

**RULES GOVERNING THE USE OF CERTIFICATION TRADE MARK**  
No. 1208262 - IICRC

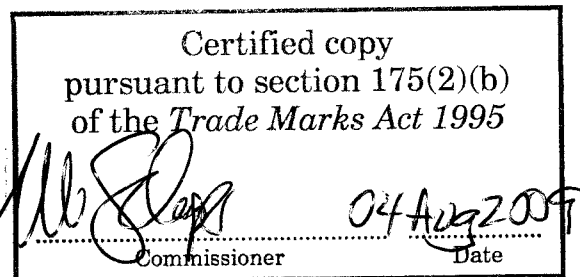
The following rules govern the use of the Institute of Inspection, Cleaning and Restoration Certification's Trade Mark - IICRC (Application No. 1208262).

**1. Details of the characteristics of the good and services being certified:**

With respect to the trade mark, IICRC, only the Institute of Inspection Cleaning and Restoration Certification, a nonprofit corporation licensed in the State of Washington, United State of America, and IICRC certified registrants and certified firms, who maintain active certification status and are in good standing are authorized to use the IICRC trade mark, as permitted by the IICRC's Policy and Procedures, and then only for the purpose of indicating that the registrant or certified firm is certified by the IICRC.

One of the main activities of the Institute of Inspection, Cleaning and Restoration Certification (IICRC) is to provide certification of technicians working within the inspection, cleaning and restoration industries. Technicians become certified by completing an IICRC approved curriculum in one or more of the certification categories, outlined below, by an IICRC approved instructor at an IICRC approved school. The IICRC also certifies firms that employ at least once IICRC certified technician.

The purpose of the IICRC's certification activity is to establish and maintain standards in the industry with regard to



performing various inspection, cleaning and restoration procedures. The policy of the IICRC is to encourage education in all inspection, cleaning and restoration methods. Thus, the IICRC does not specify what inspection, cleaning or restoration method is to be used in any given case. Rather, the IICRC's goal is to provide guidelines and training so that technicians are better qualified to perform the inspection, cleaning or restoration method they choose to use.

A. Certification of Technicians.

In order to become personally certified, a technician must attend an IICRC approved course at an IICRC approved school and pass an examination. Upon completion of the course, the technician takes a written examination that is prepared by the IICRC's Certification Board. When the technician passes the examination, he or she receives a certification and wallet card from the IICRC. After initial certification, the technician must comply with the continuing education program in order to maintain their credentials. The technician must also maintain annual certification fees.

At this point in time, technicians may earn certification in the following categories:

- Applied Structural Drying Technician
- Applied Microbial Remediation Technician
- Carpet Cleaning Technician
- Commercial Carpet Maintenance Technician
- Upholstery & Fabric Cleaning Technician
- Water Damage Restoration Technician
- Odor Control Technician

- Carpet Color Repair Technician
- Carpet Repair & Reinstallation Technician
- Fire & Smoke Damage Restoration Technician
- Floor Care Technician (Hard Surfaces)
- Health and Safety Technician
- Introduction to Substrate Subfloor Inspection
- Marble and Stone Inspector
- Ceramic Tile Inspector
- Wood Laminate Flooring Inspector
- Leather Cleaning Technician
- Stone, Masonry & Ceramic Tile Cleaning Technician
- Rug Cleaning Technician
- Resilient Flooring Inspector
- Senior Carpet Inspector

In addition to the preceding certification categories, the certification categories below are advanced levels of recognition which are achieved by having several certifications in select categories and a minimum of three to five years experience in the inspection, cleaning and restoration industries:

- Journeyman Cleaning Technician
- Journeyman Fire and Smoke Restoration Technician
- Journeyman Water Damage Restoration Technician
- Master Textile Cleaner
- Master Smoke and Fire Restoration Technician
- Master Water Damage Restoration Technicians

B. Firm Certification.

Inspection, Cleaning and Restoration firms may also receive certification. There is no examination, but a firm may be certified by submitting an application, paying the annual certification fee, agreeing to adhere to the code of ethics of the IICRC and the IICRC policies, rules and regulations.

There must be a certified technician employed by each certified firm. Each certified firm is also registered in a directory of certified firms, which is known as the "Green Book." The Green Book is regularly updated. This registry also lists practicing carpet inspectors, master cleaning technicians, and master restorers. A copy of the Green Book is provided free of charge to certified firms, carpet and fiber manufacturers, retailers, consumer organizations, and any one who requests a copy.

C. Registrants Receive Instruction by IICRC Approved Instructors at IICRC Schools.

The IICRC owns no schools and employs no instructors. The IICRC is a certification and standards writing organisation for the inspection, cleaning and restoration industries. Schools that wish to provide IICRC approved courses apply to IICRC for course review and approval by the Board of Directors. Schools that obtain IICRC approval must be taught by an IICRC approved instructor. Both the school and instructors teaching the course receive a copy of an approved course outline, the examination booklet and answer key from IICRC. While the schools use their

own instruction material and workbooks, such material must be approved in advance by the IICRC Board of Directors. The IICRC monitors each school and instructor in each category of approval once every two years. If an approved school is found in violation of the IICRC rules or ethics, the school may lose its approval and its right to offer approved courses.

2. The objective standard under which the approved user is allowed to use the IICRC trade mark.

The IICRC's Board of Directors has adopted objective criteria for technicians, certified firms, and approved instructors and schools in its Policy and Procedures Manual.

A. Certified Technicians. IICRC certified technicians may use the IICRC trade mark, in compliance with IICRC Policy and Procedures as summarized in Section 1 above, so long as the technician passes the IICRC examination for an IICRC certification category; and so long as the technician completes required continuing education courses and pays the annual renewal fee.

B. Certified Firms. As outlined in Section 1, certified firms must employ a certified technician and pay an annual renewal fee.

C. Approved Instructors and Schools. The IICRC's Policy and Procedures outline requirements to attain the status of an IICRC approved instructor and school. Upon meeting the requirements for an approved instructor or school, the IICRC's Instructors and Schools Committee forwards a recommendation for approval to IICRC's Certification Council, and upon approval by

the Certification Council, such recommendations are then passed to the IICRC's Board of Directors for final approval. Upon an affirmative vote by the Board of Directors, the instructor or school is then approved and subject to continued compliance with IICRC Policy and Procedures (e.g., the requirement to teach a number of courses per year) and payment of annual renewal fee.

### 3. Additional Use Limitations of the IICRC Trademark.

Any individual or entity authorized to use the IICRC trade mark must use the trade mark only in conjunction with his/her name and entity and the services related to the certification or IICRC approved status. The IICRC does not authorize the use of the IICRC trademark in connection with any services or business activities apart from an individual or entity IICRC certified. The trade mark may only be displayed in association with the authorized individual or entity.

Incorporation of the trade mark with the marks, designations or logos related to other credentials, groups or organizations is prohibited. Although the IICRC trade mark may be used on the same page as other affiliations or logos, it must remain separate and distinct, and must not be crowded with other graphics or texts.

Special rules exist for the use of the IICRC trade mark by IICRC registrants and certified firms. IICRC registrants and certified firms may use the IICRC initials only for the purpose of indicating that the registrant or certified firm is certified by the IICRC. The IICRC trade mark may not be positioned, displayed or used in manner which may lead the public to believe

that an organisation or company not IICRC certified or approved is certified, approved or otherwise endorsed by the IICRC.

Approved users of the IICRC trade mark must also comply with additional regulations, as outlined in the IICRC's Policy and Procedures manual.

**4. The Means by Which the IICRC Shall Control the Use of the IICRC Trade Mark.**

Anyone authorized by IICRC Policy and Procedures to use the IICRC trade mark has the responsibility to actively participate in the monitoring of the use of the IICRC trade mark by third parties, including other registrants, certified firms, approved instructors and schools, and supporters. This includes the responsibility to report the unauthorized use, misuse, or other violation of IICRC Policy and Procedures to the IICRC, by anyone, including those maintaining an IICRC credential, and those who do not.

The IICRC shall respond to complaints, regarding the misuse of the IICRC trade mark by unauthorized individuals. The IICRC will first attempt to obtain voluntary compliance with its policies. However, in the event that voluntary compliance fails, the IICRC reserves the right to initiate any appropriate legal action to protect the IICRC trade mark.

**5. Details of how it is proposed to settle any disputes arising from a refusal to certify the services or to allow use of the mark:**

Requests to obtain certification are made to IICRC. If a certification request, and therefore the right to use the

certification mark, is denied, the matter is referred to the Certified Firm Committee of IICRC for a determination. The Committee holds an informal hearing and renders a decision, which is communicated to the applicant and all interested parties. Any aggrieved party can appeal the decision of the Committee to a Review Panel, who holds another hearing and makes a final determination, pursuant to Review Panel policies and procedures set out below.

#### 6. Review Panel policy and procedure

The IICRC Board of Directors authorizes the appointment of an Appeals Panel empowered to adjudicate appeals from decisions rendered by the Instructors Committee, the Registrant Standards Committee, the Certified Firms Committee, or other existing or future committee of IICRC. The Review Panel shall act as the final appellate review authority the Board of Directors of the IICRC, and shall be the final arbiter of complaints or other proceedings brought before such committees. Review Panel decisions shall be rendered by majority vote.

The Review Panel shall have authority and jurisdiction only after a complaint, grievance, or other matter has been first heard by the appropriate committee. All appellate review by the Review Panel must be requested in writing within sixty (60) days from the date of the original decision by the appropriate committee.

The Review Panel shall have the authority to adopt rules and procedures pertaining to matters brought before the Review Panel;



however, such rules and procedures shall be subject to approval and modification by the IICRC Board of Directors. Such rules and procedures shall not be inconsistent with the organisational documents of IICRC, or any other policies, procedures, rules or regulations of IICRC.

The Review Panel shall be composed of five (5) members appointed by the Executive Committee of IICRC, only one of which shall also be a member of the Executive Committee. The Chairman of the Review Panel shall be selected by the President of IICRC from the members of the Review Panel appointed by the Executive Committee. If members of the Review Panel are unable or unwilling to serve on particular cases because of a conflict of interest or other reason, the President may appoint temporary alternate Review Panel member(s) solely to adjudicate proceedings on which panel member(s) have stepped aside. The Review Panel members shall serve at the will and discretion of the Executive Committee, for annual renewable terms. The Review Panel may coordinate meetings at its discretion as reasonably necessary to accomplish its purposes, and may communicate or meet in person, by conference call, electronic means, mail, or other method deemed appropriate by the Chairman of the Review Panel. Decisions of the Review Panel shall be rendered in writing, in a reasonable time, with copies of the decision directed to the parties, the IICRC Executive Committee, and the IICRC Executive Administrator.

The authority and policy empowering the Review Panel shall be subject to revocation or modification by the Board of Directors at any time.

Any dispute or claim which arises out of or which relates to a decision of the Review Panel shall be resolved by arbitration in accordance with the then-effective Commercial Arbitration Rules of the American Arbitration Association. Written Notice of Demand for Arbitration shall be filed with the other parties no later than thirty (30) days after the effective date of any Review Panel decision. Unless otherwise agreed, the arbitrator shall be selected by the process of elimination from a panel of seven (7) arbitrators furnished by the American Arbitration Association. The cost of arbitration, including the fee for the arbitrator and the respective attorney's fees for each party, if any, shall be borne by the losing party. The award rendered by the arbitrator shall be final, and judgment may be entered upon it in accordance with the applicable law in any court having jurisdiction. Any arbitration of Review Panel decisions shall be governed by the laws of the state of Washington, and the venue for any such arbitration shall be Clark County, Washington, U.S.A.

**7. Procedures to Terminate Permission to Use the IICRC Trade Mark.**

In the event a registrant, certified firm, approved instructor or school fails to satisfy IICRC Policy and Procedures to maintain their certified or approved status, the right to use the IICRC trade mark lapses. Furthermore, in the event any registrant, certified firm, approved instructor or approved schools is subject to IICRC disciplinary procedures, such discipline may also result in the loss of certified or approved status, thereby resulting in the loss of the right to use the IICRC trade mark.

**8. Fee Structure.**

The IICRC does not charge a fee for the use of the IICRC trade mark, per se. The fees associated with becoming a certified technician, certified firm, and approved instructor or school authorize the preceding individuals or entities to use the IICRC trade mark, subject to compliance with the IICRC Policy and Procedures.