



# CIMS SUCCESS STORY

## Building Maintenance Services Creates A Unified Company Culture Through ISSA CIMS and CIMS-GB Certifications

### Opportunity

For over 30 years, the Building Maintenance Service (BMS) family of companies has provided first-class janitorial, security and architectural restoration services to more than 100 million square feet of real estate. BMS serves a variety of markets, supporting prestigious Fortune 500 companies, college campuses, and luxury residential and hospitality groups.

With an increasing number of facilities today seeking formal sustainability certifications such as Leadership in Energy and Environmental Design (LEED), BMS saw an opportunity to differentiate itself through environmental stewardship. BMS had created the BMS Green Clean Program, which integrates environmentally friendly policy, techniques and purchasing into every site. To be recognized as a true sustainability thought leader, BMS viewed formal certification as the next natural step.

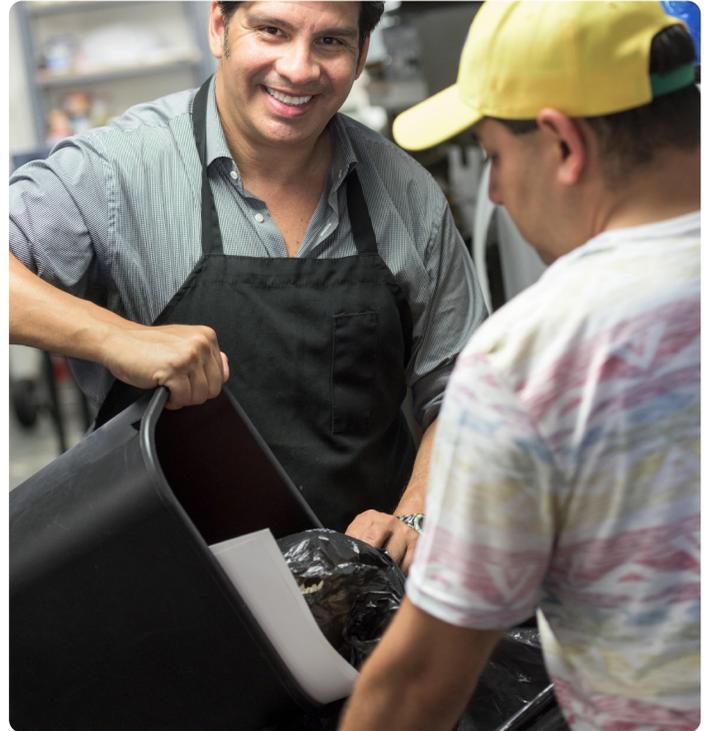
### Solution



ISSA's Cleaning Industry Management Standard (CIMS) and Green Building (GB) program certifications give participants the tools and knowledge needed to deliver superior and sustainable cleaning in the facilities they service. The rigorous certification process gives customers added assurance that the organization has the required expertise. Additionally, the CIMS-GB certification is recognized by LEED as a direct compliance path for its green cleaning requirements.

BMS chose these specific programs because it recognized ISSA as the benchmark organization for certification. The building service contractor also knew that the thorough auditing process would lead to better performance and procedures.

"Maintaining a sustainable culture while performing cleaning services must become the norm," said Michael Doherty, president of BMS. "We are aware of the numerous studies showing benefits to building occupants and cleaners once a



**BMS Building Maintenance Services**



sustainable program is implemented. Less sick time, better productivity and a feeling of genuinely doing good are proven pluses."

### Results



BMS is proud to be CIMS-GB certified with Honors since 2014. Through participation in the CIMS and CIMS-GB certification programs, BMS has realized the following benefits:

#### **Sustainability becomes part of the corporate culture.**

Over 60 management personnel, including the company's president, have participated in the programs. Both those within and outside of the sustainability department have benefitted, which has resulted in companywide buy-in. Employees especially enjoyed learning about the "why" of green cleaning as well as the triple bottom line.

**BMS has greater leverage with prospects.** In an increasingly competitive market, being able to showcase



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points of differentiation is key. Listing its certifications in proposals to prospective clients leads to discussions about how BMS is forward-thinking and is committed to environmentally preferred purchasing. Achieving the “with Honors” designation was an especially big win.

## **Continued adherence to best practices enhances service.**

According to Doherty, “the process of certification every two years ensures our business processes, including our sustainability practices, follow best practices. Adhering to these standards enhances our service, which helps us retain clients and grow business.”

Doherty doesn’t hesitate to recommend certification to other organizations. In addition to positioning BMS in the top tier of cleaning companies, he witnessed how certification brought his team together.

*“Just preparing for the audit forces you to combine all the elements in your organization to unify and meet the goal. During the accreditation process, you realize how you can improve and take the necessary steps to do so. I would advise any company to apply for these programs.”*

—Michael Doherty  
BMS  
President

## **Visit our website at CIMS Address**

Contact us by phone at 1-800-225-4772 (North America)  
or 1-847-982-0800 (outside North America)



## **About CIMS**

CIMS sets forth a management framework designed to assist building service contractors and in-house cleaning departments to develop and maintain quality, customer-focused organizations. The standard is nonprescriptive, meaning that each organization has the flexibility to choose the most effective ways in which to meet its requirements. CIMS was created through a true consensus-based process that brought together representatives of the cleaning, facilities management, and purchasing communities. ISSA speaks at numerous facility management and purchasing industry events throughout the year to outline the value of working with CIMS certified cleaning companies as well as certifying in-house operations.