Your WELL Certified Space as a Catalyst in the Fight Against Viruses
A COMPREHENSIVE APPROACH TO WELL-BEING

AIR
WATER
NOURISHMENT
LIGHT
MOVEMENT

THERMAL COMFORT
SOUND
MATERIALS
MIND
COMMUNITY
How can implementation of the WELL Building Standard™ ("WELL™") mitigate the spread of COVID-19 Virus?

Implementing WELL features enables us to use buildings as a tool to help advance public health and allows occupants to better protect themselves in indoor environments. While implementation of WELL features cannot prevent a pandemic, it can help reduce the risk of spreading infectious disease.
RELEVANT KEY STRATEGIES IN WELL:

01 HAND WASHING
02 CLEANER AIR
03 CLEAN CONTACT
04 FOOD AND WATER SAFETY
05 IMMUNE SYSTEM SUPPORT
06 MENTAL HEALTH
07 EMERGENCY MANAGEMENT
WELL features encourage hand washing, hand drying, and controls over places where germs (viruses and bacteria) can readily accumulate, to help reduce the spread of infectious diseases.

WELL features encourage handwashing with soap (un-fragranced soap is preferred), an effective way of removing dirt and germs, to significantly reduce transmission and incidence of gastrointestinal and respiratory diseases.

WELL features require sufficiently large sinks, disposable soap containers, and paper towels to minimize contact with surfaces that may contain germs.

WELL Features:
- W08 Handwashing
- FAC Sanitary Facilities Provision
FEATUER W08

HANDWASHING

Intent: Design sufficiently large sinks to avoid unnecessary contact with potentially contaminated surfaces.

1. PROVIDE ADEQUATE SINK SPACE

Bathroom and kitchen sinks should meet the following requirements:

a. The sink column of water is at least 25 cm [10 in] in length (measured along flow of water, even if at an angle).

b. The sink column of water is at least 8 cm [3 in] away from any edge of the sink.

c. The sink basin is at least 23 cm [9 in] in width and length.
2. PROVIDE HANDWASHING SUPPORT

At all sink locations, the following are provided:

a. Fragrance-free hand soap placed in dispensers with disposable and sealed soap cartridges.

b. Paper towels for hand drying.

Approved AAP: Hand dryers equipped with HEPA-compliant filters may be used in lieu of paper towels for hand drying in non-healthcare WELL projects. Cleaning, maintenance and filter replacement should be scheduled as set by manufacturer’s recommendations. Documentation of such activities must be maintained.
SANITARY FACILITIES PROVISION

Intent: Providing community members with access to public facilities promotes population-wide improvements in wellness, comfort and sanitation.

3. HANDWASHING PROMOTION
Public use restrooms owned, managed or maintained by the project owner meet the following requirements:

• Include signage at the sink promoting proper hand-washing technique using soap and water for a minimum of 20 seconds.
• Provide disposable paper towels.
How to wash hands properly.

The US Centers for Disease Control and Prevention has advised on the following steps:

1. Wet your hands with clean, running warm or cold water, turn off the tap (use your elbow if not using a sink with a sensor), and apply some un-fragranced soap to your hands.
2. Create a lather with the soap by rubbing your hands together (if no lather forms, add more soap or use a different soap).
3. Move the lather around your hands so that they are thoroughly covered and do so for at least 20 seconds, making sure to get underneath your fingernails (these can be microbe hotbeds).
4. Rinse well under clean, running warm or cold water.
5. Dry hands using a clean towel or paper towel.

Use an alcohol-based hand sanitizer when you cannot use soap and water, make sure it contains at least 60% alcohol and use enough to thoroughly cover hands and under fingernails.

When should you wash your hands?
The US Centers for Disease Control and Prevention advises handwashing should take place for these activities:

- Before, during and after food treatment
- Before eating food
- Before and after taking care of patients or someone at home who is sick
- Before and after treating wounds
- Before and after wearing or removing contact lenses
- After using the restroom
- After changing diapers or cleaning a child who has used the restroom
- After blowing your nose, sneezing or coughing
- After contact with animals, animal feed or animal waste
- After touching pet food or snacks, and cleaning pet house
- After contact with rubbish
- Always when the hands are visibly dirty

1: CDC: Handwashing: Clean Hands Save Lives
The novel Coronavirus, COVID-19 is spread primarily through close contact (6 ft) with an infected person via respiratory droplets. The HVAC system in buildings may cause cross-contamination, therefore it is critical to keep indoor air as clean as possible.

WELL seeks to implement whole-system design strategies to promote clean air and minimize human exposure to harmful contaminants in order to maximize benefits to productivity, well-being and health.

WELL Features:
- A03 Ventilation Effectiveness
- A07 Operable Windows
- A12 Air Filtration
- A06 Enhanced Ventilation
- A11 Source Separation
- A14 Microbe and Mold Control
FEATURE A03

VENTILATION EFFECTIVENESS

Intent: Prevent indoor air quality issues through the provision of adequate ventilation.

1. ENSURE ADEQUATE VENTILATION

Proper design and operation of ventilation systems is essential for supporting indoor air quality and plays a fundamental role in creating buildings that better support human health.
FEATURE A06

ENHANCED VENTILATION

Intent: Expel internally generated pollutants and improve air quality in the breathing zone through an increased supply of outdoor air or increased ventilation efficiency.

1. INCREASE OUTDOOR AIR SUPPLY
2. IMPLEMENT DEMAND-CONTROLLED VENTILATION
3. IMPLEMENT ADVANCED AIR DISTRIBUTION
FEATURE A07

OPERABLE WINDOWS

Intent: Increase the supply of high-quality outdoor air and promote a connection to the outdoor environment by encouraging building users to open windows when outdoor air quality is acceptable.

1. PROVIDE OPERABLE WINDOWS
   a. Project meets one of the below:

   1. At least 75% of regularly occupied spaces have operable windows that provide access to outdoor air.
   2. The openable window area is equivalent to at least 4% of the net occupiable floor area of that space or floor plate.
FEATURE A11

SOURCE SEPARATION

Intent: Preserve indoor air quality and maximize olfactory comfort in occupied spaces through the isolation and proper ventilation of indoor pollution sources and chemical storage areas.

1. MANAGE POLLUTION AND EXHAUST

All bathrooms, kitchens, rooms for cleaning and chemical storage, rooms with high-volume printers and copiers, and high-humidity areas meet one of the following requirements:

a. Are separated from all adjacent regularly occupied spaces with self-closing doors and/or vestibules.

b. Utilize exhaust fans so that return air is expelled outdoors rather than recirculated
FEATURE A12

AIR FILTRATION

Intent: Reduce indoor and outdoor airborne contaminants through air filtration.

1. IMPLEMENT PARTICLE FILTRATION

Media filters are used in the ventilation system to filter outdoor air supplied to occupiable spaces in accordance with thresholds specified in the table below:

<table>
<thead>
<tr>
<th>Annual Average Outdoor PM$_{2.5}$ Threshold</th>
<th>Minimum Air Filtration Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 μg/m$^3$ or less</td>
<td>MERV 8 or G4</td>
</tr>
<tr>
<td>17–18 μg/m$^3$</td>
<td>MERV 10 or M5</td>
</tr>
<tr>
<td>19–23 μg/m$^3$</td>
<td>MERV 12 or M6</td>
</tr>
<tr>
<td>24–39 μg/m$^3$</td>
<td>MERV 14 or F8</td>
</tr>
<tr>
<td>40–59 μg/m$^3$</td>
<td>MERV 16 or E10</td>
</tr>
<tr>
<td>60 μg/m$^3$ or greater</td>
<td>MERV 16 preceded by MERV 8, or E10 preceded by G4</td>
</tr>
</tbody>
</table>
FEATURE A14

MICROBE AND MOLD CONTROL

Intent: Reduce mold and bacteria growth through condensation management and reduce levels of microbes within occupied spaces.

1. IMPLEMENT ULTRAVIOLET AIR TREATMENT

The following requirements are met:

a. Project utilizes one of the below:
   1. Projects with a forced-air cooling system use ultraviolet lamps to irradiate the surfaces of the cooling coils and drain pans of the mechanical system supplies.
   2. Projects without a forced-air cooling system use standalone ultraviolet germicidal irradiation air sanitizers in all spaces with more than 10 regular occupants.
Suggestions from IWBI’s Asia team to help promote cleaner air:

- **Disinfect the indoor environment daily, open windows and ventilate frequently** [1]. As COVID-19 is structurally similar to SARS and MERS, it may last on surfaces for up to 9 days [2].
- **Increasing the ventilation rate** is one of the most effective measures to bring in fresh air. [1]
- If possible, turn off recirculated air and **operate in full fresh air condition** to prevent cross-contamination [3].
- **Regularly clean, disinfect and maintain** open cooling towers, filters, purifiers, air vents, air handling units, surface coolers, heating, cooling coils and other equipment or components of the HVAC system [1] [4].
- If possible, **use ultraviolet radiation on the cooling coils and drain pans** of the air conditioning system [5] .
- Where possible, ascending and descending stairs can be set up separately to avoid areas becoming too crowded. **Stairwells with operable windows could take advantage of natural ventilation** and those without should be ventilated with mechanical systems [6].
- If possible, **run stand alone air purifiers to further reduce possible contaminated air** and air pollutants brought in by natural ventilation [6].

WELL requires the restriction of hazardous or harmful ingredients in soap, shampoos, and cleaning, disinfection, and sanitization products, to contribute to better indoor air quality.

WELL requires providing program training for staff, a plan for the maintenance of a cleaning schedule, and a protocol for entryway cleaning and maintenance.

WELL encourages identification and maintenance of high-touch surfaces by implementing a cleaning schedule for thorough cleaning and disinfection.

WELL Features:
- X09  Cleaning Products and Protocol  
- FAC Sanitary Facilities Provision
Intent: Reduce exposure to pathogens, allergens and hazardous cleaning chemicals.

1. ENSURE ACCEPTABLE CLEANING INGREDIENTS
2. IMPLEMENT ACCEPTABLE CLEANING PRACTICES
Suggestions from IWBI’s Asia team to help promote clean contact:

- Implement WELL features on cleaning protocol and cleaning products to maximize safety and comfort.
- Have a training program in place for facilities management staff and/or other providers.
- Implement a cleaning schedule that addresses the extent and frequency of cleaning and protocol for disinfection.
- Provide personnel with protective equipment and cleaning/sanitizing products and materials in public facilities.
WELL includes requirements for food preparation areas, storage space and other amenities to support preparation of meals indoors.

Spaces that allow individuals to reheat or assemble food brought from home can support healthy eating habits. Sufficient cold storage space can provide safe food storage and accommodate the storage needs of individuals who bring meals from home.

WELL requires the provision of water that meets thresholds for turbidity and coliforms for drinking and contact water to limit the exposure to viruses and bacteria through the water.

Both mandatory parameters addressed by WELL, turbidity and total coliforms, are particularly important because they can be indicative of other problems/contaminants.

**WELL Features**:
- N10 Food Preparation
- W01 Fundamental Water Quality
- W05 Water Quality Consistency
FOOD PREPARATION

Intent: Provide space and supportive amenities for the preparation of meals on-site.

1. PROVIDE MEAL SUPPORT
At least one dining space contains the following supportive amenities that meet employee demand:

a. Cold storage
b. Countertop surface
c. Sink and amenities for dish and hand washing
d. Device for reheating food (e.g., microwave, toaster oven)
e. Dedicated cabinets or storage units available for employee use
f. Reusable eating utensils, including spoons, forks, knives and microwave-safe plates and cups
FEATURE W05

WATER QUALITY CONSISTENCY

Intent: Maintain consistent high quality of drinking water.

1. TEST AND DISPLAY WATER QUALITY

2. FILTER DRINKING WATER

To help detect fluctuations in water quality, WELL encourages projects to undertake their own water sampling operations on a regular basis. Or, by installing treatment techniques such as sediment filters, UV disinfection systems, and reverse osmosis filters, projects can better accommodate water quality variations.
FOOD AND WATER SAFETY

Suggestions from IWBI’s Asia team to help promote food and water safety:

- Cooking at home [1]
- Bringing food from home in an airtight container is recommended to reduce contamination from sources at work; food should be heated thoroughly in microwave or other re-heating device before eating [1]
- The WHO 5 keys to safer food [2]
  1. Keep clean
  2. Separate raw and cooked
  3. Cook thoroughly
  4. Keep food at safe temperatures
  5. Use safe water and raw materials

[1] Novel coronavirus pneumonia prevention and control family food safety and nutrition advice; China preventive medicine society health communication branch; China Preventive Medicine Association food hygiene branch
FOOD AND WATER SAFETY

Suggestions from IWBI’s Asia team to help promote food and water safety:

• Thoroughly cook meat, fish and eggs. [1]
• Use separate cutting boards and tools for raw food and cooked food.[1]
• Hand washing is essential before, during and after preparing food, especially after handling raw meat. Washing food can help reduce bacteria and viruses. [1]
• Store all food in sealed containers, and at the right temperature. Do not refreeze defrosted food. [1]
• Food can be washed in vinegar solutions (bamboo vinegar is best), which have demonstrated ability to potentially deactivate viruses in the same family as COVID-19. [2]

[1] Reduce the risk of coronavirus infection, WHO;
WELL encourages the availability of fruits and vegetables to create food environments where the healthiest choice is the easiest choice. WELL encourages more physical activity and limiting static behavior through environmental design, planning, and policies. WELL encourages prioritization of good sleep, which can make a significant impact on the short- and long-term health, well-being, and productivity of employees. WELL also covers nourishment, movement and mental health, building blocks of healthier bodies that lead to strong immune system.

WELL Features:
- N01 Fruits and Vegetables
- V11 Physical Activity Opportunities
- M11 Sleep support
FEATURE N01

FRUITS AND VEGETABLES

Intent: Promote the consumption of fruits and vegetables by making fruits and vegetables easily accessible.

1. ENSURE FRUIT AND VEGETABLE AVAILABILITY

a. In spaces where food is not prepared on-site (e.g., kitchenettes, vending, micro-kitchens), the selection includes at least two varieties of fruits and at least two varieties of vegetables.

b. In spaces where food is prepared on-site (e.g., cafeterias, cafes), the selection includes at least four varieties of fruits and at least four varieties of vegetables.
FEATURE V06

PHYSICAL ACTIVITY OPPORTUNITIES

Intent: Encourage regular physical activity and exercise through no cost physical activity opportunities and education.

1. IMPLEMENT ACTIVITY PROGRAMS FOR EMPLOYEES
   a. Age and ability appropriate physical activity/exercise opportunities, led by a qualified professional, are offered to eligible employees at no cost at one of the frequencies
      - At least one event per month
      - At least one event per week
Intent: Support healthy, restorative and consistent sleep habits among occupants.

1. PROVIDE WORKPLACE SLEEP SUPPORT
   a. Eligible employees are allowed to engage in a minimum of one 20 – 30 minutes nap during the day.
Suggestions from IWBI’s Asia team to help promote stronger immune system:

• Purchase local food, pay attention to the diversification of food, and aim for a balanced diet.
• Make sure milk, eggs, soybean (products) and nuts have been pasteurized/treated for consumption.
• Eat as much fruit and vegetables as possible, at least four portions of fruit and vegetables per day.
• Drink more water, women need around 2.8L and men 3.8L on average, also avoid sugar-sweetened beverages and large quantities of alcoholic drinks.
• Engage in physical exercise, at least 150 minutes of moderate or 75 minutes of vigorous activity each week (although it may be best to avoid group classes during an outbreak).
• Get regular sleep, try to get at least 7 hours each night.
WELL promotes mental health through policy, programming and design strategies that seek to address the diverse factors that influence cognitive and emotional well-being.

WELL advocates appropriate interventions at the community, building and organization levels to provide resources related to supporting mental health.

**WELL Features:**
- M01 Mental Health Promotion
- M04 Mental Health Education
- M05 Stress Support
- L01 Light Exposure and Education
- C01 Health and Wellness Awareness
- CRI Mental Health Crisis Support
Intent: The WELL Light concept promotes exposure to light and aims to create lighting environments that are optimal for visual, mental and biological health.

1. Ensure Indoor Light Exposure
2. Promote Lighting Education
Intent: Promote mental health and well-being through a commitment to mental health education, programming and initiatives.

1. COMMIT TO MENTAL HEALTH PROMOTION
2. PROMOTE MENTAL HEALTH LITERACY
Intent: Promote mental health awareness and education through the provision of mental health-focused trainings or education offerings.

1. Offer mental health education
2. Offer mental health education for managers
FEATURE M05

STRESS SUPPORT

Intent: Identify and manage areas of workplace stress and provide programs that support stress management.

1. DEVELOP STRESS MANAGEMENT PLAN
2. SUPPORT STRESS MANAGEMENT PROGRAMS
FEATURE C01

HEALTH AND WELLNESS AWARENESS

Intent: Promote a deeper understanding of factors that impact human health and well-being.

1. PROVIDE WELL FEATURE GUIDE
2. PROMOTE HEALTH AND WELLNESS EDUCATION
Intent: To support and encourage help-seeking for individuals experiencing mental health crisis through availability and access to services.

1. CRISIS SUPPORT SERVICES
2. EMERGENCY PREVENTION
3. HOTSPOT MANAGEMENT
Suggestions from IWBI’s Asia team to help promote mental health:

• Provide accurate information - avoid speculation and refer to reputable sources (e.g., the WHO issues situation reports every day on COVID-19).
• Have clear guidance for your office or your building of what people should do if they suspect they have symptoms.
• Provide structured support for special work arrangements during an outbreak (e.g., work-from-home/remote work).
• Use de-stressing techniques and positive coping mechanisms (e.g., talking with friends on the phone); take care to recognize unhealthy coping strategies (e.g., drinking, smoking).
• Talk to your children and those under your care about the situation and be supportive of their needs.
Suggestions from IWBI’s Asia team to help promote mental health:

- Develop mental health support plans according to social and cultural needs of the target population, such as mental health support plans, stress management plans, mental health emergency services, etc.

- Provide relevant educational resources for the target population, such as basic prevention and control, as well as the importance of mental health, circadian rhythms, sleep health, etc.

- Provide access to nature and daylight.

- Publish any free assistance hotlines/resources for mental health and community health.
WELL features encourage communities to increase their resilience to public health emergencies by establishing emergency management plans.

WELL features encourage stakeholders to establish long-term and effective emergency management plans to prepare all individuals for emergencies.

WELL Features:

- C15 Emergency Preparedness
- CHR Community Health Resilience
FEATUE C15

EMERGENCY PREPAREDNESS

Intent: Prepare individuals in case of emergency.

1. DEVELOP EMERGENCY PREPAREDNESS PLAN
2. PROMOTE EMERGENCY RESOURCES
Intent: To prepare communities to respond to and recover from threats to public health.

1. COMMUNITY PREPAREDNESS
2. COMMUNITY RECOVER
Suggestions from IWBI’s Asia team to help promote preparedness in emergency management:

- Develop an emergency management plan with supporting resources for responding to an emergency.
- Enhance communication, minimize confusion, improve personnel coordination, build response capabilities, including assessment of supplies, specialized personnel and physical structure.
- Understand the local scenario and the needs of sensitive populations, build coping capacity.
- Provide emergency equipment and supplies database, emergency notification system or emergency resources for easy access.
- Coordinate training and urge communities to prepare for participation (e.g. emergency training or “exercises” in local schools and workplaces).
ADVANCING HEALTH & WELL-BEING BEYOND BUILDINGS
A **health-focused rating program** rooted in the WELL v2 building standard that covers a company’s defined portfolio

- **Benchmarks** progress internally and externally, and recognizes incremental achievements of individual properties annually
- **Streamlines** costs, documentation and performance verification
- **Is flexible:** Participants can pursue WELL Certification or WELL D&O (Design & Operations) for individual properties and spaces, but this is not required
- Produces a **WELL Portfolio Score** for participants based on achievements across all properties in the defined portfolio, which changes over time to reflect ongoing progress.
WELL Portfolio enables participants to establish consistent strategies across their buildings, including:

**OPERATIONAL POLICIES**
- Handwashing supplies
- Emergency management
- Hazardous materials testing/abatement
- Construction pollution management
- Healthy cleaning
- Moisture management
- Waste stream plans
- HVAC maintenance
- Legionella mitigation
- Safe pesticide use

**WELLNESS PROGRAMMING**
- Tobacco cessation and prevention
- Healthy food programs
- Physical activity incentive programs
- Mental health programs
- Anti-flu strategies
- New Parent Support
- Substance abuse support
- Volunteerism & altruism
- Sustainability reporting
- Mental health support
- Wellness education

**DESIGN STRATEGIES**
- Healthy material specifications
- Hydration stations
- Circadian lighting specifications
- Ergonomic furniture & accessories
- Active design standards
- Acoustical design standards
- Biophilic design
- Universal design standards
WELL PORTFOLIO DASHBOARD

CONCEPTS

IMPROVE

Healthy buildings + health

WELL

Impact

Employee satisfaction

67%

Innovative strategies

12%

Reduction in absenteeism

4%

Air

Water

Light

Movement

Thermal Comfort

Sound

Materials

Mind

Community

REPORTS

ESG

SDG
IWBI’s diverse member network brings together product manufacturers, scientific institutes, real estate developers and others across multiple industry to advance a single mission – building a healthier future for everyone.