

SS1 - Promote Health and Wellbeing

Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q2 2025

WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a project **policy and / or operations schedule** to **promote adherence to collective wellness and sustainability goals and a deeper occupant understanding of the features pursued by the project and of how building operations and policies impact health and well-being.**



This document is meant to demonstrate an acceptable degree of detail for a documentation submission. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented. The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual policies/protocols have been enacted in the project areas.

This document and similar tools are intended to assist projects in their pursuit of the WELL Health-Safety Rating but use of this document and/or similar tools are in no way a guarantee of achievement of any rating, certification or other designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation, and IWBI shall have no liability resulting from the use or content of this document or similar tools or resources or from any action taken or inaction occurring in reliance on this document or similar tools or resources.

Note: The below document is based on the Q2 2025 addenda of the WELL Health-Safety Rating™. Project teams are required to implement the feature requirements from the addenda version assigned to their project or any more recent addenda version.

HOW TO USE THIS DOCUMENT:

- ☐  Read the [below feature requirements](#) (or the feature requirements from the [addenda version assigned to your project](#), as relevant) and determine how your project addresses each requirement.
 - a. If your project is a WELL Core project, read through and ensure that your project follows the “WELL Core Guidance.”
 - b. Make sure to apply the feature requirements appropriate to your project’s space types. For example, if your project has both dwelling units and other space types, ensure your project is applying the requirements under “For Dwelling Units” to the dwelling unit spaces and applying the requirements under “For All Spaces except Dwelling Units” to the other space types. Check out the [WELL Health-Safety Rating™ digital standard](#) for the exact language on your project’s space types.
- ☐  Refer to the [below example document](#) to get an idea of how to set up your documentation.
- ☐  Collaborate with your stakeholders to gather the [relevant documentation](#) that demonstrates the project’s compliance with the feature. Some examples of relevant documentation include:
 - a. a letter from a hired professional outlining services provided
 - b. the project’s floor plans
 - c. a modeling report
- ☐  Create a technical document using existing documentation where relevant, annotating it to clarify where feature requirements are met. Some examples of annotating include:
 - a. highlight the sections relevant to WELL requirements
 - b. circle or add boxes around particular data
 - c. add notes to confirm WELL requirements
 - d. add labels to draw attention to particular sections
 - e. provide an explanation of the connection to WELL requirements using a different colored font
 - f. check out the [WELL Documentation Annotation Guide](#) for more
- ☐  Name the document so that it is easily identifiable. Some examples for naming include:
 - a. name the document using the WELL feature code
 - b. name the document using the WELL feature name
 - c. name the document using the WELL document type

- ☐  Review the document you've created and ensure that all the necessary WELL requirements are fully and clearly addressed.
 - a. Note: the level of detail is up to the discretion of the project team, but the document must include specific details demonstrating that the actual requirements have been enacted in the project boundary. Features cannot be demonstrated solely through a written confirmation that the WELL requirements have been or will be implemented.
- ☐  Upload the document to the scorecard in the WELL digital platform, after you've confirmed that the document fully and clearly addresses all the necessary WELL requirements.



Feature Part Requirements

For All Spaces

Part 1: Promote Health-Oriented Mission

The project or organization establishes a health-oriented mission that meets the following requirements:

- a. Connects supporting and improving occupant health to the organizational objectives or mission statement.
- b. Outlines the project's or organization's objectives for health promotion.

Note: All parts must be met to achieve this feature

Part 2: Provide Feature Guide and Occupant Communication

1. Provide Feature Guide

A physical or digital WELL feature guide, such as the WELL report, will be prominently displayed and/or made widely available to all occupants upon certification achievement or completion of a review cycle, meeting the following requirements:

- a. Describes the WELL features achieved by the project or organization.

AND

2. Provide Occupant Communication

The following requirement is met:

- a. Quarterly communications (e.g., emails, modules, trainings) are sent to regular occupants, and onboarding communications are given to new employees (as applicable), about health resources, programs, amenities and policies available to them addressed by the WELL features achieved by the project or organization.

Note: All parts must be met to achieve this feature



The below sample documentation is intended to provide guidance for creating an effective health and wellness policy. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

EXAMPLE DOCUMENT

Example for Feature Section - Promote Health Oriented Mission

[Company's] Health Oriented Mission

[Company's] employees comprise over 80% of our assets and are a key part of what makes our business thrive. Therefore, [Company] has made the clear choice to meaningfully invest in our employee's health through providing a comprehensive set of health benefits, health-based policies, and facility improvements.

Our Mission

From the beginning, [Company's] mission has been to [e.g., bring health and well-being to the world, through our healthy food options, enjoyable food service and rejuvenating dining environment.]

Goals and objectives for Health Promotion

- Stand up an internal [Company] team dedicated to employee health.
- Incorporate health and wellness in a holistic manner that drives our company mission, values and pillars of excellence.
- Invest in employee programs and policies to support overall health and well-being (e.g. mental, physical, social, etc.)
- Achieve a WELL Health-Safety Rating [e.g. within 3 months].
- Align health and wellness initiatives with [Company's] culture and commitment to excellence and innovation.
- Achieve full WELL Certification [e.g. within 1 year].

Health-Oriented Mission

[Company] is built on an image of promoting health through [e.g., our healthy food products]. Employees are the face of [company] and their health is tantamount to the company's image. Therefore, [company] invests in robust employee health benefits programs and policies. [Company] also invests in health and well-being focused space design and construction to benefit the health of employees and customers.

EXAMPLE DOCUMENT

Example for Feature Section – Provide Feature Guide

Policy for Providing Feature Guide

At [Company] materials and communications are provided to allow occupants to familiarize themselves with and benefit from WELL Health-Safety Rating features that are achieved by the project, including:

1. A guide (prominently displayed and/or made widely available to all occupants) explaining each feature that was pursued by the project:
 - a. *Example: A project specific feature-by-feature WELL Health-Safety Rating guide is located in the elevator lobby. Occupants may read about each WELL feature incorporated in the project, including instructions on where to see examples of the feature in practice.*
 - b. *Example: A guide detailing each of the WELL Health-Safety Rating measures pursued by our project is stored on the internal website. Employees are sent a link to the guide at the beginning of each calendar year so that they can re-read about the ways their environment, benefits and policies can better support their health and well-being. New employees are sent a link as part of their onboarding process.*
2. Information in the guide explains how the WELL Features achieved by the project impact occupant health and well-being and support the project's health-oriented mission described in Promote Health-Oriented Mission:
 - a. *Example: The guide is organized into sections that cover each category of WELL Health-Safety Rating features (e.g. Health Service Resources, Air and Water Quality Management, etc.). Within each section, individual features have their own page that includes:*
 - i. *An explanation of the feature*
 - ii. *A description of which part(s) of the company's health-oriented mission that feature supports*
 - iii. *Guidance on the feature's intended impact to each employee's health and well-being.*
 - b. *Example: Upon completion of the project documentation review, the project will utilize the final WELL Health-Safety Report which lists all Features achieved with a brief description of the scope for each.*

Policy for Providing Occupant Communication

Our project has committed to onboarding communications, as well as quarterly communications, to keep occupants aware of the available health resources, programs, amenities and policies available to them addressed by the features achieved by the project.

[Name (redacted)] in [department] is responsible for the communications and can be contacted at [contact information (redacted)] with any questions. The following schedule outlines our communications plan:

| Employee Onboarding | Quarter 4 2020 | Quarter 1 2021 | Quarter 2 2021 | Quarter 3 2021 |
|--|---|--|--|----------------------------------|
| Ex: Employee Handbook outlining company health benefits, policies and programs | Ex: Flu prevention campaign and email alerts regarding on-site flu vaccine clinic | Ex: Group Fitness Challenge | Ex: Emergency Preparedness Training (CPR, first aid and AED usage) | Ex: Community Volunteer Activity |
| Ex: Office tour highlighting company health and wellness amenities provided | Ex: Wellness Newsletter (e.g. mental health programs) | Ex: Health Newsletter (e.g. highlight company smoking cessation program) | Ex: Wellness Newsletter | Ex: Book Club |
| Ex: WELL Health-Safety Project Feature Guide | Ex: | Ex: | Ex: | Ex: |

TIPS FOR MULTIPLE LOCATIONS

- For organizations participating in WELL at scale, this policy and/or operations schedule is categorized as Shareable. It may be shared across multiple projects, as long as they all meet the strategies that are outlined in the document.
 - Certain aspects of the Policy that include different strategies (such as the Feature Guide and/or occupant communication) will need to be evaluated for each individual project location.