

# Maintain the impact of your WELL commitment

WELL annual reporting ensures your building performs at its best—keeping systems efficient, equipment maintained, and staff aligned. It reassures occupants that the air is clean, the water is safe, and well-being is prioritized, while protecting your investment by verifying results year after year.

[WEAREWELL.COM](https://www.wellbeing.com)

## What are the benefits of ongoing reporting?

### Ensure your space is performing as intended.

- Air quality, water quality, and thermal parameters can vary over time - impacted by changes in the environment - like weather conditions or infrastructure changes.
- Testing on an annual basis confirms your building is performing as intended and that you are meeting the health and well-being targets you set out to achieve.
- Testing also helps to determine the needs for maintenance and improvement in your HVAC system, pipes, fixtures or treatment devices.

### Confirm critical maintenance is happening.

- Without regular maintenance like filter changes, HVAC and water systems lose efficiency—raising risks to air and water quality, while driving up energy use and costs.

### Build occupants' confidence about facilities management.

- Make your hard work and facilities management more visible by showing occupants that your efforts are aligned with WELL's third party facilities management best practices.
- WELL's ongoing monitoring strategies can help you to respond to occupant concerns about indoor air or water quality, thermal comfort and other issues.

### Mitigate risk against threats like sick building syndrome, mold and Legionella.

- Knowledge is power. Testing and monitoring key building parameters—paired with a facilities plan aligned to global best practices—helps identify issues early, demonstrate risk mitigation, and prevent system failures. This is especially critical for risks like excess moisture (affecting ~20% of buildings in Europe, Canada, and the U.S.) and Legionella\*, a rising global health concern linked to contaminated water systems.

*\*View Legionnaire's disease statistics for [Europe](#) or [United States](#), or consult your local health authority for your region's statistics.*

## Scope of ongoing reporting for WELL strategies



### IEQ monitoring

- Increase transparency and awareness of indoor air quality by conducting annual monitoring of particulate matter, volatile organic compounds, carbon monoxide and ozone levels.
- Maintain safe drinking water quality through regular testing.
- Ensure comfortable thermal conditions, including temperature and humidity, are maintained over time.



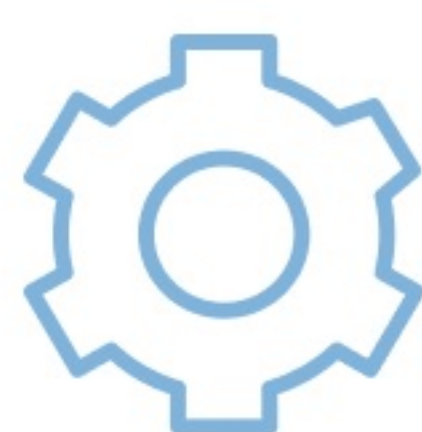
### Legionella prevention & monitoring

- Monitor actions, corrective steps and Legionella sample results, if present.



### Mold & moisture inspections

- Reduce the risk of mold growth through regular inspections and, if needed, testing.



### HVAC maintenance

- Reduce indoor and outdoor airborne contaminants by confirming regular filter maintenance.



### Occupant survey administration & review

- Conduct annual occupant surveys to review their experience with the space and your organization.



## IEQ MONITORING

Monitoring air pollutant exposure levels of different population groups, especially sensitive individuals, is key to mitigating health risks associated with poor air quality. Since air quality can fluctuate over time:

- **WELL Feature A01.5** requires annual monitoring of key pollutants, such as particulate matter, VOCs, carbon monoxide and ozone.
- **A08.1** requires regular sensor calibration to ensure continued accurate air pollutant level readings.

Regular water monitoring helps confirm that drinking water quality stays consistent throughout the year and if any maintenance in pipes, fixtures or treatment devices is needed.

- **W05.1** requires quarterly testing of drinking water, with remediation of any issues found.

Thermal comfort is a common concern for occupants in spaces, and can impact people's satisfaction and performance.

- **T01.2** requires twice yearly measurements of key thermal comfort metrics, including temperature and humidity. Measurements help identify indoor climate conditions that need to be improved concerning indoor heat sources, areas of heat gain from windows, heat exchange through the thermal envelope, temperature fluctuations between and in offices and other outdoor conditions influencing indoor space.



## LEGIONELLA PREVENTION & MONITORING

In addition to maintaining safe water quality levels, sharing water quality results and maintenance details with occupants may increase drinking water consumption, furthering both cost-saving and sustainability efforts, while promoting occupant hydration.

- **W03.2** requires the enforcement of your Legionella management plan, including monitoring actions, sampling for Legionella and performing any corrective measures.



## MOLD & MOISTURE INSPECTIONS

Moisture can damage buildings when water unintentionally penetrates the building envelope or leaks from indoor water uses, or when moisture-heavy air condenses on building materials.

- **A14.1** requires that air conditioning systems which draw moisture are maintained properly.
- **W07.3** requires cooling coils to be checked for mold growth.



## HVAC AND WATER FILTER MAINTENANCE

Over time, filter become loaded with particles, reducing airflow, increasing pressure drop and resulting in a loss of filtration efficiency.

- **Features A12.1 and A13.1** enforce that ventilation system filters have been replaced and that air cleaning and purification devices have been maintained according to the manufacturer's recommendation ensuring continued efficient and effective function.



## OCCUPANT SURVEY ADMINISTRATION & REVIEW

Surveys that ask building users about their satisfaction with indoor environmental quality and workplace wellness amenities are critical to understanding important issues that impact an organization's bottom line.

- **C04.2 and C05.2** require that annual employee surveys are conducted and analyzed. Employees who perceive that their employer acts on their feedback are four times more likely to stay with their company; moreover, investing in the employee experience can reduce turnover and absenteeism and increase productivity, retention and engagement.

