

SC3 - Improve Cleaning Practices

Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q1-Q2 2024

WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a project **policy/operations schedule** to **provide effective cleaning by establishing adequate cleaning protocols and practices.**



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, certification or other 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 Q1 - Q2 2024 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

Option 1: Cleaning plan development and implementation

The project develops and implements a cleaning plan that meets the following requirements:

- a. *Details the following:*
 - 1. *Extent and frequency of cleaning.*
 - 2. *Cleaning responsibilities of building occupants (if any) and cleaning staff.*
 - 3. *Cleaning supplies and where they can be accessed.*
 - 4. *Process to evaluate and document adherence to the cleaning plan.*
- b. *Identifies the following:*
 - 1. *Surfaces that require disinfection (e.g., high-touch surfaces).*
 - 2. *Frequency and/or other thresholds (e.g., number of hours, number users of a space, results from a swab test) for disinfection.*
 - 3. *Applicable governmental registration and directions of use (e.g., contact time and dilution rates) for disinfectants.*
 - 4. *Other non-chemical tools used for disinfection, if any.*
- c. *States the following documentation procedures:*
 - 1. *Record keeping practices for cleaning and disinfection activities.*
 - 2. *The chain of communications with building occupants.*
 - 3. *A system to log feedback from occupants and cleaning staff.*
- d. *Specifies the following for cleaning materials and personal protection equipment (PPE):*
 - 1. *PPE requirements for general cleaning and specialized tasks (e.g., disinfection or dilution or chemicals).*
 - 2. *Color-coding for reusable and disposable cleaning cloths.*
 - 3. *Separate cleaning of reusable cleaning materials from other clothing or products.*
- e. *Includes the following precautions for storage of cleaning products:*
 - 1. *An identifiable, fit-for-purpose storage space in accordance with the manufacturers' directions; bleach stored away from other products.*
 - 2. *Color-coding and labeling of any bleach-based and ammonia-based products, indicating they are not to be mixed with one another.*
- f. *Specifies the following for cleaning tools and equipment:*
 - 1. *HEPA rated filters for vacuum cleaners.*
 - 2. *If carpet and woven upholstery are present, the cleaning methodology (based on manufacturer's recommendations), favoring hot water extraction if technically feasible.*
 - 3. *Protocols for cleaning, maintenance and handling of waste accumulated in equipment (e.g., used vacuum cleaner bags).*
- g. *Includes the following operational aspects:*
 - 1. *Use of cleaning and disinfection products, including dilutions (when needed) and ventilation requirements.*
 - 2. *On-site availability of current Safety Data Sheets (SDS) of cleaning and disinfection products, in languages spoken by the cleaning staff.*
 - 3. *Precautions to avoid slip hazards during and after floor cleaning.*
 - 4. *Safe disposal of waste, including soiled cleaning materials and PPE.*
- h. *Outlines a training program that meets the following:*

1. *Training covers cross-contamination prevention via hand hygiene, PPE, cleaning cloth replacement, cloth handling techniques and carrying systems to separate clean tools from dirty ones.*
2. *Training is delivered to all relevant personnel including building management, building operators and contracted cleaning staff, on an annual basis.*

OR

Option 2: Certified Cleaning provider

The project retains a cleaning provider organization certified under one of the following standards:

- a. *Green Seal® Standard for Commercial and Institutional Cleaning Services, GS-42, operated by Green Seal Inc.*
- b. *Cleaning Industry Management Standard 9CIMS) – GB criteria, operated by ISSA.*
- c. *Nordic Swan Ecolabelling for Cleaning Services criteria, operated by Nordic Ecolabelling.*

! The below sample documentation is intended to provide guidance in creating an effective Cleaning Practices policy. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

EXAMPLE DOCUMENT

Example for Option 1 Section a

[Company] Cleaning Plan and Practices

This cleaning plan applies to all cleaning protocols and procedures that occur inside the [Company] facility. The goal of the plan is to provide cleaning and disinfection requirements while reducing the exposure of the occupants and maintenance personnel to pathogens, allergens and harmful cleaning chemicals; which adversely impact air quality, health, finishes, building systems and the environment.

Responsible Parties

The [facility maintenance staff] are responsible for ensuring that this plan is executed and that any contracted cleaning vendors under management's control are aware of and fully trained on the procedures outlined in this policy. All inquiries regarding this policy and cleaning procedures should be directed to the following maintenance staff personnel:

NAME	TITLE	PHONE NUMBER(S)	EMAIL

a1. Extent and Frequency of Cleaning

The cleaning and disinfecting extent and frequency of cleaning are determined by the amount of surface usage. **High touch surfaces present increased risk for contamination, particularly in high transit areas, and may require more frequent disinfection and thorough sanitization (e.g., daily and/or multiple times per day).** Whereas, unnecessary disinfection and sanitization for low-touch surfaces can negatively impact immune health.

HIGH-TOUCH SURFACES

Surface type	Location	Cleaning strategy	Frequency
[e.g., doorknobs, handles and fixtures, light switches, countertops, etc.]	[e.g., bathrooms, even-numbered workstations, etc.]	[e.g., wipe and use all-purpose cleaner, vacuum clean, disinfect, etc.]	[e.g., weekly vacuum cleaning and monthly wet carpet cleaning, etc.]

a2. Cleaning Responsibilities

[Maintenance staff] are responsible for cleaning all public areas of the project space as outlined in the Cleaning Plan for the project. Building occupants are requested to use the unscented spray provided under the break room sink to clean the surfaces within their individual workstation and report any areas that require attention to the cleaning staff or the receptionist on duty.

a3. Location of Cleaning Supplies Available

The approved cleaning products purchased for use by the cleaning staff are in the janitor’s closets outside of the restrooms on the [X, Y, Z] floor(s). Additionally, approved products for use by the building occupants are located under each of the break room sinks.

a4. Cleaning Plan Adherence

To ensure that the plan is being followed cleaning logs must be maintained to document daily cleaning processes. Additionally, monthly meetings between the [Facilities Manager (Employee Name)] and [Housekeeping Manager (Employee Name)] will be held to go over the cleaning logs, discuss cleaning staffing, and evaluate adherence to the cleaning plan. Adherence to plan will be also verified by monthly ATP testing conducted by a third-party provider [XYZ].

EXAMPLE DOCUMENT

Example for Option 1 Section b

SURFACES				
Surface Type	Cleaning Technique	Product and applicable Governmental Registration	Directions for Use	Cleaning Frequency
[Entrance Door Handle]	[Disinfectant spray and a clean microfiber towel + UV cleaning device]	[Best Disinfecting Spray, EPA Registration Number 5555-5-5555]	[Wet Clean: Do not dilute the product. Allow to let rest on the surface for 1 minute, as directed by the manufacturer, to ensure disinfection]	[Wet clean 3 x daily (mid-morning, mid-afternoon, and after hours) Mon – Friday. UV Wand daily for 30 seconds per handle once per hour during events or once daily, Monday – Friday, for normal business operating hours.]

EXAMPLE DOCUMENT

Example for Option 1 Section c

Cleaning Plan Documentation Procedures

To ensure effective documentation and communication of this cleaning plan, a [name the system in place for the project] has been implemented.

Recordkeeping
[Insert recordkeeping procedures (e.g., Routine recordkeeping of cleaning and disinfecting practices performed is an important process for ensuring the cleaning procedures are properly implemented and carried out in a consistent manner. This [system] includes recordkeeping forms for cleaning staff to log daily when the cleaning and disinfection activities outlined in this plan have been completed, and to allow for the cleaning staff to submit any feedback.)]
Chain of Communications
[Insert chain of communications procedures (e.g., (e.g., A formal communication chain is the foundation for maintaining effective cleaning practices in our facility. This [system] includes procedures for communicating with building occupants.

Clearly communicating our cleaning procedures and policies with building occupants and visitors is essential in ensuring a safe environment for our employees and visitors. An outline of our cleaning protocols shall be emailed to all employees, as well as printed copies visually communicating our cleaning practices posted in all public areas.))

System Feedback

[Insert system feedback procedures (e.g., Building occupants have access to this [system] to note any cleaning related concerns or requests to the appropriate parties.

This [system] will be monitored by the [Facilities Manager (Employee Name)] and [Housekeeping Manager (Employee Name)] and communications will be automatically routed to the responsible parties for appropriate follow-up. All data logged by the [system] will be stored in the building maintenance files and all concerns and requests must be responded to within [48 hours].

The [system] streamlines feedback from building occupants and cleaning staff so that issues identified can be tracked and resolved in an expedited manner.

EXAMPLE DOCUMENT

Example for Option 1 Section d

Cleaning Materials and Personal Protection Equipment (PPE)

Color Code for Cleaning Cloths	Cleaning Activity	Storage/Disposal Instructions
BLUE	[General Cleaning]	[Reusable cleaning cloths which must be washed and sanitized separately]
RED	[Restroom Cleaning (e.g., toilets/urinals and floors)]	[Disposable cleaning cloths, and mops which must be washed and sanitized separately]
GREEN	[Kitchen Surfaces (e.g., sinks, countertops, soap dispensers)]	
YELLOW		

Cleaning Activity	Cleaning Technique	Cleaning Materials	PPE Requirements
[General Cleaning]	[Dust/Vacuum/spot clean]	[Reusable cleaning cloths which must be washed and sanitized separately]	[Type 2 gloves and a Type 2 mask must be worn at all times.]
[Restroom Cleaning (e.g., toilets/urinals and floors)]	[Disinfectant spray and dilution of chemicals]	[Disposable cleaning cloths, and mops must be washed and sanitized separately]	[Type 1 gloves and a Type 1 mask must be worn at all times.]
[Kitchen Surfaces (e.g., sinks, countertops, soap dispensers)]	[Wipe down with disinfectant spray]		

EXAMPLE DOCUMENT

Example for Option 1 Section e

Storage of Cleaning Products

Note that this building has a designated chemical storage area that has been designed to store all materials needed to carry out this Cleaning Plan. The designated chemical storage area is located [e.g. in the janitor's closet near the restrooms on the third floor]. All products containing bleach are stored [e.g. in the lower cabinet in the designated area]. Additional instructions for the maintenance of this zone are posted in the space.

Bleach and ammonia are toxic when mixed. All materials containing bleach are marked with [e.g. a black label that says do not mix with blue label products] and products containing ammonia are identified with [e.g. a blue label that says do not mix black label products] to communicate that these items are not to be mixed with one another.¹

EXAMPLE DOCUMENT

Example for Option 1 Section f

Cleaning Tools and Equipment

- All vacuum cleaners used in the project must use HEPA rated filters.
- Carpet and upholstery cleaning (e.g., furniture) must follow the manufacturer's cleaning recommendations and utilize hot water extraction when feasible. It is our policy that this is the only carpet cleaning equipment that is permitted to be used in this space.

Protocols for Equipment Cleaning and Maintenance

- [Type of equipment, e.g. Vacuum cleaners] must be cleaned and maintained [cleaning frequency, e.g. weekly or after each use] by [describe the cleaning protocol, e.g. removing all loose debris from the floor brushes, emptying the basin, and rinsing the front filter].

- Waste from cleaning equipment (such as the debris collected by the vacuum cleaners and hard surface floor cleaning equipment) *[describe the disposal protocol, e.g. disposed of in sealed plastic trash bags in the exterior dumpsters]*.

EXAMPLE DOCUMENT

Example for Option 1 Section g

Operational Aspects

- Ensure caution is used when using the *[name the product]*. This solution must be diluted *[state the dilution instructions, as applicable, e.g. in a ratio of 1-part concentrate to 3-parts water]*. *[State the ventilation requirements for product use, based on the manufacturer's recommendations and the design of the project space, e.g. At all times when handling this product ensure that the space is actively exhausted.] [Repeat, as necessary, to ensure that all cleaning and disinfection products are addressed.]*
- A *[state the format that the SDS sheets will be available in, e.g. binder]* containing the current Safety Data Sheets (SDS) of the cleaning and disinfection products approved for use in the project will be stored *[state the location, e.g. in the cleaning products storage cabinet in the janitor's closet]*. This material will be provided in *[state the applicable languages]*.
- Describe the precautions are taken *<temporary caution signs, etc.>* to avoid slip hazards during and after floor cleaning
- *[Describe the materials covered by the policy, e.g. All cleaning waste, including paper towels and used PPE] must be disposed of in the [state the desired location e.g. the covered trash cans provided in the basement waste storage area and designated for this purpose].*

EXAMPLE DOCUMENT

Example for Option 1 Section h

Cleaning Training Program

The intent of this policy is to ensure that all stakeholders are actively engaged in limiting cross-contamination via the strategies outlined in this document and the *[state the frequency (minimum annually)]* training that must be completed by building management and building operators *[define all relevant personnel that the policy applies to (e.g. including contracted cleaning staff, as applicable)]*.

Training Program Summary

Hand Hygiene:
<i>[Insert Strategy (e.g., Encourage hand hygiene among building users)]</i>
<i>[Insert Strategy]</i>
PPE:
<i>[Insert Strategy – (e.g., Ensure PPE is properly put on and taken off to prevent self and environmental contamination)]</i>
<i>[Insert Strategy]</i>
Cleaning cloth replacement:
<i>[Insert Strategy (e.g., follow manufacturer’s instructions for cloth care, cleaning and replacement)]</i>
<i>[Insert Strategy]</i>
Cloth handling techniques:
<i>[Insert Strategy (e.g., use a color-coded cloth system for different areas/surface types to avoid cross-contamination)]</i>
<i>[Insert Strategy]</i>
Carrying systems to separate clean tools from dirty ones:
<i>[Insert Strategy – (e.g., used cleaning tools must be kept in a separate bag that ties)]</i>
<i>[Insert Strategy]</i>

◦ EXAMPLE DOCUMENT

Example for Option 2

Certified Cleaning Provider

[Company] uses [insert cleaning provider name], certified under [insert standard, either Green Seal® Standard for Commercial and Institutional Cleaning Services, GS-42, operated by Green Seal Inc. or GBAC STAR Service Accreditation Program, operated by ISSA.].

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.
 - 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).

