Well Buildings: Employee Satisfaction, Tenant Retention & Healthy Design

#crewconvention
Jessica Cooper
International Well Being institute

Erica Godun
Ware Malcomb

Jill Ziegler
Brookfield Properties
“Health is a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity.”

The World Health Organization
Just because you are technically not ‘sick’ does not mean you are very healthy.
LIFE EXPECTANCY BY COUNTRY


Copyright© 2017 by International WELL Building Institute PBC. All rights reserved.
In the US, 75% of our healthcare spending is on people with chronic conditions.¹

Mental illnesses and chronic diseases are closely related. Chronic diseases can exacerbate symptoms of depression, and depressive disorders can themselves lead to chronic diseases.² More than two-thirds of all adults believe that the U.S. healthcare system should place more emphasis on chronic disease preventive care.³

RISING LEVELS OF OBESITY

1993–1995 Combined Data

No Data

<10%

≥10% & <15%

≥15% & <20%

≥20% <25%

≥25% <30%

≥30%

https://stateofobesity.org/obesity-rates-trends-overview/

Copyright © 2017 by International WELL Building Institute PBC. All rights reserved.
RISING LEVELS OF OBESITY

2016 Adult Obesity Rates

Source: CDC, BRFSS

 Territory | Obesity Rate
--- | ---
Guam | 28.3
Puerto Rico | 30.7

https://stateofobesity.org/obesity-rates-trends-overview/

Copyright © 2017 by International WELL Building Institute PBC. All rights reserved.
RISING LEVELS OF STRESS

76% of workers report that they are struggling with well-being
YOU SHOULD SIT IN MEDITATION FOR 20 MINUTES A DAY, UNLESS YOU'RE TOO BUSY; THEN YOU SHOULD SIT FOR AN HOUR.

-OLD ZEN SAYING
What do you need to be healthy?

What does peak performance look like?

What do you need to do your best work?

What enables you to be your best self?
HEALTH DETERMINANTS

PHYSICAL / SOCIAL ENVIRONMENT

LIFESTYLE / HEALTH BEHAVIORS

MEDICAL CARE

GENETICS


Copyright© 2017 by International WELL Building Institute PBC. All rights reserved.
OUR ENVIRONMENT CAN IMPACT HOW WE LIVE
AND ... WE SPEND ABOUT 90% OF OUR TIME INDOORS.
THE WELL BUILDING STANDARD

The leading tool for advancing health & well-being in buildings and communities globally.
IMPROVING PERFORMANCE FOR

BUILDINGS

PEOPLE

BUSINESSES
THE SECOND WAVE

PEOPLE & PLANET

OF SUSTAINABILITY
WELL IS COMPREHENSIVE & UNIVERSAL

AIR
WATER
NOURISHMENT
LIGHT
MOVEMENT

THERMAL COMFORT
SOUND
MATERIALS
MIND
COMMUNITY
WELL IS VERIFIED

WELL prioritizes accountability through a data-driven performance review and an on-site assessment.

AIR QUALITY (e.g., organic & inorganic gases, & particulates)

WATER QUALITY (e.g., dissolved chemicals & suspended solids)

LIGHT ATTRIBUTES (e.g., visual acuity & spectral power distribution, color quality)

THERMAL CONSIDERATIONS (e.g., ambient & radiant temperature, air speed & humidity)

ACOUSTIC ELEMENTS (e.g., decibel levels & reverberation)
WELL DRIVES VALUE TO ORGANIZATIONS

- ATTRACT & RETAIN TOP TALENT
- MAXIMIZE HUMAN PERFORMANCE
- BUILD BRAND EQUITY
- PROMOTE HEALTH
ULI: Business Case for Healthy Buildings

CBRE'S OFFICES
[TORONTO & VANCOUVER, CANADA]

Key features include daylight/circadian lighting, ventilation/air quality, collaborative space, active staircase, sit/stand desks. Value added: greater employee satisfaction, recruitment and retention; and enhanced landlord/tenant partnerships. In these WELL-certified offices, the total employee turnover rate has fallen by almost a third and the hiring rate for new talent has doubled.

ULI: Business Case for Healthy Buildings

ARUP OFFICE [BOSTON, MA]

Key features include daylight/circadian lighting, ventilation/air quality, collaborative space, sit/stand desks. Value added: improved productivity, attitude, collaboration and social cohesion among employees.

ULI: Business Case for Healthy Buildings

KILROY’S HOLLYWOOD PROPER RESIDENCES [LOS ANGELES, CA]

Key features include daylight/extensive glazing, ventilation/air quality, noise abatement, biophilic design, and natural materials. Value added: 80 percent leased six months after opening, top-of-market rents.

ULI: *Business Case for Healthy Buildings*

**GENENTECH BUILDING 34 AT THE HUB**
[SAN FRANCISCO, CA]

Key features include daylight/extensive glazing, ventilation/air quality, primary health care center, active staircase, marketplace services, and a Zen garden. Value added: Growing use of healthy building services, **improved recruitment and retention**, higher employee engagement and satisfaction.

WGBC: Doing Right by People & Planet

CUNDALL, WELL GOLD CERTIFIED [LONDON, UK]

“Cundall’s new office, which focused on improved indoor air quality, including continuous monitoring of carbon dioxide (CO2) and volatile organic compounds (VOCs), has saved the company £200,000 due to a reduction of four sick days per year per employee and a 27% reduction in staff turnover. WELL Certification increased the project cost by 3.6%. Based on the above noted savings, these costs had a return on investment of less than two months.”
WGBC: Doing Right by People & Planet

LANDSEC, WELL SILVER CERTIFIED [LONDON, UK]

“Landsec’s new London workplace prioritises in-person collaboration, health and wellbeing, and indoor environmental quality within a green building. The percentage of employees feeling that the space allows them to work productively rose by 30% after occupying the new space. This high level of project and employee performance was realised with a less than 3% increase in project cost.”
WGBC: Doing Right by People & Planet

ASID, WELL PLATINUM CERTIFIED [WASHINGTON, DC]

“ASID’s new office headquarters was designed for environmental sustainability, and health and wellness, with a focus on indoor air quality, employee satisfaction, and productivity. In their new office, employee absenteeism has decreased by 19% and presenteeism by 16%.”
PRE- AND POST-OCCUPANCY SURVEY RESULTS

*Indicates a statistically significant difference (p<.05) between the pre-certification space and the post-certification space.

Question 1

• What are you noticing are the most recent and prevalent health focused design trends being considered and incorporated into offices?
Question 2

- How is Brookfield transforming older properties to align with current healthy building research?
- How are you future-proofing new construction?
Operationalizing Health & Wellbeing

• Testing & monitoring
• Programming & amenities
• Design Standards & certifications
Parcel A – Pier 70

• Targeting LEED Gold BD+C
• Targeting WELL
• Cross-laminated timber (CLT) = biophilic benefits
• Triple bottom line cost benefit analysis
Question 3

• On the owner’s side, how are you evaluating return on investment (ROI)?
Evaluating ROI

- Listen and respond to tenants and occupants
- Triple bottom line cost benefit analysis
- Track and improve on investor and analyst ratings
Question 4

- Are there any other project examples you can show of what organizations are doing to improve their building design, operations or policies?
Pier 70

- Sustainability Plan aligned with EcoDistricts Protocol
- Health & Wellness: 1 of 6 priority areas
  - Active Living
  - Food Systems
  - Safety
  - Health
4.1 ACTIVE LIVING

- **Objectives**
  - Support active lifestyles for all ages through walking, bicycling, and active recreation opportunities.
  - Promote built environments that enable aging-in-place.

- **Targets**
  - 20,000 square feet of active recreation space
  - All residents will be within 1/8 mile of a public open space

- **Strategies**

  PROVIDE EASILY ACCESSIBLE PARKS AND OPEN SPACE. As illustrated in Figure 4.2, the Project will include a variety of parks and open spaces interspersed throughout the district, including extension of the Bay Trail and Blue Greenway over 1000 linear feet of shoreline open space, and several piazzas. These open spaces, located within easy walking distance of all the Project’s workers and residents, will support recreation opportunities and passive enjoyment of views, fresh air, and the mild San Francisco climate. Easy access to open space has numerous benefits for public health, including significant increases in the percentage of people who are physically active and improvements in mental health. Parks will be designed with the following standards:
  - Parks and open space will be within 1/8 mile walking distance of all residents and workers on-site.
  - Parks will be designed at a variety of scales and with different characteristics and materials to support a diverse user group.
  - A playground-oriented recreation space
  - Open space and the built form surrounding them will be designed to maintain maximum solar exposure for physical comfort and usability of the space.
Brookfield Properties
Cleveland Office

• LEED CI v4 Silver
• Evaluating Fitwel
• Health & wellbeing features:
  – Biophilic design
  – Healthy food & water
  – Accessible stairs
  – Walkable, connected location
  – Collaborative & private areas
  – Daylight and views
  – Healthy indoor air quality
Question 5

• What are the advantages and disadvantages of actually going through the certification process?
• How do you predict WELL and LEED and other rating systems will evolve?
Rate Sessions
Excursions, etc.

Rate Speakers