

DCC adds value

Our service portfolio is always changing to meet our Client-Partners' 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 met or exceeded that target consistently for more than five years.

Standing beside DND for more than 60 years

DCC is a Crown corporation that provides innovative and cost-effective contracting, construction contract management, infrastructure and environmental services for the defence and security of Canada. It has two primary Client-Partners: the infrastructure and environment group at the Department of National Defence (DND), and Communications Security Establishment.

Over the years, DCC's extensive construction expertise has been instrumental in the construction of projects that have shaped the Canadian economic and military landscape, and fulfilled Canada's international obligations. Examples of such projects include the Distant Early Warning (DEW) Line across the Arctic, the Northern Ontario section of the Trans-Canada Pipeline and the Canadian Embassy in Kabul, Afghanistan.

DCC adds value to the Government of Canada through its understanding of the industry, its integrated service delivery model, its knowledge of the Client-Partners' needs and the goals it shares with the Government of Canada: getting the job done quickly, accurately and cost effectively.

A distinct entity that understands the needs of DND

Having worked with DND for almost seven decades, we understand DND's needs and we share the Department's goal of delivering projects that meet specifications, on time and on budget. We offer our services to DND on a fee-for-service basis, and our senior managers are always ready to resolve challenges at a moment's notice.

DCC supports DND in its mission to defend Canada. We devote our entire effort to ensuring DND's complete satisfaction.

Trusted, connected, knowledgeable

Our Client-Partners 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**

DCC is an active player in Canada's construction industry. With 99 percent of our work going to public tender, rather than being single sourced, we are an important source for industry clients from coast to coast. Contractors and consultants know us and we know them.





We stay atop developments throughout the industry. Our employees are constantly upgrading their skills and knowledge, and DCC itself interacts with all the major industry associations.

- **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 Client-Partners.

- **Knowledge**

DCC's service portfolio has grown out of the Corporation's reputation for being an expert 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/CAF sites.

- **Flexibility**

DCC's organizational structure enables it to immediately respond to—and often anticipate—DND's changing needs. Even more importantly, the organization responds with agility. As a Crown corporation, DCC has great flexibility in establishing its operating policies and practices. This gives DCC the ability to quickly scale up or down to meet the demands of a changing capital program and to ensure continued value for the Crown.

- **Consistency**

Because we have worked with DND for more than 60 years, we understand the Department's needs. DCC understands the special purposes, high security requirements and harsh conditions of its Client-Partners. It uses this knowledge every day in selecting and managing the best approaches to service delivery.

DCC's services cover all the bases

DCC is a Crown corporation whose mandate is to carry out a wide range of procurement, disposal, construction, operation, maintenance and full lifecycle support activities required for the defence and security of Canada, particularly those related to real and personal property, lands and buildings.

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 Armed Forces' bases, wings and area support units.

DCC has expertise in the following service lines:


- Contract Management Services
- Contract Services
- Environmental Services
- Project and Program Management Services
- Real Property Management Services


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