

C02.2 - Promote Health-Oriented Mission

Policy and/or Operations Schedule

WELL Building Standard™ version 2 (WELL v2™)

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 **facilitate a collaborative project process and support adherence to collective wellness and sustainability goals**.

This document is meant to demonstrate an acceptable degree of detail for

- precertification documentation submission
- documentation submission

For precertification documentation submission:

To achieve WELL Precertification, project teams may submit intent-stage or implementation-stage documents for pursued features, or any combination of the two. An intent-stage document is typically a draft document that has not yet been implemented in the actual project, while implementation-stage documents describe final and implemented strategies. Intent and implementation-stage documents should be similar in terms of level of detail. For final WELL Certification documentation approval, all documents are required to be implementation-stage. To learn more about intent-stage vs. implementation-stage documentation, review the [precertification guide](#) in our knowledge base.

Intent-stage language is indicated in this sample document with **green text and in parentheses**. For an intent-stage policy and/or operations schedule, the document should consist of a draft version of the policy that the team intends to implement. This document cannot simply state that the feature requirements will be implemented; the documentation should include adequate detail such that a WELL Reviewer will be able to confirm the document complies with all of the WELL feature part requirements.








For documentation submission:

The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual requirements have been enacted in the project boundary. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented.

This document and similar tools are intended to assist projects in their pursuit of WELL v2 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 representation or warranty is made regarding the likelihood of achieving any rating, certification or other 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 Building Standard™ version 2 (WELL v2™). 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 v2™ 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 REQUIREMENTS

For All Spaces

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

- a. Outlines the project's or organization's objectives for health promotion.*
- b. Includes a statement about supporting and improving occupant health.*
- c. Incorporates relevant organizational goals or strategies established during the stakeholder charrette.*
- d. Is made available to all occupants.*

WELL Core Guidance:

Meet these requirements in the whole building.



The below sample documentation is intended to provide a policy to promote a health-oriented mission. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

Example for Feature Part 2 - Promote Health Oriented Mission

(Intent-stage: Draft) [COMPANY'S] Health Oriented Objectives

[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 choice to meaningfully invest in our employee's health through providing a comprehensive set of health benefits, health-based policies and facility improvements.

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 paramount 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. *Feature 1*

Goals and objectives for Health Promotion from the stakeholder charette

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

How all 10 WELL Concepts are addressed:

- Ex: [COMPANY] is pursuing WELL certification at a Gold level, which means that the project needs to achieve preconditions in all ten WELL concepts as well as at least 2 points in each of these concepts and a minimum of 60 points in total.
- Ex: [COMPANY] has a comprehensive approach to health and well-being. Below are goals that [COMPANY] is pursuing in each of the 10 WELL features:
 1. Air: provide clean air to specifically support occupants with severe asthma and allergies
 2. Water: provide safe drinking water and encourage hydration
 3. Nourishment: provide healthy snacks that do not contain allergens that current employees have reported (currently, peanuts and shellfish)
 4. Movement: provide a gym free of charge to occupants and incentivize use of the facilities
 5. Lighting: maximize daylighting
 6. Sound: maximize acoustical comfort
 7. Thermal: satisfy the thermal comfort preferences, at least 90% of occupied hours
 8. Materials: intentionally select at least 25% materials by cost with health-related third party certifications
 9. Mind: provide mental health programs and resources and work to dismantle stigma associated with mental health concerns
 10. Community: provide a space that can be reserved by the local community, specifically by groups that support health and well-being related goals like Alcoholics Anonymous, the local bicycle rights initiative and the local Meditation Meetup Group.

(Intent-stage: Draft) Availability of Health Mission

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] in [DEPARTMENT] is responsible for the communications and can be contacted at [CONTACT INFORMATION] with any questions. The following schedule outlines our communications plan:

Employee Onboarding	Quarter 2 2021	Quarter 3 2021	Quarter 4 2021	Quarter 1 2022
<i>Ex: Employee Handbook outlining company health benefits, policies and programs</i>	<i>Ex: Flu prevention campaign and email alerts regarding on-site flu vaccine clinic</i>	<i>Ex: Group Fitness Challenge</i>	<i>Ex: Emergency Preparedness Training (CPR, first aid and AED usage)</i>	<i>Ex: Community Volunteer Activity</i>
<i>Ex: Office tour highlighting company health and wellness amenities provided</i>	<i>Ex: Wellness Newsletter (e.g. mental health programs)</i>	<i>Ex: Health Newsletter (e.g. highlight company smoking cessation program)</i>	<i>Ex. Wellness Newsletter</i>	<i>Ex. Book Club</i>
<i>Ex: WELL Health-Safety Project Feature Guide</i>	<i>Ex: -</i>	<i>Ex: -</i>	<i>Ex: -</i>	<i>Ex: -</i>

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.