

BUSINESS PROFILE

KKBS Facility Services

HOW IT STARTED

KKBS Facility Services, headed by Mark Katzin, is a full-service janitorial company founded in 2005. Headquartered in Wyomissing, PA, KKBS provides service to all of Eastern Pennsylvania.

Mark began his career in the cleaning industry working for a national janitorial company as a janitor cleaning Toys 'R' Us. A few years later and after other cleaning jobs in the health-care sector, he decided he wanted to take a chance with his last five hundred dollars and start his own cleaning business. When asked what he would've done if the business didn't succeed, he said, "It had to. Failure wasn't an option. It would've been easy to stop but for me hard to quit." Mark's mother and sisters were already cleaning professionally and the first thing he did was give them jobs and better pay when they started with the company. Now with revenues over \$1 million, you can say all the hard work over nearly 17 years has finally paid off.



It's been a long road of growing pains; we have been able to implement a lot of technology including lots of automation to help us succeed. Our services are needed now more than ever. A huge spotlight

has been put over the janitorial industry. We attribute our success to how we treat our employees. We offer many benefits including health insurance and 401k plans. From the moment a new employee walks through our doors, they can feel the difference in professionalism compared to other cleaning companies.

COVID

COVID made many people take the janitorial industry more seriously, and that trend looks to continue.

The mentality shifted, in some part, from cleaning for the sake of appearance to cleaning for health. Cleaning for health has been top of mind for KKBS Facility Services since before the pandemic.

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KKBS Facility Service focuses not only on professional cleaning but also professional relationships. We understand that our clients want thorough and sanitary cleaning results each and every cleaning.

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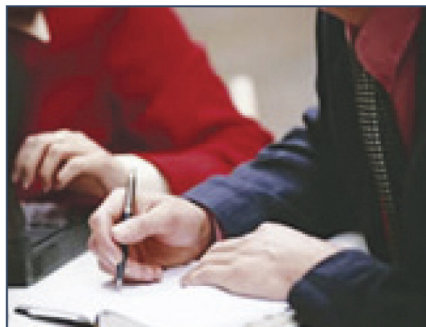
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KKBS FACILITY SERVICES

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But during the pandemic, clients became more aware of germ neutralization in offices versus simply appearance. This heightened awareness in business leaders and their employees will likely continue for the foreseeable future. It may not seem substantive, but lessening sick days adds value to a company. Not only will workers be out of work fewer days, but they'll also be happier because they are healthy. And healthy employees tend to be more productive employees. A lot of the "behind the scenes" work will come to the forefront as employees and customers will inquire about the steps a business takes to clean their offices, hallways, lobby and bathrooms, to name a few. Electrostatic spraying, for example, has become a trusted part of our success formula. Most cleaning experts didn't know about Electrostatic in December of 2019. Now, the solution has become known industry-wide thanks to its relative ease of use and 30-day longevity in preventing the brunt of harmful germs.

TECHNOLOGY

KKBS Facility Services has developed, implemented, and continues to maintain cutting-edge technology to define the definition, measurement, analysis, improvement, and control of all facets of our

commercial janitorial services to ensure that our operations are running well, and our clients are awarded the benefits. Peace of mind comes from the measurement of repeatable success. Effective facility management depends on timely and accurate communication regarding the status of your facilities. KKBS Facility Services technology system provides a complete solution for on-line reporting and data management — giving you a single source for your facility data, such as quality inspections and creation and management of tickets for request or quality complaints. We also manage clients periodic work with this system. In doing so, your non-routine tasks are always complete on time.

Client Response after using our system: Clients can submit tickets and work orders online and those are automatically sent to our cleaning techs in the field. Work order reminder emails for non-recurring work hold us accountable and the client can be confident these tasks are getting completed on time. We have over 150 of our processes fully automated and this allows us to focus on other parts of our business.

For additional information about KKBS Facility Services, please call 610.401.0620 and visit www.KKBSFacilityServices.com.