

Certified Standards and Guidelines

ISSA CLEANING INDUSTRY MANAGEMENT STANDARD – GREEN BUILDING (CIMS-GB) CERTIFICATE

The Cleaning Industry Management Standard (CIMS) Certificate demonstrates that we have obtained the highest cleaning standards in the industry. CIMS was developed by the International Sanitary Supply Association (ISSA), the leading trade association for the cleaning industry. This certification shows that BEST is compliant with the standards set by the ISSA, and can successfully deliver consistent, quality services that meet the expectations of our customers. BEST adopted the CIMS Certification in 2011 and has since gone far beyond the certification process to ensure the delivery of superior services to our clients.

To obtain the CIMS Certification, the ISSA annually conducts stringent auditing processes to ensure BEST is compliant with the standards required for certification. The assessment is based on the following sections:

Quality System

The ISSA requires organizations to have a documented quality control plan. The ISSA assesses how a company implements its strategic quality plan, how they measure performance, whether they obtain relevant feedback from their customers, and if they are committed to continual improvement.

Service Delivery

In order to meet the requirements for CIMS certified service delivery, a company must have a service delivery plan that includes customer-related processes (work loading, staffing, purchasing, and handling of unexpected events). The company must also have plans in place to ensure that their clients' needs are still met with minimal interruption in services in case of an emergency or unforeseen event.

Human Resources

To meet this requirement, a company must have a strong human resources policy in place. Hiring practices, recruitment, onboarding, orientation, training, management, and retention, are all assessed.

Health, Safety, and Environmental Stewardship

A company is required to be compliant with relevant regulatory bodies, maintain safety data sheets, ensure proper chemical storage, keep appropriate stock and usage of personal protective equipment onsite, be compliant with relevant safety training and regulations, and be aware of potential onsite hazards or defective equipment through regular inspections. The company must also have both an environmental policy and a workplace health and safety policy in place.

Management Commitment

The ISSA will assess the strength of a company's mission, vision, and values and ensure that they have a succession plan in place for future organizational change. They will also verify that a company is compliant with applicable laws and regulations and holds the appropriate insurance and licensing necessary for them to operate.

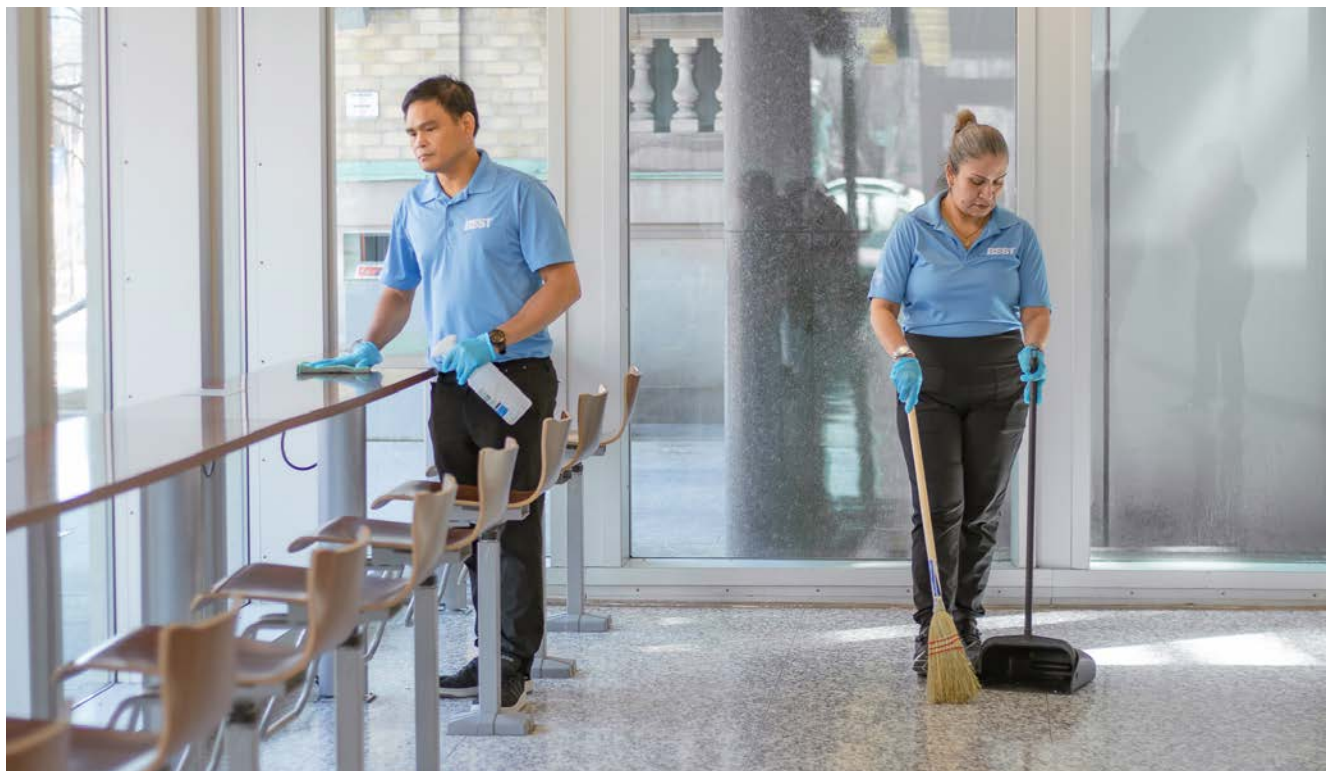
CIMS GREEN BUILDING WITH HONOURS

The CIMS Green Building (GB) designation is an addition to the CIMS certification and is designed to demonstrate that a cleaning company has green policies and training on par with the standards set by ISSA, and the ability to help its clients attain points under the LEED for Existing Buildings: Operations and Maintenance (LEED EB: O&M) Green Building Rating System. BEST was awarded this designation in 2011 with honours and has since helped numerous clients score LEED EB: O&M points.

To obtain a CIMS-GB an organization must have:

- Green Cleaning Policy
- Green Cleaning Program
- A quality system to assess the effectiveness of the Green Cleaning Program
- Sustainable purchasing
- Environmentally preferred cleaning equipment
- Entryway matting systems
- Waste reduction and recycling plan

Our ability to obtain and maintain this certification for over ten years demonstrates that we provide high-quality services in a sustainable way and that we have the ability to assist our clients to do the same.



ISSA CIMS-GB Certified Operations

BEST adopted the CIMS Green Building certification in 2011. Our commitment has gone far past the certification process to ensure the delivery of superior service to our clients. Where some organizations are CIMS certified by sites or regions, we have adopted this certification throughout our entire organization. This means all BEST sites are CIMS certified.

The CIMS Green Building certification is the equivalent of the ISO 9000 Certification and is considered more relevant by our clients because it is specific to the cleaning industry as opposed to the market in general. Therefore, this program assures our clients that we will consistently deliver on their expectations on quality cleaning standards and that we will implement the best business and leadership practices.



Having undergone a comprehensive assessment of its management structure and green cleaning operations by an independent accredited CIMS-GB assessor

Best Service Pros Ltd.

is hereby CERTIFIED WITH HONORS to
the ISSA Cleaning Industry Management Standard
Green Building Criteria

and has successfully demonstrated a commitment to the delivery of environmentally preferable services designed to meet customer needs and expectations.

This Certification is valid July 6, 2022 through July 6, 2024.



A handwritten signature in black ink, appearing to read "John Barrett".

John Barrett, Executive Director
ISSA