



ServiceMASTER
Clean



INTEGRATED FACILITIES SERVICES

CAPABILITY STATEMENT

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COMPANY OVERVIEW

ServiceMaster by Crane IFS was founded by Joshua Ussiri and Daniel Martin, leaders in the industry with extensive experience, with a simple but powerful vision: to build a national facilities partner that clients can truly rely on; one that never loses sight of the people, places, and spaces it serves. From the beginning, ServiceMaster was designed to feel personal in its approach while delivering the strength, stability, and consistency of a national organization.

Together, Troy and Dan bring more than 30 years of combined leadership experience in facilities and Janitorial services. Their partnership is grounded in shared values: integrity, accountability, and a deep respect for customers and front line teams alike. They believe **that long-term success is built on trust earned over time, consistent execution, and a genuine commitment to doing the right thing, even when no one is watching.** This philosophy is carried forward by a seasoned leadership team whose collective experience spans decades and whose focus remains firmly on service excellence.

Today, ServiceMaster proudly services more than 60 million square feet each day, supporting a diverse portfolio of Fortune 500 companies, public institutions, and mission-critical environments across the country. ServiceMaster is especially trusted in some of the most demanding environments, including data centers, distribution warehouses, and complex manufacturing facilities, where precision, compliance, safety, and uptime are non-negotiable. The company's service models are thoughtfully designed and highly customized, ensuring each client receives solutions aligned with their operational needs, regulatory requirements, and performance expectations.

What truly sets ServiceMaster apart is its ability to combine deep local commitment with national scale. The company is rooted in the communities it serves, with local leadership who are personally invested in each relationship and accountable for outcomes. At the same time, ServiceMaster is supported by the robust infrastructure, systems, and resources of North American-wide (US & Canada) company. This powerful blend of local ownership, proven leadership, and nationwide reach allows ServiceMaster to build lasting partnerships, exceed expectations, and deliver meaningful, long-term value to clients across the country.

OUR MISSION

At ServiceMaster elevating people isn't just a philosophy it's our way of life. We believe building a better tomorrow starts with empowering our people and communities today.



KEY METRICS



98%+

Client retention rate

95%

Average account performance score



Tier-1 Diverse Provider

<15min

Average on-site response time

0.39

Total Recordable Incident Rate (TRIR) Score

13k+

Green buildings cleaned daily

500+

Customer across North America

50

Operates in all 50-states and Canada

ecovadis

Bronze rated for Ecovatis sustainability program

OUR SERVICES

A POWERFUL BUNDLE OF SERVICES



JANITORIAL SERVICES & PROJECTS

ServiceMaster delivers customized, dependable cleaning services that create healthy, well-maintained spaces where people can work, learn, and succeed.



IndoorScience

AIR-QUALITY CONSULTING

Indoor Science improves indoor environments through science-based assessments and practical solutions that support healthier, more comfortable spaces.



DISASTER REMEDIATION

Unexpected property damage can interrupt operations and create uncertainty. SRM offers reliable restoration services to help stabilize your environment and support a quick return to normal.



**TWO MEN
AND A
TRUCK®**

MOVING SERVICES

Two Men and a Truck provides reliable, professional moving services focused on care, efficiency, and a smooth transition from start to finish.



APPROACH TO SERVICES



MANUFACTURING & WAREHOUSES

ServiceMaster delivers warehouse and manufacturing cleaning with a disciplined, safety-first approach that protects people, equipment, and product integrity. Our teams are trained to operate around active production schedules, using specialized equipment and SOPs to avoid disruptions to operations. We work seamlessly with facility leaders to ensure cleaning enhances productivity; keeping lines running, floors safe, and workplaces compliant with regulatory standards.

OFFICE CLEANING

ServiceMaster maintains office environments that are healthy, presentable, and ready for the workday. Our teams clean discreetly and efficiently to avoid interrupting daily operations. The result is an optimal workplace, one that supports productivity, well-being, and a positive employee experience.

APPROACH TO SERVICES

EDUCATION SPACES

ServiceMaster understands that schools and campuses require more than routine cleaning. They demand a healthy, safe learning environment where students, faculty, and staff can thrive. Our teams are trained for education-specific needs, including high-touch sanitization, classroom turnover, dormitory common areas, athletic facilities, labs, and event spaces, all while working around class schedules to minimize disruptions. Through consistent quality, transparent communication, and responsive service, we help institutions protect their facilities, reduce absenteeism, support student success, and elevate the overall campus experience.



APPROACH TO SERVICES



CONCRETE POLISHING

1

CONCRETE GRINDING & PREPARATION

We properly prepare your surface by removing imperfections, coatings, and uneven areas to ensure a flawless finish.

2

PROFESSIONAL POLISHING

Using industry-leading equipment and techniques, we polish concrete to your desired sheen—matte, satin, or high-gloss

3

DENSIFYING & SEALING

We apply high-quality densifiers and sealers to strengthen the concrete, reduce dusting, and protect against wear and stains.

KEY DIFFERENTIATORS



WHY CHOOSE US

Janitorial services may seem simple, but consistent performance across the industry is rare. Too often, customers are left asking why something so fundamental feels so difficult—and why their buildings aren't consistently clean to their standards.

Our approach to being different is straightforward and performance-driven. We focus on what matters most to our customers: delivering transparent, cost-effective, and dependable service that keeps your facilities safe, clean, and resilient every day.

1

LOCAL SERVICE-DELIVERY

We deliver services through dedicated local teams who understand your facility, workforce, and community, ensuring responsive support backed by national systems and standards.

2

COST-COMPETITIVENESS

Our pricing models are designed to be highly competitive while maintaining quality, efficiency, and long-term value—never cutting corners to win business.

3

TRANSPARENCY & FLEXIBILITY

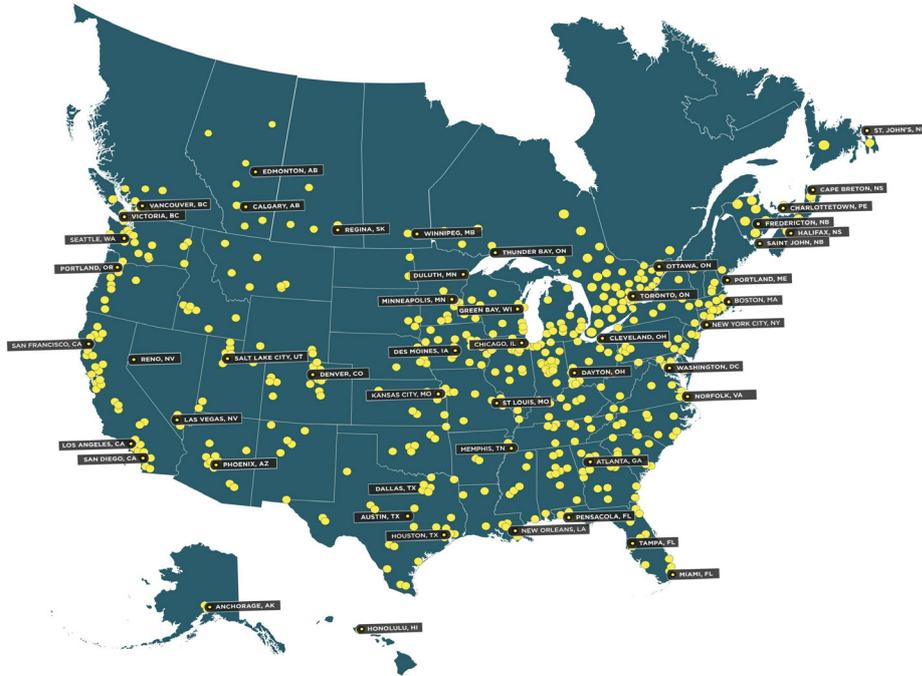
We provide clear, fully transparent service models with the flexibility to scale, adjust scope, and adapt quickly as your needs evolve.

4

QUALITY & CLIENT RETENTION

Our focus on consistent quality, proactive communication, and measurable performance has resulted in long-term client partnerships and industry-leading retention rate of 98%.

OUR EXPERIENCE



ServiceMaster's North American Presence

OUR CLIENT PORTFOLIO

Listed below are just a few of our great partnerships from across North America (US and Canada).

OUR LEADERSHIP TEAM



Joshua Ussiri

Chief Executive Officer

Joshua brings more than ten years of experience with ServiceMaster, having progressed from a front-line service employee to a division director and ultimately serving as CEO for the United States and Canada. His career path reflects a deep understanding of the business at every level and a strong appreciation for the people and processes that drive consistent service delivery.

In his role, Joshua has helped shape brand strategy, guide a network of more than 75 divisions, and lead initiatives focused on sales growth and operational excellence. He holds a bachelor's degree from Hanover College and an MBA from the University of Illinois Urbana Champaign. With his experience and credibility, Joshua is well positioned to support and lead the Crane IFS brand.



Daniel Martin

President

Daniel Martin, Esq., MBA brings a unique perspective to ServiceMaster, having started his career in investment banking with J.P. Morgan Chase in New York City. With a strong understanding of how to strategically leverage capital to achieve financial goals, Daniel transitioned into this role where he led transformative growth scaling the company 12x. This expansion was driven by both organic growth and strategic mergers. Under his leadership, the company also expanded its geographic footprint.

Daniel has a proven ability to lead high-performing sales and operations teams and drive revenue through vision, discipline, and a collaborative leadership style. His agility as a leader enables him to navigate complex challenges, align cross-functional teams, and capture new market opportunities. He is committed to bringing financial excellence by aligning workforce culture with scalable, strategic growth.

OUR FOCUS ON PEOPLE

FOCUSING ON PEOPLE

One of the greatest benefits of our local service-delivery model is the genuine care we provide our employees. They are not nameless faces in a large corporation—they are part of our family. We celebrate their success through purposeful career-development opportunities, manager-in-training programs, and meaningful performance recognition, including honors such as our Hero of the Year award.



Jennifer Lee, Crane IFS Hero of the Year



RECRUITING STRATEGIES

Our recruiting strategy is intentionally designed to build dependable teams and long-term partnerships. Every team member completes comprehensive I-9 verification and background screening, ensuring compliance, security, and trust from day one. We take a collaborative approach to hiring through joint interviews involving both recruiting and account management, allowing us to select candidates who are not only qualified, but also the right cultural and operational fit for each account.

In addition, we proudly partner with organizations such as **Hire Heroes** and **TakonTalent** to support transitioning service members and veterans, helping them translate their skills into meaningful, stable careers while strengthening the communities we serve.

*Watch Jennifer's
Incredible Story*



Scan Me



GREEN CLEANING



At ServiceMaster, our green cleaning approach is rooted in caring for the communities we serve and protecting the spaces where people live, learn, and work. We thoughtfully select environmentally responsible products and processes that reduce environmental impact while still delivering the high standards of cleanliness and safety our clients expect.

Our programs are designed to support LEED requirements and sustainable building goals through the use of EPA-approved, environmentally preferable products, responsible chemical management, and procedures that help improve indoor air quality. This approach prioritizes the health of building occupants and front-line employees while aligning with broader sustainability and compliance initiatives.

Looking ahead, we view green cleaning as an investment in future generations. By continuously evaluating new technologies, sustainable products, and LEED-aligned best practices, ServiceMaster helps clients maintain high-performing facilities today while supporting long-term environmental stewardship and stronger, healthier communities tomorrow.

ServiceMaster is proud to hold a Bronze EcoVadis rating, reflecting our commitment to responsible, ethical, and sustainable business practices. This recognition underscores our focus on environmental stewardship, responsible sourcing, strong labor and ethics standards, and transparent operations—helping our clients advance their ESG objectives while supporting resilient communities and a more sustainable future.



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