

# dexterra

## Comprehensive Janitorial Solutions



# HELPING YOUR FACILITY SHINE

Whether you're in a remote camp, office, or critical environment, you need a clean, safe space. As a service provider, the ultimate goal is to support and enhance the product or service offering of our clients – a clean, safe space can do that. From janitorial services, to housekeeping, to specialty cleaning and disinfection – we deliver custom solutions that focus on safety, quality, and enhancing the integrity of your facility and assets.

The values we stand by are:



Accountability



Trust

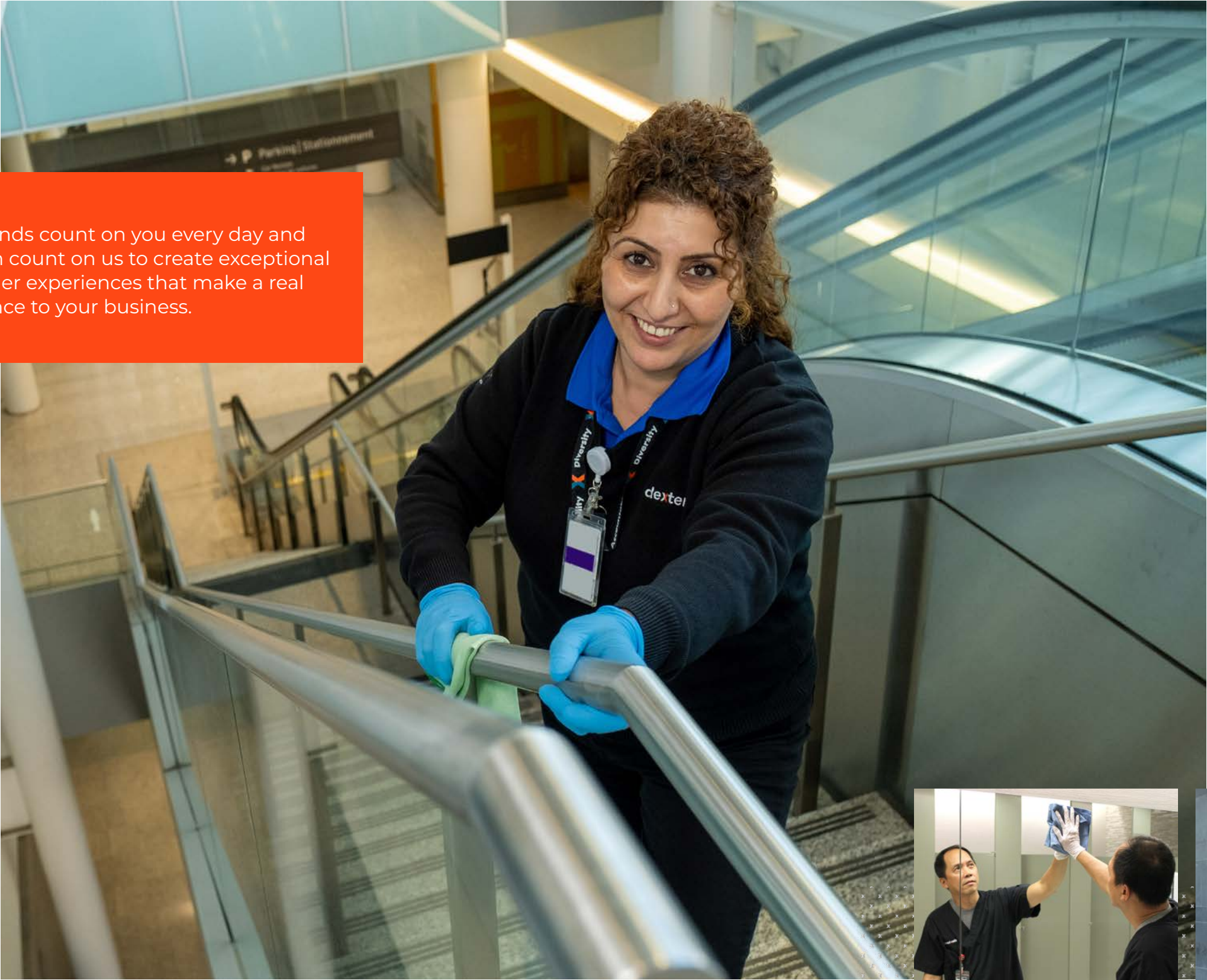


Partnership



Diversity

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.



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 janitorial solutions that are customized to improve facility appearance, extend the life of building assets, and enhance building user experience.

**The Dexterra advantage is:**



**Powered by People**



**Enduring Performance**

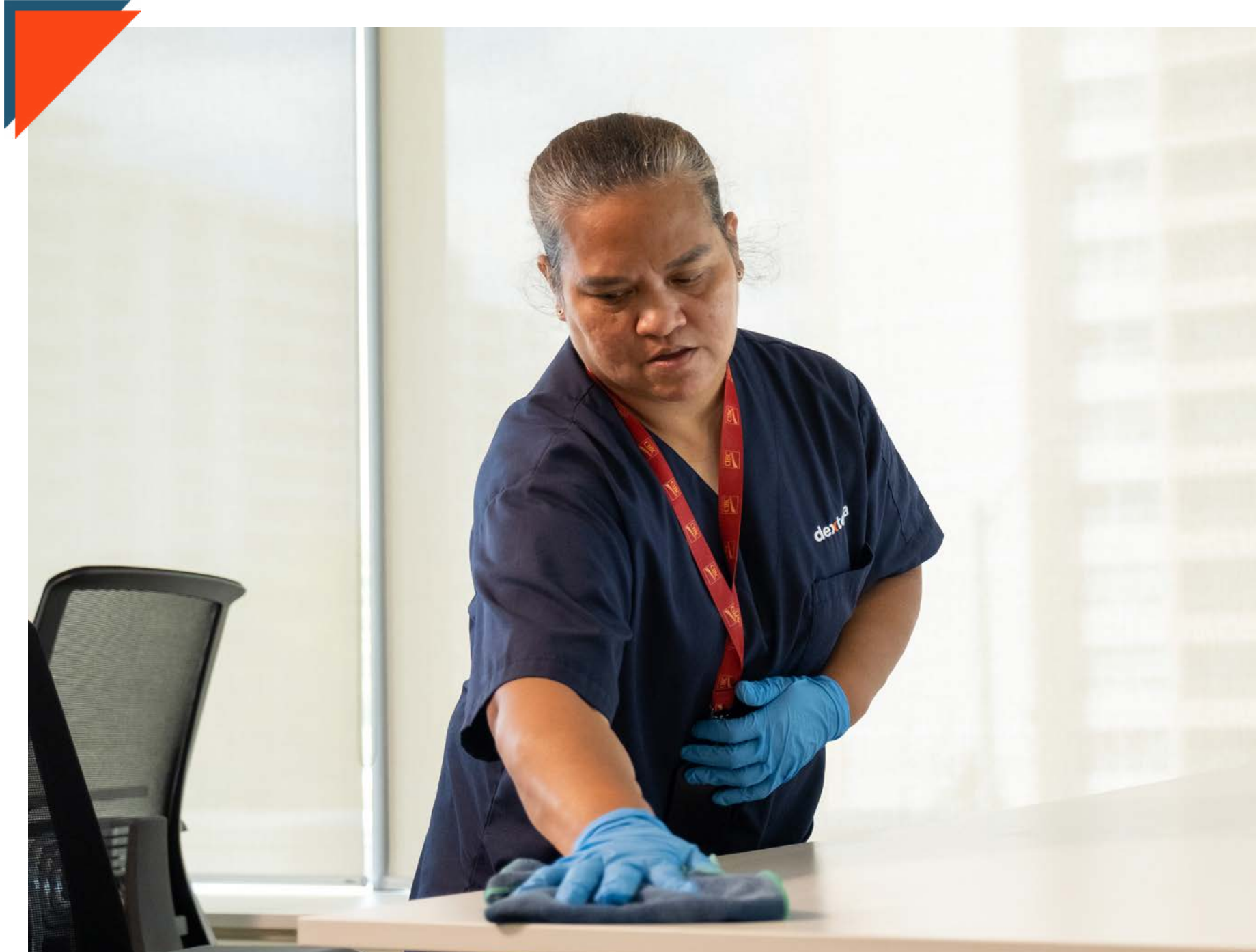


**Innovative Solutions**



**Regional Expertise**



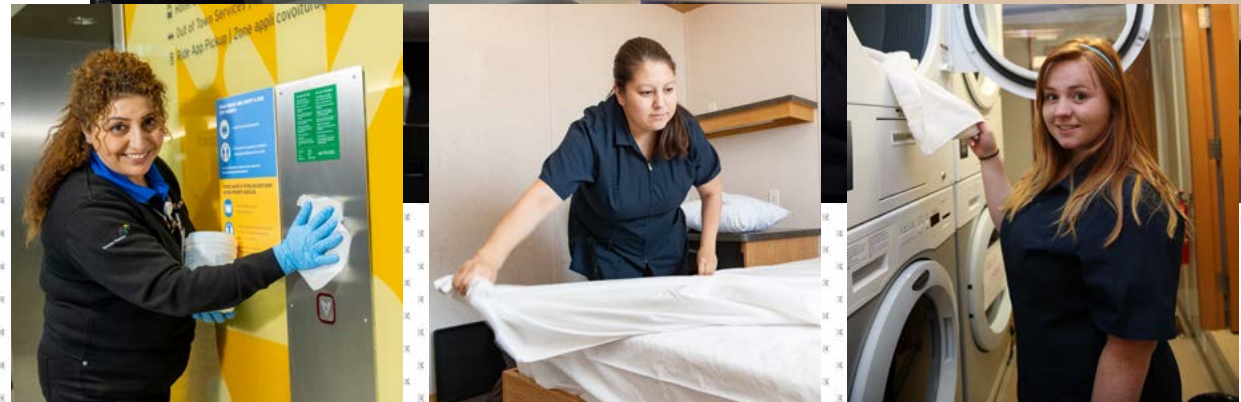


# CUSTOM CLEANING PROGRAMS

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
- 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



## 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.

## 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.

## GROUNDS 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.



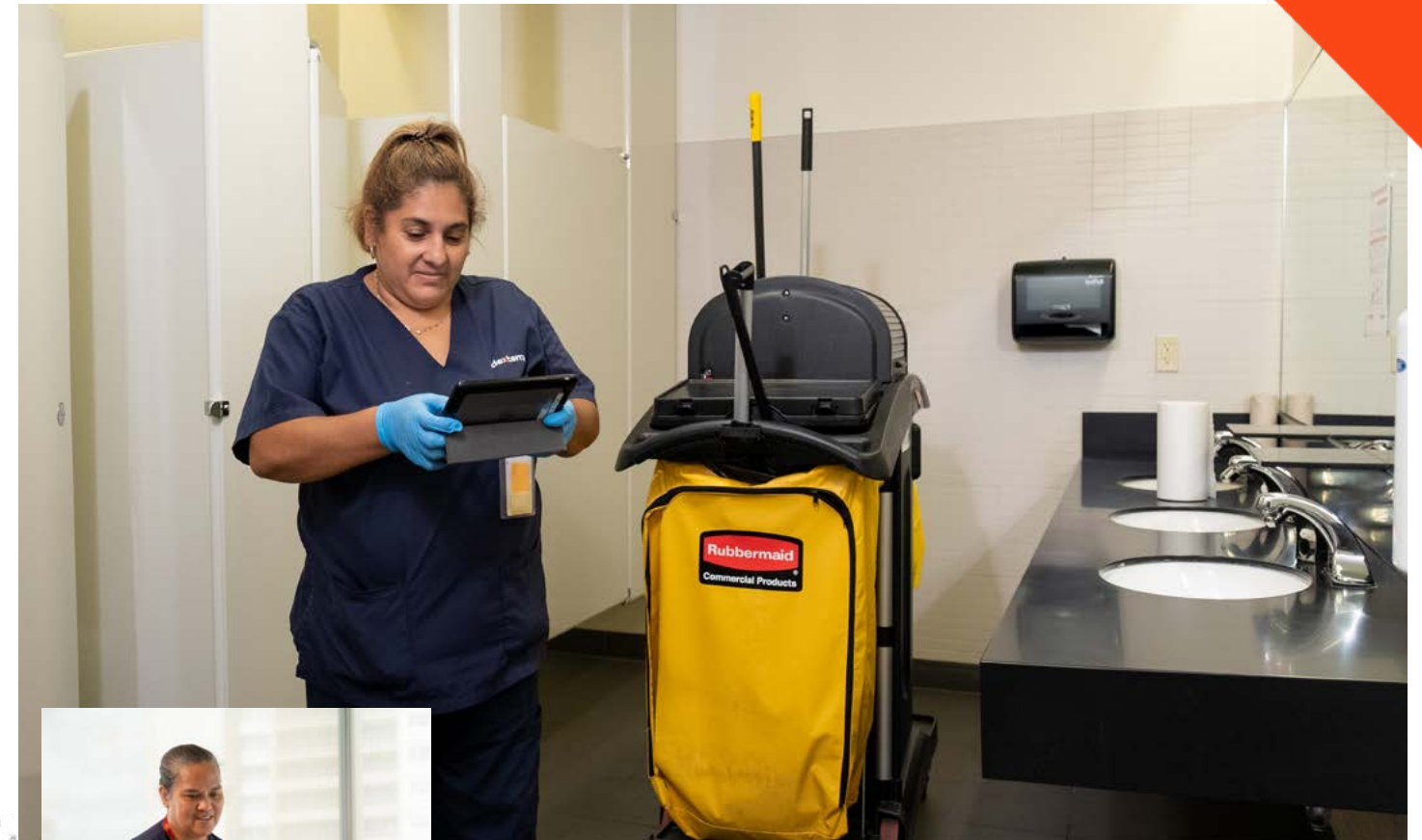
## ENVIRONMENTAL SERVICES

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, and restoration and recovery services. 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?

### 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.

### 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.

## WELL-EQUIPPED TEAMS

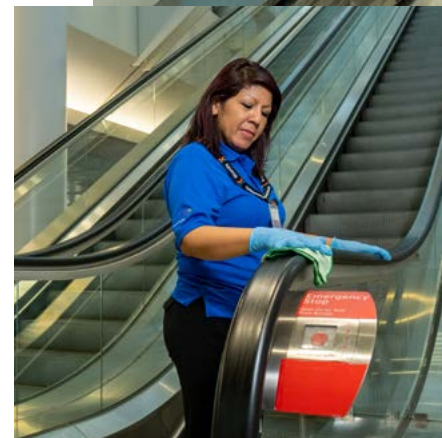
We put our best into your fixtures, interiors, and grounds, so people get the most out of your space. The best solutions bring together the right people with the right tools, technology, and products. Our experienced housekeeping and janitorial teams take pride in their ability to make any space feel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

## 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

To deliver the best facility solutions, we pride ourselves in 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.



## 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 on-going 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. We offer programs that are built with a commitment to sustainable solutions that reduce waste and promote optimal energy performance – helping you achieve your energy, environmental, and sustainability objectives.

## 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.





# 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

