



While an asset manager will maintain a general interest in the health and wellbeing performance of a property, and will be directly involved in investment decisions, and the process of co-ordinating health and wellbeing improvements is coordinated by the property manager, with input from the facilities manager.

Developing and implementing a strategy to improve health and wellbeing involves the following steps:



## STEP 1: GAP ANALYSIS AND REVIEW

If a property is already operational, it may be beneficial to undertake a health and well-being audit. This will establish existing health and wellbeing credentials, the benefit they provide and whether they will form part of a revised strategy. It is also important to undertake an occupier survey, and potentially a wider building user survey, to establish the health and wellbeing requirements and aspiration of different stakeholder groups.

It is important to engage with the asset manager and occupiers to consider potential certification of the property across the range of health and wellbeing rating and certification schemes, or, as is often the case, wellbeing 'ready' rather than going down the route of full certification.

Relevant certification schemes include:

- WELL.
- Fitwel.
- Reset.

There are a number of frameworks available which provide guidelines for project teams if they wish to embed the principles of wellbeing, including:

- BCO Wellness Matters.
- UKGBC and WGBC frameworks.
- BRE and BREEAM requirements.

Covid-19 related frameworks and certification include:

- Strategies from the Well Building Standard to support in the fight against Covid-19.
- Research on action building health for all in the face of Covid-19.
- BCO Thoughts on office design and operation after Covid-19.



## STEP 2: SELECT HEALTH AND WELLBEING IMPROVEMENTS

There are a range of ways to improve the health and wellbeing performance of a property. This may involve altering a property's base build structure, its ongoing operations or how the property manager interacts with the building occupiers and its local community.

Some examples include:

- Base build design: Biophilic design to improve air quality, increasing productivity and reducing stress.
- Ongoing operations. Continuous air quality monitoring and reporting to ensure optimum air quality for health and productivity.
- Occupier engagement: Social events or fitness clubs for occupiers to increase social interactions and create a sense of belonging whilst also improving physical and mental health.
- Local community: Supporting local businesses or charities to give back to the areas in which they work and operate to contribute towards a fulfilling sense of community.

The shape of a health and well-being strategy should be informed by the outcomes from health and wellbeing audits and surveys. This may be complemented by technical consultants who can:

- Advise on the selection of initiatives and their implementation.
- Carry out remediation works.
- Produce policy and guidelines for building operations.
- Gather and submit the evidence and the assessment for certification, if required.

## STEP 3: CONSIDER FUNDING OPTIONS

As health and well-being strategies can take many forms and incur a range of costs, it is important to establish how a health and well-being strategy will be funded. This is likely to involve a mix of funding sources, for example part-asset manager, part-service charge, if leases allow.

Funding options will change depending on the stage in the building life cycle. For example, if the building is under construction or being refurbished then initiatives are more likely to be directly funded by the asset manager.

## STEP 4: ENGAGE AND MONITOR

Engaging occupiers is central in achieving the benefits relating to health and wellbeing. It is important that occupiers and their employees are aware of the health and wellbeing features and workplace initiatives available at a property. This will enable them to:

- Participate and make use of these health and wellbeing resources.
- Recognise the health and wellbeing commitment made by their employer and the asset manager.

There are a range of methods that can be used to engage occupiers. This may include occupier engagement forums as well as various communication channels such as posters, screens and, where relevant, pop-up booths and awareness seminars or case study publications.

It is also important to provide occupiers with training on health and wellbeing features and workplace initiatives. For example, the use of defibrillators or the safe and effective use of fitness equipment.

Regular monitoring, including the development of metrics to measure the take up and impact of health and wellbeing initiatives, enables asset and property managers, and occupiers, to evaluate the ongoing suitability. This should include a post-occupancy evaluation as part of securing feedback over the longer term.