



# Corporate Citizenship Annual Report 2025





People. Systems. Intelligence.

Our report on how we showed up for our teammates, our clients, our communities, and our planet in 2025.

## OUR COMMITMENT

We act responsibly toward our teammates, our customers, our communities, and our planet.

CCS delivers intelligent facility care that keeps people and spaces at their best. That promise doesn't stop at the properties we clean. It shapes how we treat our teammates, how we show up for our communities, and how we operate every day.

2025 was a record year for community engagement across our branches. Teams from San Diego to Denver to Las Vegas to Houston stepped up for their neighbors. This report shares what that looked like, in their own words and photos.

Care, powered by intelligence

The numbers  
behind the culture

93%

of our teammates recommend CCS as a great place to work

80%

of our supervisors, managers, and senior leaders were promoted from within

16+

the average length of our customer relationships

2-3x

higher rate of employee retention than the janitorial industry average

These numbers hold because we invest in the people doing the work, not just the systems that support them.





## SUPPORTING OUR PEOPLE

### People, then technology, not the other way around

Most janitorial work happens after hours, out of sight. That makes it easy for a provider to underinvest in the people doing it, and easy for turnover and retraining to show up as inconsistent service.

We built CCS the other way. Every meeting opens with a Safety Moment and a Service Heart Spotlight, so the teammates doing unseen work get named for it, in front of their peers, on a schedule.

Recognition here is structural, not seasonal. We've promoted more than 80% of our supervisors, managers, and senior leaders from within, and over nearly 40 years, we've developed thousands of colleagues into those roles.

## Responding when it mattered

### Hill Country Flood Relief, Texas

Moved by the terrible flooding in summer 2025, CCS donated cash and goods to the relief effort, driving toward the response centers to donate much needed items and thank emergency responders.



### Ronald McDonald House, San Diego, CA

CCS Facility Services partnered with Rexford Industrial to prepare and serve lunch for children and families staying at Ronald McDonald House San Diego and receiving care at Rady Children's Hospital.



### Blood Drive, Orange County, California

Our Orange County team partnered with the Southern California Blood Bank to host a blood drive at its office, helping support local hospitals and healthcare providers throughout the region. Through employee participation and community partnership, the event contributed to maintaining a critical blood supply for patients in need.



### Backpack Drive, Los Angeles, CA

Our Los Angeles team partnered with Friends In Deed in Pasadena to help local students start the school year with confidence by providing backpacks and essential school supplies. Funded by CCS and assembled by employees, the donations supported families in their community facing financial challenges.



## Service hearts in action

### Albuquerque Sign Language Academy, NM

CCS proudly The Albuquerque Sign Language Academy alongside IREM New Mexico. Through sponsorship, participation, and community engagement, our New Mexico team joined industry partners in raising awareness and support for educational opportunities for deaf and hard-of-hearing students.



Albuquerque, NM branch

### Bridge The Gap, Houston, TX

CCS partnered with Houston BOMA volunteers to support The Bridge Over Troubled Waters, an organization that provides shelter, advocacy, and support services for survivors of domestic and sexual violence. Through facility improvement and beautification projects, our team helped create a safer, more welcoming environment for those served by the organization.



Houston, TX, branch

### Fire Relief, Los Angeles, CA

Following the devastating Los Angeles wildfires, CCS partnered with local nonprofit organizations and BOMA to support relief efforts for affected families. Team members helped purchase, organize, transport, and distribute essential supplies, including food, hygiene products, school supplies, bedding, and cleaning materials.



Los Angeles, CA branch

### St. Mary's Food Bank, Phoenix, AZ

CCS Phoenix team members volunteered at St. Mary's Food Bank, working alongside other community volunteers to sort donated food, assemble emergency food boxes, and prepare meal packages for distribution to individuals and families facing food insecurity.



Phoenix, AZ branch



## Giving in all places and spaces

### Community Ministry Food Bank, Denver, CO

Clad in Santa hats (and even a big one on top of a CCS van!), the Denver branch and corporate teams came together to provide carloads of needed items to the Community Ministry Food Bank, near our southwest Denver branch office.



### Santa's Workshop, Las Vegas, NV

Las Vegas team members volunteered at Santa's Workshop, supporting families during the holiday season through activities including gift wrapping, assisting parents with gift selection, helping children decorate cookies, organizing inventory, and creating holiday cards.



### The Ember Center, Denver, CO

CCS Facility Services was proud to sponsor the Ember Center (formerly Crisis Center) to support its important mission of providing critical resources, advocacy, and assistance to individuals and families facing domestic crises.



### Red Shoe Day, San Diego, CA

San Diego teammates continued their deep support for Ronald McDonald House Charities with Red Shoe Day, joining fellow IFMA San Diego volunteers to collect donations and raise awareness for families with hospitalized children. Through community fundraising efforts, the team helped support programs that provide housing, comfort, and resources for families during incredibly difficult times.



# Sustainable by design

CCS continues to be a leader in green and sustainable practices within the facility services industry. From responsibly sourced products to efficient routing to a well-managed supply chain, we build sustainability into every job, not just the ones a client asks about.

Our approach integrates environmentally preferred cleaning products, resource-efficient equipment, microfiber technologies that reduce water consumption and waste, and ongoing employee training to ensure sustainable practices are embedded in daily operations.

Backed by third-party certifications, including CIMS-GB with Honors, we help customers maintain healthier facilities, improve indoor air quality, and advance their own sustainability goals while delivering exceptional service.



microfiber uniforms and cleaning materials last five times longer than traditional materials, cutting waste and cost



field teammates operate within defined geographic service areas, streamlining travel and reducing overall vehicle miles driven



water wasted  
We water exterior areas during cooler hours, install water-saving fixtures, and limit lighting to active cleaning areas.



empty containers in a landfill  
For customers who buy chemicals and supplies through us, our consumables are built to reduce packaging volume.

## ADVANCING OUR INDUSTRY

# Investing beyond our communities

In September, CCS sponsored the first-ever ISSA VEO (Visión. Empeño. Oportunidad.) conference in Chicago, a bilingual event that unites and elevates Hispanic professionals across the cleaning industry.

More than 70% of the frontline cleaning workforce identifies as Hispanic. Supporting a platform built for that workforce is part of how we invest in people, not just our own teammates, but the industry we've been part of for nearly 40 years.

The conference drew 240 attendees across its workshops and Gala and Visionario Award Dinner, and coverage of the event reached more than 95,000 industry professionals.

*Supporting VEO reflects our belief that investing in people, creating opportunity, and developing future leaders strengthens both our industry and the communities we serve.*

*Jesus Guerrero, Regional Vice President, Rocky Mountain Region*



LOOKING AHEAD

## Care compounds.

The same branches that show up for a blood drive or a flood relief fund are the teams showing up for your building, day after day. That consistency is the plan for 2026, too.

Read more at [ccsbts.com/corporate-citizenship](https://ccsbts.com/corporate-citizenship)



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