

# SC4 - Select Preferred Cleaning Products

## Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q2 2025

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### WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a project **policy and/or operations schedule** to **minimize potential health effects to occupants by selecting less hazardous products**.



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**

*The project or organization has a cleaning policy that lists all surface cleaning and disinfection products and specifies that they meet the following requirements:*

- a. *Cleaning products as-sold meet one of the following:*
  - 1. *Are labeled as 'low-hazard' or 'safer' by an [ISO 14024-compliant \(Type 1\) Ecolabel](#), or by a third-party certification recognized by the local government where the project is located. Hazard criteria must be specific for the product classes within the scope of this feature.*
  - 2. *Have ingredients disclosed through a Safety Data Sheet (SDS) that meets EU Regulation 2015/830 (CLP),<sup>15</sup> or through a disclosure document that meets California State Bill No. 258, and there are no ingredients listed in the disclosure document present at 100 ppm (0.01%) or above that are classified with the following codes and hazard statements as defined by the Globally Harmonized System (GHS): H311, H312, H317, H334, H340, H350, H360, H372.*
  - 3. *Meet Feature X08 Materials Optimization in WELL v2.*
- b. *Products labeled as disinfectants meet the following:*
  - 1. *Have all antimicrobial efficacy claims registered by a governmental office and stated in their label.*
  - 2. *Utilize only active ingredients only from the following list: citric acid, hydrogen peroxide, L-lactic acid, ethanol, isopropanol, peroxyacetic acid, sodium bisulfate, chitosan*
  - 3. *Section 2 of the SDS does not contain the following GHS codes: H311, H312, H317, H334, H340, H350, H360, H372.*



The below sample documentation is intended to provide guidance in selecting preferred cleaning products for the project. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

EXAMPLE DOCUMENT

[Company] Approved Cleaning Products

Location: project address

Responsible Party

The [Housekeeping Manager] is responsible for maintaining the list of approved cleaning, disinfection and sanitization products and communicating this policy. Should any additional products be required for cleaning, [Housekeeping Manager (Employee Name)] must be contacted, prior to purchasing, to confirm that the selected product complies with the requirements of the cleaning products purchasing policies in place.

Example for Section a

All cleaning products purchased for the project:

1. Must be labeled as 'low-hazard' or 'safer', [Insert ISO 14024-Compliant (Type 1) Ecolabel, or local governmentally recognized third-party certification] and only the pre-approved cleaning products listed below may be used in this space.
- OR
2. Products do not contain ingredients listed per the following Globally Harmonized System (GHS) codes and corresponding hazard statements, as disclosed in **Section 3 (Composition/Information on Ingredients)** of their Safety Data Sheets (SDSs):
- H311 (toxic in contact with skin).

• H312 (harmful in contact with skin).

• H317 (may cause allergic skin reaction). Individual terpenes may be present up to a concentration of 0.5% in undiluted products.

• H334 (may cause allergy or asthma symptoms or breathing difficulties if inhaled).

• H340 (may cause genetic defects).

• H350 (may cause cancer).

• H360 (may damage fertility or the unborn child).

• H372 (may cause damage to organs through prolonged or repeated exposure).
- OR
3. Meet Feature X08 Materials Optimization in WELL v2[Attach certificate or any other document that confirms the cleaning product's compliance with Feature X08]

The following table includes a comprehensive list of all cleaning products that have been approved for use in this project.

[COMPANY] APPROVED CLEANING PRODUCTS				
Approved Products	Use	Label	SDS does not contain ingredients present at 100 pm per GHS codes	Notes
[Product Name]	[Hard surface floors]	[Insert ISO 14024-Compliant (Type 1) Ecolabel]		
[Product Name]	[Nonporous surfaces]	[Insert recognized third-party certification]	[Yes] <input checked="" type="checkbox"/>	[Ensure gloves are worn while using product.]

## Example for Section b

All products labeled as disinfectants used by the project:

1. Have all antimicrobial efficacy claims registered by a governmental office and stated in their label.
2. Utilize only active ingredients only from the following list: citric acid, hydrogen peroxide, L-lactic acid, ethanol, isopropanol, peroxyacetic acid, sodium bisulfate, chitosan
3. Products do not contain ingredients listed per the following Globally Harmonized System (GHS) codes and corresponding hazard statements, as disclosed in **Section 2 (Hazards Identification)** of their Safety Data Sheets (SDSs):
  - H311 (toxic in contact with skin).
  - H312 (harmful in contact with skin).
  - H317 (may cause allergic skin reaction). Individual terpenes may be present up to a concentration of 0.5% in undiluted products.
  - H334 (may cause allergy or asthma symptoms or breathing difficulties if inhaled).
  - H340 (may cause genetic defects).
  - H350 (may cause cancer).
  - H360 (may damage fertility or the unborn child).
  - H372 (may cause damage to organs through prolonged or repeated exposure).

The following table includes a comprehensive list of all disinfectants that have been approved for use in this project.

### [COMPANY] APPROVED CLEANING PRODUCTS

Approved Products	Governmental office antimicrobial efficacy claim is registered by	Uses only active ingredients listed in b2.	SDS does not contain ingredients per GHS codes	Notes
[Product Name]	EPA	[Yes] <input checked="" type="checkbox"/>	[Yes] <input checked="" type="checkbox"/>	[Ensure gloves are worn while using product.]

### TIPS FOR MULTIPLE LOCATIONS

- For organizations participating in WELL at scale, this policy and/or operations schedule is categorized as Shareable. It may be share across multiple projects, as long as they all meet the strategies that are outlined in the document.
  - If you have projects pursuing the rating together that have different cleaning practices, distinct documentation should be developed for each. Identify each of the specific projects by name (must match project names in WELL Online).