WELL FEATURE GUIDE

THERME BUCURESTI
WELL HEALTH – SAFETY RATING
ACHIEVED DECEMBER 2021

WELL
HEALTH-SAFETY
RATED
2023

Content

Executive summary

The mission of Therme Nord Bucuresti has always been defined by the concern for health and wellbeing focused on opportunities to drive sustainable, implementing new initiatives, policies and protocols, positive behaviour changes in the long term and contribute towards preventative healthcare of the occupants and of the community, constituting vital pieces of social infrastructure, nurturing mental and physical health.

The benefits of a thriving workplace community are attracting and retaining employees, increased productivity and building brand equity through leadership and innovation.

Aimed to consolidate our commitment to a sustainable strategy and long-term value for all stakeholders, Therme has achieved various third-party building certifications and international quality standards including the most recent, the recertification of WELL Health-Safety Rating, introduced by IWBI. Therme renewed the commitment to health and safety and has been awarded renewal of its WELL Health-Safety Rating for Facility and Operations Management by the International WELL Building Institute (IWBI) for 2023.

The prestigious distinction affirms that Therme Bucuresti has maintained the requirements of the WELL Health-Safety Rating, which addresses consistent air and water quality management, cleaning and sanitization procedures, emergency preparedness programs, access to health service resources, and stakeholder engagement and communications.

This Feature Guide provides on overview of the WELL Health-Safety Rating, the feature Therme has achieved and how this commitment contributes to enhance the well-being of the community and the sustainability.
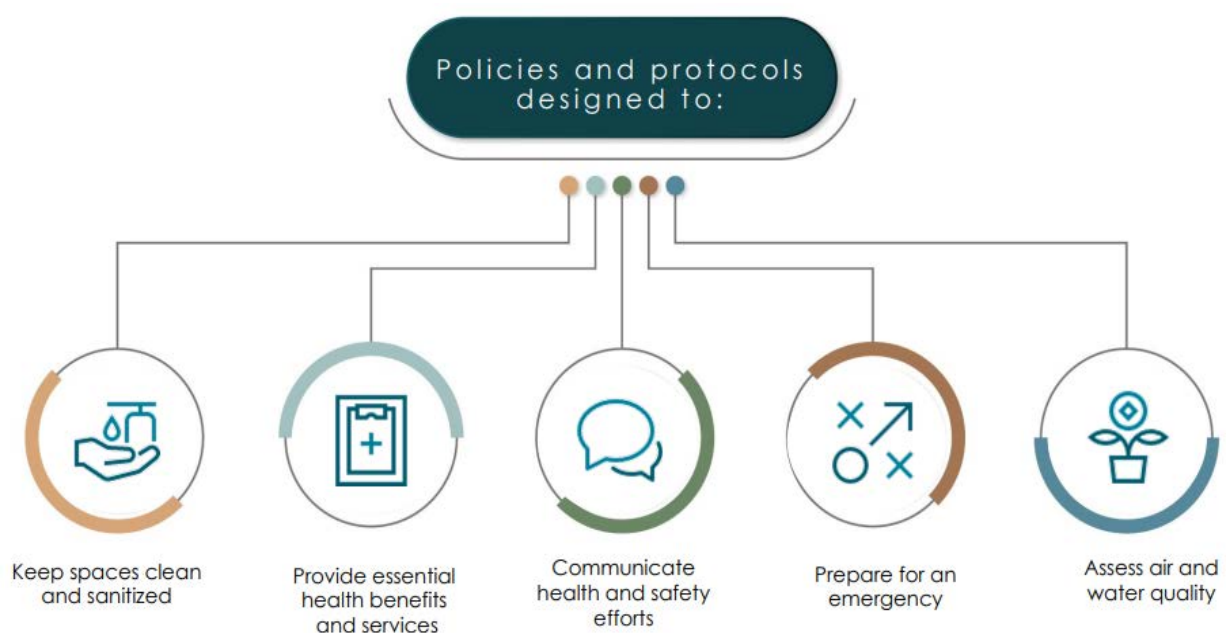
This feature provides a healthy workspace, instilling confidence and trust in occupants and the border community, involving cleaning & sanitization procedures, emergency preparedness programs, health service resources, air & water quality management and stakeholder engagement. The project submitted its own Innovations proposal, with a positive impact of the occupants by relating to acute health and safety in a novel way.

About the WELL

Health-Safety Rating

Well Health-Safety Rating for Facility Operations and Management este un rating verificat de The WELL Health-Safety Rating for Facility Operations and Management is an evidence-based, third-party verified rating for all new and existing building and facility types focusing on operational policies, maintenance protocols, stakeholder engagement and emergency plans. Designed to empower owners and operators across large and small businesses alike to take the necessary steps in order to prioritize the health and safety of their staff, visitors and other stakeholders, the WELL Health-Safety Rating can help guide users in preparing their spaces for re-entry in a post-COVID-19 environment, instilling confidence in occupants and the broader community.

The rating, which consists of a subset of relevant features from the WELL Building Standard™ (WELL™) adapted for facility operations and management, was informed by the COVID-19 pandemic, but has broader applicability for supporting the long-term health and safety needs of people in a given space.

Policies and protocols designed to:

Keep spaces clean and sanitized

Provide essential health benefits and services

Communicate health and safety efforts

Prepare for an emergency

Assess air and water quality

Cleaning & sanitization procedures

A high-standard plan for cleaning procedures increases the overall efficiency of the process, while protecting the health of occupants and cleaning staff as well as minimizing environmental damage. In order to reduce pathogen transmission and protecting the occupants health, Therme's strategy is focused on: maintaining rigorous high-standard cleaning practices and implementing temporary and permanent strategies to reduce the amount of contact with high-touch surfaces, safe use protocols of hazardous or harmful ingredients in cleaning, conduct a risk assessment to inform the resources, education, training and management plans necessary to respond to diverse emergency situations, reduce respiratory particle exposure by following distancing strategies and circulation strategies. Further you can find details on the Cleaning & Sanitization Procedures features that Therme achieved.

SUPPORT HANDWASHING

Proper hand hygiene is key to reduce the incidence of gastrointestinal and respiratory diseases. Soap has been found to be more effective at removing germs than hand sanitizer in non-healthcare settings, as sanitizers' effect is impeded by dirty or greasy hands. Despite hand washing, hands can only become as clean as the surrounding environment. In terms of supporting this understanding, Therme reduced pathogen transmission associated with washing and drying hands through the provision of proper handwashing supplies, implementation of additional sanitization strategies, installation of signage for effective handwashing, use of disposable soap containers and availability of hand-drying towels. For a full breakdown of safeguards of the facility, visit Therme site.

REDUCE SURFACE CONTACT

COVID-19 and many other infectious diseases are spread primarily through close contact with an infected person via respiratory droplets. However, it is known that coronaviruses and noroviruses, among other pathogens, can survive on surfaces infected by droplets. For instance, research suggests that the COVID-19 virus can remain airborne for up to three hours and on some surfaces for up to 72 hours. Therme implemented temporary and permanent strategies in order to reduce the amount of contact with high-touch surfaces.

IMPROVE CLEANING PRACTICE

A thorough plan for cleaning operations increases the overall efficiency of the process, while protecting the health of occupants and cleaning staff as well as minimizing environmental damage, given that COVID-19 virus can remain airborne for up to three hours and on some surfaces for up to 72 hours. Therme team implemented and provided enhanced cleaning protocols that address high touch surfaces by detailing the extent and frequency of cleaning, provide annual trainings for cleaning staff and require detailed documentation procedures.

SELECT PREFFERED CLEANING PRODUCTS

While sanitization is critical, especially during an infectious disease outbreak, commercial cleaning products may contain ingredients suspected to be hazardous to human health and the environment. Cleaning product ingredients may contain vapors or gasses that irritate the nose, eyes, throat, and lungs and can cause or trigger asthma attacks. The provision of cleaning products that contain less hazardous ingredients, may reduce the risk of respiratory symptoms. Low-hazard cleaning products and cleaning practices reduce impacts in indoor air quality and in the health of those performing these duties, while protecting occupants as well. Therme is prioritizing on the staff safety and restricted the use of hazardous or harmful ingredients in cleaning, disinfection, and sanitization products.

REDUCE RESPIRATORY PARTICLE EXPOSURE

Many viral diseases, including COVID-19 and influenza, are spread by oral or respiratory emissions of liquid particles emitted by an infected person when they cough, sneeze or even exhale. Factors that may affect exposure include the size distribution of the respiratory particles. While the relative influence of these factors is variable, direct exposure to particles shed by an infected individual may increase a person's odds of acquiring certain diseases. As a result of rigorous procedures, Therme implemented design and policy strategies aimed at reducing exposure to some particles spred by infected individuals, like establishing physical distancing among people or providing barriers to prevent respiratory particles that may slow the spread of pathogens.

Emergency preparedness programs

Providing emergency management programs, including risk assessments, occupant drills and enhanced emergency communications, can help organizations be better prepared to handle unforeseen events, minimize occupant confusion and improve coordination and safety during emergency situations. The COVID-19 pandemic spread to almost every continent and infected millions of people worldwide, impacting the social and economic livelihood of the global population on an incalculable scale. Therme enhanced and adopted emergency preparedness plans as a response of the human health crises that impacted all aspects of normal operations. Below you can find details on the Features that Therme achieved in the Emergency Preparedness Programs category.

DEVELOP EMERGENCY PREPAREDNESS PLAN

Emergency preparedness planning is a risk management approach that enables rapid response. An effective emergency management plan requires an understanding of local potential hazards, the needs of vulnerable groups, the responsibilities of the emergency response team and building response capabilities. Emergency management plans, including risk assessments, occupant drills and enhanced emergency communications, can help organizations be better prepared to handle unforeseen events, minimize occupant confusion, and improve coordination and safety during emergency situations. Therme is prioritization the human safety, thus various tailored management plans are implemented that ensures best emergency preparedness and resilience practices.

CREATE BUSINESS CONTINUITY PLAN

Business continuity planning is critical to help manage business disruption, restore business operations, minimize risk to employees and mitigate financial loss when emergencies occur. Business continuity procedure prepare organizations to operate, to the extent possible under disruptive circumstances. Those best practices were adhered to at Therme to develop a business continuity plan that identifies critical business functions necessary for recovery and responds to the results of a remote work readiness assessment.

PLAN FOR HEALTHY RE-ENTRY

Re-entry plans after emergencies consider employee needs, offer employees flexibility, assess critical infrastructure systems, communicate re-entry strategies to key stakeholders and re-evaluate existing policies, operations, and protocols to support a healthy, safe, and inclusive re-entry. At Therme, the plan for re-entry after an emergency event addresses maintenance and sanitization protocols, stakeholder engagement, access to personal protective equipment (PPE), dedensification (including phased re-entry), ongoing communication, training methods and the continuous evaluation of health and safety protocols in the building.

PROVIDE EMERGENCY RESOURCES

Rapid and effective emergency response requires coordination with local emergency responders and maintenance of emergency resources such as an emergency notification system, first aid kits and automated external defibrillators (AEDs). At Therme emergency resources plans include first aid kits, AEDs, coordination with emergency response teams, performing emergency preparedness and response trainings, helping improve survival rates.

BOLSTER EMERGENCY RESILIENCE

In an uncertain society, dominated by all kind of changes, a wide variety of major unforeseen situations could appear, from natural disasters to global outbreak of infectious diseases. This kind of circumstances could cause an extended business shutdowns or could result in high-risk conditions work environment for the employees. For emergencies that require sheltering on-site, a shelter-in-place plan is crucial to supporting occupant safety. Designating space for emergency public use can reduce the burden on medical facilities and help patients receive immediate care. Therme is committed to the idea of improving people's health and well-being,

as such the organization has a continuous dedication to provide the most suitable solutions to help the community and to maintain its business function, during and after emergencies.

ESTABLISH HEALTHY ENTRY REQUIREMENTS

Around the world, projects located in a region with heightened risk of infectious respiratory disease transmission defined by a public health authority (e.g., World Health Organization / Local public health agency) combat the infectious respiratory diseases and support health building entry policies with requirements regarding vaccination, testing disclosure, and/or face covering requirements.

Therme Nord Bucuresti focuses on protecting its own visitors, guests and employees and considers all the authorities' recommendations on how to protect against the spread of any kind of virus during period of heightened risk of infectious disease transmission. The company established healthy entry requirements for the occupants to prevent and to reduce the risk of transmission of any kind of infectious disease in this kind of periods. Additionally, the company adopted a series of measures with the same scope.

Health service resources

The strategies encompassed in Health service resources focus on ways to foster individual actions that support health and safety for all in a space. Below you can find information on the Well Features that Therme has achieved.

PROVIDE SICK-LEAVE

Access to basic healthcare services is one of the pillars that form the social determinants of health. Providing paid sick leave reduces contagion in the workplace, improves employee productivity and reduces employee turnover. Enhancing access to paid sick leave can help improve the physical, social, and mental health of individuals and communities. Therme improved recovery period and reduced transmission of diseases by enabling and encouraging employees to stay home when sick, providing with both short and long-term sick leave polices and addressed good practices that discourages employees doing work while on sick leave.

PROMOTE VACCINES

Education on good health habits and providing free on-site flu vaccines can increase vaccination rates and reduces incidence of illness cases. Vaccinations also reduce the quantity and duration of visits to intensive care units, freeing up medical capacity for other needs such as pandemics and natural disasters. This commitment is reflected at Therme in comprehensive resources, basic hygiene practices and annual immunization program to all employees, addressed in order to provide a significant opportunity to protect the health of the occupants. Beyond every season vaccination campaign, Therme promotes good practices which educates regular occupants on maintaining a healthy workplace.

Air & water quality management

People spend approximately 90% of their time in enclosed spaces: in homes, offices, schools or other building environments. Depending on their specific properties, pathogens can enter our system through breaks in the skin or through our body's natural openings, such as our mouth, nose, and eyes. Exposure to air pollutants such as Volatile Organic Compounds (VOCs), ozone, particulate matter, carbon monoxide and others has been shown to increase the risk of respiratory and cardiovascular diseases in addition to causing thousands of cancer deaths annually.

At Therme, the technical team implemented and maintained an excellent indoor air and water quality, these good practices being proven by the maximum features earned at the Air & Water Quality Management category.

ASSESS VENTILATION

Research has shown that air stagnation may concentrate airborne viruses or dust, so it is critical to keep indoor air as refreshed as possible. Increasing ventilation rates also is a recommended strategy for reducing the transmission of COVID-19 and other airborne contagious diseases. Therme is prioritizing the importance of ventilation and works alongside the internal team of qualified engineers to minimize indoor air quality issues by assessing the ability to increase fresh air supply through mechanical and/or natural means and using high-quality filtration and clean recirculated air.

ASSESS AND MANTAIN AIR TREATMENT SYSTEMS

Indoor air pollutants can be the source of many health concern and particles exhaled by individuals infected by air airborne diseases can remain airborne for several hours or longer and be recirculated to other parts of the building through the air ducts. As such, Therme has various operational practices in place, including a system inventory of all filters and UVGI equipment to proper inform air treatment and filtration maintenance. For optimal performance, air filtration systems are maintained according to the manufacturer's instructions, preventing mold and respiratory diseases particulates to propagate, while HEPA filters remove virus particles.

DEVELOP LEGIONELLA MANAGEMENT PLAN

Many studies have shown that Legionella bacteria is naturally present in waters at low concentrations, but it may colonize recirculated water systems, especially in buildings that have been vacant for some time. Therme recognizes the importance of minimizing the risk of Legionella and implemented a proper Legionella management plan and protocols, that reduce the risk of exposure to pathogenic bacteria and colonization by analyzing hazards and maintaining documentation of regular water system inventories.

MONITOR AIR & WATER QUALITY

Exposure to air pollutants such as Volatile Organic Compounds (VOCs), ozone, particulate matter, carbon monoxide and others has been shown to increase the risk of respiratory and cardiovascular diseases in addition to causing thousands of cancer deaths annually. Exposure to a range of contaminants in water can result in negative health impacts including the spread of infectious disease. As people are spending approximately 90% of their time in enclosed spaces, exposure to air pollutants and water contaminants can affect people's health with a strong impact on the quality of live.

Therme was prepared and taken additional steps in performing monthly and annual monitoring of water and indoor air quality parameters, in line with stringent WELL requirements.

MANAGE MOLD AND MOISTURE

When improperly managed, excess moisture creates conditions conducive to the growth of mold and other biological pests, which can increase the risk of developing respiratory infections and asthma among occupants. Therme's comprehensive management plan for building operations incorporates various operational practices in place, regular scheduled inspections and leak reporting protocols. Therme internal qualified professionals team rectify the moisture issues, in the event of a water leak or mold growth.

Stakeholder engagement & communication

Stakeholder engagement and communication is critical to instilling confidence, improving coordination and supporting actions that can help protect safety.

Through providing high level of communication, Therme can support occupant health literacy, which refers to its community cognitive and social ability to access, interpret and understand basic health information. Further details on the Stakeholder engagement and communication Features that Therme achieved, are below.

PROMOTE HEALTH AND WELL-BEING
Educational materials and communications can help promote health literacy and increase positive health outcomes. By supporting awareness of health and wellness programs and policies, organization can promote health literacy and encourage engagement with health

resources, leading individual benefits and providing an estimated return on investment. Therme is committed to cultivate a culture of health by reinforcing programs, amenities and policies available to support health and safety, including regular communications, occupant education and health risk assessments. This manual addresses the occupants as a guideline explaining the meaning of alignment with the rating requirementsn and provides a full overview of wellness and sustainability at Therme.

SHARE FOOD INSPECTION INFORMATION

Therme restaurants provides a diverse cuisine concept to the occupants, focusing on cleanliness and quality with the purpose to uphold and maintain sanitary measures and hygiene practices, reinforcing the potential public health benefit of this intervention.

The food establishments own the conformity authorization issued by public health department that is subject to the stringent legal requirements that mandates all establishments must be compliant and undergo inspections. Furthermore, the food establishments own food hygiene and sanitary inspection reported by third-party inspection agency. In purpose of reinforcing the hygiene awareness, the pursuit of Well Healthy Safety Rating involves that at Therme all food establishments prominently display the food inspection certificate and the sanitary inspection clearly visible to customers entering the establishment.

Innovation

Innovation strategies offers the organizations the opportunity to build unique initiatives for creating safe and healthy environments that address a novel concept or strategy not already included in the WELL Health-Safety Rating. Below you can find information on the two Innovation Features, Therme achieved.

INNOVATION I: FIRST AID STATIONS SYSTEM

In purpose of new interventions that address health and wellbeing in novel ways, Therme submitted propose innovation that positively impacts project occupants by relating to acute health and safety and is substantiated by existing scientific and medical research.

Thru the establishment of 3 onsite First Aid Stations, fully equipped with appropriate equipment and with medical trained staff, Therme aims to focus on preventive health combined with relaxation, both vital to overcome today's main issues and to protect its guests, visitors and employees, seeking constant innovations in order to positively impact people's. The Medical Department of Therme Nord Bucuresti has a beneficial role in ensuring good business performance and is working closely together with most departments, responding to incidents quickly and effectively.

INNOVATION II: VIDEO SURVEILLANCE SYSTEM

Therme aims to create a unique experience to all its visitors, staff and guests, all while considering the legislation in force and regulations, in order to ensure a quick and effective response to any type of incident that could happen inside the facility. The company has identified a positive solution in installing a high-tech video surveillance system, consisting of 400 video cameras, located both inside and outside the location. The system enables real time action, so it drastically reduces response time when incidents do occur, resulting in greater safety outcomes, simultaneously ensuring a controlled access focused on high security of the property, occupants and information.

Glossary

WELL HEALTHY – SAFETY RATING
The WELL Health-Safety Rating for Facility Operations and Management is an evidence-based, third-party verified rating for all new and existing building and facility types focusing on operational policies, maintenance protocols, occupant engagement and emergency plans

FEATURE
Addresses a set of requirements in the Well Health-Safety Standard Rating across specific concepts that are comprehensively related to health and well-being with a specific health intent.

IWBI
The International WELL Building Institute (IWBI) is a public benefit corporation and the world's leading organization focused on deploying people-first places to advance a global culture of health. IWBI mobilizes its community through the administration of the WELL Building Standard (WELL) and WELL ratings, management of the WELL AP credential, the pursuit of applicable research, the development of educational resources, and advocacy for policies that promote health and well-being everywhere.

WELL BUILDING STANDARD
The WELL Building Standard® is a performance-based system for measuring, certifying, and monitoring features of the built environment that impact human health and wellbeing, through air, water, nourishment, light, fitness, comfort, and mind. WELL is grounded in a body of medical research that explores the connection between the buildings where we spend more than 90 percent of our time, and the health and wellness of its occupants.

WELL
HEALTH-SAFETY REPORT

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2022

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Introduction

Congratulations on your WELL Health-Safety Rating achievement!

This WELL Health-Safety Rating for Facility Operations and Management Report marks an important achievement in your organization's visible commitment to supporting the health of individuals in your space. This milestone signifies your organization's efforts to prepare your space for re-entry in a post-COVID-19 environment, instilling confidence in occupants and the broader community.

We created the WELL Health-Safety Rating to empower owners and operators across large and small businesses alike to take the necessary steps to prioritize the health of their staff, visitors and stakeholders.

The WELL Health-Safety Rating, which consists of a subset of relevant features from the WELL Building Standard™ (WELL™) adapted for facility operations and management, was informed by the COVID-19 pandemic, but has broader applicability for supporting the long-term health and safety needs of people in a given space.

As organizations across the globe respond to the COVID-19 crisis by making updates to their policies and protocols, the WELL Health-Safety Rating provides an efficient and effective opportunity to guide, validate, recognize and scale the efforts of owners and operators on critical health and safety issues. The third-party review process ensures integrity and consistency, and results in a WELL Health-Safety seal, communicating leadership and a commitment to the health and well-being of the people who frequent the space.

We have enjoyed supporting your organization through this initial milestone of your WELL Health-Safety Rating journey and look forward to continuing our work together to transform the future of how buildings, communities and organizations support health!

Critical Role of Facility Operations and Management

The COVID-19 pandemic has highlighted the critical role that buildings and those that operate and manage them play in supporting people's health, safety and well-being. Transmission of COVID-19 has been found to largely occur in indoor and enclosed environments, where people spend approximately 90% of their time.

While longer term design strategies are important in reducing the risks of infectious disease spread, the urgent need to adhere to leading health and safety guidance for existing buildings prompted this rating to focus on strategies that can be implemented immediately within the scope of facility operations and management to help address acute health threats for occupants.

The strategies within the WELL Health-Safety Rating have been informed by existing features within the WELL Building Standard, IWBI's Task Force on COVID-19 and guidance by the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), global disease control and prevention centers and emergency management agencies, as well as recognized standard-making bodies such as ASTM International and ASHRAE, and leading academic and research institutions. Industry experts and researchers across the WELL Concept Advisories, the WELL Research Advisory, the WELL Advisory for Sports and Entertainment Venues, the WELL Advisory for Hotels and Resorts and the WELL Airport Advisory also provided insights on the application of the WELL Health-Safety Rating.

ACHIEVEMENTS

Awarded Locations

The WELL Health-Safety Rating can be effectively earned across multiple project locations, and streamlines the verification of these achievements through shared documentation. Documentation is uploaded and can be assigned to projects, which attests that the project has met the requirements outlined in the selected WELL strategy.

1 locations achieved the WELL Health-Safety Rating, representing 232,252 sqft

Location	City	Country	Size (sqft)	Features Achieved
THERME NORD BUCURESTI	Balotesti	Romania	232,253	22

WELL Health-Safety Feature Achievement Summary

	Feature	Status
Cleaning and Sanitization Procedures	SC1 Support Handwashing	Achieved
	SC2 Reduce Surface Contact	Achieved
	SC3 Improve Cleaning Practices	Achieved
	SC4 Select Preferred Cleaning Products	Achieved
	SC5 Reduce Respiratory Particle Exposure	Achieved
Emergency Preparedness Programs	SE1 Develop Emergency Preparedness Plan	Achieved
	SE2 Create Business Continuity Plan	Achieved
	SE3 Plan for Healthy Re-Entry	Achieved
	SE4 Provide Emergency Resources	Achieved
	SE5 Bolster Emergency Resilience	Achieved
	SE6 Establish Health Entry Requirements	Achieved
Health Service Resources	SH1 Provide Sick Leave	Achieved
	SH2 Provide Health Benefits	
	SH3 Support Mental Health Recovery	
	SH4 Promote Vaccines	Achieved
	SH5 Promote a Smoke-Free Environment	
Air and Water Quality Management	SA1 Assess Ventilation	Achieved
	SA2 Assess and Maintain Air Treatment Systems	Achieved
	SA3 Develop Legionella Management Plan	Achieved
	SA4 Monitor Air and Water Quality	Achieved
	SA5 Manage Mold and Moisture	Achieved
Stakeholder Engagement and Communication	SS1 Promote Health and Well-Being	Achieved
	SS2 Share Food Inspection Information	Achieved
Innovation	SI1 Innovation I	Achieved
	SI2 Innovation II	Achieved
	SI3 Innovation III	
	SI4 Gateways to Health-Safety	
	Total Features	**22**

Impact of WELL Health-Safety Feature Achievement

Cleaning and Sanitization Procedures

SC1 Support Handwashing `Achieved`

Instituted protocols to reduce pathogen transmission associated with washing and drying hands, including the provision of proper handwashing supplies, implementation of additional sanitization strategies, installation of signage for effective handwashing, use of disposable soap containers and provision of hand-drying towels.

SC2 Reduce Surface Contact `Achieved`

Implemented temporary and/or permanent strategies to reduce the amount of contact that people have with high-touch surfaces.

SC3 Improve Cleaning Practices `Achieved`

Implemented rigorous cleaning protocols that address high-touch surfaces by detailing the extent and frequency of cleaning, provided annual trainings for cleaning staff and required detailed documentation procedures.

SC4 Select Preferred Cleaning Products `Achieved`

Restricted use of hazardous or harmful ingredients in cleaning, disinfection and sanitization products.

SC5 Reduce Respiratory Particle Exposure `Achieved`

This feature requires projects to implement design and policy strategies to minimize some instances of contact with contaminated respiratory particles.

SE1 Develop Emergency Preparedness Plan Achieved

Conducted a risk assessment detailing the resources, education, training and management plans necessary to respond to diverse emergency situations.

SE2 Create Business Continuity Plan Achieved

Developed a business continuity plan that identifies critical business functions necessary for recovery and responds to the results of a remote work readiness assessment.

SE3 Plan for Healthy Re-Entry Achieved

Created a plan for re-entry after an emergency event that addresses maintenance and sanitization protocols, stakeholder engagement, access to personal protective equipment (PPE), dedensification (including phased re-entry), ongoing communication and training methods, and the continuous evaluation of health and safety protocols in the building.

SE4 Provide Emergency Resources Achieved

Provided resources, personnel and training that supports the occupant response to diverse emergency situations.

SE5 Bolster Emergency Resilience Achieved

Provided occupant education, emergency assistance funds and/or designated emergency spaces in order to support health and well-being during and after emergencies.

SE6 Establish Health Entry Requirements Achieved

SH1 Provide Sick Leave `Achieved`

Supported the overall health and well-being of individuals by promoting stay-at-home policies and providing short-term and long-term sick leave.

SH4 Promote Vaccines `Achieved`

Promoted community immunity through occupant health by providing vaccine programs and campaigns.

Air and Water Quality Management

SA1 Assess Ventilation `Achieved`

Assessed the ability to increase fresh air supply through mechanical and/or natural means, thereby diluting human- and product-generated air pollutants as a means to minimize indoor air quality issues.

SA2 Assess and Maintain Air Treatment Systems `Achieved`

Conducted a system inventory of all filters and UVGI equipment to inform proper air treatment and filtration maintenance.

SA3 Develop Legionella Management Plan `Achieved`

Established protocols that minimize the risk of Legionella colonization by analyzing hazards and maintaining documentation of regular water system inventories.

SA4 Monitor Air and Water Quality `Achieved`

Committed to the annual monitoring of water and indoor air quality parameters.

SA5 Manage Mold and Moisture `Achieved`

Developed a moisture management plan and inspection protocol to limit the potential for bacteria and mold growth within buildings from water infiltration, condensation and internal leaks.

SS1 Promote Health and Well-Being `Achieved`

Cultivated a culture of health by reinforcing programs, amenities and policies available to support health and safety, including regular communications and occupant education. Supported healthy behavior through signage that communicates important health safety actions and information.

SS2 Share Food Inspection Information `Achieved`

Promoted health and hygiene awareness by conducting regular food inspections and making the results visible to all occupants.

Innovation Option 1: Innovation Proposal `Achieved` `Achieved`

Option 1 innovation submissions propose new interventions that address health and wellbeing in novel ways.

NEXT STEPS

Awards Package

Projects that have satisfied the requirements of the WELL Health-Safety Rating and have accepted the WELL Health-Safety Report are officially designated as WELL Health-Safety Rated projects.

IWBI encourages project teams to promote their achievement through a variety of means, and provides a suite of resources to support WELL Health-Safety Rated projects, including:

- WELL Health-Safety seal (four complimentary seal per location)
- Digital, printable WELL Health-Safety seal.
- Digital, printable certificate featuring enrolled project name.
- Digital promo kit with sample press release and social posts.
- On-site marketing collateral toolkit.

The WELL Health-Safety seal will indicate the year the project achieved the rating (with a new seal made available at each annual renewal) and may only be displayed at the site of the WELL Health-Safety Rated project. For more information, please view the WELL Health-Safety Rating PR Guidelines.

To access these resources, please visit the Promotions tab in your WELL Health-Safety account.

To purchase additional seals for your locations, please contact us in the Support widget.

Award Maintenance

Projects that are officially designated as WELL Health-Safety Rated projects will need to demonstrate their continued achievement of WELL requirements annually.

The WELL Health-Safety Rating is valid for one year from the date of issuance. To maintain the designation, projects undergo an annual renewal process validating their on-going operations and maintenance, which helps to ensure they are meeting a consistently high standard for health and safety over the long term, and which results in an updated WELL Health-Safety seal. For more information on renewal requirements, refer to the WELL Health-Safety Rating Guidebook.

Appeals

Appeals are available to project teams that wish to undertake corrective measures to address unmet requirements outside of the two documentation reviews that are included with the WELL Health-Safety Rating.

Appeals are also available for project teams that wish to challenge any findings in the WELL Health-Safety Report or submit new strategies for review by submitting an appeal application. The appeal application allows for the submission of supplementary information and for an additional round of review. Each appeal is applicable to one feature; a separate appeal must be submitted for each feature being challenged. Fixed baseline fees are associated with appeals. All appeals must be submitted within 180 calendar days after the date of issuance of the WELL Health-Safety Report. If the project team is challenging the results from the final Documentation Review, an appeal must provide an explanation of the basis of the appeal and identify any suspected errors. For more information, refer to the WELL Health-Safety Rating Guidebook.

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APPENDIX

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