

Cleaning Industry Management Standard (CIMS) Multiple Location Certification Policy 7/14/2009

In order to set forth a fair, consistent, and cost effective certification policy for multiple location service organizations while maintaining the integrity of the CIMS certification process, ISSA has developed the following guidelines for the certification of multiple-unit service organizations.

- **Multiple Location Building Service Contractors and/or Company Owned Franchise Locations**

1. Certification Fee: \$1,495 for an ISSA-member organization (non-member certification fee: \$2,195)
2. Conduct successful assessments based on the following:

| Employees | Number of Locations to Audit |
|------------------|-------------------------------------|
| Under 1500 | 1 |
| 1500-3499 | 2 |
| 3500-4999 | 4 |
| 5000-9999 | 8 |
| Over 10000 | 12 |

- **Colleges, Universities, and other campus settings**

Two scenarios commonly occur.

1. Multiple departments that function independently and autonomously will be treated as separate organizations for purposes of certification to the Standard. Each department must independently apply and obtain certification.
2. When one department or multiple departments operate under a common management structure and in a unified manner, they will be treated as one organization for purposes of certification to the Standard

A determination will be made on a case-by-case basis depending on the specific facts and circumstances.

- **Independently Owned and Operated Franchises**

1. Corporate Registration Fee of \$4,000 for the franchisor organization
2. The franchisor must obtain certification of 80% of the franchise units in order to use the certification as an entity. For example, if a franchisor has 100

franchisees, the franchisor can assert that the entire organization is certified once 80 franchisees have earned certification.

3. The franchisor will earn a rebate based on the following schedule:

| Franchise Units Certified | Rebate |
|----------------------------------|---------------|
| 1-49 | \$100 |
| 50-99 | \$200 |
| 100-199 | \$300 |
| 200 or more | \$400 |

The rebate will be payable to the franchisor. The franchisor organization will receive a rebate for each franchisee that is certified.

4. Individual franchisees may use certification as it is earned.
 - a. Individual ISSA-member franchisees are entitled to a reduced total fee of \$995 (normal fee is \$1,495 for ISSA members and includes both the application and certification fees) and non-member franchisees are entitled to a reduced fee of \$1,495 (normal fee: \$2,195)

- **Broker Organizations**

A broker is defined as an organization that subcontracts 15% or more of its janitorial service annual revenue or subcontracts 15% of its janitorial account base. Brokers have two CIMS certification options:

1. Certification of all operations: In order to obtain certification for the organization in its entirety a broker shall either:
 - a. Subcontract 80% of its janitorial subcontract work to CIMS certified organizationsor
 - b. Demonstrate that its janitorial subcontractors are CIMS compliant through on-site assessments with a randomly selected geographic cross section of subcontractors. The subcontractors will be randomly selected from a comprehensive list of all janitorial subcontractors used by the applicant organization. At least 40% of the total number of subcontractors used must be part of the assessment. The total number will be determined on a case-by-case basis.
2. Certification of self-performed operations: The broker organization may pursue CIMS certification for the portion of its janitorial service locations that are self-performed. As such, the organization is obligated to clearly indicate in all marketing materials and communications that the scope of its CIMS certification is limited to its self-performed service locations. ISSA reserves the right to monitor use of certification logos/ marks and the marketing of an organization's certification status. Further, ISSA reserves the right to immediately revoke the

organization's CIMS certification for failure to accurately convey the limited scope of its certification.

3. Brokers may take advantage of the rebate program outlined above under the "Independently Owned and Operated Franchise" provision and rebates will be dependent on the number of subcontractors that achieve certification.