

WELL

HEALTH-SAFETY REPORT



2023



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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.

100 locations achieved the WELL Health-Safety Rating, representing 346,792 sqft

| Location | City | Country | Size (sqft) | Points Achieved |
|-------------------------------------|-----------------------|---------------|-------------|-----------------|
| Bristol | Bristol | United States | 2,835 | 15 |
| Silver Lane | East Hartford | United States | 3,500 | 15 |
| Enfield - Hazard St | Enfield | United States | 2,550 | 15 |
| Glastonbury | Glastonbury | United States | 4,000 | 15 |
| Franklin Avenue | Hartford | United States | 3,350 | 15 |
| Fair Haven | New Haven | United States | 5,000 | 15 |
| New Bedford - Lunds Corner | New Bedford | United States | 3,220 | 15 |
| Dartmouth Mall | North Dartmouth | United States | 2,160 | 15 |
| New Bedford - Rockdale | New Bedford | United States | 3,600 | 15 |
| Fairhaven | Fairhaven | United States | 2,680 | 15 |
| Fall River - Southcoast Marketplace | Fall River | United States | 2,500 | 15 |
| Swansea | Swansea | United States | 2,607 | 15 |
| North Waltham | Waltham | United States | 2,600 | 15 |
| Waltham - Main & Moody | Waltham | United States | 2,441 | 15 |
| Watertown - Relocation | Watertown | United States | 3,018 | 15 |
| Webster | Webster | United States | 4,114 | 15 |
| Wellesley - Linden Street | Wellesley | United States | 3,079 | 15 |
| West Boylston | West Boylston | United States | 1,768 | 15 |
| Westford | Westford | United States | 4,250 | 15 |
| Westboro | Westborough | United States | 3,106 | 15 |
| Weston | Weston | United States | 1,060 | 15 |
| Boston - Nubian Square | Roxbury | United States | 2,800 | 15 |
| Weymouth | South Weymouth | United States | 1,900 | 15 |
| Whitinsville | Northbridge (town of) | United States | 2,320 | 15 |
| Roxbury - Washington Park | Roxbury | United States | 3,045 | 15 |
| Boston - Egleston Square | Roxbury | United States | 3,000 | 15 |
| Auburn | Auburn | United States | 3,800 | 15 |
| 0400 - Derry - Branch | Derry | United States | 13,372 | 15 |

| Location | City | Country | Size (sqft) | Points Achieved |
|------------------------------|----------------|---------------|-------------|-----------------|
| Westport | Westport | United States | 3,550 | 15 |
| Marshfield | Marshfield | United States | 4,000 | 15 |
| Nashua-223 Main Street | Nashua | United States | 5,877 | 15 |
| Nashua - Northeast Boulevard | Nashua | United States | 3,000 | 15 |
| Plaistow | Plaistow | United States | 4,041 | 15 |
| South Salem | Salem | United States | 3,000 | 15 |
| Manchester Relocation | Manchester | United States | 5,241 | 15 |
| Windham | Windham | United States | 4,410 | 15 |
| Pine Beach | Pine Beach | United States | 2,025 | 15 |
| Concord - West Street | Concord | United States | 4,558 | 15 |
| Seabrook | Seabrook | United States | 4,000 | 15 |
| Neptune | Neptune | United States | 2,400 | 15 |
| Route 37 East | Toms River | United States | 3,435 | 15 |
| Brick Relocation | Brick | United States | 2,213 | 15 |
| Manalapan | Manalapan | United States | 3,250 | 15 |
| Aberdeen | Aberdeen | United States | 2,400 | 15 |
| Middletown | Middletown | United States | 2,480 | 15 |
| Colonia | Colonia | United States | 3,200 | 15 |
| Jackson | Jackson | United States | 2,450 | 15 |
| Freehold - Schanck Rd | Freehold | United States | 2,480 | 15 |
| Hamilton - Nottingham | Mercerville | United States | 3,765 | 15 |
| Lawrence - NJ | Lawrenceville | United States | 2,337 | 15 |
| Montgomery | Skillman | United States | 3,315 | 15 |
| Ewing | Trenton | United States | 3,700 | 15 |
| Marlboro | Marlborough | United States | 1,800 | 15 |
| Kuser Road | Hamilton | United States | 3,450 | 15 |
| Fischer Boulevard | Toms River | United States | 3,200 | 15 |
| Garwood | Garwood | United States | 3,850 | 15 |
| Holiday City | Toms River | United States | 2,366 | 15 |
| Route 70 | Lakewood | United States | 3,840 | 15 |
| Brooklyn - Work Cafe | Brooklyn | United States | 8,959 | 15 |
| Old Bridge Turnpike | East Brunswick | United States | 3,234 | 15 |
| Lakewood | Lakewood | United States | 2,900 | 15 |
| Hempstead Branch | Hempstead | United States | 2,168 | 15 |

| Location | City | Country | Size (sqft) | Points Achieved |
|----------------------|-----------------------------|---------------|-------------|-----------------|
| Court Street | Brooklyn | United States | 7,319 | 15 |
| 65th Street | Brooklyn | United States | 6,850 | 15 |
| Manhasset | Manhasset | United States | 4,500 | 15 |
| Newkirk Plaza | Brooklyn | United States | 2,000 | 15 |
| Northern Boulevard | Jackson Heights | United States | 2,916 | 15 |
| White Plains Road | Bronx | United States | 2,145 | 15 |
| Union Turnpike | Flushing | United States | 2,779 | 15 |
| Roosevelt | Jackson Heights | United States | 3,592 | 15 |
| 31st Avenue (Relo) | Jackson Heights | United States | 4,030 | 15 |
| New Springville | Staten Island | United States | 4,986 | 15 |
| New Dorp - Hylan | Staten Island | United States | 4,579 | 15 |
| Great Kills | Staten Island | United States | 5,269 | 15 |
| Oakwood | Staten Island | United States | 4,087 | 15 |
| Midtown Relocation | New York | United States | 4,045 | 15 |
| Grasmere | Staten Island | United States | 6,097 | 15 |
| Montague Street Relo | Brooklyn | United States | 3,000 | 15 |
| Elkins Park | Elkins Park, Cheltenham Twp | United States | 4,258 | 15 |
| Bustleton | Philadelphia | United States | 3,950 | 15 |
| Kutztown | Kutztown | United States | 2,700 | 15 |
| Muhlenberg | Muhlenberg | United States | 3,735 | 15 |
| Concordville | Glen Mills | United States | 3,700 | 15 |
| Washington Crossing | Wash. Crossing | United States | 2,000 | 15 |
| Summerdale | Enola | United States | 1,357 | 15 |
| Langhorne | Langhorne | United States | 2,500 | 15 |
| Lebanon Plaza | Lebanon | United States | 2,900 | 15 |
| Union Deposit | Harrisburg | United States | 2,935 | 15 |
| One & Olney Square | Philadelphia | United States | 3,535 | 15 |
| Exton | Exton | United States | 3,700 | 15 |
| William Penn | Palmer Township | United States | 2,635 | 15 |
| Rittenhouse | Philadelphia | United States | 3,146 | 15 |
| Ridley | Ridley | United States | 2,800 | 15 |
| East Greenwich | East Greenwich | United States | 3,102 | 15 |
| University Heights | Providence | United States | 3,500 | 15 |
| Western Cranston | Cranston | United States | 2,107 | 15 |
| State Hill | Wyomissing Hills | United States | 4,124 | 15 |

| Location | City | Country | Size (sqft) | Points Achieved |
|----------------|------------|---------------|-------------|-----------------|
| Barrington | Barrington | United States | 2,377 | 15 |
| Lincoln Office | Lincoln | United States | 3,717 | 15 |
| Cranston | Cranston | United States | 3,251 | 15 |

WELL Health-Safety Feature Achievement Summary

| | Feature | Status |
|--|---|----------|
| Cleaning and Sanitization Procedures | SC1 Support Handwashing | Achieved |
| | SC2 Reduce Surface Contact | |
| | SC3 Improve Cleaning Practices | |
| | SC4 Select Preferred Cleaning Products | Achieved |
| | SC5 Reduce Respiratory Particle Exposure | |
| 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 | Achieved |
| | SE6 Establish Health Entry Requirements | Achieved |
| Health Service Resources | SH1 Provide Sick Leave | |
| | SH2 Provide Health Benefits | Achieved |
| | SH3 Support Mental Health Recovery | Achieved |
| | SH4 Promote Vaccines | |
| | SH5 Promote a Smoke-Free Environment | Achieved |
| Air and Water Quality Management | SA1 Assess Ventilation | |
| | SA2 Assess and Maintain Air Treatment Systems | |
| | SA3 Develop Legionella Management Plan | |
| | SA4 Monitor Air and Water Quality | Achieved |
| | SA5 Manage Mold and Moisture | Achieved |
| Stakeholder Engagement and Communication | SS1 Promote Health and Well-Being | Achieved |
| | SS2 Share Food Inspection Information | |
| 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 | 15 |

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.

SC4 Select Preferred Cleaning Products Achieved

Restricted use of hazardous or harmful ingredients in cleaning, disinfection and sanitization products.

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.

SE5 Bolster Emergency Resilience Achieved

Provided occupant education, emergency assistance funds and/or designated emergency spaces in order to support health and well-being during and after emergencies.

SE6 Establish Health Entry Requirements Achieved

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.

SA4 Monitor Air and Water Quality Achieved

Committed to the annual monitoring of water and indoor air quality parameters.

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.

SS1 Promote Health and Well-Being 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.

Innovation Option 1: Innovation Proposal Achieved

Option 1 innovation submissions propose new interventions that address health and wellbeing in novel ways.

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.



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](#).



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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.

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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.

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