



## **THE PROCESS FOR BECOMING THE CLEAN TRUST CERTIFIED FIRM**

Companies apply by completing a Certified Firm Application and submitting it with the supporting copies of:

- Certificate of Incorporation
- Payment of ACC Workplace Cover Levy
- Public Liability Insurance

This should be mailed to The Clean Trust Office at PO Box 783, Bathurst NSW 2795, with an AUD \$200 fee paid either by cheque or credit card.

Once the application form is received and reviewed to make sure there is a Certified Technician currently with the company and has a current registration the company application will proceed.

If a company does not meet the requirements to become a Clean Trust Certified Firm the pending application will be held for up to six months and the fee will be returned [or in the case of a credit card not processed]. During this period, the company is allowed to take the necessary steps to meet the requirements.

All Certified Firms will have a common anniversary date of December 1 of each year. The first annual renewal bill will be prorated quarterly based on the acceptance date of the original registration.

When a Firm is overdue by 90 days and delinquent on its fees, the Firm will be removed from the referral system. The Firm will be reinstated when requirements are met and fees are paid.

Certified Firms are not eligible to order merchandise or receive Certified Firm credentials until such time they meet all requirements.

**To: The Clean Trust Office**

We hereby apply for Certified Firm status of The Clean Trust. If accepted, the company hereby agrees to:

1. Have a Clean Trust Certified Technician present on all job sites. The assigned technician[s] must be certified in all categories of services being performed on the job site for which The Clean Trust offers certification, and must perform or supervise the job site work. A good faith exception to this requirement will apply for new certified firms for a period of one year from obtaining Certified Firm status, provided that a documented continuing education program is actively pursued.
2. Promote a system in which technicians who become certified will be considered to receive more pay than a non-certified technician performing comparable duties and having equal job classification.
3. Maintain all required or appropriate licenses, permits, and bonding for the areas served and services offered. **Please attach a copy of Certificate of Incorporation (available from the Ministry of Economic Development)**
4. Carry adequate insurance coverage at all times:
  - (a) Workplace Cover Levy
  - (b) Public Liability Insurance for the protection of the consumer.**Please attach a copy of your Certificate of Currency for Public Liability Policy and proof of payment of the ACC Workplace Cover Levy.**
5. Maintain a written customer complaint procedure. In the event of an unresolved complaint, the company agrees to abide by the established The Clean Trust procedure for resolving complaints.
6. Establish and maintain a professional attitude in conducting business, and to uphold honesty, integrity, and competency in all dealings with consumers to ensure consumer confidence in the industry. The company expressly agrees to comply with The Clean Trust Certified Firm Code of Ethics.
7. Provide a continuing education and training program for each technician. This includes but is not limited to encouraging attendance at trade association functions, in-house company training, and/or schools where advanced training and knowledge are available. A minimum of 12 hours is required for each technician per year. Upon renewal, all companies will be required to describe the education and training opportunities provided for technicians in the previous 12 months.
8. Actively participate in the monitoring of usage of The Clean Trust registered trademark and trade name by other companies and technicians.

I/We agree to furnish The Clean Trust with proof of compliance of the stated requirements upon request by The Clean Trust. The Clean Trust has permission to verify any information that is supplied on or with this application.

I/We understand that failure to carry out any of the stated requirements or pay Certified Firm fees will result in an immediate suspension of The Clean Trust Certified Firm status. In that event, I/We agree that my company will neither refer to The Clean Trust in advertising nor will it use The Clean Trust name, logo, certification marks, or trademarks until approved by The Clean Trust Certified Firms Committee. The Clean Trust reserves the right in its sole and absolute discretion to change the Certified Firm requirements. This application and approval of Certified Firm status are subject to acceptance and approval by The Clean Trust in their sole discretion.

NAME:.....

Signature: .....

Date: .....

Firm (as it is to appear in listing): \_\_\_\_\_

Postal Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Postcode: \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Mobile \_\_\_\_\_ Web site: \_\_\_\_\_

Date Firm established: \_\_\_\_\_ Trade Association affiliations(s): \_\_\_\_\_

If firm is incorporated, list officers' names and titles: \_\_\_\_\_

\_\_\_\_\_

Please indicate services offered by the firm: (check all that apply)

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Carpet Cleaning              | <input type="checkbox"/> Colour Repair                  | <input type="checkbox"/> Hard Surface Maintenance |
| <input type="checkbox"/> Upholstery & Fabric Cleaning | <input type="checkbox"/> Carpet Repair & Reinstallation | <input type="checkbox"/> Carpet Inspection        |
| <input type="checkbox"/> Water Damage Restoration     |   | <input type="checkbox"/> Hard Surface Inspection  |
| <input type="checkbox"/> Odour Control                | <input type="checkbox"/> Fire & Smoke Restoration       |   |

Please indicate cleaning methods offered by the firm: (check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Absorbent Compound | <input type="checkbox"/> Hot Water Extraction |
| <input type="checkbox"/> Absorbent Pad      | <input type="checkbox"/> Shampoo              |
| <input type="checkbox"/> Dry Foam           |   |

Approximate number of jobs completed per year by firm: \_\_\_\_\_

Total number of technicians: \_\_\_\_\_ Total number of The Clean Trust Certified Technicians: \_\_\_\_\_

Please list the names of all The Clean Trust Certified Technicians employed and their registration numbers:

Name	Registration number	Name	Registration number
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(Attach additional sheets if necessary)

Upon renewal of your Certified Firm status next year it will be necessary to describe and demonstrate compliance with the continuing education and training program requirement described in Item 7. However, if your firm already has such a program, please list continuing education and training opportunities provided to your firm's technicians during the past 12 months:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suggestions regarding how The Clean Trust can better serve my firm's needs: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Annual fee is \$AUD 200 and must accompany this application.

Please charge my:      MasterCard      Visa

Account Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

## CERTIFIED FIRM CODE OF ETHICS

The Clean Trust Certified Firm agrees to:

1. Present a professional image, including but not limited to, appearance, grooming, equipment, attire, and attitude.
2. Maintain an awareness of and knowledge about all The Clean Trust-approved and published industry standards.
3. Seek and promote education and training in the company to enhance proficiency.
4. Have a Clean Trust Certified Technician present on all job sites. The assigned technician[s] must be certified in all categories of services being performed on the job site for which The Clean Trust offers certification, and must perform or supervise the job site work. A good faith exception to this requirement will apply for new certified companies for a period of one year from obtaining Certified Firm status, provided that a documented continuing education program is actively pursued.
5. Not market services as a Clean Trust Certified Firm in categories for which the company does not have The Clean Trust Certified Technicians currently on staff. If the company loses a technician from their staff who is the only The Clean Trust Certified Technician in the company in a category that the Certified Company is advertising or providing services, the company agrees to replace The Clean Trust Certified Technician in that category as soon as possible, within no later than 12 months, or stop advertising certified status in that category.
6. Notify consumers if a technician certified in the category of work to be performed is not present on the job site performing or supervising the job site work.
7. Present accurate information to the public and consumers.
8. Be truthful; provide service that results in high levels of customer satisfaction; be prompt; conduct business with honesty, integrity, and fairness; build consumer confidence in the industry; and promote good relations with affiliated industries.
9. Do not engage in false or deceptive marketing practices including use of misleading price information commonly referred to as "bait-and-switch" tactics. This includes A] not offering one price in an advertisement and then increasing the price for the advertised service once the technician gets to the job; and B] advertising a low-priced service to lure or "bait" consumers, then inducing them to buy or "switch" to a higher-priced service by disparaging or refusing to provide the less-expensive advertised service.
10. Avoid confusing or misleading consumers by providing accurate information to them about prices, services and products.
11. Comply with governmental rules and regulations.
12. Avoid conflicts of interest and the appearance of conflicts of interest.
13. Agree to arbitration to resolve disputes, and accept the conclusion and recommendations of the arbitration.
14. Use The Clean Trust name, logo, certification marks, and trademarks only in the manner authorised and approved by The Clean Trust.
15. Respond to consumer complaints in a timely fashion and comply with the rules, policies, and procedures of The Clean Trust.

Company Name: .....

Print Name: ..... Title: .....

Signature: .....

Accept and Agree to this

Dated: ..... day of ..... 20.....

***Please send completed application and fee with the requested documents to:***

**The Clean Trust, PO Box 783, Bathurst NSW 2795**