Advocacy

Better Places for People
Put wellbeing at the heart of your building
www.betterplacesforpeople.org

Action

Healthy Workplaces
Simon Wild
Sustainability Director, Asia

Verification

Health and Wellbeing
Work Health Insights
Summary 2015
BETTER PLACES FOR PEOPLE

PUT WELLBEING AT THE HEART OF YOUR BUILDING

www.betterplacesforpeople.org
GBC engagement around the World
1. Pilot Action
   • Get early adopting companies to pilot the Framework in one or more offices and retail spaces

2. Build Key Partnerships
   • GBCs and supporting companies to build relationships with 9 key stakeholder groups

3. Raise Global Profile
   • Through case studies, blogs, and media partnerships, raise this topic around the world
WorldGBC issued a call for companies to commit to pilot the “Metrics Framework”

1. Pilot Action

Leading the Way: Commitments to Health, Wellbeing & Productivity and the Better Places for People Framework

Transitioning all buildings to ones which are supportive of the health, wellbeing & productivity of the people inside them is a long process. With the leadership of the organizations below, we are sure we are on the path towards Better Places for People.
Response from our sponsors

ARUP

"ARUP is showing leadership by piloting parts of the WorldGBC’s offices framework in its UK offices by working internally with our HR, Facilities, Engineering and Finance teams to explore a holistic approach to the Health & Wellbeing of our staff. Throughout 2016, ARUP will collect and analyze physical, organizational and perceptual metrics and expects to be able to share results and a case study by the end of 2016."

SAINT-GOBAIN

"Saint-Gobain is excited to pilot the Better Places for People framework in selected projects. We pledge to use the metrics in selected buildings, with a target of one case study launched for each building type (office, retail, residential) by the end of 2016."

Lend Lease

"Lend Lease is committed to the Better Places for People campaign and will aim to conduct both pre and post-move analysis with at least one major tenant moving into The International Quarter Building in Stratford, London’s new business district. The health & wellbeing agenda is central to the success of the project and we strive to support our occupiers in baselining performance in their existing space, before and after their move into our new development from 2017."

International WELL Building Institute

"In 2016, the international WELL Building Institute partnered with the World Green Building Council to support the development of healthy places around the world as part Better Places for People campaign. In the past year, IWBI has registered WELL projects in 14 countries around the world with over 20 million square feet, and is excited to recently offer the WELL AP. Our commitment to the World Green Building Council focuses on championing available resources to target office, retail, and resident owners, tenants, and occupiers through the WBGC campaign website and all the participating green building councils around the world."

All commitments available at: http://betterplacesforpeople.org/index.php/commitments/
Response from our sponsors

uponor

"We are approaching our leadership in the Better Places for People campaign by laying out short, medium and longer term commitments. In the short-term, we will test the office metrics in our corporate headquarters in Vantaa, Finland. Based on these results, in late 2016, we will plan the application of the offices framework in other offices. In the coming years, our goal is to adapt the metrics so that they can be used across our business as corporate sustainability KPIs."

M&S

"We remain committed to the Better Places for People campaign. Last year we applied the retail metrics to our Ecclesall Road store in Sheffield and we’re excited that in 2016 we’ll research correlations between store environments, customer and colleague experiences and economic results. We’ll also start to apply the World Green Building Council's office framework to our London Head Offices ensuring a better environment and experience for our colleagues."

SKANSKA

"Skanska is excited about the opportunity to take the office framework and apply it to selected offices in our home market in 2016. We are targeting a minimum of 3 case studies over the course of year. The focus on offices will provide valuable comparators and we will be looking to apply lessons learned to our already innovative residential projects."

B+H

"B+H Architects are eager to announce that we will be implementing many of the offices metrics framework in our Shanghai studio starting in the second quarter of 2016. We will finalize our activities early in the year and will apply them to an implementation of the Framework in a client office by the end of 2016."

All commitments available at: http://betterplacesforpeople.org/index.php/commitments/
## How you show your leadership

<table>
<thead>
<tr>
<th>I work at a Green Building Council</th>
<th>I am a building investor/owner/manager</th>
<th>I am a retailer/building tenant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engage with your members &amp; establish one or more working groups</td>
<td>Share our retail report + other resources (blog, news) within your company</td>
<td>Share our retail report + other resources (blog, news) within your company</td>
</tr>
<tr>
<td>Consider adapting or translating the Better Places reports (offices and retail) to your local market</td>
<td>Establish your “project team”, which may include sustainability, finance, HR and FM and an executive champion</td>
<td>Establish your “project team” (may vary considerably by the size of your company)</td>
</tr>
<tr>
<td>Host and attend events with a focus on healthy buildings</td>
<td>Use our Retail Guidance Note to get started with the Framework</td>
<td>Engage your landlord/manager on this topic</td>
</tr>
<tr>
<td>Create one or more pilot projects using the Framework in your own office</td>
<td>Engage with your tenants, especially around their experience and economic metrics</td>
<td>Be inquisitive and start to collect and analyze key data points – sales, footfall, dwell time, customer perception</td>
</tr>
</tbody>
</table>
2. Partnerships to Scale

GBCs are encouraged to build partnerships with organizations in 9 key stakeholder groups:

- Corporate Occupiers
- Investors
- Facilities Management
- Human Resources
- Agents
- Sustainability Execs
- Architects
- Interior Designers
- Property Managers

- Corporate Occupiers
- Investors
- Facilities Management
- Human Resources
- Agents
- Sustainability Execs
- Architects
- Interior Designers
- Property Managers
3. Profile Raising

WorldGBC’s job is to get local action on health & wellbeing noticed globally.
HEALTH, WELLBEING & PRODUCTIVITY IN RETAIL: THE IMPACT OF GREEN BUILDINGS ON PEOPLE AND PROFIT
Key Findings in Retail Report
WHY RETAIL?

**Agency**

*Rationale:*
Employees have to be in an office but customers do not have to visit your store!

**Productivity**

*Rationale:*
Retailers already likely measure:
1. Footfall
2. Dwelltime
3. Sales per customer

**Value**

*Rationale:*
In-store customer experience can greatly impact company brand
“The Framework follows a simple logic that aligns with the mission of retailers everywhere: better environments lead to better experiences for people and that leads to better economics for retailers.”
All guidance documents available at: http://betterplacesforpeople.org/index.php/toolkits/
LESSONS FROM THE PILOTS

1. Executive Leadership

2. Draw out underutilised data

3. Actionable Intelligence

4. “Joined up” thinking

5. Ownership
Facilities Manager

<table>
<thead>
<tr>
<th>Current Thinking</th>
<th>New Thinking</th>
<th>Framework Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>My goal is to run our stores without major interruptions or complaints.</td>
<td>By paying attention to comfort, lighting, etc. I can actually enhance the store experience and add value</td>
<td>Start mapping environmental attributes to customer feedback.</td>
</tr>
</tbody>
</table>

Marketing, Customer Services, Store Design, FM, HR, Agents, Property Managers....
EMERGING TECHNOLOGY

PM 2.5
15 μg/m³

GOOD INDOOR
MODERATE OUTDOOR 59 μg/m³
BETTER THAN OUTDOOR 3.8x

TVOC 0 mg/m³
CARBON DIOXIDE 481 ppm
HUMIDITY 32.91 %
NEXT STEPS

Retail Task Group Projects in the pipeline:

1. Landlord-tenant collaboration
2. Refurbishment driven by health & wellbeing data
3. HR tools to track absenteeism & place
4. Measuring intervention impact
5. Post-investment review
6. Full review of portfolio
BETTER PLACES FOR PEOPLE

PUT WELLBEING AT THE HEART OF YOUR BUILDING

Website: www.betterplacesforpeople.org
Contact: Jonathan Laski, Director of Projects & Partnerships
         jlaski@worldgbc.org
HEALTHY WORKPLACES

lendlease
WHY DOES HEALTH & WELLBEING MATTER?
WHY DOES HEALTH & WELLBEING MATTER?

“addressing diet, physical activity and exercise in the workplace environment has the potential to improve the health status of workers: contribute to a positive and caring image of a company: improve office moral: reduce staff turnover and absenteeism: enhance productivity: and reduce sick leave, health plan costs and workers compensation and disability payments – WHO/World Economic Forum report of a join event. WHO Geneva 2008
EVIDENCE COMBINED WITH STRATEGY

- HEALTHY WORKPLACES
WHAT ARE THE MAJOR TRENDS?

- Healthy Workplaces
  - Thinking fast & Slow Daniel Kahneman
  - Focus and attention
  - Sedentary lifestyle
  - Restoration

Mental health issues
HEALTH AND WELLBEING
February 2016

Work Health Insights
Summary 2015
HEALTH AND WELLBEING IS A JOURNEY

- No matter what business you are in, you are in the business of people
  Up to 80% of the cost of running a business is people

- We spend a third of our lives at work – so what we do at work matters
  Approx. 68% of deaths globally are caused by four non-communicable diseases – cancer, cardiovascular diseases, diabetes and chronic respiratory disease*. Many of these are preventable with a healthy lifestyle.

- We are already ‘leading’ in this area
  “...Lendlease is already implementing things that we have not even thought about...’ (common response by other companies)

- We are building a rich data set, however...
  Longitudinal research with repeated observations will ensure that our programs are focused on and benefit our people

- “Not everything that can be counted counts,...”
  Health & Wellbeing programs are an obvious demonstration to employees that an organisation cares about them, which leads to improved employee engagement and it helps us attract & retain the best people

Health and Wellbeing Approach

- Creating a better future for people is at the heart of our vision ‘to create the best places.’ That includes actively caring for our people’s physical and mental health, as well as their safety.
- In support of this vision, a health and wellbeing framework has been established and implemented at Lendlease.
- A baseline health assessment of our global operations in 2013 indicated a focus on awareness and education, early prevention, and support programs were critical to Lendlease.

Supporting Healthier Minds

Developing Healthier Bodies

Building Healthier Places

Creating Healthier Cultures
The purpose of the Work Health Insights (WHI) assessment is to **collate, analyse, evaluate and communicate the health and wellbeing of Lendlease**. It is undertaken across the Group with the assistance of our health partner, Bupa.

The WHI consists of 4 components:
- Employee Health Data
- Work Health Radar (WHR)
- Worksite Wellness Scorecard (WWS)
- Strategy Review – Global and Regional

The 2015 report explores the impacts and improvements of the health and wellbeing of Lendlease people, **against the baseline established by the first WHI undertaken in 2013**.

In response to the WHI 2013, Lendlease implemented a tailored Health and Wellbeing strategy and this report intends to provide evidence to support that strategy, including the evaluation of efforts to date and key recommendations for the future.

As both Lendlease and Bupa have matured in relation to health analysis and measurement, further customisations to collation, reporting and analysis were undertaken to enhance the WHI from 2013. **Note: This has impacts on the ability to provide fully comparable data between 2013 and 2015.**
Recommendations

1. Set up organisational targets for health related outcomes
2. Develop further health and wellbeing data, evaluation and reporting
3. As a leader in workplace health and wellbeing, Lendlease should share with industry its learnings and approaches

• RECOMMENDATIONS

1. **Enhance support for stress management**
   2. Target increase managers trained in mental health
   3. Enhance support for preventative mental health initiatives

1. **Increase support to improve diet and nutrition**
   2. Increase support health condition management
   3. Increase the reach and uptake of health checks

1. **Improve healthier workplace design**
   2. Increase number of worksites with end of trip facilities
   3. Increase the number of tobacco-free workplaces

1. **Target reduction in overtime hours**
   2. Evolve the health benefits offerings
   3. Incorporate greater family participation within health offerings
WHAT CAN YOU DO?

- Move more
- Build capacity
- Take time for restoration
- Foster social connections
- Reduce Tech dependency
- Eat better
THANK YOU