

dexterra

Comprehensive Janitorial Solutions



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.

HELPING YOUR FACILITY SHINE

Facilities management is about more than just maintenance and operations. It's about making sure everyone passing through your facility has a great experience. 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. We take the time to clearly understand your facility needs and then create integrated solutions to meet and exceed them.

The values we stand by are:



Accountability



Trust



Partnership



Diversity



For over 75 years, Dexterra has been a trusted integrated facilities management provider, servicing a variety of industries. 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



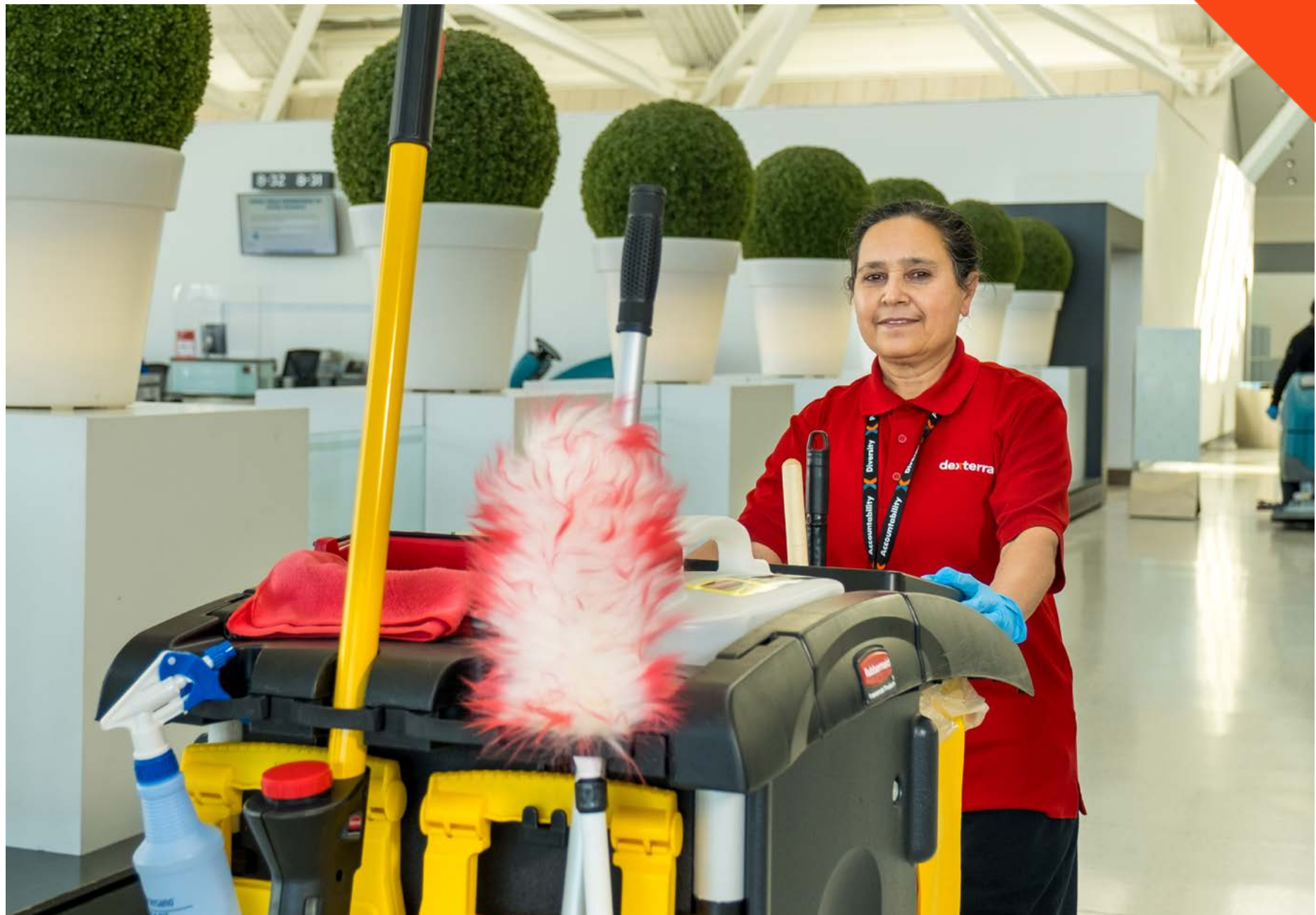
Enduring Performance



Innovative Solutions



Regional Expertise



CUSTOM CLEANING PROGRAMS

People appreciate spaces that are comfortable, clean, and in good working order – our job is to make that happen. 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 inviting appearance in your space, we prioritize the full life expectancy of your interior assets and orderly critical environments.

Our full scope of janitorial services include:

- Day porter and matron services
- Complete interior and exterior cleaning
- Ancillary and food court services
- Upholstery cleaning
- Disinfection and sanitation
- High touch point disinfection
- Maintenance of office equipment and fixtures
- Parking lot and grounds maintenance
- Natural stone restoration and care
- Carpet and floor care programs
- Waste management
- Pressure washing
- Housekeeping
- Emergency and disaster recovery cleaning
- Post-construction and occupancy cleans
- Cleaning and disinfection for healthcare settings
- Hotel room attendants and housemen



JANITORIAL

Our commercial janitorial services are all about maintaining the places you work and extending the life of your finishes. A clean workplace reflects positively on your organization. Our experienced teams are equipped with the right tools and techniques to care for your interior and exterior spaces. Customized to your needs, we offer high touch point disinfection and sanitization, floor and carpet care programs, fabric maintenance and repair, pressure washing, maintenance of lighting fixtures, and parking lot maintenance.

HOUSEKEEPING

Our housekeeping solutions aim to maintain healthy and safe living areas, bedrooms, bathrooms, kitchens, dining rooms and common spaces – ensuring safety and security of the guests as well as the infrastructure and interior decoration. Customized for your needs, we offer environmental cleaning and sanitization, laundry and linen services, waste and recycling programs, and day porter/matron services.

GREEN CLEANING

We deploy green cleaning programs that minimize environmental impacts and provide a healthy, safe space for all your facility users. To start, we determine what the best green initiatives are for your facility that will reduce your carbon footprint and energy costs. All staff receive detailed training on green cleaning best practices, and wherever possible, we provide 100% chemical-free cleaning. We prioritize the use of sustainable products, equipment, and consumables. We deliver solutions that meet or exceed the highest requirement in every operational category within both LEED and BOMA.



GROUPS MAINTENANCE

First impressions matter – a great experience at your facility starts on the way in. We keep your outdoor area safe, clean, and presentable. Our grounds maintenance services include soft landscaping (design and architecture), hard landscaping (construction), snow and ice cleaning, and snow removal.

ENVIRONMENTAL SERVICES

Caring for the environment, reducing our carbon footprint, and delivering best-in-class service are some of our key priorities as a service partner. We manage waste of all kinds – including hazardous materials – safely, efficiently, and responsibly. For sustainability-minded clients, we offer robust recycling programs, as well as waste monitoring, waste impact reports, and waste certificates.

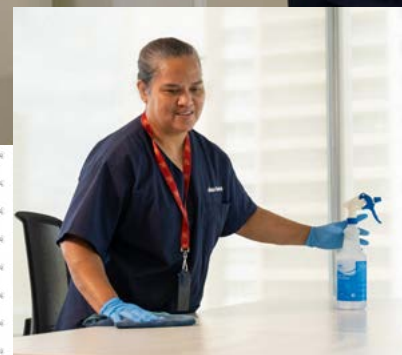
EMERGENCY CLEANING

When a flood, fire, or other emergency happens, you need a partner you can count on. We have skilled teams on standby, ready to provide rapid emergency cleaning, restoration and recovery services to get your facility back in service. We can also work with you to develop contingency and emergency plans to proactively prepare for rapid disaster recovery in the future.





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



WHY PARTNER WITH US?

INTEGRATED APPROACH

When you're ready to benefit from more value, efficiency, and simplicity, we can self-deliver all your facilities management components under one contract. With one, integrated approach, we can help you improve customer experience, optimize how your space is used and, ultimately, lower the total cost of ownership. Our integrated facilities management capabilities mean you can focus on your core business operations and let us take care of the rest.

SELF-DELIVERY APPROACH

Count on us to source and self-deliver quality services. Self-delivery is an important element of our approach. By delivering services in-house, we have complete oversight of the whole operation, and can exert a higher degree of control to ensure quality, consistency, and rapid response to changing requirements.

TECHNOLOGY FOCUSED

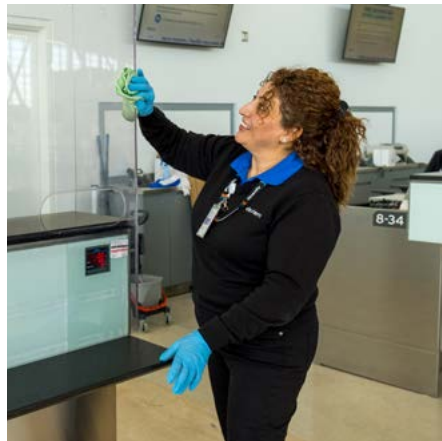
We focus on using technology that increases productivity and enhances the appearance of your space. We leverage smart cleaning equipment, including the i-mop, space vac, autonomous scrubbers, electrostatic sprayers, and an IoT-powered workforce management platform to create efficiencies and reduce costs for our clients.

INNOVATION DRIVEN

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 their performance.

ALIGNMENT

We align our work performance and service with your facility goals, brand goals and larger business goals. It's important for us to understand what goals are most important to you and tailor the services we deliver to help you meet them. Our facility operations are designed to seamlessly integrate with your ongoing operations to minimize levels of disruption while maintaining the safety and well-being of your building 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.

WELL-EQUIPPED TEAMS

We put our best into your fixtures, interiors, and grounds, so people get the most out of your space. The best solutions bring together the right people with the right tools, technology, and products. Our experienced housekeeping and janitorial teams take pride in their ability to make any space feel clean, comfortable, and safe. They receive detailed onboarding, on-site, and ongoing training that is specific to your operation to provide the highest level of service delivery.

QUALITY

Great service is in the details – that's why total quality management is embedded into our operating model. To ensure high-quality outcomes, we proactively track our performance at every level, from large site requirements to the small granular tasks. Using a cloud-based quality assurance software, we track performance, monitor tasks, conduct site inspections, and capture real-time reporting. We then use those insights to enhance service delivery and minimize discrepancies.



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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