

# A clear route map towards

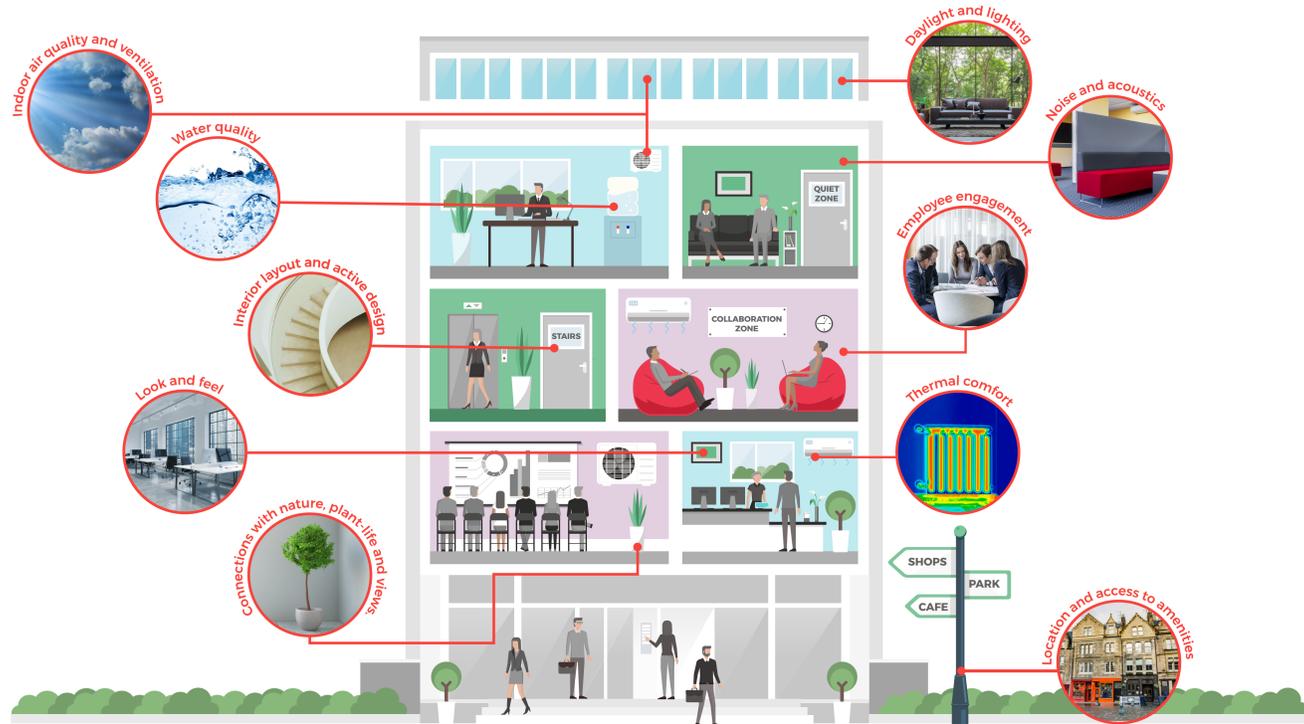
# HEALTHY BUILDINGS

With a growing evidence-base linking mental and physical health to our built environment, economically savvy businesses are taking note. Investing in health and wellbeing credentials can help to differentiate your buildings in the market, attract higher rental yields, retain talent and increase profitability – along with many other benefits.

To cut through the plethora of frameworks, assessments and methodologies in the evolving and complex wellness landscape, our thinking helps to navigate through a clear route map toward achieving a healthy building.



We are in the midst of a wellness revolution.



## Business benefits

There are three categories of business benefit, each with their own advantages depending on whether you're a developer, an owner, or an occupier.

1. Talent attraction and retention
2. Productivity and profit
3. Market differentiation and value

**11%**

Improved ventilation can boost the productivity of workers by 11%  
The UK Green Building Council

**23%**

Better lighting can improve efficiencies by 23%  
The UK Green Building Council

**£4,600**

Enhanced ventilation can increase productivity by £4,600 per employee per year  
The Harvard Cognitive FX study

**2.3%-3.8%**

Companies with high employee satisfaction outperformed their competitors by between 2.3%-3.8% a year  
The Edmans Research Group

## Understanding occupant surveys

An occupant survey offers a true reflection of how the building is perceived by those who spend the most time in it. They can be used in three key contexts.

1. **During building operation** – to track perception and find areas to optimise user experience
2. **Before or after an intervention** – for example as part of a refurbishment programme
3. **To support building certifications** – such as the WELL Building Standard and BREEAM

### Communication is key

Perception surveys are relatively easy and yield useful data. Communication is key – you only get one chance. There must be a 'review and implementation plan' in place to maintain staff engagement e.g. responding quickly to identified needs.

## What data is gathered?

<b>User-specific data</b>	<ul style="list-style-type: none"> <li>• Seating location and proximity to windows</li> <li>• Length of time spent in the building</li> <li>• Use of computer</li> </ul>
<b>Building design and management information</b>	<ul style="list-style-type: none"> <li>• Space, image and safety</li> <li>• Cleanliness levels</li> <li>• Furniture</li> <li>• Views</li> <li>• Usability</li> <li>• Drinking water access/quality</li> <li>• Break-out spaces</li> </ul>
<b>Productivity</b>	<ul style="list-style-type: none"> <li>• How the building impacts occupant productivity</li> </ul>
<b>Indoor environmental quality</b>	<ul style="list-style-type: none"> <li>• Comfort</li> <li>• Noise</li> <li>• Lighting</li> <li>• Impact on health</li> <li>• Controls</li> </ul>

## 10 Steps to creating a new healthy building

### 01 Engage your internal stakeholders

Undertake a wellness discovery workshop with key internal stakeholders to define what health and wellness means to your new building.

### 02 Pick your site

Shortlist and rate potential sites using wellness criteria.

### 03 Work with your team

Hold a design charrette to discuss the health and wellbeing vision and goals for the project.

### 04 Develop your health & wellbeing strategy

Appoint a wellbeing champion, document timescales, and register for a certification system (if applicable).

### 05 Design the core and envelope

Start with the big ticket items such as staircase location, façade design, social space allocations, and views of nature.

### 06 Specify the details

Now focus on the details of your heating, ventilation and air-conditioning system, location of air intakes, occupant controls, and engage your supply chain.

### 07 Collaborate with contacts

Broaden your focus and collaborate with suppliers, occupant management team and third parties to identify products and services that support your vision.

### 08 Involve the contractor

Hold a construction charrette to discuss health and wellbeing goals and targets for the project.

### 09 Measure and verify

Set a programme to track and report performance, and plan your re-certification strategy. Be prepared to roll out an implementation plan to mitigate poor performance if needed.

### 10 Enjoy

Communicate your success to the market and develop a marketing brochure for future tenants and occupants.



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