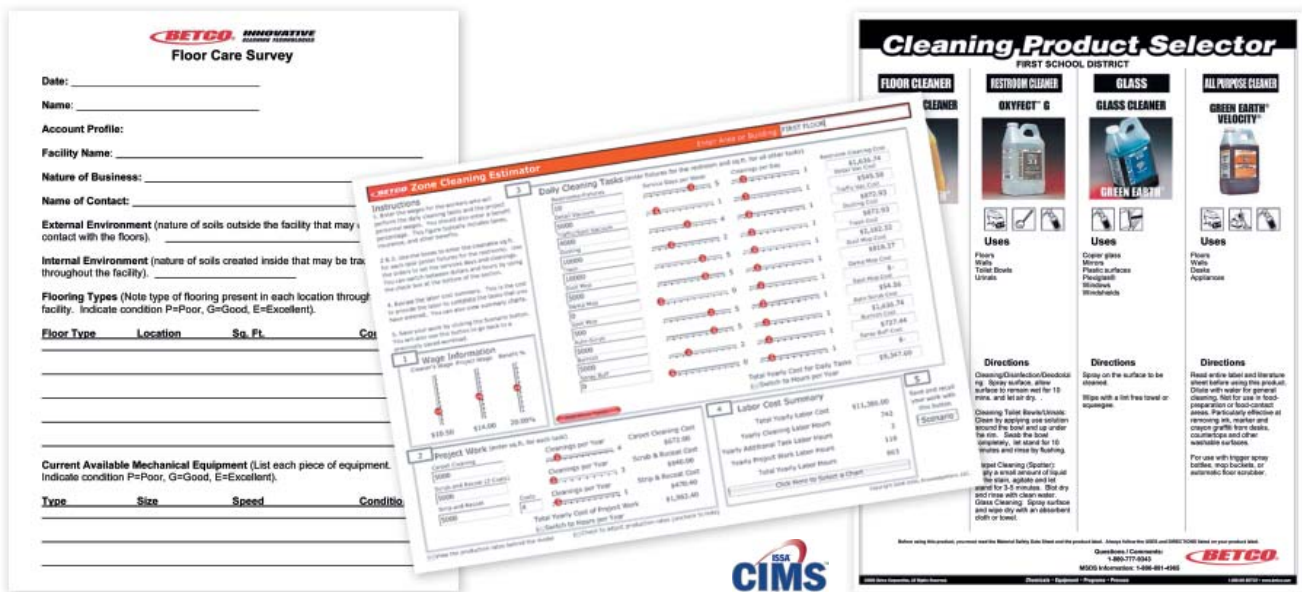


# Support Items For ISSA CLEANING STANDARD (CIMS)

ISSA has developed the Cleaning Industry Management Standard (CIMS) which sets forth the policies, processes, procedures and supporting documentation that guide cleaning professional (building service companies and in-house providers) in establishing customer-centered organizations.

The Standard is comprised of 6 specific sections that mirror generally accepted management policies. The understanding and use of these policies will insure a thorough understanding of the customer's service requirements. Betco has developed many resource items to support the implementation and certification process for CIMS.



## SECTION 1:

### Quality System –

A general framework to ensure effective operations and continual improvement.

- **Measurement tools –**
  - Survey and inspection forms
  - Betco Facility Estimator
  - Program to establish benchmarks

## SECTION 2:

### Service Delivery –

These customer-related processes include purchasing, staffing and handling unexpected events.

- **Service Delivery Plan –** Betco Facility Estimator Program to quantify labor, chemical and equipment requirements

## SECTION 3:

### Human Resources –

The organization demonstrates that it efficiently and effectively manages "human capital" in a way that enhances organizational performance.

- **Management and Cleaning Personnel Training –** Betco Training Library modules – DVDs, employee workbooks, Presenter's Guide and PowerPoint presentations
  - Customizable Task Card program
  - Customizable Wall Chart program
  - Customizable on-site training
  - Customizable web cast training



# BETCO®

## INNOVATIVE CLEANING TECHNOLOGIES



### SECTION 4:

#### Health, Safety and Environmental Stewardship –

*Processes, systems and documentation to insure the safety, health and sustainability of a facility while insuring a positive impact on the built environment.*

*This section addresses the need for green cleaning concepts.*

- **Regulatory Compliance –**
  - Library modules
  - MSDS FAX back program
  - Betco.com web site
- Environmental Management – Green Earth program – product selection, basic information, implementation and on staff LEED A. P.

### SECTION 5:

#### Management Commitment –

*Demonstrate an organizations commitment to management systems to meet customer needs and expectations.*

- **Training –** Betco Training Library modules – DVDs, employee workbooks, Presenter's Guide and PowerPoint presentations
  - Customizable Task Card program
  - Customizable Wall Chart program
  - Customizable on-site training
  - Customizable web cast training

### SECTION 6:

#### Green Buildings and Service

*Sets forth a specific framework to ensure that the organization uses environmentally preferable and sustainable cleaning practices. This will assist an organization with the pursuit of achieving LEED-EB O & M certification.*

- **Green Cleaning Policy and High-Performance Cleaning Program –** Betco Training Library, Task Card program, Wall Chart program, on-site training, web cast training and **Green Cleaning Policy template.**
- **Certified products –** Green Seal, EPA DfE and Betco Green Earth brand
- **Equipment –** Carpet and Rug Institute (CRI) extractors and vacuums plus other environmentally responsible equipment.
- **Certified LEED Accredited Professional on staff.**

*Betco believes in the value created by the CIMS Standard and would encourage you to discuss the program with your local Betco Regional Manager or Betco Gold Distributor.*

**Or call John Reed (CIMS ISSA Certification Expert) at 1-800-333-2156, Ext. 3822.**

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