

Reporting Guide

The WELL Building Standard (WELL) is your roadmap for measuring and reporting on human and social capital performance. Use this guide to learn how to leverage your WELL achievements to enhance your annual, ESG and sustainability storytelling.

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Browse examples of how WELL has been included in ESG, CSR and sustainability reports.

Themes and uses include:

- Health, well-being and equity as a topline theme that serves as the foundation of the entire report structure.
- The application of WELL strategies in existing report sections dedicated to sustainability efforts, including (but not limited to) Response to the COVID-19 Pandemic, Environmental Performance, Climate Change, People and Community, Inclusion and Diversity, Demonstrating Excellence in ESG, Organizational Strategy, Employee Wellness, Partnership and Engagement, Sustainable Progress, etc.
- New sections dedicated to health, well-being and equity performance throughout the people chain-activities that organizations are coordinating for customers, employees, communities and other stakeholders; highlighting WELL as a key strategy for making improvements and for measuring progress over time.
- The application of WELL strategies into long-term ESG KPIs and sustainability roadmaps.
- The use of WELL in sustainable finance frameworks and reporting.
- The promotion of key human and social capital competencies, metrics and milestones that are delivered in both of WELL's annual review reports for organizations.

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Login to your dashboard to access performance metrics and achievement milestones found in your annual review reports.

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Scan your WELL reports, identify your organization's achievements and integrate them into your ESG reporting and storytelling.

WELL Portfolio Score

This is a number out of 100 that reflects the WELL strategies earned across all of an enterprise's locations, weighted by the number of people impacted by those achievements. Over time, this score can be contextualized by industry, region, fund, and location use-types, and will provide a ranking in one of these areas. Your organization decides whether this score is public or private at any given time.

An organization with a WELL Portfolio score might represent leadership in reporting by leveraging the sample narrative below:

In the last year, our organization achieved a WELL Portfolio Score of x, representing an overarching commitment to the sustainability and well-being of our clients, employees and the spaces that they occupy. The score is a metric that accrues over a period of time, as health-focused WELL strategies are achieved across all locations.

Over the last x years, we have incorporated WELL Certification, the WELL Health-Safety Rating, and others across x of our [locations, projects, etc.]. These achievements have all strengthened our communities by promoting better air quality, providing access to nutritious food options and ensuring that spaces are properly cleaned and sanitized. Based on weekly traffic of x through x of our certified buildings, these efforts positively impact the physical, mental and emotional well-being of [hundreds, thousands, etc.] of our people on a daily basis.

Download example client reports that highlight WELL Portfolio Scores:

- [Lendlease 2021 Annual Report](#): page 25

WELL Certification

Locations earn this marquee achievement through required on-site testing of multiple parameters, along with a rigorous review of the location's design attributes, maintenance protocols and personnel policies. Achievements are awarded at Bronze, Silver, Gold and Platinum levels based on the total number of health-promoting strategies that a location has earned. Certifications are renewed over time to ensure that these locations remain high-performing and meet the needs of people as time goes on. This level of commitment is unique and demonstrates a high value to employees that other certifications often neglect after a fit-out is complete. A location that has not yet been tested on-site or has not yet completed construction may achieve a **WELL Precertification** as an interim designation until those items are completed.



An organization with a WELL Certification achievement might represent leadership in ESG and sustainability reporting with the sample text below:

In our commitment to the health and well-being of [x organization] stakeholders, we pursued and achieved WELL Certification at x properties across our portfolio in 2021.

This certification draws on more than seven years of research and development from leading physicians, scientists and industry professionals. The WELL Building Standard is a performance-based certification system that marries best practices in design and construction with evidence-based research across ten categories of building performance — Air, Water, Nourishment, Light, Movement, Thermal Comfort, Sound, Materials, Mind and Community.

Download example client reports that highlight WELL Certification:

- [JLL 2020 Sustainability Report](#): page 34, 40, 82, 87
- [Sino Ocean 2020 Sustainable Development Report](#): page 51, 52, 55, 92, 122
- [Cushman & Wakefield 2019 CSR Report](#): page 13, 25, 35, 36
- [New World Development 2019 Sustainability Report](#): page 19, 24, 43, 45, 49
- [Swire Properties 2019 Green Bond Report](#): page 4, 5

Specialty Ratings

Ratings are an important designation that a location can earn to showcase progress on a subset of WELL features on their journey toward WELL Certification. Specialty ratings are earned and renewed over time, providing teams with key goals and an ongoing expectation of performance that they can meet to demonstrate excellence. Ratings can include the WELL Health-Safety Rating, and the upcoming WELL Performance Rating and WELL Equity Rating. Other specialty ratings may be released over time.



An organization with a rating achievement might represent leadership in ESG and sustainability reporting with the sample text below:

In our commitment to the health and well-being of [x organization] stakeholders, we pursued and achieved the WELL Health-Safety Rating at x properties across our portfolio in 2021.

Informed by the WELL Building Standard and more than 600 experts from the Task Force on COVID-19, the WELL Health-Safety Rating for Facility Operations and Management helps buildings and organizations address the health, safety and well-being of their most valuable asset—people. The achievement of the WELL Health-Safety Rating is a visible indication of confidence and trust, and the WELL Health-Safety seal communicates to all of our people entering the space that evidence-based measures have been adopted and third-party verified.

Achieving these ratings is emblematic of our leadership’s understanding of the connection between the buildings where we spend approximately 90 percent of our time, and the health and well-being impacts on the people inside these buildings. This knowledge base proved a pivotal component to our ESG and human and social capital management strategy.

Download example client reports that highlight specialty ratings:

- [Uber 2021 ESG Report](#): page 68
- [Simon 2020 Sustainability Report](#): page 2, 3, 7, 13, 16, 18, 37
- [Goldman Sachs 2020 Sustainability Report](#): page 47
- [Arthaland 2020 Sustainability Report](#): page 4, 17, 20, 21, 27

WELL Features & Concepts

WELL features or strategies: Each strategy in WELL is based on research that reveals its impact on human health, meaning that the organization is taking a data-driven approach to how it deploys health and well-being initiatives. You may wish to showcase specific WELL feature achievements if they reflect a new org-wide offering, if the strategy is generally perceived as ambitious for your location or industry, if the strategy carries a high point-value, if it is listed as a novel “beta” feature or if it is particularly innovative.

WELL concepts: All strategies of WELL are allocated to one of 10 health-focus areas (air, water, nourishment, light, movement, thermal comfort, sound, materials, mind, community), and the report will provide an average achievement in each of these areas. Alternatively, you may wish to reposition this more broadly by highlighting themes that address strategies in multiple concept areas, reflecting how WELL takes a holistic and multi-faceted approach to promoting health.

Download example client reports that highlight WELL concepts:

- [Uber 2020 ESG Report](#): page 36
- [SL Green 2020 ESG Report](#): page 13
- [Castellum 2020 Annual Report](#): page 11, 31
- [Prologis 2019 ESG Impact Report](#): page 4

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Learn how WELL achievements contribute to broader market leadership by browsing alignment guidance with other leading sustainability and ESG frameworks like GRI, the UN SDGs and GRESB.

Based on our internal review and comparison, IWBI found that:

- 80% of WELL is aligned with at least one of the UN SDGs.
- Strategies in WELL can contribute to or impact the results of approximately one-fifth of the GRI Sustainability Reporting Standards, including approximately half of the topic-specific Standards in the social category (400-series).
- For GRESB 2021 reporting, WELL Certification is a full point and the WELL Health-Safety Rating is a partial + (.6 points). WELL v2 pilot features align with 45% of 2020 GRESB Real Estate Assessment indicators.
- Strategies in WELL can contribute to or impact the results of approximately a quarter of the S&P Corporate Sustainability Assessment (CSA) banking sector questions, including approximately half in the Social Dimension.
- Strategies in WELL can contribute to or impact the results of approximately one-sixth of the metrics in the IRIS+ 5.1 Catalog, including almost half of the metrics in the Operational Impact category (OI-series).

The mapping results above demonstrate that WELL can be a powerful roadmap for organizations to improve and report on ESG performance. Browse more detailed resources below:

- [Driving Better Investment Decisions](#)
- [WELL & SDG Alignment](#)
- [WELL & GRESB Crosswalk](#)

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Reach out to your WELL coaching team for additional guidance and graphic support that can further enhance your narrative. We're here to help!

Report this year, plan for next.

Leading companies are already leveraging WELL as a competitive edge for their long-term development. They are going beyond the traditional approach of mentioning WELL in annual reports, by adopting WELL as a corporate strategy, an ESG KPI, a component in sustainable finance frameworks and more.

For example, our client [Sino Ocean Group](#) positioned WELL as core to their corporate strategy. In their 2020 Sustainable Development Report alone, WELL was mentioned on 14 pages across 4 key sections. In addition to the annual reporting, Sino Ocean included WELL in major marketing materials and also incorporated WELL into the use of proceeds in their 2021 Green Bond Framework.

We anticipate our enterprise clients will continue to incorporate WELL criteria into their organizational strategy, reporting and financing to as ESG (and human and social capital management in particular) becomes an increasingly mainstream focus for regulators, investors, consumers, employees and other key stakeholders. The EU Social Taxonomy draft, the U.S. SEC's human capital disclosure requirement, and the Hong Kong Stock Exchange's mandatory disclosure requirement on eight social pillars are all clear indicators that this movement is growing and impacting markets worldwide.

IWBI is preparing a suite of resources and opportunities to help clients leverage their engagement with WELL along with other resources to consider and operationalize in their ESG goals. We hope WELL continues to be a valuable resource for the central part of your annual reporting, and we look forward to exploring ways to use WELL as part of your strategic sustainability roadmap for your organization's long-term development.

