

# INVESTOR PRESENTATION

May 2025













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#### Non-GAAP Measures

Certain measures and ratios in this presentation do not have any standardized meaning as prescribed by GAAP and, therefore, are considered non-GAAP measures. Non-GAAP measures include "Adjusted EBITDA", calculated as earnings from continuing operations before interest, taxes, depreciation, amortization, equity investment depreciation, share based compensation, gain/loss on disposal of property, plant and equipment, and non-recurring items; "Adjusted EBITDA as a % of revenue", calculated as Adjusted EBITDA divided by revenue; "Free Cash Flow" or "FCF", calculated as net cash flows from (used in) operating activities from continuing operations, less sustaining capital expenditures, lease payments and finance costs from continuing operations plus proceeds on the sale of property, plant and equipment and intangible assets from continuing operations; and "Return on Equity", calculated as net earnings from continuing operations divided by average total shareholders' equity. Sustaining capital expenditures included in the definition of Free Cash Flow are replacement expenditures and/or leases necessary to maintain the existing business from continuing operations.

These measures and ratios provide investors with supplemental measures of Dexterra's operating performance and highlight trends in its core businesses that may not otherwise be apparent when relying solely on GAAP financial measures. Dexterra also believes that securities analysts, investors and other interested parties frequently use non-GAAP measures in the evaluation of issuers. Dexterra's management also uses non-GAAP measures in order to facilitate operating performance comparisons from period to period, to prepare annual operating budgets, and to determine components of management compensation.

These measures are regularly reviewed by the Chief Operating Decision Makers and provide investors with an alternative method for assessing the Corporation's operating results in a manner that is focused on the performance of the Corporation's ongoing operations and to provide a consistent basis for comparison between periods. These measures should not be construed as alternatives to net earnings and total comprehensive income or operating cash flows as determined in accordance with GAAP. The method of calculating these measures may differ from other entities and accordingly, may not be comparable to measures used by other entities. For a reconciliation of these non-GAAP measures to their nearest measure under GAAP please refer to "Reconciliation of non-GAAP measures" in Appendix 1 of this Presentation or in the Company's Management's Discussion and Analysis for the year ended 2024.

# COMPANY OVERVIEW: (TSX:DXT)

#### What we do

Powered by passionate people, we deliver quality services and solutions for the management and operation of infrastructure.

## Market Capitalization

## \$500 million

Market capitalization

## 62.3 million

Shares outstanding (1)

## \$570 million

Enterprise value

## 50%+

owned by Fairfax Financial Holdings







(1) Shares outstanding relates to shares outstanding as of April 30, 2025

## **INVESTMENT HIGHLIGHTS**

established provider of Facilities
Management in a large and growing
North American outsourced services market

Market leader in diversified remote services and Workforce Accommodations in Canada



Low Capital, Profitable, Operating Business Model



Strong Annual Cash Flow & Balance Sheet



Shares **undervalued** in the market



Focus on IFM Growth



Strong Shareholder Returns, 15% ROE

## **OUR BUSINESS**

# **Creating Client Value Through a Diverse Services Platform**

### Support Services

- Fully Integrated Facility Solutions includes asset life cycle management, building automation, energy management
- Hard Services Facility Maintenance and Repair
- Remote Services hospitality, operations and maintenance services
- Soft Services Janitorial, Hospitality, Food Service

#### Asset-Based Services

- Workforce Accommodations
- · Access matting and relocatable structures
- Diverse end-markets
  - Quality, client-centric approach
- Dynamic & responsive



## **SUPPORT SERVICES**



# KEY CLIENT SECTORS:

- Aviation
- Commercial
- Industrial
- Government
- Defence & Security
- Education
- Healthcare
- Hotels & Leisure
- Natural Resources
- Rail / Transit
- Retail

# ASSET-BASED SERVICES





# KEY CLIENT SECTORS:

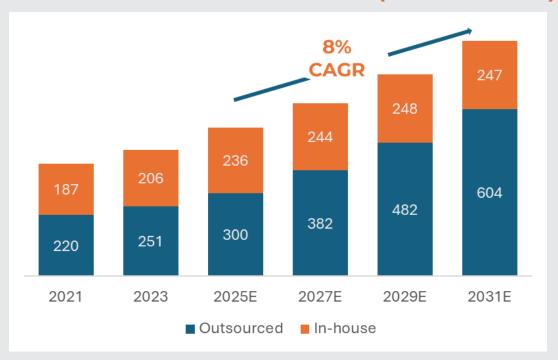
- Mining
- Energy
- Infrastructure
- Government agencies

OUR OPERATIONS

## AN EXPANDING PLATFORM

- Large and growing Support Services market
- Building out our North American footprint
- Strategic focus on integrated facility management
- Capital-light, scalable model
- Diverse base of over 400 clients
- Investing in sales capabilities and technology

### **North American Market Outlook (in USD Billions)**



Source: Dexterra Group estimates based on Global Market Insights

# OUR COMPETITIVE ADVANTAGE

- Long history and established base of delivering singleservice FM and complex IFM contracts
- Market leader of Workforce Accommodations in Canada
- Community engagement, 80+ indigenous partnerships
- Diversified clientele across a breath of sectors



#### Powered by People

Our business is people. We put the right people in the right places to create seamless experiences and ensure the success of the day-to-day operations of our clients.

#### Client-centric Approach

We always take a client-centric approach in the development and delivery of our services.

#### **Innovative Solutions**

No two clients are the same. We adapt, customize and create solutions that address unique infrastructure or operational requirements.

#### **Enduring Performance**

Service is in everything we do. Whether it's a challenging budget or environment, we'll find the right solution for your business – delivering the highest-quality service and safety.

#### Strategic Partnerships

Establishing intelligent partnerships with strategically relevant stakeholders

#### Regional Expertise

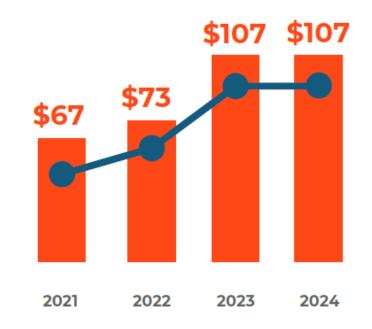
We are wherever you need us to be. With our decades of experience, you can rely on us for extensive knowledge and expertise in your specific region.

## FINANCIAL PERFORMANCE

#### Revenue in \$ Millions(1)(3)



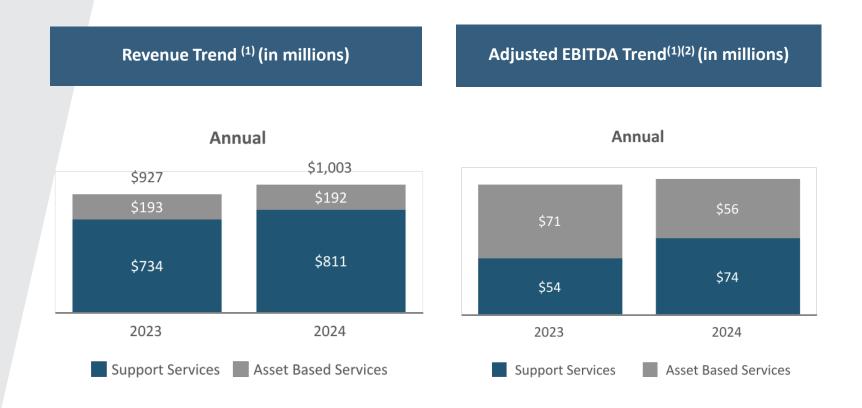
#### Adjusted EBITDA in \$ Millions(1)(2)(3)



- (1) Excludes the results of the Modular Solutions business ("Modular") which was sold August 30, 2024.
- (2) Adjusted EBITDA is a non-GAAP financial measure.
- (3) 2023 results included unusually large wildfire support services.

## **PROGRESS IN 2024**

- Record revenue and Adjusted EBITDA
- Positive returns to Shareholders
- Repositioning to Support Services and Asset Based Services
- Increased Support Services scale and profitability
- Acquired CMI Management, LLC, an IFM U.S. business
- Divested of the Modular business
- 3.2 million share buy back program initiated
- Strong balance sheet



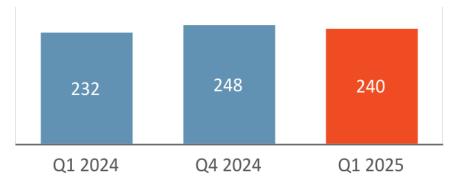
- (1) 2023 results included unusually large wildfire support services.
- (2) Adjusted EBITDA is a non-GAAP financial measure. Excludes Corporate expenses of \$23 million in 2024 (2023 \$18 million) Refer to the 2024 MD&A for definition and reconciliation of non-GAAP measures.

## PROGRESS ON 2025 BUSINESS PLAN

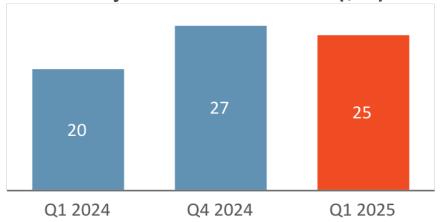
### **Q1 Highlights**

- Continued robust activity levels
- Consistent margins
- \$13 million returned to shareholders
- 15% Return on Equity
- Business story resonating

### Revenue Trend (\$M)



### Adjusted EBITDA<sup>(1)</sup> Trend (\$M)

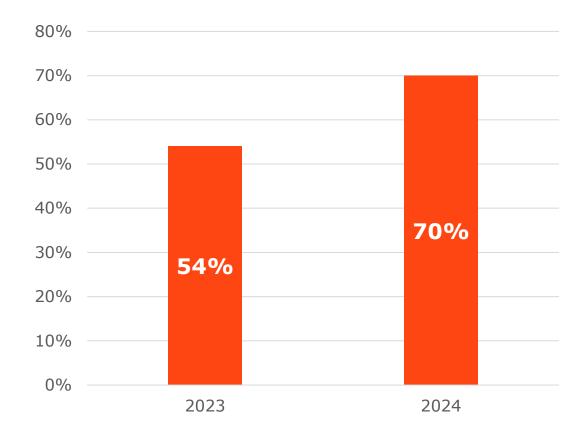


(1) Adjusted EBITDA is a non-GAAP financial measure. Refer to the Q1 2025 MD&A for definition and reconciliation of non-GAAP measures.

## FINANCIAL STRENGTH AND WELL-FINANCED

- Credit facility (\$260m + \$150m accordion) provides flexibility
- FCF conversion >50%
- Capital Allocation Priorities
  - Maintain the dividend
  - Sustaining and limited high return capital
  - Opportunistic share buybacks
  - Accretive acquisitions

# Free Cash Flow (FCF) Conversion of Adjusted EBITDA from Continuing Operations

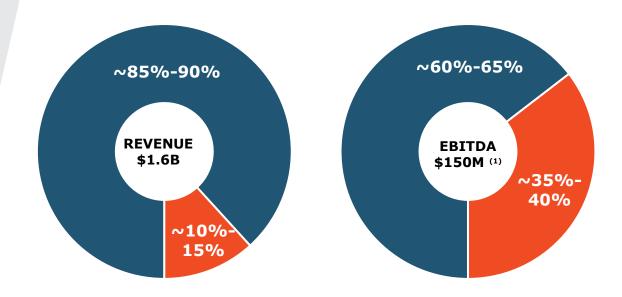


Free Cash Flow and Adjusted EBITDA definitions are included in slide 2 of the presentation.

## OUR STRATEGY AND VISION GOING FORWARD

- Building our Support Services platform technology-enabled, scalable, capital-light, EBITDA margins
- Supporting a leading high-margin remote and ABS business
- Innovative solutions for emerging client needs – building performance, data-driven insights, superior customer experience
- Delivering on organic growth
- Accretive and opportunistic acquisitions that deliver IFM capability, technology and scale
- Robust shareholder returns 15% Return on Equity Goal in the near term

## Aspirational Growth Goal and Business Mix



- Support Services
- Asset-based Services

(1) Net of corporate costs.

**OUR NEAR-TERM PRIORITIES** 

Deliver revenue growth, expand integrated facilities management pipeline, and enhance profitability

- Strong Operating Performance
  - Support Services organic growth
  - IFM Acquisitions
  - Maintain high utilization and margins in Asset Based services
- Manage tariff impacts and monitor market uncertainties
- Select high-return capital investments
- Investments in people, technology, and partnerships to cultivate our competitive advantage and support growth
- Sustainability safety excellence, foster community engagement and investment
- Shareholder value maintain dividend, opportunistic share buybacks, accretive M&A







# **Appendix**

## **EXECUTIVE LEADERSHIP TEAM**



Mark Becker
Chief Executive Officer
7 years @ Dexterra
30+ years industry



Jeff Litchfield
President, Remote & Hospitality
Services
12 years @ Dexterra
24 years industry



Denise Achonu
Chief Financial Officer
1.5 years @ Dexterra
24 years industry



Sanjay Gomes
President, Facilities Management
3 years @ Dexterra
24 years industry



JD MacCuish EVP, Strategy and Corporate Planning 12 years @ Dexterra 14 years industry



Christos Gazeas
EVP, Legal, General Counsel &
Corporate Secretary
4 years @ Dexterra
17 years industry



Cindy McArthur
Chief Human Resources Officer
11 years @ Dexterra
25 years industry

## **BOARD OF DIRECTORS**



**R. William McFarland** (1)(2) Chair of the Board Toronto, Ontario



**Simon Landy** (1)(3) Toronto, Ontario



**Russell Newmark** (1)(3)
Inuvik, Northwest Territories



Mary Garden<sup>(1)(2)</sup> Victoria, British Columbia



Mark Becker Toronto, Ontario



**Tabatha Bull** (2)(3) Toronto, Ontario



**David Johnston** (2)(3) Ottawa, Ontario



**Kevin Nabholz**(2)(3) Calgary, Alberta



**Toni Rossi** (1)(3) Toronto, Ontario

- (1) Audit Committee Member
- (2) Corporate Governance and Compensation Committee Member
- (3) Enterprise Risk Management Committee Member

## THE CORE VALUES WE LIVE BY



### **Accountability**

We don't just walk by. We own our successes and failures. 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.



### **Partnership**

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



#### **Trust**

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

## **Our Culture**

We focus on **long-term value.** 

We are **entrepreneurial** – we think like owners, act with initiative, and take smart risks.

We operate in a **decentralized model** with **accountability**.

We encourage **share ownership** and believe in performance-based rewards.

We believe in **open communication** – no politics.

We do the right thing with **integrity and honesty.** 

We are **results-oriented** and **team players** – no egos.

We embrace **continuous improvement** – we learn, we adapt, and we get better every day.

We follow the Golden Rule: treat others as we want to be treated.

We balance hard work with focus on our families.

We believe in **having fun** – at work!

## **GUIDING PRINCIPLES**



Client-centric approach



Sustainable, long-term profitable growth



Decentralized model



Focus on continuous improvement



Disciplined financial management and well financed



Promote safety culture



Support indigenous relationships & communities



Strong shareholder returns and stakeholder value



Strong employee engagement

## **TECHNOLOGY AND INNOVATION**

- Integrated platforms, where analytics and insights converge, validating service performance
- Asset and lifecycle management
- Predictive labour optimization
- Autonomous & robotic cleaning equipment

Reducing client costs and unplanned disruptions





## SUPPORT SERVICES STRATEGY

## IFM is a Key Driver of Growth

#### **Fully Integrated** Strong organic growth prospects Relationships Technology enabled **Investments** Investment in the resources and tools necessary for accelerated organic growth and the delivery of a multi-year acquisition program to increase capabilities and scale. Partnerships **U.S. Expansion** Organic growth and accretive strategic acquisitions in the U.S. Expand our energy management services in **Energy Management** • **Capabilities** support of clients on their journey to "net-zero"



## OUR SUPPORT SERVICES CONTRACTS

## Typical nature of contracts



#### Service Types

Single service and complex multi-service



#### **Procurement Process**

Sole source and competitive RFP process, particularly for government and institutional clients.



#### **Pricing Models**

Ranges from fixed price, costreimbursable, and schedule of rates. Most contracts provide opportunity for additional work and special services over and above the scope of the base contract. Contracts also provide the ability to pass on inflation escalations to clients over time.



#### Seasonality

Project work, food services for educational institutions and forestry can be seasonal in nature.



#### Integrated

Complex, multi-service contract that consolidates all FM services into one contract to be self-performed by one outsourced team.



#### Length of Contract

Typically, 3 to 5 years and longer for P3 projects.



**ASSET-BASED SERVICES STRATEGY** 

## Key Drivers of Growth

#### **Maintain & Build Market Share**

Strong relationships with key institutions and partners in the natural resource sector

Protect our foundation, grow market share and position by delivering great service

#### **Explore International Expansion**

Assess expansion of operations, turnkey lodges and other services outside of Canada

## Our Leadership Advantage

- National footprint active in all the major resource development regions
- Proactive relationship building with key vendors and partners
- Significant investments in Indigenous partnerships, communities, and employment
- Full turnkey provider offers potential for bundling multiple services
- Strong reputation known for quick response times, successful execution of scopes, and dependable services

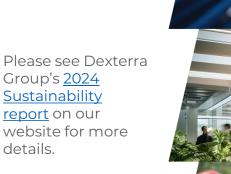


## 2024 **SUSTAINABILITY SNAPSHOT**

#### STRONGER BUSINESS, STRONGER **ENVIRONMENT AND STRONGER** COMMUNITIES.

Powered by passionate people, we deliver solutions for the management and operation of infrastructure that strengthen our clients, communities and economies.

The following highlights from 2024 reflect achievements in the areas that matter to Dexterra and our stakeholders, including our clients, employees and the communities we serve.



Group's 2024

Sustainability

report on our

details.

website for more



#### STRONGER ENVIRONMENT

### 24+ million 24,990

trees planted in forestation projects.1

plastic water bottles eliminated through guest bulk water program.2

#### 84.000

meals saved (34.8 tons of food waste reduced) with Winnow technology.3

#### 1.060 KG

organics converted into compost with FoodCycler program.4

#### STRONGER COMMUNITIES

donated to go towards Stronger Communities initiatives.

\$100,000 \$40,000+

contributed in sponsorships and financial support through our Employee Resource Groups.5

87

Canadian community organizations supported since 2021 through our Stronger Communities Drive.

75%

of employees required to complete diversity, equity and inclusion training completed the training in 2024.6

#### STRONGER BUSINESS

2,320

net new employees hired, 47% of which were women.

91%

of surveyed employees take pride in working at Dexterra.

6,024

front-line employees completed online training.

\$16 million+

in Indigenous business partnership distributions.

\$147,000+

in donations to Indigenous communities through our partnerships (an increase of 6.7% since 2022).

75%

spend with local vendors.7

6%

of overall spend with diverse suppliers.8

- Data for tress planted in 2024 for forestry clients provided by RHS division. Bulk water bottle purchase data provided by Gordon Food Services for
- Food waste reduction data provided by Winnow, our third-party service provider for food waste solutions. Accounts for data from 17 kitchens within our hospitality services division. Accumulated equivalent meals
- within our nospirality services division. Accumulated equivalent messavings: weight savings / 400g per meal.
  FoodCycler food waste data estimated based on # of cycle runs and 'weight of input' is based on volume of container assuming each container is full per cycle.
- Spend data is based on \$510 million annual spend for the 2024 fiscal year
- Data tracked on Dexterra Group's Learning Management System and is inclusive of salaried employees only. Spend data is based on SSIO million annual spend for the 2024 fiscal year. Local is defined as purchases being made within the same Province where
- Diverse spend data is based on voluntary attestation of diverse category

## **COMMUNITY & STAKEHOLDERS**

- Indigenous Partnerships
- Dexterra Stronger Communities
  - Direct company giving (1%-2% of net income)
  - Employee volunteering
  - Educational partnerships
  - Employer-matching donation program for wildfire relief
  - Outland Youth Employment Program

>80
Indigenous
Partnerships

\$13+ million

In Annual

Partnership Business









## **AWARDS & CERTIFICATIONS**





















## **RECENT M&A ACTIVITY**

#### January 2022



Acquired Dana Hospitality LP for \$31.5 million. This transaction brought an established and unique culinary and hospitality brand with a quality sales and management team, while expanding Dexterra's culinary client base into education, healthcare, and leisure activities.

## TRICOM

Acquired TRICOM Facility
Services group of companies for
\$19 million. TRICOM added scale
to our IFM business unit and
expanded our reach into the
hotel, rail and leisure sectors in
major centres across Canada
provided a presence in some
important U.S. markets.

#### January 2023



Acquired VCI Controls Inc., for \$4.2 million which expanded our existing Canadian IFM offerings to include building automation controls and energy efficient solutions.

### February 2024



Acquired CMI Management LLC ("CMI") for US\$23 million. This transaction expanded our IFM platform further in the U.S. Based in Alexandria, Va, CMI serves federal government agencies and commercial clients, totalling approx. US\$50 million in annual contracts with a strong backlog of business.

### August 2024



Sold our Modular Solutions business unit for \$40 million on August 30, 2024.



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.

<u>dexterra.com</u>

TSX:DXT

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Email: denise.achonu@dexterra.com











