

DCC adds value

Our service portfolio is always changing to meet our client's needs



Completing projects to DND's satisfaction is critical to DCC's success. In fact, we consider service delivery to be one of our key performance metrics. Every year, we ask our clients within DND to review our performance. We take their feedback seriously, and we set our standards deliberately high. Our target service delivery rating is 95 percent and we are proud to have exceeded that target each year for more than ten years.

Standing beside DND for more than 50 years

DCC is the sole contracting authority responsible for Department of National Defence (DND) infrastructure projects. We have served the department with the utmost professionalism and competence for more than 50 years.

Through our integrated service delivery model, we offer a broad base of talent and expertise that complements our client's abilities. The support we deliver to DND extends from program planning to delivery, and advice on health, safety and environmental management practices.

As a single, comprehensive resource for DND's infrastructure requirements, DCC prides itself on its ability not only to meet the department's precise needs, but also to add value to every project. Our work saves DND money, ensures smooth service delivery and yields excellent products.

A distinct entity that is always part of DND's team

Having worked with DND for more than half a century, we understand DND's needs and we share the department's goal of delivering projects quickly, accurately and cost-effectively. We offer our services to DND on a not-for-profit basis, and our senior managers are always ready to resolve challenges at a moment's notice.

DCC is part of DND's team. We devote our entire effort to ensuring DND's complete satisfaction.

Trusted, connected, knowledgeable

Our clients appreciate DCC's services for the talent and expertise we bring to a project and for the added value we deliver. Here are a few of the extra benefits DCC brings to a job.

- **Connections to the industry**

By acting as the purchasing authority for DND's infrastructure requirements, DCC is one of the largest buyers of construction services in the country. Our mandate is not only to ensure that DND's projects are delivered on time, on budget and on scope, it is also to ensure that Canadian businesses have fair and equal access to the millions of dollars worth of contracts we issue annually.





- **Integrity**
DCC respects the best principles of fairness and transparency in all its contracts. Our managers exhibit the highest degree of professionalism and observe all due diligence and regulatory requirements. Our aim is to protect the Crown's interests as well as those of our service partners.
- **Knowledge**
DCC's service portfolio has grown out of the Corporation's reputation for being an exceptional contracting and contract management provider. As our corporate expertise has grown, so has our team's knowledge base. We are proud to offer these resources at all of DND's sites.
- **Flexibility**
We deliver professional expertise anywhere DND needs sound judgement and input. No matter the location, no matter the need, DCC can quickly deploy resources to meet any challenge.
- **Consistency**
Because we have worked with DND for more than 50 years, we understand the department's needs, and departmental staff understand our procedures and processes. The long-term relationship that DND and DCC have forged is founded upon familiarity, predictability and consistency.

DCC's services cover all the bases

Defence Construction Canada is a Crown corporation whose mandate is to provide innovative and cost-effective contracting, construction management and infrastructure-related services for the Department of National Defence, the Canadian Forces and the defence of Canada.

DCC employs more than 800 professionals—among them engineers, engineering technicians and technologists, environmental engineers and technologists, experienced tradespeople and other professionals—and maintains offices at all of the Canadian Forces' bases, wings and area support units.

DCC has expertise in the following service lines:

- Construction Services
- Contract Services
- Environmental Services
- Project & Program Management Services
- Real Property Management Services

Contact us

To learn more about DCC's services, visit www.dcc-cdc.gc.ca, call 1-800-514-3555 or e-mail info@dcc-cdc.gc.ca.