 **CCS**TM
ENGINEERING
A Company Built to Serve

INTRODUCTION

A COMPANY BUILT TO SERVE

CCS's work touches more than a million individuals. We understand the inner workings of a facility, whether a historic wood structure or a sleek high rise. Our team ensures millions of square feet of building, facilities, boardrooms, and more are properly maintained—and ready for work.

The business of facilities engineering involves a level of trust and commitment that goes well beyond a quick handshake and to do list. Few jobs take you so close and so deep into an organization on a daily basis. And, no surprise, the expectations are high. We've come to expect the things we rely on every day—water, electricity, temperature control—will simply be there and be in working order. In fact, it's often only when something out of the ordinary occurs that we take notice.

For the vast majority, facilities engineering fits into this box. We want the problem fixed; the issue resolved. We want it done (and done right) with little fanfare. Yet, for those responsible for selecting and securing facilities engineering services, the box isn't always so tidy. The process of finding that right partner is a balance of many factors. Reliability, reputation and cost are just the starting point.

CCS's goal is to help make the process of making that right decision easier. By delivering extraordinary service and job performance, our work will make you and your team members' workday better. To achieve that, we start with the right people—recruiting, employing and training a team that takes pride in its own work. That means pride in both the process and, of course, the outcome.

Warm, responsive and above all, reliable are core traits we look for when hiring team members. Then we empower that team with the equipment, training and technology to work efficiently and productively. We're also aware our own culture—what we value, how we communicate, what we do each day—is a factor. In fact, we know there are dozens of tangible and intangible ingredients that determine whether a facilities engineering company is the right fit for your unique needs.

In this proposal, we touch on those factors and what customers characterize as the CCS Engineering difference. It's what we call our "Built to Serve" promise. As you review our materials and check our references, we hope you come to the same conclusion: We're ready to put our difference to work—we're ready to serve.

ABOUT US

A TEAM THAT DELIVERS

CCS is a dedicated, full-service facility engineering company specializing in a range of building types including single and multi-tenant, corporate campuses, medical, industrial, retail, research and development, educational and public/government facilities. We understand the dynamics involved in supporting your properties, from prevention, maintenance and repairs to 24/7 demands.

We're proud that thousands of companies and organizations nationwide rely on us as their trusted partner. In addition to engineering facilities services, we also provide commercial cleaning and specialty services to customers on an as needed basis, including environmental/recycling programs, construction clean-up, event set up and strike, carpet cleaning, flood restoration, hard floor maintenance, window cleaning, snow removal and exterior power washing.

TEAMWORK THAT DELIVERS

At the center of every standout service business is its people—the team performing the work. Ensuring that team has the resources it needs to succeed is critical. At CCS, our team focus begins with hiring the right service-minded individuals, then arming them with the support to succeed.

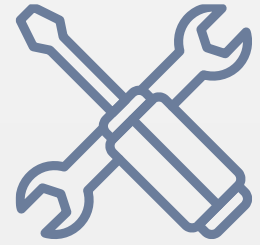
To build and support our teams, a host of workforce elements come into play including training, technology, processes, standards, feedback, development, and advancement. Our local management and communications model ensures your needs are met and our employees have the resources they need.

Our team mindset extends beyond the CCS organization to the way we work with you. We view ourselves as partners—as teammates—and know our work can add to both your success and your peace of mind.

A SENSE OF OWNERSHIP

Our engineers are trained and empowered to serve our customers at the point of need, and to take ownership of results. As leaders and owners, they are fully supported by CCS to ensure their success.

We also believe ownership translates to responsibility to own your own success and outcomes. It's a mindset that requires a commitment to follow through, to solve a problem that's been presented--or even better, anticipate and tackle an issue before it occurs. It's a pro-active way of thinking and working that we encourage and reward.



In *Built to Last*, best-selling author 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.

ABOUT US

WHAT MATTERS MOST

While cost is always a consideration, the lowest cost provider is not always the best fit. Sometimes the trade-off for paying less is simply too high—too many unknowns, too many frustrations.

EXPERIENCE MATTERS

For three decades, CCS has worked with thousands of customers in a wide range of industries and geographies allowing us to develop a deep understanding of the daily services customers' value, as well as those "on demand" offerings that are needed periodically from a trusted resource. From preventive maintenance, to projects and repairs, to emergency response 24/7 as needed, CCS Engineering is there for you. For customers, that means "yes" and "can do" is just a call, text or email away.

We also provide services to assist in achieving all levels of LEED certification. We have worked with a range of customers on LEED projects—providing us with experience that helps ensure your sustainability goals are met.

We believe in continual improvement—of using metrics (including customer feedback) to carefully review how we work and the value we deliver. It's a growth mindset that many of our customers embrace as well. We believe it's the foundation of a great company and sustained partnerships.



OUR MISSION

TO BE THE BEST
facility services provider

TO COMPLETELY EXCEED
our customers' expectations

TO PROVIDE EXCELLENCE
in customer service at a fair price

TO DEVELOP AND SUSTAIN
controlled growth of our company

TO ALWAYS REMEMBER
our humble beginnings
and take care of our employees

ABOUT US

WHAT MATTERS MOST

EFFICIENCY ON EVERY FRONT

We know you are juggling a lot of responsibilities and that facilities engineering is just one. Of course, your responsibilities stretch much further than just maintenance, it includes the satisfaction of all who enter your buildings.

To assist, we utilize technology to make contacting us (and us contacting you) fast and efficient. All scheduling, training and site-required screenings are maintained at CCS. Our electronic timekeeping application allows our employees to check in/out via a pre-selected phone—so day shift or night shift, more time can be spent on task instead of collecting time sheets. For CCS managers, that's more time for inspections, site visits and employee development.

We've also found that electronic timekeeping provides an additional layer of accountability knowing when our employees are on site in real time. We also arm each of our managers with tablets, mobile devices, Office 365, GPS, and cloud-based solutions to ensure they can communicate with our teams and create and distribute work orders and checklists in real time. No more chasing anyone down and hoping it gets done.

WHAT SETS US APART

- Best-in-class, full service
- Award-winning, certified green practices
- Engineering services for a wide range of building types and sizes, from modern-day high rises to historic, treasured structures
- Solutions, not excuses
- Attention to detail—big and small
- Available day and night 24/7, every day
- Customer-first mindset
- Tech investments to streamline team and client communications
- Pride in what we do—and deliver
- Customized engineering services
- Highest level of trusted, reliable service



STAYING CONNECTED

While we know technology solutions help our team and yours stay connected, we also value face-to-face communications. That's why we schedule in-person sessions to hear from you and your team about what matters most and what's on your mind. Open, clear channels of communications are at the core of how we work.

ABOUT US

WHAT MATTERS MOST

A TRUSTED PARTNER

We believe trust and respect is earned—each and every day. Keys to every trusted relationship are candid and open dialogue, and a commitment to do as you say; in short, to deliver on what’s promised. It also means anticipating issues and delivering what’s needed before being asked. It’s these intangibles that add up to a big difference. It’s true in your workplace with your colleagues, and it’s true for CCS.

Here are just some of the ways we work that have helped us deliver value to our customers and build long-standing, trusted relationships.

OPEN COMMUNICATIONS. We strive for this every day, not just at the start of a client contract. As a commitment to our partnership, we’ll meet with you regularly to ensure a complete understanding of your goals and objectives—and then we’ll deliver timely communication of schedules and other updates. and shift changes.

WORKFLOW OPTIMIZATION. Flexibility and a willingness to adapt based on real-world happenings (like changing weather or changes to your workplace requirements) is part of the way we work. We conduct periodic check-ins between onsite engineers and managers well as flex scheduling to ensure urgent items are handled quickly, without abandoning routine tasks.

COMMITMENT TO EXCELLENCE. After three decades of service, we know listening, followed by action is a powerful combination. We have an absolute commitment to understand what’s important to you and then deliver on those expectations. This commitment starts with a thorough understanding of your specific building requirements or regimens, budgets and operating costs—and extends to the way our team interacts with you day to day and executes on the work.



COMMUNICATION IS KEY

- 1. Request from customer*
- 2. Contact account manager*
- 3. CCS Internal: Work scheduling*
- 4. CCS Internal: Work complete*
- 5. CCS confirms completion with customer*

SUSTAINABILITY

WHY IT MATTERS

CCS is recognized in the industry for our sustainable practices. What started as an effort to reduce occupational hazards and liabilities for both our customers and employees has developed into a comprehensive program and become our standard practice. As part of CCS Engineering services, our Assistant Chief and Chief will be LEED certified, providing clients with important guidance and hands-on expertise.

LEED accreditation and a commitment to sustainability has both immediate and long-term benefits to our clients. With LEED-certified team members, we're able to introduce the full gamut of LEED qualifications to a facility, including continuing efforts to meet (and exceed) LEED standards. Our team is able to oversee the entire facility with LEED standards by implementing sustainable practices, improving performance, heightening efficiency and reducing environmental impact in existing buildings through enhanced operations and maintenance.

According to the most recent IPCC report a “rapid and far-reaching” sustainable transition in land, energy, buildings, transport and cities is needed to meet global carbon reduction goals. With buildings accounting for close to 40% of global energy-related CO2 close to 40% (according to the IEA), buildings—and the facilities engineers overseeing them—will play a major role in a sustainable transformation.

From environmental benefits and tenant and visitors' health to operational cost savings, green and LEED-certified protocols have a greater impact than many realize. Now and moving forward, factoring in environmental solutions is key to building operations, ongoing maintenance and future development—it should be a major point of consideration as you evaluate your building engineering partnerships. The impact on the environment, facility operating costs and the health of those working in the building as well as visiting, are remarkable:

- 33% energy reduction
- 32% water use reduction
- 11% productivity increase from clean air with a well-maintained HVAC system
- 80% overall health improvement

No surprise, facilities engineers view LEED certification as “the highest valued environmental accreditation” in the business. CCS Engineering agrees.

