WELL

HEALTH-SAFETY REPORT

2024

INTERNATIONAL
WELL
BUILDING
INSTITUTE™

Table of Contents

Introduction

Congratulations on your WELL Health-Safety Rating achievement!

This WELL Health-Safety Rating for Facility Operations and Management Report marks an important achievement in your organization’s visible commitment to supporting the health of individuals in your space. This milestone signifies your organization’s efforts to prepare your space for re-entry in a post-COVID-19 environment, instilling confidence in occupants and the broader community.

We created the WELL Health-Safety Rating to empower owners and operators across large and small businesses alike to take the necessary steps to prioritize the health of their staff, visitors and stakeholders.

The WELL Health-Safety Rating, which consists of a subset of relevant features from the WELL Building Standard™ (WELL™) adapted for facility operations and management, was informed by the COVID-19 pandemic, but has broader applicability for supporting the long-term health and safety needs of people in a given space.

As organizations across the globe respond to the COVID-19 crisis by making updates to their policies and protocols, the WELL Health-Safety Rating provides an efficient and effective opportunity to guide, validate, recognize and scale the efforts of owners and operators on critical health and safety issues. The third-party review process ensures integrity and consistency, and results in a WELL Health-Safety seal, communicating leadership and a commitment to the health and well-being of the people who frequent the space.

We have enjoyed supporting your organization through this initial milestone of your WELL Health-Safety Rating journey and look forward to continuing our work together to transform the future of how buildings, communities and organizations support health!

Critical Role of Facility Operations and Management

The COVID-19 pandemic has highlighted the critical role that buildings and those that operate and manage them play in supporting people's health, safety and well-being. Transmission of COVID-19 has been found to largely occur in indoor and enclosed environments, where people spend approximately 90% of their time.

While longer term design strategies are important in reducing the risks of infectious disease spread, the urgent need to adhere to leading health and safety guidance for existing buildings prompted this rating to focus on strategies that can be implemented immediately within the scope of facility operations and management to help address acute health threats for occupants.

The strategies within the WELL Health-Safety Rating have been informed by existing features within the WELL Building Standard, IWBI's Task Force on COVID-19 and guidance by the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), global disease control and prevention centers and emergency management agencies, as well as recognized standard-making bodies such as ASTM International and ASHRAE, and leading academic and research institutions. Industry experts and researchers across the WELL Concept Advisories, the WELL Research Advisory, the WELL Advisory for Sports and Entertainment Venues, the WELL Advisory for Hotels and Resorts and the WELL Airport Advisory also provided insights on the application of the WELL Health-Safety Rating.

ACHIEVEMENTS

Awarded Locations

The WELL Health-Safety Rating can be effectively earned across multiple project locations, and streamlines the verification of these achievements through shared documentation. Documentation is uploaded and can be assigned to projects, which attests that the project has met the requirements outlined in the selected WELL strategy.

19 locations achieved the WELL Health-Safety Rating, representing 9,073,562 sqft

Location	City	Country	Size (sqft)	Features Achieved
Kruse Woods II	Lake Oswego	United States	129,875	18
2 Lincoln Center	Portland	United States	89,957	18
100 Washington Square	Minneapolis	United States	531,040	18
1355 Market	San Francisco	United States	750,070	18
45 Fremont	San Francisco	United States	605,886	18
One North State Street	Chicago	United States	554,005	18
50 California	San Francisco	United States	690,760	18
901 Battery	San Francisco	United States	92,432	18
208 Utah	San Francisco	United States	77,283	18
Russ Building	San Francisco	United States	512,707	18
U.S. Bank Tower	Sacramento	United States	369,554	18
188 Spear	San Francisco	United States	218,668	18
601 City center	Oakland	United States	607,044	18
Capella Tower	Minneapolis	United States	1,425,736	18
One Oxford Centre	Pittsburgh	United States	1,029,670	18
2601 Elliot	Seattle	United States	345,075	18
America Center	San Jose	United States	427,600	18
Fountainhead Heights	Tempe	United States	445,957	18
Rev 360	Denver	United States	170,243	18

WELL Health-Safety Feature Achievement Summary

	Feature	Status
Cleaning and Sanitization Procedures	SC1 Support Handwashing	Achieved
	SC2 Reduce Surface Contact	Achieved
	SC3 Improve Cleaning Practices	Achieved
	SC4 Select Preferred Cleaning Products	
	SC5 Reduce Respiratory Particle Exposure	Achieved
Emergency Preparedness Programs	SE1 Develop Emergency Preparedness Plan	Achieved
	SE2 Create Business Continuity Plan	Achieved
	SE3 Plan for Healthy Re-Entry	Achieved
	SE4 Provide Emergency Resources	
	SE5 Bolster Emergency Resilience	
	SE6 Establish Health Entry Requirements	
Health Service Resources	SH1 Provide Sick Leave	
	SH2 Provide Health Benefits	Achieved
	SH3 Support Mental Health Recovery	Achieved
	SH4 Promote Flu Vaccines	
	SH5 Promote a Smoke-Free Environment	Achieved
Air and Water Quality Management	SA1 Assess Ventilation	Achieved
	SA2 Assess and Maintain Air Treatment Systems	Achieved
	SA3 Develop Legionella Management Plan	Achieved
	SA4 Monitor Air and Water Quality	
	SA5 Manage Mold and Moisture	Achieved
Stakeholder Engagement and Communication	SS1 Promote Health and Wellness	Achieved
	SS2 Share Food Inspection Information	Achieved
Innovation	SI1 Innovation I	Achieved
	SI2 Innovation II	Achieved
	SI3 Innovation III	
	SI4 Innovation IV	
	SI5 Innovation V	
	SI6 Gateways to Health-Safety	
	Total Features	18

Impact of WELL Health-Safety Feature Achievement

Cleaning and Sanitization Procedures

SC1 Support Handwashing Achieved

Instituted protocols to reduce pathogen transmission associated with washing and drying hands, including the provision of proper handwashing supplies, implementation of additional sanitization strategies, installation of signage for effective handwashing, use of disposable soap containers and provision of hand-drying towels.

SC2 Reduce Surface Contact Achieved

Implemented temporary and/or permanent strategies to reduce the amount of contact that people have with high-touch surfaces.

SC3 Improve Cleaning Practices Achieved

Implemented rigorous cleaning protocols that address high-touch surfaces by detailing the extent and frequency of cleaning, provided annual trainings for cleaning staff and required detailed documentation procedures.

SC5 Reduce Respiratory Particle Exposure Achieved

This feature requires projects to implement design and policy strategies to minimize some instances of contact with contaminated respiratory particles.

Emergency Preparedness Programs

SE1 Develop Emergency Preparedness Plan Achieved

Conducted a risk assessment detailing the resources, education, training and management plans necessary to respond to diverse emergency situations.

SE2 Create Business Continuity Plan Achieved

Developed a business continuity plan that identifies critical business functions necessary for recovery and responds to the results of a remote work readiness assessment.

SE3 Plan for Healthy Re-Entry Achieved

Created a plan for re-entry after an emergency event that addresses maintenance and sanitization protocols, stakeholder engagement, access to personal protective equipment (PPE), dedensification (including phased re-entry), ongoing communication and training methods, and the continuous evaluation of health and safety protocols in the building.

Health Service Resources

SH2 Provide Health Benefits Achieved

Provided access to essential health services, screenings and assessments.

SH3 Support Mental Health Recovery Achieved

Created opportunities for recovery after emergency situations through occupant access to mental health services and resources.

SH5 Promote a Smoke-Free Environment Achieved

Implemented policies to deter smoking, minimize occupant exposure to secondhand smoke and reduce smoke pollution.

Air and Water Quality Management

SA1 Assess Ventilation Achieved

Assessed the ability to increase fresh air supply through mechanical and/or natural means, thereby diluting human- and product-generated air pollutants as a means to minimize indoor air quality issues.

SA2 Assess and Maintain Air Treatment Systems Achieved

Conducted a system inventory of all filters and UVGI equipment to inform proper air treatment and filtration maintenance.

SA3 Develop Legionella Management Plan Achieved

Established protocols that minimize the risk of Legionella colonization by analyzing hazards and maintaining documentation of regular water system inventories.

SA5 Manage Mold and Moisture Achieved

Developed a moisture management plan and inspection protocol to limit the potential for bacteria and mold growth within buildings from water infiltration, condensation and internal leaks.

Stakeholder Engagement and Communication

SS1 Promote Health and Wellness Achieved

Cultivated a culture of health by reinforcing programs, amenities and policies available to support health and safety, including regular communications and occupant education. Supported healthy behavior through signage that communicates important health safety actions and information.

SS2 Share Food Inspection Information Achieved

Promoted health and hygiene awareness by conducting regular food inspections and making the results visible to all occupants.

Innovation

Innovation Option 2: WELL AP Achieved

Option 2 innovation feature is awarded for having at least one team member who has an active WELL Accredited Professional credential.

Innovation Option 3: Design for WELL Health-Safety Achieved

Option 3 innovation features are awarded for projects that achieving relevant design-based features from the WELL Building Standard.

NEXT STEPS

Awards Package

Projects that have satisfied the requirements of the WELL Health-Safety Rating and have accepted the WELL Health-Safety Report are officially designated as WELL Health-Safety Rated projects.

IWBI encourages project teams to promote their achievement through a variety of means, and provides a suite of resources to support WELL Health-Safety Rated projects, including:

- WELL Health-Safety seal (four complimentary seal per location)
- Digital, printable WELL Health-Safety seal.
- Digital, printable certificate featuring enrolled project name.
- Digital promo kit with sample press release and social posts.
- On-site marketing collateral toolkit.

The WELL Health-Safety seal will indicate the year the project achieved the rating (with a new seal made available at each annual renewal) and may only be displayed at the site of the WELL Health-Safety Rated project. For more information, please view the WELL Health-Safety Rating PR Guidelines.

To access these resources, please visit the Promotions tab in your WELL Health-Safety account.

To purchase additional seals for your locations, please contact us in the Support widget.

Award Maintenance

Projects that are officially designated as WELL Health-Safety Rated projects will need to demonstrate their continued achievement of WELL requirements annually.

The WELL Health-Safety Rating is valid for one year from the date of issuance. To maintain the designation, projects undergo an annual renewal process validating their on-going operations and maintenance, which helps to ensure they are meeting a consistently high standard for health and safety over the long term, and which results in an updated WELL Health-Safety seal. For more information on renewal requirements, refer to the WELL Health-Safety Rating Guidebook.

Appeals

Appeals are available to project teams that wish to undertake corrective measures to address unmet requirements outside of the two documentation reviews that are included with the WELL Health-Safety Rating.

Appeals are also available for project teams that wish to challenge any findings in the WELL Health-Safety Report or submit new strategies for review by submitting an appeal application. The appeal application allows for the submission of supplementary information and for an additional round of review. Each appeal is applicable to one feature; a separate appeal must be submitted for each feature being challenged. Fixed baseline fees are associated with appeals. All appeals must be submitted within 180 calendar days after the date of issuance of the WELL Health-Safety Report. If the project team is challenging the results from the final Documentation Review, an appeal must provide an explanation of the basis of the appeal and identify any suspected errors. For more information, refer to the WELL Health-Safety Rating Guidebook.

REFERENCES

References

1. Van Doremalen N, Bushmaker T, Morris DH, et al. Aerosol and surface stability of SARS-CoV-2 as compared with SARS-CoV-1. N Engl J Med. 2020;382(16):1564-1567. doi:10.1056/NEJMc2004973
2. Garza JL, Cavallari JM, Wakai S, et al. Traditional and environmentally preferable cleaning product exposure and health symptoms in custodians. Am J Ind Med. 2015;58(9):988-995. doi:10.1002/ajim.22484
3. World Health Organization. Managing Epidemics.; 2018.
4. World Health Organization. WHO's Emergencies: Work in Prepare, Prevent, Detect and Respond. World Health Organization; 2018.
5. Lockwood NR. Crisis Management in Today's Business Environment: HR's Strategic Role.; 2005.
6. Skryabina E, Reedy G, Amlôt R, Jaye P, Riley P. What is the value of health emergency preparedness exercises? A scoping review study. Int J Disaster Risk Reduct. 2017;21:274-283. doi:10.1016/j.ijdrr.2016.12.010
7. Occupational Safety and Health Administration. Evacuation Plans and Procedures eTool | Emergency Action Plan - Develop & Implement an Emergency Action Plan (EAP).
8. American Red Cross Ready Rating. SMB Prepared Playbook. 2015.
9. U.S. Small Business Administration. Disaster Preparedness and Recovery Plan.; 2019.
10. World Health Organization. COVID–19 Strategy Update - 14 April 2020.; 2020.
11. U.S. Department of Health and Human Services. Access to Health Services | Healthy People 2020
12. Braveman P, Gottlieb L. The social determinants of health: It's time to consider the causes of the causes. Public Health Rep. 2014;129(SUPPL. 2):19-31. doi:10.1177/00333549141291s206
13. Klepeis NE, Nelson WC, Ott WR, et al. The National Human Activity Pattern Survey (NHAPS): A resource for assessing exposure to environmental pollutants. J Expo Anal Environ Epidemiol. 2001;11(3):231-252. doi:10.1038/sj.jea.7500165
14. The National Academies. How Infection Works, Entering the Human Host — The National Academies.
15. Mendell MJ, Mirer AG, Cheung K, Tong M, Douwes J. Respiratory and allergic health effects of dampness, mold, and dampness-related agents: A review of the epidemiologic evidence. Environ Health Perspect. 2011;119(6):748-756. doi:10.1289/ehp.1002410
16. Bekö G, Clausen G, Weschler CJ. Is the use of particle air filtration justified? Costs and benefits of filtration with regard to health effects, building cleaning and occupant productivity. Build Environ. 2008;43(10):1647-1657. doi:10.1016/j.buildenv.2007.10.006
17. Wu F, Takaro TK. Childhood asthma and environmental interventions. Environ Health Perspect. 2007;115(6):971-975. doi:10.1289/ehp.8989
18. Centers for Disease Control and Prevention. Legionnaires Disease and Pontiac Fever | Legionella. US Centers for Disease Control & Prevention.
19. Sundhedsstyrelsen. Health Literacy: A Perscription to End Confusion. Washington, D.C.: National Academies Press; 2009. doi:10.17226/10883
20. Nutbeam D. The evolving concept of health literacy. Soc Sci Med. 2008;67(12):2072-2078. doi:10.1016/j.socscimed.2008.09.050
21. Peerson A, Saunders M. Health literacy revisited: What do we mean and why does it matter? Health Promot Int. 2009;24(3):285-296. doi:10.1093/heapro/dap014

References

22. Poureslami I, Nimmon L, Rootman I, Fitzgerald MJ. Priorities for Action: Recommendations from an international roundtable on health literacy and chronic disease management. Health Promot Int. 2017;32(4):743-754. doi:10.1093/heapro/daw003

23. Shah K, Kamrai D, Mekala H, Mann B, Desai K, Patel RS. Focus on Mental Health During the Coronavirus (COVID-19) Pandemic: Applying Learnings from the Past Outbreaks. Cureus. 2020;12(3). doi:10.7759/cureus.7405

24. Schaller A, Dejonghe L, Alayli-Goebbels A, Biallas B, Froboese I. Promoting physical activity and health literacy: Study protocol for a longitudinal, mixed methods evaluation of a cross-provider workplace-related intervention in Germany (The AtRisk study). BMC Public Health. 2016;16(1):626. doi:10.1186/s12889-016-3284-6

25. Das S, Mia MN, Hanifi SMA, Hoque S, Bhuiya A. Health literacy in a community with low levels of education: findings from Chakaria, a rural area of Bangladesh. BMC Public Health. 2017;17(1):203. doi:10.1186/s12889-017-4097-y

APPENDIX

This report is produced by:

The International WELL Building Institute™ (IWBI™) is a public benefit corporation whose mission is to improve human health and well-being in buildings and communities across the world through its WELL Building Standard™ (WELL™).

In collaboration with:

Green Business Certification Inc. (GBCI) provides third-party certification for the WELL Building Standard and WELL Community Standard, including oversight and training of WELL Reviewers and WELL Performance Testing Agents who are responsible for assessing and reviewing projects pursuing WELL.

Disclaimer

None of the parties involved in the creation of this report assume any liability or responsibility to the user or any third parties for the accuracy, completeness or use of or reliance on any information contained in this document. The WELL Health-Safety Rating and this report and related materials are intended to educate and assist organizations, building stakeholders, real estate owners, tenants and other users in their efforts to create healthier spaces, organizations and communities during both emergencies and normal operating periods. To that end, its strategies are designed for broad applicability to support health and safety, the WELL Health-Safety Rating is intended to complement and reference, but not replace, health-based governmental guidance and requirements. Nothing in the WELL Health-Safety Rating or this report or any related materials may be considered, or used as a substitute for, quality control, safety analysis, legal compliance, or medical advice, diagnosis or treatment.

Although submitted project documents have been reviewed for compliance with features in the WELL Health-Safety Rating, achievement of the WELL Health-Safety Rating does not in any way guarantee, represent or warrant that the individuals in a space, building or organization will be healthy or healthier, nor does it indicate that project is in compliance with any applicable laws/regulations or guarantee that a space will be free from viruses, pathogens (including COVID-19), bacteria, allergens or volatile organic compounds.

IWBI is providing you this report with scoring based on the review conducted by GBCI. Your WELL Health-Safety Report is being provided to you for your informational purposes in accordance with the WELL Health-Safety Rating Agreement, WELL Portfolio Agreement or WELL Certification Agreement, as applicable. Please consult the WELL Health-Safety Rating Guidebook as applicable, for additional information on the rating's requirements.

INTERNATIONAL
WELL
BUILDING
INSTITUTE™