

## **Chadstone Shopping Centre WELL Feature Guide**





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## 1.1 Impact of Built Environment on Health and Wellbeing

### 1.1.1 Overview

The built environment refers to the spaces and infrastructure created by humans, including buildings, transportation systems, public spaces, and utility networks. It shapes how people live, work, and interact with their surroundings, influencing daily routines and overall well-being.

Over the past several decades, urbanisation and economic growth have transformed the way people experience built environments. With individuals now spending the vast majority of their time indoors, awareness of the connection between human health and the surrounding environment has increased. Studies show that the design and quality of built spaces have a significant impact on both physical and mental health.

Modern perspectives on health go beyond the absence of illness, recognizing the importance of physical, social, and psychological well-being. Since the built environment plays a crucial role in shaping lifestyle choices and daily experiences, intentional design can promote healthier behaviours, enhance workplace environments, and contribute to overall community well-being.

## 1.2 International WELL Building Standard

### 1.2.1 Overview

The International WELL Building Standard (WELL) is a globally recognised certification system focused on advancing health and well-being in the built environment. Developed by the International WELL Building Institute (IWBI), WELL provides a performance-based framework for designing, operating, and maintaining buildings that enhance human health and wellness.



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### 1.2.2 Key Focus Areas

The WELL Standard evaluates buildings based on 10 core concepts that directly impact human well-being:

- Air – Ensuring high indoor air quality through proper ventilation, filtration, and pollution control.
- Water – Promoting clean and accessible water by monitoring quality and reducing contaminants.
- Nourishment – Encouraging healthy eating habits through access to nutritious food and limiting harmful ingredients.
- Light – Optimizing natural and artificial lighting to support productivity, mood, and sleep cycles.
- Movement – Encouraging physical activity through active design, fitness programs, and ergonomic spaces.
- Thermal Comfort – Maintaining comfortable temperature and humidity levels for occupant well-being.
- Sound – Managing noise levels to reduce stress and enhance focus.
- Materials – Ensuring safe and sustainable materials to minimize exposure to toxins and harmful chemicals.
- Mind – Supporting mental health and cognitive function through biophilic design, mindfulness spaces, and stress reduction strategies.
- Community – Fostering social engagement, equity, and a sense of belonging in workplaces and living spaces.

## 1.3 Internation WELL Building Standard at Chadstone Shopping Centre

### 1.3.1 WELL Gold Rating

Vicinity Centres recognise that health and well-being are essential to fostering a successful and vibrant community at Chadstone Shopping Centre. As part of this vision, we have committed to achieving a WELL Core Gold Rating, with an ambitious goal of reaching Platinum.



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### 1.3.2 Why WELL

Vicinity Centres is committed to creating an environment that prioritises the health and well-being of its visitors, retailers, and staff. By pursuing the WELL Gold Rating under the International WELL Building Standard, Chadstone Shopping Centre is embedding people-first principles into the very fabric of its design and operations.

WELL provides practical strategies to enhance sustainability while fostering a space that supports long-term health and well-being. Through improved air quality, optimized lighting, access to green spaces, and other wellness-focused features, Chadstone Shopping Centre ensures a more comfortable and health-conscious environment for everyone who walks through its doors.

Achieving WELL Gold is an investment in people. A thoughtfully designed shopping and workplace experience not only benefits visitors but also attracts top talent, supports staff retention, and enhances engagement and productivity among employees.

WELL also strengthens ESG performance, reinforcing Vicinity's commitment to environmental and social responsibility. By aligning with WELL principles, the centre continues to set new benchmarks in sustainable and wellness-driven retail environments. Chadstone Shopping Centre's pursuit of WELL Gold reflects its dedication to shaping a healthier, more vibrant future for the community it serves.



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#### 1.4 Promotion of the Health-Oriented Mission at the Chadstone Shopping Centre

At Vicinity Centres, the health and well-being of people are fundamental to creating a safe, supportive, and thriving community. Committed to fostering a healthy environment for all team members, contractors, tenants, visitors, and customers, Vicinity has set clear goals to enhance well-being throughout Chadstone Shopping Centre.

##### 1.4.1 Prioritizing Occupant Health and Well-being

To support the health and wellness of all individuals within the space, Vicinity Centres and its stakeholders have identified the following key initiatives:

Pursue WELL certification at the Gold level, with an ambitious goal of achieving Platinum.

Offer a comprehensive health benefits package to all eligible employees.

Enhance the visitor experience by integrating well-being-focused design and amenities.

Maintain high indoor air quality to support individuals with asthma and allergies.

Implement measures to minimize the spread of infections, including COVID-19 and influenza.

##### 1.4.2 Health Promotion Initiatives to Address Stakeholder Needs

To ensure the ongoing promotion of health and well-being, Chadstone Shopping Centre will implement the following initiatives:

Establish a cloud-based, centralized platform for health and wellness resources, offering a user-friendly interface with regularly updated content and an events page.

Develop a comprehensive signage program that delivers health-related updates and reminders through digital screens in lobbies, hallways, and elevators.

Organize an annual Health Promotion Day, led by the HR team, to educate occupants on health policies, benefits, and well-being programs available at Chadstone.

By embedding these initiatives into daily operations, Vicinity Centres aims to create a healthier, more vibrant environment for all who engage with Chadstone Shopping Centre.



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## 1.5 Implementation of WELL at Chadstone Shopping Centre

### 1.5.1 AIR

- **Enhanced Air Quality:** The shopping centre maintains indoor air quality by keeping particulate matter (PM2.5 and PM10) levels below the recommended limits, reducing pollutants that can affect respiratory health.
- **Control of Organic Gases:** Volatile organic compounds (TVOCs) from building materials, furniture, and cleaning products are strictly controlled to minimize exposure to harmful chemicals.
- **Inorganic Gas Management:** The centre ensures that carbon monoxide, ozone, and other inorganic gases are kept within safe levels to protect visitors and staff from potential health risks.
- **Radon Monitoring:** Regular testing is conducted to ensure radon levels remain below the acceptable threshold, preventing long-term exposure to this naturally occurring radioactive gas.
- **Continuous Air Quality Monitoring:** Sensors and monitoring systems track key air quality parameters, allowing proactive management of ventilation and filtration to maintain a healthy indoor environment.
- **Smoke-Free Indoor Environment:** Smoking is strictly prohibited inside the shopping centre, eliminating second-hand smoke exposure and improving air quality for all occupants.
- **Limited Outdoor Smoking Areas:** Designated smoking areas are placed at a safe distance from building entrances and ventilation intakes to prevent smoke from entering indoor spaces.
- **Optimized Ventilation Systems:** The centre's ventilation is designed to exceed industry standards, ensuring a constant supply of fresh outdoor air to dilute indoor pollutants and maintain comfort.
- **Pollution Control During Construction:** Measures such as dust suppression, air filtration, and material selection were implemented during construction to prevent contaminants from compromising indoor air quality.
- **Stricter Particulate Matter Standards:** The centre has adopted even lower limits for airborne particles, going beyond standard requirements to further enhance the cleanliness of indoor air.
- **Enhanced Gas Thresholds:** More stringent limits have been set for carbon monoxide and other inorganic gases, ensuring air quality is maintained at a superior level for visitors and staff.
- **Increased Outdoor Air Circulation:** Ventilation rates have been optimized to introduce more fresh air, reducing the buildup of indoor pollutants and improving overall comfort.
- **Air Quality Awareness for Visitors:** Real-time air quality data and educational materials are made available to inform visitors and tenants about the measures in place to maintain a healthy indoor environment.



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### 1.5.2 WATER

- **High-Quality Drinking Water:** The shopping centre ensures that all drinking water meets strict safety standards, providing clean and safe hydration for visitors and staff.
- **Filtration of Sediments and Contaminants:** Advanced filtration systems remove sediments, chlorine, and other impurities from water sources, improving taste and safety.
- **Control of Organic Pollutants:** Measures are in place to reduce the presence of harmful organic contaminants, such as pesticides and industrial chemicals, ensuring water quality remains high.
- **Inorganic Contaminant Reduction:** The centre maintains strict limits on inorganic pollutants like lead, arsenic, and nitrates, ensuring water is safe for consumption.
- **Management of Disinfection Byproducts:** Water treatment processes are optimized to minimize byproducts from disinfection, reducing potential health risks associated with chlorine and similar chemicals.
- **Protection Against Microbial Contaminants:** Regular water quality testing ensures bacteria, viruses, and other harmful microorganisms are kept at safe levels, preventing potential waterborne illnesses.
- **Legionella Risk Management:** Comprehensive water system maintenance and temperature control strategies reduce the risk of Legionella bacteria growth, ensuring safe water use in all facilities.
- **Regular Water Testing and Transparency:** The centre conducts routine water quality tests and provides clear, publicly accessible reports to ensure transparency and maintain high safety standards.
- **Access to High-Quality Drinking Water:** Conveniently located, well-maintained drinking water stations are available throughout the shopping centre, promoting easy access to safe and refreshing hydration.
- **Efficient Water Management Systems:** Smart water management systems are in place to monitor and optimize water use, improving efficiency and sustainability.
- **Water Quality Awareness for Visitors:** Informational signage and digital displays educate visitors about water safety measures and the centre's commitment to maintaining high water quality.
- **Sustainable Water Usage Practices:** The centre implements water-saving technologies, such as efficient fixtures and smart irrigation systems, to reduce overall water consumption and support environmental sustainability.



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### 1.5.3 NOURISHMENT

- **Provision of Fresh and Healthy Food Storage:** The Centre Management Office is equipped with refrigeration and storage facilities to support fresh and nutritious food options for staff.
- **Encouragement of Fresh Produce Consumption:** The office layout and amenities include space for the storage and preparation of fruits and vegetables, promoting healthier eating habits among staff.
- **Reduction of Processed and Unhealthy Ingredients:** The Operations Team ensures that any provided food options or communal kitchen areas support a healthy diet by limiting highly processed ingredients in the Centre Management Office.
- **Accessible Drinking Water:** The entire shopping centre is equipped with well-maintained drinking water stations, ensuring staff and visitors have easy access to clean and safe hydration.
- **Support for Dietary Needs and Allergies:** Kitchen facilities and food storage areas in the Centre Management Office accommodate staff with dietary restrictions by providing clear labelling and allergen awareness where applicable.
- **Nutrition Awareness for Staff:** Informational materials on healthy eating are available in the Centre Management Office, promoting better nutrition choices among employees.

### 1.5.4 LIGHT

- **High-Quality Light:** Chadstone Shopping Centre prioritizes high-quality indoor lighting by conducting on-site verification of internal light levels. This ensures a well-lit environment that enhances the experience and comfort of visitors and staff.
- **Visual Lighting Design:** To support the well-being and productivity of Centre Management staff, Chadstone Shopping Centre performs on-site verification to confirm that appropriate lux levels are met across offices, circulation areas, and dining spaces within the Centre Management Office.





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#### 1.5.5 MOVEMENT

- **Active Design & Accessibility:** Chadstone Shopping Centre promotes movement and accessibility by incorporating pedestrian-friendly pathways, clear wayfinding, and intuitive design elements that encourage physical activity for all visitors.
- **Exterior Active Design:** The Centre prioritizes walkability with well-maintained outdoor spaces, green areas, and safe pedestrian connections, ensuring an inviting and active environment for shoppers and staff. Secure and convenient bicycle parking is provided to encourage cycling as a mode of transport.
- **Physical Activity Spaces & Support (V03.1 – V03.2):** Dedicated wellness and relaxation areas within the Centre offer opportunities for movement, stretching, and active breaks, supporting the well-being of both staff and visitors.
- **Ergonomic Design:** Workspaces, seating, and public areas are designed with ergonomics in mind, reducing strain and discomfort while encouraging movement and flexibility throughout the Centre.
- **Active Furnishings & Workplace Movement:** The Centre Management Office integrates active furnishings such as sit-stand desks and flexible seating arrangements, fostering a dynamic and movement-friendly workspace.
- **Physical Activity Promotion:** Chadstone Shopping Centre actively promotes movement through engagement programs, fitness challenges, and initiatives that encourage visitors and staff to incorporate physical activity into their daily routines.

#### 1.5.6 THERMAL Comfort

- **Thermal Performance:** Chadstone Shopping Centre ensures that all regularly occupied spaces maintain thermal conditions within the acceptable range as defined by ASHRAE Standard 55-2017, providing a comfortable environment for occupants.
- **Thermal Performance:** The Centre conducts semi-annual evaluations of thermal conditions, measuring parameters such as dry-bulb temperature, relative humidity, air speed, and mean radiant temperature to verify compliance with thermal comfort standards.
- **Thermal Comfort Monitoring:** The Centre employs continuous monitoring systems that track thermal comfort parameters, including temperature and humidity, ensuring real-time data collection and prompt adjustments to maintain optimal thermal conditions.
- **Humidity Control:** Advanced HVAC systems at Chadstone Shopping Centre are designed to maintain indoor relative humidity levels within the optimal range of 30% to 60%, preventing discomfort associated with excessively dry or humid conditions.



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### 1.5.7 SOUND

- **Label Acoustic Zones:** Chadstone Shopping Centre identifies and labels distinct acoustic zones within the facility to enhance occupant awareness and comfort. This strategy informs visitors and staff about areas designed for varying noise levels, such as quiet lounges, bustling food courts, and entertainment zones, allowing individuals to choose spaces that align with their acoustic preferences.
- **Provide Acoustic Design Plan:** The Centre has developed a comprehensive acoustic design plan that outlines strategies to manage sound effectively throughout the facility. This plan includes the use of sound-absorbing materials, strategic placement of noise barriers, and the integration of advanced acoustic technologies to minimize unwanted noise and enhance speech intelligibility in various areas.
- **Limit Background Noise Levels:** To ensure a comfortable auditory environment, Chadstone Shopping Centre implements measures to limit background noise levels. This includes the careful selection and placement of HVAC systems, use of sound-masking technologies, and regular maintenance to prevent noise from mechanical equipment, thereby maintaining ambient noise within acceptable thresholds as specified by the WELL Building Standard.

### 1.5.8 MATERIALS

- **Restrict Mercury:** The Centre eliminates the use of mercury-containing products and equipment, opting for safer alternatives to protect both human health and the environment.
- **Manage Asbestos Hazards:** The Centre conducts thorough inspections for asbestos in existing structures and, if found, follows stringent abatement procedures to safely remove or contain asbestos materials, minimizing exposure risks.
- **Manage Exterior CCA Hazards:** Chadstone Shopping Centre assesses and manages any existing chromated copper arsenate (CCA)-treated wood in exterior applications, ensuring measures are in place to prevent occupant exposure to harmful chemicals.
- **Manage Lead Hazards:** The Centre proactively addresses potential lead hazards in exterior environments, such as soil contamination, by implementing remediation strategies to safeguard public health.
- **Assess and Mitigate Site Hazards:** Before development, Chadstone Shopping Centre conducts comprehensive environmental site assessments to identify and remediate any hazardous materials, ensuring the safety and well-being of future occupants.
- **Manage Pests:** The Centre employs integrated pest management practices that prioritize non-chemical methods and use pesticides only when necessary, reducing occupants' exposure to harmful substances.
- **Improve Cleaning Practices:** Chadstone Shopping Centre utilizes cleaning protocols and products that minimize harmful chemical use, promoting a healthier indoor environment for both visitors and staff.



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#### 1.5.9 MIND

- **Promote Mental Health and Well-being:** Chadstone Shopping Centre integrates mental health promotion into its culture by implementing policies and programs that support emotional well-being, reduce stress, and encourage a healthy work-life balance for employees and visitors.
- **Provide Connection to Nature:** The Centre incorporates natural elements such as indoor plants, green walls, and access to outdoor gardens, enhancing occupants' connection to nature, which has been shown to improve mental health and reduce stress.
- **Provide Connection to Place:** Chadstone Shopping Centre reflects local culture and community through art installations, design elements, and events, fostering a sense of belonging and connection among visitors and staff.
- **Offer Mental Health Services:** Chadstone Shopping Centre offers access to mental health services, including counseling and support programs, ensuring employees have the resources needed to maintain their mental well-being.
- **Offer Employee Mental Health Support:** The Centre provides programs that support employee mental health, such as stress management workshops and resilience training, promoting a supportive work environment.
- **Support Mental Health Recovery:** Chadstone Shopping Centre implements policies that support employees returning to work after mental health leave, ensuring a smooth transition and ongoing support.
- **Offer Mental Health Education:** The Centre provides mental health education programs to increase awareness and understanding among employees, promoting a culture of openness and support.
- **Offer Mental Health Education for Managers:** Chadstone Shopping Centre equips managers with training to recognize and address mental health issues within their teams, fostering a supportive leadership approach.
- **Support Healthy Working Hours:** The Centre promotes policies that encourage healthy working hours, allowing employees to maintain a balance between work and personal life, which is crucial for mental well-being.
- **Provide Restorative Programming:** Chadstone Shopping Centre offers programs such as mindfulness sessions, relaxation spaces, and wellness activities that provide opportunities for rest and rejuvenation, supporting overall mental health.



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#### 1.5.10 COMMUNITY

- **Health and Well-being Initiatives:** Chadstone Shopping Centre offers a comprehensive WELL Feature Guide to educate occupants about health and wellness initiatives. The Centre promotes a health-oriented mission through policies, community engagement, and fostering a culture of health by organizing wellness events, fitness classes, and mental wellness activities. It also establishes a Health Promotion Leader to oversee these initiatives and ensure alignment with occupant needs.
- **Emergency Preparedness and Business Continuity:** The Centre has developed an Emergency Preparedness Plan to ensure occupant safety in various emergency scenarios. Additionally, business continuity plans are in place to maintain essential operations during disruptions, prioritizing health and safety. Emergency resources, such as first aid kits and defibrillators, are easily accessible, and staff are regularly trained to respond to emergencies.
- **Community Engagement and Support:** Chadstone Shopping Centre fosters community engagement through events, partnerships, and outreach programs, contributing to a sense of belonging. It offers versatile community spaces for activities like workshops, seminars, and social gatherings, ensuring they are accessible and welcoming to all.
- **Support for Employees and Families:** The Centre provides new parent leave policies to support work-life balance and acknowledges the importance of family. Private lactation rooms are also available for breastfeeding mothers, demonstrating the Centre's commitment to accommodating diverse needs.
- **Diversity, Equity, and Inclusion (DEI) and Accessibility:** The Centre conducts DEI assessments and develops action plans to promote inclusivity and ensure all occupants feel valued. Universal design principles are integrated into the Centre's design to ensure accessibility for individuals of all abilities.
- **Occupant Surveys and Continuous Improvement:** Chadstone regularly conducts surveys to assess occupant satisfaction with health and wellness initiatives and gathers feedback to drive continuous improvements. Annual surveys are used to evaluate the effectiveness of programs, with results analysed and reported to guide future initiatives. Based on feedback, the Centre implements action plans to enhance occupant well-being.