THE WELL

RETAIL PILOT ADDENDUM

VERSION A | JUNE 2015 WITH ADDENDA THROUGH Q4 2018

INTERNATIONAL WELL BUILDING INSTITUTE™

WELL Building Standard®
Retail Pilot A

The WELL Pilot Program

The WELL Building Standard® Version 1.0 (WELL v1.0) was launched on October 20th, 2014 for the Commercial and Institutional Office building sector. That standard applies to office spaces, where well-being is related to worker health, performance and motivation.

While positioned for office projects, large sections of the WELL Building Standard have applications outside the office setting, although most building types require some modification. These differences create the need for new WELL Pilot Programs. As such, the International WELL Building Institute™ (IWBI) has begun creating Pilot Programs to test and refine how standards can best apply to new building sectors. The IWBI will integrate the information and lessons learned from the WELL Pilot Program into future versions of the WELL Building Standard, which will include specific Features, Parts, and Requirements for new building sectors addressed by the pilots.

WELL Pilot Standards are developed by incorporating best practices for building design and by adapting the current WELL Building Standard to new building uses. Over the course of a Pilot Program, the IWBI will use information and feedback gathered from pilot projects and industry experts to further refine the Pilot Standard prior to publication as part of the WELL Building Standard. A standard will move out of the pilot phase and become a *graduated standard*, which refers to standards that are integrated into the base WELL Building Standard. Graduated standards, by definition, are standards that have successfully passed through pilot testing and are part of the published WELL Building Standard.

Certification of Pilots

Pilots may receive Silver, Gold or Platinum Pilot Certification.

To achieve Silver Pilot Certification, a project must satisfy 100% of all Preconditions as well as 20% of all Optimizations. This differs from the WELL Building Standard due to the fact that the IWBI uses feedback including which Features are selected as a basis for informing the eventual integration of pilot Features into the WELL Building Standard.

Gold and Platinum Pilot Certification follow the same rules as with the WELL Building Standard: 100% of all Preconditions must be met plus 40% of all Optimizations for Gold Pilot Certification or 80% of all Optimizations for Platinum Pilot Certification.

WELL Pilot Certification is not guaranteed and will not be awarded until the IWBI verifies that all necessary documentation and performance requirements are met.

Organization of Spaces

A space is defined as some or all of a building that is typified by a specific use or function. Spaces are tied to specific WELL standards and can either be *primary* or *secondary*, as designated by the IWBI. All projects are anchored by a primary space and follow its associated WELL standard. If the scope of a pilot project includes a space that falls under the definition of an existing secondary space, then that project must apply the secondary space standard alongside the primary space standard in order to achieve WELL Pilot Certification.

This pairing system ensures that any distinct spaces within the project scope that may require unique considerations will only be held to those requirements appropriate for that space. However, pairing standards is required only when the WELL standards associated with the spaces are both of the same

class: either both the standards are pilot standards, or both the standards are graduated (i.e., non-pilot) standards. For more information, see the WELL Certification Guidebook.

Retail Spaces

Retail is a primary space in the scope of the WELL Building Standard. This means that it is possible that the WELL Retail Standard could be applied across the entirety of a certified space. However, this does not preclude the possibility that certain parts of the space may fall under the purview of a secondary standard and will thus need to pursue both standards.

The Pilot Standard for Retail presents new content designed to provide improvements to the facilities and conditions that support the needs of customers and staff of stores and showrooms.

The Retail space is applicable in locations where consumers can view and purchase merchandise on-site, and staff are employed to assist in the sale of products. Its target spaces are occupied for long periods by staff employed by the project seeking certification and for short periods by members of the public engaging in shopping. Further, the Retail space is applicable to both owner- and tenant-occupied projects, and to both those in stand-alone buildings and those integrated into larger structures.

Retail pilot projects which do not have direct control over exterior spaces may disregard some parts of the pilot standard which address those areas, such as the Outdoor Smoking Ban. However, those parts related to the inherent location of the project (such as its proximity to parks or its WalkScore®) remain applicable.

As a pilot, retail projects follow registration and certification rules as laid out in the WELL Certification Guidebook. Just as in the core WELL Building Standard program, an on-site verification that all Parts of Features have been satisfied takes place after project occupancy. In the case of Retail, this also includes all stocked merchandise being in place.

Participating in the Pilot Program

The first step in creating a retail pilot project is to officially apply to the Pilot Program with the IWBI. Projects must provide specific information to the IWBI for initial evaluation. The IWBI will conduct an initial evaluation to ensure the project is appropriately categorized as a WELL Retail Pilot Project, and if so, the IWBI will assign an agent to work closely with the project's designated point of contact to provide assistance and ensure that feedback can be carefully integrated into the pilot framework.

The goal of the WELL Pilot Program is to garner substantive feedback on elements outside the core of the WELL Building Standard®. One benefit of registering as an early pilot is that the project will work with the assigned agent and the IWBI to establish guidelines and evaluate new Features and Parts for future inclusion into the published WELL Building Standard.

How to Use Addenda with the current WELL Building Standard

This document presents the Pilot Standard as an addendum: a concise supplementary document that makes clear how the current version of the WELL Building Standard uniquely applies to the building sector. Projects can thus use the current version of the WELL Building Standard as the primary resource and set of requirements along with the WELL Certification Guidebook, which clarifies how proof of achievement is verified.

This addendum document describes the three differences between the pilot and the WELL Building Standard:

1. Parts that do not apply in any form to this pilot.
2. New Parts within existing Features that apply to this pilot.
3. New Features that apply to this pilot.

If an applicable Feature does not fall into the categories above, then the pilot project should follow the Feature as described in the current version of the WELL Building Standard.

The following chart summarizes numbers 1 and 2 above by listing the existing applicable Parts, the existing not applicable Parts, and the new Parts. It also describes the Feature level (Precondition/Optimization) for this pilot, which may be different than in the published WELL Building Standard.

APPLICABILITY MATRIX

Feature	Level	Parts Applicable	Not Applicable	New Parts
Air				
01 Air quality standards	PRECONDITION	1 2 3		
02 Smoking ban	PRECONDITION	1 2		
03 Ventilation effectiveness	PRECONDITION	1 3	2	
04 VOC reduction	PRECONDITION	1 2 3 4 5		
05 Air filtration	PRECONDITION	1 2 3		
06 Microbe and mold control	PRECONDITION	1 2		
07 Construction pollution management	PRECONDITION	1 2 3 4		
08 Healthy entrance	OPTIMIZATION	1 2		
09 Cleaning protocol	PRECONDITION	1		
10 Pesticide management	PRECONDITION	1		
11 Fundamental material safety	PRECONDITION	1 2 3 4 5		
12 Moisture management	OPTIMIZATION	1 2 3 4		
13 Air flush	OPTIMIZATION	1		
14 Air infiltration management	OPTIMIZATION	1		
15 Increased ventilation	OPTIMIZATION	1		
16 Humidity control	OPTIMIZATION	1		
17 Direct source ventilation	OPTIMIZATION	1		
18 Air quality monitoring and feedback	OPTIMIZATION	1 2 3		
19 Operable windows	OPTIMIZATION	1 2 3		
20 Outdoor air systems	OPTIMIZATION	1		
21 Displacement ventilation	OPTIMIZATION	1 2		
22 Pest control	OPTIMIZATION	1 2		
23 Advanced air purification	OPTIMIZATION	1 2 3		
24 Combustion minimization	OPTIMIZATION	1 2 3 4		
25 Toxic material reduction	OPTIMIZATION	1 2 3 4 5		
26 Enhanced material safety	OPTIMIZATION	1		
27 Antimicrobial surfaces	OPTIMIZATION	1		
28 Cleanable environment	OPTIMIZATION	1 2		
29 Cleaning equipment	OPTIMIZATION	1 2		
Water				
30 Fundamental water quality	PRECONDITION	1 2		
31 Inorganic contaminants	PRECONDITION	1		
32 Organic contaminants	PRECONDITION	1		
33 Agricultural contaminants	PRECONDITION	1 2		
34 Public water additives	PRECONDITION	1 2 3		
35 Periodic water quality testing	OPTIMIZATION	1 2		
36 Water treatment	OPTIMIZATION	1 2 3 4 5		
37 Drinking water promotion	OPTIMIZATION	1 2 3		

APPLICABILITY MATRIX

Feature	Level	Parts Applicable	Not Applicable	New Parts
Nourishment				
38 Fruits and vegetables	N/A		1 2	
39 Processed foods	PRECONDITION	1 2		
40 Food allergies	PRECONDITION	1		
41 Hand washing	PRECONDITION	1 2 3		
42 Food contamination	N/A		1	
43 Artificial ingredients	N/A		1	
44 Nutritional information	N/A		1	
45 Food advertising	N/A		1 2	
46 Safe food preparation materials	N/A		1 2	
47 Serving sizes	N/A		1 2	
48 Special diets	N/A		1	
49 Responsible food production	N/A		1 2	
50 Food storage	OPTIMIZATION	1		
51 Food production	N/A		1 2	
52 Mindful eating	OPTIMIZATION	1 2		
Light				
53 Visual lighting design	N/A		1 2	
54 Circadian lighting design	OPTIMIZATION		1	3
55 Electric light glare control	OPTIMIZATION	1 2		
56 Solar glare control	PRECONDITION	1 2		
57 Low-glare workstation design	N/A		1	
58 Color quality	OPTIMIZATION	1		
59 Surface design	N/A		1	
60 Automated shading and dimming controls	OPTIMIZATION	1 2		
61 Right to light	OPTIMIZATION	1 2		
62 Daylight modeling	OPTIMIZATION	1		
63 Daylighting fenestration	OPTIMIZATION	1 2 3		
Fitness				
64 Interior fitness circulation	N/A		1 2 3	
65 Activity incentive programs	PRECONDITION	1		
66 Structured fitness opportunities	OPTIMIZATION	1 2		
67 Exterior active design	OPTIMIZATION	1 2 3		
68 Physical activity spaces	OPTIMIZATION	2	1	
69 Active transportation support	OPTIMIZATION	1 2		
70 Fitness equipment	N/A		1 2	
71 Active furnishings	N/A		1 2	

APPLICABILITY MATRIX

Feature	Level	Parts Applicable	Not Applicable	New Parts
Comfort				
72 ADA accessible design standards	PRECONDITION	1		
73 Ergonomics: visual and physical	PRECONDITION		1 2 3	4
74 Exterior noise intrusion	OPTIMIZATION	1		
75 Internally generated noise	PRECONDITION	1	2	
76 Thermal comfort	PRECONDITION	1 2		
77 Olfactory comfort	OPTIMIZATION	1		
78 Reverberation time	N/A		1	
79 Sound masking	N/A		1 2	
80 Sound reducing surfaces	N/A		1 2	
81 Sound barriers	N/A		1 2 3	
82 Individual thermal control	OPTIMIZATION	2	1	
83 Radiant thermal comfort	N/A		1 2	
Mind				
84 Health and wellness awareness	PRECONDITION	1 2		
85 Integrative design	PRECONDITION	1 2 3		
86 Post-occupancy surveys	OPTIMIZATION	1 2		
87 Beauty and design I	PRECONDITION	1		
88 Biophilia I - qualitative	OPTIMIZATION	1 2 3		
89 Adaptable spaces	OPTIMIZATION	2 3	1 4	
90 Healthy sleep policy	OPTIMIZATION	1		
91 Business travel	N/A		1	
92 Building health policy	OPTIMIZATION	1		
93 Workplace family support	OPTIMIZATION	1 2 3		
94 Self-monitoring	OPTIMIZATION	1		
95 Stress and addiction treatment	OPTIMIZATION	1 2		
96 Altruism	OPTIMIZATION	1 2		
97 Material transparency	OPTIMIZATION	1 2		
98 Organizational Transparency	OPTIMIZATION	1		
99 Beauty and design II	OPTIMIZATION	1 2 3		
100 Biophilia II - quantitative	N/A		1 2 3	
Innovation				
101 Innovation I	OPTIMIZATION	1 2		
102 Innovation II	OPTIMIZATION	1 2		
103 Innovation III	OPTIMIZATION	1 2		
104 Innovation IV	OPTIMIZATION	1 2		
105 Innovation V	OPTIMIZATION	1 2		

ADDITIONAL PARTS

Some Features are modified in some way from how they are defined or required in the graduated WELL Building Standard. These differences take the form of changes in certification level, or the addition or removal of specific parts to tailor the Feature for this pilot application. This section of the document details any new parts within existing features which apply to this pilot. Any changes in Feature level of all Parts listed here (Precondition/ Optimization), are shown in the previous table. Because of simultaneous pilot programs in multiple building sectors, the numbering system may not be sequential.

LIGHT	Letters of Assurance	Annotated Documents	On-Site Checks

54 CIRCADIAN LIGHTING DESIGN

Part 3: Melanopic Light Intensity in Breakrooms

ARCHITECT

SPOT CHECK

Workplaces where employees spend most of their time in spaces with light levels limited by work type (such as restaurant servers or hospital ward workers) have break rooms which meet the following requirement:

a. Lights provide a maintained average of at least 250 equivalent melanopic lux as measured on the vertical plane facing forward at surfaces 1.2 m [4 ft] above finished floor. The lights may be dimmed in the presence of daylight, but are able to independently achieve these levels.

COMFORT	Letters of Assurance	Annotated Documents	On-Site Checks

73 ERGONOMICS: VISUAL AND PHYSICAL

Part 4: Standing Support

OWNER

SPOT CHECK

Workstations in which employees are required to stand for extended periods of time include the following amenities:

a.[128] At least 10 cm [4 inches] of recessed toe space at the base of the workstation to allow decreased reaching requirements for employees.

b.[128] A foot rest to allow employees to alternate resting feet.

c.[128] Anti-fatigue mats or cushions.

Citations

Citations are organized by the endnote number found next to each requirement letter in the Pilot Standard. The reference codes below the citation refer to a specific feature number, part number and requirement letter.

128 Occupational Safety and Health Administration (OSHA). Guidelines for Retail Grocery Stores: Ergonomics for the Prevention of Musculoskeletal Disorders. Washington, D.C.: U.S. Department of Labor; 2004: 15-17.

73.4.a The OSHA Retail Guidelines say to "Provide adequate toe space (at least 4 inches) at the bottom of the workstation. Toe space allows cashiers to move closer to the checkstand, decreasing reaching requirements."

73.4.b The OSHA Guidelines state that "Placing a foot on a footrest or other support will promote comfort."

73.4.c The OSHA Guidelines state that "Good quality anti-fatigue mats reduce back and leg fatigue."

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