

# Feature 09: Cleaning Protocol

## Part 1: Cleaning Plan for Occupied Spaces

WELL Building Standard™ (WELL)™  
WELL v1 with the Q1 2020

How to use this document:

This document is a guide for creating documentation for Part 1: Cleaning Plan for Occupied Spaces Feature 09: Cleaning Protocol. This document is meant to demonstrate an acceptable degree of detail for documentation submission. Ultimately, the level of detail provided by teams when creating documentation is up to their discretion.

- Part 1: An cleaning policy document and operations schedule has been provided. Note, this document addresses Feature 9 requirements, which may overlap with other WELL Features. A larger cleaning policy and operations document may be submitted that includes multiple WELL features, include Feature 9 requirements.

The text is updated to the Q1 2020 version of the WELL Building Standard, which may vary from previous or future versions of WELL.

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## FEATURE 09: CLEANING PROTOCOL

### PART 1:

#### EXAMPLE OPERATIONS SCHEDULE

A cleaning plan is created that includes:

- a. The Cleaning Equipment and Training section of [Table A4 in Appendix C](#).

1. Cleaning Equipment

<<INSERT PROJECT SPECIFIC INFORMATION>>

- i. *Example: Our cleaning program requires the use of sustainably powered cleaning equipment that abides by Green Seal 42, Standard for Commercial and Institutional Cleaning Services for Powered Equipment Use/ Maintenance Plan. This includes:*

1. *Powder carpet cleaning systems rather than traditional carpet extraction systems.*
2. *Vacuum cleaners that contain filters with a HEPA rating and are designed with safeguards, such as rollers or rubber bumpers, to reduce potential damages.*
3. *Mops, rags and dusters that do not have to be wrung by hand and consist of a microfiber with a denier no higher than 1.0.*
4. *UV cleaning devices equipped with environmentally preferable gel batteries and used as recommended by the manufacturer.*

2. Program Training

<<INSERT PROJECT SPECIFIC INFORMATION>>

- i. *Example: Upon hire, all cleaning personnel are required to complete the training program, which orients staff members to the use of green cleaning products and procedures. The following sessions must be completed before individual work is conducted:*

1. *CHEMICAL MEASURING AND DILUTION: Understanding the wall mounted control system, which limits direct handling and worker exposure to chemicals, ensures proper dilution of mixtures and prevents overuse and waste.*
2. *PROCEDURES: Frequency of cleaning, sequence of cleaning steps, and use of personal protective equipment.*
3. *SAFETY: Training on how to reduce and prevent ergonomic injuries and exposure to hazardous materials.*
4. *ANNUAL IN-SERVICE TRAINING: Training on use of certified green cleaning products, materials and equipment.*
5. *PURCHASING: Training of purchasing personnel in the selection of green cleaning materials.*

- b. A list of products that all cleaning, disinfection and hand hygiene products must comply in accordance with the Cleaning, Disinfection and Hand Hygiene Product section in [Table A4 in Appendix C](#).

1. Approved Cleaning Products:

<<INSERT PROJECT SPECIFIC INFORMATION>>

- i. *Example: GreenSeal **XX** for all-purpose cleaning on bathroom surfaces, glass and kitchen counters*

- ii. Example: GreenSeal **XX** for industrial floor cleaning
  - iii. Example: UL EcoLogo **XXX** for odor control additives
  - iv. Example: UL EcoLogo **XXX** for carpet and upholstery care
  - v. Example: Environmental Choice New Zealand for...
  - vi. Example: EPA's Safer Choice for...
  - vii. Example: EU Ecolabel for...
  - viii. Example: Nordic Ecolabel for...
2. Approved Hand Soaps and Hand Sanitizers:
- <<INSERT PROJECT SPECIFIC INFORMATION>>**
- i. Example: Fragrance-free, liquid hand soaps in dispensers with disposable and sealed soap cartridges will be available onsite. These products will also be certified to **<<ONE OF THE APPROVED ECO-LABELING PROGRAMS>>** and will use no antimicrobial agents (other than as a preservative) except where required by health codes and other regulations.
  - ii. Example: All hand soaps and hand sanitizers must meet Green Seal standard **XX**.
3. Approved Disinfection and Sanitization Products:
- <<INSERT PROJECT SPECIFIC INFORMATION>>**
- i. Example: All disinfection and hand sanitization products used by janitorial staff must meet **<<ONE OF THE APPROVED ECO-LABELING PROGRAMS>>**.
  - ii. Example: GreenSeal **XX** for all hand towels and toilet tissue.
  - iii. Example: UL EcoLogo **XXX** for all tissue paper and napkins.
- c. A list of high-touch surfaces and schedule of sanitization or disinfection as specified in the Disinfection and Sanitization section in Table A4 in Appendix C.
- 1. Example: To reduce occupant exposure to both harmful pathogens and hazardous cleaning agents, the following high-touch surfaces should be cleaned according to the appropriate frequency and the type of cleaning device designated below.

*Cleaning Schedule: High-Touch Surfaces*

<b>Type</b>	<b>Location</b>	<b>Cleaning Technique</b>	<b>Frequency</b>
<i>Elevator Buttons</i>	<i>Main Elevator</i>	<i>*Disinfect with UV cleaning device</i>	<i>2x Daily</i>
<i>Stair Handrails</i>	<i>Floors 1-3</i>	<i>*Disinfect with UV cleaning device</i>	<i>Daily</i>
<i>Light switches</i>	<i>Floors 1-5</i>	<i>*Disinfect with UV cleaning device</i>	<i>Daily</i>
<i>Countertops</i>	<i>Bathrooms (Floors 1-5), Break Room (Floor 2)</i>	<i>*Disinfect with UV cleaning device</i>	<i>3x Daily</i>
<i>Countertops</i>	<i>Kitchen (Floor 1)</i>	<i>*Disinfect with UV cleaning device</i>	<i>3x Daily</i>
<i>Soap Dispenser</i>	<i>Bathrooms</i>	<i>*Disinfect with UV cleaning device</i>	<i>2x Daily</i>
<i>Doorknobs</i>	<i>Floors (1-5)</i>	<i>*Disinfect with UV cleaning device</i>	<i>Daily</i>

Cabinet Handles	Bathrooms (Floors 1-5), Kitchen (Floor 1), Break Room (Floor 2)	*Disinfect with UV cleaning device	2x Daily
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\*When using the cleaning device <<INSERT PRODUCT INFORMATION>>, the manufacturer <<NAME>> recommends the frequency of cleaning outlined below.

- d. A cleaning schedule that specifies the extent and frequency of cleaning, including the Entryway Maintenance section of Table A4 in Appendix C.
1. Example: To capture particulates from occupant shoes at all regularly used entrances, a permanent rollout mat is present and the entry area should be cleaned according to the following frequencies:

Once daily

- Entrance doors: Wipe down glass doors with <<ClearGlass Spot Free>> to remove marks.
- Entryway mat: Clean underside and vacuum with <<SuperVac>> HEPA Vacuum, using a beater bar in both directions (twice a day during inclement weather).
- Floors: Mop floors with <<Xtreme Power Mop>> and clean with <<Clean and Shine>> floor cleaner.

3x weekly

- Entryway mat: Wet-clean and allow to dry before being used.

2. Example:  
Cleaning Schedule: Entryway

Type	Cleaning Technique	Frequency
Entrance doors	Glass Disinfectant	Daily
Entryway mat	HEPA Vacuum	Daily
Entry Floor	Mops that do not need to be wrung by hand and consist of a microfiber with a denier no higher than 1.0	Daily
Entry Mat	GreenSeal Disinfectant and water wash	3x Weekly

- e. Dated cleaning logs that are maintained and available to all occupants.

1. Example:  
Cleaning Log (Below)

CLEANING LOG

<<INSERT COMPANY NAME>>

The below schedule addresses the requirements of Feature 09 in the WELL Building Standard version 1 with Q3 addenda.  
The cleaning logs are regularly maintained and available to occupants by request at reception.

Cleaning location: <INSERT> (E.g. Mindful Eating Area)  
Updated by: <NAME>  
Date updated <DATE>

DATE	TIME	NAME	CLEANED							
			Countertops	Garbage	Light Switches	Chairs	Water dispenser	Floors	Recycling bin	Plant Wall
9/24/17	11AM	John Smith	✓	NA	NA	NA	NA	NA	NA	NA
9/24/17	3PM	Gianna Smith	✓	NA	NA	NA	NA	NA	NA	NA
9/24/17	6PM	Jane Smith	✓	✓	✓	✓	✓	✓	✓	NA
9/25/17	11AM	John Smith	✓	NA	NA	NA	NA	NA	NA	NA
9/25/17	3PM	John Smith	✓	NA	NA	NA	NA	NA	NA	NA
9/25/17	6PM	Gianna Smith	✓	✓	✓	✓	✓	✓	✓	NA
9/26/17	11AM	Jane Smith	✓	NA	NA	NA	NA	NA	NA	NA
9/26/17	3PM	John Smith	✓	NA	NA	NA	NA	NA	NA	NA
9/26/17	6PM	John Smith	✓	✓	✓	✓	✓	✓	✓	NA
9/27/17	11AM	Gianna Smith	✓	NA	NA	NA	NA	NA	NA	NA
9/27/17	3PM	Jane Smith	✓	NA	NA	NA	NA	NA	NA	NA
9/27/17	6PM	John Smith	✓	✓	✓	✓	✓	✓	✓	✓