



Cleaning Industry Management Standard

CIMS Certification Application Process

1. **Overview:** ISSA is accepting applications from organizations that wish to be certified to the Cleaning Industry Management Standard (CIMS). Compliance with the Standard demonstrates that an organization is structured to deliver consistent, quality services that are designed to meet the customer's needs and expectations.
2. **How to Submit Your Application:**
 - Mail:
ISSA
3300 Dundee Road
Northbrook, IL 60062
 - Fax: (847) 982-1922
 - E-Mail: charlie@issa.com

Applicant Organization Responsibilities and Participation Terms

1. ISSA will confirm receipt of the application and \$500.00 nonrefundable application fee payable to ISSA. The application fee must accompany the application. If there is a problem with the application, your organization will be permitted thirty (30) days to modify the application and make all necessary corrections. Failure to modify the application within thirty (30) days will result in forfeiture of the application fee and require resubmission.
2. ISSA will inform the certification registrar that your application has been received and accepted. The registrar is the organization that is responsible for accrediting third-party assessors and managing the certification process.
3. The registrar will assign an assessor to your organization and send you a letter requesting approval of the chosen assessor. All assessors are required to abide by a strict Code of Professional Conduct.
4. Your organization will notify the registrar of either its approval or disapproval of the assessor.
 - a. If the assessor is approved, the registrar will notify the assessor.
 - b. If the assessor is not approved, the registrar will assign another assessor. Your organization is permitted a total of two (2) objections.
5. In addition to the application fee, your organization will be responsible for the following fees:
 - Assessment Fees: \$1,500 per assessment day
 - Certification Fee: CIMS or CIMS-GB: \$995 (ISSA members in good standing); \$1,695 (non-members)
 - Reasonable Assessor Expenses (i.e.: airfare or other travel, lodging, meals, etc.)
 - Payment terms are governed by the CIMS Fee Payment Policy on the last page of this application.
6. An organization's certification becomes effective upon a positive recommendation by the assessor and payment in full of the remaining fee balance and reasonable assessor expenses to ISSA. The date that you obtain your initial certification is known as your certification anniversary date. The initial certification is valid for two (2) years from that date. All recertifications are based on the certification anniversary date.

Contact Information:

Last Name of Contact Person		First Name	Middle Initial
Title			
Telephone Number		E-mail Address	
Mobile Phone Number		Fax Number	

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Cleaning Industry Management Standard Certification Application



Organization Information:

Please check one: <input type="checkbox"/> CIMS <input type="checkbox"/> CIMS-GB		
Organization Name		
Address		
City	State	Zip Code
Telephone Number	Web Site Address	
Fax Number	Check One <input type="checkbox"/> Building Service Contractor <input type="checkbox"/> In-House Service Provider	
Number of Cleaners	Which statement best describes your organization's revenue or operating budget? <input type="checkbox"/> Under \$500,000 <input type="checkbox"/> Between \$500,000 and \$1,000,000 <input type="checkbox"/> Between \$1,000,000 and \$5,000,000 <input type="checkbox"/> Between \$5,000,000 and \$10,000,000 <input type="checkbox"/> Over \$10,000,000	How many cleanable square feet does your organization maintain each day?
Number of Branches (for BSC's with branch offices)		
Which markets do you serve? (Check all that apply)		
<input type="checkbox"/> Education (K-12) <input type="checkbox"/> Industrial <input type="checkbox"/> Education (college or university) <input type="checkbox"/> Government <input type="checkbox"/> Healthcare <input type="checkbox"/> Food Service/Hospitality/Lodging <input type="checkbox"/> Commercial <input type="checkbox"/> Public Venue (stadium, theatre, recreation) <input type="checkbox"/> Retail <input type="checkbox"/> Other - please specify: _____		

Method of Payment (Please Check)

<input type="checkbox"/> Check or money order is enclosed in the amount of \$500.00 <input type="checkbox"/> American Express <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard	NOTE: All fees other than the application fee must be paid by check. Credit card payments will receive a 3% processing fee.
Credit Card #: _____	Exp. Date: _____
Name as it appears on the card: _____	
Signature: _____	

By signing below, I certify that the above information is true to the best of my knowledge. I also acknowledge that I have read and understand all statements herein, including those statements listed under "Applicant Organization Responsibilities and Participation Terms".

Signature

Date

Print Name

Title

Were You Introduced to CIMS by an "ISSA Certification Expert" (I.C.E.)?

Yes No

If yes, please list the name, company, phone number and e-mail address of the I.C.E. certified individual who introduced you to the program.

Name: _____ Company: _____

Telephone Number: _____ E-Mail: _____



Cleaning Industry Management Standard Certification Application CIMS Fee Payment Policy



Applicants for certification under the ISSA Cleaning Industry Management Standard are required to pay the following fees:

- Application Fee: \$500
- Certification Fee: \$995 (ISSA members); \$1,695 (non-members)
- Assessor Daily Fee: \$1,500*
- Assessor Expenses: Reasonable**

* The length of an assessment depends on the size of the organization and the scope of the geographical region where cleaning services are offered. In general, most organizations can expect to undergo a three-day assessment, including two days on-site and one day dedicated to preparation and follow-up work.

** Reasonable assessor expenses may include airfare or other travel, lodging, and meals.

NOTE: All fees other than the application fee must be paid by check. Credit card payments will receive a 3% processing fee.

An applicant is required to pay all CIMS fees in a prompt manner in accordance with the following schedule:

- Application Fee: Due upon submission of a CIMS application
- Certification & Assessment Fees: 50% of the expected total (not including assessor expenses) will be invoiced immediately after a CIMS application is processed and is to be paid within 30 days. Please note that an applicant must remit the remaining invoice of the 50% plus assessor's reasonable expenses within 30 days after the organization has completed assessment to obtain full certification.
- Non-payment: 50% deposit will be subject to collections and will result in forfeit of application fee after 90 days.

CIMS certification will not be granted and an applicant will not be added to the roster of CIMS-certified firms until full payment has been received. Please note that all fees are non-refundable, including the application and advance payment fees, including in the case where the applicant organization does not undergo an assessment.

This policy is effective as of March 29, 2017.