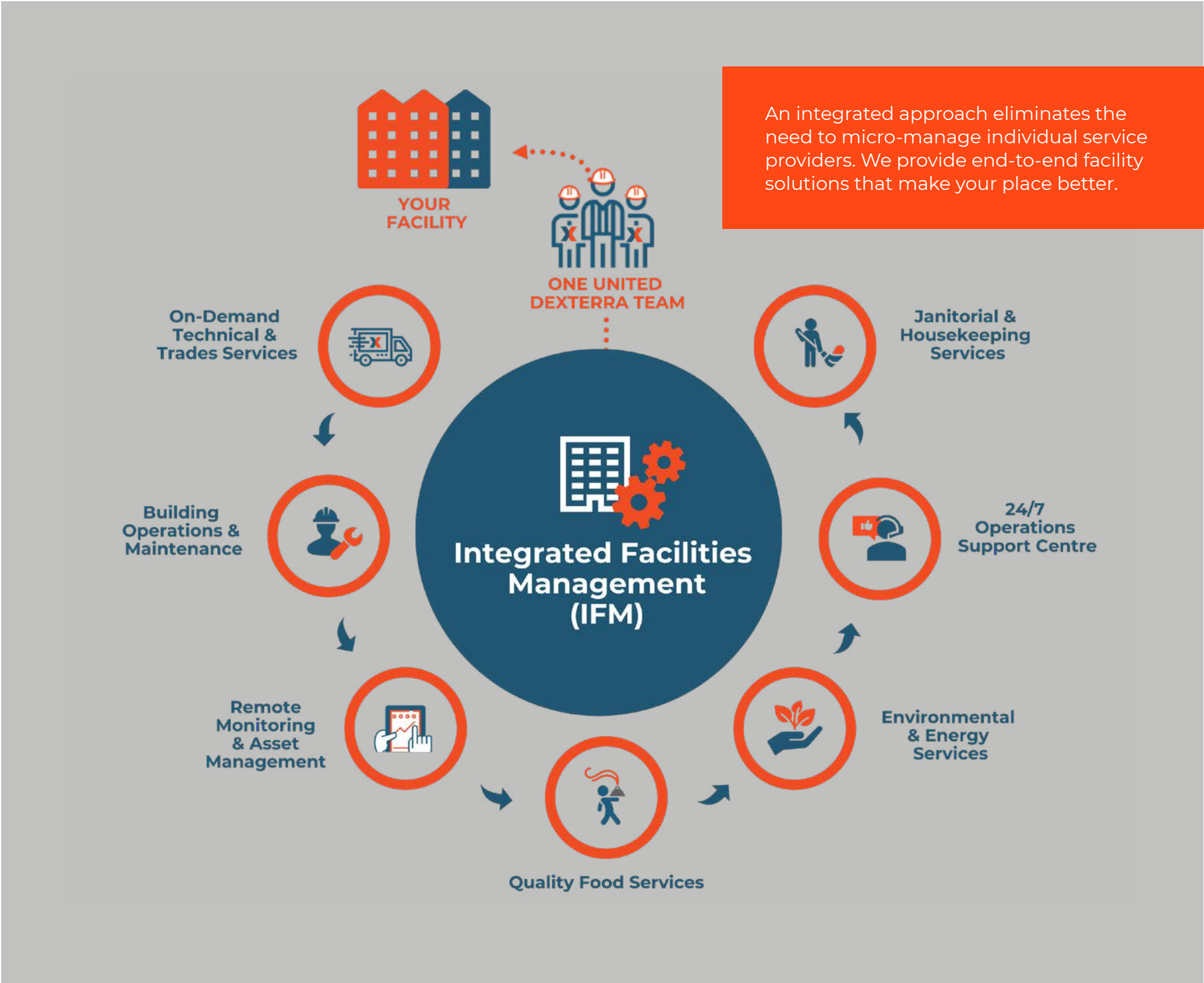
Enduring Performance



Innovative Solutions



Regional Expertise



An integrated approach eliminates the need to micro-manage individual service providers. We provide end-to-end facility solutions that make your place better.

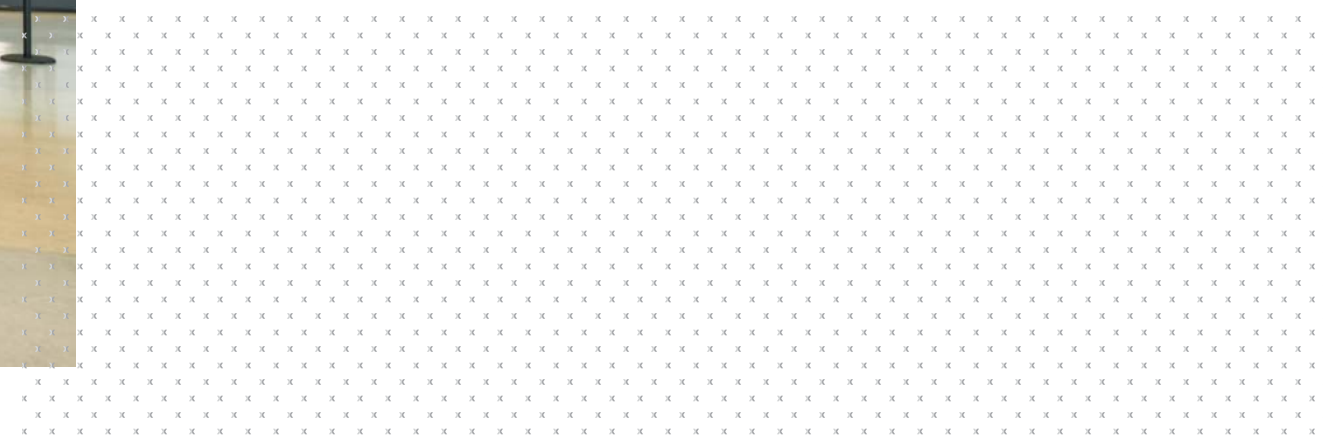


FACILITY MANAGEMENT AND OPERATIONS

As a service provider, the ultimate goal is to support and enhance the product or service offering of our clients – a well run facility can do that. For over 75 years, Dexterra has been a trusted integrated facilities management provider, servicing a variety of industries. We take the time to clearly understand your facility needs and then create integrated solutions to meet and exceed them.

Our management and maintenance solutions include:

- Asset management
- Plant operations and maintenance
- Building systems
- Fabric maintenance and repair
- Energy management
- Facility cleaning
- Grounds maintenance
- Interior renovations and fit outs
- On-demand services
- Customer care
- Space planning
- Janitorial
- Food service
- Environmental services
- Sustainability services
- Operations support center
- Security and parking management
- Material and logistics
- Project management





RELIABLE MONITORING AND MANAGEMENT

We manage critical building systems with predictive and reactive maintenance; in the event of an emergency, we're available 24/7/365. Whenever possible, our teams install building automated systems (BAS) to monitor and control HVAC/R, lighting, electrical and mechanical systems for optimized monitoring, triage, dispatch and performance reporting.

Our maintenance and management solutions ensure the right amount of maintenance, at the right time, with minimal disruption.

We also offer 24/7 operations support, cost management, performance reporting and critical environment management.

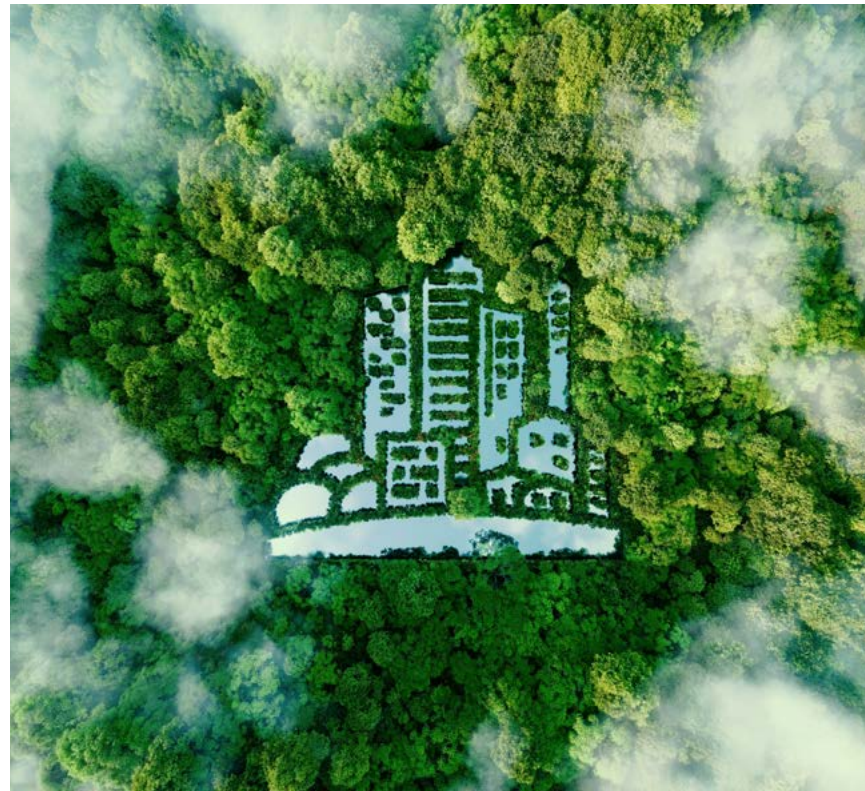
ON-DEMAND MAINTENANCE SERVICES

Available around the clock, our on-demand mobile teams specialize in providing on-site services within short timelines.

We offer a full range of technical and trades services to install, repair, or inspect your facility's systems and equipment. Our experience spans a variety of sectors, including healthcare, commercial, distribution centers, large-scale retail properties and government/institutional portfolios.

Our licensed technicians and tradespeople include:

- HVAC/R
- Plumbers
- Electricians
- Carpenters and handyman service



SUSTAINABILITY AND ENERGY SERVICES

At Dexterra, we focus on six elements to achieve resource efficiencies, build a culture of conservation through end-user behaviour modifications, demonstrate commitment through certification and ultimately reach net-zero through offsetting.

Our energy services include:

- Benchmark and labelling
- Program efficiency
- Audit and planning
- Integrating modifications
- Offsetting
- Sustainable building certifications



QUALITY FOOD SERVICES

We understand that providing delicious, healthy, customized dining experiences is an important driver of overall well-being and productivity for employees, guests, residents and patients. Our culinary teams take great pride in using fresh, locally sourced ingredients to prepare meals from scratch every day.

Our food services include:

- Catering services and custom food programs
- Facility design and national franchise operations
- Capital planning
- Project management



Thousands count on you every day and you can count on us to create exceptional customer experiences that make a real difference to your business.



WHY PARTNER WITH US?

ONE PROVIDER, INTEGRATED SOLUTIONS

We believe in the power of an integrated approach. By optimizing economies of scale and scope to create a custom solution, we can help support your facility goals and lower total cost of ownership over the long term. Instead of diluting your resources on non-core business tasks, you can rely on our dedicated teams. Whether it's one building or multiple sites – self-delivering all your facility management components under one contract is the smartest way to drive value, efficiency, and simplicity.

TECHNOLOGY FOCUSED

We focus on using technology that increases efficiency, lowers operating costs, and enhances the overall building experience, while reducing our carbon footprint. We offer a variety of tried and tested technologies. Through a powerful computerized maintenance management system (CMMS), we maximize service delivery efficiency and effectiveness by optimizing activities such as receiving operations support calls, dispatching appropriate resources, and recording performance data.

INNOVATION DRIVEN

To deliver the best solutions, we pride ourselves on remaining current and informed. Throughout the life of our partnership, we will look for new ways to improve efficiency and implement innovations that are mutually beneficial. Our centre of excellence is an improvement forum that brings together subject matter experts from across the business to collaborate on industry best practices, leading innovations, and processes and procedures, providing insight to continually improve on the solutions we deliver.

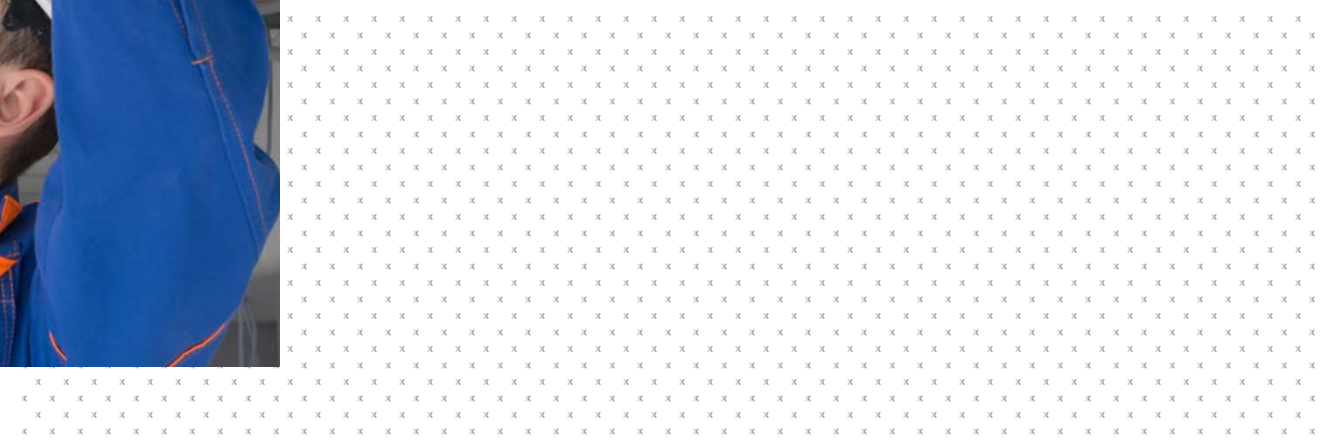


PROACTIVE MAINTENANCE

The best maintenance program is a proactive one. We use our deep understanding of buildings, infrastructure, and assets to maximize their life and reduce your total costs. To avoid disruptions during peak occupancy periods or complete shutdowns of portions of your facility, we provide predictive, preventative and reliability-centred maintenance programs. We create strategic plans for each building asset to determine the right data to collect and monitor, then create a maintenance program built around enhancing performance.

CUSTOM CLEANING PROGRAMS

Optimized for your facility needs, we provide custom cleaning programs that are designed to extend the life of your finishes and fixtures. In addition to maintaining an appearance in your space, we prioritize the full life expectancy of your interior assets and orderly critical environments. We deploy green cleaning programs that minimize environmental impacts and provide a healthy, safe space for all your facility users.

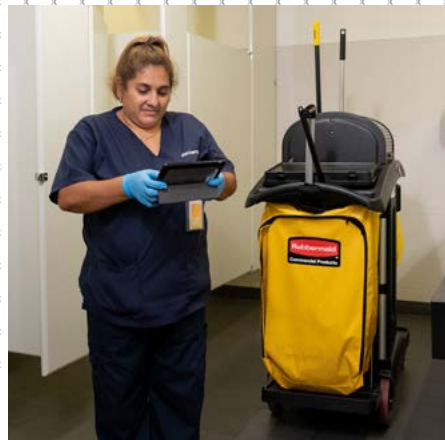
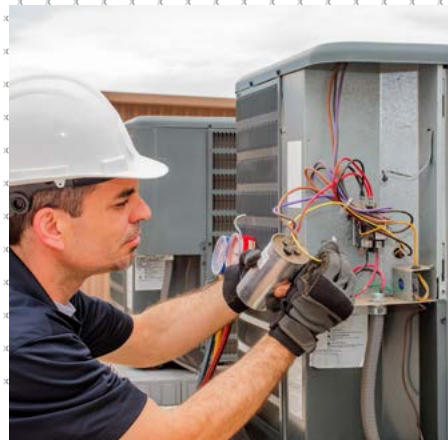


SAFE AND SUSTAINABLE

Health and safety are fundamental to everything we do. We are committed to providing safe and healthy spaces, eliminating hazards, and reducing occupational risks. Embedded in our safety mindset is our drive for sustainability. Our facilities management programs are built with a commitment to sustainable solutions that reduce waste and promote optimal energy performance. If you have serious sustainability goals, we can help you get there. We have the knowledge and expertise to help you acquire building certifications, such as BOMA, LEED, 3R and ISO 14001.

24/7 OPERATIONAL SUPPORT

For added peace of mind, we offer a 24/7/365 operations support centre to monitor performance and prevent, detect, and respond quickly to any incidents and issues. Our trained operatives display a high level of professionalism and provide efficient and effective service in a fast-paced environment. They are available to respond to your facility needs at any time – whether it is an emergency or not. Acting as a communication hub for all requests, the operations support centre seamlessly integrates with our CMMS to provide real-time responses.



dexterra

A PART OF DEXTERRA GROUP

We've been serving North American clients for over 75 years. The companies that began independently, and now form Dexterra Group, have an outstanding record of supporting the infrastructure and built assets that play a vital role in our society. We bring the right teams with the right skills together – offering both experience and regional expertise so companies can operate their day to day, confidently and successfully.



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