

Corporate Citizenship Annual Report Fiscal Year 2024



CCS
FACILITY SERVICES

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

Supporting Our Planet

CCS Facility Services is a leader in green and sustainable practices within the facility services industry. From responsibly sourced products to efficient practices to a well-resourced supply chain, we take sustainability into consideration in every project and every job we undertake.

We have long used **microfiber uniforms** and cleaning materials, which last five times longer than traditional materials, reducing waste and cost. We **water** exterior areas during cooler times to reduce evaporation, and install **water-saving fixtures** in our offices. We **limit lighting** to active cleaning areas and work with customers to ensure we are following their preferred energy-saving lighting practices. With a company of more than 6,000 field teammates, we have a large fleet, and we **optimize fleet travel** via geographic assignments, use GPS monitoring for efficient vehicle operation, invest in **hybrid** technology, and consolidate deliveries. Finally, for our customers who use our services for cleaning chemical and supply purchasing, we use **consumables that reduce waste and packaging volume**.





Supporting Our Communities

When a customer has enough passion about a cause to ask us to engage, the answer is a resounding **yes**. Below are but a few examples of our Service Heart at work in the community last year.

In 2024, a property management company in a well-known downtown Denver commercial high rise expressed their interest in hosting a fundraiser for much-needed items in their lobby to benefit the Humane Society of the South Platte Valley. Our local team co-hosted the event, aiding in promotion, event planning, and contributing items to the in-kind drive. The stars of the campaign? Our own pound puppies!



Our local teams support communities through involvement with industry organizations across the country, joining IFMA, BOMA, IREM, and others to support local organizations such as San Diego’s The Animal Pad, school campus beautification projects, and beach-side cleanup events. We also proudly support many educational organizations in the communities in which we do business.



Along with the generosity of our hosts, here is how you can help HSSPV:

Items that can be mailed directly to the shelter: Canned Cat/Dog Food | Dry Cat/Dog Food | Hot Dogs | Dog Treats | Cat Treats | Pet Beds (All Sizes, Cat & Dog) | Pet Carriers (All Sizes, Cat & Dog) | Stainless Steel Pet Bowls | Small Litter Boxes | Non-Chumping/Clay Cat Litter | Towels/Blankets | Bleach | Powder Laundry Detergent | Hand Sanitizer | Dawn Dish Soap | Paper Towels | Toilet Paper | Dry Erase Markers | Postage Stamps | Puzzle Feeders | KONG Products



What better way for our Milwaukee branch to demonstrate their service hearts – and cleaning prowess – than through Mayfair Mall’s “Trash Bash.”



Supporting Our People



The voice of our employees is a cornerstone of our organizational growth and leadership development. Through the annual Employee Engagement Survey, managers gain actionable insights into where support is most needed—both nationally and at the branch level.

These insights have led to targeted action plans that address communication gaps, professional development needs, and operational improvements.

The promotional effort combined company-wide texting with the “ground game” undertaken by frontline managers, who shared the importance of hearing directly from employees to their teammates.

93%
of employees would be very likely or likely to recommend CCS Facility Services as a great place to work -- a record high!



The survey asks questions about issues of job safety, training, exposure to managers, and opportunities for career growth. Of note, 96.4% of employees felt appropriately trained to do their job safely and effectively, and 86.3% said they had the supplies and equipment needed to do their jobs.

66%
response rate,
a 13% increase
over 2024!

These results underscore how employee feedback has translated into tangible improvements. From refining manager communication protocols to expanding training resources and improving supply access, the employee engagement survey continues to be a catalyst for meaningful change.





CCS

FACILITY SERVICES

ccsbts.com