

WELL Health-Safety Rating

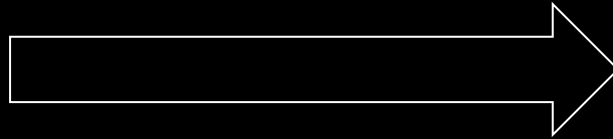
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Lecture Keynotes

Summary and History;

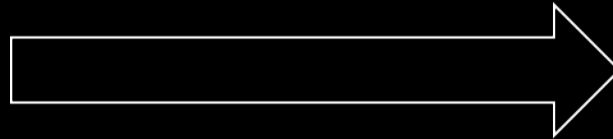
E X C U R S U S



At the beginning of each deck, as brief overview or abstract along with a brief history of its origin date, first presentation or generation

The big idea here is;

E X C U R S U S



Mid deck summaries of the main points for clarity & flow

Explainer

E X C U R S U S



Mid deck enhanced explanation of the details behind the main points for clarity and flow

E X C U R S U S

Summary and History;

The built environment plays a pivotal role in the health of our human communities and the sustainability of our planet writ large. Over 20 years ago the green building movement began and has made large strides prioritizing reductions in the use of energy, water, and carbon.

A new wave—but perhaps the actual lynchpin—for sustainability in the built environment is concern for human health. Science has uncovered that our physical and social environments actually have a larger impact on our overall state of health than lifestyle, behavior, healthcare access, or genetics. And since Americans spend an average of 90% of our time indoors where pollutants are 2-5 times higher than typically found outside, there is obvious concern for progress.

This presentation is a educational piece assembled for clients who want to address this already looming silent crises in our buildings in the context of the now more acute health crisis of COVID-19. It covers the overall goals and structure of the newly-created WELL Health-Safety Rating designed to help building owners become proactive caregivers to the most valuable asset of all—people.

E X C U R S U S

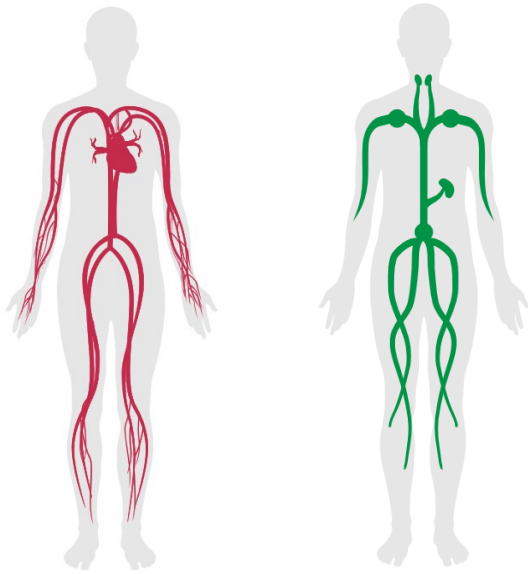
The big idea here is;

There is now a tangible set of policies, procedures, and design features buildings owners can employ to give themselves and building occupants greater confidence as they transition back to public spaces from the COVID-19 pandemic.

This is certification and visible label placed at building entrances—recertified every year—as a seal of good faith.

E X C U R S U S

Wellness: Where We've Been



WELL, launched in 2014, has undergone 6 years of R&D

- First certification focused exclusively on human health
- Focused on nutrition, fitness, mood, sleep, and occupant productivity
- Bridged many gaps between scientific literature and our buildings
- Measurable improvements for tenants and their employees

However...

- \$\$\$ - Strict standards
- \$\$\$ - Onerous onsite testing
- Many prerequisites
- Long certification horizons

THE
WELL
BUILDING STANDARD®

Transformation to New Program

WELL Health-Safety:

- Retains the rigor and recognition of the WELL name
- Transforms the anecdotal to the scientific
- Removes cost and testing barriers
- Flexible for your project needs
- Developed specifically for COVID-19



Outcomes:

Year-Specific Certification Label for Building

Policies – Here for today, ready for the future

Procedures – A future-proofed building, clean and resilient

Confidence – For Both Owner and Occupier

What it is: Third Party Rating System

- **Third party rating system** for new and existing buildings that focuses on operational policies, maintenance protocols, occupant engagement, and emergency plans.
- The IWBI COVID-19 Task Force, a group of over 500 public health experts, virologists, government officials, academics, business leaders, architects, designers, building scientists and real estate professionals, was established at the outset of the pandemic to develop Guidelines on Prevention and Preparedness, Resilience and Recovery in response to pathogen transmission concerns.

Note: Core & Shell project. Some credits are for the whole building, others just for owner's direct employees.



Operational Policies

Adoption of policies and procedures to facilitate a healthy and safe workplace or facility.



Maintenance Protocols

Implementation of facilities management and maintenance protocols designed to reduce the risk of infectious disease transmission.



Emergency Plans

Development of emergency plans and protocols that, when applied, help to safeguard building users.



Stakeholder Education and Engagement

Regular communications, education and signage that capture important updates, activities and information.

Specificity to COVID-19

- Cleaning and Sanitization Procedures
 - Emergency Preparedness Programs
 - Health Service Resources
 - Air and Water Quality Management
 - Stakeholder Engagement and Communication
- Proper handwashing is key for minimizing spread of diseases. Reducing surface contact and frequent cleaning of high-touch surfaces also minimizes disease transmission.
 - Having a plan before an emergency helps with providing a proper response to the situation. This includes a remote working plan, and a re-entry plan.
 - Providing sick leave and health benefits supports employees to stay out of the office when sick.
 - Improving indoor air-quality by increasing ventilation and filtration maintenance minimizes air-pollutants that could cause respiratory diseases. Checking water systems and water quality is also important for avoiding hazards.
 - Promote health and hygiene awareness within the building through programs, amenities, and policies.

Process

▶ YOUR WELL HEALTH-SAFETY JOURNEY



Enroll

Review the criteria and sign up to pursue the WELL Health-Safety Rating.



Customize Your Approach

Select the features that are relevant to your project.



Review

Upload documentation for third-party review by GBCI to confirm you've successfully met the feature-specific intent and requirements.



Achieve

Earn the WELL Health-Safety Rating and promote your achievement.



Renew

Apply for your annual seal to demonstrate ongoing commitment to upholding operational policies, maintenance protocols, emergency plans and stakeholder engagement.

Documentation Requirements

- Achieve 15 of 21 features
- Document types
 - Annotated documents
 - LoAs by appropriate professionals
 - Innovation Proposals
 - General documents – Agreements, policies, narratives, Certificate of Occupancy, etc.
- Some documents can be shared across projects, others are individual
- Photographs can also be a form of verification for some projects
- Documents may be subject to audit. All documents must pass review

WELL v2 verification method	Scale	Subject to audit?
Owner LOA	Shareable	No
Policy and/or Operations Schedule		
On-going Maintenance Report	Shareable (Guidelines)	Yes
On-site Photographs		
Professional Narrative		
Technical Document		
On-going Data Report	Individual-scale	No



Explainer

Anywhere you see “CS” on the following slides is an explanation of the Core and Shell scope of the credit. This is in the case you only have fractional control over the operations of your building.

E X C U R S U S

Cleaning and Sanitization Procedures

Core and Shell = Owner Scope

Build to Suit = Whole Building

- Support handwashing

Goal: Improve hygiene, reduce disease transmission

Deliverable: Provide handwashing supplies, implement sanitation strategies, install signage for effective handwashing

CS: Extent of developer buildout

- Reduce surface contact

Goal: Minimize disease transmission

Deliverable: Provide an inventory of high-touch surfaces, install touch-free or voice activated appliances

CS: Extent of developer buildout

- Improve cleaning practices

Goal: Maintain a healthy indoor environment

Deliverable: Frequent disinfecting, provide proper PPE, provide a detailed cleaning plan, use environment friendly products for cleaning

CS: Non-leased spaces

- Select preferred cleaning products

Goal: Reduce the use of harmful or hazardous products

Deliverable: Avoid using product listed as harmful in the GHS codes, choose products labeled as 'low hazard' or 'safer'

CS: Non-leased spaces



Emergency Preparedness Programs

- **Develop emergency preparedness plan**

Goal: Improve coordination during unforeseen emergencies

Deliverable: Conduct risk assessments, outline a plan, provide emergency training

CS: Whole building

- **Create business continuity plan**

Goal: Minimize disruption, employee risk, and financial loss

Deliverable: Outline critical business functions, role and responsibilities, and strategies, conduct remote work readiness assessment

CS: Whole building

- **Bolster emergency resilience**

Goal: Improve occupant safety and help protect employees

Deliverable: provide designated space for emergencies, employee assistance fund, shelter in place plan

CS: Whole building

- **Plan for healthy re-entry**

Goal: Create a healthier and safer return to work after an emergency

Deliverable: Crowd management and physical distancing, provide PPE, heightened security, additional sanitation measures, provide part-time or work from home options

CS: Whole building

- **Provide emergency resources**

Goal: Improve survival rates and individual response time to emergencies

Deliverable: promote emergency resources with proper emergency equipment (first aid kits, AED, alert system), provide emergency first aid, CPR, and AED training

CS: Whole building



Health Service Resources

- Provide sick leave

Goal: Reduce contagion, improve productivity, reduce employee turnover

Deliverable: Provide short and long term sick leave, short term is paid and does not require a doctors note unless 3+ consecutive days off

CS: Direct staff

- Provide health benefits

Goal: Give employees access to essential healthcare

Deliverable: Provide a plan to employees and their dependents, conduct confidential benefit consultations

CS: Direct staff

- Support mental health recovery

Goal: Support short-term recovery and long-term productivity

Deliverable: provide referrals for mental health professionals, psychological first aid training, bereavement counseling services

CS: Direct staff

- Promote flu vaccines

Goal: Increase vaccination, decrease cases, free up ICU space

Deliverable: Provide flu vaccines or health insurance that covers the cost, raise awareness and educate building occupants about the vaccine

CS: Direct Staff

- Promote a smoke-free environment

Goal: Eliminate smoke exposure, create a healthier environment

Deliverable: Prohibit indoor and outdoor smoking and e-cigarettes, limit tobacco availability within the building site

CS: Whole building



Air & Water Quality Management

- Assess ventilation

Goal: Maintain acceptable air quality

Deliverable: Increase supply of outdoor air, potential modifications to system controls

CS: Whole building

- Assess and maintain air treatment systems

Goal: Mitigate indoor contaminants and pollution

Deliverable: Maintain system inventory use for treating air, conduct air treatment assessments, provide evidence of proper device maintenance

CS: Whole building

- Develop legionella management plan

Goal: Reduce risk of legionella colonization

Deliverable: develop and implement a legionella plan, monitor all water systems, document monitoring results, corrective actions, and samples

CS: Whole building

- Monitor air and water quality

Goal: Minimize exposure to air and water pollutants

Deliverable: monitor air parameters and submit results annually, assess chemical and biological water quality and submit results annually

CS: Non-leased spaces, at least 2.5% total project area

- Manage mold and moisture

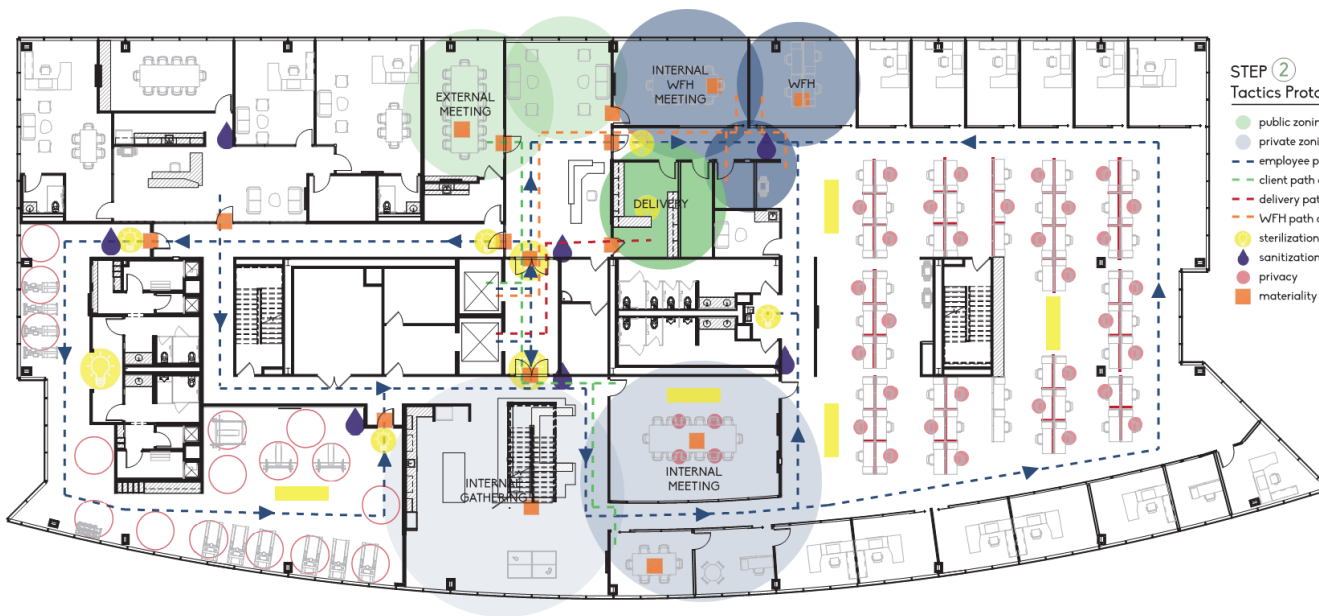
Goal: Prevent growth of mold and bacteria

Deliverable: Manage moisture through periodic inspections and a system for occupants to notify management, inspect for leaks and mold annually

CS: Whole building



Stakeholder Engagement & Communication



- Promote health and wellness

Goal: Engage building occupants in healthy behaviors

Deliverable: promote health-oriented mission, provide a feature guide that explains and supports the mission, provide occupant communication about health resources, programs, amenities, and policies

CS: Whole building

- Share food inspection information

Goal: Mitigate food borne illness

Deliverable: Display health department or inspection rating, publish food hygiene or sanitary inspection report at all food service areas within project boundary

CS: Whole building

Implementation

Costs:

WELL Registration and Review (flat fee): **\$4,200 / yr.**

1) Charrette:

- Owner, Architect, Mechanical Engineer, Property Management

2) Building Assessment / Policy Creation:

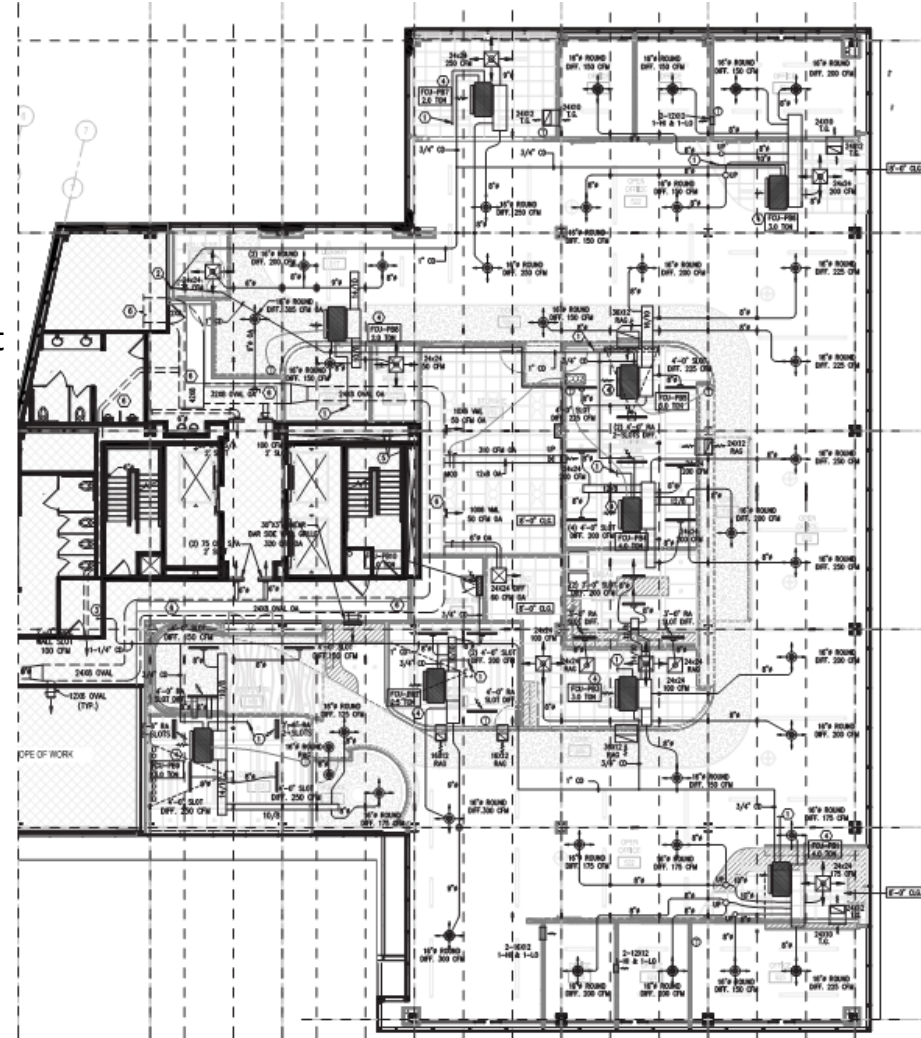
- In house vs. consultants
- Property managers are already developing these documents
 - Market has already caused adaptations

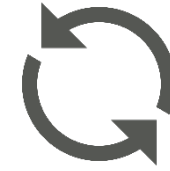
3) Certification

4) Ongoing Documentation

- Photos and maintenance schedules

5) Renewal





Renewal Requirements

- The WELL Health-Safety Rating must be renewed every year
- Renewal applications include on-going monitoring of the project along with the annual submission requirements
- Renewal must be done before the rating expires and can be done any time before then
- Project ratings may be at risk if feature requirements have not been maintained

WELL Certification Support

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Resources

- <https://www.wellcertified.com/health-safety>
- [AIHA – Workplace Cleaning for COVID-19](#)
- [CDC – Guidance for Cleaning and Disinfecting](#)
- [CDC – Recommendations for Office Re-Entry](#)
- [WHO – Mental Health In Emergencies](#)
- [REHVA – Building Operations Guidance Document](#)
- [IES – Germicidal Ultraviolet - FAQ](#)