



## Integrated Facility Management 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 BUSINESS THRIVE

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





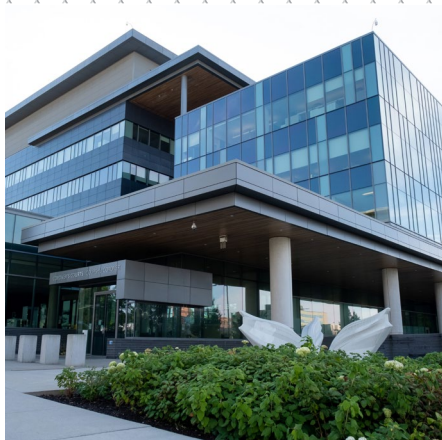


# SPACE AND INFRASTRUCTURE SOLUTIONS

People appreciate spaces that are comfortable, clean, and in good working order. By managing built environments and expectations – we make that happen. We put our best into your building systems, fixtures, interiors, and grounds, so people get the most out of your space. Airports, commercial properties, hospitals, and campuses – no matter the size or operational complexity – we are your partner for asset management, maintenance, repairs, and cleaning.

## 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



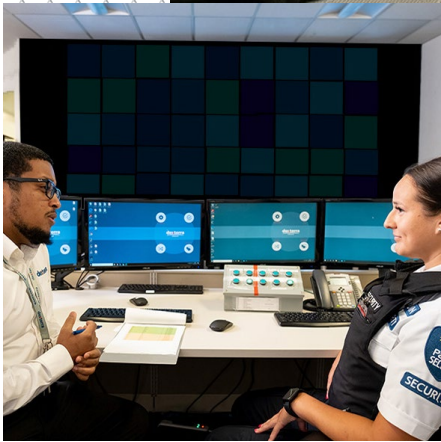
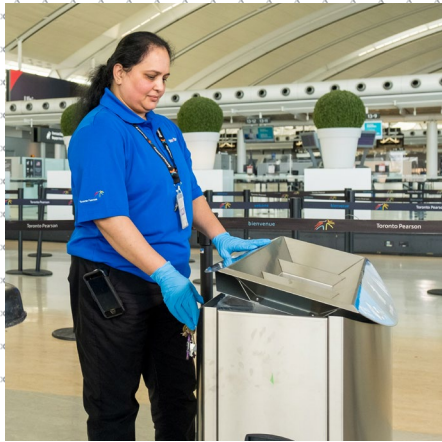


# PEOPLE AND ORGANIZATIONS SOLUTIONS

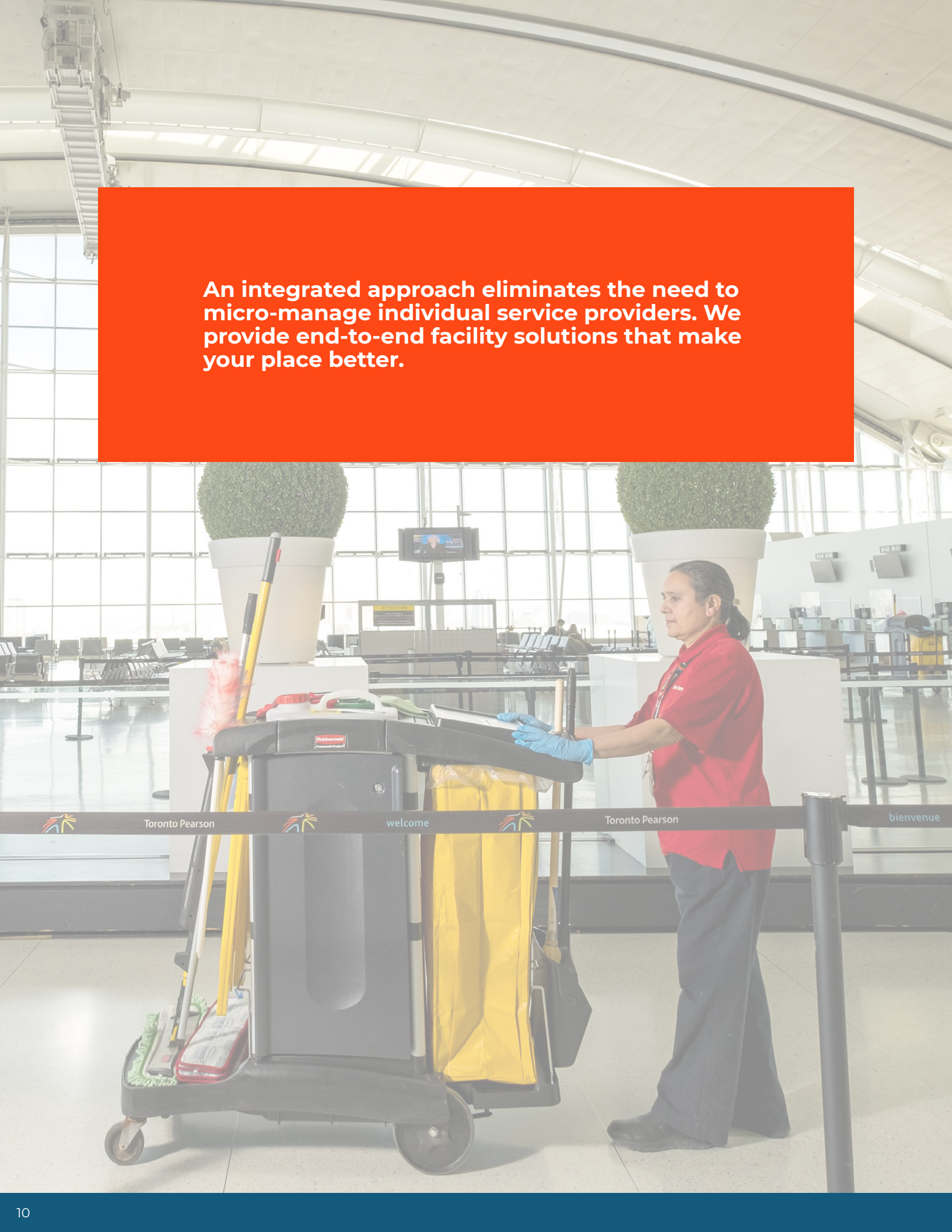
A well-maintained facility needs great people to bring user experiences to life, reflect brand values, and support your operational needs. Having the right people in place is what creates memorable customer experiences, from the help desk to the shipping dock. By taking the time to understand your unique needs and find the best resources to meet them, we create bespoke facility solutions that mirror your vision, values, and goals.

**Our people and organizations solutions include:**

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







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?

### 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.





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 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.

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 are 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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