



LE 365

HELPING YOU THRIVE

**DISCOVER THE REWARDS OF
LE'S YEAR-ROUND SERVICES**

Read more on our website
www.lecm.ca



RELIABLE SERVICE, YEAR AFTER YEAR



LE Construction & Maintenance provides consistent quality and dependable year-round services in multiple specialties, each geared toward making your property flourish.

WHAT YEAR AFTER YEAR MEANS FOR YOU

CONSISTENCY: Our staff stay with us much longer than the industry average and are employed year-round instead of seasonally, unlike many other maintenance companies. Training is provided to help workers progress and increase retention.

CONTINUOUS IMPROVEMENT: When the same staff work on your property year after year, they grow in familiarity with the unique needs of your property, leading to continuous improvement. Additionally, we keep the same staff on the same sites year-round.

KNOWLEDGE SHARING: When our multiple departments work on your property throughout the year, they share knowledge to ensure all aspects of your property are working optimally.

COMPREHENSIVENESS: Our multiple departments can service all aspects of exterior maintenance through landscape construction and maintenance, irrigation service, asphalt construction and maintenance, and arborist services.



**Construction
& Maintenance**
Group of Companies



LE Maintenance



LE Paving



LE Tree Care



LE Landscapes



LE Irrigation

A FULL YEAR OF SERVICE, ONE CONTRACT

The benefit of the same team, for the same fee, month after month.

Many of the practices noted in this magazine have a common background: they are based on the concept that using a single team for year-round maintenance has some significant advantages for you. There is a true benefit in having the same company maintain your property throughout the year.

By keeping maintenance services with the same team, owners are able to see proactive practices and procedures employed vs. reacting to what is left by others "for the next guy," which is common when multiple landscape vendors are used. Some examples are: a) fertilization is applied sooner, b) less gravel is used in parking lots, and c) increased familiarity with all aspects of your site are among many of the reasons why a single vendor throughout the year is beneficial.

Having a team really learn and know your property is a great way to ensure continued success while remaining accountable to budgets and shareholders.



After snowfall

4 days later

The tale of the stubborn snow pile

The photos above tell a story of a contract where the vendor providing snow removal services did not require follow-up visits. Quality checks remained the responsibility of the management company and, while the vendor would remobilize when requested, it was at the cost of the property manager. Warm weather will eventually take care of the snow pile, but until that occurs liability concerns exist creating slip and fall and tripping hazards. Plus, it really doesn't show well for the property. This can be avoided by setting up contracts where accountability is placed on the vendor and callbacks do not result in additional charges.



SPRING

MARCH 16 - MAY 15

Spring is Here

Spring signals the end of a long, cold winter in Calgary. After months of freezing temperatures and massive snowfalls, it's always a relief to start seeing the ground again.

We begin preparations for spring maintenance as early as January. Tools are prepared, sites are reviewed, and plans are being made for spring cleanups. When spring arrives, we're ready to hit the ground running.

The Great Winter Cleanup

March is a great time of the year to get a head start on spring cleanups! With the snow slowing down and grass beginning to show itself, teams can start working on a number of tasks to get properties ready for summer.

Here are some of the activities you'll begin to see on your sites:

March

- Gravel is cleaned off landscaped areas using paddle brooms
- Parking lot bulk sweeping begins to take away the majority of gravel and garbage accumulated during the winter
- Garden beds edges are cleaned up
- Tree pruning begins for trees under 6' in height

April

- Aerating is completed to give the grass a chance to breathe and begin growing strong
- The first fertilization application is completed
- Curb repair crews are dispatched to restore damages identified through the winter
- Scheduling begins for parking lot sweeping and line painting

Cross Training for Efficiency

Each LE team member is trained in multiple disciplines to be able to effectively switch between the different tasks required by each season. Plow operators are experienced in curb repairs and snow removal crews trade in their backpack blowers for paddle brooms and hedge trimmers. Crews appreciate this versatility and staying familiar with the properties they regularly visit throughout the year and its changing seasons. These are some of the benefits of year-round contracts that a site will receive.





GETTING A HEAD START

SUMMER PREP

Spring is the time to get a head start on making properties look great for clients and their customers. With fertilization programs beginning in April grass will have every opportunity to thrive when the sun comes in May and the snow stops falling. Garden beds are prepared and ready for flowers to create that welcoming feeling at building entrances. Parking lot cleanups are well underway and prepared for detailed cleaning so that properties look crisp even in this "shoulder season." Curbs are being repaired to protect the first impressions of people visiting the premises. And trees are cleaned, removing winter grime and unwanted pests. This work is completed by our in-house teams.



DID YOU KNOW?

Trees need watering in April. With all the sanding and salting of parking lots during winter, trees get coated in film and soils become contaminated. Watering your trees in April cleans them and dilutes chemicals from the surrounding soil. You can read this and more at lecm.ca in our Articles & Resources section.



SUMMER

May 16 - September 15



LANDSCAPING

The snow is gone, spring has passed, and now it's time to enjoy the vibrant colours of the flowers and the vast green grass of summer.

Summers in Calgary can still be challenging because of its dry, desert-like climate. We are vigilant in monitoring plant and grass health while providing routine mowing and watering where needed. Regular weeding is done to remove unwanted pests.

As the maintenance teams move through the sites, they pass along information to our specialty divisions. Our in-house irrigation, construction, arborist and paving divisions respond to trouble areas, providing quick, efficient solutions. This holistic approach to maintenance is what gives properties that polished look.



WE ARE MORE THAN A LANDSCAPE MAINTENANCE COMPANY

➡ LE Paving



The LE Paving division offers clients cost effective repairs to asphalt surfaces and concrete curbs. We specialize in manhole removal and

replacement, overlays, milling, pothole repairs, crack filling and concrete flat work and curbs. The paving team is able to provide quick response to projects that larger companies don't like to accommodate.

➡ LE Irrigation



Not all landscape problems can be seen above ground. Our in-house technicians can service any size of irrigation system on client properties.

With the ability to identify issues on client sites due to on-the-ground feedback from the landscape and construction teams, LE Irrigation technicians are able to quickly remedy any problems that are discovered.

➡ LE Tree Care



Our certified arborists are passionate about trees and their proper maintenance and preservation.

With comprehensive experience keeping trees live instead of cutting them down, the Tree Care team demonstrates their respect for the value of trees owned by our clients. Through variety-specific education and custom maintenance plans, our clients' trees experience increased health and lifespan while people enjoy the environment that trees provide.

➡ LE Landscapes



New construction and remediation of existing landscapes is an ongoing occurrence on properties. This includes new plantings and landscape features.

Through LE Landscapes, we provide design and construction services including but not limited to new plantings, remediation of existing landscapes, and construction of hardscapes. We also have a great track record in remedying drainage issues on properties.



SO MUCH TO DO, SO LITTLE TIME

With Calgary's short summer season, it doesn't take long before the window of opportunity closes on the chance to complete some much-needed projects. Through all the specialized services offered through LE Construction & Maintenance, we are able to identify, estimate, design and schedule your projects through the winter or spring months. This project forecasting enables all paperwork and approvals to be completed so that shovels can be in the ground at the earliest opportunity.

With multiple departments visiting sites and our inter-departmental communication, we're able to notice issues that should be addressed. We regularly provide clients with reports of our findings along with recommendations on how to proceed.



Have an idea or two about what you'd like to do with a specific set of bushes or a property feature? Don't hesitate to reach out! Our team would love to review your plans with you and provide thoughts on how to make that idea come to life or add those features you've always imagined.

SEPTEMBER 16 -
NOVEMBER 15



FALL



FALL



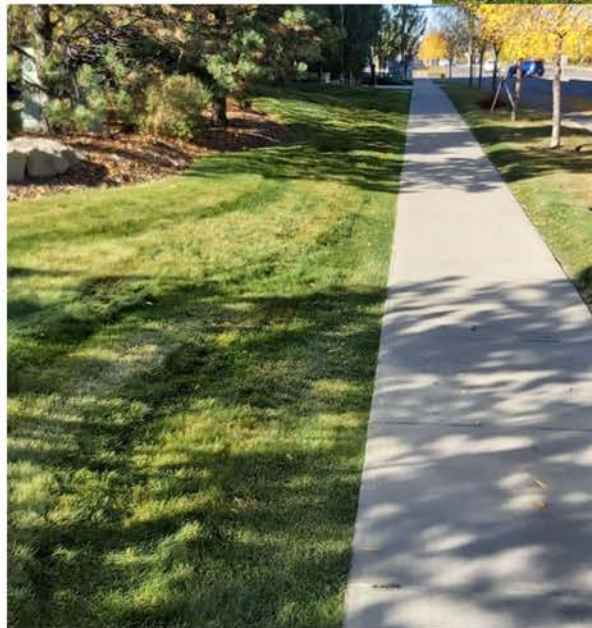
As fall arrives, preparations are made to ready sites for the upcoming cold season. Even though the impending cold weather gives the impression that everything is done for the year, there's still a lot to be done to optimize for winter

as well as spring and summer of the following year. Starting in September, fall blowout programs are performed by LE Irrigation to prevent underground pipes from freezing during the winter. During this time, irrigation system checks are done to rectify any deficiencies or system issues before the system is covered by snow.

Another team that is working to stay ahead of the snow is the herbicide and fertilizer team. At the end of September herbicide is applied to reduce weeds the following year. Fall fertilizer blends are also spread to target root development for healthier plants and trees.

In October, fall clean-up crews remove leaves and complete final site cleanings. Turf sweepers and leaf vacuums are used to create a clean slate for the new year. Final grass cutting is completed and done at shorter lengths to allow for better cleaning in the spring.

Although the cold is just around the corner, the construction and paving teams are still working on new and existing projects right up until mid-November.



Did you know?

Have you ever wondered where all the fallen leaves, branches, grass cuttings and other organics go? LE Construction & Maintenance is proud to be able to divert 100% of its non-diseased organic waste material to its central facility where everything is composted and new soil is made. There's a really good chance the organics collected on your site are being reused to restore nutrients to keep your existing landscapes healthy!

Sustainability

Partnering with you to make the world a better place



LE Construction & Maintenance recognizes the key role it plays in sustainability and being environmentally conscious. Our teams divert up to 90% of materials from landfills to our in-house recycling facility, centrally located in city limits. All waste is sorted and processed for reuse and recycling.

Organic materials are processed, composted, and stored at our facility to create new soil for use in future projects. A separate portion of the facility is dedicated to tree waste where clippings are made and logs are split.

During the winter months gravel is collected, sorted and in many cases reused for the next winter season until it is no longer effective for winter use. Waste materials from road projects are diverted where possible.

All our practices are trackable for clients looking to maintain and achieve their green accreditations for their properties.

LE's sustainable practices extend to how we acquire and use machinery. Our tractors consume 1/4 of the amount of fuel used by regular snow clearing machinery and our heavy equipment used for plowing is tier 4 emissions compliant.

Fun fact! Our tractors use a quarter of the fuel required to operate them as comparable skid steers and loaders found in the industry.

ENVIRONMENTAL SOCIAL GOVERNANCE

**REMAINING
COMMITTED
TO MAKING A
CHANGE**



LE Believes in the Environment

Being that our job is maintenance and improvement of the environment, it only makes sense that we try to protect with wherever we are able. We have been able to maintain healthy plants without the need for harsh chemicals that we know have their most harmful impacts downstream.

Keeping healthy landscapes ensures the environment thrives for many years and into future generations.

LE Believes in Social Responsibility

We realize that the things we do now can impact people we may never meet. The practices and methods we employ always considers the long-term impacts of our actions on others. We always continue to recognize the people aren't the only ones impacted by our actions and we therefore remain committed to minimizing and eliminating our impact.

LE Believes in Governance

The LE senior management team believes in and demonstrates governance through continued training on environmentally safe practices and purchasing equipment and materials that eliminate or reduce environmental impact. Practices are continuously monitored and reviewed with incidents reported if they occur.

What is the moral of the story?

Our team believes that preservation of the environment requires support from all levels. Through investment into training and equipment by managers, workers are in turn able to provide quality services while protecting the land, air, animals, and people.

Responsible Purchasing

Our tractors used for snow removal meet Tier IV emissions standards



WINTER

NOVEMBER 16 - MARCH 15



KEEPING UP WITH THE

EVOLUTION OF SNOW REMOVAL

Over the years, there have been many technological advancements in the snow and ice management industry. These advances have allowed for higher-quality snow removal and increased efficiencies. New types of equipment have allowed us to reduce the number of man-hours required to manage client sites with better results.

Our Nordik series of tractors are purposely built for extreme cold and snow conditions which allows us to reduce downtime and guarantee response regardless of temperature. This allows our clients to stay stress free, knowing that we will be managing their sites in a timely manner.

Employing specialized equipment attached to a skid steer (e.g. Bobcat) we are able to remove snow that usually piles between parking curbs faster and cleaner than traditional methods.

And our latest addition, a tractor mounted ice breaker, is an industry first in commercial snow removal. The ice breaker allows for instant breakup of ice on parking areas followed by instant removal by a snowplough. The amount of salt used on properties is subsequently dramatically reduced. Salt is only effective to -13 degrees Celsius. Mechanical breaking is effective at colder temperatures on ice and hard pack snow.

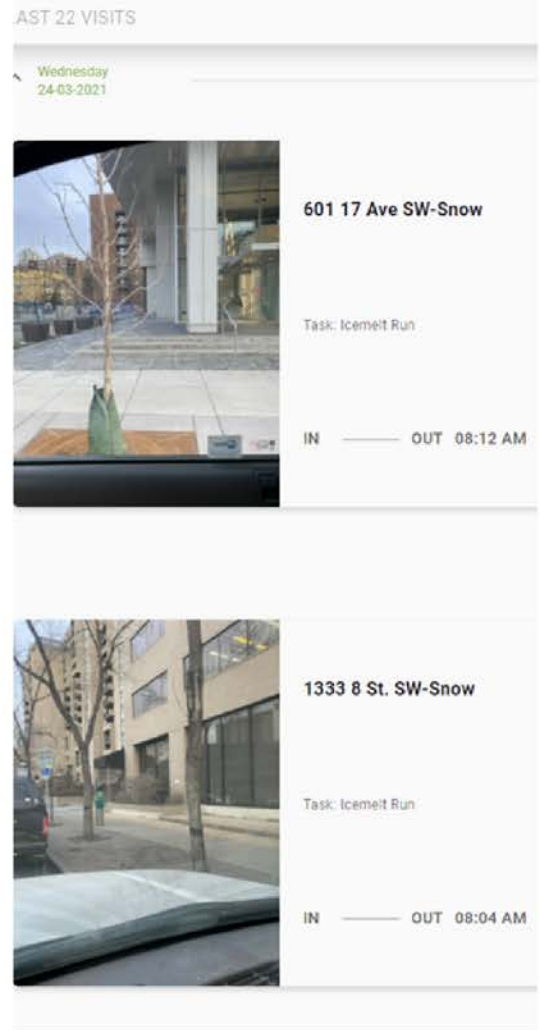
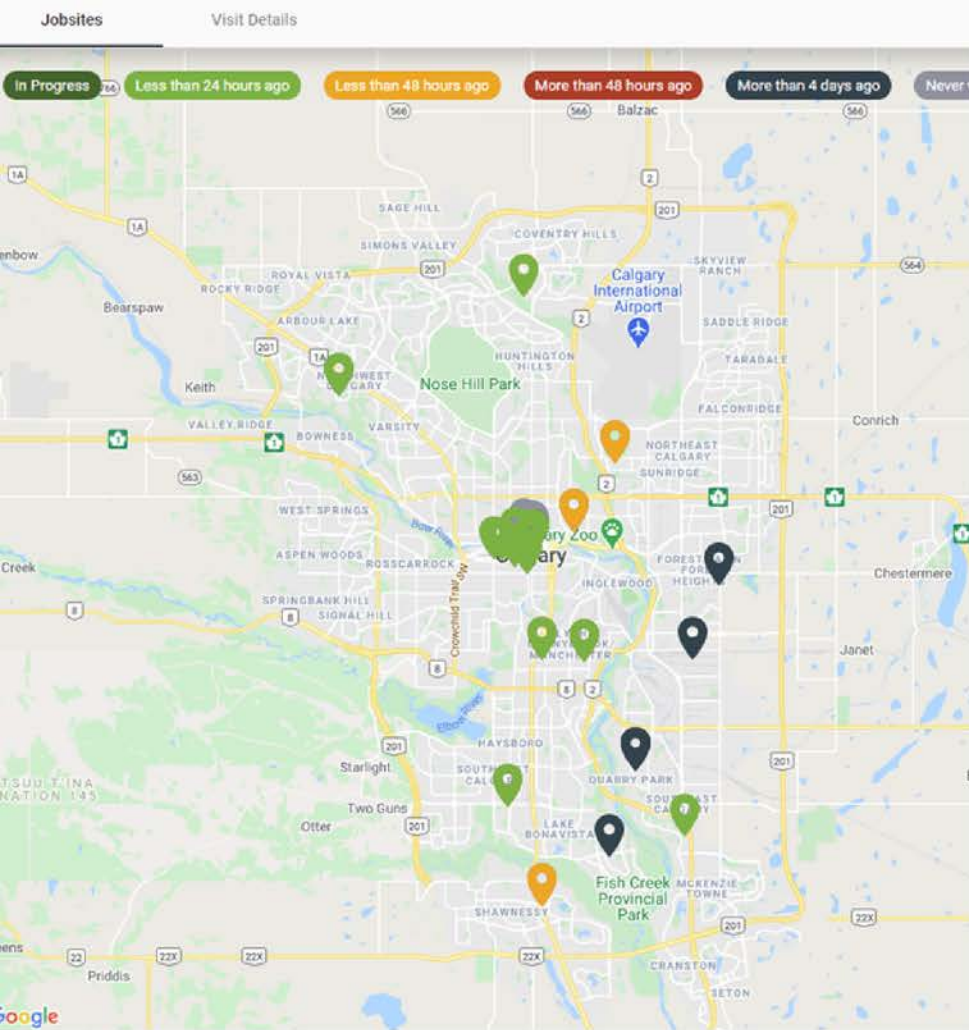
Prevention plans are routinely implemented and adapted to mitigate risks before they are presented.

LE Construction & Maintenance is proud to be a leader in innovation for snow removal practices that enable us to stand out from the competition.

Want to see the team in action?



SCAN ME



WE KEEP YOU INFORMED

LE Construction & Maintenance feels keeping its clients informed is a critical component in an effective snow and ice management plan. To facilitate this, we have invested heavily into using software called LMN. LMN allows for real time, accurate record keeping throughout the seasons and provides instant records regarding activities on sites.

Teams are deployed to sites with established schedules setup in LMN. As work progresses each day, you are kept informed with:

- What activities were performed
- Automatic updating of time and weather conditions with GPS tracking
- How much ice melt was applied
- How much sand was applied
- If there were any barriers to completing tasks

By using LMN, crews see notes specific to the sites they are servicing. Sensitive areas with increased slip and fall risks can be identified so additional maintenance is provided. Teams are kept up to date on time deadlines and site expectations. And since our crews are traditionally on site while property managers are still in bed, we provide extra photos or information that help clients ensure proper management of their sites.

The teams hired by LE are deployed to the same sites day after day, and year over year. This ensures familiarity with client properties for increased quality and service.

LE strives to ensure it is providing as much value to its clients through remaining accountable for the activities it performs and is always open to feedback about how we can deliver industry leading services.

We believe in keeping ourselves accountable for the services provided to clients



Managing Your Risk

How proper process empowers claim management

Fancy equipment is great, but it takes an experienced team to implement the right strategies and people for safe snow and ice removal processes and procedures.

Leading the way in effective snow management

The snow removal industry has seen a dramatic increase in slip and fall injuries in Alberta over the last decade. The Edmonton Journal reported that in 2018, nearly 41 Albertans per 100,000 were hospitalized between 2011 through 2016. A 2004 Statistics Canada report estimated that slip and fall incidents represented 41% of all preventable injuries in Canada.

Claims related to slips and falls continue to rise. Insurance companies are now declining coverage to many companies and the impact on owners is increasing in both cost and exposure.

LE Construction & Maintenance has been able to implement snow removal strategies that eliminate claims and significantly reduce risk exposure. LE is able to support the effectiveness of its management plans with reduced insurance premiums and zero successful slip and fall-related claims.

Furthermore, LE Construction & Maintenance maintains COR certification. This formally recognizes our commitment to maintaining safe workplaces for our clients and our workers. The practices established through our safety program reduces and eliminates potential risks for clients, the public, and workers.

Clearing the way for success

Effective snow management is achieved by ensuring the right tools, processes, and procedures are in place. The first step is to hire dedicated individuals who have a passion for quality and responsibility for the work they perform.

The next step is to ensure crews have the training required to carry out the processes implemented by LE. Training is provided by senior personnel who have years of experience in working with LE. The average tenure of workers is 3 years which means they have a strong familiarity with the sites and the procedures for snow removal.

Finally, quality control is maintained through regular monitoring of client sites by supervisors and managers. Reports are completed and deficiencies are remedied within 12 hours of notification.

In the event notification of a slip and fall is received, LE begins an investigation into the cause of the event and any preventative measures that can be taken for future events. We attempt to contact the injured parties where able to record the incident and offer any support for recovery where possible. As an additional step, our legal teams are notified allowing for direct dialogue with claimants so any claim actions can be avoided.



Explore Our Clients' Great Properties

Any site, any size, any time

LE Construction & Maintenance is committed to ensuring the properties it maintains are clean, safe, and enjoyable throughout the winter season. The LE management team has seen years of trends and surprises with weather events. We share this knowledge with our clients and provide services that account for these challenges so that clients can be assured they're ready regardless of what winter brings.

LE works with a number of clients in the retail, commercial and industrial property management industries. Drop by anytime to see the results of our work. Some notable properties include:

With Royop Development Corporation

- 2 years at Township at Macleod Trail & 210 Ave SE - 780,000 square feet
- 9 years at Lake Bonavista Promenade located at 755 Lake Bonavista Dr SE - 358,000 square feet
- 11 years at Douglas Square located 11540 24 St SE - 364,000 square feet

With Qualico Properties

- 2 years at Monterey Square at 2220 68 Street NE - 418,866 square feet

With Colliers REIT

- 8 years at The Market at Quarry Park at 163 Quarry Park Blvd SE - 311,092 square feet

With Centrecorp Management Services Limited

- 17 years at Riverbend Shopping Centre at 8338 18 St SE (formerly managed by Royop Development Corporation) - 534,327 square feet

Snow Removal Samples





References

Don't just take our word for it! Feel free to contact anyone listed below regarding our services

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