

SC1 - Support Handwashing

Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q2 2025

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 support hygienic hand washing practices for all individuals**. This document is also intended to serve as guidance for on-site photographs to document this feature.

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 areas.

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

For all sinks where handwashing is expected (e.g., bathrooms, break rooms, food prep and wellness rooms), the following are present within the room:

- a. *Fragrance-free liquid hand soap dispensed through one of the following:*
 - 1. *Sealed dispensers equipped with disposable soap cartridges.*
 - 2. *Dispensers with detachable and closed containers for soap refill. Soap containers must be washed and disinfected when emptied, before refilling.*
- b. *One of the following methods for hand drying:*
 - 1. *Fabric hand towel rolls with dispensers, with rolls replaced before reaching their end of service.*
 - 2. *Paper towels.*
 - 3. *Hand dryers equipped with a HEPA filter. Filter replacement and equipment maintenance are carried out per manufacturer's instructions. (NOTE: This method is not available for healthcare projects.)*
 - 4. *Washable fabric hand towels accompanied by a used towel container placed nearby. Towels are washed before reuse.*
- c. *Signage displaying steps for proper hand washing.*



The below sample documentation is intended to provide guidance on best practices
It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

EXAMPLE DOCUMENT

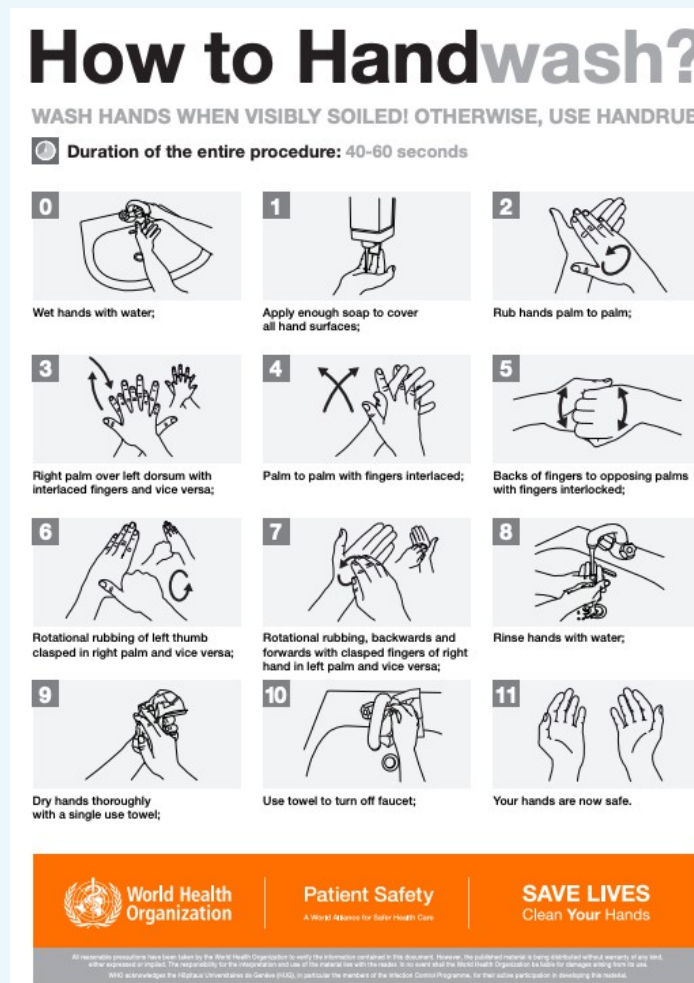
Support Handwashing Example for All Spaces

[Company] Handwashing Policy

Location: [project address]

The following policy has been adopted to support employee handwashing throughout [project] to reduce the incidence of gastrointestinal and respiratory diseases:

1. Handwashing stations are located at each [e.g. bathroom, pantry and janitorial sink area].
2. Fragrance-free handwashing soap is available at each handwashing station.
 - a. The soap dispensers are sealed disposable dispensers with soap cartridges to prevent bacterial growth.
3. At each handwashing station, there are either fabric hand towel rolls for hand drying (bathrooms) or paper towels (pantries and janitorial sink areas) for hand drying.
 - a. Fabric hand towel rolls are inspected daily by the cleaning support staff and replaced as necessary with clean rolls. Occupants can call facilities at [number] (clearly indicated on the towel roll dispenser) if a towel roll runs out mid-day for a replacement. Fabric hand towels are laundered by [company].
 - b. Paper towel dispensers are inspected daily by the cleaning support staff and refilled as needed. Occupants can call facilities at [number] (clearly indicated on the paper towel dispenser) if paper towels run out mid-day for a refill.
4. There is [handwashing signage](#) designed by the World Health Organization (WHO) installed at each handwashing station detailing best practices for robust handwashing:



[Company] Handwashing Policy

Location: [project address]

The following policy has been adopted to support employee handwashing throughout [project] to reduce the incidence of gastrointestinal and respiratory diseases:

Signage is located at the entrance to the dining hall and kitchen directing employees and visitors to the nearest hand washing location. See attached Owner's Letter of Assurance and photographs of installed signs.

PHOTOGRAPHIC GUIDANCE

When taking photographs to document this feature, follow the best management practices listed below:

General Recommendations

1. Ensure that photos are taken in good light and focus so that WELL-relevant details are clearly legible.
2. Ensure that the location where photographs were taken and the dates the photographs were taken are clearly identified (e.g., geotag, file name, folders, and/or an annotated document).
3. Consider annotating photographs if WELL-relevant details may not be immediately obvious to the reviewer.

Feature Specific Recommendations

1. Take a close-up photograph of:
 - a. An example of the directional signs to the nearest handwashing location.
 - b. Label each photograph with its location in the project (e.g. customer entrance to eating establishment, employee entrance to food prep area).

TIPS FOR MULTIPLE LOCATIONS

- For organizations participating in WELL at scale, this policy and/or operations schedule is categorized as Shareable. It may be shared across multiple projects, as long as they all meet the strategies that are outlined in the document.