

C01.1 Provide WELL Feature Guide

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 or operations schedule to promote a deeper occupant understanding of the WELL features pursued by the project, the relationship between health and buildings, and available health resources and programs.

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 or designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation.

Note: The below document is based on the Q1 - Q2 2024 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

1. WELL 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. Communications

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.*

WELL Core Guidance:

Meet these requirements in the whole building.

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

Example for Feature 1 Part 1, 1: WELL Feature Guide

[Intent-stage: Draft] [Company] WELL Guide Policy for [Project]

Company's policy is to have a WELL Guide available at the front lobby desk in hard copy for all occupants to access. A digital copy is also available on the company shared drive and signage at the front lobby desk includes the link to where it can be accessed.

The WELL Guide was drafted by consultant [NAME] and includes a summary of all features achieved by the project, information on how occupants can make the best use of what is provided to them by the building and a summary of the WELL Building Standard.

The WELL Guide includes links to:

- WELL v2 criteria.
- A summary of the features achieved by the project, including the health intent of each of the features.
- [COMPANY'S] health-oriented mission from feature C02 Part 2: Provide Health Oriented-Mission with a summary of how that is achieved by certain achieved WELL features.
- A guide on how occupants can take the best advantage of the available health and well-being offerings.
- [COMPANY'S] sustainability landing page with a case study on the project's WELL certification.

Example for Feature Part 1, 2: Communications

The following example is for a new construction WELL Core office building.

[Intent-stage: Draft] [Company] WELL Feature Guide Communications Policy for

[Project] Our policy is to:

1. Have a WELL Guide available at the front and rear lobby desks in hard copy for all occupants to access.
2. Send a quarterly email out to all [PROJECT] employees and a separately curated email to main contacts for each tenant including the following information:
 - a. A link to health and wellbeing related resources provided to them by the project including:
 - i. A WELL Guide for the project.
 - ii. Online health and wellbeing magazines and e-books.
 - iii. A list of local health and wellbeing related businesses, clubs and destinations.
 - b. A list of health and wellbeing related events happening at the project in the next quarter.
 - c. A list of amenities provided by the project and how to access them (there is a separate list for employees and tenants):
 - i. Employees:
 1. *Ex: Directions on how to sign up for N07 Part 1 – Provide Nutrition Education related chef cooking sessions and location details.*
 2. *Ex: A reminder that there are N10 Part 1 – Provide Meal Support amenities available in the employee break room if employees decide to bring in a healthy lunch from home.*
 - ii. Office tenants:
 1. *Ex: A reminder to visit the M07 Part 1 – Provide Restorative Space related restorative space, listing its health and wellbeing features and pointing out ways that the space can support restorative activities like quiet contemplation, yoga, meditation and / or taking naps.*
 2. *Ex: A reminder that there is a V04 Part 1 – Provide Cycling Infrastructure bike room available sized for the whole building located near the rear entrance to the building. Any interested occupant can apply for a bike room key at the front lobby. They will need to provide identification and proof of employment within the building. The bike room contains maintenance tools and a map of the local bike network.*

- d. A link to WELL-related policies available to eligible employees (if applicable) including:
 - i. *Ex: V09 Part 1 - Offer Physical Activity Incentives policy describing incentives available for eligible employees that participate in certain types of physical activities*
 - ii. *Ex: M03 Part 1 - Offer Mental Health Screenings policy on mental health screenings available to occupants*
 - iii. *Ex: C08 Part 1 - Offer New Parent Leave policy describing leave available to new parents*
- 3. Send an email with all resources outside of the quarterly cycle also when:
 - a. A new employee is hired.
 - b. A new tenant moves into the building.

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.