

ESG Annual Report

Fiscal Year 2023



CCS
FACILITY SERVICES



“The price of greatness is responsibility.”

Winston Churchill

Caring for the people who care for our customers is our highest responsibility.

To CCS Facility Services, that means providing materials and equipment that are both safe and appropriate for the employee – and right for the environment. We regularly evaluate the powerful combination of what’s right for people and best for the planet and deliver operational solutions that meet at that intersection. We can do right by our communities and do well for the company.

The following report details CCS Facility Services’ efforts in 2023 to advance our ESG strategy while keeping our commitment statement front and center:

We act responsibly toward our teammates, our clients, our communities, and our planet through trustworthy and transparent actions.



Environmental Goals

- Collect improved GHG data to conduct a more accurate inventory of branch and corporate office energy consumption
- Reduce per-employee GHG emissions 10% by 2025

Social Goals

- Increase diversity in leadership by providing upward mobility opportunities for field staff
- Maintain an 80% internal promotion rate
- Increase employee retention rate by 10% by 2025
- Expand our focus on equity and inclusion by establishing a DEI committee

Governance Goals

- Discuss ESG topics at the Board level quarterly
- Maintain an industry-leading cybersecurity and data privacy program
- Report on our progress by publishing an annual ESG Report

Environmental Actions

Serving thousands of customers nationwide means a large fleet of CCS Facility Services vehicles out on the road. Maintaining visibility on safe driving practices protects our people but also benefits the environment. CCS' real-time GPS vehicle monitoring program saves fuel (and, subsequently, reduces GHG emissions) by monitoring the following items:

- **Reduced fuel consumption:** Safe driving practices, such as obeying speed limits, avoiding rapid acceleration and braking, and maintaining a steady speed, means that less fuel is burned, resulting in lower greenhouse gas emissions and reduced air pollution.
- **Lower emissions:** By practicing safe driving habits, such as driving at a moderate speed and avoiding unnecessary idling, emissions of pollutants and particulate matter can be reduced.
- **Conservation of resources:** By driving responsibly, avoiding accidents, and being on top of preventative maintenance, there is less need for vehicle repairs and replacements, which reduces the demand for raw materials and energy-intensive manufacturing processes.

On a biweekly basis, our management teams view our *Safe Driving Dashboard*, which includes a “score” for each branch, as well as identifying responsible and less-responsible vehicle usage to diagnose and manage better performance.



Inviting Customers to Celebrate Earth Day

Earth Day is an “official” CCS Facility Services holiday! To reinforce our commitment to sustainability, during Earth Week, we provide our customers with a special green-friendly gift and tips on how to use the gift. For customers who host Earth Day activities, we happily

set up a booth to give our thematic gift, which also gives us an opportunity to share CCS' year-round sustainability efforts with customers and tenants.



It's not just a sandwich bag!

Other fun uses:

- | | |
|-----------------------|------------------|
| Healthy Snacks | Unhealthy Snacks |
| Pens & Pencils | First-Aid |
| Makeup | Arts & Crafts |
| Cotton Balls & Q-tips | Emergency Legos |

RE-USE your imagination!

ccsbts.com/sustainability





Social Actions

Employee Engagement Survey

The voice of our employees helps managers understand where to provide support, and data and feedback gathered from the annual Employee Engagement Survey have led to action items at both the national and branch-specific levels. Last year's survey provided insights about improving communication between supervisors and their staff and interest in more professional development opportunities.

53%

of employees responded to the Employee Satisfaction Survey — an increase of **15%** over 2022!

90%

of employees would be very likely or likely to recommend CCS as a great place to work!

Celebrating Our Employees

There is no CCS Facility Services without the tremendous commitment of our teammates, and we are committed to providing the best all-around experience for staff to feel seen, supported, and valued, especially those on in the field. This commitment to the employee experience is demonstrated in our deeply entrenched employee recognition program.

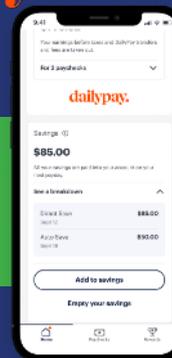


Safety Training

Janitorial and facility engineering jobs are tough, physical roles. Another aspect of our commitment to our people is to provide extensive safety training. Monthly, all managers deploy a bilingual, video-based training module to each frontline teammate at the job site, then validate that the training was watched and understood. Furthermore, as we believe in transparency and accountability, the management team looks at our *Safety Training* dashboard together every two weeks. Using the data experience platform DOMO, we can drill down to understand which employees still need a training and direct resources to reach those staff members to keep them safe.



daily pay.



Financial Security

Protecting the health and wellness of our team also means providing financial security. In 2023, we implemented DailyPay, an on-demand pay program that allows employees early access to earned pay – not a loan, but their own wages when needed.

“DailyPay helps keep me out of a bind. When it’s a week from payday but I need to pay a bill, I can go to the DailyPay app and borrow what I need.”

When CCS Facility Services employees give a reason for using DailyPay:

31%

indicate it’s used to pay bills

30%

indicate it’s used to buy groceries

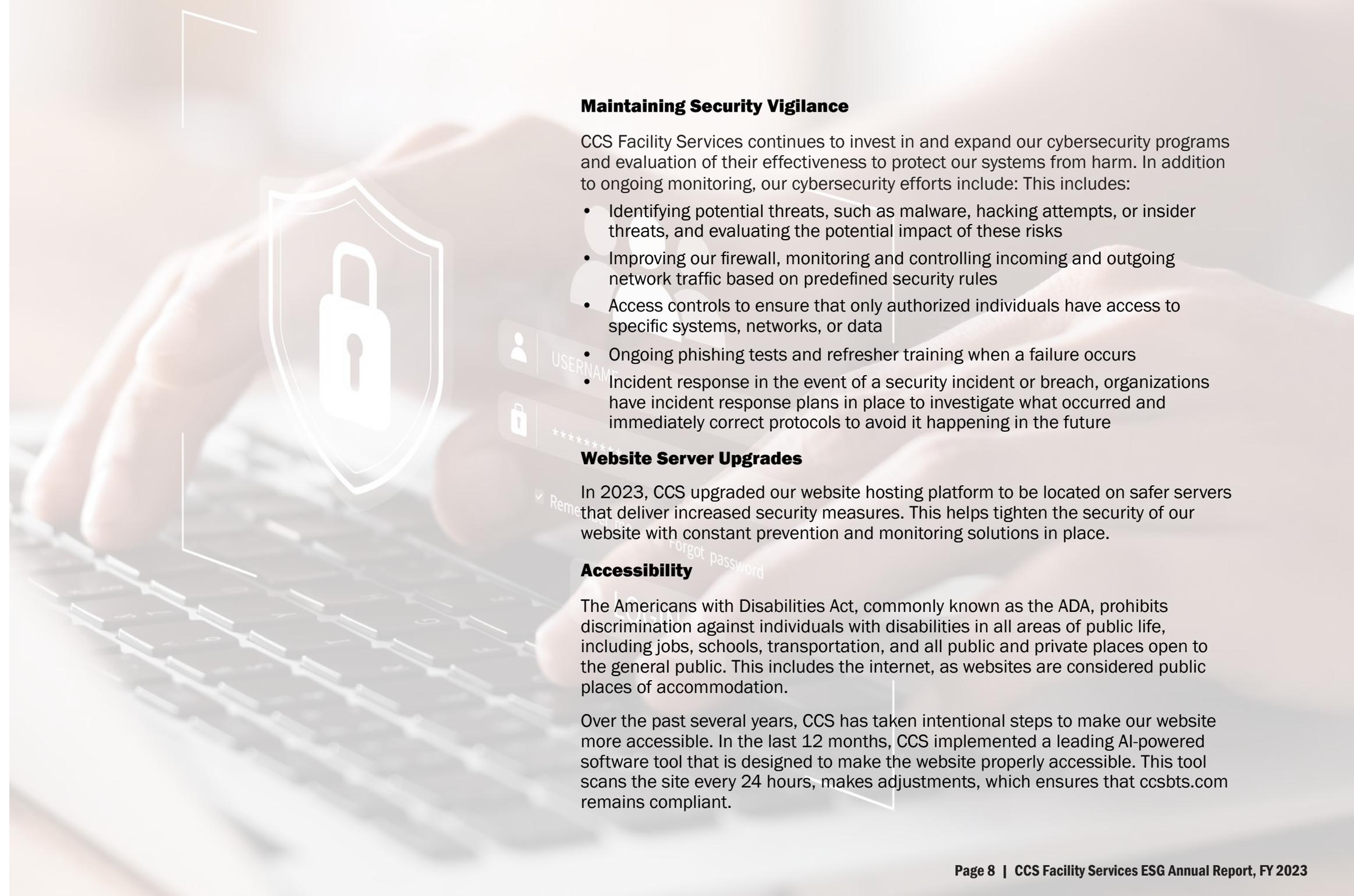
The majority of CCS staff DailyPay transactions are **>\$100**



Governance Actions

Security & Preventing Attacks

Through proactive maintenance and regular monitoring, we have provided safe and secure access to the CCS website for more than 70,000 visitors in the past 12 months. In the last 30 days alone, we have thwarted nearly 200 malicious attempts to gain access to our website. We continue to proactively monitor, evaluate, and implement new technologies that are designed to keep our customers and employees safe while they visit ccsbts.com.



Maintaining Security Vigilance

CCS Facility Services continues to invest in and expand our cybersecurity programs and evaluation of their effectiveness to protect our systems from harm. In addition to ongoing monitoring, our cybersecurity efforts include: This includes:

- Identifying potential threats, such as malware, hacking attempts, or insider threats, and evaluating the potential impact of these risks
- Improving our firewall, monitoring and controlling incoming and outgoing network traffic based on predefined security rules
- Access controls to ensure that only authorized individuals have access to specific systems, networks, or data
- Ongoing phishing tests and refresher training when a failure occurs
- Incident response in the event of a security incident or breach, organizations have incident response plans in place to investigate what occurred and immediately correct protocols to avoid it happening in the future

Website Server Upgrades

In 2023, CCS upgraded our website hosting platform to be located on safer servers that deliver increased security measures. This helps tighten the security of our website with constant prevention and monitoring solutions in place.

Accessibility

The Americans with Disabilities Act, commonly known as the ADA, prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places open to the general public. This includes the internet, as websites are considered public places of accommodation.

Over the past several years, CCS has taken intentional steps to make our website more accessible. In the last 12 months, CCS implemented a leading AI-powered software tool that is designed to make the website properly accessible. This tool scans the site every 24 hours, makes adjustments, which ensures that ccsbts.com remains compliant.



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A Company Built to Serve

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