



# Solutions for Property Owners

A total workplace  
management solution

**dexterra**



Thousands count on you every day and you can count on Dexterra to create exceptional customer experiences that make a real difference to your business. At Dexterra, we've been creating and managing places that play a vital role in the lives of millions for over 70 years. Dexterra's Integrated Facilities Management strategies not only reduce your financial and safety risks, they also ensure the reliability, quality, and sustainability of your workplace.

## OUR VISION

To be your partner of choice for the operation and maintenance of world class facilities that play a vital role in our society, through the delivery of sustainable, innovative and customer focused programs.

### Solutions for Space and Infrastructure

We deliver management and maintenance solutions for over 50 million sq. ft. of high quality infrastructure. This includes some of the country's largest airports, premier retail and commercial properties, corporate campuses, research and education facilities, large industrial sites, state-of-the-art healthcare infrastructure and complex defence and security assets.

### Solutions for People and Organizations

More than 500,000 customers pass through our clients' workplaces every day. How people interact and use your workplace 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.

## OUR INTEGRATED APPROACH

We believe in the power of an integrated approach. By optimizing economies of scale and scope to create a quality, custom solution.

### DELIVERING CRITICAL SOLUTIONS

Property owners portfolios often reach a point when their operations become complex, and span many different locations and geographic regions. This growth makes it difficult to handle all facility management functions in-house.

Dexterra designs solutions to revolutionize and optimize clients' multisite properties by improving service delivery, creating efficiencies, and providing strategic insights – all aimed at lowering total cost of ownership.

Facilities management requires expertise in everything – from construction knowledge to specialized equipment and the technology that drives them – to fabric maintenance, sanitization, and disinfection techniques. Dexterra customizes solutions for clients that improve performance, reduce greenhouse gas emissions and energy consumption, optimize utilization, and enhance customer experience.

## THE VALUES WE LIVE BY



### PARTNERSHIP

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



### 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.



### DIVERSITY

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



### 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.



Dexterra will partner with you to reduce your operational burdens by leveraging our internal resources and local service providers to schedule maintenance tasks in a timely, efficient manner. By letting Dexterra take over the complete tasks associated with your facility management, your team can focus on more strategic practices that will move your business forward.

## ARE YOU GETTING THE BEST VALUE AND OPTIMIZING THE LONGEVITY OF YOUR ASSETS?

Dexterra's whole life approach can decrease the expense of your facility management. Dexterra will complete a full evaluation of your workplace needs and develop a solution that will typically cost less than you are incurring today, especially when you go beyond direct costs (staffing), to indirect costs (infrastructure equipment), soft costs (such as lost productivity), and other hidden costs.

You'll also save on expensive emergency repairs. Instead of paying ad-hoc contractors' top dollar for the speed at which parts and labour are required with emergency repairs, Dexterra's proactive facility services can prevent most emergencies from occurring in the first place and repair at lower costs should they happen.

Dexterra has a national footprint with expertise and tools to aid in work order auditing and preventative maintenance that avoids costly fixes and replacements. As your integrated facility management partner, managing all aspects of your workplace maintenance, we will eliminate the need to micro-manage individual service providers.

**Technology:** Dexterra delivers cutting-edge technology, such as proactive maintenance through CMMS facility management software.

**Support:** Dexterra's 24/7 Operations Support Center will respond to your needs, including rapid deployment for emergency services and provide "peace of mind" remote monitoring of critical building assets.

**Accountability:** Dexterra will create customized KPIs to accomplish your workplace maintenance and overall company goals, such as running a more efficient and cost-effective facility.

**Expertise:** Dexterra technicians have up-to-date licensing and adequate training to serve vast needs, such as HVAC, electrical, plumbing, fire safety, janitorial, and more.

**Flexibility:** Dexterra offers a reliable on-site and remote staff with the availability of 24/7 shifts to match your business operations and schedule.



## PARTNERING FOR WIN-WIN RESULTS

Dexterra will get to know your business inside and out, collaborating to establish a common goal. In designing our custom solutions, we know that no two clients are the same. We adapt, customize, and create solutions that address unique infrastructure or operational requirements.

Throughout the life of our partnership, we bring value by continuously identifying new ways to improve efficiency and implement technology and innovation that will save time and money.



### SUSTAINABILITY PRACTICES

Consumers are seeking more answers from corporations about their environmental impact. Employees, investors, and other stakeholders are seeking “green” industries to work and invest in.

Canada’s Net-Zero and Greenhouse Gas (GHG) initiatives are increasingly critical for many corporations, both for the cost savings and for reputational strategy.

Dexterra will draw from our diverse client base experience of proven outcomes to pinpoint green initiatives that will make the biggest impact on reducing a facility’s carbon footprint and reduce energy costs.

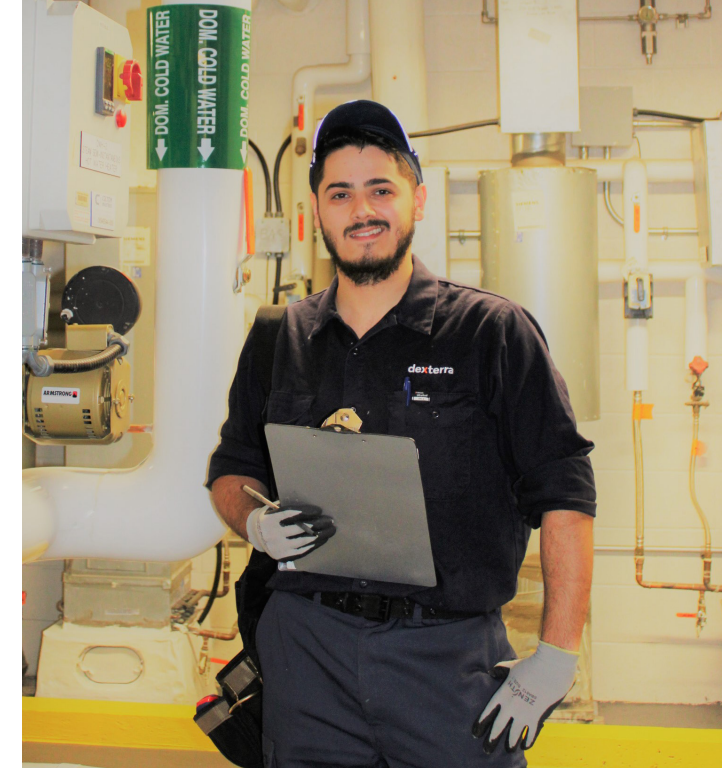


### HEALTH, SAFETY, ENVIRONMENT & QUALITY

HSEQ is fundamental to everything Dexterra does. Safety in the workplace is a must, and the pandemic has demonstrated standards are ever increasing and building occupants expect them to be met.

Effective and efficient management of HSEQ aspects of our business is of prime importance as we strive to give our clients and customers extraordinary service in addition to keeping your workplaces safe and healthy for all stakeholders.

Dexterra is committed to providing safe and healthy spaces, eliminating hazards, and reducing occupational risks, and protecting the environment by reducing waste and energy use.



### NEW CAREER OPPORTUNITIES

It’s common to assume that outsource partnering to an integrated facility management service provider will replace the in-house facilities team with its own people. Not necessarily so.

Dexterra prefers to combine the knowledge of your existing team with the new technologies, techniques, and multi-trade expertise of our technicians. To provide continuity and a high level of service. Dexterra will seek to transition as many in-house team members as possible.

Onboarded employees will enjoy new professional growth and career opportunities. Dexterra is investing in the latest facility management technologies, professional training, and specialized expertise to help clients succeed.

## WHY PARTNER WITH DEXTERRA?



### ACCESS EXPERT AND VETTED SERVICE TECHNICIANS

It can be difficult to find reliable, licensed technicians and contractors in all parts of the country. With Dexterra delivering your on-site facilities services, your management team will spend less time finding reliable technicians and more time focusing on strategic initiatives.

You will also benefit by having access to Dexterra On Demand mobile service technicians that have extensive experience. When the preventative maintenance or reactive task calls for specialist expertise you will not have to waste time looking for another provider in your area.



### GAIN EFFICIENCIES AND STANDARDIZE PROCESSES

Dexterra's resources can scale rapidly, providing the ability to gain efficiencies in operations as your business grows and changes over time. New locations, equipment upgrade initiatives, and projects can be brought online quickly.

Dexterra will also standardize your processes for multisite locations, how preventative maintenance and repair orders are placed, how issues are prioritized, and how cost efficiencies are managed.



### MONITOR PERFORMANCE AND MAXIMIZE ASSET UPTIME

Tracking and understanding your assets over time provides sequential and standardized data, which can be used to forecast for the future, greatly improving decision-making when it comes to lifecycle capital planning and repair vs replace budgets.

Dexterra analyzes your asset data constantly to develop a scheduled preventative maintenance program that ultimately decreases equipment downtime and minimizes reactive repairs.

## OUR SERVICES



HVAC/R



Plumbing



Electrical



Architectural



Operations  
Maintenance &  
Repair



Asset  
Management



Project  
Delivery



Energy  
Management



Utilities  
Management



24/7 Operations  
Support Centre



Food  
Services



Housekeeping &  
Environmental  
Services



Supply &  
Logistics



Security &  
Emergency  
Response



Workplace  
Services

## REDUCE OPERATIONAL BURDENS

How much time and effort do your employees spend on facilities management?

Instead of diluting your resources on non-core business tasks, Dexterra Integrated Facilities Management can alleviate these by providing the expertise and structure to simplify workplace management operations and allow you to focus on activities and services that tenants and customers pay for or benefit from.

Facilities Management is a far-reaching discipline which can be overwhelming for many organizations and diverts focus away from their core business activities. To streamline an efficient facilities management program, especially when the corporation has numerous commercial and retail properties, many organizations turn to outsourcing facilities management.

Inefficient or improperly working machinery and equipment is one of the biggest “energy eaters” that can consume roughly one-third of a building’s energy usage.

Dexterra will use leading edge maintenance practices to address potential problems, prevent equipment failure, and ensure energy consuming building systems are in good working order.



## REGIONAL OFFICES



*The ultimate question in deciding to outsource facilities management is – “Are you spending your time and money wisely?” By partnering with Dexterra, we will deliver the best solution for your workplace. Contact us!*

## CONTACT US

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ISO 14001  
Environmental  
Management



ISO 45001  
Occupational  
Health & Safety



ISO 9001  
Quality Management  
Systems