

CREATING ENVIRONMENTS THAT PROMOTE HEALTH & WELLBEING



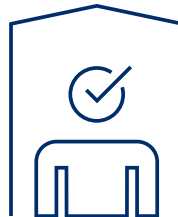
THE ROLE OF HEALTH & WELLBEING IN REAL ESTATE

The symbiotic relationship between the wellbeing of occupiers and the value of real estate assets is clear. The physical characteristics and operational practices within buildings have a significant impact on the health and wellbeing of those who occupy and visit it.

As a consequence, the modern workforce expect their place of work to meet their health and wellbeing demands, meaning an asset's health and wellbeing provision is an important element of the overall customer experience provided. This can range from air quality, lighting and amount of amenity space to the provision of water, quality of food and refreshment services and fitness activities.

Health and wellbeing is now a core component of the overall ESG framework within which commercial buildings are assessed, meaning investors need to deliver health and wellbeing as part of their overall ESG strategy.

Several benchmarking and certification standards have been developed to measure and quantify its provision. Its inclusion within the GRESB benchmark is driving the adoption of health and wellbeing standards among institutional investors 'seeking global leadership and market differentiation opportunities' while GRESB report that 'health and wellbeing is now becoming an increasingly institutionalised focus across the real estate industry' ([Health & Wellbeing in Real Estate, Green Health Partnership and GRESB 2020](#)).



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HEALTH AND WELLBEING IS NOW RECOGNISED AS AN INTRINSIC PART OF THE WORKPLACE ACROSS THE REAL ESTATE INDUSTRY.

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HOW WE CAN HELP

With extensive experience and a practical knowledge base, Workman is well placed to help clients to make sense of this complex landscape.

We develop effective asset-specific plans to deliver a comprehensive health and wellbeing offering, improving occupier retention and maximising the client's investment.



OUR WELLBEING ASSET PLANS

We are committed to creating an outstanding customer experience for occupiers. We actively seek opportunities to create environments where occupiers want to stay, as a result of their staff being in a healthy and productive environment.

Through our Wellbeing Asset Plans, we identify and implement health and wellbeing opportunities suitable to each asset and the specific requirements of its occupiers. Initiatives vary from simple schemes such as running clubs, workshops and seminars to large-scale initiatives such as installing gyms or specialist cycle storage facilities.

An increasing number of clients recognise the value in enhancing the quality of environments their assets can offer to occupiers, staff and visitors. As such we are assisting a growing number of clients to achieve Fitwel certification, "a data driven certification system which aims to optimise buildings to support occupant health and wellbeing". We undertake a desktop analysis of the current position of the asset, breaking down initiatives by cost and ease to implement, to ensure clients can see likely outcomes prior to commencement. The process is fully managed from start to certification and the benefits are proven to attract and retain occupiers.

Whilst we can drive standards to meet this certification, we can also create Wellbeing Asset Plans based on the same principles, even where certification is not the preferred outcome.



A FLEXIBLE APPROACH

The creation and implementation of Wellbeing Asset Plans is led by our in house ESG team who are experienced in working with investors, occupiers, suppliers and other stakeholders to create environments that promote health and wellbeing for all.

Our approach to creating environments that promote health and wellbeing, enables us to:

- Advise on development projects at the design stage or on existing assets.
- Audit existing health and wellbeing performance and provide specific practical recommendations rooted in the latest scientific research and commercial thinking.
- Focus on specific elements of health and wellbeing provision or address the full scope of health and wellbeing opportunities.

As members of the Better Buildings Partnership (BBP) Managing Agents Partnership and ISO:14001 accredited, we share an ongoing commitment to the sustainable management of real estate, which we combine with practical advice and implementation.



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KNOWING, UNDERSTANDING AND ENGAGING WITH STAKEHOLDERS IS KEY TO A SUCCESSFUL HEALTH AND WELLBEING STRATEGY.

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A PROVEN TRACK RECORD



Our health and wellbeing offering has achieved a number of successes.

To date we have assessed, or are in the process of assessing, nearly 2m sq.ft. of assets, across offices, business parks and shopping centres, including;

- Project managing the certification of the first Fitwel-certified business park in Europe
- Delivering the first Fitwel certified office building in the North-West of England
- Achieving the highest Fitwel score of any asset globally, for a multi-let office in Bristol
- Achieving the first Fitwel-certified shopping centre in the UK
- Completing the most UK Fitwel accreditations in 2020

CREATING A WELLBEING ASSET PLAN

ESTABLISH CLIENT OBJECTIVES

Agree objectives, time frame and budget

DEFINE SCOPE AND IDENTIFY STAKEHOLDERS

Whole Building or common parts? Management teams, suppliers, occupiers and community?

COLLABORATE WITH STAKEHOLDERS

Communicate client objectives, review existing offering, establish their priorities.

BUILDING LOCATION & ACCESS 	INDOOR AIR QUALITY 	ARTIFICIAL & NATURAL LIGHTING 
CLEANING & GENERAL HYGIENE 	ACTIVE DESIGN FEATURES 	WELLBEING SPACES & AMENITIES 
WATER PROVISION & ACCESS 	FOOD & BEVERAGE SERVICES 	HEALTH & SAFETY 

RECOMMENDATIONS

SENSORS & IOT TECHNOLOGY

SIGNAGE, WAY MARKERS, AMENITY

POLICIES, INITIATIVES, ACTIVITIES

ENGAGE AND INFORM

Communicate and agree proposed plan with all stakeholders to agree future activity.

IMPLEMENT AND EXECUTE

Action agreed changes and interventions. Continually monitor progress and report to all stakeholder.

To find out how to create environments that promote health & wellbeing, contact:



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