

**BEYOND** • hlw

# WELL Health + Safety

FEATURE GUIDE 2023



# WELL Health + Safety

## Introduction

WELL Health + Safety helps guide users in preparing their spaces for re-entry in a post-COVID-19 environment. 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.

When you see the WELL Health-Safety seal, you can feel confident knowing the space you're entering is putting your health first.

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

There are 6 core areas of focus that are addressed in the WELL Health + Safety Rating System. There are 26 features available for the certification. At a minimum 15 features must be achieved for projects to receive their WELL Health + Safety rating.

- Cleaning and Sanitization Procedures
- Emergency Preparedness Programs
- Health Service Resources
- Air and Water Quality Management
- Stakeholder Engagement and Communication
- Innovation

## Project Achievement

To help execute the strategies, HLW has a WELL Accredited Professional on their team, who has earned their credential, which denotes expertise and a commitment to advancing human health and wellness in buildings and communities around the world.

See below a list of all the features that are being pursued by HLW Offices to achieve their WELL Health and Safety Rating.

### Cleaning and Sanitization Procedures

- Support Handwashing
- Reduce Surface Contact
- Improve Cleaning Practices
- Select Preferred Cleaning Products
- Reduce Respiratory Particle Exposure

### Emergency Preparedness Programs

- Develop Emergency Preparedness Plan
- Create Business Continuity Plan
- Plan for Healthy Re-Entry
- Provide Emergency Resources - HLW London Office Only
- Bolster Emergency Resilience

### Health Service Resources

- Provide Sick Leave
- Provide Health Benefits
- Support Mental Health Recovery
- Promote Flu Vaccines
- Promote a Smoke-Free Environment

## Stakeholder Engagement and Communication

- Promote Health and Wellness

### Innovation

- WELL AP
- Gateways to Health-Safety - HLW NYC Office Only

Emergency preparedness and resilience plans are critical to ensuring that organizations are equipped to immediately confront a crisis, as well as to recover successfully from it.

The following sections describe how the HLW Office locations have achieved these features. The policies and emergency preparedness information will be located on the intranet and will be easily accessible to all HLW employees.



# **Cleaning + Sanitization Procedures**

# Support Handwashing

## Project Locations Pursuing this Feature:

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**HLW NY Office:** 5 Penn Plaza, New York, NY 10001

**HLW NJ Office:** 122 Main St, Madison, NJ 07940

**HLW CA Office:** 1437 4th Street 4th Floor, Santa Monica, CA 90401

**HLW London Office:** 1A Lonsdale Square, London N1 1EN

Throughout the restrooms there are visual cues that promote hand hygiene and explains the proper way to wash your hands. Regular handwashing is one of the best ways to remove germs, avoid getting sick, and prevent the spread of germs to others. Whether you are at home, at work, traveling, or out in the community, handwashing with soap and water can protect you and your family.

Handwashing helps prevent infections because:

- People frequently touch their eyes, nose, and mouth without even realizing it. Germs can get into the body through the eyes, nose and mouth and make us sick.
- Germs from unwashed hands can get into foods and drinks while people prepare or consume them. Germs can multiply in some types of foods or drinks, under certain conditions, and make people sick.
- Germs from unwashed hands can be transferred to other objects, like handrails, table tops, or toys, and then transferred to another person's hands.
- Removing germs through handwashing therefore helps prevent diarrhea and respiratory infections and may even help prevent skin and eye infections.

([Link](#) to information from CDC website)

For all sinks where handwashing is expected (e.g., bathrooms, break rooms, food prep and wellness rooms), the following are present within the room:

- Fragrance-free liquid hand soap dispensed through one of the following:
  - Sealed dispensers equipped with disposable soap cartridges.
  - Dispensers with detachable and closed containers for soap refill. Soap containers must be washed and disinfected when emptied, before refilling.
- One of the following methods for hand drying:
  - Fabric hand towel rolls with dispensers, with rolls replaced before reaching their end of service.
  - Paper towels.
  - Hand dryers equipped with a HEPA filter. Filter replacement and equipment maintenance are carried out per manufacturer's instructions. (NOTE: This method is not available for healthcare projects.)

This project is using paper towels to comply with this requirement. There is stronger evidence about the ability of paper towels to dry hands and remove bacteria, as compared to air dryers.

- Signage displaying steps for proper hand washing.



Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time.

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

## Why is this important to you?

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All humans share the critical need to access to bathrooms and 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.

# Reduce Surface Contact

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It is important to assess high-touch surfaces throughout the project and implement temporary and permanent strategies to reduce frequency or need of hand touch. High touch surfaces are those that people frequently touch with their hands, which could therefore become easily contaminated with microorganisms and picked up by others on their hands.

HLW will provide the following for all spaces:

- a. An inventory of:
  - All high-touch surfaces (e.g., doorknobs/handles, telephones, elevator buttons, faucet handles, soap dispensers, security equipment).
  - All person-person contact points (e.g., security checkpoints).
- b. Potential temporary and/or permanent measures to reduce or eliminate frequency of contact with high-touch surfaces and person-person contact, if possible (e.g., doors opened by an attendant, touch-free faucets, voice-activated elevators, ticketless entry, transparent partitions).
- c. Circumstances in which temporary measures will be implemented and timeline for permanent measures to be implemented.

## Why is this important to you?

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Coronaviruses, among other pathogens, can survive on surfaces infected by droplets. For instance, research suggests that the SARS-CoV-2 virus can remain airborne for up to three hours and on some surfaces for up to 72 hours. Several outbreak investigations have supported the potential of fomites (i.e., infected surfaces) to cause viral diseases.

Reducing the instances where occupants touch surfaces can help minimize one of the vectors of disease transmission.

# Improve Cleaning Practices

## Project Locations Pursuing this Feature:

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Within this feature, HLW has staff as part of their office services team who has a cleaning and disinfection plan that include instructions, training, and recordkeeping. The cleaning plan includes all the following requirements:

**a.** Details the following:

- Extent and frequency of cleaning.
- Cleaning responsibilities of building occupants (if any) and cleaning staff.
- Cleaning supplies and where they can be accessed.
- Process to evaluate and document adherence to the cleaning plan.

**b.** Identifies the following:

- Surfaces that require disinfection (e.g., high-touch surfaces).
- Frequency and/or other thresholds (e.g., number of hours, number users of a space, results from a swab test) for disinfection.
- Applicable governmental registration and directions of use (e.g., contact time and dilution rates) for disinfectants.
- Other non-chemical tools used for disinfection, if any.

**c.** States the following documentation procedures:

- The chain of communications with building occupants.
- A system to log feedback from occupants and cleaning staff.

**d.** Specifies the following for cleaning materials and personal protection equipment (PPE):

- PPE requirements for general cleaning and specialized tasks (e.g., disinfection or dilution or chemicals).
- Color-coding for reusable and disposable cleaning cloths.
- Separate cleaning of reusable cleaning materials from other clothing or products.

**e.** Includes the following precautions for storage of cleaning products:

- An identifiable, fit-for-purpose storage space in accordance with the manufacturers' directions; bleach stored away from other products.
- Color-coding and labeling of any bleach-based and ammonia-based products, indicating they are not to be mixed with one another.

**f.** Specifies the following for cleaning tools and equipment:

- HEPA rated filters for vacuum cleaners.
- If carpet and woven upholstery are present, the cleaning methodology (based on manufacturer's recommendations), favoring hot water extraction if technically feasible.
- Protocols for cleaning, maintenance and handling of waste accumulated in equipment (e.g., used vacuum cleaner bags).

**g.** Includes the following operational aspects:

- Use of cleaning and disinfection products, including dilutions (when needed) and ventilation requirements.
- On-site availability of current Safety Data Sheets (SDS) of cleaning and disinfection products, in languages spoken by the cleaning staff.
- Precautions to avoid slip hazards during and after floor cleaning.
- Safe disposal of waste, including soiled cleaning materials and PPE.

**h.** Outlines a training program that meets the following:

- Training covers cross-contamination prevention via hand hygiene, PPE, cleaning cloth replacement, cloth handling techniques and carrying systems to separate clean tools from dirty ones.
- Training is delivered to all relevant personnel including building management, building operators and contracted cleaning staff, on an annual basis.

## Why is it important to you?

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Cleaning is fundamental for keeping a healthy indoor environment. Microorganisms such as house dust mites – ubiquitously present around the world– are directly related with asthma and allergy development. Surfaces may host pathogens released by sick individuals or through contact with another contaminated surface.

Cleaning practices may cause additional health concerns. For instance, indiscriminate use of cleaning sprays is suspected to be a risk factor for adult asthma. Similarly, lack of education on the use of gloves during wet cleaning activities may explain the high prevalence of hand dermatitis in the cleaning service industry.

A thorough plan for cleaning operations that considers the health of occupants and cleaning staff increases the overall efficiency of the process, while reducing environmental damage. The plan will align with advice from public health agencies for disinfection requirements. Along with personal protective equipment (PPE), the implementation of engineering controls (e.g., ventilation) and policies is key to reduce exposure to hazards during cleaning practices.

# Select Preferred Cleaning Products

## Project Locations Pursuing this Feature:

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In order to restrict hazardous or harmful ingredients in cleaning, disinfection and sanitization products. HLW will implement a policy for all cleaning, disinfection and sanitization products specified in the cleaning plan. The policy addresses the followings:

- a. Products are labeled as ‘low-hazard’ or ‘safer’ by an ISO 14024-compliant (Type 1) Ecolabel, or by a third-party certification recognized by the local government where the project is located. Hazard criteria must be specific for the product classes within the scope of this feature.
- b. The Safety Data Sheet (SDS) of each product discloses ingredients per EU Regulation 2015/830 (CLP) or California State Bill No. 258 and no ingredients listed in Section 3 of the SDS are classified as Category 1, 1A or 1B for the following Globally Harmonized System (GHS) codes and corresponding hazard statements:
  1. H311 (toxic in contact with skin).
  2. H312 (harmful in contact with skin).
  3. H317 (may cause allergic skin reaction). Individual terpenes may be present up to a concentration of 0.5% in undiluted products.

4. H334 (may cause allergy or asthma symptoms or breathing difficulties if inhaled).
5. H340 (may cause genetic defects).
6. H350 (may cause cancer).
7. H360 (may damage fertility or the unborn child).
8. H372 (may cause damage to organs through prolonged or repeated exposure).

## Why is it important to you?

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Commercial cleaning products may contain ingredients that may degrade the indoor air quality and are suspected to be hazardous to human health. Some products may emit substances that irritate the nose, eyes, throat and lungs and can cause or trigger asthma attacks. Moreover, the interactions between cleaning agents, microbes and public health are diverse and complex, and we are just beginning to better understand them.

The provision of cleaning products that contain less hazardous ingredients may reduce the risk of respiratory and dermal symptoms.

# Reduce Respiratory Particle Exposure

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HLW implemented features within design and policy strategies to minimize some instances of contact with contaminated respiratory particles for all spaces. The following requirements are implemented during periods when higher incidence of respiratory disease is likely:

**a. Distancing strategies:**

- HLW will provide easy to remove signage for queuing marks to increase distance between people while waiting in line (e.g., in elevator lobbies, at check-out counters) and while using moving sidewalks and escalators, as applicable. Self-service systems to control ingress or egress to the project (e.g., at reception desks or checkout counters).

**b. Circulation strategies:**

- One-way hallways and corridors.
- Separate entry and exit for restrooms except single-user bathrooms.

- c. In any shared spaces (e.g., meeting rooms, workspaces, communal kitchens):
  - Strategies to increase distance among occupants.
  - Expectations and requirements for usage of face coverings or personal protective equipment.
  - Clearly communicated rules for occupancy to reduce respiratory particle exposure and rationale for their use.
- d. Communication strategies to educate occupants about the practices implemented by the project to reduce respiratory particle exposure:
  - Monthly communication (e.g., email, webcast) to all regular occupants.
  - Prominent signage (physical or digital) at all building entrances and in shared spaces.

## Why is it important to you?

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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, humidity, air flow and air treatment. 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.

Implementing design and policy strategies aimed at reducing exposure to some particles shed by infected individuals, like establishing physical distancing among people or providing barriers to prevent respiratory particles, may slow the spread of pathogens.



**Emergency  
Preparedness Programs**

# Develop Emergency Preparedness Plan

## Project Locations Pursuing this Feature:

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HLW will undertake a risk assessment and create an emergency management plan for natural, human-caused, technological and health-related emergencies and educate occupants on the plan to support emergency preparedness and response. The following requirements are met for all spaces:

- a. A risk assessment is undertaken to address at minimum the following:
  - Identify project assets (e.g., employees, facilities).
  - Establish a pathway for vulnerable occupants or groups (e.g., older adults, people with disabilities, pregnant women, children) to confidentially identify their specific needs for an emergency.
  - Evaluate potential impacts of relevant hazards and identify high-risk hazards.
  - Determine emergency management planning priorities.
- b. An emergency management plan is in place outlining response in the case of emergency situations within the building or surrounding community, addressing at minimum the following hazards:
  - Natural (e.g., flood, tsunami, wildfire, earthquake, heatwave).
  - Fire.
  - Health (e.g., acute medical emergency, infectious disease pandemic).

- Technological (e.g., power loss, chemical spill, explosion).
  - Human-caused (e.g., civil unrest, active shooter, terrorism).
- c. The emergency management plan meets the following requirements:
    - Incorporates annual (at minimum) inventory and maintenance of building emergency response resources (e.g., first aid kits, automated external defibrillators (AEDs), emergency notification system, personal protective equipment) and operations capabilities (e.g., backup power, remote management systems).
    - Includes a list of specialized personnel that is updated annually (at minimum) and includes roles and contact information of the emergency response team.
    - Plan is reviewed and updated (as needed) on an annual basis and is easily accessible to all regular occupants.
  - d. Regular occupants are provided education and training on emergency preparedness and response, including the following:
    - Communications about the emergency management plan and related resources, including guidance by relevant local-, state-, regional- or global-level emergency response agencies (e.g., WHO, FEMA or equivalent), annually (at minimum), to employees during new employee onboarding and during an emergency event.
    - Practice drills or other operations-based or discussion-based exercises conducted annually (at minimum) for each high-risk hazard identified in the risk assessment, and conducted every two years (at minimum) for other hazards covered under the emergency management plan.

## Why is it important to you?

Natural disasters kill around 90,000 people and affect close to 160 million people worldwide every year, with both an immediate and long-term impact on human lives and built spaces. Older adults, individuals with disabilities, pregnant women and children may have special needs during an emergency and are particularly vulnerable when disaster strikes. The U.S. Federal Emergency Management Agency estimates about 40-60% of small businesses permanently close following a disaster due to lack of a comprehensive disaster preparedness plan with proper mitigation strategies. Beyond natural disasters, infectious disease epidemics have increased in the 21st century, involving fast global spread due to travel, trade and urbanization. The COVID-19 pandemic spread to almost every continent and infected more than more than six million people worldwide within five months impacting the social and economic livelihood of the global population on an incalculable scale.

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. Robust emergency preparedness and response measures can also help to slow the spread of infectious disease and minimize secondary mortality.

# Business Continuity Plan

## Project Locations Pursuing this Feature:

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HLW has crafted a business continuity plan that minimize disruption to our business and customers. Having a business plan allow HLW to be more proactive than reactive in the face of future adversity. A business continuity plan gives employees and clients the much-needed assurance about the capability of the business to continue functioning properly even in the wake of a disaster. A business that inspires such confidence in the people that it's associated with would enjoy reputation as a reliable and promising brand.

HLW has created a business continuity plan to:

- keep our business “up and running” during and after an incident
- recover operations more quickly after interruptions
- reduce costs and duration of any disruption
- mitigate risks and financial exposure
- build customer confidence and trust
- safeguard company reputation
- develop confidence within the business
- insure against otherwise unacceptable risks
- save lives if dangerous events (such as fire) occur

Our business continuity plan at a minimum:

- a. Determines critical business functions, processes, supporting resources and dependencies (e.g., email, internet connectivity, third-party suppliers or service providers, interdependent departments).
- b. Includes a list of the members, roles and responsibilities of the business continuity team and convenes the team twice annually (at minimum) to review, test and update (as needed) the plan.
- c. Implements a business impact analysis to evaluate the likely effects resulting from disruption of normal business functioning due to a disaster and identifies which critical business functions should be prioritized for recovery.
- d. Conducts a remote work readiness assessment, including at minimum the following:
  - e. Evaluates which employees and/or positions (if any) are able to work remotely.
  - f. Evaluates which employees and/or positions (if any) have the necessary support infrastructure to work productively in a remote situation.
  - g. Evaluates whether organizational technology (e.g., company laptops, virtual private network (VPN)) is set up to support enterprise-wide remote work.

- h. Implements the strategies necessary to support remote work readiness as determined by the evaluation, including (as applicable) methods of communication to employees during remote work and provision for alternate work locations.
- i. Outlines strategies to support short- and long-term continuity in various disasters (e.g., blizzard, pandemic), restore and maintain business operations following disruption and re-mobilize to address recurring disasters.

## Why is this important to you?

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Emergencies may lead to extended workplace shutdowns, which can result in extensive layoffs, while employees who continue working may be forced to work in high-risk conditions or remotely in spaces not equipped to support productivity. Most individuals who go through emergencies experience psychological distress, resulting in depression, anxiety, feelings of hopelessness, fatigue, irritability, or anger. These impacts can be exacerbated by added stressors during emergencies such as social isolation, domestic abuse, economic hardship, or loss of loved ones. Our business continuity plan will be used as a guide to minimize the impact stressors have on employees.

# Plan for Healthy Re-Entry

## Project Locations Pursuing this Feature:

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The creation and implementation a re-entry plan that includes re-evaluation of existing policies, protocols and programs, risk inspections of building systems, frequent occupant communications, and flexible re-entry options to meet occupant needs.

HLW will establish a plan for re-entry into the project after an emergency event, addressing at minimum the following:

- a. Consultation with regular occupants prior to and just after re-entry to understand their needs and concerns related to re-entry.
- b. Applicable safety, compliance and risk inspections of water, mechanical, electrical, ventilation and life safety systems, including necessary actions to restart building and facility systems after prolonged shutdown and approval or clearance for safe re-entry.
- c. A list of roles for those who will be responsible for overseeing the re-entry plan. While roles and contact information should be made available to an organization's personnel, it is not

necessary to include this information in the plan submitted for purposes of verifying this feature.

- d. Re-evaluation and adjustment (as needed) of human resources, workplace wellness and employee support policies and amenities (e.g., use of common areas and shared spaces like wellness rooms, food provision, physical activity programs) to support a safer and healthier re-entry.
- e. Policy to support phased re-entry (as needed) offering part-time options, work from home flexibility and/or flexible schedules for all employees (as feasible), particularly for parents and caregivers who may have specific dependencies (e.g., due to childcare closures or a sick family member) and vulnerable groups (e.g., people with disabilities or who may be particularly vulnerable to infectious disease).
- f. Re-evaluation and adjustment of facilities management policies and protocols to support a safer and healthier re-entry, including but not limited to:
  - Crowd management and spacing and physical distancing of individuals.
  - Heightened security measures (e.g., temperature screening, security personnel to monitor masking requirements).
  - Access to personal protective equipment (PPE).
  - Additional sanitization supplies and other cleaning or maintenance protocols.
- g. Contingency planning and re-closure measures should the same hazard that forced initial closure re-occur.
- h. Frequent communications through multiple methods (e.g.,

emails, signage, trainings) to all relevant stakeholders, including (as applicable) employees, occupants, residents, facilities management team, contractors and community members, on: the re-entry plan; new or altered policies; operations and procedures; relevant local-, state-, national- or global-level re-entry guidelines and how the project will address occupant health and safety concerns.

- i. Evaluation and incorporation of re-entry guidelines (as available) provided by a relevant local-, regional- or global-level emergency response agency (e.g., WHO, government emergency management agency or equivalent) into the plan, and adherence to instructions provided by that agency during re-entry.

## Why is it important to you?

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Careful consideration of re-entry timing and strategies is critical to supporting occupant health and safety in the aftermath of an emergency. Consulting with occupants on their re-entry needs and concerns, clearly communicating new roles, policies and protocols and offering flexible re-entry options will help mitigate occupant anxiety and support the inclusion, well-being and productivity of occupants. Assessing critical infrastructure systems and taking necessary actions to ensure those systems are functional after damage or extended shutdown is also crucial to facilitate safer and smoother re-entry. Finally, re-evaluating existing facilities management operations and workplace wellness policies to adapt to altered conditions post-emergency, and frequently communicating those changes to occupants, will help facilitate safer re-entry and create a healthier environment after re-entry.

# Provide Emergency Resources

## Project Locations Pursuing this Feature:

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**HLW London Office:** 1A Lonsdale Square, London N1 1EN

HLW offers the following Emergency Resources for the London Office:

### 1. Promote Emergency Resources

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Resources are in place that support emergency response, including the following:

- a. Building emergency notification system with auditory and visual indicators of emergency (e.g., public address systems, flashing lights).
- b. At least one first aid kit per floor.
- c. AEDs accessible to any occupant within 3-4 minutes and adoption of routine maintenance and testing schedule. The locations of building AEDs are identified through posters, signs or other forms of communication other than on the AED itself.

## 2. Provide Emergency Training and Personnel

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The following are in place:

- d. Emergency response team for medical emergencies, including at least one certified medical professional, first responder or other qualified personnel who has received emergency medical training (e.g., Emergency Medical Technician, paramedic, police, fire service, individuals certified in advanced first aid) present within the building during regular business hours.
- e. Security or crisis response team for human-caused disruptions (e.g., civil unrest, active shooter, terrorism).

### Why is it important to you?

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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). Supplementing those resources with employees trained in CPR, first aid, and AED use can increase individual response time and help improve survival rates. In food allergy emergencies, quick access to and immediate availability of epinephrine is essential.

# Bolster Emergency Resilience

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In order to facilitate resilience during and recovery after an emergency, the NY, NJ, and London offices will implement:

- a. Designated outdoor or indoor space is made available to emergency responders, relief organizations or other equivalent institutions at no cost for alternative use in case of emergency (e.g., shelter during a natural disaster, treatment area during a pandemic).

In order to facilitate resilience during and recovery after an emergency, the LA office will implement:

- a. Shelter-in-place plan for emergencies in which occupants cannot leave the project (e.g., hurricane, chemical spill) that includes the following:
  - A shelter-in-place kit with resources to help occupants shelter in place within the project for at least 24 hours (e.g., water, food supplies, blankets, flashlights, first aid kit).
  - A pathway for occupants or groups who may be more vulnerable (e.g., older adults, people with disabilities, pregnant women, children) to confidentially identify specific needs they may have during a shelter-in-place emergency.

- Procedures for communicating to occupants the decision to evacuate or shelter-in-place during an emergency.
- A commitment to incorporate shelter-in-place guidelines provided by a relevant local-, regional- or global-level emergency response agency (e.g., WHO, FEMA or equivalent) into the plan, and to adhere to instructions provided by that agency during a shelter-in-place emergency.
- Annual (at minimum) occupant trainings on the shelter-in-place plan.

## Why is it important to you?

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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 during critical events such as natural disasters and pandemics and help patients receive immediate care.



**Health Service  
Resources**

# Provide Sick Leave

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HLW has provided employees both long-term and short-term sick leave policies which are distinct from family leave, parental leave and paid time off. HLW's short-term sick leave policy includes a statement that discourages employees from coming into work when they feel sick and from doing work while on sick leave. Full time employees have at least 20 days of combined paid time off and sick leave. For longer term sick leave, employees have 12 weeks of unpaid sick leave per annum for a chronic or serious health condition.

In addition, during recovery from a serious health condition, employees are eligible and encouraged to speak with their direct supervisor to create a plan that will allow them to gradually re-enter the workplace. The plan may include one or a combination of the following options:

- Phasing in the number of work hours per week (for example starting at 24 hrs per week and increasing to 40 over a set schedule).
- Increased virtual hours.
- Setting up a flexible schedule, where work can be scheduled around required medical appointments and prescribed recovery responsibilities.

## Why is it important to you?

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Studies show implementing paid sick leave reduces contagion in the workplace, improves employee productivity and reduces employee turnover.

# Provide Health Benefits

## Project Locations Pursuing this Feature:

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HLW supports the overall health and well-being of individuals and their families by offering comprehensive health benefits, policies and services. HLW provides a health benefit plan to all employees and their designated dependents. The following services are provided at a subsidized cost:

- Medical care
- Dental care
- Vision care
- Mental health and substance use services
- Sexual and reproductive health services, including obstetrics and gynecology (OB-GYN) services and sexually transmitted infection (STI) testing and treatment
- Medication/prescription coverage
- Essential immunizations based on region
- Preventive screenings and biometric assessments
- Tobacco cessation programs
- Infectious disease testing (e.g., tuberculosis, malaria, COVID-19) during a regional or global infectious disease outbreak, epidemic or pandemic as declared by a regional or global public health agency (e.g., WHO, disease control and prevention centers or equivalent institution)

Employees in the NY, NJ, and LA Offices, are provided with these benefits through their United Health Care Oxford Healthcare Plan. Employees in the London office are provided with these free health care benefits through the NHS.

In addition to these health benefits, HLW provides confidential consultations with qualified support staff (e.g., benefits counselor, human resources representative).

## Why is it important to you?

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Access to basic healthcare services is one of five key pillars that form the social determinants of health

# Support Mental Health Recovery

## Project Locations Pursuing this Feature:

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**HLW NY Office:** 5 Penn Plaza, New York, NY 10001

**HLW NJ Office:** 122 Main St, Madison, NJ 07940

**HLW CA Office:** 1437 4th Street 4th Floor, Santa Monica, CA 90401

**HLW London Office:** 1A Lonsdale Square, London N1 1EN

HLW enables families and individuals to access mental health services and resources to provide support during and after emergencies. HLW offers mental health services to all employees at a subsidized cost to support recovery from traumatic events. HLW provides the following mental health services in a virtual manner:

- Crisis counseling or trauma-focused psychotherapy with qualified mental health professionals.
- Bereavement counseling and materials on coping with grief, including resources for returning to work after a loss.
- Information on benefits coverage and how to access additional mental health services, made conveniently and confidentially accessible to employees.

Employees in the NY, NJ, and LA Offices, are provided with these benefits through their United Health Care Oxford Healthcare Plan. Employees in the London office are provided with these free health care benefits through the NHS.

## Why is it important to you?

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Globally, the frequency, size and cost of disasters is increasing due to climate change, population growth and rapid urbanization. Most individuals who go through emergencies are likely to experience psychological distress, resulting in depression, anxiety, feelings of hopelessness, fatigue, irritability or anger. These impacts can be exacerbated by added stressors during emergencies such as social isolation, domestic abuse, economic hardship or loss of loved ones.

# Promote Flu Vaccines

## Project Locations Pursuing this Feature:

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**HLW NY Office:** 5 Penn Plaza, New York, NY 10001

**HLW NJ Office:** 122 Main St, Madison, NJ 07940

**HLW CA Office:** 1437 4th Street 4th Floor, Santa Monica, CA 90401

**HLW London Office:** 1A Lonsdale Square, London N1 1EN

For the NY and LA Offices, HLW offers annual on-site seasonal influenza (flu) vaccines to all full-time and part-time employees starting at least one month prior to peak flu season. This vaccine program is accompanied by a seasonal flu prevention campaign which provides the following:

- alerts employees regarding the availability of on-site flu vaccine clinic, coverage or vouchers
- encourages individuals to receive the vaccine
- educates employees on the health reasons to receive the vaccine
- educates employees on good hand hygiene and cough etiquette
- instructs employees to stay home when experiencing flu-like symptoms

For the NJ Office, all employees are encouraged to receive a free flu vaccine thorough health insurance coverage through United-Health Care Oxford. o. Employees can receive their vaccines during work hours and are encouraged to call ahead to schedule a time with the pharmacy to avoid long wait-times.

For the London Office, all regular building occupants (i.e. individuals who spend min. 30 hrs/month across at least 5 days in the project boundary), are encouraged to receive a free flu vaccine through NHS. Employees can receive their vaccines during work hours and are encouraged to call ahead to schedule a time with the pharmacy to avoid long wait-times.

An online banner will be posted on HLW's intranet site, BLUE, advertising the benefits of receiving a flu vaccine and promoting best practices for flu season including working from home when ill, sneezing into the elbow and washing hands frequently. This information will be left up on the site throughout flu season.

## Why is it important to you?

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Unvaccinated individuals pose a risk to public health, and seasonal flu causes severe illness and death in high-risk populations.

Providing free on-site flu vaccines with education on good health habits can increase vaccination rates and reduces flu cases. Flu 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.

# Promote a Smoke-Free Environment

## Project Locations Pursuing this Feature:

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**HLW NY Office:** 5 Penn Plaza, New York, NY 10001

**HLW NJ Office:** 122 Main St, Madison, NJ 07940

**HLW CA Office:** 1437 4th Street 4th Floor, Santa Monica, CA 90401

**HLW London Office:** 1A Lonsdale Square, London N1 1EN

HLW prohibits smoking and the use of e-cigarettes within all interior spaces. In addition, smoking is prohibited on all terraces. All four HLW offices comply with this no-smoking policy.

## Why is it important to you?

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Tobacco is responsible for an estimated six million deaths per year globally among direct users, and serves as the cause of death for up to half of its users. In addition to those deaths caused by direct use, an estimated 890,000 annual deaths can be attributed to non-user exposure to second-hand smoke. Exposure to tobacco smoke persists to detrimentally affect the health of both smokers and those exposed to secondhand smoke. Ingredients in cigarettes form over 7,000 compounds when burned, of which at least 69 are known to be carcinogenic. As a result, the average life expectancy of a smoker is 10 years less than that of a nonsmoker.



**Stakeholder Engagement  
+ Communication**

# Promote Health + Wellness

## Project Locations Pursuing this Feature:

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**HLW NY Office:** 5 Penn Plaza, New York, NY 10001

**HLW NJ Office:** 122 Main St, Madison, NJ 07940

**HLW CA Office:** 1437 4th Street 4th Floor, Santa Monica, CA 90401

**HLW London Office:** 1A Lonsdale Square, London N1 1EN

## Health Mission Statement:

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HLW's health-mission statement incorporates an inspired team of innovators relentlessly pursuing ways to improve the lives of patients and their families. All HLW offices are an extension of our mission through the implementation of features that address the health and wellbeing of our employees.

The design of our space connects supporting and improving occupant health to the organizational objectives or mission statement. The space reflects a collaborative workspace and promotion of health and wellness of our employees that exemplifies our brand. HLW provides the essential healthcare, build a culture of health that accommodates diverse population needs and establish an inclusive, engaged occupant community.

## Why is it important to you?

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Establishing a health-centered mission and orienting stakeholders to how the company will adhere to that mission through features can help individuals remain engaged in the space and empower them to utilize all available health and wellness programs and policies.



**BEYOND.**  
hlw