

# WELL HSR Feature Guide Shorenstein Realty

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## About the Certification

International WELL Building Institute (IWBI) is a global movement that focuses on transforming buildings and creating global rating systems that help support people thrive through better buildings. While LEED focused mainly on the green building aspect, WELL focuses on the occupant's health that are in the green building. WELL is a rating system that was developed by IWBI to help implement, validate, and measure features that elevate tenant health and wellness. WELL was developed by integrating scientific and medical research and literature on environmental health, behavioral factors, health outcomes and demographic risk factors that affect human health.



WELL HSR is the newest rating system version of the WELL building standard, and the current tool being used as a pandemic response module. It is an evidence-based rating designed to empower businesses to prioritize the health and safety of occupants, visitors, and stakeholders by preparing their buildings for re-entry post-COVID-19.

The WELL HSR Feature Guide is a comprehensive guide to all features that have been undertaken to achieve the WELL HSR rating at Shorenstein Realty. The feature sections below are provided to allow occupants to familiarize themselves with and benefit from features that are achieved by Shorenstein Realty.

At Shorenstein Realty, health, wellness, and safety are at the core of every project we build. We believe that the future of occupation in buildings is linked to the health and safety standards we set for our buildings which is why we are dedicated to building WELL HSR rated projects. All features pursued in the building are listed on the following pages pertaining to their concept.

**More information on WELL HSR Certification can be found at [WELLCertified.com](https://www.wellcertified.com)**

# **CLEANING AND SANITIZATION PROCEDURES**

The WELL Cleaning and Sanitization concept aims to ensure high levels of cleanliness through established cleaning protocols, health- and environmental-conscious cleaning products, and a variety of strategies to reduce contact with infectious diseases.

### **SC1: Support Handwashing**

Proper hand hygiene and access to restrooms are a basic human need to help reduce the incidence of gastrointestinal and respiratory diseases. This feature requires projects to improve hygiene by offering hygienic soap containers and hand drying support.

### **SC2: Reduce Surface Contact**

Many pathogens can live on surfaces infected by droplets. This feature assesses high-touch surfaces throughout the project and implements temporary and/or permanent strategies to reduce frequency or the need of hand touch.

- Option 1: Surface Touch Assessment
- Option 2: Surface Touch Management

### **SC3: Ventilation Effectiveness**

Contaminants such as microorganisms like dust mites and pathogens are a part of daily operation in buildings. To maintain a healthy indoor environment, a thorough cleaning plan is necessary to the health of occupants while also considering reducing environmental damage. This feature requires the development of cleaning and disinfection plans that include instructions, training, and recordkeeping.

### **SC4: Select Preferred Cleaning Products**

Cleaning products can contain chemicals that can be a hazard to human health and the indoor environment. This feature requires the restriction of hazardous or harmful ingredients in cleaning, disinfection, and sanitization products.

### **SC5: Reduce Respiratory Particle Exposure**

Studies have shown that some viral diseases, such as COVID-19 and influenza, can be spread by liquid particles emitted from an infected person. Factors within a building that can affect exposure include size distribution of respiratory particles, humidity, air flow, and air treatment. This feature requires projects to implement design and policy strategies to minimize some instances of contact with contaminated respiratory particles.

# EMERGENCY PREPAREDNESS PROGRAMS

The Emergency Preparedness Programs concept covers multiple plans in case of crisis that will help originations to reorganize their operations and be able to recover successfully from the crisis. This also includes providing access to health services, mental health support and restorative programs that can aid in navigating personal changes throughout emergency situations.

### **SE1: Develop Emergency Preparedness Plan**

Emergency situations can range from natural disasters to infectious disease epidemics to power outages. However, all situations can affect the daily lives and operations of all occupants. This feature requires projects to undertake a risk assessment, create an emergency management plan for natural, human-caused, technological, and health-related emergencies and educate occupants on the plan to support emergency preparedness and response.

### **SE2: Create Business Continuity Plan**

A business continuity plan is essential in a smooth transition to help manage business disruption, restore business operations, minimize risk to employees, and mitigate financial loss when emergencies occur. This feature requires projects to create a business continuity plan to facilitate resilience during and recovery after an emergency.

### **SE3: Plan for Health Re-Entry**

During the COVID-19 pandemic, many businesses were forced to close indefinitely. Careful consideration of re-entry timing and strategies is critical to supporting occupant health and safety in the aftermath of an emergency. This feature requires projects to create and implement a re-entry plan that includes re-evaluation of existing policies, protocols and programs, risk inspections of building systems, frequent occupant communications, and flexible re-entry options to meet occupant needs.

## Part C:

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# HEALTH SERVICE RESOURCES

The Health Service Resources concept focuses on ways to foster individual actions that support health and safety for all in a space.



## **SH2: Provide Health Benefits**

Access to basic healthcare services is one of five key pillars that form the social determinants of health. Studies demonstrate that most employees seek one-on-one benefits consultation and flexible coverage options so they can opt into coverage that best meets their individual schedule and health needs. This feature requires projects to provide access to essential and on-demand health services.

## **SH3: Support Mental Health Recovery**

Providing access to mental health services is critical to supporting employee short-term recovery and long-term productivity, functioning, and well-being. This feature requires projects to offer supportive resources to facilitate recovery after an emergency.

## **SH5: Provide a Smoke-Free Environment**

Tobacco is responsible for an estimated six million deaths per year globally among direct users and serves as the cause of death for up to half of its users. There is no safe and acceptable level of cigarette smoke exposure. This feature requires projects to ban indoor smoking and ban or restrict outdoor smoking within its boundaries, as well as restrict the sale and marketing of tobacco products.

- Part 1: Prohibit Indoor Smoking
- Part 2: Prohibit Outdoor Smoking
- Part 3: Limit Tobacco Availability

**Part D:**

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# AIR AND WATER QUALITY MANAGEMENT

The Air and Water Quality Management concept is focused of improving operational strategies to help improve ventilation and filtration within a space to help identify and mitigate risks.

### **SA1: Assess Ventilation**

Symptoms such as headache, fatigue, dizziness, nausea, cough, sneezing, shortness of breath, eye, nose, throat, and skin irritation are indicators of sick building syndrome (SBS). SBS is caused by poorly ventilated spaces. This WELL feature requires projects to assess their ability to bring in fresh air from the outside through mechanical or natural means to dilute air pollutants.

### **SA2: Assess and Maintain Air Treatment Systems**

Many objects throughout a building can emit VOCs or semi-volatile organic compounds into the indoor environment. However, air can be treated to remove contaminants. This WELL feature requires projects to inventory air filters and other treatment devices to ensure proper maintenance.

- Part 1: System Inventory
- Part 2: Air Treatment Assessment
- Part 3: Device Management

### **SA3: Develop Legionella Management Plan**

Legionella bacteria is naturally present in waters at low concentrations. Within recirculating water systems this Legionella content can colonize and can cause lung disease and even death if contaminated water aerosols are inhaled. This WELL feature requires projects to manage recirculating hot water systems against Legionella colonization.

- Part 1: Develop Legionella Plan
- Part 2: Implement Legionella Plan

### **SA5: Manage Mold and Moisture**

When improperly managed, moisture creates conditions conducive to the growth of mold which can increase the risk of developing respiratory infections and asthma for occupants. This WELL feature requires projects to manage mold and moisture through regular inspections.

- Part 1: Manage Moisture
- Part 2: Inspect for Leaks and Mold

## Part E:

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# STAKEHOLDER ENGAGEMENT AND COMMUNICATION

The Stakeholder Engagement and Communication concept allows project, during emergencies, to improve coordination and supporting actions that can help protect the safety of those in the building.

### **SSI: Promote Health and Wellness**

Establishing a health-centered mission and orienting stakeholders to how the project will adhere to that mission through features can help individuals remain engaged in the space and empower them to utilize all available health and wellness programs and policies. This WELL feature requires project teams to establish a health-oriented project mission and to provide a guide to occupants that highlights the features pursued by the project, the relationship between health and buildings and available health resources and programs.

- Part 1: Promote Health-Oriented Mission
- Part 2: Provide Feature Guide

### **SS2: Share Food Inspection Information**

Restaurant grading and public posting results in increased public awareness of restaurant cleanliness and quality, as well as incentivizing food establishments to uphold and maintain sanitary measures and hygiene practices. This WELL feature requires restaurants and other food service areas to display letter grades or sanitary inspection reports.

## Part F:

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# INNOVATION

Innovation features address a novel concept or strategy aimed at addressing acute health and safety issues that are not already included within the WELL Health-Safety features.

### **SI1, SI2, SI3: Innovation I, II, and III**

These features provide projects several options to go beyond features of the WELL Health-Safety rating, including a pathway to propose new interventions that address health and well-being in novel ways and achieving relevant design-based features from the WELL Building Standard. The options below are the same through all three innovation credits.

- Part 1: Innovational Proposal
- Part 2: WELL AP
- Part 3: Design for WELL Health-Safety
- Part 4: Award Milestone