



Corporate Services Management America (CSM) celebrates 20 years of Excellence and Service

Corporate Services Management America (CSM), celebrates 20 years of business excellence and service and has built a solid reputation as an industry leader in providing state-of-the-art cleaning solutions, janitorial, facilities maintenance, and specialty services.

Ambassador Andrew Young and Mayor Kasim Reed, City of Atlanta Mayor, and former City of Atlanta Mayor, Bill Campbell are among the distinguished guests celebrating this milestone in CSM's history. The celebration kicked off on Tuesday, November 1, 2011 at Sweet Georgia's Juke Joint, 200 Peachtree Street, Atlanta, GA.



Mayor Kasim Reed



L to R: Ambassador Andrew Young, CEO, Bert Fitts, and former Mayor Bill Campbell

Corporate Services Management America (CSM) Wins Delta Air Lines' Star Award – 2011 Minority-Owned Business of the Year:



CEO, Bert Fitts, has taken cleaning to the next level with his mantra: "Do what you promised to do. Do it when you said you would and do it well."

On April 14, 2011, CSM was awarded the Star Award by Delta Air Lines, Inc. as its national minority business of the year for 2010 and selected by the Georgia Minority Supplier Development Council as Supplier of the Year for 2011.

Over the past two years CSM has worked to improve its business acumen and was a natural choice when selected by GMSDC to be in its Center of Excellence program, which helps companies sharpen their market-

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Corporate Services Management America (CSM) Names Derald Alford to Provide Strategic Leadership in to New Era

Derald Alford has assumed the position of Chief Operating officer for Corporate Services Management America to provide strategic leadership for the company by working with the Founder, Bert Fitts and the Executive Management Team to establish long-range goals, strategies, plans and policies. Alford brings a unique depth of experience to the position, having successfully run a corporate IT solutions business, servicing large clients such as Clark Atlanta University, Atlanta Magazine, and Morris Brown College as well as smaller operations.

Alford joined CSM America in 2010 and was responsible for overseeing the daily operation of AdTech Services Inc.

Alford has a demonstrated ability for customer service while mastering the competitive pressures of today's marketplace with innovation. He brings complementary strengths to CSM America's highly talented leadership team and admiration for the people of CSM America. "CSM America people have a passion for serving our customers that is the envy of the industry. I am honored to accept the challenge of working alongside Bert Fitts and his company." Alford said. "For the remainder of 2011, I will spend the majority of my time listening to CSM America people to learn how we can further improve the customer experience and position our company as an even better place to work.

With Years of progressive IT and marketing expertise in strategic planning, consulting, financial management, and project management experience under his belt, the transition to CSM was seamless. Derald has helped CSM maintain a solid reputation in the corporate sector as a strategic visionary, problem solver and client advocate. Derald's leads the CSM America with Federal Government contract relations and overseeing all sales and consulting. Derald successfully conceived, developed and managed the CM2 Electronic Vendor Management application and directs a team of internal developers in applying daily business practices to achieve an overall product to manage the needs of CSM's current client base.

CSM WELCOMES

Ashley Edwards is CSM's new corporate administrative assistant. Ashley was born and raised in Atlanta & is a graduate of Georgia Southern University with a B. S. in broadcasting. Prior to working for CSM, she worked for a marketing company as an account manager and also as an executive assistant to the president. Ashley is married to Anthony Edwards and they have an 8 month old babygirl, Adrian. Ashley is very excited to be a part of the CSM family.

Reggie Powell is the new assistant manager in charge of CSM operations at the Volkswagen of America plant in Chattanooga, TN. A graduated from Alabama State with a degree in business administration, Reggie comes to us from Hyundai where he was a facilities supervisor. We welcome him to the CSM family.

2011 Minority-Owned Business of the Year

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ing and branding strategies. The 18-month program is targeted to established MBE's who are ready to take their companies to the next level."

"They've been able to open some doors for us and were able to tell major companies about our history in the South. GMSDC has been instrumental from the beginning," Fitts said.

The two awards demonstrate to our customers that they've made the correct choice and to our employees that what they produce gives us all a sense of accomplishment.

EMPLOYEES OF THE MONTH SEPT.

WORLDPORT:

1st shift: Fatou Sosseh

2nd shift: Ali Ali

3rd shift: Alieu Konneh

DELTA SKYCLUBS:

Halbert Mims

AATC (Concourse E):

Elijah Huntly (1st shift)

Tanisha Burley (2nd shift)

Gabriel Dennis (3rd shift)

Twenty Years— An Important Milestone



Reminding the CEO that he and our organization have reached an important milestone was an eye opening experience. Bert Fitts blinked a second and said, "Wow, you're right." He then sat down and told me stories of the humble beginnings of Corporate Services Management. It is easy to take for granted his easy manner, his kind heart and his devotion to this organization and its employees. He makes it seem ordinary. However, Bert Fitts and CSM are anything but ordinary. Bert Fitts, after leaving a very lucrative corporate career and time as a partner in another janitorial concern decided to start his own janitorial company. He told me that after considerable cost to his parents for his upbringing and formal education at

Hampton University, they thought he had clearly lost his mind. Bert started this company with a contract from Westinghouse, now Bombardier, with a cleaning staff of ten and an office staff of one. Twenty years later, his customer list boasts names of Fortune 500 corporations with contracts that have been renewed consistently for the past 19 years, and an employee count of over 500. Even as I asked him how he has achieved such success I knew what he would say. "Do what you promised to do, do it well and do it on time." CSM has plans to celebrate its important milestone beginning on November 1, 2011 with our kick-off party. Our Founder's Day celebration will be held for all CSM employees in the late spring of 2012.

CSM CONGRATULATES

Congratulations to the Turner Broadcasting Headquarters Senior Site Manager, Carolyn Hill! The CSM staff at TBS has scored an almost perfect safety inspection score for the month of September. TBS scored a 98% and has had zero employee injuries this month.

Congratulations to Scarlett King on her promotion to Operations Analyst. Scarlett is a graduate of Albany State University with a dual degrees in psychology and sociology. Scarlett comes to CSM after working for the Department of Aviation at HJAIA. She now reports directly to the COO.

CLEAN SWEEP



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SAFETY TIPS

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against a hazard. General work clothes (e.g., uniforms, pants, shirts or blouses) not intended to function as protection against a hazard are not considered to be personal protective equipment.



CSM KEY CLIENTS

Turner Broadcasting Company
Atlanta Campus
Bombardier
Hartsfield-Jackson Atlanta
International Airport
Delta Air Lines World Port

Delta Air Lines Sky Club
Air France
Mitsubishi CONRAC
Volkswagen
North American Plant
(Chattanooga, TN)