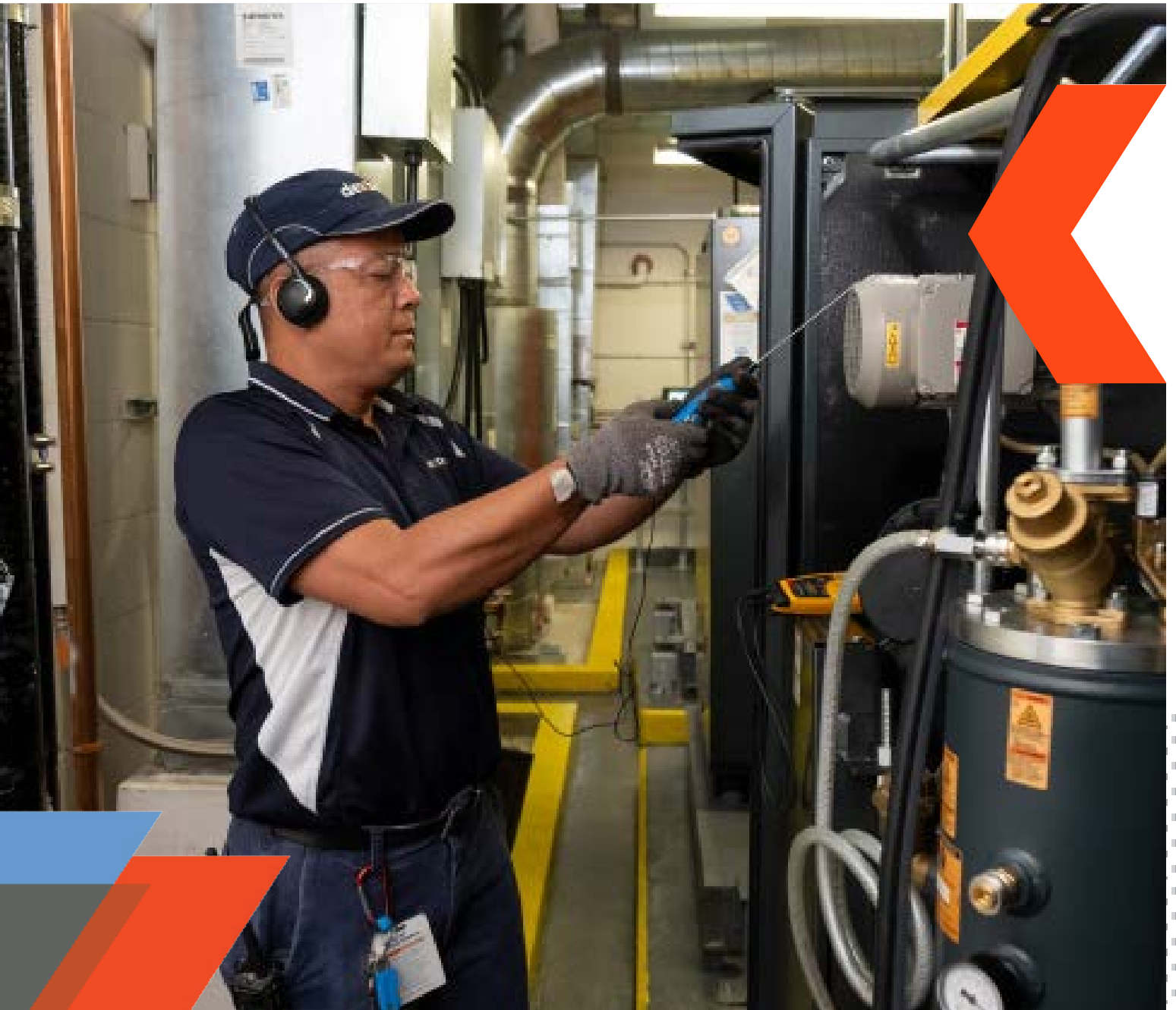
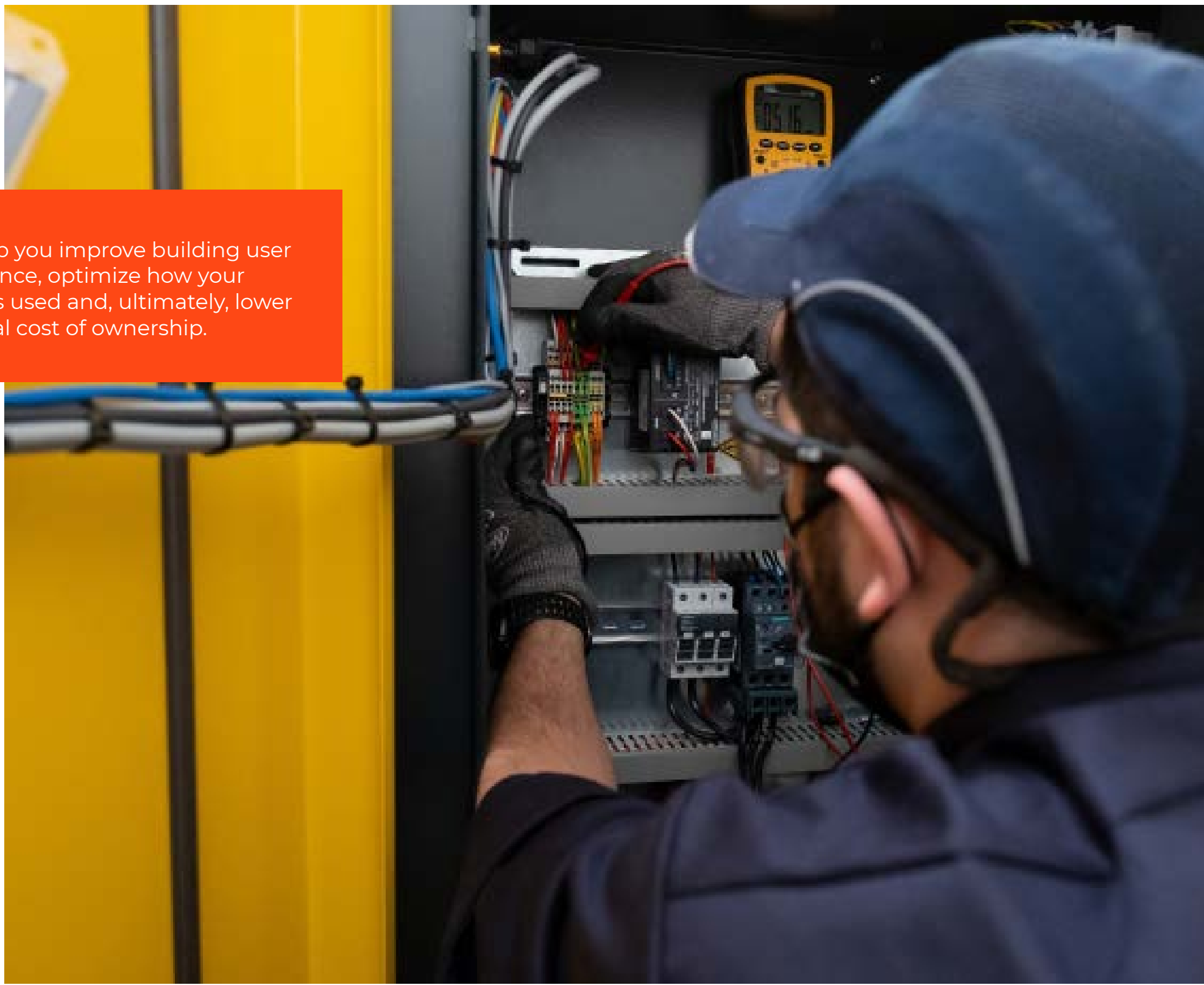


# dexterra

## Technical and Hard Facility Management Solutions





We help you improve building user experience, optimize how your space is used and, ultimately, lower the total cost of ownership.

# HELPING YOU ENHANCE BUILDING PERFORMANCE

Today's workplaces and the infrastructure supporting them are more complex with ever-changing requirements, constraints, and challenges. Building users are more demanding – they're seeking efficient, safe, secure, and functional environments to occupy and work in productively. The key to maintaining a compliant, healthy, and comfortable space is to adopt a rigorous facility management program. Adapting to changing demands takes in-depth building expertise and the right technical skills to operate, maintain and repair buildings and assets. Our technical and hard FM solutions support building owners to create safe and compliant built environments – helping to optimize productivity and efficiency.



## 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, meet legal and regulatory compliance, and enhance building user experience.

### The Dexterra advantage is:



Powered by People



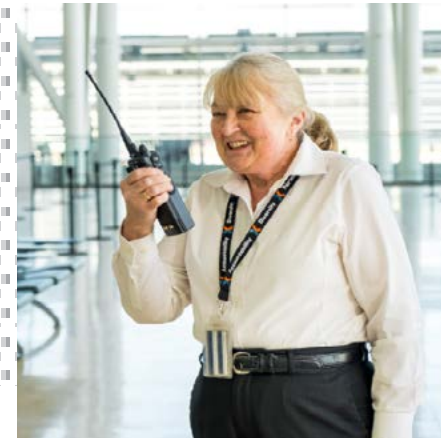
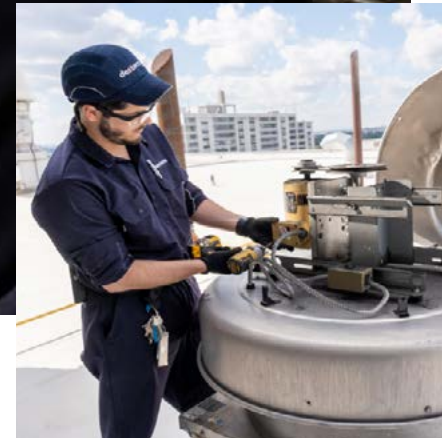
Enduring Performance

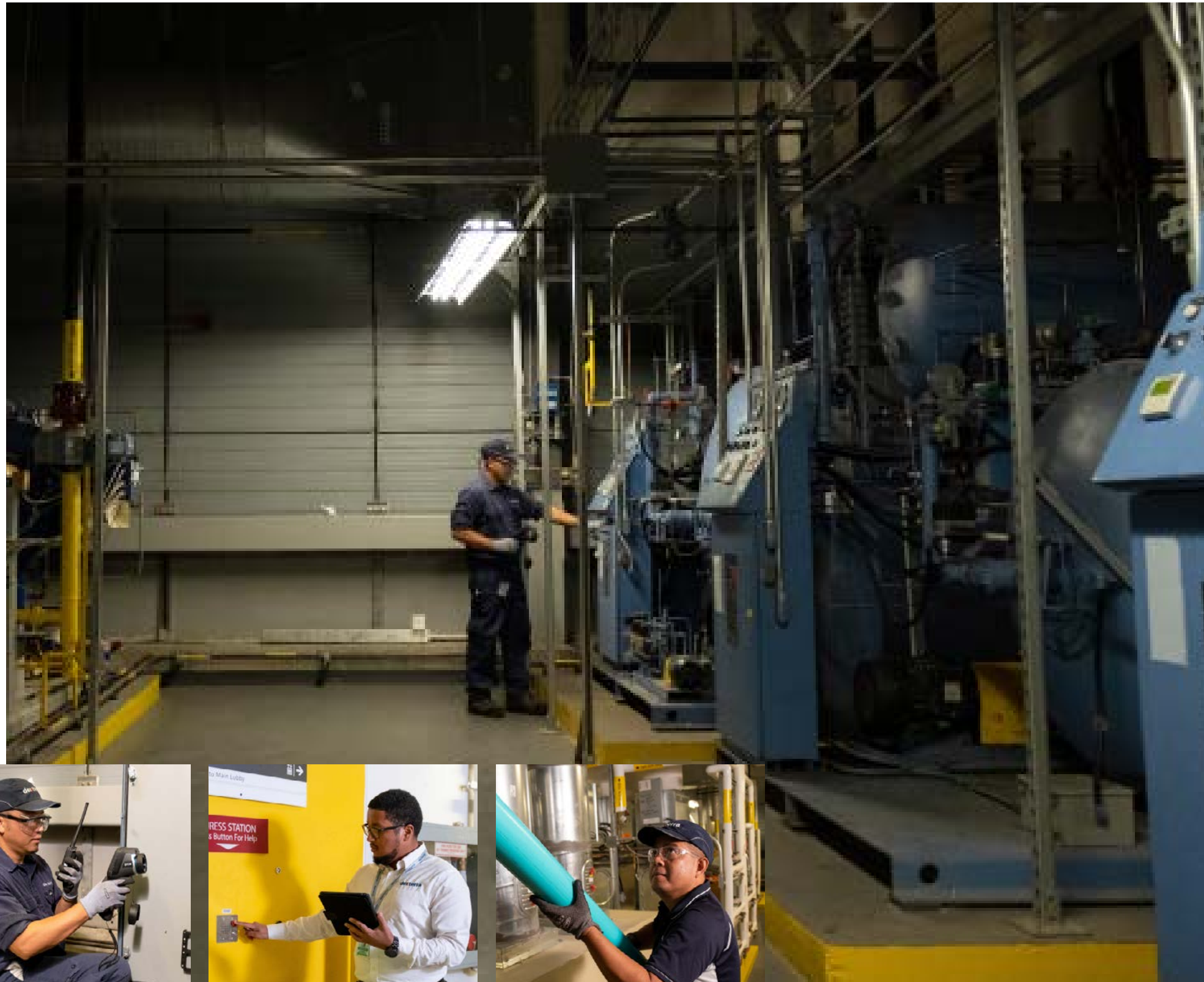


Innovative Solutions



Regional Expertise





## BUILDING OPERATIONS AND MAINTENANCE

No matter the size or operational complexity of your facility, downtime isn't an option. Every building has unique requirements and critical assets – that's why we begin with evaluating every element of your facility – accounting for both the built environment and the current state of operations. With a holistic view of all the moving parts, we can build in efficiencies for how work is done, optimize assets, and make more informed decisions at every level. Our integrated approach to managing your building operations and maintenance helps mitigate risk, optimize asset life cycles, and reduce your total cost of operations.

## PLANT OPERATIONS AND MAINTENANCE

Our approach to plant operations includes predictive, preventative, and reliability-centred maintenance programs. We ensure the right amount of maintenance at the right time, with minimal disruption. Our facility managers, building operators, and technicians deliver proactive solutions that reduce downtime by addressing potential problems before they happen. We also offer 24/7 operations support, cost management, performance reporting, maintenance strategy, financial management and reporting, and critical environment management.



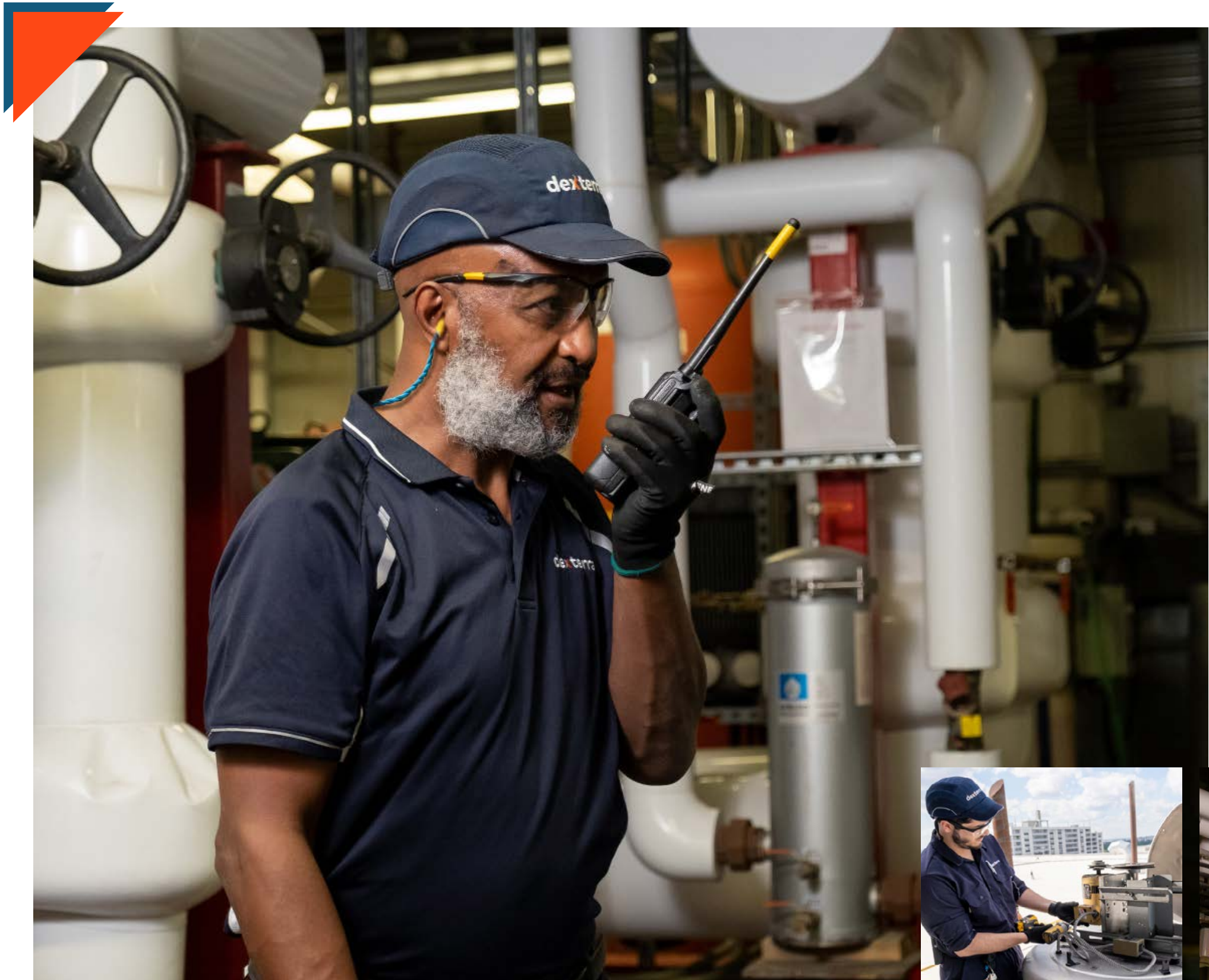
## ASSET MANAGEMENT AND CAPITAL PLANNING

Strategic asset management goes beyond the general maintenance of buildings and equipment – effective planning, management, and long-term sustainability considerations are vital. Our asset management services include long-term capital planning, management, and optimization. We start with a comprehensive lifecycle analysis, so we can create a strategic plan for each asset. By determining the right data to collect and monitor, we can create a custom maintenance schedule that enhances the performance of your assets.

## BUILDING AUTOMATION AND REMOTE MONITORING

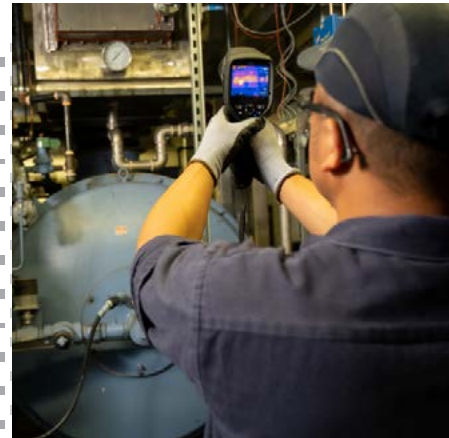
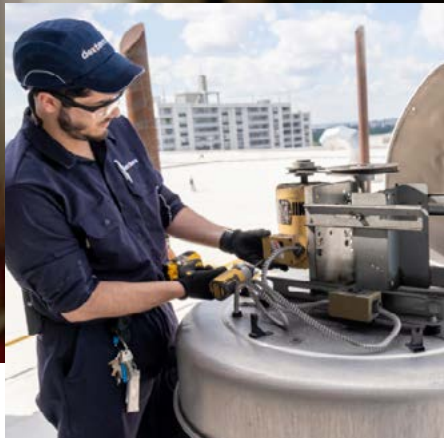
Your operations run 24/7 – and you need control over all your building operations so that you're better prepared if a situation arises – that's why we take a proactive approach. We manage critical building systems with predictive and reactive maintenance; in the event of an emergency, we're available 24/7/365. Whenever possible, our teams install building automation systems (BAS) to monitor and control HVAC/R, lighting, electrical, and mechanical systems for optimized monitoring, triage, dispatch, and performance reporting. Our 24/7 operations support center can seamlessly integrate into an existing BAS, allowing our subject matter experts and technicians to triage any situation remotely, and dispatch the appropriate resources needed in an emergency.





# BUILDING LIFECYCLE MANAGEMENT

Every building is unique. The need for maintenance, repairs, and asset renewals varies depending on many factors, including the quality of construction, design details, exposure conditions, and the standard of care given by the building owners and managers to date. Our specially trained consultants, engineers, facility managers and technicians understand how to effectively optimize operational performance, contain costs, and mitigate risks through detailed maintenance and capital plans that are built for each lifecycle stage. Successful deployment and management of these plans enable us to perform adequate maintenance to achieve the full-service life from building assets, anticipate future capital renewal requirements, and to help you make informed decisions about budgeting and other resources for maintenance, repairs, and asset renewals.

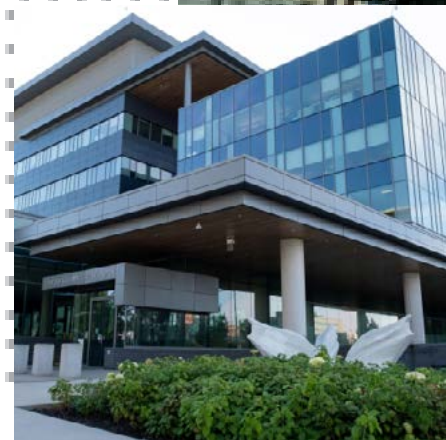
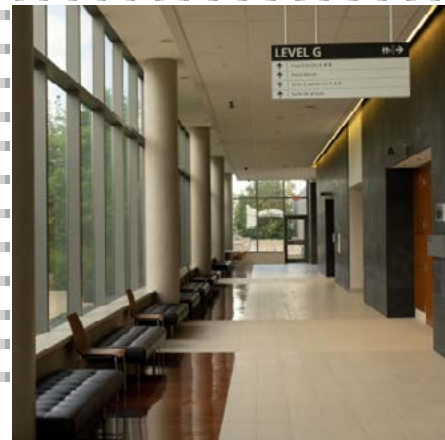
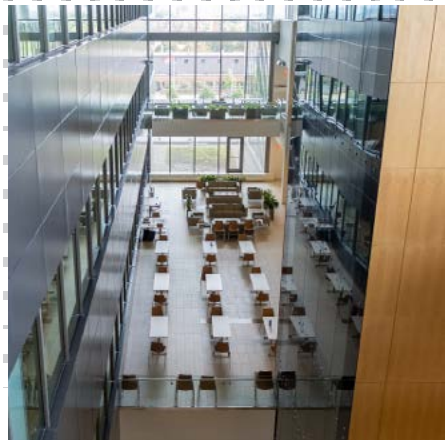


## WORKPLACE SOLUTIONS

It's not just about what goes into your space; it's how it all fits in – a well laid out space can positively impact your employee and client experience. We offer space planning and evaluation, as well as concepts and floor plans to enhance flow and maximize productivity. Our building experts conduct a thorough review of your space and propose improvements in line with workplace best practices. From there, we can move right into construction planning, building, site inspections, and progress reports.

## PROJECT MANAGEMENT

Good project management ensures that every project – large or small – is always completed consistently and efficiently. We bring together the right skill and experience to effectively execute the delivery of any small or large project. With industry-leading tools, technology, and years of experience, we help businesses manage organizational challenges and strategic projects. Our professionals can advise and support you in areas of risk management, scheduling, financial analysis and control, execution management, and more. You can rely on successful project delivery that is on scope, on time, and on budget.

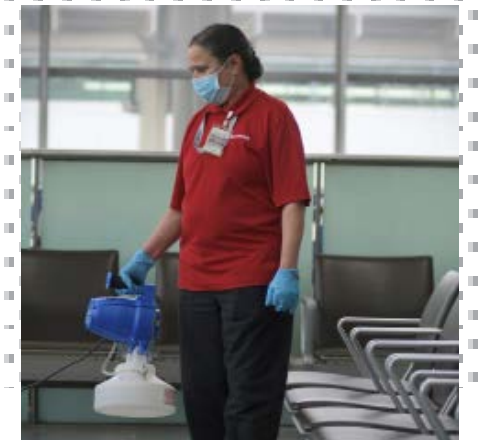
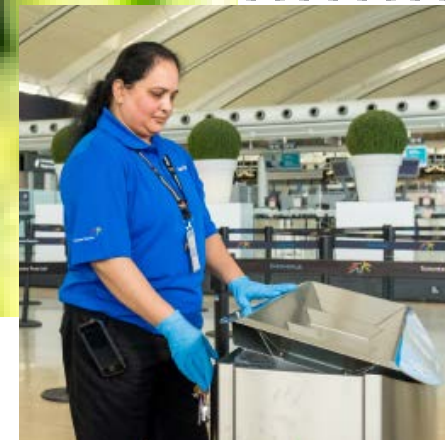


# GREEN BUILDING SOLUTIONS

Green building is a practice that extends throughout the entire life cycle of a building, not just the design and construction phase. It is estimated that approximately 80% of carbon emissions caused by buildings are created during the operating phase of existing buildings. Facilities management can play a significant role in green building performance – that’s why our solutions account for all the environmental impacts of your building, including energy and resource use, waste generation, pollution, and indoor air quality. Our green building solutions integrate sustainable processes and the wise use of resources to achieve a high-quality, healthy, and more energy-efficient building.

# ENERGY MANAGEMENT

Our energy management services include ongoing utility management, but the priority is to reduce energy consumption and costs. We do that by getting a portfolio benchmark or single-facility baseline. From there, we develop an energy model, track performance, and make adjustments. Our facility experts have extensive experience working with LEED buildings and meeting the standards and requirements necessary for compliance.



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 a siloed approach doesn't make sense, take advantage of our integrated solutions. Leveraging economies of scope, our services make facility management more efficient and less costly. By integrating all your facility management needs under one contract, you can take care of your core business operations, while we take care of the rest.

### 24/7/365 OPERATIONS SUPPORT

Our 24/7 operations support centre acts as a communication hub for all facility services. It seamlessly integrates with existing building systems and our robust computerized maintenance management system (CMMS) to provide monitoring, reporting, notifications of accidents and emergencies, and real-time support in response to facility requests. Our trained operatives are responsive and ready to deploy the appropriate resources to minimize downtime and disruption in your operations.

### INNOVATIVE

Our subject matter experts stay current and informed on industry cutting-edge integrated software tools that can improve facility performance. In our relentless pursuit of continuous improvement, we are always evaluating the latest in facilities technology with smart application as a key driver for quality and cost effectiveness.

### TOOLS AND TECHNOLOGY

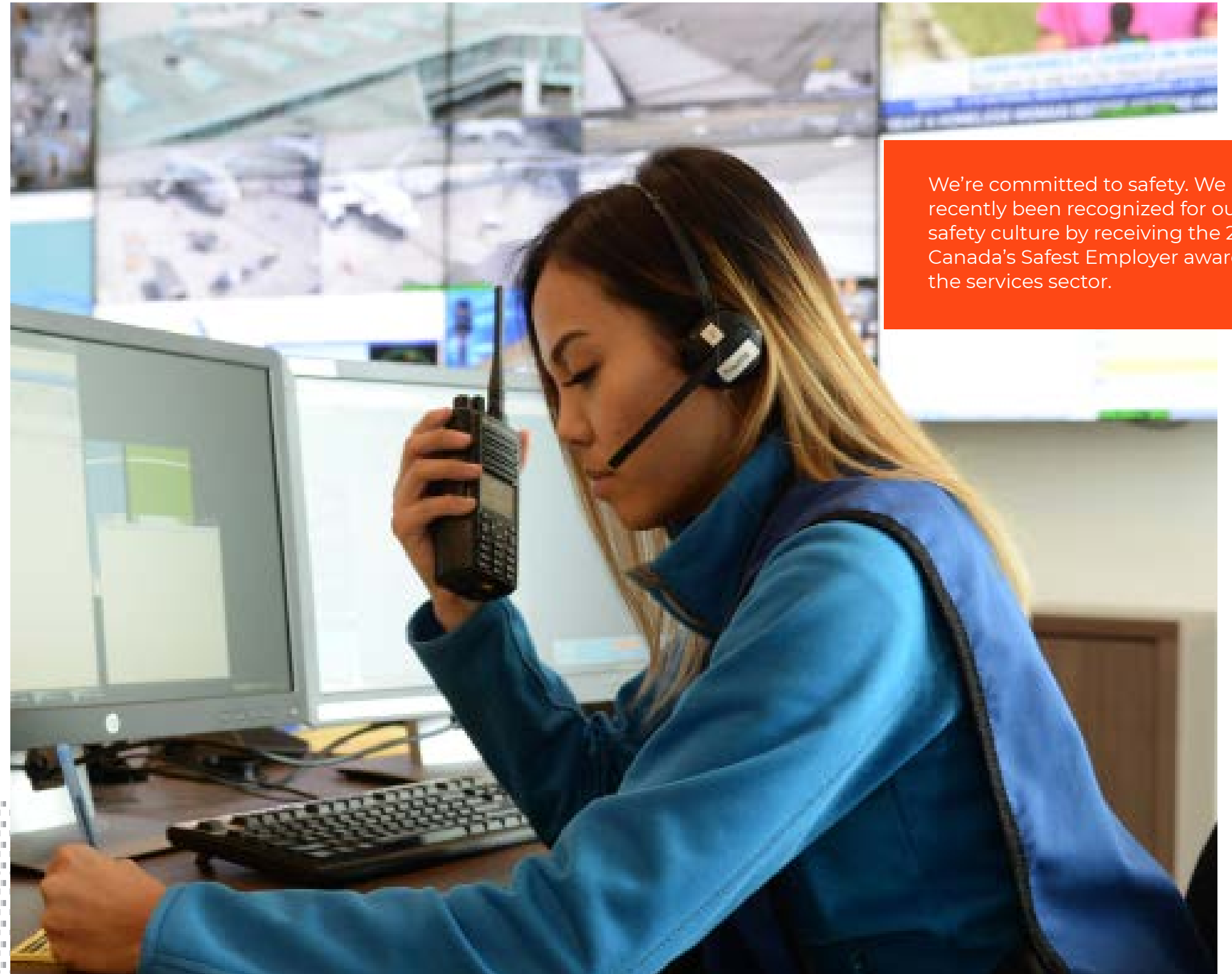
We use a powerful computerized maintenance management system (CMMS) that maximizes service delivery efficiency and effectiveness through optimizing activities such as receiving help desk calls, dispatching appropriate resources, and recording performance data.

### HEALTH AND SAFETY COMPLIANCE

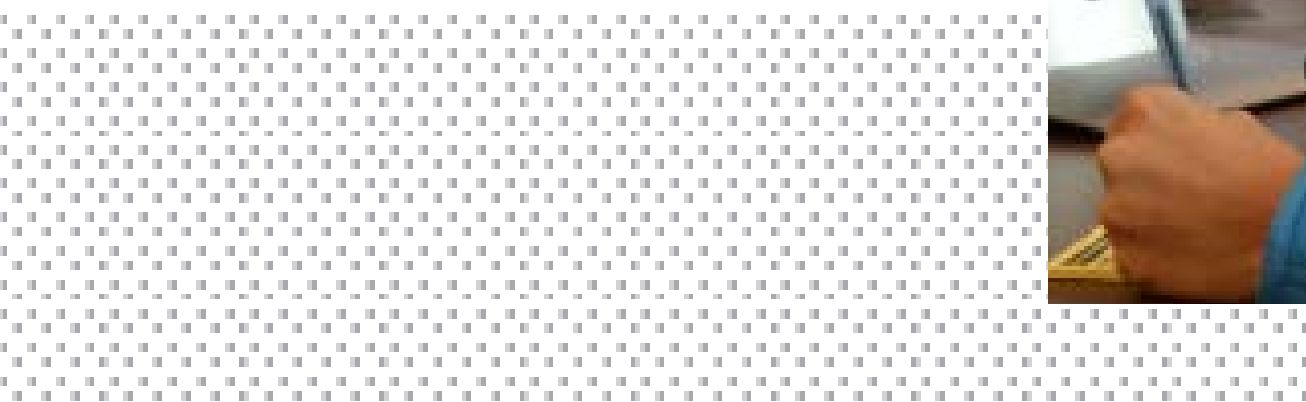
Health and safety are fundamental to everything we do. We are committed to providing safe and healthy spaces, eliminating hazards, and reducing occupational risks. We have recently been recognized for our safety culture by receiving the **2021 Canada's Safest Employer** award in the services sector.

### EQUIPPED TEAMS

Our teams consist of facility management professionals, building operators, specialized technicians, and subject matter experts that are informed, accountable, and responsive. We have a pool of licensed mobile specialists across the country, who can quickly scale up or down based on your specific portfolio requirements, so we're always ready and available to provide quick and reliable services.



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.



# dexterra

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.



1-866-305-6565 | [dexterra.com](http://dexterra.com) | TSX: DXT

