A COMPANY BUILT TO SERVE
AT YOUR SERVICE

Your facility services partner should provide you with more than clean rooms, corridors and counters. Their focus and commitment to excellence should mirror yours. You value your employees and their ideas, your workspace, and your organization’s culture—so should the partner you rely on. That’s a connection that can be challenging to find—it’s one CCS is committed to delivering.
DIFERENCE THAT MATTERS

Like never before, the cleaning team is in the spotlight. You want the assurance that they are “on it”—ensuring all surfaces and spaces are cleaned to high standards.

Cleaning is an important business where small details and constant demands pervade—a business that when done right with the right partner impacts your team, your customers, and your brand. Workplace health and safety, productivity, a commitment to the environment—these are all tied to the cleaning service partner you select.

“You’re different,” is what our customers often tell us. It’s a difference that is evident in the way we hire, onboard and train our team members in our commitment to green solutions and state of the art equipment, in our accountability, and more. At CCS, we see these differences as a distinct advantage—for us and for you.

Founded in 1988 and headquartered in Denver, Colorado, CCS started as a sole proprietorship through the purchase of four small janitorial building contracts. We’ve grown over the past three decades to be one of the largest commercial cleaning teams in the West. We’ve done it by building a different type of team and culture—one that allows us to stand out in the commercial facility services business. It’s a difference we think you’ll sense in this proposal and, of course, every day we work together.
The fact that thousands of companies and organizations nationwide rely on us as their go-to facility services partner is notable; but for us, that’s just the start of the conversation. How we listen and anticipate YOUR needs is what matters more than all the kudos in the world. Today, listening—then doing—is the foundation of trust. And that’s why we start there.

Big or small, every organization has a culture that’s defined by a mix of forces, not all within its control. Workplace culture is a sense of the place and the people—it’s that intangible “feel” when you interact with team members, their processes and policies.

With operations in five states, we’re led by a management ownership group with deep operational expertise and a proven commitment to deliver standout service. We purchase all our own equipment, which means no outside financing is needed to secure capital equipment to service your account. We operate with a “safety first” mindset, continually re-investing in our people and company. We value in-house experts—on issues from cleaning standards in response to COVID-19, LEED, and other issues to proactive environmental cleaning approaches. We also partner with customers to assist you with your facilities GBAC certification.

At CCS, we focus on five core drivers that directly contribute to a service level and responsiveness that has come to define our culture. For many at first, these drivers seem obvious, a litany of easy to tackle items. But, in fact, optimizing each requires a focused, sustained commitment that few in the commercial cleaning industry honor, let alone achieve. And, as many of our clients were reminded at the start of the year—it’s these values that sustain strong, trusted partnerships.

**CCS CORE VALUES**

- **COMMITMENT**
  Promise to work hard in performing our duties to the best of our abilities.

- **ACCOUNTABILITY**
  Taking ownership of our actions and decisions.

- **CONTINUOUS IMPROVEMENT**
  Encouraging innovation to better serve our customers.

- **EXCELLENCE**
  Driven to exceed our customers’ expectations at every level.

- **PROFESSIONAL INTEGRITY**
  Pride in delivering our services when we promised and how we promised.

In the longtime best-seller *Built to Last*, Jim Collins chronicles companies that have grown and endured based on core principles of leadership. We champion those core tenets—and beyond. We do that by infusing a “Built to Serve” philosophy in all we do.
CLEAR, OPEN COMMUNICATIONS. Consistent communications and a commitment to ALWAYS follow-up and follow through with our client’s requests. Now, with changing and increased demands on you, this responsiveness is more important than ever. An investment in state-of-the-art technology to ensure we stay connected to you—and make it easy for you to locate us, share info or more.

INVEST WISELY. Making investments in equipment and training is central to our work—and difference. This includes a commitment to new, proven systems and cleaning products as well as the needed training for ensuring all on the team has expertise. Our commitment, of course, goes beyond physical equipment and includes adding to our “bench strength” with the addition of experts in pandemic responses, hospital-grade cleaning and more.

ALWAYS IMPROVING. The notion of continuous improvement is part of our DNA. We set up Quality Assurance (QA) deliverables at a response frequency defined by for you. Each building is assigned an Account Manager, available 24/7 for any needs that arise. When everyone is operating in an environment where cleaning standards are the new norm, our continuous improvement mindset is critical. Today, that means constantly seeking out the best products and processes coupled with the flexibility to pivot as needed.

FUTURE NOW. Green and clean are synonymous—it should never be a tradeoff or something to do someday. It’s this commitment that drives us to continually seek out the best products, machines and techniques with the goal of saving you time and money—with a keen eye to the environment.

TRANSITIONS MATTER. Just as in an Olympic relay, flawless handoffs are essential. This includes day to day (or day to night) team transitions, as well as the often challenging transition between two janitorial vendors. These handoffs can be exponentially more challenging in uncertain or high-demand times. CCS’ expertise and proven methodology helps ensure all runs smoothly.

CCS LOCATIONS
REGIONAL STRENGTH. LOCAL RESPONSE.

Visit [WWW.CCSBTS.COM](http://WWW.CCSBTS.COM) for a full list of our locations.

ARIZONA
CALIFORNIA
COLORADO
NEVADA
WASHINGTON
NAVIGATING THE NEW TERRAIN

The physical space—our buildings, classrooms, meeting rooms, exam rooms, and more—are an integral part of communal work. As teams navigate a return to work, a vigilant focus on cleaning is critical. This requires a strong partnership among building owner, management, tenants and the designated cleaning. Each will have distinct roles with the end goal of minimizing risk. This can be achieved by layering responsibilities and ensuring all involved are working in sync.
DEEP CLEAN: ELECTROSTATIC SPRAYING

We’re often asked if an electrostatic sprayer application is safe? Will it impact the HVAC system? How long do we have to wait before the area is safe to reenter? When is it necessary/warranted?

Electrostatic spray application has been used for decades in a mix of industries/settings. The technology has proven to be safe and effective.

Electrostatic sprayers introduce a small charge to each droplet of liquid (disinfectant) which causes that drop to repel other drops. This promotes even dispersion and attracts the disinfectant to uncharged surfaces, essentially wrapping around objects. These properties make it more effective in getting disinfectant to establish contact with surfaces. While the charge is strong enough to overcome gravity if there is something close by to attract to, it does not allow the liquid droplets to remain in the air for more than a few seconds.

Electrostatic sprayers use a droplet size that is large enough so that it does not stay in the air like a fogger or mister does. For this reason, the drops either attract to a surface or fall to the ground within seconds. This prevents them from entering into the HVAC system, and also allows the room to be occupied immediately after application. We would always ask you to wait at least 10 minutes to ensure the disinfectant has time to work before reoccupying a space.

The electrostatic charge is not strong enough to cause electrical harm to common electronics. We would stay away from a server out of an abundance of caution, but standard electronics are not a problem.

When companies are considering whether electrostatic cleaning is the best option, a number of factors come into play—from anticipated use/function of the space to prior use/exposure to contaminants. Some are opting for electrostatic as part of return to office protocols, then switching to ongoing cleaning. For facilities/areas that fall into the highly sensitive use category (labs, clean rooms, schools, for example, as well as areas with awkwardly shaped objects and/or hard to reach areas, it can be the ideal approach.
MINIMIZING RISK IN THE WORKPLACE

Using a hierarchy of controls as a response framework, companies can take a range of actions—weighing the effectiveness and financial impact of each—to combat Covid-19 in their buildings.

It’s the Healthy Building layer—where CCS’ role and work are in play. As your partner, it’s we help you identify and implement ways to boost your building’s defenses, from open lobbies to meeting rooms and individual offices.

Industry experts, including Harvard’s Healthy Buildings, have identified a mix of elements that contribute to a clean and healthy office environment. Many are areas in which CCS can provide you with direct support, including:

- air quality
- containing/mitigating dust and pests
- increasing attention on high touch areas
- integrating green and environmental solutions

While unknowns and uncertainty are a new constant, with a strong, trusted partnership, navigating ahead can become easier.
To support our customers, we’ve added specific procedures and products to deliver added confidence, not just for “return to work” but as part of daily protocols.

**PREVENTATIVE MEASURES**
We disinfect with an EPA-registered, hospital grade, one-step cleaner disinfectant certified against gram-positive and gram-negative bacteria, enveloped and non-enveloped viruses. This can be applied with an electrostatic, or arc application method.

All disinfectants utilized are listed on the EPA’s N list as being approved for use against COVID-19. Basic PPE in place to protect the operator from the operational risks of using the machine.

**DAILY CLEANING**
CCS has added new measures to our standard cleaning program. Typically, our teams clean and disinfect all common touch points. As an additional measure of precaution, we now use disinfectant on all non-porous surfaces where we would normally only use a standard spray and wipe cleaner. We believe this additional step is warranted and provides all with added confidence.

“What History tells us that buildings play a central role in the spread of disease. From measles to SARS to influenza and the common cold, the scientific literature is full of examples. But, as much as buildings can spread disease, if operated smartly, they can also help us fight against it. Amidst the chaos, one thing is clear: We will all go back to work with new expectations about the buildings where we live, learn, work, and play.”

*What Makes an Office Building “Healthy” | Harvard Business Review, April 29, 2020*
CONFIRMED OR PRESUMPTIVE POSITIVE

If you notify us regarding the cleaning of a confirmed case or presumptive positive case issue related to the threat of the COVID-19 virus, biohazard remediation will be performed by a specialized, trained team deployed with enhanced Personal Protective Equipment (PPE) according to EPA or higher standards. CCS Facility Services will implement the following protocol:

- Pre-disinfect with an EPA registered, hospital grade, one-step cleaner disinfectant certified against gram-positive and gram-negative bacteria, enveloped and non-enveloped viruses, applied with an electrostatic application method. All disinfectants that we utilize are listed on the EPA’s N list as being approved for use against COVID-19.
- Removal of all visible soil/contamination.
- Forensic cleaning/removal of all biological contaminants (biofilm) on all horizontal and vertical surfaces.
- Final disinfectant application with an EPA registered, hospital grade, one-step cleaner disinfectant certified against gram positive and gram-negative bacteria, enveloped and non-enveloped viruses, applied with an electrostatic, or cold plasma arc application method.

With those measures completed, the previously infected area has been biologically remediated and is safe for occupancy—and moving forward, will be cleaned according to the standard heightened precaution cleaning schedule.
We have a team of in-house experts with deep knowledge and proven expertise for navigating this new cleaning terrain. We’re also active with industry organizations to ensure our team members have access to timely information regarding new protocols/regimens, products and standards to share with clients.

The Global Biorisk Advisory Council® (GBAC) helps organizations and businesses prepare for, respond to, and recover from biological threats, and bio-hazard situations and real-time crises such as COVID-19. Their new certification, GBAC STARTM is the cleaning industry’s only outbreak prevention, response and recovery accreditation for facilities.

CCS experts and GBAC Forensic Restoration Certified technicians are uniquely qualified to assist your building to earn its GBAC Star Facility designation.
CCS is recognized in the industry for our green cleaning practices. What started out years ago to reduce occupational hazards and liabilities for both our customers and employees has developed into a comprehensive program and become our standard practice.

With the completion of numerous LEED projects, we continue to refine and expand our sustainable service offerings to stay ahead of the evolving sustainable performance standards. While many service providers use Green Seal Certified products, we have been working in LEED Certified buildings using our comprehensive program to ensure that each project can obtain/maintain the maximum number of points available via our products and processes. Our program incorporates all aspects of sustainable cleaning operations to include equipment, procurement, training, staffing, documentation and procedures. With most our certification projects, we have serviced the property prior to certification. CCS knows all aspects of the process, and what to do along the way.

Since there are various levels of LEED Certification, as well as variations depending upon when a building is certified, we recommend reviewing specifics of your situation to ensure our program is customized to your needs. While every project may not seek LEED Certification, our track record provides you with the confidence that CCS knows what needs to be accomplished to meet your sustainability goals.
With our Green Cleaning Program, CCS takes traditional cleaning beyond appearances with procedures designed to make each customer’s occupancy the safest, healthiest and cleanest environment possible.

Using environmentally friendly, less-toxic products is just one step in the process of setting up and implementing a successful green cleaning program. How the janitorial staff uses cleaning products and equipment also impacts the program’s success.

CCS employs our Green Cleaning Program throughout our company to achieve:
- A healthier environment for all occupants in the building
- Reduced absenteeism and higher productivity in the workplace
- The ability for our customers to earn LEED-EB credits toward building certification
- Favorable public relations to tenants and the general public for property owners and managers
- Compliance with governmental requirements
- A reduction in building maintenance and repairs
- A lower impact on the natural environment

Landlords and property owners are supported with best practices and certification programs that position the property with an attractive occupancy package for existing and prospective tenants.

In addition to traditional janitorial processes, CCS’s Green Cleaning Program addresses training and procedures specific to the following areas:
- Entryway maintenance and documentation
- Powered floor care equipment use, maintenance and documentation
- Dusting and mopping
- Hard floor care maintenance and documentation
- Carpet floor care maintenance and documentation
- Food areas
- Indoor plants
- Solution dilution, use, spill containment, recycling and disposal
- Trash collection and recycling procedure
- Reduction in solid waste
- Vulnerable populations, communication and procedure
- Hand sanitizing and proper hand hygiene
- Documentation and reporting required for LEED Certification
Within the commercial cleaning services industry, the Cleaning Industry Management Standards (CIMS) is considered the gold standard. The first consensus-based management standard for the cleaning industry, the evaluation is both independent and thorough, with a 360-degree view of an organization’s work.

In 2017, CCS received the rare CIMS accreditation, including the CIMS-Green Building Honors designation. Importantly, we are one of the select few cleaning providers worldwide that currently holds the CIMS-GB with Honors designation, recognition we earned with a near perfect green review/compliance score.

**GREEN CLEANING EXCELLENCE**

The Green Building (GB) component of the CIMS accreditation is optional—but not to CCS. We believe strongly that a focus on sustainable, environmentally aware practices are a core part of successful cleaning. The requirements of the GB module evaluate CCS’ framework to ensure use of environmentally preferable cleaning practices in addition to the management best practices identified in the five core CIMS sections. CCS is one of the select few cleaning providers worldwide that currently holds the CIMS-GB with Honors designation—the highest possible.

In 2019, CCS was recertified—again at the highest GB with Honors levels. This recertification underscores our long-standing commitment to the highest environmental standards.

**HOW OUR ACCREDITATION HELPS YOU**

With the CIMS-GB certification, CCS is perfectly positioned to help you and your team in achieving LEED EB: O&M points and adhering to the LEED process. CIMS-GB is a direct compliance option for the “Green Cleaning Policy” LEED prerequisite. To satisfy the prerequisite, facilities can either invest in developing and implementing a comprehensive green cleaning policy or simply utilize a CIMS-GB certified cleaning service provider.

For CCS customers, this accreditation provides independent validation of the quality of our work—and organization. In fact, we believe the two elements are inextricably linked. Without focused and thorough training, open communications and proven leadership, delivering quality work day in and day out would be impossible.
Here are the core areas the CIMS evaluation evaluated and found CCS to meet their gold-star criteria:

- **QUALITY SYSTEMS.** General framework to ensure effective operations and continual improvement.
- **SERVICE DELIVERY.** Processes necessary to effectively produce and deliver services, including purchasing, staffing, and handling unexpected events.
- **HUMAN RESOURCES.** Demonstrate efficiency and effectiveness of managing “human capital” in a way that enhances organizational performance.
- **HEALTH, SAFETY & ENVIRONMENTAL STEWARDSHIP.** Examines the processes, systems, and documentation as they relate to the organization’s quality cleaning and maintenance services with a focus on healthy, sustainable and environmentally friendly practices.
- **MANAGEMENT COMMITMENT.** Validation of an established and organization-wide management systems to meet customer needs and expectations, even in times of organizational change.
While cost is an important consideration when exploring services and finalizing contracts, what many discover is that the lowest cost provider is not always the best long-term fit. Sometimes the trade-off for paying less is simply too high—too many risks and unknowns, too many frustrations.

At CCS, we start and grow every relationship by listening, not talking (and certainly not selling.) Our goal is to understand your challenges and pain points—what’s needed, what’s working, what’s not, what’s on your wish list. We want to get a true sense of your priorities, a feel for the way you work, and what’s expected.

A few stand-out organizations have perfected the art of listening, then knowing what’s needed. The Four Seasons is a perfect example. It’s what we strive to do, too. To anticipate and exceed your expectations. To seek out new products or ways of working that make your job easier. That’s the CCS way.
BEYOND COMMERCIAL CLEANING

We don’t believe in “either or” propositions—the tradeoff of either providing janitorial services or facilities engineering; for us, the answer is both.

With both lines of service, we’re able to do more for our customers. Facilities equipment and maintenance is likely one of your organization’s highest costs—for many, only talent/salaries rank higher. Helping you mitigate costly interruptions as a result of equipment failures is another way CCS can help you keep costs in check.

SUSTAINABILITY CONSULTING
Sustainability strategies and policies are no longer optional—they’re part of every forward-thinking operation. Our education, processes, policies, and workflow counsel are ISSA approved. This trusted third-party verification provides our customers with the assurance that the approaches recommended and implemented are of the highest quality. We go beyond core sustainability services and deliver a full array of green solutions, including guidance in the selection of the equipment, green cleaning materials, waste material disposal policies and procedures—and more. Plus, our team tracks new green offerings and solutions, and then shares them with yours. As new initiatives are passed, such as the Green Roof Initiative, we keep you informed and ready to move forward.

WHAT MATTERS MOST
1. Understanding Challenges
2. Anticipating Needs
3. High Internal Expectations
4. Delivering Solutions
LEED CONSULTING
LEED buildings are a win/win/win—for the building owner, property manager and tenants. LEED O+M is where janitorial and CCS are posed to add the greatest value. Spearheaded by our own internal certified LEED O+M representative, CCS can provide up to 15% of the points needed for your certification. By contracting with a certified janitorial provider like CCS, you can gain ED credit for custodial effectiveness assessment, green cleaning products and materials, green cleaning equipment, and a LEED accredited professional.

RIGOROUS REVIEWS
To earn CIMS accreditation, core areas of operation are rigorously reviewed, providing an independent and objective 360-degree evaluation, from management and operations to performance systems and processes. The findings provide a team with a benchmark for successful delivery of consistent, quality services designed to exceed customer needs and expectations. CIMS doesn’t dictate the approach an organization should take (it’s not prescriptive); instead, it assesses how robust the approach the company has implemented is.

Some of the CIMS scorecard elements focus on “big picture” processes and planning, others are very detail oriented. Together they provide a valuable, in-depth look at an organization from both an inside and outside vantage point—from a team/employee perspective, as well as client-facing one.

CARPET & HARD FLOORS
Our dedicated Carpet Cleaning and Floor Care Division is headed by an experienced management team with quality control procedures—all engineered to ensure the highest level of satisfaction. After each cleaning, a member of this dedicated CCS team walks the building before the next business day, carefully inspecting the quality and completeness of the carpet cleaning or floor restoration.

RECYCLING PROGRAMS
Recycling and composting are integral to what we do—every day. For customers with programs in place, we focus on maintaining systems and also bringing new ideas to the mix. For those eager to begin, we can design programs to meet both cost and environmental objectives.

EVENT STAFFING
Utilizing our resources and floating staff pools, we can help ensure your team is free to focus on the event, while we handle set up, clean up—or both—with trained employees to supplement your event staffing needs.

SERVICES
Our range of value-added services grows as our customer needs do, including:
- Carpet Cleaning
- Clean Room Services
- Construction Cleanup
- Data Center Cleaning
- Day Cleaning Janitorial
- Day Porter
- Emergency Water Restoration
- Exterior Power Washing
- Food Service Sanitation & Cleaning
- General Maintenance
- Hard Floor Maintenance
- Matting Programs
- Medical Waste Disposal
- Hard Floor Maintenance
- Matting Programs
- Medical Waste Disposal
- Nighttime Janitorial
- Painting
- Recycling Services
- Solid Waste Management
- Special Event Services & Cleaning
- Upholstery Cleaning
- Window Cleaning
The transition from one commercial cleaning service contractor to another can be disruptive to owners, managers, employees and tenants—but it does not have to be. CCS provides the systems, processes and focus to ensure a seamless transition or handoff at your location. We commit the time, effort and resources needed to understand your needs and orchestrate a seamless transition.

Our dedicated CCS Transition Team plans, communicates, organizes and executes the following phases with you:

### TRANSITION PLAN

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<thead>
<tr>
<th>Phase</th>
<th>Description</th>
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<tr>
<td><strong>1</strong></td>
<td><strong>PHASE 1</strong> TRANSITION KICK-OFF MEETING</td>
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| | 1. Review administrative items/details  
   ▪ Finalize pricing  
   ▪ Contract preparation  
   ▪ Certificate of Insurance requirements  
   ▪ Billing information  
   ▪ Emergency contact information  
   2. Schedule building/facility walkthrough with CCS transition team |
| **2** | **PHASE 2** BUILDING / FACILITY TOUR |
| | 1. CCS Transition Team tours buildings/facilities and obtains necessary information to develop a full janitorial work plan:  
   ▪ Special tenant requirements  
   ▪ Areas not to clean  
   ▪ Secured areas  
   ▪ Alarm systems  
   2. CCS Transition Team develops a custom work plan and orders necessary equipment and supplies  
   3. Recruitment and hiring of existing staff and new staff |
| **3** | **PHASE 3** INTERNAL CCS TRANSITION MEETING |
| | 1. CCS Transition Team meets with operational team assigned to building/facility to finalize all details of the transition:  
   ▪ Staffing  
   ▪ Night work plan, shifts and assignments  
   ▪ Day Porter shifts and schedules  
   ▪ Training plan  
   ▪ Key and access card set-up  
   ▪ Supply orders for chemicals, equipment and consumable supplies  
   ▪ Delivery instructions to the building/facility |
| **4** | **PHASE 4** FIRST DAY OF SERVICE |
| | 1. If unable to deliver prior to first day, all equipment and supplies are delivered to the building and properly stocked in designated storage areas by the CCS Transition Team  
   2. All Day Porters greeted by the Day Service Manager to answer any questions and ensure all have necessary equipment, supplies and tools  
   3. All nighttime staff greeted by CCS Transition Team and nighttime management/supervision staff to answer any questions and ensure all have the necessary equipment, supplies and tools |
The business of cleaning requires a vigilant focus on training, proper equipment, upkeep, safety and insurance coverage.

CCS invests in comprehensive coverage via trusted and respected underwriters and provides proof of that coverage to our customers. You've put your trust in us—rest assured, we honor that trust every day.
LOCATIONS

ARIZONA
Phoenix
2401 West Behrend Drive, Suite H-25
Phoenix, AZ 850527
(602) 404-3400

CALIFORNIA
Fresno
2695 North Fowler, Suite 110A
Fresno, CA 93727
(303) 733-8897

Inland Empire, Ontario
1920 Archibald Avenue, Suite A
Ontario, CA 91761
(949) 261-1234

Los Angeles, El Segundo
840 Apollo Street, #307
El Segundo, CA 90245
(818) 455-4551

Orange County
3001 Red Hill Avenue, Building #6-220
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