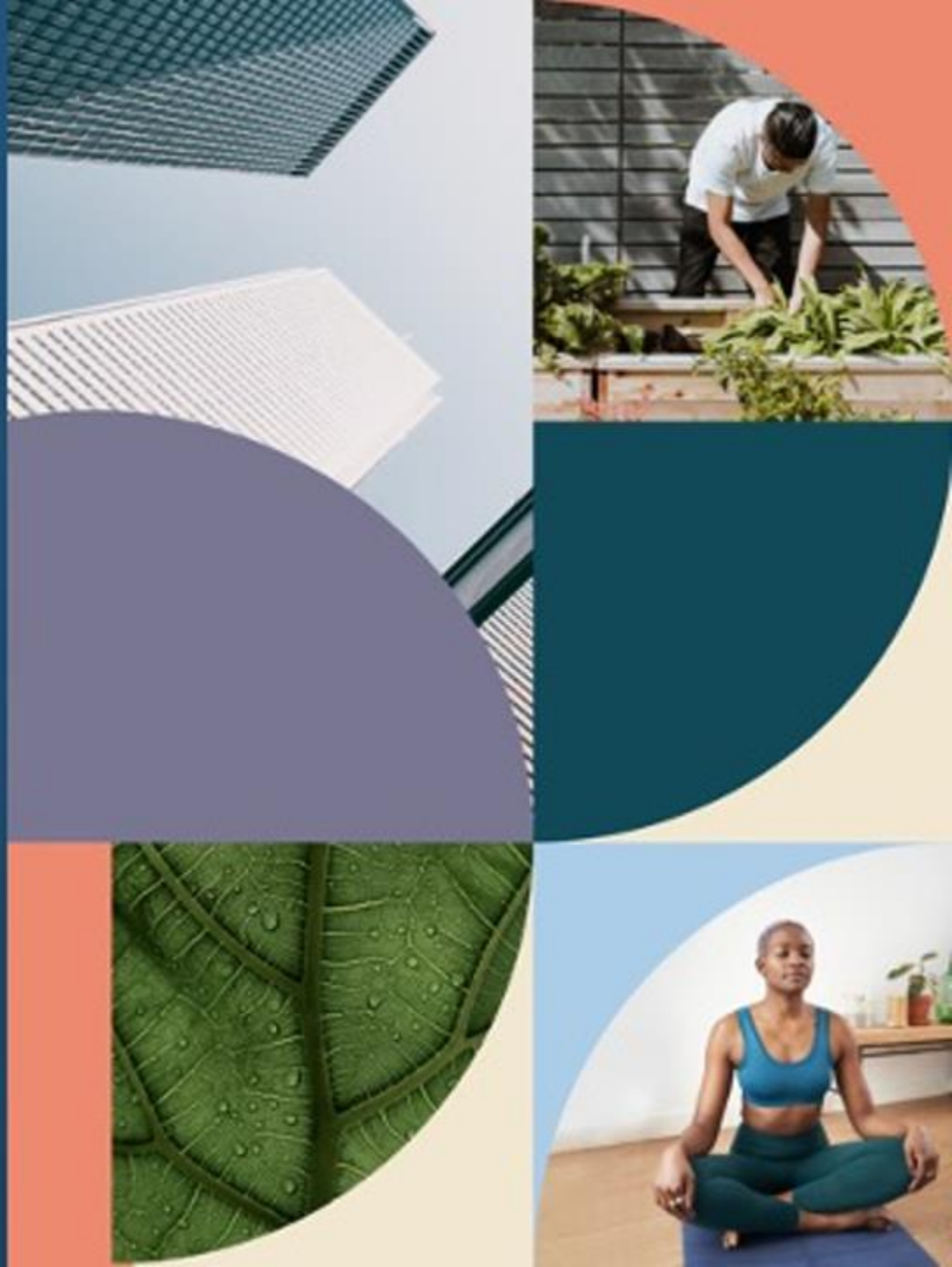




WORKSHOP

Introduction to WELL

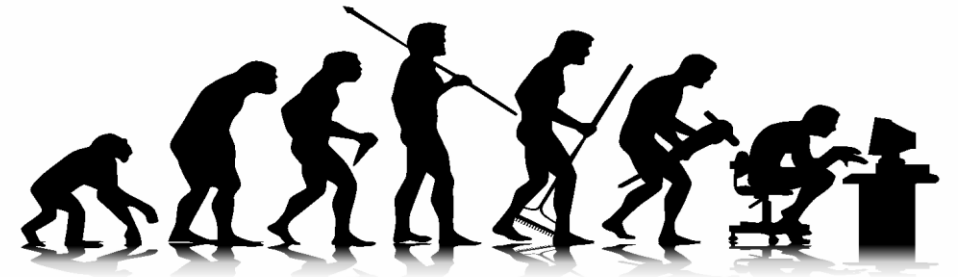




**OUR ENVIRONMENT IS
CHANGING
HOW WE LIVE.**



CHANGING WORK AND CULTURE.



CHANGING VIEWS.





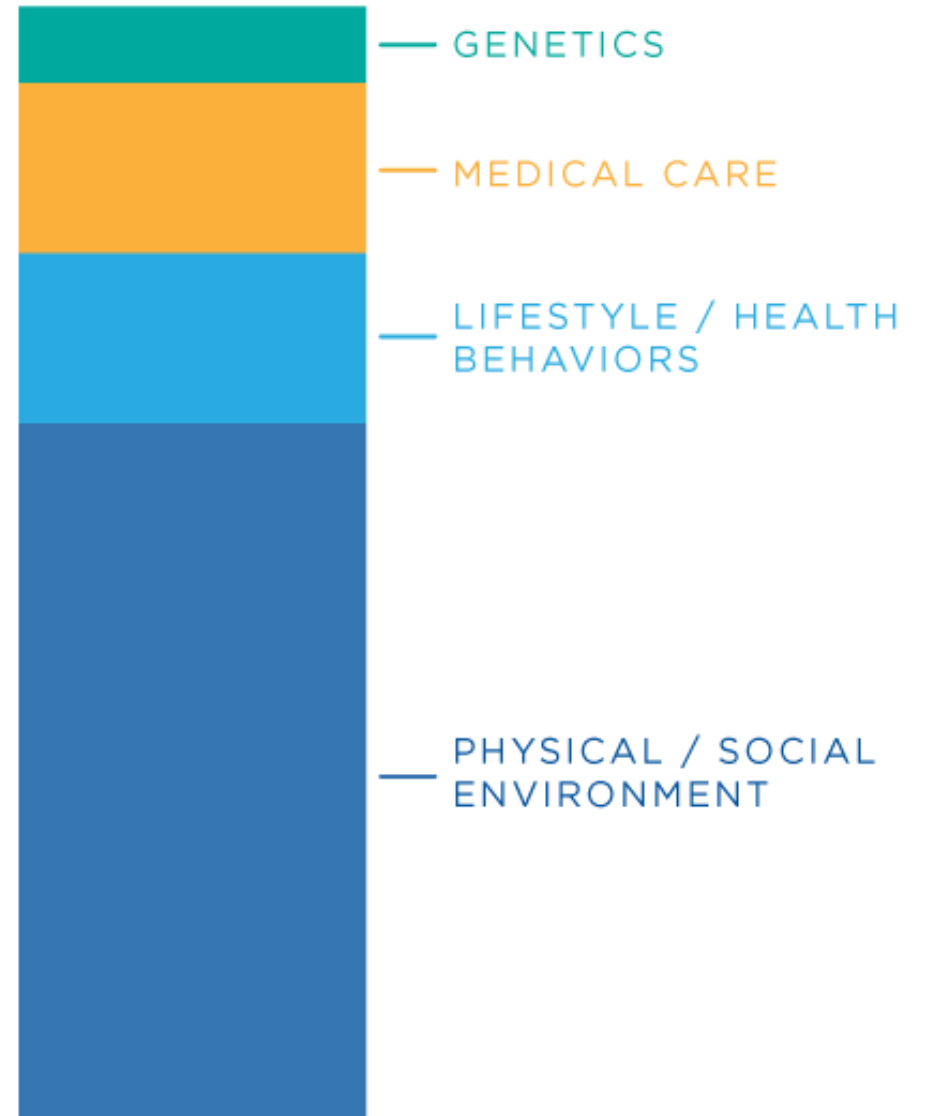
CHANGING FOOD PRODUCTION AND SOURCES.

CHANGING HOW WE GET AROUND.



WHAT DETERMINES THE STATE OF HEALTH?

SOCIAL AND PHYSICAL ENVIRONMENT IS THE LARGEST DETERMINANT OF YOUR HEALTH.





90%

**WE SPEND 90% OF OUR
TIME INDOORS.**



**WHAT IS YOUR REACTION TO A
WORK ENVIRONMENT LIKE THIS?**

What will our moment in history be to shape the future of design?



WELL IS FOR PEOPLE.





IWBI is the global authority for transforming health and well-being in buildings, organizations and communities.




Our mission is to lead
the global movement
for putting people first
in business decision-
making and culture.

Putting
people
first



The impact of WELL

A new study published in *Building and Environment* found that occupants in WELL Certified spaces report **improved workplace satisfaction, increased levels of productivity and gains in perceived health and well-being.**



Research Spotlight

The WELL Factor: Understanding the Impact of WELL Certification

A new study in *Building and Environment* finds WELL Certification boosts occupant perceived satisfaction, health, well-being and productivity

Brief Synopsis

In the largest and most comprehensive research of its kind, a newly published peer-reviewed study in *Building and Environment* found that occupants in WELL Certified spaces report improved workplace satisfaction, increased levels of productivity and gains in their health and well-being. The study analyzed the impact of WELL Certification using more than 1,300 pre- and post-occupancy survey responses from six companies in North America with analyses conducted at both the aggregate and company level. Specifically, the study showed WELL Certification improved overall occupant satisfaction by nearly 30%, as well as occupant perceived well-being scores by 26%, reported mental health scores by 10% and productivity gains by 10 median points.

Key Findings

Using extensive pre- and post-occupancy survey data, the analysis was able to assess the impact of WELL Certification on the people inside a space when compared to their experiences before certification. The study comprehensively analyzed the impacts of WELL Certification on

In *Building and Environment*, September 2022

Title:
Impact of WELL Certification on Occupant Satisfaction and Perceived Health, Well-being, and Productivity: A Multi-Office Pre-Versus Post-Occupancy Evaluation

Authors:
Nasim Ildiri, University of Colorado Boulder
Heather Bazille, Cornell University
Yingli Lou, University of Colorado Boulder
Kathryn Hinkelman, Pennsylvania State University
Whitney A. Gray, International WELL Building Institute
Wangda Zuo, Pennsylvania State University and National Renewable Energy Laboratory

28% ↗
in overall workplace
satisfaction

10-point ↗
in reported
productivity scores

26% ↗
in reported
well-being scores

10% ↗
in overall
mental health

WELL applies the science of how physical environments affect human health, well-being and performance.

● Within walking distance of farmers' market.

● Access to filtered drinking water.

● Access to daylight and outdoor views.

● Use of indoor plants.



MIND



COMMUNITY



MOVEMENT



WATER



AIR



LIGHT



THERMAL
COMFORT



NOURISHMENT



SOUND



MATERIALS

10 Concepts



AIR



WATER



NOURISHMENT



LIGHT



MOVEMENT



THERMAL
COMFORT



SOUND



MATERIALS



MIND



COMMUNITY

FEATURES

Made up of one or more strategies.
Strategies are performance-based or prescriptive: design, policy or programmatic, operations/maintenance.

PART/S

Requirements to implement strategies.

VERIFICATION METHODS

Types of documentation or onsite testing required to verify strategies have been correctly implemented.

We regularly convene more than 14 concept and research advisories made up of over **600 subject matter** experts from across **44 countries**. These groups volunteer their time to shape the evolution of the WELL Standard.

Additional Interim Advisories:

- The Task Force on COVID-19 and Respiratory Infections
- The IWBI Research Advisory
- The Health Equity Advisory
- The WELL City Advisory
- The WELL Homes Advisory

Concept name / feature number / precondition or optimization

Feature name

Beta (β) features are newly published optimizations

Summary of the health issues, impacts and key strategies

Approved alternative strategies to meet the health intent

Published technical questions and answers

Verification methods for each part (documentation and/pr performance tests required)

PARTS:
Points per part (relevant for calculation of achievement awards and benchmarking)

Citations per feature

Imperial 中文 Sign in

CONCEPTS / SOUND / FEATURE 508 OPTIMIZATION

β Enhanced Audio Devices

Improve speech intelligibility and accessibility by providing dedicated, high-performance audio technology.

Max 2 Pts

OVERVIEW ALTERNATIVES 0 FAQ 0 VERIFICATION

SUMMARY

This WELL feature requires projects to implement organizational policies and provide occupants with devices that support enhanced speech intelligibility and bolster hearing accessibility in spaces intended for telecommunicating, instruction and public address.

[Read more](#)

REQUIREMENTS WELL Core — Collapse All

Part 1
Provide Enhanced Speech Intelligibility (1 Point)

Part 2
Prioritize Audio Devices And Policies (1 Point)

References

View numbers in metric or imperial system

SDG alignment

Health intent

Specific guidance for core & shell (base) buildings

WELL Achievements



WELL at scale

Access all WELL achievements

Impact multiple locations



WELL Certification

Target one achievement

Impact one or more locations

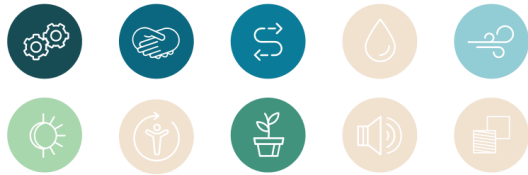


WELL Ratings

WELL

GOAL

Reduce employee stress and burnout



STRATEGIES

- Mental Health Education
- Stress Management
- Enhanced Access to Nature
- Health & Well-being Promotion
- Physical Activity Promotion
- Operable Windows
- Circadian Lighting Design
- Mindful Eating

WELL

GOAL

Support indoor environmental quality



STRATEGIES

- Ventilation Design
- Air Quality Monitoring & Awareness
- Pollution Infiltration Management
- Microbe & Mold Control
- Construction Pollution Management
- Enhanced Air Quality
- Source Separation
- VOC Restrictions

WELL

GOAL

Enhance climate & sustainability



STRATEGIES

- Civic Engagement
- Site Planning & Selection
- Onsite Non-potable Water Reuse
- Combustion Minimization
- Daylight Design Strategies
- Enhanced Operable Windows
- Red & Processed Meats
- Waste Management

WELL at every scale



INDIVIDUAL
LOCATION



MULTIPLE
LOCATIONS



ORGANIZATION



COMMUNITY



Building Your Team

Orient and engage key stakeholders to identify and pursue organizational priorities and goals.



Executive Leadership



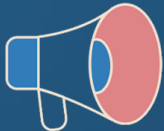
**Operations /
Facilities
Management**



**Human
Resources**



Sustainability



**Marketing /
Communications**



**ESG / Investor
Relations**



Real Estate

Assessing Features and Gathering Documentation

The screenshot displays the 'Provide Indoor Activity Spaces' section of the WELL V08.1 interface. At the top, there is a header with the WELL logo, the title 'Provide Indoor Activity Spaces', and the subtitle 'Physical Activity Spaces and Equipment'. A navigation bar below the header contains four tabs: 'Requirements' (selected), 'Verification', 'Comments', and 'Resources'. To the right of the header, there are three buttons labeled 'Yes', 'Maybe', and 'No'. The main content area is divided into two sections. The first section, titled 'WELL Core Guidance:', contains text explaining that requirements must be met in non-leased spaces and that projects with 40% or more non-leased space can pursue an additional point by making physical activity space available to visitors. The second section, titled 'All Spaces', lists two options. 'Option 1: On-site physical activity spaces' describes a dedicated fitness facility with specific equipment and area requirements, verified by a 'Technical Document'. 'Option 2: Off-site physical activity facilities' describes providing access to an off-site fitness facility, verified by a 'Policy and/or Operations Schedule'. An 'OR' button is placed between the two options.

WELL V08.1 Provide Indoor Activity Spaces Physical Activity Spaces and Equipment

1 Yes Maybe No

Requirements Verification Comments Resources

WELL Core Guidance:
Meet these requirements in non-leased spaces. To earn an additional point, also meet these requirements in the whole building.
WELL Core projects where non-leased space represents 40% or more of total project area may pursue the additional point by making the physical activity space available to visitors without meeting these requirements for tenants. Projects utilizing this pathway should include a note on the documentation required by the feature.

All Spaces

Option 1: On-site physical activity spaces
A dedicated fitness facility is available within the project boundary at no cost to regular occupants and is sized according to one of the following requirements:

- The space includes at least two types of exercise equipment (e.g., free weights, treadmill) in quantities that allow use by at least 5% of regular occupants at any time.⁸
- The space includes at least two types of exercise equipment (e.g., free weights, treadmill) and is at least 25m² plus 0.1 m² per regular occupant, up to a maximum of 930 m².⁹

Verified by Technical Document

OR

Option 2: Off-site physical activity facilities
The following requirement is met:

- The project provides regular occupants access to a fitness facility within a 200 m walk distance of the project boundary at no cost.

Verified by Policy and/or Operations Schedule

TYPES OF DOCUMENTATION:

- Letters of assurance
- Professional narratives
- Policies
- Operations schedules
- Ongoing data reports
- Ongoing maintenance reports
- Forms
- Technical documents
- Performance tests
- Sensor data
- On-site photographs

Third Party Verified

WELL achievements are based on real data, not just design intentions.



DOCUMENTATION
REVIEW



ONSITE
TESTING
(WELL Certification,
WELL Performance
Rating)



THIRD PARTY
VERIFIED

Onsite testing

Performance Testing Organizations conduct onsite testing for performance-based features.



AIR QUALITY tests for organic and inorganic gases, particulates



WATER QUALITY tests for dissolved chemicals, suspended solids



LIGHT ATTRIBUTES measures color quality, intensity, spectral power distribution

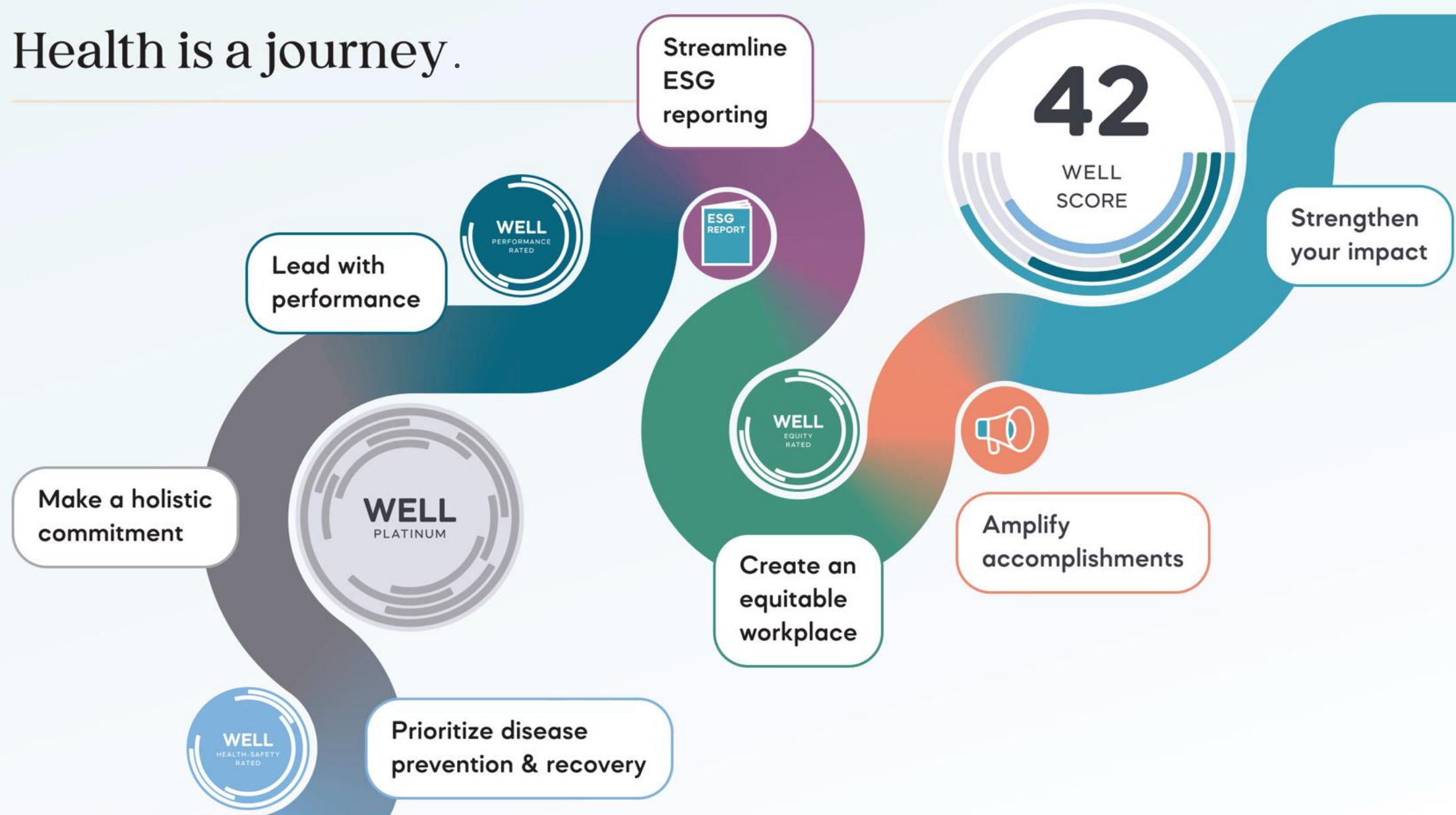


THERMAL CONSIDERATIONS tests ambient and radiant temperature, air speed, humidity



ACOUSTIC ELEMENTS measures decibel levels, reverberation

Health is a journey.



Alignment with green building and sensor standards

PEOPLE & PLANET ALIGNMENT



BREEAM®



LIVING
BUILDING
CHALLENGE

greenstar

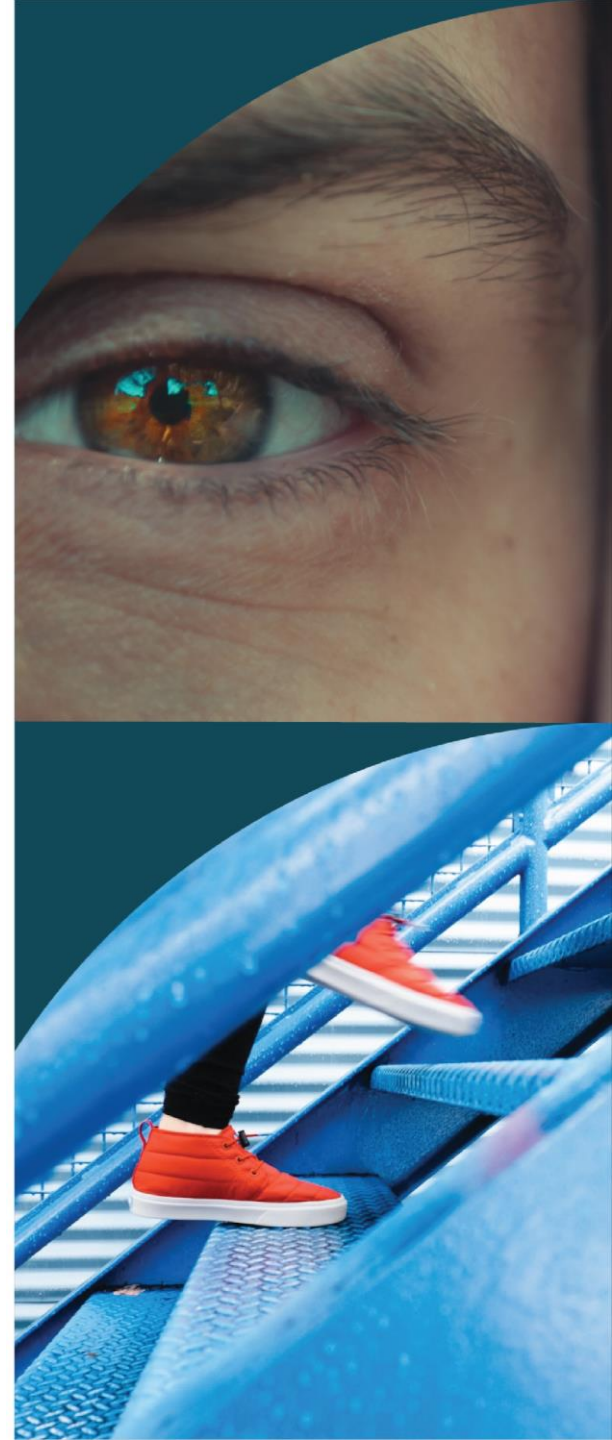


SENSOR & PERFORMANCE ALIGNMENT



WiredScore

Drivers + Examples Creating People-First Places with WELL



ESG performance and reporting





What is ESG?

Environmental, social and governance factors that inform a holistic assessment of organizational performance. Forward-looking investors utilize these non-financial factors to identify opportunities for risk reduction and value creation.

Pillars of ESG

Environmental:

Quality and functioning of the natural environment and natural systems



Social:

Rights, well-being and interests of people and communities



Governance:

Governance of companies and other investee entities



Reference: CFA Institute, ESG Investing cfainstitute.org/en/research/esg-investing

Reference: United Nations Principles for Responsible Investing, 2018, PRI Reporting Framework Main definitions unpri.org/Uploads/i/m/n/maindefinitionstoprireportingframework_127272_949397.pdf

ESG Risk and Opportunity Factors

Environment

- ✓ Energy efficiency of assets
- ✓ Carbon emissions (scope 1, 2 and 3)
- ✓ Carbon pricing
- ✓ Renewable energy
- ✓ Waste management
- ✓ Biodiversity loss
- ✓ Water availability
- ✓ Climate resiliency

ESG Risk and Opportunity Factors

Environment

- ✓ Energy efficiency of assets
- ✓ Carbon emissions (scope 1, 2 and 3)
- ✓ Carbon pricing
- ✓ Renewable energy
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- ✓ Biodiversity loss
- ✓ Water availability
- ✓ Climate resiliency

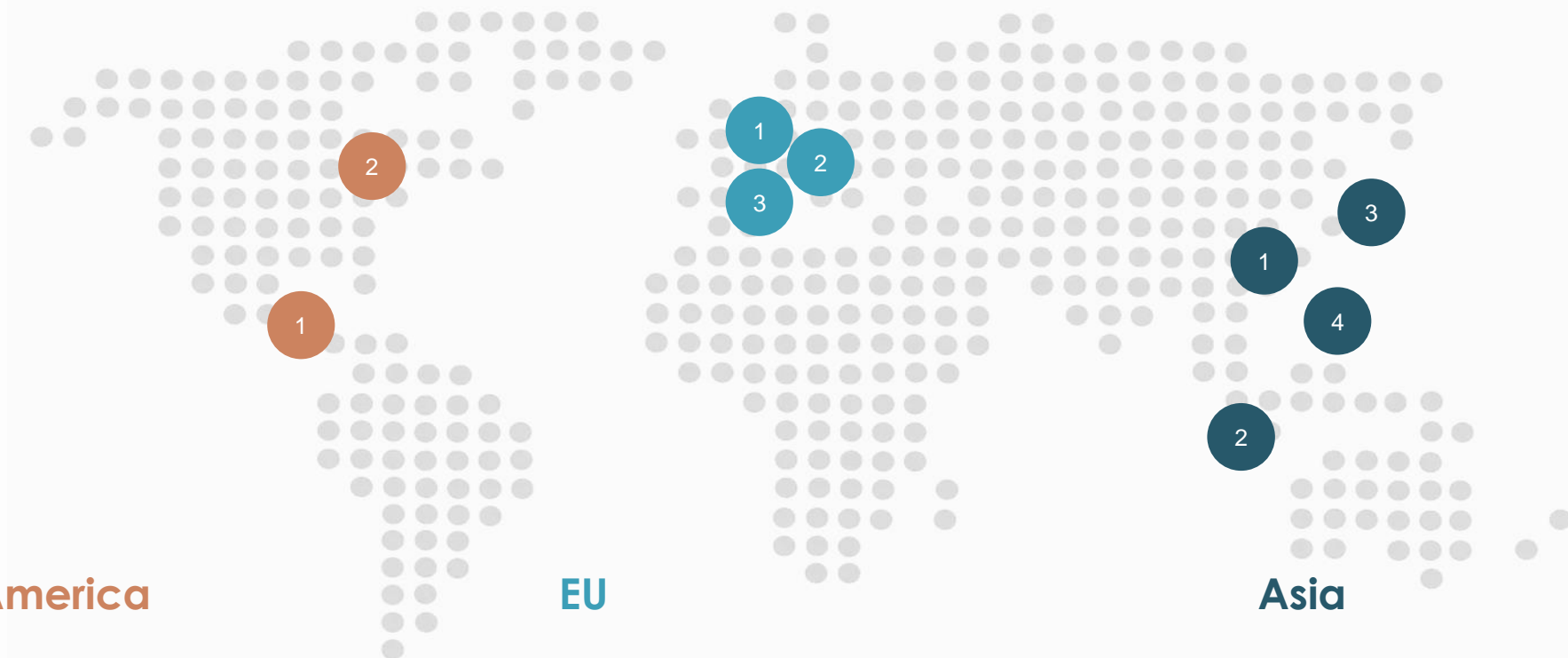
Social

- ✓ Human capital management
- ✓ Health, safety and wellbeing
- ✓ Human rights, modern slavery and supply chains
- ✓ Diversity, Equity & Inclusion
- ✓ Employment standards and labour rights
- ✓ Animal welfare
- ✓ Automation and Artificial Intelligence (AI)

Governance

- ✓ Corporate governance
- ✓ Business code of conduct and ethics
- ✓ Shareholder engagement
- ✓ Board structure
- ✓ Sexual harassment policies
- ✓ Whistleblowing policies
- ✓ Reporting and transparency
- ✓ Financial integrity

Rise of sustainability regulations around the world



North America

EU

Asia

1 Mexico's Sustainable Taxonomy

2 U.S. SEC climate and human capital disclosure requirements

1 Sustainable Finance Disclosure Regulation (SFDR)

2 Corporate Sustainability Reporting Directive (CSRD)

3 EU Taxonomy

1 Hong Kong Stock Exchange's Listing Rule and Guidance

2 Singapore Exchange's Listing Rules

3 Financial Instruments Exchange Act of Japan (FIEA)

4 ASEAN Taxonomy for Sustainable Finance

MOVING THE NEEDLE

EVOLUTION OF ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORTING

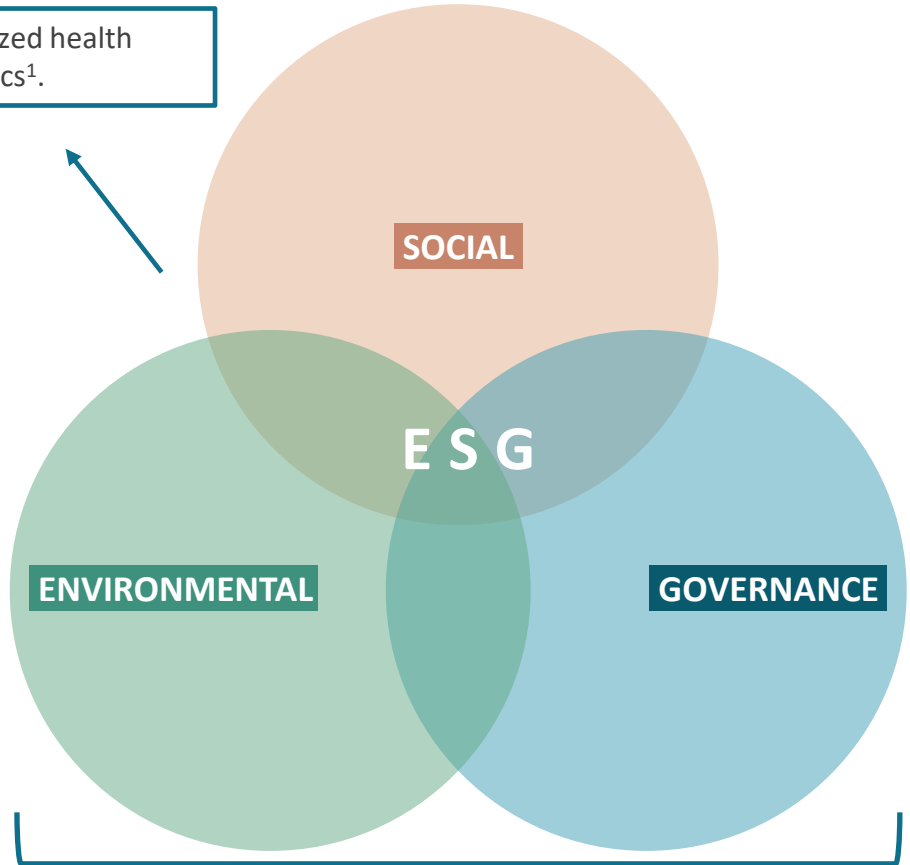


During the last economic downturn, environmental factors got their legs. Back then, when we focused on energy and sustainability, we could increase our net operating income (NOI). Fast forward to our current situation with the COVID-19 pandemic and social factors are paramount.

People want healthy and safe spaces to occupy.

LAURA CRAFT
SVP, Head of Global Strategy & ESG
Heitman

Need for standardized health performance metrics¹.



Both have established quantitative metrics:

- Green building standards have socialized environmental reporting.
- Governance has been fundamental to business operations for decades.

1. Grossmeier J, Fabius R, Flynn JP, et al. Linking Workplace Health Promotion Best Practices and Organizational Financial Performance. J Occup Environ Med. 2016.50(1).16-23. doi:10.1097/JOM.DDDDDDDDDDD631

From words... (2008)

Environmental reporting in ESG has transformed over the past decade

The single biggest challenge in reducing our energy usage is monitoring it, as energy meters in the buildings we occupy, but do not manage, typically reflect all the energy consumed in a given building, rather than just that associated with our occupancy. CB Richard Ellis has begun working with building management to implement single- or sub-metering to remedy this issue. This action, combined with careful reduction mandates, is expected to significantly reduce our carbon emissions.

...to numbers (2021)

The climate crisis compelled companies to define the “E” in ESG

OVERVIEW | OUR COMPANY | ENVIRONMENTAL | SOCIAL | GOVERNANCE | THIS REPORT

Environmental Sustainability | Emissions & Energy | Climate Risk | Training | Energy & Sustainability Services | Strategic Partnerships | Procurement | Real Estate Investments

CBRE Operations Energy Consumption [302-1]

| FUEL TYPE Gigajoules (G-J) | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|----------------------------|------------------|----------------|----------------|------------------|------------------|----------------|
| Vehicle Fuel | 939,780 | 685,807 | 698,083 | 858,405 | 876,844 | 689,128 |
| Machinery Fuel | | | | | 19,022 | 11,979 |
| Electricity | 217,184 | 178,866 | 175,583 | 128,705 | 172,153 | 123,300 |
| Renewable Electricity | - | - | - | 15,662 | 21,321 | 20,976 |
| Heating Fuel | 66,787 | 65,639 | 65,092 | 242,578 | 118,580 | 145,628 |
| TOTAL | 1,223,752 | 930,312 | 938,758 | 1,245,350 | 1,207,920 | 991,010 |

Note: CBRE began tracking renewable electricity in 2019 and machinery fuel (separate from fleet vehicle fuel) in 2020.

2021 Emissions and Energy Intensities [302-3, 305-4]


| | EMISSIONS Location-based | EMISSIONS Market-based | ENERGY |
|------------------|---------------------------|---------------------------|----------------------|
| Global FTE | 0.630 MT CO2e/FTE | 0.632 MT CO2e/FTE | 9.44 GJ/FTE |
| Revenue (USD \$) | 0.00000238 MT CO2e/USD \$ | 0.00000239 MT CO2e/USD \$ | 0.00000357 GJ/USD \$ |

MT = metric tons CO2e = carbon dioxide equivalent

Progress Against Science-Based Targets

| | 2035 Target % Reduction from 2019 | 2035 Target | Baseline (2019) | 2021 | % Reduction |
|---------------------|-----------------------------------|-------------------------|-------------------------|-------------------------|-------------|
| Scope 1 + 2 | 68% | 28,601 MT CO2e | 87,198 MT CO2e | 66,329 MT CO2e | 24% |
| Scope 3 (Occupiers) | 79% | 0.00392 MT CO2e/sq. ft. | 0.01865 MT CO2e/sq. ft. | 0.01659 MT CO2e/sq. ft. | 11% |
| Scope 3 (Investors) | 67% | 0.00248 MT CO2e/sq. ft. | 0.00751 MT CO2e/sq. ft. | 0.01380 MT CO2e/sq. ft. | -84% |

2021 CORPORATE RESPONSIBILITY REPORT © 2022 CBRE, INC.



In 2021, Fuel consumption by CBRE Managed Properties totalled 570,721,271 GJ.

[302-2]

CBRE Corporate Responsibility Report, 2021 Emissions Reporting

Business Contributions to the SDGs



According to a 2020-2021 study of over 200 companies by GRI :

- **83%** of companies state that they support the SDGs, recognizing the value of aligning their reports with the Goals;
- **69%** of companies articulate which Goals are most relevant to their business;
- **40%** of companies set measurable commitments for how they will help achieve the SDGs.

UN SUSTAINABLE DEVELOPMENT GOALS

Community

Overview

- P** C01 Health and Wellness Awareness
- P** C02 Integrative Design
- P** C03 Occupant Survey
- 3 Pts** C04 Enhanced Occupant Survey
- 3 Pts** C05 Health Services and Benefits
- 3 Pts** C06 Health Promotion
- 2 Pts** C07 Community Immunity
- 3 Pts** C08 New Parent Support
- 3 Pts** C09 New Mother Support
- 2 Pts** C10 Family Support
- 1 Pt** C11 Civic Engagement
- 2 Pts** C12 Organizational

Feature C01

Health and Wellness Awareness **PRECONDITION**

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

Feature C02

Integrative Design **PRECONDITION**

Facilitate a collaborative development process and ensure adherence to collective wellness goals.

Feature C03

Occupant Survey **PRECONDITION**

Establish minimum standards for the evaluation of experience and self-reported health and well-being of building occupants.

Feature C04

Enhanced Occupant Survey **OPTIMIZATION**

Evaluate comfort, satisfaction, behavior change, self-reported health and other robust factors related to the well-being of occupants in buildings.

Feature C05

Health Services and Benefits **OPTIMIZATION**

Support the overall health and well-being of individuals and their families by adopting comprehensive health policies.

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3 GOOD HEALTH AND WELL-BEING



Ensure healthy lives and promote well-being for all at all ages

Links with WELL

- Monitor and optimize air and water quality
- Support circadian and psychological health with indoor daylight exposure and outdoor nature views
- Implement programming, policies and design that promote physical activity
- Minimize volatile organic compounds (VOCs) by selecting low-emitting materials and products

5 GENDER EQUALITY



Achieve gender equality and empower all women and girls

Links with WELL

- Provide paid leave and resources to support new mothers and family caregiving
- Implement a robust diversity, equity and inclusion program to support the hiring, retention, promotion and empowerment of women
- Increase availability and access to support services, resources and care for victims of domestic violence

Global Adoption of WELL in Sustainable Finance



Global Adoption of WELL in Sustainable Finance

China

- Swire Properties
- New World
- Champion REIT
- Link REIT
- China Overseas
- Hongkong Land
- Sino-Ocean
- Sino Land
- Agile
- Redco
- Minmetals
- Hang Lung
- Nan Feng
- Henderson Land
- Great Eagle Holdings
- Wuxi Jinyuan Industry Investment Development Group
- Kerry Properties
- White Peak

APAC

- Shimizu
- Obayashi
- Fajima
- Yanlord
- Lendlease
- Arthaland
- Frasers
- CBUS Property
- Majid Al Futtaim
- Sime Darby Property
- UEM Sunrise
- Mitsubishi Estate
- The Victoria State Government, Australia
- Qatar National Bank (QNB)
- Central Pattana
- Oxford Properties
- Urban Development Authority
- Keihan Holdings
- Mori Building

Europe

- Prologis
- Aviva Investors
- Jernhusen
- AXA
- Lamda
- Gecina
- CNP Assurances
- Great Portland Estates
- Futereal
- CA Immo
- GMP
- Prodea Investments
- Vesteda
- HGR Property Partners

North America

- TD Bank
- Colliers
- Canadian Imperial Bank of Commerce
- California Infrastructure and Economic Development Bank
- Pfizer
- Mather
- Micron
- BMO Financial Group
- National Bank of Canada
- Starwood Property Trust
- USAA

Africa

- FirstRand Bank
- Redefine Properties
- Majid Al Futtaim

Embassy REIT

Demonstrate leadership on **health and well-being**, boost tenant **satisfaction and retention**, and support ESG reporting and strategy.

Embassy's leadership in engaging in WELL at scale displays impact and performance, highlighting Embassy's priorities of health, well-being, and human capital support.

“

With the support of our stakeholders, our teams did their utmost to keep our occupiers safe, our operations running without disruptions, and they stood by the communities in which we operate.

- 2022 ESG report, letter to Our Stakeholders



Goals

- Support health for tenants occupying more than 33 million square feet.
- Take a data-driven approach.
- Earn WELL Certification as quickly as possible.





Embassy REIT

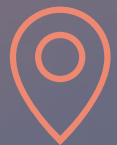
Scaling impact to leverage WELL strategies and impacts across all locations.

Achievements in **Movement** reflect a focus on walkability, bikeability and physical activity promotion at locations.





Embassy REIT
achieved the **first**
WELL Score for India.



98
Locations



1
Country



3.4M m²
Total size

TOTAL IMPACT

365,321
People



STANDOUT ACHIEVEMENT

Key Highlights to celebrate your progress

12/12 optimization
points earned in
Movement concept
across all locations



HOLISTIC ACHIEVER

Above average point
achievement
Across **6/10** WELL
Concepts





We are proud to have received this accolade from an internationally respected institution like IWBI, recognizing us as the front-runners in advancing the sustainability concept in the Indian commercial office sector... Our first-year scores reflect **our strength across our entire footprint**, as well as underscore **our commitment to provide the best workspaces** and a ‘total-business-ecosystem’.”

MICHAEL HOLLAND
CEO, Embassy REIT

Embassy REIT

2022 ESG REPORT

Highlights issues that matter to the business and to stakeholders, including people and culture, environmental sustainability and climate change, and impact.

- Emphasizes engagement in WELL at scale to measure and **impact health and well-being** on a **large scale**.
- Identifies the **overlaps** between WELL at scale subscription and contributions to **larger UN SDG goals**.

Health, Safety and Well-being Certifications

We have also subscribed to a 5-year WELL program with the International WELL Building Institute (IWBI). Recently, Embassy REIT was awarded a WELL Portfolio Score across all its business parks pan-India and became the first organization in India to receive this score.

Recently, Embassy REIT was awarded a WELL Score across all its business parks pan-India and became the first organization in India to receive the score for **implementing health and well-being strategies** through a **portfolio-wide approach**.



SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Most of our portfolio is LEED certified (USGBC/IGBC). We have set ourselves a target to get 100% of our portfolio USGBC certified by FY2023.

We have also subscribed to a 5-year WELL program with the International WELL Building Institute (IWBI) and a 3-year program with the British Safety Council (BSC) for implementing health and wellness initiatives across our portfolio.

We have integrated biophilic features in our building designs.

Questions?

Learn more at www.wearewell.com

The International WELL Building Institute (IWBI) is leading the global movement to transform our buildings and communities in ways that help people thrive. Achievement of WELL Certification, WELL Rating, WELL Score or any similar designation from IWBI does not guarantee that a space will be free from pathogens, nor does it guarantee the health of an individual. Many factors play a role in an individual's health and safety. IWBI is not in any way rendering business, financial, investment, medical, legal or other professional advice or services and any guidance or strategies provided or recommended by IWBI is not a substitute for any such services; and IWBI shall not be responsible for the use of, content within or any action taken or inaction occurring in reliance on this resource or any WELL program. International WELL Building Institute, IWBI, the WELL Building Standard, WELL v2, WELL Certified, WELL AP, WELL EP, WELL at scale, WELL Score, The WELL Conference, We Are WELL, the WELL Community Standard, WELL Health-Safety Rated, WELL Performance Rated, WELL Equity, Works with WELL, WELL and others, and their related logos are trademarks or certification marks of International WELL Building Institute PBC in the United States and other countries.