



## Increase the odds of outsourcing success... choose a CIMS-Certified Contractor!

ISSA's **Cleaning Industry Management Standard (CIMS)** sets forth a business framework that is based on universally-accepted management principles that have proven to be the cornerstones of successful organizations.

A **CIMS-Certified** Contractor...

- Is engaged in building service contracting as its primary business;
- Has undergone a comprehensive CIMS assessment conducted by an accredited, independent third-party;
- Has adapted the six pillars of management excellence embodied in the Standard – Quality Systems; Service Delivery; Human Resources; Health, Safety and Environmental Stewardship; Management Commitment; Green Building & Service;
- Demonstrates a commitment to the environment and green cleaning methodologies;
- Supports ethical contracting practices; and
- Is more efficient and proficient in cleaning procedures resulting in reduced labour costs;

Additionally, a **professionally cleaned facility** has an immense impact on the health and performance of both the building itself and the occupants within it. Why?

✓ **Healthy Building Syndrome (HBS)** has been proven to make people happier, healthier and more productive.

✓ Improved **Indoor Air Quality (IAQ)** increases employee morale and reduces absenteeism.

✓ Improved indoor environments lead to improved **Employee Retention**.

✓ **Reduced liability** from law suits over issues such as mould or workplace injury.

✓ A **positive public image** created by an improved building appearance.

✓ **Increased marketability** and **credibility** commanding higher rental rates.

Find out more at [www.issa.com/cims](http://www.issa.com/cims)

