

SC2 - Reduce Surface Contact

Professional Narrative

WELL Health-Safety Rating™ Q2 2025

WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a professional **narrative to reduce the amount of hand contact on high-touch surfaces**.

This document is meant to demonstrate an acceptable degree of detail for a documentation submission. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented. The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual policies/protocols have been enacted in the project boundary.

This document and similar tools are intended to assist projects in their pursuit of the WELL Health-Safety Rating but use of this document and/or similar tools are in no way a guarantee of achievement of any rating, certification or other designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation, and IWBI shall have no liability resulting from the use or content of this document or similar tools or resources or from any action taken or inaction occurring in reliance on this document or similar tools or resources.

Note: The below document is based on the Q2 2025 addenda of the WELL Health-Safety Rating™. Project teams are required to implement the feature requirements from the addenda version assigned to their project or any more recent addenda version.

HOW TO USE THIS DOCUMENT:

- ☐  Read the [below feature requirements](#) (or the feature requirements from the [addenda version assigned to your project](#), as relevant) and determine how your project addresses each requirement.
 - a. If your project is a WELL Core project, read through and ensure that your project follows the “WELL Core Guidance.”
 - b. Make sure to apply the feature requirements appropriate to your project’s space types. For example, if your project has both dwelling units and other space types, ensure your project is applying the requirements under “For Dwelling Units” to the dwelling unit spaces and applying the requirements under “For All Spaces except Dwelling Units” to the other space types. Check out the [WELL Health-Safety Rating™ digital standard](#) for the exact language on your project’s space types.
- ☐  Refer to the [below example document](#) to get an idea of how to set up your documentation.
- ☐  Collaborate with your stakeholders to gather the [relevant documentation](#) that demonstrates the project’s compliance with the feature. Some examples of relevant documentation include:
 - a. a letter from a hired professional outlining services provided
 - b. the project’s floor plans
 - c. a modeling report
- ☐  Create a technical document using existing documentation where relevant, annotating it to clarify where feature requirements are met. Some examples of annotating include:
 - a. highlight the sections relevant to WELL requirements
 - b. circle or add boxes around particular data
 - c. add notes to confirm WELL requirements
 - d. add labels to draw attention to particular sections
 - e. provide an explanation of the connection to WELL requirements using a different colored font
 - f. check out the [WELL Documentation Annotation Guide](#) for more
- ☐  Name the document so that it is easily identifiable. Some examples for naming include:
 - a. name the document using the WELL feature code
 - b. name the document using the WELL feature name
 - c. name the document using the WELL document type

- ☐ 🔍 Review the document you've created and ensure that all the necessary WELL requirements are fully and clearly addressed.
 - a. Note: the level of detail is up to the discretion of the project team, but the document must include specific details demonstrating that the actual requirements have been enacted in the project boundary. Features cannot be demonstrated solely through a written confirmation that the WELL requirements have been or will be implemented.
- ☐ ⬆️ Upload the document to the scorecard in the WELL digital platform, after you've confirmed that the document fully and clearly addresses all the necessary WELL requirements.

Feature Part Requirements

For All Spaces Except Dwelling Units & Guest Rooms

Option 1: Surface touch assessment

Project provides the following:

- a. An inventory of:
 - 1. All high-touch surfaces (e.g., doorknobs/handles, telephones, elevator buttons, faucet handles, soap dispensers, security equipment).
 - 2. All person-person contact points (e.g., security check-points).
- b. Potential temporary and/or permanent measures to reduce or eliminate frequency of contact with high-touch surfaces and person-person contact, if possible (e.g., doors opened by an attendant, touch-free faucets, voice-activated elevators, ticketless entry, transparent partitions).
- c. Circumstances and/or timeline in which measures will be implemented.

OR

Option 2: Surface touch management

The following requirements are met:

- a. Project offers hands-free operation (through foot, voice, sensor or personal electronic device) or implements other design strategies to avoid hand operation for at least three of the following:
 - 1. Regularly used pedestrian doors to the project, during regularly occupied hours.
 - 2. Elevators.
 - 3. All water bottle fillers, water faucets, soap and paper towel dispensers.
 - 4. Window blinds and indoor lighting switches and/or controllers.
 - 5. Lids of trash, recycling and reuse bins.
- b. Project supports occupants in maintaining hand hygiene near the following high-touch surfaces:
 - 1. Handrails, handlebars and other structures that support mobility and accessibility.
 - 2. Surfaces designed to help individuals with physical and/or visual disabilities to fully utilize a space (e.g., push to open door buttons, wheelchair lift controls, tactile maps or signage).
- c. Project establishes and communicates rules and expectations for the usage and cleaning of shared tools and devices (e.g., photocopiers, gym equipment, communal kitchen appliances, utensils) for all regular occupants.



The below sample documentation is intended to provide guidance in assessing high-touch surfaces throughout the project. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

EXAMPLE DOCUMENT

Example for Sections a, b and c

[Company] Inventory of all High-Touch Surfaces

To reduce the instances where building occupants touch surfaces and help minimize disease transmission [Company] has assessed our facility for all frequently touched surfaces. [Company] is committed to providing a safe and healthy workplace and has conducted the following high-touch surface assessment. A plan of action for incorporating temporary and permanent measures have been identified to reduce or eliminate frequency of contact with these surfaces.

Responsible Parties

The [property management and facility maintenance staff] are responsible for communicating the results and procedures outlined in this analysis and ensuring that these measures are executed. All inquiries regarding this assessment and cleaning procedures should be directed to the following personnel:

NAME	TITLE	PHONE NUMBER(S)	EMAIL

Maintenance staff are responsible for cleaning all public areas of the project space as outlined in the Cleaning Plan for the project. Property management is responsible for communicating these changes to our workplace and cleaning processes to all employees and ensuring that measures are implemented in a timely manner. Building occupants play an active role in helping to reduce disease transmission and are requested to follow these best management practices.

HIGH-TOUCH INVENTORY ASSESSMENT FOR [Company Location]			
Location	Type	Temporary Strategy	Permanent Strategy
Restrooms: Number of restrooms = [Number of Restrooms]			
[Doors]	[High touch surface]	[Increased cleaning frequency.]	[Install hands free door pulls.]
[Lavatory Faucets]	[High touch surface]	[Increased cleaning frequency.]	[Install hands free sensor.]
[Soap Dispensers]	[High touch surface]	[Provide additional hand sanitizer at counter.]	[Install hands free sensor.]
[Toilet Fixtures]	[High touch surface]	[Increased cleaning frequency and provide disposable toilet seat covers.]	[Upgrade to sensor-flush valves.]
[List location]	[List type]	[List temporary strategy]	[List permanent strategy]
Common Areas			
[Elevator Button Panels]	[High touch surface]	[Increased cleaning frequency. Provide hand sanitizer in elevator lobby.]	[Open up stairwells; Install voice-activated elevator system technology.]
[Water fountains]	[High touch surface]	[Increased cleaning frequency of mouthpiece, protective guard, basin and handles.]	[Provide refillable water bottles; upgrade water fountains to include bottle fillers.]
[Light switches]	[High touch surface]	[Increased cleaning frequency.]	[Install occupancy sensors.]
[Main entrances]	[High touch surface]	[Use door stop to keep doors open during frequent occupant traffic.]	[Install door closer that allows doors to be held in an open position during operating hours.]
[Lobby]	[Person to person]	[Provide hand sanitizer and masks for visitors at lobby.]	[Not applicable.]
[List location]	[List type]	[List temporary strategy]	[List permanent strategy]
Workspace Areas			
[Open office workspaces]	[Person to person]	[Increase spacing of seating.]	[Install clear barriers on top of existing systems furniture.]
[Meeting Rooms]	[Person to person]	[Encourage teleconferencing.]	[Limit meetings to the minimum necessary. Provide Personal Protective Equipment (PPE), increase ventilation and install signage on maximum number of people allowed (for proper distancing based on room size).]
[List location]	[List type]	[List temporary strategy]	[List permanent strategy]

SURFACE CONTACT REDUCTION MEASURES FOR <i>[Company Location]</i>	
Date Established: <i>[include date to benchmark against the timelines identified]</i>	
Measures	Implementation and Timeline
<i>[Increased cleaning frequency with manual cleaning (e.g., wipes and cloths with application of detergents or disinfectants) of high touch surfaces twice a day.]</i>	<i>[Shall begin immediately.]</i>
<i>[Hand sanitizer, masks, restroom accessories.]</i>	<i>[Made available immediately.]</i>
<i>[Spacing of seating will be increased by reducing seating capacity of every other workstation.]</i>	<i>[Shall begin immediately.]</i>
<i>[Individual water bottles provided for all employees.]</i>	<i>[Made available immediately.]</i>
<i>[Sufficient UV light devices shall be purchased, and all high touch surfaces shall be cleaned with this device every other day. Note that this frequency will be monitored and increased or decreased, as necessary.]</i>	<i>[Purchased within 30 days.]</i>
<i>[Install transparent shields/barriers where possible (e.g., security check points, open office workstations) to separate building occupants where social distancing is not an option.]</i>	<i>[Installed within 60 days.]</i>
<i>[Reconfiguration of open office/workstation layout to permanently accommodate increased spacing of occupants.]</i>	<i>[Reconfigured within 3 months.]</i>
<i>[Electrical upgrades of occupancy sensors (for lighting and fixture controls) and hands-free latches.]</i>	<i>[Upgrade within 4 months.]</i>
<i>[List permanent measure]</i>	<i>[List implementation and timeline]</i>

TIPS FOR MULTIPLE LOCATIONS

- Organizations participating in WELL at scale should indicate which locations are pursuing this feature, and then submit the specific details for the locations selected for an audit.
- To craft a document for multiple locations, consider listing a table that includes common High-touch and Person-person contact points across the properties pursuing the rating, along with the temporary and permanent strategies being deployed.
 - Include project-specific High-touch and Person-person contact points, along with the temporary and permanent strategies being deployed, that exist uniquely at the minimum number of required projects. Identify each of the specific projects by name (must match project names in WELL Online).

