Ensuring a Clean, Healthy and Green Indoor Environment With CIMS & LEED: EBOM

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ISSA – The Worldwide Cleaning Industry Association
Cleaning?
Current Market Situation

“Anything Goes”

- Service industry is highly fragmented
- Organizations with diverse capabilities
- Margin compression coupled with higher operating costs stress bottom line
- Hypercompetitive & cost driven market
JUST CUT CORNERS, BABY!

RAIDER
MAINTENANCE

We’ll Steal, Vandalize & Pillage Your Place

CHARGERS CLEANERS
Getting The Job Done In a Flash!
Current Market Situation

- Difficult to distinguish between potential cleaning service providers
- Uniform pre-qualification criteria lacking
- Importance of cleaning increasing
  - Low cost of entry
  - Lack of training
  - Employee turnover
  - Immigration issues
- In-House Service: Difficult to validate service and performance – Being asked to do more with less
CIMS – What Is It?

- Management framework designed to assist cleaning organizations develop and maintain quality, customer-focused organizations.

- Based on universally-accepted management principles that are hallmarks of success.

- **CIMS-Green Building**: Set of environmental preferability criteria to serve as framework for development of comprehensive green/sustainable cleaning program.
CIMS – What Is It?

- Developed through consensus-based process
- Applies to an organization as a whole
- Building service contractor or in-house cleaning operation
- Size, service-sector irrelevant
- Non-Prescriptive
The Cleaning Industry Management Standard
Universally-Accepted Management Principles

- Mission, Vision, Values
- Planning
- Responsibility & Authority
- Communication Plan
- Risk Management

- Definition of Cleaning Service Requirements
- Quality Plan to Meet Requirements

- Service Delivery Plan
- Purchasing Procedures

- Policies
- Hiring Practices
- Orientation
- Executive Development
- Management Training
- Cleaner Training
- Security
- Timekeeping Payroll

- Regulatory Compliance
- Organization Policy

- Quality Systems
- Management Commitment
- Green Cleaning
- HS&E
- Human Resources
CIMS Elements

- **Quality System**: Framework for effective operations and continuous improvement
  - Site Specific Scope of Work
  - Quality Plan
  - Corrective Action
  - Continuous Improvement
CIMS Elements

- **Service Delivery**: Processes to effectively deliver service
  - Service Delivery Plan
    - Workloading & Staffing
    - Bidding & Budgeting
  - Work Plan & Instructions
  - Contingency Planning, Emergency Response, Special Requests
  - Purchasing Procedures & Inventory Control
  - Equipment Maintenance & Repair
CIMS Elements

• **Human Resources**: The most important asset we have!!
  - Employee Policy
  - Hiring Plan
  - Site-Specific Orientation
CIMS Elements

- **Human Resources**: The most important asset we have!!
  - Employee Policy
  - Hiring Plan
  - Site-Specific Orientation
  - Training
    - Management
    - Cleaning Personnel
  - Timekeeping/Payroll
CIMS Elements

- Health, Safety & Environmental Stewardship
  - Regulatory Compliance
  - Workplace Health & Safety
  - Environmental Management: Commitment to Environmental Ethics
CIMS Elements

• Management Commitment
  o Mission, Vision & Values
  o Continuity & Planning
  o Communication Plan
  o Organization & Responsibilities
  o Risk Management
GREEN CLEANING POLICY

- Distinct from Environmental Policy
- Defines standard operating procedures
- How program will be managed
- How green practices will be utilized
- How green program will be evaluated and measured
- Policy is realistic and considers all factors
CIMS – Green Building

• Green/ High Performance Cleaning Program
  o Staffing: Workloading
  o Training
  o Chemical handling, storage, disposal
  o Floor Care Log
  o Carpet Care Log
  o Hand Hygiene Strategies

• Custodial Effectiveness Assessment
Appearance Standards

1. Orderly Spotlessness
2. Ordinary Tidiness
3. Casual Inattention
4. Moderate Dinginess
5. Unkempt Neglect

Best

Worst
Purchase of Cleaning Products

• Dilution Control: Concentrates with appropriate dilution control systems

• Cleaning Tools: Environmentally preferable materials

• Cleaning Products
  - Green Seal or Environmental Choice Certification
  - EPA DfE Recognition
  - Alternative Qualification
Purchase of Cleaning Products

• Disinfectants, floor finish, strippers
  o Green Seal or EcoLogo/Environmental Choice Certification
  o Recognized by EPA DfE
  o Comply with California VOC limits
  o Alternative Qualification

• 60% by cost of chemical cleaning products must comply with criteria
Disposal Paper / Trash Bags

- Green Seal or EcoLogo/Environmental Choice Certification
- Alternative Qualification
- Meet EPA Comprehensive Procurement Guidelines for Janitorial Paper/ Liners
- Rapidly renewable resources or tree-free fibers
- 50% by purchase cost must comply
Cleaning Equipment

- 60% by cost or number of units or 30% coupled with plan for future purchases
- Vacuums, carpet extractors, floor machines, autoscrubbers
- Specified “green” criteria
- Environmentally preferable batteries
- Designed with safeguards
- Inventory List
- Maintenance & Repair
Indoor Chemical and Pollutant Source Control

- Entryway matting systems (except at emergency exits)
- Ten (10) feet long in the primary direction of travel
- The organization shall have an appropriate cleaning, maintenance and replacement plan
CIMS-Green Building

• Integrated Pest Management (IPM)
• Building Exterior & Hardscape Management
• Solid Waste Management
• Resource Conservation
Certificate of Authenticity

This document hereby certifies that the photo of Chuck Muncie has been signed by the real Chuck Muncie. Really. We are not lying. You can trust us. Seriously.

Mitt Romney

Barack Obama

Mitt Romney

Barack Obama
CIMS Certification

• Comprehensive Assessment
  o Third party, accredited assessor
  o Documentation review
  o Interviews with management, personnel, customers
  o On-site observation to verify implementation

• Assessor Recommendation

• **CIMS-GB**: Optional designation that denotes “capability” to deliver comprehensive green cleaning program
CIMS Certification
What Does It Mean to YOU?

- CIMS Certification demonstrates that an organization’s business practices are structured to deliver consistent, quality services.

- Certification provides assurance that an organization complies with the Standard and “walks the walk.”

- **CIMS-Green Building Certification** demonstrates that your contractor is prepared to partner with you in your commitment to sustainability and the LEED process.
Cleaning For Health
The Risks

- 1/20 will acquire HAI; 90,000 deaths and result in $5.7 billion in annual costs
- 3-8% loss of performance in office settings and 2-6% decrease in student performance due to dust
- Health related lost productivity costs employers $225.8 billion annually
- 2009: 622,842 confirmed cases of H1N1 and 18,000 deaths
The Risks

- Norovirus: 91,000 ER visits and 23,000 hospitalizations annually among US children

- MRSA: Projected to rise from 2.9 million to 4.2 million by 2015 with a yearly estimated cost of $9.5 billion

- Workers’ comp & medical costs associated with employee slip-and-fall accidents are approximately $70 billion per year. Thirty percent of falls result in more than 21 workdays lost
Who Has Access to Your Facility?
Facility Manager

Business Outcomes

Cleaning Service Provider Prequalification

Take guesswork out of equation and reduce risk!

“When we’re hiring a cleaning company, we are dedicated to go out and look at as many companies as possible. If we look at 100, and 95 of them are not CIMS Certified, that’s 95 bidders I can cross off my list before I go any further.”

Senior Master Sgt. Mark Gyure, Andrews Air Force Base
“Thanks for all of your help and support during this process! You made it so much easier for us.”
“Thanks for all of your help and support during this process! You made it so much easier for us.”
Facility Manager

Business Outcomes

- Go Green!
- Control and improve consistency, quality and efficiency or service
- Reduce costs associated with poor service
- Customer and tenant retention
- Occupant wellness – Healthy workplace
- Better appearance
- Save Money!
Facility Service Providers

Business Outcomes

• Distinguish organization
• Better respond to needs of customer
• Face pressures of being asked to do more with less
• Improve consistency, quality and efficiency of service
• Demonstrate commitment to excellence and sustainability
• Sustainable business model
• Third party validation!
Certified Organizations

- 132 Total Organizations Certified
- 99 Organizations Green Building Certified
- 12 In-House Cleaning Organizations Certified
- One Billion + Total Square Feet Cleaned By Certified Organizations
Demanding Excellence!

- Mission Federal Credit Union
- U.S. Army Medical Command (Ft. Sam Houston, etc)
- Commonwealth of Massachusetts
- Region One of General Services Administration
- Morgan Stanley
- Archer Daniels Midland
- DSM Pharmaceuticals
- City of Minneapolis
- State Farm Insurance
- Seneca One Realty
- Paradise Valley School District
- Clemson University
- Etc…etc…etc…
All firms doing business with XYZ Corporation shall hold a current Cleaning Industry Management Standard (CIMS) / CIMS-Green Building certification

Or

All firms doing business with XYZ Corporation shall obtain Cleaning Industry Management Standard (CIMS) / CIMS-Green Building certification within xxx days of the contract’s start date
More Information

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- www.issa.com/cims
  - The Standard
  - Benchmarking Checklist
  - Specification Sheet
  - Specify Video