

# dexterra

## Aviation

## Integrated Facilities Management Solutions







## HELPING YOUR AIRPORT SOAR

Airports play an important role in contributing to local economies and global productivity, which is why it is more critical than ever that they operate at the highest levels of efficiency and reliability. There is a constant need to increase operational efficiency and improve passenger experience, all while adapting to ever-changing needs and keeping pace with compliance regulation updates – that's why you need a partner you can count on.

For over 75 years, Dexterra has been a trusted integrated facilities management provider, servicing a variety of industries, including aviation. Technology based, people powered, and integration focused – from curb to gate – we deliver total facility management solutions that are customized to meet the needs of your unique airport environment. Our wide range of integrated solutions for world-class airports include janitorial, facility and asset maintenance, energy management, customer care, and baggage cart management.





## PASSENGER EXPERIENCE

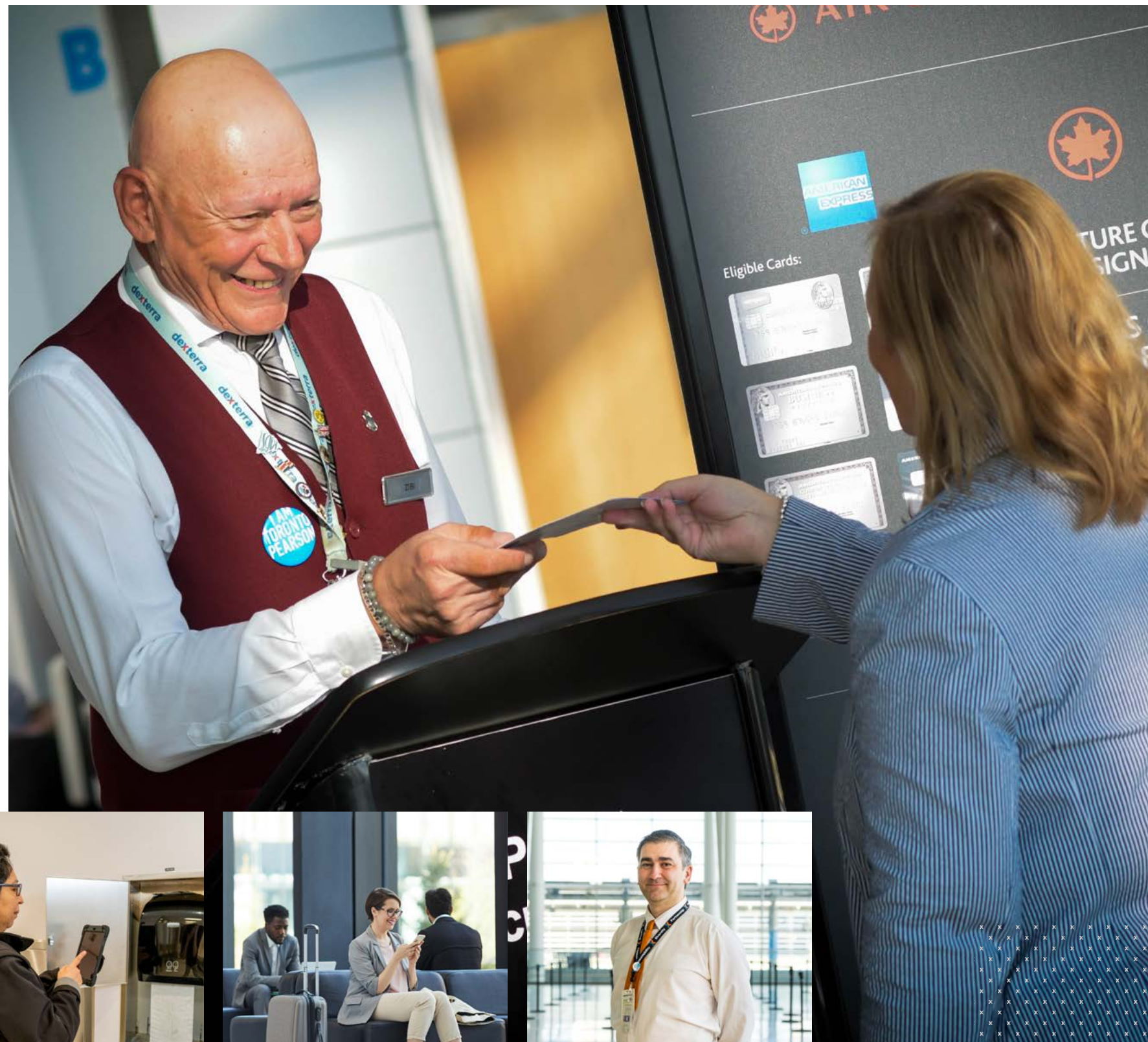
The ultimate goal in an airport environment is to provide a seamless experience, where passengers have minimal inconvenience. Our people and organization solutions offer the best in customer service, space optimization, crowd flow, and security. Successful facility management ensures that resources are allocated based on risk and need, while ensuring day-to-day operations run smoothly. We use a cloud-based workforce management platform to deploy the right resources to the right places at the right time, ensuring your passengers receive the best experience at every point of their journey through your airport.

## INTEGRATED APPROACH

Taking an integrated approach to facilities management helps you meet the needs of passengers, airlines, service providers, staff, and retail tenants. We know what it takes to integrate seamless facility management and superior customer experience into world-class airports. By merging smart solutions with existing operational systems, we deliver an entire framework to address the specific needs of the aviation environment.







## CUSTOMER CARE

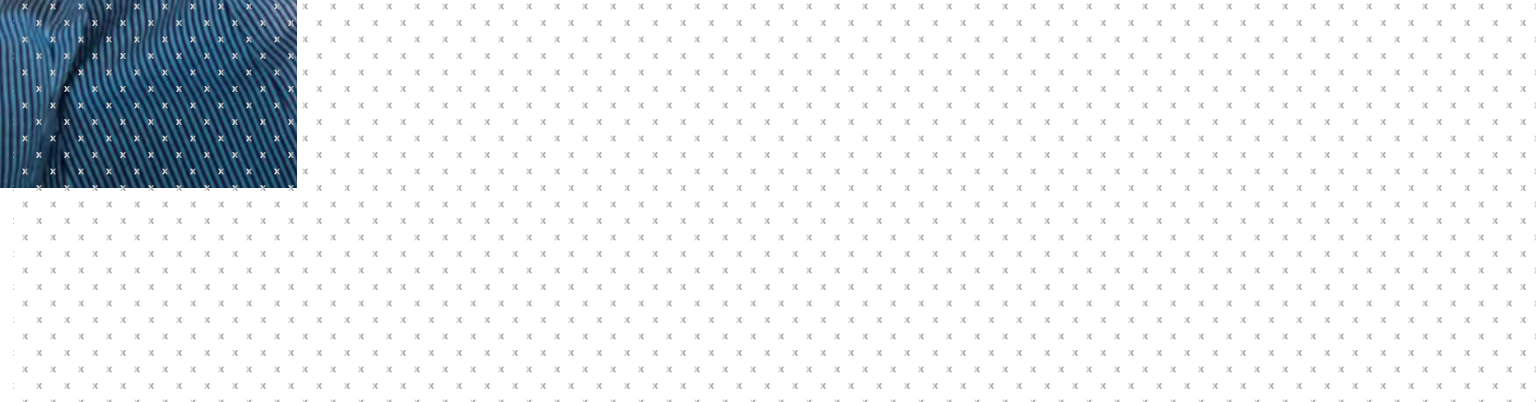
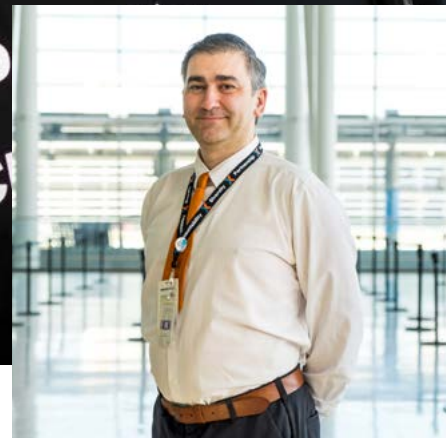
We understand that every passenger is important – that's why we're committed to providing every passenger with the highest levels of customer care services.

Our approach to customer care services is rooted in our ability to anticipate issues, prevent problems, and persistently audit performance. Clearly defined procedures are in place for delivering efficient and effective services, with a focus on the customer experience and the management of customer complaints. These procedures assist in determining what measures are needed to prevent the recurrence of incidents and to achieve and preserve high passenger satisfaction.

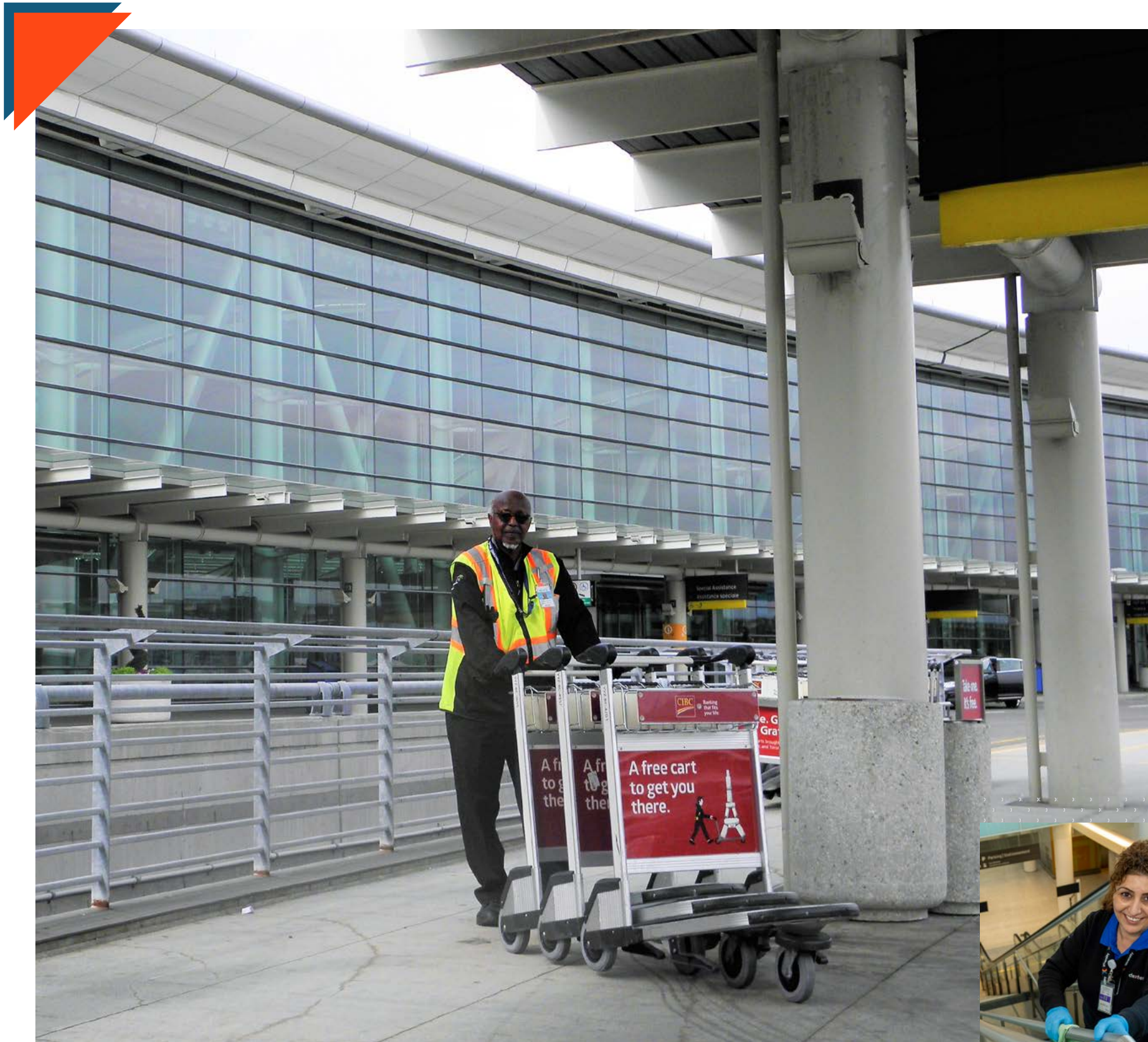
For every client, we customize our customer care approach based on the unique needs of the airport environment with the goal of enhancing the passenger experience. By taking the time to understand your objectives, we tailor our customer care agent interactions and map out the level of training required to meet them.

### Our customer care services include:

- Passenger service support
- Lounge and check-in agents
- Customer service agents and concierges
- Mobile passenger services
- Welcome and reception services
- Operations support centre
- Wheelchair service
- Valet parking
- Lost and found





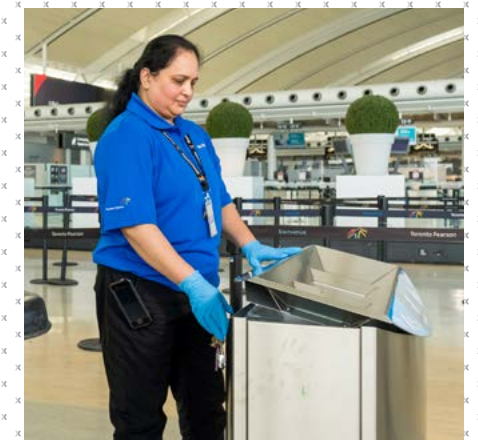
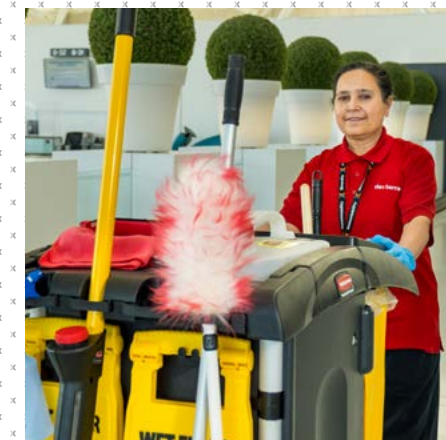
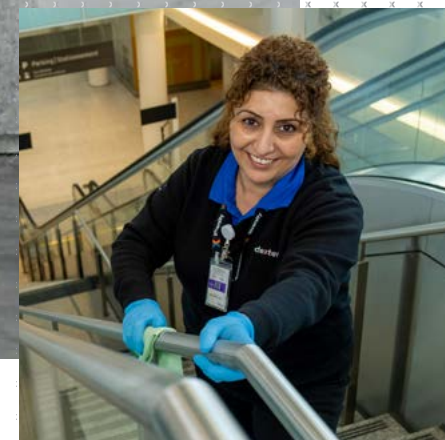


## BAGGAGE CART MANAGEMENT

Our approach to baggage cart management combines motivated staff with data-driven decisions to ensure the right number of carts are in the right place, at the right time, in the right condition. Using real-time data collected from the airport, we maximize baggage cart scheduling to place carts effectively and use labour intelligently.

## TOTAL JANITORIAL SOLUTIONS

We ensure that your airport sparkles from the moment everyone walks through your doors. We prioritize the full life expectancy of your interior assets, extending the life of your finishes and fixtures. Our janitorial programs focus on providing an aviation environment that feels clean, comfortable, and fresh. Our green cleaning programs minimize environmental impacts and provide healthy, clean spaces.



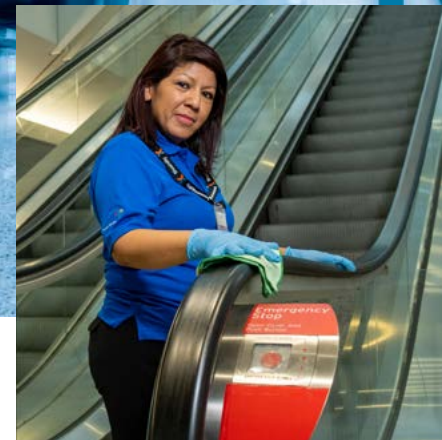


# OPERATIONAL EFFICIENCY

Airport facility managers face growing pressure to deliver the optimal experience for travelers in a safe, comfortable, productive, and modern airport facility – while at the same time keeping pace with the increased compliance regulations. We understand the complexities and unique needs of airport operations and put the right resources in place to navigate daily operational challenges, delivering an optimal experience for your travelers. Through operational reviews, we identify and implement opportunities for improvement in all areas of our service delivery. Using that data, we optimize our program by aligning schedules and resources around airline timetables and passenger traffic volumes.

# LOWER COST OF OWNERSHIP

We manage, maintain, repair, and clean airports like the critical assets they are. We look for efficiencies and ways to add value by integrating services, improving building performance, maximizing system lifecycles, and creating atmospheres where passengers want to return. Our teams work closely with you to continuously seek out opportunities for costs savings, keeping operational costs at a minimum.







## ADVANCED TECHNOLOGY

Deploying the right technology can achieve better outcomes, contributing to an enhanced passenger experience. In a fast-paced aviation environment, it's important that airport facility managers are always informed. Our dedicated teams use the latest technology and IoT solutions to provide you with real-time operational data. We incorporate intuitive integrated building technology solutions that include cloud-based workforce solutions, autonomous cleaning equipment; and data collection, analysis, and reporting tools that increase operational efficiency and improve passenger experience.

## INNOVATION

Airports don't rest, and neither do we. To create smarter and more sustainable airports, it's important to leverage intelligent infrastructure, making use of existing technologies while at the same time, seeking out new solutions and innovations. Our teams are continuously evaluating the latest facilities technologies, productivity tools, and quality assurance frameworks to keep your operation efficient and your service excellent.

## EQUIPPED TEAMS

Every airport is unique – that's why bring together the right resources with targeted expertise to fit the needs of your airport. All our employees receive detailed onboarding and ongoing training that is specific to your operation and aligned with your missions and goals. This contributes to an enhanced airport experience for your passengers and staff.





## SUSTAINABILITY

Sustainable and efficient energy management in aviation infrastructure reduces operational costs. Our facilities management programs are built with a commitment to sustainable solutions that reduce waste and promote optimal energy performance. If your airport has specific sustainability objectives, we are happy to help you meet your environmental targets.

## HEALTH AND SAFETY

Your passengers and staff rely on you to provide a safe and comfortable space to work and travel – and you can rely on us. Health and safety are fundamental to everything we do. Dexterra is committed to providing safe and healthy spaces, eliminating hazards, and reducing occupational risks. We exercise the highest standard of safety possible when working around toxic, combustible, and sensitive material. Recently, we have been recognized for our safety culture by receiving the 2021 Canada's Safest Employer award in the services sector.

## AGILE CONSTRUCTION

We know things change quickly behind the scenes. It's why we offer modular construction solutions for ancillary buildings, such as hangars, storage, security facilities and employee areas. For regional airports, modular buildings are ideal for terminals.





# 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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