



# Senior Housing & Long-Term Care

## Integrated Facility Management Solutions



# HELPING YOU PROVIDE FRIENDLY, COMFORTABLE COMMUNITIES

We take a unique approach to delivering our services. We start by getting a full understanding of all your facility needs and then creating custom solutions to meet them. Our solutions focus on improving efficiency, enhancing performance, and creating an uplifting environment that your residents truly feel at home in.

Facilities management is about more than just maintenance and operations. It's about ensuring everyone in your residence has a great experience. Our integrated facilities management solutions include maintenance and repairs, housekeeping, resident dining and preventative disinfection.

We believe in the power of this integrated approach. It optimizes economies of scale and scope to create a quality, custom solution – one that supports your organizational goals, lowers total cost of ownership and provides an opportunity to leverage innovative technologies and techniques to improve care.

Continuously adapting to the changing needs of our clients, we tailor our approach to enhance quality, value and the experience for you and your residents.



Your residents count on you every day to create a comfortable, friendly place to call home. You can count on Dexterra to create exceptional experiences that make a difference in helping those you serve live safely and with dignity.

## SOLUTIONS FOR SPACE AND INFRASTRUCTURE

We know that built environments can affect a resident's overall well-being, and we believe we have a role in that. Whether it's cleanliness, space optimization or well-running building systems, we design our facilities management solutions with resident care and experience in mind.

### Our space and infrastructure 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



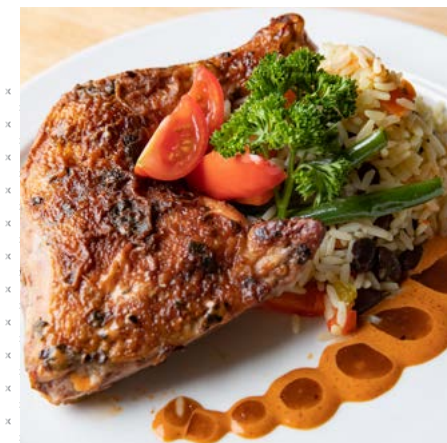


## SOLUTIONS FOR PEOPLE AND ORGANIZATIONS

More than 500,000 customers pass through our clients' facilities every day. How your residents interact with and enjoy your spaces as their home is what creates a vibrant and active community. It 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 and ensure resident care can be your focus.

### Our people and organizations solutions include:

- Customer care
- Space planning
- Janitorial
- Food service
- Environmental services
- Sustainability services
- Operations support center
- Security and parking management
- Material and logistics
- Project management

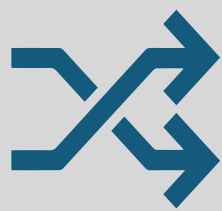


# THE VALUES WE LIVE BY



## Accountability

We don't just walk by. We own our successes and setbacks. If we see something wrong, we act to resolve it. If we see something right, we celebrate it.



## Diversity

Everyone has a voice. Sharing is how we learn. It's how we make progress and move forward as a team.



## Trust

Our actions speak louder than our words. Trust is earned through clarity, compassion and competence. It is our commitment to our clients, our colleagues and our communities.



## Partnership

Service is what we sell. By asking for, listening to and acting on client feedback, we create long-term, successful partnerships.

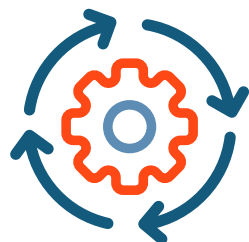
# WHY PARTNER WITH US?



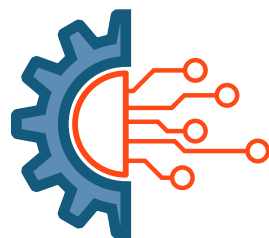
**Cost Savings** – Partnering with an integrated facilities management provider can create cost efficiencies by eliminating multiple contractors and reducing associated expenses such as trip charges, emergency fees, and overtime.



**Sustainable Solutions** - We are committed to supporting the energy, environmental and sustainability objectives of our clients. Inefficient or improperly working machinery and equipment can increase energy usage unnecessarily. Dexterra will work with you and your team to identify green initiatives that will make the biggest impact on reducing an organization's carbon footprint.



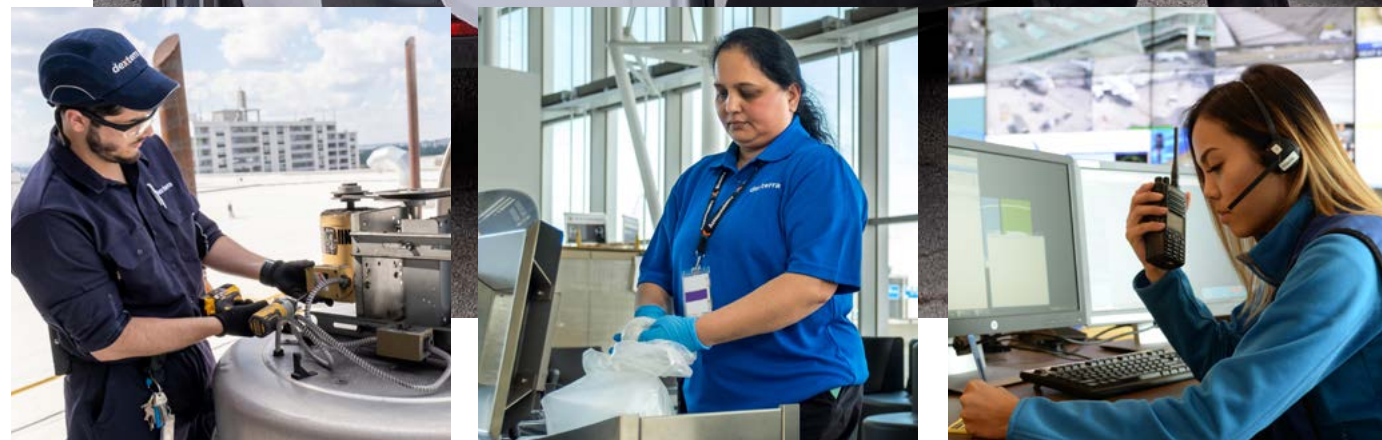
**Business Intelligence** – We believe in the power of an integrated approach. Instead of diluting your resources on non-core business tasks, you can rely on our dedicated teams. Whether it's one building or multiple sites – self-delivering all your facility management components under one contract is the smartest way to drive value, efficiency, and simplicity.



**Leverage Cutting-Edge Technology** – We rely on data and analytics to inform building maintenance decisions and leverage artificial intelligence and IoT to help improve residence operations. Real-time data within our Computerized Maintenance Management System is transmitted from our customer care centre to front-line staff through to task completion.



We're committed to safety. We have recently been recognized for our safety culture by receiving the 2021 Canada's Safest Employer award in the services sector.



### 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 inviting 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 OPERATIONS 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.

### ON-DEMAND CAPABILITIES

Even with the best laid plans, you can't predict everything. Whether it is an emergency repair at 2:00 am, a last-minute request or responding to a severe weather event, our on-demand team is fast and reliable, with experienced tradespeople in HVAC/R, electrical, plumbing, carpentry, and specialty cleaning. We have pools of skilled mobile teams that are available across the country. Whatever the incident, at whatever time, you can count on fast, reliable, and professional service.

# 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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