

WELL features & Sustainability and Health Policy

**World Port Center
Rotterdam
The Netherlands**



**Version 1.0
Date April 2021**

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1. Introduction

The World Port Center intends to be one of the leading workplaces in the Netherlands in terms of sustainability and the healthiest workplace for its occupants. Therefore it has implemented the vision of WELL in its policy. This policy is part of the Appendices of the tenant conditions. A cross-reference with the features of WELL is described at the end of this policy.

The policy has been drawn up by Unifore in collaboration with CFP and submitted for approval to the tenants (where this relates) and to the IWBI by a certification for WELL.

1.1 Influence of buildings on people's health

The Covid-19 pandemic has shown us that healthy buildings are very important. Even before the virus was spread we spent 90% of time indoors. Because this constitutes the vast majority of our exposure time, and concentrations of many indoor pollutants are actually higher indoors than outdoors, it follows logically that indoor environments influence our health. Indoor pollution is estimated to cause thousands of cancer deaths and hundreds of thousands of respiratory health problems each year. In addition, hundreds of thousands of children have experienced elevated blood lead levels resulting from their exposure to indoor pollutants. Buildings have the potential for both positive and negative impacts on this indoor exposure, and can mitigate the burden of outdoor pollutants indoors.

Analyses show that the cost of making changes that could vastly improve cognitive performance is minuscule compared with the related increase in productivity. Indoor air quality factors can significantly degrade cognitive performance in buildings that would otherwise meet current building standards. Workers in green-certified buildings score more than 20 percent higher on the cognitive tasks than those in noncertified buildings. They also have 30 percent fewer "sick building" symptoms than those in noncertified buildings: fewer headaches and respiratory complaints, for example. They sleep better on returning home at night too, as can be measured by wristwatches that track sleep quality. Differences in humidity, daylight, noise or ventilation can therefore make a huge difference for people's health.

1.2 Combining sustainability and health related measures

To meet challenges related to energy and materials, while simultaneously providing healthy indoor environments, buildings must incorporate sustainability criteria into every aspect of design, construction and operation. By definition, green buildings focus on minimizing impacts to the environment through reductions in energy usage, water usage, and minimizing environmental disturbances from the building site. Also by definition, but perhaps less widely recognized, green buildings aim to improve human health through design of healthy indoor environments.

2. WELL features in the World Port Center

The World Port Center incorporates the WELL ideology to make the building more sustainable and at the same time make it a healthy place to work. This chapter briefly describes how the various features of the ten Concepts of WELL Core have been achieved.



10 WELL Concepts

 AIR	Experience high-level indoor air quality across a building's lifetime	
	P ¹	A01 Fundamental air quality
		A02 Smoke-Free Environment
		A03 Ventilation effectiveness
		A04 Construction pollution management
	O	A05 Enhanced air quality
		A06 Enhanced ventilation
	A09 Pollution infiltration management	
	A10 Combustion Minimization	
<p>The air in the building is of high quality due to a modern HVAC system with good filters. There is a ventilation system that brings in fresh air from the outside. Additionally, the indoor air pollution is minimized in several ways: (1) indoor pollution sources are properly isolated and ventilated, (2) human exposure to combustion-related air pollution and construction-related air pollution is minimized, (3) the entrances minimize the transmission of outdoor air pollutants to indoors, (4) smoking prohibition.</p>		
 WATER	Access to high quality drinking water and water management	
	P	W01 Fundamental Water Quality
		W02 Water containments
		W03 Legionella control
	O	W04 Enhanced water quality
		W06 Drinking water promotion
		W07 Moisture management
	W08 Handwashing	
<p>The water quality meets the thresholds for turbidity, coliforms and containments for drinking and other forms of using. Risks for legionella and potential mold growth and bacteria are managed. This results in high quality drinking water that is easily assessable at every floor.</p>		

¹ P = Precondition, O = Optimization

 NOURISHMENT	Encourage better eating habits by creating food environments where the healthiest choice is the easiest choice	
	P	N01 Fruits and vegetables
		N02 Nutritional transparency
	O	N03 Refined ingredients
		N04 Food advertising
		N06 Portion sizes
		N07 Nutrition education
		N08 Mindful eating
		N09 Special diets
		N10 Food preparation
	N12 Food production	
The consumption of healthy food is promoted by WPC in association with the caterer. For example, (1) fresh fruits and vegetables are available on a daily basis, (2) there is nutrition transparency for all food products sold within the building, (3) meals in the cafeteria are sold in different proportion sizes, making it possible to eat smaller proportions, (4) within the building there is some educational literature about healthy eating.		
 LIGHT	Benefit from daylight and lighting systems designed to increase alertness, enhance experience and promote sleep	
	P	L01 Light Exposure and education
		L02 Visual Lighting Design
	O	L05 Enhanced daylight access
There is proper light exposure within the building due to the form of the building, the windows and the artificial lighting. Required light levels are met. Also the visual discomfort from daylight and electric lights are managed.		
 MOVEMENT	Promote active living through environmental design strategies, policies and programs	
	P	V01 Active Buildings and Communities
		V02 Visual and Physical Ergonomics
	O	V04 Active commuter / occupant support
		V05 Site planning and selections
		V07 Active furnishings
		V08 Physical activity spaces / equipment
		V09 Exterior active design
		V10 Enhanced ergonomics
		V11 Physical activity promotion
The design of the WPC promotes movement and physical activity. For example, there is a bicycle storage and a free physical activity space present in the building. The WPC actively promotes physical activity in several ways, like providing routes to walk during the break and by promoting ergonomic and active furnishing.		
 THERMAL COMFORT	Maximize your productivity through improved HVAC system design and by meeting thermal preferences	
	P	T01 Thermal performance
	O	T02 Enhanced thermal performance
		T04 Individual thermal control
		T07 Humidity control
The WPC puts in effort to ensure a thermal performance that suits most of the users. There are appropriate temperature and humidity levels within the building. Individual users are able to control the thermal performance at their workplace.		
 SOUND	Improve your experience with optimal acoustical comfort parameters	
	P	S01 Sound mapping
	O	S02 Maximum noise levels
		S04 Sound absorptions
The building meets WELL requirements for preventing general issues of acoustical disturbance from external and internal generated noise. The speech privacy level is also increased by this.		
 MATERIALS	Reduce human exposure to hazardous building materials	
	P	X01 Fundamental material precautions
		X02 Hazardous material abatement
		X03 Exterior materials and structures
	O	X04 Waste management
		X05 In-place management
		X06 Site remediation
		X08 Hazardous material reduction
	X11 Long-term emission control	
Hazardous materials within the building are eliminated and managed in multiple ways to reduce the human exposure to hazardous materials. Hazardous streams of waste are also properly managed.		

 MIND	Support cognitive and emotional health through design, technology and treatment strategies	
	P	M01 Mental health promotion
		M02 Access to nature
	O	M06 Restorative opportunities
		M07 Restorative spaces
		M13 Tobacco prevention and cessation
	M14 Substance use education / services	By proving and promoting health education, programs and initiatives on different topics mental health and wellbeing are promoted. Relaxing spaces to spend time during the break are present.
 COMMUNITY	Establish inclusive, integrated community through social equity, civic engagement and accessible design	
	P	C01 Health and wellness awareness
		C02 Integrative design
		C03 Occupant survey
	O	C04 Enhanced occupant survey
		C08 New parent support
	C15 Emergency preparedness	WPC tries to create a community in which the users of the building can provide feedback on the WELL topics. In return, the users of the building are informed on topics related to health and buildings. There are also some protocols in place that support the wellbeing of the employees, like the emergency plans.
 INNOVATION	O	I03 Educate WELL
		I05 Green buildings rating systems

Policy Appendices

A. Restrictions

A1 Smoking

No indoor smoking or smoking near the building

Smoking and the use of e-cigarettes is prohibited in interior spaces of the World Port Center (as is mandated by ordinance by the government) and prohibited within at least 7.5 m of all entrances, operable windows and building air intakes. The building owner has placed signage to clearly communicate the ban and to describe the hazards of smoking.

This restriction also accounts for patios, balconies, rooftops and outdoor galleries. It is not allowed to sell tobacco and/or e-cigarettes within the building. Smoking is only allowed at the small park area near the water.

More information

More information about the health consequences of tobacco use is mentioned in the quarterly newsletter and in the specific WPC online library (part of the WPC website).

For the direct staff the following options subsidized by 50%:

1. Tobacco cessation counselling.
2. Prescription tobacco cessation medications and nicotine replacement products.
3. Nationally-approved, over-the-counter nicotine replacement products.

B. Building

B1 Manage and/or restrict polluting materials

Every three years the following strategies for managing existing hazards are conducted and reviewed.

Lead and asbestos

According to the EU law restrictions all used building materials should be lead-free (including the drinking water system and plumbing) and free of asbestos. The building was constructed in the year 1998 and Europe banned asbestos in 1995, therefore the building was constructed after the applicable laws banning asbestos were in place.

This applies to the current building as well as any modifications and renovations that will occur in the future. Indoor paints and surface coatings should contain less than 90 ppm total lead. Suppliers will be asked to deliver proof that these requirements are met with all quotes and with all procurements.

Mercury

Illuminated exit signs, thermostats, switches and electrical relays are mercury-free.

Low-mercury or mercury-free lamp technology should meet the following specifications:

Fluorescent Lamp	Maximum Mercury Content
Compact, integral ballast	3.5 mg
Compact, non-integral ballast	3.5 mg
T-5, circular	9 mg
T-5, linear	2.5 mg
T-8, eight-foot	10 mg
T-8, four-foot	3.5 mg
T-8, two- and three-foot	3.5 mg
T-8, U-bent	6 mg
High-Pressure Sodium Lamp	Maximum Mercury Content
400 W or less	10 mg
Over 400 W	32 mg

PCB

PCBs (polychlorinated biphenyls) are harmful substances that can end up in foods through environmental pollution. PCBs are difficult to degrade and therefore remain in the environment for a long time. Since 2001, the production and use of PCBs has been banned worldwide. Before 2003, all equipment containing PCBs in the Netherlands was withdrawn from circulation. Any modifications and renovations that will occur in the future will contain no PCBs.

CCA and synthetic turf fibers

The building has been constructed without using wood or wooden structures and therefore no CCA (Chromated copper arsenate) in wood has been used. This will also not be applied in future adjustments. The same applies for synthetic turf fibers.

Hazardous waste and materials

All hazardous waste is collected and it is disposed of separately by the registered waste processor. Hazardous waste consists of at least:

- Batteries
- Pesticides (if applicable)
- Equipment and lamps that may contain mercury

The World Port Center has separate containers in its waste storage space for different hazardous waste streams.

Renovation plans

The World Port Center's renovation plan takes into account the following requirements:

- All newly installed doors, ductwork, conduits, metal studs, mirrors, glass, roofing, brass cooler drains, pump, motors, valves and wallcovering, at minimum 20% by cost contain less than 100 ppm added lead.
- All newly installed furnishings and furniture (including textiles, finishes and dyes), all components that constitute at least 5%, by weight, furniture or furnishing assembly meet the threshold of less than 100 ppm mercury, cadmium, antimony or hexavalent chromium.
- All newly installed electrical components (fire alarms, meters, sensors thermostats and load break switches), meet the threshold of less than 1000 ppm lead, mercury or hexavalent chromium and less than 100 ppm cadmium.

B2 Manage emissions and pollution

Manage combustion (no CO emissions at parking lot)

Within the World Port Center combustion-based fireplaces, stoves, space heaters, ranges and ovens are not used in regularly occupied spaces. The only place where this is allowed is in the kitchens. To minimize emissions and pollution, the equipment for heating, cooling and power generation should always meet the European “EMEP/EEA Air Pollutant Emission Inventory Guidebook 2019”.

Outside and in the parking lot, the emissions and pollution are minimized by prohibiting idling for more than 30 seconds in all pick-up, drop-off and parking areas. The building’s owner has placed signage at these locations to clearly communicate this rule.

Mitigate construction pollution

For each construction work the suppliers will sign an agreement stating the following three requirements:

1. Upon completion of construction (including installation of woodwork, doors, acoustic tiles, paints, carpets, movable furnishings and other interior finishes), a building air flush is performed while maintaining an indoor temperature of at least 15°C and relative humidity below 60%, at a total air volume of 4,300 m³ of outdoor air per m² of floor area prior to occupancy.
2. Ducts are sealed and protected from possible contamination during construction.
3. The below moisture and dust management procedures are followed:
 - a. Carpets, acoustical ceiling panels, fabric wall coverings, insulation, upholstery, furnishings and other absorptive materials are stored in a separate designated area protected from moisture damage.
 - b. All active areas of work are isolated from other spaces by sealed doorways or windows or through the use of temporary barriers.
 - c. Walk-off mats are used at entryways to reduce the transfer of dirt and pollutants.
 - d. Saws and other tools use dust guards or collectors to capture generated dust.

Minimize pollution infiltration by doormats at the entrance

Indoor air quality and thermal comfort can be compromised by leaks and gaps that break the building’s air barrier. Therefore, the World Port Center tries to minimize or prevent the introduction of potentially harmful substances into indoor spaces as much as possible.

Firstly, all regularly used entrances use an entryway system composed of rollout mats that are the width of the entrance and 3 meter long in the primary direction of travel. These rollout mats are wet-cleaned once every two days and fully dry before use, and vacuumed using a vacuum with a beater bar in both directions at least once a day. Cleaning the underside of the entry mats will not be forgotten.

The main entrance has revolving entrance doors with a building entry vestibule as well.

B3 Ventilation

Ventilation supply and exhaust rates in the total building are set to the following standard: ASHRAE 62.1-2010 (Ventilation Rate Procedure or IAQ Procedure)

The mechanical ventilation system is tested and balanced every five years to verify that the minimum ventilation rates are within $\pm 10\%$ of the minimum design values and therefore it can be confirmed that the total amount of air entering tenant spaces is sufficient.

Reasons for adjustment or modification of the mechanical ventilation system that result in a requirement for system rebalancing include significant building alterations, significant changes in occupant density, changes in building use or occupancy category or other changes inconsistent with system design assumptions.

B4 Lighting

Glare has been associated with a host of health issues that range from visual discomfort and eye fatigue to headaches and migraines. Implementing strategies to mitigate glare minimizes distraction and contributes to overall comfort and focus of users. In the World Port Center, glare is almost everywhere mitigated by façade awnings throughout the exterior envelope glazing. The awnings are controllable by the occupants and manually retracted twice a week for inspection.

In the whole building, each luminaire meets the requirements for regularly occupied spaces. Wall wash fixtures and task lamps positioned as specified by manufacturer's data, as well as decorative fixtures, excluded.

The following requirements are taken into account within the whole building:

- 100% of light is emitted above the horizontal plane
- Luminaires installed at a height of 5 meters or lower meet an unified glare rating of 19 or lower.
- Luminaires installed at a height greater than 5 meters meet an unified glare rating of 22 or lower.
- With a luminance lower than 20.000 cd/m² no shielding is required.
- With a luminance between 20.000 cd/m² and 50.000 cd/m², a shielding angle of 15 degrees is required.
- With a luminance between 50.000 cd/m² and 500.000 cd/m², a shielding angle of 20 degrees is required.
- With a luminance above 500.000 cd/m², a shielding angle of 30 degrees is required.
- Fixture luminance does not exceed 10.000 cd/m² at any angle from 45 to 90 degrees from nadir, and luminous intensity that does not exceed 1.000 candela at any angle from 45 to 90 degrees from nadir.

B5 Acoustics

With increasing architectural trends toward open office collaboration, the acoustical comfort in space is more likely to become compromised unless treatment is considered. Luckily, the World Port Center does not have much open office spaces. Nevertheless, it is still important to design floor plans with intent and use in mind. To give an overview of loud, quiet and mixed zones, all zones in non-leased spaces of the building are labelled on the project floor plan.

B6 Monitor quality

Air

The following air pollutants are monitored at intervals no longer than once per year:

- A. PM2.5 and PM10
- B. Formaldehyde
- C. Total VOCs
- D. CO, Ozone, NO2

The results of on-going monitoring are to be logged on behalf of the owner and uploaded to the WELL Online account each year in November. The number and location of sampling points for on-going monitoring complies with the requirements outlined in the WELL Performance Verification Guidebook: The number of sample points (10) is based on the project area and the number of floors (32).

Water

The following water contaminants are monitored at intervals no longer than once per year:

- A. Turbidity
- B. Coliforms
- C. Dissolved metals
- D. Organic pollutant
- E. Disinfectant by-products
- F. Herbicide and pesticide
- G. Fertilizer
- H. Public water additive

The results of on-going monitoring are to be logged on behalf of the owner and uploaded to the WELL Online account each year in November. The number and location of sampling points for on-going monitoring complies with the requirements outlined in the WELL Performance Verification Guidebook: The number of sample points (11) is based on the project area and the number of floors (32).

Thermal parameters

The following thermal parameters are monitored at least twice per year:

- A. Dry-bulb temperature
- B. Relative humidity
- C. Mean radiant temperature

The results of on-going monitoring are to be logged on behalf of the owner in January and July and uploaded to the WELL Online account each year in November. The number and location of sampling points for on-going monitoring complies with the requirements outlined in the WELL Performance Verification Guidebook: The number of sample points (9) is based on the project area and the number of floors (32).

B7 Facilities

Closet space with blankets

The capability of controlling the thermal environment in individuals' immediate surroundings can be important for achieving personal thermal comfort. In all regularly occupied and shared spaces within the same heating or cooling zone, regular building occupants have access upon request to personal thermal comfort devices that provide individual user control of air speed, air temperature and mean radiant temperature. Combustion-based personal thermal comfort devices are prohibited.

All direct staff members have access upon request to blankets. Used shared blankets are washed every week. A flexible dress code policy allows for individual thermal preferences.

Bicycle tools and facilities

A long-term bicycle parking is located within the building and provides at least 50 bicycle parking places. Basic bicycle maintenance tools, including tire pumps, patch kits and hex keys, are provided on-site at the reception.

For the active occupants, the World Port Center facilitates four public showers and changing rooms. Three of the four showers can be found on the ground floor next to the bicycle parking places, one can be found near the toilets on the first floor. On two different floors there are locations with showers specific for the tenants on these floors. Overall there are more than ten showers in the building. Furthermore, there are 180 lockers in the bicycle parking and corridors available.

C. Occupants

The WELL certification is focused on the core of WPC building. This means that most of the features apply to the non-leased spaces and the direct employees of WPC. However, there are also features that apply to all spaces within the building and to all users, like having proper daylighting and providing healthy food and health education. The following part will discuss WELL topics that are applicable to all users of the building.

C1 Caterer

WPC finds it important to create a healthy environment for its users. This mainly because we spend on average 90% of our time indoors. This makes it of big importance to make time spend indoors at work more pleasant and healthy. One element of a healthy lifestyle is creating healthy eating habits. For this reason, we came to the agreement with the Caterer Albron to provide a healthy assortment of food within the WPC. In the Netherlands it is mandatory to give every employee at least a half hour break per day, so that the restaurant can also be used.

Smaller portions

The portion and packaging sizes of many foods have increased significantly over the last 30 years alongside rising global obesity rates. At the World Port Center individual items and a version of the main course are offered in reduced-size or half-size portions and at a lower cost compared to the larger, regular version.

When food is served on a plate, the diameter of a plate is no larger than 25 cm. Bowls and cups are no larger than 473 ml.

Available fruit and vegetables

On the first floor of the World Port Center, a coffee bar will be located. The coffee bar regularly provides coffee, milk, plain croissants and chocolate croissants. To ensure that at least 50% of available options are fruits and vegetables, they also offer four varieties of fruits, including apples, bananas, oranges, and pears. The fruits are placed next to the cash register.

In the vending machines, at least two varieties of fruits and at least two varieties of vegetables are offered in addition to packaged snacks. These include varieties of dried/dehydrated fruit snacks with no added sugar (e.g., dried green apples, dried mango), roasted chickpeas and green pea snack crisps.

During meetings, a catering company can be hired to provide lunch. As part of this offering the lunch will provide at least four varieties of fruit and vegetables.

Nutritional information

Nutritional information is clearly displayed on the packaging of food and beverages sold at the coffee bar or provided by the lunch caterer. If products do not have a packaging, nutritional information is showed on a signage. The displayed nutritional information contains the primary ingredients, total calories, macronutrient content and total sugar content. Also, the common food allergens are clearly labelled on packaging or signage. From the end of 2021, a guest can indicate his allergens and preferences in the guest app. If a product contains an ingredient that is not desired, the guest will receive a warning in the app. The guest app is called "Appeltje-eitje" (Apple-egg).

Albron uses the “Vinkje” nutrition criteria, which will soon be the “Nutriscore”. Both have scientific substantiation. In addition, we also use the Guidelines for Healthier Canteens of the Netherlands Nutrition Center.

Albron complies with three rules:

1. Healthy dishes have their own icon
2. Attractive descriptions (and this applies to all dishes)
3. On the banqueting website, healthy (and sustainable) choices are listed at the top of every page. In the restaurant this is not (standard) the case because menus here are classified by product group, but it can be realized manually.

Albron reports on the 14 legal allergens. An allergen-free meal can be offered on request.

Reduced sugar content

The coffee bar and caterer sell or provide a few products that contain sugar. No beverage or food item (except whole fruit) contain more than 25 g sugar per container or serving. For the food items, we label the products with a warning that contain more than 25 grams of sugar. The World Port Center aims to stimulate a healthy lifestyle. Therefore, at least 25% of the beverages is sugar free.

Promote whole grains

The coffee bar and caterer increased their whole grain options to stimulate employees and occupants to make at least half of their grains whole grains. This provides a healthier diet. Examples of grain-based foods that are sold at the moment are oatmeal, bread, pasta and crackers. In at least 50% of these products, whole grain is the first ingredient. Whole grain options never cost more than their refined grain counterparts.

Used oils

Within the World Port Center, no foods and beverages containing partially hydrogenated oils are sold. The amount of partially hydrogenated oils in the Netherlands / Europe has been reduced to less than 1%, making it no longer a problem for public health. For that reason, this is not part of the mandatory label information.

Albron adheres to the requirements set out in the hygiene code for contract and inflight catering. It states:

- The temperature of frying fat and oil is preferably 175 ° C, unless the recipe prescribes otherwise.
- Frying fat and oil must be changed regularly.

There are instructions on Albron’s quality management platform PARAAT regarding deep-frying and deep-frying fat that ensure that Albron meets this requirement.

Healthy nutritional messaging

The promotion of healthy food can guide the selection of healthier items without limiting perceived freedom of choice. To do so, the World Port Center only advertises sugar free and non-fried beverage and food options. In the designated eating areas different messages that promote healthy food and beverage options can be found. Albron gives extra promotion on healthy food by regularly organizing theme weeks, such as “lekker fit” and during the national week of vitality.

Healthy food options are also promoted on the menu by using appealing descriptions and highlighted icons. Healthy items are always listed in prominent areas of the menu and

included as the default options. Lunch provided in conference rooms contains only healthy items.

To ensure the quality of the items sold at the coffee bar and provided by the caterer, a description of the nutritional criteria used to identify healthy menu items is submitted through WELL Online. These criteria are based on dietary, scientific or medical evidence and guidelines.

Provide nutrition education

Combined with access to nutritious foods, nutrition education is an effective strategy to encourage healthy eating behaviours. Therefore, the World Port Center offers to all tenants at no cost cookbooks, magazines or other literature that promotes healthy eating and nutrition. This information is online available and is part of the WPC website.

C2 Occupant survey

At least once a year an occupant survey is conducted for the building management staff. All eligible employees (30 hours or more present in the building each week) are invited to participate in the survey. Regular reminders are sent to complete the survey. Normally this is conducted in the first quarter of each year. The anonymous survey is carried out online by an official third party and the confidential results and analysis are administered online by qualified personnel as well. Aggregate results from the survey are reported annually and submitted through WELL Online. The survey will have at least three additional questions as prescribed by WELL.

The qualified third party survey provider will be asked to pursue additional analysis of survey results by targeted thematic secondary analysis.

Extra survey for thermal comfort

During all standard occupied hours of the year, all regularly occupied spaces should achieve thermal conditions representing Predicted Mean Vote (PMV) levels within +/- 0.5; PPD ≤ 10%.

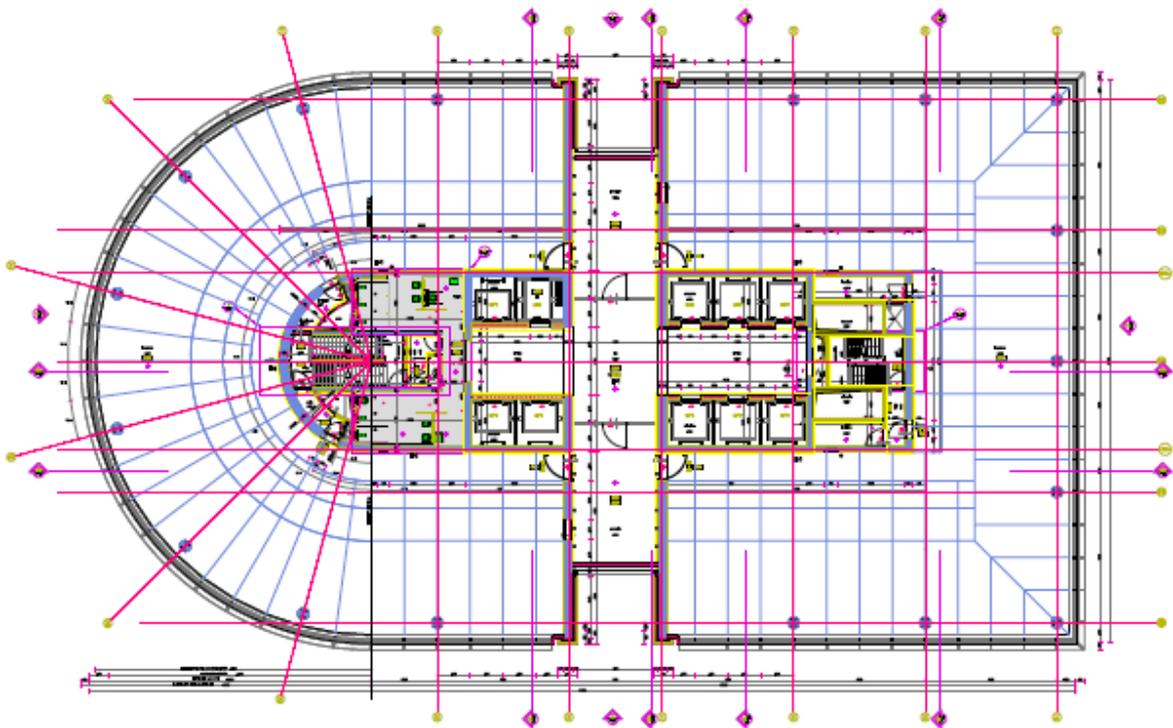
To ensure the occupancy satisfaction concerning the thermal comfort twice a year (once in June, July or August and once in December, January or February) all regular building occupants are invited to participate in an anonymous short survey. The survey includes an assessment of overall satisfaction with thermal performance and identification of thermal comfort-related issues in non-leased spaces. The target is at least a response of 35% and a targeted satisfaction of at least 90% of the responses.

The surveys will be given to occupants via a website and distributed during mid-morning or mid-afternoon, at least 30 minutes after arrival or after a lunch break. The distribution of the results are submitted as part of documentation to WELL Online.

C3 Optimize the use of daylight

Daylight is very important for the wellbeing of people. Providing indoor access to daylight can positively influence the productivity and mood of individuals while supporting the alignment of their circadian rhythms with the natural day-night cycle. The World Port Center is designed to ensure that enough daylight is available at each workplace. The building is surrounded by windows and only the traffic areas / corridors in the middle of the building are more than 6 meters from the windows.

Tenants are advised to layout each floor with enough access to daylight. This should at least account for all living spaces (more than two hours presence). As an example a layout of the fifth floor is included.



D. Health promotion

D1 Mission and vision

The mission of the WPC is a “Smart, Safe and Sustainable building in Rotterdam”. Engaging stakeholders from project onset creates the opportunity for dialogue between key decision-makers, planners and occupants. Through this dialogue a project can foster the development of a collective vision that benefits the widest range of constituents. From the start of the design process of the World Port Center, many stakeholders were engaged in the project. This never changed ever since. Values assessments and alignment exercises with the team are performed to inform any project goals or strategies to meet stakeholder expectations. At the start of the renovation, new stakeholders have joined the process while the original stakeholders still participate. To stay focused on the project goals, future meetings are set and a plan to respond to stakeholder feedback is developed. Within the World Port Center mission and vision is promoted by celebration of the place by art (for instance photos of the harbor).

D2 Promote good health by information

Health promotion committee

Employers have the potential to promote and encourage healthy behaviours. However, if employees are unaware of the health promotion opportunities available to them, they are unlikely to participate. The ultimate goal of the World Port Center is to create a high employee engagement, by building an internal culture of health through health promotion. For this reason the occupant health is promoted in newsletters that reinforce World Port Center’s culture of health.

Because there is little direct staff a health promotion committee is not necessary. A hospitality manager has been appointed instead whose aim is to promote and safeguard health.

The World Port Center facilitates individualized health risk assessments. These assessments are available on-site to all tenants, subsidized by at least 50%. The health risk assessments cover preventive screening and biometric assessments, education to inform employees on interpretation and understanding of results and required next steps to improve health, and support in accessing follow-up services, resources or programs.

Physical activity

The World Port Center believes that the productivity of employees is increased by ergonomic workstations. Besides facilitating ergonomic workstations for its direct staff, the World Port Center also wants to create awareness of the risks of an uncomfortable workstation.

The World Port Center provides physical activity incentives by offering gym memberships subsidized by 50% and flexible scheduling to accommodate physical activity that is not deducted from paid time off. This only accounts for the direct staff.

Substance abuse prevention and education

Prevention programs that address substance use through education and workplace policy, as well as available and affordable screening and treatment offerings have been shown to be effective methods of preventing unhealthy substance use habits and supporting those struggling with substance abuse and addiction.

Prevention programs are part of the World Port Center's health promotion program. This policy states that drugs are prohibited. Alcohol may be consumed during events but not during working hours.

In addition to the policy, all tenants receive education (by newsletters) addressing substance use and addiction, prescription opioid education, and how to appropriately respond to a peer struggling with substance use.

The education is focused on increasing awareness of healthy substance use habits, risks and signs of dependency or addiction, short- and long-term health and productivity hazards of excessive substance use, questions to ask at point of prescribing opioid, safe use of opioid, signs of dependency or addiction, how to support peer's recovery efforts, and what to do in the case of a substance use emergency. This education will come in the form of newsletters and online information.

For direct staff, substance use and addiction support services are made available by at least 50%. This includes the ability to use sick time or take leave for substance use and addiction treatment or needs.

Materials or information for accessing substance use, addiction services, and community resources, including clear information provided to direct staff about their benefits coverage and how to access care services are made available to all direct staff in a confidential manner that can be independently accessed. In this way the World Port Center tries to ease accessibility and minimize stress or fear of stigma seeking information. The World Port Center would always commit to a mental health parity, including substance use and addiction services.

Lastly, the World Port Center offers its direct staff coverage for:

- Confidential substance abuse screening and resource referral.
- Brief interventions (e.g., brief therapies)
- Peer support groups.
- Counseling services (e.g., behavioral therapies).
- Follow-up services during treatment and recovery.

Newsletters and digital library

The World Port Center would like to make its employees aware of the importance of a healthy lifestyle. Since the World Port Center mainly is occupied by tenants, the best way to reach all occupants is by sending information in newsletters. The World Port Center sends at least each quarter a newsletter to promote good health. These newsletters include amongst others:

- Educational resources about the importance of daylight exposure on circadian and mental health.
- Information on trainings and/or links to other written or online information such as articles or videos.
- Active meeting program with an proposed outdoor route along a pedestrian accessible path (with a map that highlights the route, total distance and the approximate time to complete).
- Option to request ergonomic workstation amenities to all direct staff employees including the timeline to fulfil requests.
- Substance abuse prevention

Furthermore a digital library is available for all tenants with specific educations resources about daylight. The digital library is part of the WPC website.

D3 Health promotion programs

At World Port Center we are committed to supporting the mental health and well-being of the direct staff by mental health promotion programs:

1. Stress management and mental well-being webinars
 - a. All employees of the direct staff can take part in webinars to help manage their stress and support their mental well-being.
 - b. Webinars are promoted via the quarterly newsletter.
 - c. Webinar topics are prioritized based on occupant survey data and responses.
2. Work-life balance and mental well-being workshops
 - a. All employees of the direct staff can take part and organize workshops that help managing their work-life balance or mental well-being.
 - b. Workshops are promoted via the newsletter.
 - c. Workshop topics are prioritized based on occupant survey data and responses.
3. Mental health screenings
 - a. All employees of the direct staff are offered to take an online mental health screening in case the employees consider this necessary.
 - b. Screenings are promoted to the staff during quarterly meetings.

D4 Consultation

Twice per year, a professional with a degree in human ergonomics offers an audit of existing ergonomic conditions in the space, including workstations, furnishings, work areas and existing policies. The professional advises in on-site adjustments to existing furnishings at tenant request while giving on-site training for staff on how to adjust workstation furnishings.

D5 Work

Promote workplace support

When direct staff members return from leave, the World Port Center offers part-time options and a coaching program to help employees transition if needed. Training for managers on how to work with employees to create a plan for leave and optimally support employees is also provided.

While a direct staff member is on leave, the World Port Center offers temporary staffing services if current employees are not able to cover the job functions.

Provide micro- and macro-breaks

As stated earlier in this document, the World Port Center strives to maximize productivity and efficiency of employees. Research shows that working over weekends inhibits recovery from work-related stress. Time away from work is crucial for recovery and maintenance of long-term health and well-being. By creating opportunities for both micro- and macro-restoration, the World Port Center can help support and foster an engaged workforce that feels rested, valued and motivated, which can have lasting impact on long-term health and engagement.

Opportunities for micro-breaks during the workday include designated time (at least 30 minutes) to break for a meal built into the workday and encouragement of breaks away from the workstation throughout the workday. Besides encouraging mini- and macrobreaks, the World Port Center will not encourage working overtime or beyond the typical workdays.

Areas available to take micro-breaks within the project boundary are f.i. the restaurant, the small park outside and seats within the lobby. The terrace outside and the wide range of restaurants on the Wilhelminapier could be a good alternative to take a break outside the World Port Center.

To encourage macro-breaks, at least 20 days of paid leave can be taken per calendar year. This excludes designated sick days or standard paid holidays.

Managers play a large role in encouraging the effective use of a holiday. They need to show employees that it is the okay to be unavailable for daily email updates and phone calls during holidays. They also need to prevent that employees feel pressure from managers to stay in contact with them. Employees on vacation can be contacted for an emergency only. A colleague will be temporarily responsible for ongoing business.

E. Other

E1 Emergency preparedness plan

An emergency management plan is in place outlining response in the case of emergency situations within the building or surrounding community, including natural hazards, fire, medical, technological and human caused emergencies.

The emergency management plan lines out the roles and responsibilities of the emergency response team and the potential hazards and the needs of vulnerable occupants or groups. It also provides information about the building response capabilities, including assessment of supplies such as first aid kits and external defibrillators. The last section of the emergency plan describes how the policy is implemented.

The World Port Center supports:

1. An emergency response team for medical emergencies, including at least one certified medical professional or first responder present within the building during regular business hours.
2. An emergency notification system in the building with auditory and visual indicators of emergency.
3. At least one first aid kit per floor.
4. AEDs within reach of any given 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.
5. Annual availability to regular building occupants of a certified training course on cardiopulmonary resuscitation and AED usage.

E2 Guided tours

The World Port Center wants to increase awareness about healthy buildings and show the possibilities in its own building. Therefore the World Port Center will be a showcase for interested individuals and/or groups. A two-monthly free tour through the building is available and promoted by the website and social media. During this tour building occupants or visitors are enabled to learn more about the impact of built spaces on their health and well-being. The tours will lead through the non-leased spaces of the building and the surroundings of the building. People attending the tour will learn what specific WELL features are met and how these features intensify each other. These guided tours are also mentioned in each newsletter.

References to WELL v2 pilot

Chapter A. Restrictions

Part	Implemented	Features
A1	Ban the indoor smoking area	A02
A1	Tabacco prevention	M13
A1	Signs outside (no smoking within 7.5 metres)	A02

Chapter B. Building

Part	Implemented	Features
B1	Mercury, lead, asbestos, PCB, exterior paint/soil	X01, X02, X03
B1	Hazardous waste and materials	X04, X05, X08
B1	Emissions furniture/furnishing/flooring/insulation	X11
B2	Manage combustion (no CO emissions at parking lot)	A10
B2	Mitigate Construction Pollution	A04
B2	Place a doormat at the entrance	A09
B3	Conduct system balancing AHU (every five year)	A03
B5	Label acoustic zones	S01
B6	Air (ongoing data-report once a year)	A01
B6	Water (ongoing data-report once a year)	W01, W02
B6	Monitor thermal parameters (ongoing data-report twice a year)	T01
B7	Closet space with blankets	T04
B7	Purchase tire pumps, patch kits and hex keys	V04

Chapter C. Occupants

Part	Implemented	Features
C1	Purchase smaller plates	N06
C1	Ensure fruit and vegetable availability	N01
C1	Provide nutritional information	N02
C1	Implement refined ingredient labeling	N02
C1	Promote whole grains	N03
C1	Manage oils	N03
C1	Promote healthy nutritional messaging	N04
C1	Provide nutrition education	N07
C1	Provide daily meal breaks	N08
C1	Implement enhanced ingredient labeling	N09
C2	Occupant survey	C03
C2	Conduct enhanced survey	C04
C2	Monitor and analyze survey responses	C04
C2	Achieve thermal comfort	T02
C3	Ensure indoor light exposure	L01

Chapter D. Health promotion

Part	Implemented	Features
D1	Promote health-oriented mission and vision	C02
D2	Promote lighting education	L01
D2	Promote physical activity	V11
D2	Promote substance abuse prevention and education	M14
D3	Commit to mental health promotion	M01
D4	Utilize ergonomic consultation	V10
D5	Promote workplace support	C08
D5	Provide micro- and macro-breaks	M06

Chapter E. Other

Part	Implemented	Features
E1	Develop emergency preparedness plan	C15
E2	Guided tours	I03