

*Trust the science behind the seal.*



# ST★R Report

## CCS Facility Services Claims First GBAC STAR Service Accreditation in the World

Published by **Trade Show Executive**

### In this issue

**We're Number One**  
CCS Facility Services Founder and CEO Troy Coker shares the story of being the first company to achieve GBAC STAR Service accreditation.

**Clean up with Clorox**  
Learn how to apply for grants from Clorox to keep your small business clean and safe.

**Updates are here**  
Read about a reboot to GBAC Fundamentals and get the details on GBAC STAR reaccreditation.

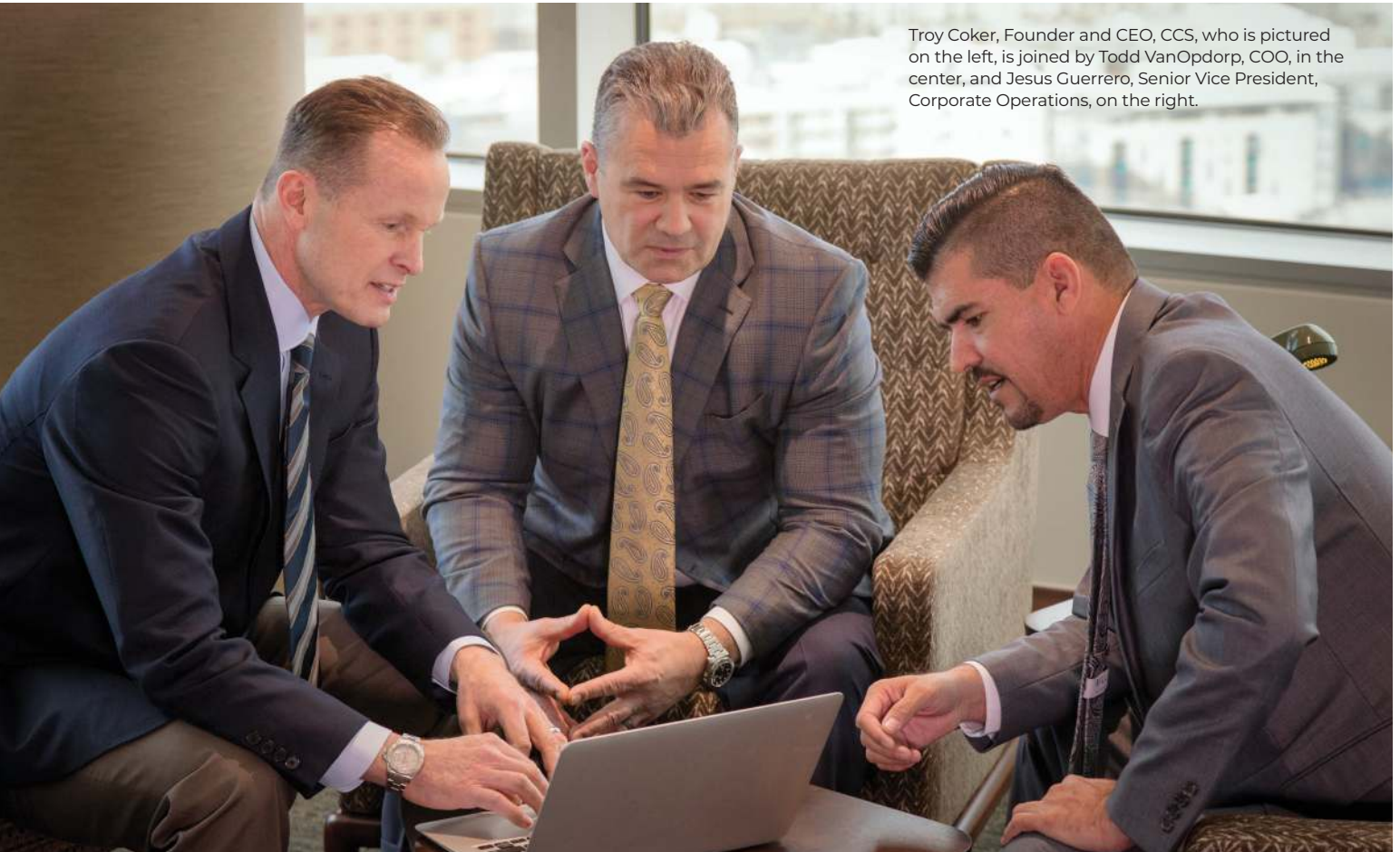


## CCS Facility Services Claims First GBAC STAR Service Accreditation in the World

In March 2021, CCS Facility Services became the first service company in the world to earn the GBAC STAR™ Service accreditation from the Global Biorisk Advisory Council® (GBAC), a Division of ISSA, the worldwide cleaning industry association. The integrated facility services company features cleaning and building engineering professionals across the western United States delivering janitorial and building engineering services across multiple sectors.

CCS Facility Services Founder and CEO Troy Coker shares that obtaining this accreditation reflects that the company has a sustainable and scalable biohazard response infrastructure and has demonstrated a commitment to the health of customers' building occupants. Coker details his company's experience with earning this vitally important third-party validation.

**What was involved in CCS Facility Services achieving this accreditation?** When the pandemic hit, we were already in process of establishing our own cleaning program to respond to COVID-19, including investing in some new products and processes, such as electrostatic spraying. However, we really appreciated the depth and breadth of the GBAC STAR Service programmatic elements. The process of developing our own application helped us work through some protocols and processes in a more in-depth manner. In that way, the GBAC STAR Service application was almost like a guidebook, providing step-by-step guidance for development of an infection prevention and response program.



Troy Coker, Founder and CEO, CCS, who is pictured on the left, is joined by Todd VanOpdorp, COO, in the center, and Jesus Guerrero, Senior Vice President, Corporate Operations, on the right.

**Describe the customer experience CCS Facility Services had with GBAC.**

We have a long history with GBAC. Two of our staff had the opportunity to train with the GBAC Forensic Restoration Technician program before the pandemic hit. Then, as we began to develop our own COVID-19 response program, we sought GBAC's counsel often and we continue to do so. They've been a great partner.

**How do you employ this accreditation to reassure concerned customers that CCS Facility Services is focused on the safety of their employees and guests?**

Promoting GBAC STAR Service is a two-pronged effort: A public-directed communications campaign, but also the "ground game." Our customers know the CCS teammates in their facilities, so a key component in helping customers feel confident is having our own staff explain the importance of GBAC STAR Service accreditation. We have conducted trainings for supervisors, account managers and leaders.

We developed talking points and handouts informed by questions our team had asked about the program. Finally, in team meetings, we continue to discuss how colleagues are sharing information about GBAC STAR Service so they can learn from each other.

**What would you share with those debating GBAC STAR accreditation?**

This accreditation reflects best-in-class preparedness and processes. Why wouldn't you want your business to reflect the highest standards in the industry?

**Do you have critical learnings to share on achieving GBAC STAR?**

Be prepared to do the work. The application is an in-depth process, and those who are awarded accreditation are validated as being committed to the highest levels of protection and preparation. This also is not one-and-done: This is a sustainable, scalable program for the long-term health of employees and the facilities we serve.

**The process of developing our own application helped us work through some protocols and processes in a more in-depth manner.**

**What are the key messages you want readers to remember about this article?**

Buy-in from the field is critical. Engage teammates throughout your company in this process because they not only will help develop and implement the program, but their knowledge and investment will help greatly in communication to customers. ★