

RFP NO. 26-13 JANITORIAL SERVICES FOR CITY FACILITIES /APPEAL OF DENIAL OF BID PROTEST/FINDING FROM 2022

Hi Stephanie,

Thank you for your note. Please see our response below. Can you please confirm receipt prior to the deadline?

CCS Facility Services – Orange County, Inc. respectfully provides the following response regarding the EEOC conciliation matter involving CCS Washington Janitorial, Inc. DBA CCS Facility Services, which is a separate legal entity from CCS Facility Services – Orange County, Inc.

First and foremost, the referenced EEOC matter was resolved through a voluntary pre-litigation conciliation process in 2022 involving a separate operating entity. The matter was fully resolved, corrective measures were implemented, and no ongoing claim or litigation, exists. The matter has no bearing on CCS Facility Services – Orange County, Inc.'s ability to successfully perform the required services for the City of Costa Mesa.

Furthermore, the details of this claim were confidential, and we highly encourage the City of Costa Mesa to consider the information provided in the listed article about this claim specifically cannot be trusted as factual. While the EEOC conducted a complete investigation, they did not share the details of this investigation with CCS. Furthermore, please see the quote from the article provided from Elizabeth Cannon, director of the EEOC's Seattle Field Office "We commend CSS Facility Services for participating in the conciliation process and taking these initial steps to protect employees in the state of Washington from unlawful harassment and discrimination." This further points to this taking place in our Washington entity, and our commitment to our employees. We have provided additional fact-based information below.

The matter referenced involved CCS Facility Services, a Washington based legal entity and arose from allegations relating to the conduct of a supervisor at a Washington based contract location. CCS Facility Services – Orange County, Inc., the entity submitting this proposal, is a separate legal corporation and was not a party to the EEOC charge, investigation, conciliation agreement, or settlement.

While the matter did not involve CCS Facility Services – Orange County, Inc., we recognize the seriousness of the allegations and the importance of maintaining a workplace free from harassment, discrimination, and retaliation. Across the CCS family of companies, employee safety, respect, and accountability are fundamental organizational values.

The matter was resolved through the EEOC's voluntary pre-litigation conciliation process and was not adjudicated by a court. Upon learning of the allegations, the supervisor whose conduct was the subject of the complaint was separated from employment. Although the proposing entity was not involved in the matter, CCS used the experience as an opportunity to review and strengthen workplace policies, reporting mechanisms, and employee support resources across its affiliated operations.

Following the conciliation process, CCS implemented enhanced reporting procedures, additional employee training, increased management oversight, and strengthened investigation protocols. CCS also established a dedicated employee reporting hotline to provide an additional avenue for employees to confidentially report workplace concerns, including harassment, discrimination, and retaliation.

Complaints and reporting trends are reviewed on a regular basis to help ensure concerns are identified, investigated, and addressed promptly and appropriately.

In addition, CCS provides ongoing workplace harassment prevention training, including Ya Basta! training programs designed to educate employees and supervisors on recognizing, preventing, reporting, and responding to workplace harassment, discrimination, and inappropriate conduct. These trainings reinforce employee rights, management responsibilities, and the importance of maintaining a respectful and inclusive workplace culture.

These measures further support CCS's longstanding commitment to maintaining a professional work environment and ensuring that employee concerns are taken seriously. CCS maintains a zero-tolerance policy toward unlawful harassment, discrimination, and retaliation and is committed to fostering a workplace culture built on dignity, respect, and accountability.

CCS Facility Services – Orange County, Inc. maintains policies and procedures designed to comply with all applicable federal, state, and local employment laws. Employees are provided with clear reporting channels, anti-harassment training, access to the employee hotline, and direct access to management and human resources personnel for reporting and investigating workplace concerns.

We remain committed to providing a safe, respectful, and compliant workplace for all employees while delivering high-quality services to our customers and public-sector partners.

Please let me know if you have any additional questions.

Best,
Maryll

MARYLL BETZOLD

DIRECTOR GOVERNMENT SERVICES

Cell 720.955.5421

mbetzold@ccsbts.com

CCSBTS.COM

 connect with us

