

# Webinar

## Confronting COVID-19: Healthy Building Certification Updates

Date: August 26, 2020

00:00:05 --> 00:00:10: Hi everyone. Welcome to this global Uli Webinar about healthy

00:00:10 --> 00:00:13: building certification updates.

00:00:13 --> 00:00:15: We're excited to have you here.

00:00:15 --> 00:00:18: Will wait for just a minute or two as folks

00:00:18 --> 00:00:21: join and then we'll go ahead and get started.

00:00:39 --> 00:00:42: Welcome everyone nice to see you.

00:00:44 --> 00:00:48: Welcome to this global Yolo Webinar and we're just waiting

00:00:48 --> 00:00:51: a moment or two as folks join and we'll get

00:00:51 --> 00:00:53: started in just a minute.

00:01:12 --> 00:01:15: Alright, so let's jump in welcome everyone.

00:01:15 --> 00:01:18: I'm Rachel mcCleary. I'm senior vice president at the Urban

00:01:18 --> 00:01:21: Land Institute and on behalf of you'll,

00:01:21 --> 00:01:24: I'd like to welcome you to this global webinar on

00:01:24 --> 00:01:25: the coronavirus.

00:01:25 --> 00:01:28: Well will have the opportunity to hear from real estate

00:01:28 --> 00:01:33: leaders on how healthy building certifications are adapting to COVID-19,

00:01:33 --> 00:01:37: the leading US healthy building certification systems well and fit

00:01:37 --> 00:01:37: well.

00:01:37 --> 00:01:41: Have created new certification tools to respond to the threat

00:01:41 --> 00:01:42: of coronavirus.

00:01:42 --> 00:01:46: And help developers and landlords ensure that they are providing

00:01:46 --> 00:01:50: the healthiest and safest indoor and outdoor environments possible for

00:01:50 --> 00:01:51: residential,

00:01:51 --> 00:01:55: office and commercial buildings and real estate companies are in

00:01:55 --> 00:01:57: turn figuring out their strategies.

00:01:57 --> 00:02:00: An adopting strategies recommended by Wellan fit well.

00:02:00 --> 00:02:04: So in this webinar will learn about the well health,

00:02:04 --> 00:02:07: safety, health, safety, rating and the fit well viral response

00:02:08 --> 00:02:11: module and will gain insights which can be applied to

00:02:11 --> 00:02:13: buildings in your portfolio.

00:02:13 --> 00:02:16: Certified or not. Next slide.

00:02:16 --> 00:02:19: So the Urban Land Institute is a research and education

00:02:19 --> 00:02:23: nonprofit whose mission is to provide leadership in the

00:02:23 --> 00:02:26: responsible

00:02:26 --> 00:02:28: use of land and in creating and sustaining thriving

00:02:28 --> 00:02:31: communities

00:02:31 --> 00:02:34: worldwide. If you're new to ULI,

00:02:34 --> 00:02:37: welcome, we hope that you'll find this web and are

00:02:37 --> 00:02:39: helpful and that you will consider joining you.

00:02:39 --> 00:02:41: Lisa member membership comes with a range of benefits,

00:02:41 --> 00:02:45: including access to member only,

00:02:45 --> 00:02:46: content discounts on virtual and in person,

00:02:46 --> 00:02:50: convenings and more. You will I launch the building Healthy

00:02:50 --> 00:02:52: Places Initiative in 2013.

00:02:52 --> 00:02:56: Out of a recognition that place shapes health through the

00:02:56 --> 00:02:59: years we've worked to leverage the power of you,

00:02:59 --> 00:03:01: allies global networks, to shape projects in places in ways

00:03:01 --> 00:03:05: that improve the health of people and communities.

00:03:05 --> 00:03:09: Next slide.

00:03:09 --> 00:03:12: Since about mid March, building healthy places and other

00:03:12 --> 00:03:15: programs

00:03:15 --> 00:03:15: at you'll I have been hosting a webinar series on

00:03:15 --> 00:03:19: the impacts of the coronavirus.

00:03:19 --> 00:03:23: Links to various UI resources are available on our issue

00:03:23 --> 00:03:24: page,

00:03:24 --> 00:03:26: ui.org/COVID-19 and on line and Marta.

00:03:26 --> 00:03:29: My computer just froze, so maybe you could take it

00:03:29 --> 00:03:33: away from here.

00:03:33 --> 00:03:34: Absolutely can't see. I'll try to reboot,

00:03:34 --> 00:03:37: but sorry bout that. Not a problem,

00:03:37 --> 00:03:38: so a few disclaimers. The webinars provided for informational

00:03:38 --> 00:03:40: and

00:03:38 --> 00:03:40: educational purposes.

00:03:38 --> 00:03:40: The views expressed are those of speakers presented and

00:03:38 --> 00:03:40: not

00:03:38 --> 00:03:40: necessarily endorsed,

00:03:38 --> 00:03:40: are reflected by the positions of you Ally.

00:03:40 --> 00:03:43: And so we're pleased to share this information with you.

00:03:43 --> 00:03:46: Anne Anne, hope that you'll do additional digging after the

00:03:46 --> 00:03:47: webinar next slide.

00:03:50 --> 00:03:53: If you're looking for additional upcoming webinars,

00:03:53 --> 00:03:56: we do have one.

00:03:56 --> 00:03:58: Always, always on our radar moving forward,

00:03:58 --> 00:04:00: making sure that we can be looking at at covid

00:04:00 --> 00:04:03: and what's going on in our market will be talking

00:04:03 --> 00:04:06: about it at our virtual fall meeting and will be

00:04:06 --> 00:04:10: also posting all of the past recordings from these confronting

00:04:10 --> 00:04:13: COVID-19 webinars on the utilized Knowledge Finder site.

00:04:13 --> 00:04:16: As a reminder, this web and all of our webinars

00:04:16 --> 00:04:18: in this series are being recorded.

00:04:18 --> 00:04:22: The recording will be posted on Knowledge Finder as well.

00:04:22 --> 00:04:26: a PDF of the slides and additional resources from presenters

00:04:26 --> 00:04:27: as as applicable

00:04:29 --> 00:04:32: And so with that I am pleased to talk through

00:04:32 --> 00:04:33: our speakers.

00:04:33 --> 00:04:36: Today I'll start with myself as your moderator.

00:04:36 --> 00:04:39: I'm senior Vice president here with you,

00:04:39 --> 00:04:42: allies Greenprint Center for building performance.

00:04:42 --> 00:04:45: I am going to breed my own buyout,

00:04:45 --> 00:04:46: which feels a little weird.

00:04:46 --> 00:04:48: You want me to do it?

00:04:48 --> 00:04:50: Marta, sorry, goodnight it here.

00:04:50 --> 00:04:53: It's quite alright. You know we have an all female

00:04:53 --> 00:04:54: female panel.

00:04:54 --> 00:04:56: I will toot my own horn and so we I

00:04:57 --> 00:05:01: bring deep experience in the real estate sustainability market.

00:05:01 --> 00:05:04: Telidon collaborate across organizations and stakeholders.

00:05:04 --> 00:05:08: To achieve program goals and successes and I have

00:05:08 --> 00:05:10: knowledge

00:05:08 --> 00:05:10: in the sustainability,

00:05:10 --> 00:05:14: energy efficiency and large scale program management side

00:05:14 --> 00:05:17: of things.

00:05:14 --> 00:05:17: My time at Greenprint we focused on a number of

00:05:17 --> 00:05:20: issues related to reducing carbon and building value as well

00:05:20 --> 00:05:25: as broader sustainability topics like health and Wellness like

00:05:25 --> 00:05:29: resilience

00:05:25 --> 00:05:29: and social equity and other topics that we've explored

00:05:29 --> 00:05:33: recently

00:05:29 --> 00:05:33: within our greenprint center include embodied carbon class,

00:05:33 --> 00:05:36: B&C, office, energy efficiency. And.

00:05:36 --> 00:05:38: A number of other focuses as well.

00:05:38 --> 00:05:42: Two of our greenprint members are on the speakers list

00:05:42 --> 00:05:42: today.

00:05:42 --> 00:05:44: Renee love, Landon Lora craft,

00:05:44 --> 00:05:46: and so we were glad to bring them into this

00:05:46 --> 00:05:47: conversation.

00:05:47 --> 00:05:50: Our full list of speakers here after myself will be

00:05:50 --> 00:05:53: joining a Frank with the President and CEO of the

00:05:53 --> 00:05:54: Center for Active Design.

00:05:54 --> 00:05:58: Joanna is the founding president and CEO where she

00:05:58 --> 00:06:02: advances

00:06:02 --> 00:06:04: design and development practices to foster healthy an

00:06:04 --> 00:06:06: engaged communities.

00:06:06 --> 00:06:10: Prior to joining launching the Center,

00:06:10 --> 00:06:13: Miss Frank worked for the City of New York.

00:06:13 --> 00:06:15: Where her positions included director of active Design and

00:06:15 --> 00:06:19: director

00:06:19 --> 00:06:23: of the New York City Fresh Program and before working

00:06:23 --> 00:06:26: for the city in this Frank with a partner at

00:06:26 --> 00:06:30: Great City Development, LLC, where she was responsible for

00:06:30 --> 00:06:34: the

00:06:34 --> 00:06:37: development of mixed use residential buildings using

00:06:37 --> 00:06:41: sustainable design criteria.

00:06:41 --> 00:06:42: She is a member of the American Heart Association

00:06:42 --> 00:06:46: Workplace

00:06:46 --> 00:06:49: Health Steering Committee after Joanna will have Jessica

00:06:49 --> 00:06:51: Cooper,

00:06:51 --> 00:06:54: she's the chief commercial officer of the International Well

00:06:54 --> 00:06:56: Building

00:06:56 --> 00:06:58: Institute I,

00:06:58 --> 00:07:02: WPI for short is the leading global movement to transform

00:07:02 --> 00:07:06: our buildings and communities in ways that help people

00:07:06 --> 00:07:10: thrive.

00:07:10 --> 00:07:14: With a background in design,

00:07:14 --> 00:07:18: just 'cause passionate about leveraging the power of design

00:07:18 --> 00:07:22: to

00:07:22 --> 00:07:26: realize human and environmental sustainability outcomes.

00:07:26 --> 00:07:30: Accordingly, her work at IW VI brings health,

00:07:30 --> 00:07:34: focus design and policy solutions to diverse buildings in

00:07:34 --> 00:07:38: human

00:07:38 --> 00:07:42: environments around the globe,

00:07:42 --> 00:07:46: leveraging scientific evidence and research,

00:07:46 --> 00:07:50: Jessica helps clients both quantify the value of healthy

00:07:50 --> 00:07:54: buildings

00:07:54 --> 00:07:58: and develop technical solutions for implementing the well

building standard  
as well as the well health safety rating.  
Actual speak to today.  
We're pleased on this webinar to bring 2 real estate  
perspectives to this as well so that attendees not only  
understand the options on the market,  
but also how folks are starting to pilot and implement  
these health and code related programs so we have Renee  
Lovely and who's the Director of sustainability with Great  
England  
Investment Management? She was among the first  
employees of Brittany,  
England, hired during the firm's first year of operations in  
1996 and has over 20 years of experience in real  
estate development.  
As director of Sustainability, Renee leads the firm  
sustainability initiatives  
across the investment management,  
property Management and development portfolios.  
She is responsible for the overall lead certification process  
and  
contributes heavily to early design decisions that affect long-  
term building  
performance.  
Renee was Co. Creator of grading Elands proprietary Livable  
Place  
Index,  
a system of metrics to measure building performance and is  
responsible for all portfolio level tracking in ESG reporting.  
Grading. Evelyn is also a fit well champion.  
And they'll be speaking to their implementation efforts around  
the  
fit well Firewalled response module.  
Last but certainly not least,  
as Lara Croft, she is the head of Global ESG  
strategy with Heitman and.  
Payment has is a real estate investment manager with 44  
billion dollars under asset management.  
Laura establishes systematic, systematic approaches to  
embed ESG,  
Environmental, social and governance into investment  
decision making and management  
of investments.  
Recently, Laura led the heightened partnership with you like

to  
00:08:42 --> 00:08:45: publish the report on Climate risk in real estate investment  
00:08:45 --> 00:08:46: decision making,  
00:08:46 --> 00:08:50: which explores current methods for assessing and mitigating  
climate risk  
00:08:50 --> 00:08:51: in real estate.  
00:08:51 --> 00:08:54: The following report of which is coming out next month,  
00:08:54 --> 00:08:57: I believe. Moore's team at Heitman is piloting the Well  
00:08:58 --> 00:08:59: Health safety rating,  
00:08:59 --> 00:09:02: so she'll be speaking to her experiences there on how  
00:09:02 --> 00:09:03: that's going so far.  
00:09:03 --> 00:09:06: All of this is so new that there are very  
00:09:06 --> 00:09:10: few folks who have fully implemented these these modules  
and  
00:09:10 --> 00:09:11: so hearing about real time,  
00:09:11 --> 00:09:14: how it's going should be quite interesting.  
00:09:14 --> 00:09:18: Next slide, please before we jump into the speakers  
presentations,  
00:09:18 --> 00:09:20: I do want to give a bit of a landscape  
00:09:20 --> 00:09:23: brief overview over what we get you a liar.  
00:09:23 --> 00:09:25: Seeing in the market wells health.  
00:09:25 --> 00:09:27: Safety module is certainly or excuse me,  
00:09:27 --> 00:09:31: the health safety rating is certainly the 1st that we  
00:09:31 --> 00:09:35: saw in regards to healthy building certification updates for  
covid  
00:09:35 --> 00:09:38: and fit wells viral response module at Juno I believe  
00:09:38 --> 00:09:42: was released today for for early early sign on and  
00:09:42 --> 00:09:45: so both of those we have our speakers digging into  
00:09:45 --> 00:09:47: an an I won't go into those in too much  
00:09:47 --> 00:09:51: detail. There are a couple other efforts in the market  
00:09:51 --> 00:09:55: that are worth noting in case you want to understand  
00:09:55 --> 00:09:56: what's out there.  
00:09:56 --> 00:09:59: And this third one here is the lead safety first  
00:09:59 --> 00:09:59: pilot credits.  
00:09:59 --> 00:10:02: So as part of its healthy economy strategy,  
00:10:02 --> 00:10:05: the US Green Building Council has 6 lead pilot credits  
00:10:05 --> 00:10:09: to help building teams provide healthy spaces and assist with  
00:10:09 --> 00:10:10: building reentry.  
00:10:10 --> 00:10:13: And this can be either for existing LEED certified buildings  
00:10:13 --> 00:10:16: or for those under construction and new development.  
00:10:16 --> 00:10:20: And so the six categories are around cleaning and  
disinfecting  
00:10:20 --> 00:10:20: your space.

00:10:20 --> 00:10:23: Reentering your workspace, building water system,  
00:10:23 --> 00:10:26: recommissioning managing indoor air quality.  
00:10:26 --> 00:10:31: During COVID-19 pandemic planning and social equity in  
pandemic planning,  
00:10:31 --> 00:10:35: and so those are worth looking into if you're on  
00:10:35 --> 00:10:37: the on the lead train.  
00:10:37 --> 00:10:39: Additionally, there is an arc reentry tool,  
00:10:39 --> 00:10:42: and so its businesses around the world are starting to  
00:10:42 --> 00:10:43: re enter the workplace.  
00:10:43 --> 00:10:47: The arc tool. Has a set of resources to assist  
00:10:47 --> 00:10:51: owners and facility managers with that re entry and they  
00:10:51 --> 00:10:53: allow real time ISH data tracking.  
00:10:53 --> 00:10:59: Looking at documenting and benchmarking infection control  
policies and procedures,  
00:10:59 --> 00:11:02: collecting and analyzing occupant related experiences.  
00:11:02 --> 00:11:04: Looking at indoor air quality,  
00:11:04 --> 00:11:08: both measuring and tracking and then also can be a  
00:11:08 --> 00:11:10: stepping stone for those lead safety.  
00:11:10 --> 00:11:14: First pilot credits and the well Health safety rating.  
00:11:14 --> 00:11:17: And then Lastly on my list here is reset.  
00:11:17 --> 00:11:20: This is a. It's the world's first sensor based in  
00:11:20 --> 00:11:25: performance driven data standards certification program for  
the built environment.  
00:11:25 --> 00:11:29: It started in Asia Pacific region and had larger popularity  
00:11:29 --> 00:11:30: there.  
00:11:30 --> 00:11:32: Around air quality and in measurement,  
00:11:32 --> 00:11:36: and it has been working to create a building optimization  
00:11:36 --> 00:11:39: index and airborne infection indicator to.  
00:11:39 --> 00:11:43: To address this covid challenge round indoor air quality very  
00:11:43 --> 00:11:47: specific to real time real time air quality but.  
00:11:47 --> 00:11:50: Nonetheless, we have a full suite of options on the  
00:11:50 --> 00:11:53: market and our team here at Uli is excited to  
00:11:53 --> 00:11:55: to dig into the first 2 on this list.  
00:11:55 --> 00:11:58: So with that I will pass it along to our  
00:11:58 --> 00:11:59: next speaker,  
00:11:59 --> 00:12:02: Joanna Frank, to share some details.  
00:12:02 --> 00:12:04: Great, thank you so much.  
00:12:04 --> 00:12:07: Thank you next slide so I'm just going to give  
00:12:07 --> 00:12:09: you a brief introduction to who we are.  
00:12:09 --> 00:12:12: Is this interactive design and then I'm going to get  
00:12:12 --> 00:12:15: into the viral response 'cause it's important.  
00:12:15 --> 00:12:18: So next slide please. We were launched by Michael  
Bloomberg

00:12:18 --> 00:12:21: eight years ago out of program in New York City.

00:12:21 --> 00:12:25: The active design program and why that's important is that

00:12:25 --> 00:12:28: over the last years last eight years we've really kind

00:12:28 --> 00:12:32: of developed a reputation as a trusted industry advisor next

00:12:32 --> 00:12:33: side.

00:12:33 --> 00:12:37: And the operator of the fit well building certification system

00:12:37 --> 00:12:37: so fit well,

00:12:37 --> 00:12:41: was launched publicly three years ago by the Center of

00:12:41 --> 00:12:41: Design,

00:12:41 --> 00:12:44: but it was actually created by the Centers for Disease

00:12:44 --> 00:12:46: Control and Prevention,

00:12:46 --> 00:12:48: the CDC, who I think need no introduction at this

00:12:48 --> 00:12:49: point,

00:12:49 --> 00:12:52: and they actually remain our research and evaluation

00:12:52 --> 00:12:56: partner,

00:12:56 --> 00:12:56: which is a very important asset with their deep content

00:12:56 --> 00:12:56: expertise.

00:12:56 --> 00:12:59: Next slide, please.

00:12:59 --> 00:13:02: So as the operator of fit well and having a

00:13:02 --> 00:13:05: very kind of large group of folks that we work

00:13:05 --> 00:13:07: with within the real estate industry,

00:13:07 --> 00:13:10: the moment that the kind of pandemic hit actually in

00:13:10 --> 00:13:15: Asia and then obviously following on throughout Europe and

00:13:15 --> 00:13:15: North

00:13:15 --> 00:13:15: America,

00:13:15 --> 00:13:18: we really became the kind of resource and that the

00:13:18 --> 00:13:22: building industry was turning to and really demanding that we

00:13:22 --> 00:13:26: provide our expertise and insight and how to optimize

00:13:26 --> 00:13:29: buildings.

00:13:26 --> 00:13:29: Whether you're a tenant when you're building,

00:13:29 --> 00:13:31: or whether you're an investor.

00:13:31 --> 00:13:35: In response to COVID-19, people were looking for the

00:13:35 --> 00:13:35: building

00:13:35 --> 00:13:35: industry,

00:13:35 --> 00:13:38: was looking for incredible science based guidance,

00:13:38 --> 00:13:40: really cutting through the noise,

00:13:40 --> 00:13:43: especially the beginning, where there was a lot of information

00:13:43 --> 00:13:46: and misinformation about what was working but didn't work.

00:13:46 --> 00:13:50: The researchers, obviously involving real time but continues

00:13:50 --> 00:13:52: to evolve

00:13:50 --> 00:13:52: real time so as that trusted advisor,

00:13:52 --> 00:13:55: the real estate industry was really turning to us in

00:13:55 --> 00:13:57: our team and are asking for guidance and and to



00:13:58 --> 00:13:59: do a lot of the work to look at the  
00:13:59 --> 00:14:01: research and understand this fall.  
00:14:01 --> 00:14:04: For the industry and then provide that guidance.  
00:14:04 --> 00:14:06: Next slide please.  
00:14:06 --> 00:14:10: So we created as was mentioned and launched today,  
00:14:10 --> 00:14:13: too early users just an hour ago to our early  
00:14:13 --> 00:14:14: users.  
00:14:14 --> 00:14:17: On your welcome to sign up to be early users  
00:14:17 --> 00:14:21: we have created a viral response module which is a  
00:14:21 --> 00:14:27: certification providing annual third party certification that you  
have complied  
00:14:27 --> 00:14:31: with a set of policies and practices that are informed  
00:14:31 --> 00:14:34: by the latest research as well as the body of  
00:14:34 --> 00:14:38: evidence around a viral mitigation generally.  
00:14:38 --> 00:14:41: So for this module and for the certification,  
00:14:41 --> 00:14:45: we certainly looked at the emerging research around COVID-  
19 and  
00:14:45 --> 00:14:47: what makes it unique as a virus.  
00:14:47 --> 00:14:50: But we also drew from the body of evidence that  
00:14:50 --> 00:14:52: was looking at how to prevent flu and SARS.  
00:14:52 --> 00:14:56: Legionella, as other viral diseases that that we have a  
00:14:56 --> 00:14:59: greater body of evidence on and can really draw from  
00:14:59 --> 00:15:02: and also ensure that this module isn't just looking at  
00:15:02 --> 00:15:05: the acute need of addressing COVID-19,  
00:15:05 --> 00:15:08: but it also prepares your real estate portfolio or your.  
00:15:08 --> 00:15:11: Asset for a long term response so that you are  
00:15:11 --> 00:15:16: prepared for future epidemics or future emergencies that  
involve viruses.  
00:15:16 --> 00:15:19: And of course we have a yearly epidemic of flu,  
00:15:19 --> 00:15:23: so this is something that we're really looking for.  
00:15:23 --> 00:15:26: A long term solution as well as that addressing acute  
00:15:26 --> 00:15:27: acute needs.  
00:15:27 --> 00:15:28: Next please.  
00:15:30 --> 00:15:33: So the way that we kind of went about creating  
00:15:33 --> 00:15:35: the virus module is also really important,  
00:15:35 --> 00:15:39: so that you understand that it is highly credible and  
00:15:39 --> 00:15:42: science backed as well as working closely with our industry  
00:15:43 --> 00:15:45: advisors in our industry partners.  
00:15:45 --> 00:15:47: So what we did at the beginning of the virus  
00:15:47 --> 00:15:50: was to really look at being of kovid.  
00:15:50 --> 00:15:53: Pandemic was to look at that body of evidence and  
00:15:53 --> 00:15:57: translated into a set of practical and actionable strategies that  
00:15:57 --> 00:16:00: we then published in the research to Action Series.

00:16:00 --> 00:16:03: This is available for you to download for free.

00:16:03 --> 00:16:05: It's been out for a couple of months now and

00:16:05 --> 00:16:09: it really does create the foundation for the viral response

00:16:09 --> 00:16:09: module,

00:16:09 --> 00:16:11: so it looks at the evidence base.

00:16:11 --> 00:16:15: As I mentioned from previous epidemics and previous

00:16:15 --> 00:16:20: pandemics,

00:16:15 --> 00:16:20: as well as that emerging evidence from COVID-19

00:16:20 --> 00:16:20: specifically next

00:16:20 --> 00:16:20: cycles.

00:16:20 --> 00:16:23: In addition to that kind of looking at the research

00:16:23 --> 00:16:25: and the emerging body of evidence,

00:16:25 --> 00:16:28: we also really rely on the input of our industry

00:16:28 --> 00:16:31: advisors and our partners from the real estate industry to

00:16:31 --> 00:16:34: ensure that as we translate that research,

00:16:34 --> 00:16:36: it does actually meet the needs of the real estate

00:16:36 --> 00:16:37: industry.

00:16:37 --> 00:16:38: Whether you are a tenant,

00:16:38 --> 00:16:42: whether a building owner, whether you're an investor and

00:16:42 --> 00:16:43: your

00:16:42 --> 00:16:43: needs will be different,

00:16:43 --> 00:16:46: and how do we take that evidence based and translated

00:16:46 --> 00:16:49: into practical solutions that you can then use and that

00:16:49 --> 00:16:51: you can use on a single asset?

00:16:51 --> 00:16:54: Or you can use it scale throughout the portfolio.

00:16:54 --> 00:16:56: Even throughout your entire company,

00:16:56 --> 00:16:59: company and so that is kind of the goal that

00:16:59 --> 00:17:00: we set for ourselves,

00:17:00 --> 00:17:02: it's the same as the golfer fit well.

00:17:02 --> 00:17:06: We are really interested in market transformation and how to

00:17:06 --> 00:17:07: scale this response.

00:17:07 --> 00:17:11: So we have some fantastic industry advisors who agreed to

00:17:11 --> 00:17:14: prototype the viral response module and have been working

00:17:15 --> 00:17:17: with

00:17:15 --> 00:17:17: us now for many months to ensure that this this

00:17:17 --> 00:17:19: module, which was launched today,

00:17:19 --> 00:17:23: really does meet your needs next please.

00:17:23 --> 00:17:26: So in addition to the CDC being our research and

00:17:26 --> 00:17:27: evaluation advisor,

00:17:27 --> 00:17:30: we also.

00:17:30 --> 00:17:32: We also had our academic advisors,

00:17:32 --> 00:17:35: so they include global institutions,

00:17:35 --> 00:17:40: including Harvard and many others from all around the world,

00:17:40 --> 00:17:44: including as far away as Queensland in Australia.

00:17:44 --> 00:17:48: And we really do rely again on our academic advisors

00:17:48 --> 00:17:52: to provide their deep expertise from a wide range of

00:17:52 --> 00:17:54: different backgrounds,

00:17:54 --> 00:17:58: infectious disease, Epidemiology, mental health,

00:17:58 --> 00:18:02: behavioral health. As well as psychology because it's as important

00:18:02 --> 00:18:05: to understand what motivates behavior change as it is to

00:18:05 --> 00:18:08: look at the physical strategies that we can employ using

00:18:08 --> 00:18:10: our mechanical systems. For example,

00:18:10 --> 00:18:12: when we're looking at viral mitigation,

00:18:12 --> 00:18:13: next slide please.

00:18:15 --> 00:18:18: So the way that the system the of this module

00:18:18 --> 00:18:21: works is that we split it into three key areas.

00:18:21 --> 00:18:24: The first is looking at how do you enhance your

00:18:24 --> 00:18:28: indoor environment in order to mitigate the transmission of infectious

00:18:28 --> 00:18:30: disease and viruses specifically?

00:18:30 --> 00:18:33: So that's where you looking at your mechanical systems is

00:18:34 --> 00:18:37: looking at cleaning practices and we'll talk more about that

00:18:37 --> 00:18:38: in a second.

00:18:38 --> 00:18:41: The next is looking at behavioral change because what we

00:18:41 --> 00:18:45: understand from Covid is that our individual behavior is just

00:18:45 --> 00:18:46: as important.

00:18:46 --> 00:18:49: As any other aspect, if not more important,

00:18:49 --> 00:18:52: when it comes to mitigating viral transmission of covid,

00:18:52 --> 00:18:56: so that's really looking at your actual personal interaction with

00:18:56 --> 00:18:56: one another,

00:18:56 --> 00:18:59: the social distancing or use of PPE,

00:18:59 --> 00:19:02: etc. And Lastly, building occupant trust so it's all very

00:19:02 --> 00:19:04: well if you enact these policies,

00:19:04 --> 00:19:07: but you need to communicate that to your tenants to

00:19:07 --> 00:19:08: your employees,

00:19:08 --> 00:19:11: to your residence so that they really understand what you're

00:19:11 --> 00:19:14: doing and have faith and trust and feel secure in

00:19:14 --> 00:19:16: the spaces that they occupy.

00:19:16 --> 00:19:19: So the building occupant trust is just as important as.

00:19:19 --> 00:19:21: All of the other aspects of viral medication.

00:19:21 --> 00:19:24: Next slide, please.

00:19:24 --> 00:19:26: So the first is the enhanced indoor air,

00:19:26 --> 00:19:30: the indoor environment. So this is looking at air quality.

00:19:30 --> 00:19:31: Is looking at water quality,

00:19:31 --> 00:19:35: is looking at Legionella and how do you mitigate  
00:19:35 --> 00:19:35: that,  
00:19:35 --> 00:19:39: especially in buildings that have been dormant for awhile and  
00:19:39 --> 00:19:42: some of the strategies within the viral response module are  
00:19:42 --> 00:19:46: actually required strategies which is different for us that fit  
00:19:46 --> 00:19:50: well. But what we understand when you're looking at  
infectious  
00:19:50 --> 00:19:53: disease that there are a set of strategies that are  
00:19:53 --> 00:19:55: really of critical importance.  
00:19:55 --> 00:19:58: And that you need to be maintaining those standards as  
00:19:58 --> 00:20:02: a minimum in order to affectively address infectious disease.  
00:20:02 --> 00:20:04: So those include the bolded strategies.  
00:20:04 --> 00:20:08: They are minimum requirements, so that's looking at how do  
00:20:08 --> 00:20:11: you enhance your indoor air quality in order to mitigate  
00:20:11 --> 00:20:13: the spread of viral diseases?  
00:20:13 --> 00:20:17: Also, the enhanced cleaning and disinfecting protocols in this  
section  
00:20:18 --> 00:20:18: next slide,  
00:20:18 --> 00:20:20: please.  
00:20:20 --> 00:20:23: The next is looking at behavior change and the strategists  
00:20:23 --> 00:20:28: here that are required looking at establishing personal  
protective equipment  
00:20:28 --> 00:20:29: guidelines.  
00:20:29 --> 00:20:32: So your PPE guidelines are looking at hand hygiene,  
00:20:32 --> 00:20:35: which I know we all understand the importance of that  
00:20:35 --> 00:20:36: at this point,  
00:20:36 --> 00:20:40: but then also educational signage and and really using  
signage  
00:20:40 --> 00:20:41: to educate people,  
00:20:41 --> 00:20:44: because what we see from the evidence base is that  
00:20:44 --> 00:20:49: that signage point of decision signage actually does increase  
behavior,  
00:20:49 --> 00:20:51: so people are more likely to.  
00:20:51 --> 00:20:54: Wash their hands correctly if you have signs telling them  
00:20:54 --> 00:20:55: why and how to do that,  
00:20:55 --> 00:20:57: and so on. Next slide,  
00:20:57 --> 00:20:58: please.  
00:20:58 --> 00:21:01: So the next is looking at building occupant trust,  
00:21:01 --> 00:21:04: so this is really thinking about mental health,  
00:21:04 --> 00:21:06: feelings of safety and security.  
00:21:06 --> 00:21:09: Establishing a plan very important that we have a plan.  
00:21:09 --> 00:21:12: How do you deal with contagious disease outbreak breaks?  
00:21:12 --> 00:21:15: Not just COVID-19 but looking forward.

00:21:15 --> 00:21:16: What are the best practices?

00:21:16 --> 00:21:19: How do you ensure that everybody in your team knows

00:21:20 --> 00:21:21: their role in a future pandemic?

00:21:21 --> 00:21:25: How do you ensure that you have business continuity?

00:21:25 --> 00:21:27: Because I think we all saw a lot of kind

00:21:27 --> 00:21:29: of very steep learning curve.

00:21:29 --> 00:21:30: So how do we plan for that,

00:21:30 --> 00:21:34: really, that communication plan again is an essential part of

00:21:34 --> 00:21:34: this,

00:21:34 --> 00:21:37: and it is a requirement because that actually affects people's

00:21:38 --> 00:21:40: mental health as well as your ability to do business.

00:21:40 --> 00:21:44: Very important that you're able to communicate with your

00:21:44 --> 00:21:47: tenants

00:21:47 --> 00:21:50: with your residence with your employees that you have a

00:21:50 --> 00:21:53: plan that you know what you're doing when an epidemic,

00:21:53 --> 00:21:56: or when a pandemic happens and that you actually have

00:21:56 --> 00:21:59: a response in hand that has been well thought through

00:21:59 --> 00:22:02: and actually is based on science and then establishing a

00:22:02 --> 00:22:04: sick leave policy is the last of the required strategies.

00:22:04 --> 00:22:06: That is kind of knew.

00:22:06 --> 00:22:07: Fit well to look into the policy piece in the

00:22:07 --> 00:22:07: HR piece,

00:22:07 --> 00:22:10: but what we see from the evidence base again is

00:22:10 --> 00:22:13: that having a sick leave policy actually greatly reduces the

00:22:13 --> 00:22:16: risk of spread of infectious disease.

00:22:16 --> 00:22:19: Some great research around flu and how to mitigate the

00:22:19 --> 00:22:20: risk of flu,

00:22:20 --> 00:22:21: where the reduction of 36%

00:22:21 --> 00:22:24: with just choose two days of sick leave.

00:22:24 --> 00:22:26: So these are all very effective strategies.

00:22:26 --> 00:22:29: So one kind of pointer distinction for the fit well

00:22:29 --> 00:22:33: viral response module is not only do we get really

00:22:33 --> 00:22:33: specific?

00:22:33 --> 00:22:37: And provide what you comprehensive guidance on on these

00:22:37 --> 00:22:40: strategies.

00:22:40 --> 00:22:44: Really getting into the minutia of how to do this,

00:22:44 --> 00:22:46: but we've also provided you turnkey policies so you do

00:22:46 --> 00:22:49: not need to go out and create your own policy

00:22:49 --> 00:22:52: around any one of these strategies.

00:22:52 --> 00:22:53: We provide that policy template for you that you can

00:22:53 --> 00:22:55: use in wholesale,

00:22:55 --> 00:22:57: or you could. Obviously you can.

00:22:57 --> 00:22:57: You can change it so that it makes sense for

00:22:58 --> 00:23:02: your particular for your particular company or position that you're

00:23:02 --> 00:23:02: in.

00:23:02 --> 00:23:04: If you're a tenant. And so on.

00:23:04 --> 00:23:07: But but we've already provided that comprehensive guide and those

00:23:08 --> 00:23:09: policies for you to use.

00:23:09 --> 00:23:11: We've done the due diligence on that,

00:23:11 --> 00:23:14: so I think that that is something that is going

00:23:14 --> 00:23:16: to make this super efficient for you to apply it

00:23:16 --> 00:23:20: scale and really apply broadly across your portfolios of buildings.

00:23:20 --> 00:23:24: Next slide, please. So we'll talk a little bit about

00:23:24 --> 00:23:25: how to apply it.

00:23:25 --> 00:23:29: So the way that the virus Ponce certification works is

00:23:29 --> 00:23:30: that you start in step one.

00:23:30 --> 00:23:32: It's a two step process.

00:23:32 --> 00:23:35: Again, this is kind of unique to the virus Ponce

00:23:35 --> 00:23:35: module.

00:23:35 --> 00:23:37: You start with step one.

00:23:37 --> 00:23:40: Really looking at those policies and practices and you get

00:23:40 --> 00:23:41: those certified.

00:23:41 --> 00:23:44: And so you submit those through the fit well portal.

00:23:44 --> 00:23:47: Our tech has been fully updated as of today,

00:23:47 --> 00:23:51: so fully integrated with our existing building certifications so you

00:23:51 --> 00:23:52: can do all of this.

00:23:52 --> 00:23:56: Online in the portal. So you submit your policies and

00:23:56 --> 00:23:57: practices.

00:23:57 --> 00:24:01: The documentation is a six week certification process and it's

00:24:01 --> 00:24:03: \$3500 for you to do that.

00:24:03 --> 00:24:06: And then once you have had your policies and practices

00:24:07 --> 00:24:07: certified,

00:24:07 --> 00:24:11: you can then apply it to your individual buildings for

00:24:11 --> 00:24:15: approval and that is just \$200 per building for approval.

00:24:15 --> 00:24:19: This then can lead to full building certification and those

00:24:19 --> 00:24:24: strategies directly are superseding the existing strategies within the.

00:24:24 --> 00:24:29: Building certification so you start your building certification next please.

00:24:29 --> 00:24:32: I'm going to wrap up now so it's very flexible,

00:24:32 --> 00:24:37: scalable. We do have those minimum requirements and last slide

00:24:37 --> 00:24:38: please.

00:24:38 --> 00:24:40: We have a lovely new plaque for you to put

00:24:40 --> 00:24:44: on your buildings when you have received approval and that

00:24:44 --> 00:24:47: per asset and as we mentioned it was just launched

00:24:47 --> 00:24:50: today and we're really excited for our 500 early enrolled

00:24:50 --> 00:24:54: users and you're very welcome to also enroll yourselves

00:24:54 --> 00:24:55: today

00:24:54 --> 00:24:55: and have access to that.

00:24:55 --> 00:24:58: And that's the website on the on the side.

00:24:58 --> 00:25:00: So thank you so much.

00:25:00 --> 00:25:02: Wonderful thank you Joanna. Those great.

00:25:02 --> 00:25:05: I see quickly and admin update that we have our

00:25:05 --> 00:25:08: first question in the Q and a box and folks

00:25:08 --> 00:25:11: are welcome to continue adding questions in the Q&A box

00:25:11 --> 00:25:15: throughout. Today's webinar will be addressing questions at

00:25:15 --> 00:25:18: the end

00:25:15 --> 00:25:18: and some of our panelists may just type in a

00:25:18 --> 00:25:19: quick answer.

00:25:19 --> 00:25:23: If that is is simple during during the speaking itself.

00:25:23 --> 00:25:26: Thank you again to Joanna for speaking through the Fitwell

00:25:27 --> 00:25:30: bio response module and in that process just gonna please

00:25:30 --> 00:25:33: take it away with the well health safety rating.

00:25:33 --> 00:25:35: Awesome thanks Marta and Joanna.

00:25:35 --> 00:25:38: Congratulations on your launch. It's really moments like

00:25:38 --> 00:25:41: these.

00:25:38 --> 00:25:41: I think that you miss being in the office where

00:25:41 --> 00:25:44: you can celebrate together with your colleagues with high

00:25:44 --> 00:25:47: fives.

00:25:44 --> 00:25:47: We had a moment last week that was really exciting

00:25:47 --> 00:25:50: and I was alone in my apartment and just sort

00:25:50 --> 00:25:52: of like looking around like who do I say like,

00:25:52 --> 00:25:55: you know, get excited with and I ended up sending

00:25:55 --> 00:25:57: a bunch of text messages instead.

00:25:57 --> 00:26:00: But very exciting moment to you so congratulations.

00:26:00 --> 00:26:03: Um, I'm super thrilled to be on the panel today.

00:26:03 --> 00:26:07: Good morning, good afternoon and perhaps good evening as

00:26:07 --> 00:26:10: well.

00:26:07 --> 00:26:10: Depending on where you're calling in from,

00:26:10 --> 00:26:14: we'll be discussing the well health safety rating for facility

00:26:14 --> 00:26:15: operations and management.

00:26:15 --> 00:26:18: I think for everybody it's it's easy to reflect on

00:26:18 --> 00:26:21: just how much has changed since the beginning of the

00:26:22 --> 00:26:22: year.

00:26:22 --> 00:26:25: As we've all started responding to this pandemic.

00:26:25 --> 00:26:28: Most individuals I can probably safely say as well as

00:26:28 --> 00:26:28: many,

00:26:28 --> 00:26:32: many businesses around the world have had to shift their

00:26:32 --> 00:26:33: priorities.

00:26:33 --> 00:26:36: As well as in some cases their product offerings to

00:26:36 --> 00:26:37: respond to covid,

00:26:37 --> 00:26:40: and I'm personally very grateful to work for an organization

00:26:40 --> 00:26:44: that provides solutions that can be supportive during this time

00:26:44 --> 00:26:44: of need.

00:26:44 --> 00:26:47: So you go to the next slide just starting with

00:26:47 --> 00:26:48: a little introduction.

00:26:48 --> 00:26:51: I think as many of you know the international Well

00:26:51 --> 00:26:54: Building Institute manage is the well building standard which

00:26:54 --> 00:26:58: is

00:26:58 --> 00:27:01: the leading global standard for advancing human health and

00:27:01 --> 00:27:03: well

00:27:03 --> 00:27:08: being in organizations, buildings and communities.

00:27:08 --> 00:27:09: It is an evidence based and performance based.

00:27:09 --> 00:27:13: Holistic system that addresses not only design but also

00:27:13 --> 00:27:17: building

00:27:17 --> 00:27:20: operational policy.

00:27:20 --> 00:27:23: Zen Wellness policies as well as organizational culture and

00:27:23 --> 00:27:25: all

00:27:25 --> 00:27:27: of this is supported by our incredible community of thousands

00:27:27 --> 00:27:30: of well AP's from around the world and hundreds of

00:27:30 --> 00:27:32: IDBI members. Next slide, please.

00:27:32 --> 00:27:35: Now we did not set out at the beginning of

00:27:35 --> 00:27:38: the year to create that well.

00:27:38 --> 00:27:41: Health safety rating, but when the pandemic had hit,

00:27:41 --> 00:27:45: we knew we had to do something.

00:27:45 --> 00:27:48: We had to leverage not only our own internal expertise,

00:27:48 --> 00:27:49: but also the expertise of our broader community to help

00:27:49 --> 00:27:52: our clients and the world really support in the fight

00:27:52 --> 00:27:55: against Covid in many instances in different places around

00:27:55 --> 00:27:57: the

00:27:57 --> 00:28:00: world, there was lack of leadership or guidance from a

00:28:00 --> 00:28:03: national or global level,

00:28:03 --> 00:28:06: and we all know that some entities are still not

00:28:06 --> 00:28:09: acknowledging that aerosol transmission is.

00:28:09 --> 00:28:12: A reality, so we put a pause on what our

00:28:12 --> 00:28:15: plan had been at the beginning of the year,

00:28:15 --> 00:28:18: which was to launch the graduated version of,



00:28:03 --> 00:28:07: well V2 and established instead a global taskforce consisting of

00:28:07 --> 00:28:09: nearly 600 cross disciplinary experts.

00:28:09 --> 00:28:13: And through this task force we collected hundreds of comments

00:28:13 --> 00:28:17: which provided us with robust feedback on many different types

00:28:17 --> 00:28:21: of strategies that could be deployed in buildings and across

00:28:21 --> 00:28:25: organizations to advance health and safety.

00:28:25 --> 00:28:28: We also did turn to best research and another thought

00:28:28 --> 00:28:32: leadership that was coming from academic and public institutions as

00:28:33 --> 00:28:36: well as stood up several advisories to better understand how

00:28:36 --> 00:28:40: we could support the hardest hit sectors like sports and

00:28:40 --> 00:28:45: entertainment as well as hospitality and through this entire process

00:28:45 --> 00:28:48: we started to hear a call to action from the

00:28:48 --> 00:28:51: industry. So as an initial set of increase that really

00:28:51 --> 00:28:54: turned into a roar of a demand and we started

00:28:54 --> 00:28:55: to hear.

00:28:55 --> 00:28:56: I demand for two things.

00:28:56 --> 00:29:00: The first was to help organizations validate and and also

00:29:00 --> 00:29:04: communicate about the robust covid response policies.

00:29:04 --> 00:29:08: They were already putting into place by offering them third

00:29:08 --> 00:29:12: party review as well as a recognizable steel.

00:29:12 --> 00:29:14: The second thing we started to hear was a demand

00:29:15 --> 00:29:17: to help those who did not already have a response

00:29:17 --> 00:29:21: plan understand the best science and research and codify it

00:29:21 --> 00:29:24: into into something that could be put into practice.

00:29:24 --> 00:29:26: Really providing a road map for those who did not

00:29:26 --> 00:29:28: already have a plan.

00:29:28 --> 00:29:31: And that's really how the health safety rating was born

00:29:31 --> 00:29:34: and what was great is that we discovered that with

00:29:34 --> 00:29:37: the addition of some new features that covered the feedback

00:29:37 --> 00:29:40: that we were hearing from the task force and these

00:29:40 --> 00:29:43: advisories and the industry associations.

00:29:43 --> 00:29:46: That we could leverage the well building standard as a

00:29:46 --> 00:29:48: foundation for the health safety rating.

00:29:48 --> 00:29:52: Next slide slide please. So the well health safety rating

00:29:52 --> 00:29:56: is adapted from features in the well building standard with

00:29:56 --> 00:29:59: the addition of some new criteria based on the current

00:29:59 --> 00:30:01: research and feedback from the Task force.

00:30:01 --> 00:30:04: And really I think it can be thought of as

00:30:04 --> 00:30:08: a sub designation of well certification or a sub designation  
00:30:08 --> 00:30:09: of the welding standard.

00:30:09 --> 00:30:13: The program as a whole focuses purely on facilities  
maintenance.

00:30:13 --> 00:30:18: And operational policies and also is focused on protecting  
against

00:30:18 --> 00:30:20: and responding to acute health issues,

00:30:20 --> 00:30:25: IE. Immediate and serious health threats which could include  
covid

00:30:25 --> 00:30:29: but also has longer lasting value to address potential issues  
around environmental threats,

00:30:29 --> 00:30:31: technological threats or other health threats as well.

00:30:31 --> 00:30:35: In the future the Health safety rating has five key

00:30:35 --> 00:30:38: themes.

00:30:38 --> 00:30:39: The first is cleaning and sanitization and within this theme  
you'll see criteria relating to.

00:30:39 --> 00:30:43: Hand washing reducing surface contact improving overall  
cleaning practices and

00:30:43 --> 00:30:45: specifically targeting the cleaning of high touch surfaces.

00:30:45 --> 00:30:51: The second theme is emergency preparedness programs,  
where we look at planning for business continuity,

00:30:51 --> 00:30:56: healthy reentry, emergency resources, and supporting  
resiliency during emergencies.

00:30:56 --> 00:30:59: Seemed three is around health service resources,  
so looking at things like providing sick leave and health

00:30:59 --> 00:31:02: benefits as well as supporting mental health recovery and  
making

00:31:02 --> 00:31:08: accommodations for future vaccines,

00:31:08 --> 00:31:11: themed four is air and water quality management which looks  
at assessing and improving ventilation rates in filtration,

00:31:11 --> 00:31:14: as well as monitoring air and water quality.

00:31:14 --> 00:31:18: And then finally stakeholder engagement and communication  
which looks at

00:31:18 --> 00:31:20: affecting behavioral change through education,  
signage, an overall promotion. Of health and Wellness.

00:31:20 --> 00:31:24: Within the Health safety rating,

00:31:24 --> 00:31:27: there are 21 operations and maintenance based criteria plus  
an

00:31:27 --> 00:31:30: additional 17 design based pre approved innovations and  
project teams

00:31:30 --> 00:31:34: have to achieve 15 total criteria to achieve their rating,  
so there's a lot of flexibility and enablement for organizations

00:31:34 --> 00:31:37: to focus on what they can control and influence as

00:31:37 --> 00:31:40: well as what's most important to them.

00:31:40 --> 00:31:42:

00:31:42 --> 00:31:46:

00:31:46 --> 00:31:51:

00:31:51 --> 00:31:54:

00:31:54 --> 00:31:58:

00:31:58 --> 00:32:01:

00:32:01 --> 00:32:04:

00:32:04 --> 00:32:06: Next slide, please.

00:32:06 --> 00:32:09: So our goal with the health safety rating is to

00:32:09 --> 00:32:13: give organizations what they need to reopen with confidence so

00:32:13 --> 00:32:16: it really looks at providing solutions for both large and

00:32:16 --> 00:32:19: small businesses, as well as all building types.

00:32:19 --> 00:32:23: It offers third party validation from GCI that the policies

00:32:23 --> 00:32:26: that have been put in place are absolutely robust and

00:32:26 --> 00:32:27: sound,

00:32:27 --> 00:32:29: and it's really designed to be scalable,

00:32:29 --> 00:32:32: accessible and cost effective. So we know that in this

00:32:32 --> 00:32:36: time this is the solutions are not about just improving

00:32:36 --> 00:32:37: one facility,

00:32:37 --> 00:32:40: but improving conditions across your enterprise or your.

00:32:40 --> 00:32:44: Leo, so we've looked at ways to streamline documentation and

00:32:44 --> 00:32:47: do a review at the organizational level,

00:32:47 --> 00:32:51: and we do have sample documentation available this week,

00:32:51 --> 00:32:55: which is exciting. We also have major pricing efficiencies for

00:32:55 --> 00:32:58: organizations that are going beyond one facility,

00:32:58 --> 00:33:01: and because it's operationally focused,

00:33:01 --> 00:33:06: it does not require any expensive capital expenditure Please.

00:33:06 --> 00:33:08: So this is just a quick snapshot of the journey

00:33:08 --> 00:33:12: you'll take when you pursue the well health safety rating.

00:33:12 --> 00:33:15: It's really meant to be a simple Anna fast process

00:33:15 --> 00:33:15: project.

00:33:15 --> 00:33:19: Start by enrolling one or many locations in the program.

00:33:19 --> 00:33:22: They will then select the features that they'd like to

00:33:22 --> 00:33:24: pursue and really customize their approach.

00:33:24 --> 00:33:27: Once they go through their documentation process,

00:33:27 --> 00:33:30: they will submit it for review by GBC I,

00:33:30 --> 00:33:32: which has been incredibly condensed,

00:33:32 --> 00:33:35: only 8 to 10 business days for both the preliminary

00:33:35 --> 00:33:36: and the final.

00:33:36 --> 00:33:39: Round of review each once you achieve the health safety

00:33:39 --> 00:33:40: rating,

00:33:40 --> 00:33:43: we have a lot of tools and resources to help

00:33:43 --> 00:33:46: you with promoting it and then it will be reviewed

00:33:46 --> 00:33:50: annually to help you align with the most relevant health

00:33:50 --> 00:33:54: safety issues for your organization at on an annual basis.

00:33:54 --> 00:33:56: Next slide please. So as mentioned,

00:33:56 --> 00:34:00: the pricing is very scalable if you're putting one facility

00:34:00 --> 00:34:01: through the program.

00:34:01 --> 00:34:05: The price can range between \$2700 and \$12,600 but most  
00:34:05 --> 00:34:06: fall on that \$4200.  
00:34:06 --> 00:34:10: Standard range projects that are pursuing health safety as  
part  
00:34:10 --> 00:34:13: of their certification will only pay \$2500 if they are  
00:34:13 --> 00:34:17: submitting documentation separate from their certification  
review.  
00:34:17 --> 00:34:21: It's included if it's part of your certification documentation and  
00:34:21 --> 00:34:24: then multiple projects achieve a great economy of scale,  
00:34:24 --> 00:34:27: with \$400 being at the lowest published price.  
00:34:27 --> 00:34:30: But there's even further efficiencies that can be found for  
00:34:30 --> 00:34:34: more than 415 facilities for the largest organizations,  
00:34:34 --> 00:34:36: there are a few discounts that apply,  
00:34:36 --> 00:34:39: so happy to talk through pricing in the Q&A.  
00:34:39 --> 00:34:41: People want to get into those details,  
00:34:41 --> 00:34:43: but go ahead and go to the next slide please.  
00:34:43 --> 00:34:45: So like the well building standard,  
00:34:45 --> 00:34:49: the health safety rating features are universally applicable.  
00:34:49 --> 00:34:51: An can be applied in any facility type and we  
00:34:51 --> 00:34:55: were excited to see immediate adoption across the board.  
00:34:55 --> 00:34:57: We had a baby. I really have ambition,  
00:34:57 --> 00:35:00: ambition to support health and well being for all.  
00:35:00 --> 00:35:01: So if you go to the next slide,  
00:35:01 --> 00:35:04: you'll see a list of some of our earliest adopters.  
00:35:04 --> 00:35:08: Some of the owners who registered early are Empire State  
00:35:08 --> 00:35:08: Realty Trust,  
00:35:08 --> 00:35:12: Lend Lease. And Kilroy real estate management companies  
like CBR  
00:35:13 --> 00:35:15: E Angie LL will hear from Heitmann today as a  
00:35:15 --> 00:35:19: real estate investment company on the residential side,  
00:35:19 --> 00:35:24: the related group tenants like Uber healthcare organizations  
like Adventist  
00:35:24 --> 00:35:28: Health and sports institutions like the Cleveland Cavaliers.  
00:35:28 --> 00:35:31: the Pacers Maple leaves an more so super exciting list  
00:35:31 --> 00:35:35: of early adopters and some of these clients have been  
00:35:35 --> 00:35:39: very quick to implement and document their compliance with  
the  
00:35:39 --> 00:35:40: rating. And we have some.  
00:35:40 --> 00:35:43: Early examples from around the world,  
00:35:43 --> 00:35:45: so if you go to the next slide,  
00:35:45 --> 00:35:47: our first stop is in India on August 17th.  
00:35:47 --> 00:35:50: We recognized RMZ as the first in the world to  
00:35:50 --> 00:35:52: achieve the health safety rating.

00:35:52 --> 00:35:54: They applied it in 40.

00:35:54 --> 00:35:58: One of their properties across the country by installing things

00:35:58 --> 00:36:01: like touchless elevators and touchless water,

00:36:01 --> 00:36:06: filtration devices, hand sanitizer dispensers and they even implemented rigorous

00:36:06 --> 00:36:11: cleaning protocols and increase their cleaning frequency in those facilities.

00:36:11 --> 00:36:14: On the next slide, will do a stop in the

00:36:14 --> 00:36:18: Philippines how safety rating was achieved at Monarcho Tower,

00:36:18 --> 00:36:21: which is also a well gold project.

00:36:21 --> 00:36:24: From the very beginning, this project has been focused on

00:36:24 --> 00:36:28: supporting the community and the people inside of their building.

00:36:28 --> 00:36:31: So in addition to their well certification commitments,

00:36:31 --> 00:36:34: they've also enhanced their policies to align with the health

00:36:34 --> 00:36:35: safety rating.

00:36:35 --> 00:36:37: And on the next slide,

00:36:37 --> 00:36:39: most recently in the Big Apple we achieved at the

00:36:40 --> 00:36:42: Yankee Stadium achieved health safety rating.

00:36:42 --> 00:36:45: This is hot off the press as of this morning.

00:36:45 --> 00:36:48: Very very exciting and I know that the club is

00:36:48 --> 00:36:52: excited to be able to confidently bring their athletes back

00:36:52 --> 00:36:54: and then when the League allows it,

00:36:54 --> 00:36:55: bring the fans back as well.

00:36:55 --> 00:36:59: There are a few other very iconic buildings in New

00:36:59 --> 00:37:01: York that will be soon to follow,

00:37:01 --> 00:37:04: so stay tuned. So in the next slide you'll see

00:37:04 --> 00:37:07: there's been quite wide adoption to date,

00:37:07 --> 00:37:09: over 100 organizations and over 500 facilities,

00:37:09 --> 00:37:12: reaching nearly 200 million square feet.

00:37:12 --> 00:37:15: The program has also been endorsed by the US Conference

00:37:15 --> 00:37:16: of Mayors,

00:37:16 --> 00:37:19: and really, I think it's a strong program because of

00:37:19 --> 00:37:23: the incredible contributions from our growing global community.

00:37:23 --> 00:37:25: So on the next slide you'll see that how humbled

00:37:26 --> 00:37:29: we have been to continue welcoming projects into the health

00:37:29 --> 00:37:33: safety rating alongside those that are also committing to full

00:37:33 --> 00:37:37: well certification. And the the well portfolio strategic approach.

00:37:37 --> 00:37:40: These numbers on this slide do not include health safety

00:37:40 --> 00:37:43: rating and we really have been humbled to see just

00:37:43 --> 00:37:46: how many people are looking at that more holistic approach,  
00:37:46 --> 00:37:48: even in light of COVID-19,  
00:37:48 --> 00:37:51: we've been welcoming, close to 1,000,000 square feet per day  
00:37:52 --> 00:37:54: into the program since the beginning of the year,  
00:37:54 --> 00:37:58: which means another 450 projects will benefit from our holistic  
00:37:58 --> 00:38:01: approach and also we have projects in four new countries  
00:38:02 --> 00:38:02: as well.  
00:38:02 --> 00:38:05: Just this week one registered in Nigeria.  
00:38:05 --> 00:38:08: Next slide please, as I wrap up just wanting to  
00:38:08 --> 00:38:11: say that the well health safety rating can certainly stand  
00:38:11 --> 00:38:12: alone,  
00:38:12 --> 00:38:14: but it also links with other well programs and could  
00:38:15 --> 00:38:17: be part of a longer term strategy with,  
00:38:17 --> 00:38:19: well, we're seeing it as an entry point for well  
00:38:20 --> 00:38:24: certification as well as organizations that are committing to portfolio.  
00:38:24 --> 00:38:27: Getting a score on the map by pursuing health safety  
00:38:27 --> 00:38:28: rating across their portfolio,  
00:38:28 --> 00:38:31: and I'll end by saying as more projects on the  
00:38:31 --> 00:38:33: next slide achieve the rating,  
00:38:33 --> 00:38:35: you can start to look for the seal.  
00:38:35 --> 00:38:37: The seals will include a QR code which is new  
00:38:37 --> 00:38:38: for us,  
00:38:38 --> 00:38:41: but the QR code gives transparency into the strategies that  
00:38:41 --> 00:38:44: are being pursued and will really help give the people  
00:38:44 --> 00:38:47: who are entering the building confidence about what's been put  
00:38:47 --> 00:38:49: in place to support health and safety.  
00:38:49 --> 00:38:52: So with that, I think the last slide is just  
00:38:52 --> 00:38:53: a quick contact information,  
00:38:53 --> 00:38:56: but I'm going to pass it along to Renee to  
00:38:56 --> 00:39:00: get into some of the actions her organization has been  
00:39:00 --> 00:39:00: taking.  
00:39:00 --> 00:39:03: Thank you Jessica. Real quickly for folks on the line.  
00:39:03 --> 00:39:06: I do want to interject and and remind you if  
00:39:06 --> 00:39:09: you are new to the world of healthy building certifications  
00:39:09 --> 00:39:12: and this is a lot of information to take in  
00:39:12 --> 00:39:15: at number one. This webinar is being recorded so you  
00:39:15 --> 00:39:18: can follow up and watch again or look at the  
00:39:18 --> 00:39:18: slides.  
00:39:18 --> 00:39:22: Later on. You allies Knowledge Finder platform and also

these

00:39:22 --> 00:39:24: these modules from well and fit well are a great

00:39:24 --> 00:39:28: way to to get started on thinking about healthy building

00:39:28 --> 00:39:30: ratings and and responses before jumping into a.

00:39:30 --> 00:39:33: Whole health and well being building certification.

00:39:33 --> 00:39:36: So with that I I would love to pass it

00:39:36 --> 00:39:39: on to bring a lovely and with grading Eveland investment

00:39:39 --> 00:39:43: management talking through the the broader strategy that

her firm

00:39:43 --> 00:39:46: has had on health and well being for their portfolio.

00:39:46 --> 00:39:47: In response to Covid and beyond,

00:39:47 --> 00:39:51: in particular with the fit well viable response module.

00:39:54 --> 00:39:57: Great good morning. Good afternoon and thank you Marta

and

00:39:57 --> 00:40:00: all the stuff that you apply for inviting me to

00:40:00 --> 00:40:02: participate in this discussion.

00:40:02 --> 00:40:06: I plan to highlight our approach to healthy building design

00:40:06 --> 00:40:06: and operations.

00:40:06 --> 00:40:09: Give an overview of our experience with Covid.

00:40:09 --> 00:40:12: To date an offer some preliminary thoughts on the fit

00:40:12 --> 00:40:14: well viral response module.

00:40:14 --> 00:40:16: First a few words about our firm grading.

00:40:16 --> 00:40:20: England is a commercial real estate firm based in Portland

00:40:20 --> 00:40:22: with offices in Boston and San Francisco.

00:40:22 --> 00:40:25: We've been in business since 1996 and over the past

00:40:25 --> 00:40:26: decade,

00:40:26 --> 00:40:30: we've capitalized. Or value add green funds and today have

00:40:30 --> 00:40:33: over 1 billion of assets under management.

00:40:33 --> 00:40:37: Our portfolio consists primarily of multifamily properties,

00:40:37 --> 00:40:41: a combination of new construction and acquired assets.

00:40:41 --> 00:40:45: Anarchy markets are Chicago, Boston in the Bay Area.

00:40:45 --> 00:40:49: Green building has been a foundational component of our

business

00:40:49 --> 00:40:52: since the firm's inception in 1986.

00:40:52 --> 00:40:54: We have a 1996 pardon me.

00:40:54 --> 00:40:57: We have a strong commitment to environmental,

00:40:57 --> 00:41:01: responsive design. And we're early adopters of LEED

certification.

00:41:01 --> 00:41:05: We have nearly 80 certifications completed or in process and

00:41:05 --> 00:41:09: last year with the certification of three multifamily properties.

00:41:09 --> 00:41:12: We also signed on as that well Champions and earned

00:41:12 --> 00:41:14: that certifications their next slide.

00:41:17 --> 00:41:19: We are oh pardon me,

00:41:19 --> 00:41:21: I'm having a glitch with my.

00:41:24 --> 00:41:26: I am not seeing a part of me.

00:41:31 --> 00:41:33: Oh, just a little while.

00:41:33 --> 00:41:35: I'm not there. We go there,

00:41:35 --> 00:41:36: we go now it's coming back.

00:41:36 --> 00:41:39: Yeah, it just froze on me for a moment.

00:41:39 --> 00:41:42: My apologies there. So post shelter in place.

00:41:42 --> 00:41:45: You know what I'd like to just talk about?

00:41:45 --> 00:41:49: Here is the disruptions in the commercial real estate market

00:41:49 --> 00:41:53: that we've seen due to covid have been profound and

00:41:53 --> 00:41:56: are still unfolding over the past five months.

00:41:56 --> 00:42:00: It appears that greater awareness of the connection between human

00:42:00 --> 00:42:01: health.

00:42:01 --> 00:42:05: And the physical environment is emerging with sheltering in place

00:42:05 --> 00:42:06: and working from home.

00:42:06 --> 00:42:09: That's given a lot of us a new appreciation for

00:42:09 --> 00:42:10: just how deeply our medical,

00:42:10 --> 00:42:14: mental and physical health is affected by the quality of

00:42:14 --> 00:42:15: our indoor environment.

00:42:15 --> 00:42:18: And that's, you know, we believe that tenant demand for

00:42:18 --> 00:42:21: buildings that offer a higher standard of care.

00:42:21 --> 00:42:23: In terms of illness prevention,

00:42:23 --> 00:42:27: but also design policies in programming to enhance overall health

00:42:27 --> 00:42:30: and well being will continue to grow and that those

00:42:30 --> 00:42:33: properties will have a distinct advantage in the market next

00:42:33 --> 00:42:34: slide.

00:42:36 --> 00:42:39: Since our early days we have always prioritized the quality

00:42:40 --> 00:42:43: of the living environment that we create for occupants in

00:42:43 --> 00:42:45: our multifamily properties.

00:42:45 --> 00:42:48: We strive to both design and operate our buildings to

00:42:48 --> 00:42:50: support sustainable and healthy lifestyles.

00:42:50 --> 00:42:55: We combine design strategies with a robust tenant engagement platform

00:42:55 --> 00:42:56: and extensive programming.

00:42:56 --> 00:43:00: We've used gamification, social activities with sustainability themes,

00:43:00 --> 00:43:05: expanded recycling programs, group volunteer activities and community partnerships.

00:43:05 --> 00:43:09: All of that with the goal of promoting not only

00:43:09 --> 00:43:11: community connectivity,



00:43:11 --> 00:43:14: but a sustainable lifestyle. And in recent years,

00:43:14 --> 00:43:18: we've seen a powerful new design framework start to be

00:43:18 --> 00:43:21: articulated around health and Wellness.

00:43:21 --> 00:43:27: Biophilic design, which is the innate human tendency to commune

00:43:27 --> 00:43:31: with nature and strategies that include.

00:43:31 --> 00:43:35: Hard knees biophilic design talks about the innate human tendency

00:43:35 --> 00:43:37: to want to commune with nature,

00:43:37 --> 00:43:41: and we have incorporated a number of strategies that are

00:43:41 --> 00:43:44: also highlighted in the fit well and well standards such

00:43:44 --> 00:43:46: as access to daylight and views,

00:43:46 --> 00:43:50: greenery being present in the space using natural materials,

00:43:50 --> 00:43:53: colors, patterns and shapes in interior,

00:43:53 --> 00:43:56: finishings and furnishings and variations,

00:43:56 --> 00:43:59: and how light and air experienced by occupants.

00:43:59 --> 00:44:02: Those are all tangible strategies that we use when we're

00:44:03 --> 00:44:04: looking at designing,

00:44:04 --> 00:44:07: renovating our properties.

00:44:07 --> 00:44:11: So while many biofield design strategies were incorporated into our

00:44:11 --> 00:44:13: standard design approach,

00:44:13 --> 00:44:17: we now have scientific studies to show how Biophilia really

00:44:17 --> 00:44:21: evokes a variety of positive physical responses.

00:44:21 --> 00:44:25: Physiological responses in people that lead to improved health and

00:44:25 --> 00:44:28: Wellness outcomes through stress reduction,

00:44:28 --> 00:44:33: improved comfort, higher productivity, and fewer physical ailments.

00:44:33 --> 00:44:36: And having all of these studies at our disposal to

00:44:37 --> 00:44:37: reinforce.

00:44:37 --> 00:44:41: The rationale behind putting these design strategies in place and

00:44:41 --> 00:44:45: the benefits that they provide to occupants has been very

00:44:45 --> 00:44:48: powerful with the whole biophilic design framework.

00:44:48 --> 00:44:50: So with all of this in mind,

00:44:50 --> 00:44:53: we put health and Wellness really front and center in

00:44:53 --> 00:44:57: our leasing efforts and in our discussions with our stakeholders,

00:44:57 --> 00:45:02: and we're leveraging this information to really show potential residents

00:45:02 --> 00:45:02: how,

00:45:02 --> 00:45:04: on a very personal level,

00:45:04 --> 00:45:07: how the building supports their well being.

00:45:07 --> 00:45:10: So I'd like to go just through some quick examples  
00:45:10 --> 00:45:14: of properties in lease up which feature biophilic design  
strategies  
00:45:14 --> 00:45:17: in which are also fit well certified.  
00:45:17 --> 00:45:20: So next slide, please Bauer is a two story apartment  
00:45:20 --> 00:45:22: building at Fenway Park in Boston,  
00:45:22 --> 00:45:25: and it's designed to be a nature retreat in the  
00:45:25 --> 00:45:26: middle of the city.  
00:45:26 --> 00:45:29: Here you see the Indoor Garden Sanctuary in the rooftop  
00:45:29 --> 00:45:30: amenity space,  
00:45:30 --> 00:45:33: and it features a lot of natural light just all  
00:45:33 --> 00:45:36: throughout the building and all the spaces.  
00:45:36 --> 00:45:40: Next slide. Here you can see some materials inspired by  
00:45:40 --> 00:45:42: nature and one of the amenities,  
00:45:42 --> 00:45:46: spaces and some of the floral bland elements of floral  
00:45:46 --> 00:45:50: brand elements that are highlighted in the acoustical panels.  
00:45:50 --> 00:45:54: I think that's a really beautiful touch next slide.  
00:45:54 --> 00:45:55: And in the amenity kitchen,  
00:45:55 --> 00:45:58: the greenery in the center of the room really makes  
00:45:58 --> 00:46:02: a strong statement and reinforces the biophilic theme.  
00:46:02 --> 00:46:04: Next slide.  
00:46:04 --> 00:46:08: This property is though an apartment building that opened  
last  
00:46:08 --> 00:46:09: year in Oakland,  
00:46:09 --> 00:46:12: which really has a unique way of blending the indoor  
00:46:12 --> 00:46:15: and outdoor spaces which speaks to again to that biophilic  
00:46:15 --> 00:46:16: approach.  
00:46:16 --> 00:46:20: There's an assortment of artwork that we've commissioned  
from local  
00:46:20 --> 00:46:21: artists,  
00:46:21 --> 00:46:24: and here you see artwork in the walkway around the  
00:46:24 --> 00:46:26: amenity tech next slide.  
00:46:26 --> 00:46:28: And this is the building lobby,  
00:46:28 --> 00:46:33: featuring natural materials. Again some beautiful art and  
abundant natural  
00:46:33 --> 00:46:33: light.  
00:46:33 --> 00:46:37: Next slide. My favorite part of the building is the  
00:46:37 --> 00:46:40: public Plaza outside the lobby that you see here,  
00:46:40 --> 00:46:45: which has a really impressive art piece made entirely of  
00:46:45 --> 00:46:46: gypsum.  
00:46:46 --> 00:46:48: Next slide.  
00:46:48 --> 00:46:49: This building is 5 MOK.  
00:46:49 --> 00:46:53: It's a recently completed mixed use building in Portland,

00:46:53 --> 00:46:56: located right along the Willamette River.

00:46:56 --> 00:46:59: And here you see a shot of the cascading exterior

00:46:59 --> 00:47:00: terraces,

00:47:00 --> 00:47:03: which are on both the North and South facades of

00:47:03 --> 00:47:04: the building,

00:47:04 --> 00:47:09: which are just wonderful representations of incorporating nature into the

00:47:09 --> 00:47:11: built environment.

00:47:11 --> 00:47:14: Next slide. Stepping inside the building,

00:47:14 --> 00:47:17: we have a shared lobby between the office tenants and

00:47:17 --> 00:47:18: the residents,

00:47:18 --> 00:47:22: which features a number of nature inspired elements that you

00:47:22 --> 00:47:24: can see here next slide.

00:47:24 --> 00:47:28: And one of the residential amenity spaces uses a variety

00:47:28 --> 00:47:32: of materials and shapes to create some unique texture with

00:47:32 --> 00:47:35: abundant natural light and views.

00:47:35 --> 00:47:37: Next slide.

00:47:37 --> 00:47:40: So those are some examples of how we have taken,

00:47:40 --> 00:47:45: you know, design strategies and translated them into health and

00:47:45 --> 00:47:48: Wellness benefits for people today.

00:47:48 --> 00:47:52: The conversation around health and Wellness cannot really be had

00:47:52 --> 00:47:56: without really talking front and center about covid.

00:47:56 --> 00:48:00: So to address a little bit about our approach on

00:48:00 --> 00:48:00: that front,

00:48:00 --> 00:48:04: I think it's fair to say that we have had

00:48:04 --> 00:48:08: four top priorities since the pandemic began.

00:48:08 --> 00:48:11: One we're looking to protect the health and safety of

00:48:11 --> 00:48:12: our residents in our staff.

00:48:12 --> 00:48:16: It's really important to us that staff and residents are

00:48:16 --> 00:48:18: confident in the decisions that we're making.

00:48:18 --> 00:48:21: This is a very personal thing for people.

00:48:21 --> 00:48:23: Again, most of our properties are multi family,

00:48:23 --> 00:48:26: so we're dealing with people's homes.

00:48:26 --> 00:48:28: You know where they live and spend their time.

00:48:28 --> 00:48:31: We also want to stay informed and nimble.

00:48:31 --> 00:48:33: You know, as new information becomes available,

00:48:33 --> 00:48:38: we have to react, communicate an operationalized changes very quickly.

00:48:38 --> 00:48:42: This requires a lot of monitoring of local ordinances and

00:48:42 --> 00:48:47: tracking of best practices within the commercial industrial estate industry

00:48:47 --> 00:48:48: as a whole.

00:48:48 --> 00:48:51: Protecting asset value is obviously really critical,

00:48:51 --> 00:48:54: so property valuation you know is a real concern.

00:48:54 --> 00:48:57: Giving the level of uncertainty around how long and how

00:48:57 --> 00:48:59: deep this is going to go.

00:48:59 --> 00:49:03: We've been holding weekly cloud cashflow meetings and re

00:49:03 --> 00:49:06: forecasting

00:49:06 --> 00:49:11: expenses to sort of just realign things where we're seeing,

00:49:11 --> 00:49:14: you know, cost shift. And finally reinforcing community that

00:49:14 --> 00:49:15: you

00:49:15 --> 00:49:18: know that this is a very shared experience on a

00:49:18 --> 00:49:22: whole new level,

00:49:22 --> 00:49:25: and you know our goal is to keep our residents

00:49:25 --> 00:49:29: connected with each other and with the broader community,

00:49:29 --> 00:49:31: while also maintaining physical distancing.

00:49:31 --> 00:49:35: So to that, and we launched early on as one

00:49:35 --> 00:49:37: of our first really big.

00:49:37 --> 00:49:40: Change is our resident love campaign.

00:49:40 --> 00:49:43: So if you go to the next slide,

00:49:43 --> 00:49:47: please really what this centers on is just ramping up

00:49:47 --> 00:49:51: our resident communications to a whole new level.

00:49:51 --> 00:49:54: We started sending weekly communications with the goal of

00:49:54 --> 00:49:58: keeping

00:49:58 --> 00:50:02: residents informed on all the operational protocols that were

00:50:02 --> 00:50:06: changing

00:50:06 --> 00:50:07: and to reassure them that we really supported them during

00:50:07 --> 00:50:11: this difficult time, especially early on when so much was

00:50:11 --> 00:50:16: unknown.

00:50:16 --> 00:50:18: We believe that reinforcing the messages that residents were

00:50:18 --> 00:50:23: hearing

00:50:23 --> 00:50:28: from health authorities and other sources helped to create

00:50:28 --> 00:50:29: better

00:50:29 --> 00:50:34: trust.

00:50:34 --> 00:50:38: With us so this campaign included and still includes a

00:50:38 --> 00:50:43: variety of lifecycle recommendations for mind and body

00:50:43 --> 00:50:48: Wellness through

00:50:48 --> 00:50:53: on-site fitness classes,

00:50:53 --> 00:50:58: meditation and relaxation sessions, and we partnered with

00:50:58 --> 00:51:03: several of

00:51:03 --> 00:51:08: our existing lifestyle and fitness partners to offer expanded

00:51:08 --> 00:51:13: virtual

00:51:13 --> 00:51:18: programming.

00:51:18 --> 00:51:23: We also provided resources for takeout dining to support

00:51:23 --> 00:51:28: local

00:50:34 --> 00:50:37: businesses and our retail tenants and.

00:50:37 --> 00:50:42: We have virtual social events that are held regularly.

00:50:42 --> 00:50:46: We have a modern message platform which allows residents to

00:50:46 --> 00:50:48: interact with one another and earn rewards.

00:50:48 --> 00:50:51: We've also recently held a few in person events.

00:50:51 --> 00:50:54: Those are following social distance guidelines.

00:50:54 --> 00:50:57: We've had a food truck at one property in an

00:50:57 --> 00:50:58: ice cream truck at another,

00:50:58 --> 00:51:02: and these events were really well received by our residents

00:51:02 --> 00:51:05: that were starting to shift into a little bit of

00:51:05 --> 00:51:07: that with some grab and go offerings as well,

00:51:07 --> 00:51:12: but really wanting to maintain those the physical distancing requirements.

00:51:12 --> 00:51:15: Next slide. From a system standpoint,

00:51:15 --> 00:51:19: array of operational changes have taken place at our properties

00:51:19 --> 00:51:23: and I'm sure you've heard a lot about these types

00:51:23 --> 00:51:26: of things and many of you are implementing them as

00:51:26 --> 00:51:31: well. Ventilation, filtration, encouraging the use of operable windows.

00:51:31 --> 00:51:35: We really are trying to promote higher indoor air quality

00:51:35 --> 00:51:40: through more fresh air and eliminating or reducing recirculated air.

00:51:40 --> 00:51:42: With respect to building operations,

00:51:42 --> 00:51:44: you know it's been a really constant.

00:51:44 --> 00:51:48: It's been a constant evolution through the past five months.

00:51:48 --> 00:51:51: We certainly now have a lot more information than we

00:51:51 --> 00:51:53: did when all of this first started,

00:51:53 --> 00:51:56: and I think the advent of the the two platforms

00:51:56 --> 00:52:00: that we're talking about today demonstrates how much we've learned,

00:52:00 --> 00:52:03: so I won't go into a lot of detail about

00:52:03 --> 00:52:03: this,

00:52:03 --> 00:52:06: but we have enhanced our cleaning protocols.

00:52:06 --> 00:52:09: We have installed a lot of signage and we're just

00:52:09 --> 00:52:10: taking other steps.

00:52:10 --> 00:52:13: With respect to high high touch points,

00:52:13 --> 00:52:18: limiting capacity in the elevators and in certain spaces we've

00:52:18 --> 00:52:22: rearranged furniture in the building to promote physical distancing,

00:52:22 --> 00:52:25: and we are asking face mask to be worn in

00:52:25 --> 00:52:27: all of our amenity areas.

00:52:27 --> 00:52:31: We have a covid reopening committee that created a

checklist

00:52:31 --> 00:52:35: of all the impacts to property operations from Covid,

00:52:35 --> 00:52:40: and that's been how we've been rolling out policy's across

00:52:40 --> 00:52:41: our portfolio.

00:52:41 --> 00:52:44: To date. Each of our leasing websites also has a

00:52:44 --> 00:52:48: covid policy update so that everyone can be very clear

00:52:48 --> 00:52:52: about the precautions that we're taking in those buildings and

00:52:52 --> 00:52:55: the big news is that at most properties amenity spaces

00:52:55 --> 00:52:58: which were closed for months now have started to reopen.

00:52:58 --> 00:53:01: Many residents were eager to use the pools,

00:53:01 --> 00:53:04: for example, and the outdoor spaces have been in very

00:53:04 --> 00:53:05: high demand.

00:53:05 --> 00:53:07: As I said, we're limiting capacity,

00:53:07 --> 00:53:09: but we are also, you know,

00:53:09 --> 00:53:13: wanting to sort of align ourselves with local ordinance

00:53:13 --> 00:53:14: requirements

00:53:14 --> 00:53:18: and start to sort of.

00:53:18 --> 00:53:20: Evolve from shelter in place to you know normal more

00:53:20 --> 00:53:23: normal operations.

00:53:23 --> 00:53:28: You know with this comes certain challenges.

00:53:28 --> 00:53:32: Our approach has been to use positive and proactive

00:53:32 --> 00:53:33: engagement

00:53:33 --> 00:53:37: strategies and just make sure that masks and sanitizer are

00:53:37 --> 00:53:42: readily available.

00:53:42 --> 00:53:45: Next slide. Going forward, we see the priority to be

00:53:45 --> 00:53:49: to continue managing expenses and occupancy to insure

00:53:49 --> 00:53:50: asset performance

00:53:50 --> 00:53:53: while we work with our residents to balance their lifestyle

00:53:53 --> 00:53:57: expectations with the new realities that Covid has created as

00:53:57 --> 00:53:57: users of fit well,

00:53:57 --> 00:54:01: we see a lot of value in the fit well

00:54:01 --> 00:54:02: viral safety module as a specific compliment to the overall

00:54:02 --> 00:54:05: standard.

00:54:05 --> 00:54:09: We're currently performing a gap analysis to understand how

00:54:09 --> 00:54:10: our

00:54:10 --> 00:54:13: current practices,

00:54:13 --> 00:54:16: which we've spent a lot of time developing.

00:54:16 --> 00:54:20: As I mentioned with. And were informed through industry

00:54:20 --> 00:54:20: best

00:54:20 --> 00:54:20: practices.

00:54:20 --> 00:54:20: We're looking at how those aligned with the current football

00:54:20 --> 00:54:20: requirements and our hope is that we will be able

00:54:20 --> 00:54:20: to pursue the module and roll that out across our

00:54:20 --> 00:54:23: portfolio. We believe the module is very robust and it  
00:54:23 --> 00:54:26: provides you know what we like about it.  
00:54:26 --> 00:54:29: Is it provides valuable comprehensive guidance.  
00:54:29 --> 00:54:32: It's based on a body of research that's been informed  
00:54:32 --> 00:54:34: by a longstanding focus on public health,  
00:54:34 --> 00:54:37: and having it all consolidated in one place.  
00:54:37 --> 00:54:40: You know whether it's fit well or the well module  
00:54:40 --> 00:54:43: it allows for really easy adoption by users,  
00:54:43 --> 00:54:45: so it eliminates the need to have us all go  
00:54:45 --> 00:54:47: out and do all of our own research.  
00:54:47 --> 00:54:51: All the best practices are consolidated in one place.  
00:54:51 --> 00:54:55: So we we also appreciate the third party certification that  
00:54:55 --> 00:54:59: comes with it that gives market reassurance that our health  
00:54:59 --> 00:55:04: and Wellness approaches address the pandemic conditions  
specifically,  
00:55:04 --> 00:55:08: and that they've been validated through peer review and our  
00:55:08 --> 00:55:09: comprehensive.  
00:55:09 --> 00:55:12: So it's definitely an important we see it as an  
00:55:12 --> 00:55:15: important adjunct to the Fitwell platform,  
00:55:15 --> 00:55:20: the health and the health and Wellness platform itself.  
00:55:20 --> 00:55:23: And finally, what we see happening going forward for us  
00:55:23 --> 00:55:26: internally is a stronger focus on resiliency planning,  
00:55:26 --> 00:55:29: especially in operations. We've done some great work on  
this,  
00:55:29 --> 00:55:33: particularly in the context of our five MLK project and  
00:55:33 --> 00:55:35: want to work more on that front going forward.  
00:55:35 --> 00:55:38: So with that, I'll conclude my presentation and turn it  
00:55:39 --> 00:55:39: back to you,  
00:55:39 --> 00:55:41: Marta, or directly over to Laura.  
00:55:41 --> 00:55:43: Thank you. Thank you, Renee.  
00:55:43 --> 00:55:46: Those great, excellent to see how how great England is  
00:55:46 --> 00:55:48: thinking about health and Wellness.  
00:55:48 --> 00:55:52: Writ large and then specifically during the times of COVID-  
19.  
00:55:52 --> 00:55:55: Let's let's pass on to Laura Craft to talk about  
00:55:55 --> 00:55:56: Heitmann strategy,  
00:55:56 --> 00:55:58: and in the well health safety pilot in particular.  
00:56:02 --> 00:56:04: Butler, it looks like you're still on mute.  
00:56:06 --> 00:56:08: I got my video on but not my not my  
00:56:08 --> 00:56:10: microphone so thanks everyone.  
00:56:10 --> 00:56:14: Happy to join and thanks Marta fascinate passing it to  
00:56:14 --> 00:56:14: me.  
00:56:14 --> 00:56:17: We could head to the next slide.

00:56:17 --> 00:56:20: I've only have a few slides here just to talk  
00:56:20 --> 00:56:23: about Heitmann a little bit about us and go through  
00:56:23 --> 00:56:27: the story of Covid from an investment manager standpoint  
and  
00:56:27 --> 00:56:31: what we've done to help ensure health and safety at  
00:56:31 --> 00:56:32: our properties.  
00:56:32 --> 00:56:35: So Heitman were in a real estate investment manager.  
00:56:35 --> 00:56:37: We have roughly 45 billion.  
00:56:37 --> 00:56:42: Under management around the globe and direct strategy so  
direct  
00:56:42 --> 00:56:45: investments debt an listed securities.  
00:56:45 --> 00:56:49: Our mission statement at Heitman is investing today with the  
00:56:49 --> 00:56:53: focus on tomorrow and we do believe that incorporating ESG  
00:56:53 --> 00:56:56: can help advances for for the future.  
00:56:56 --> 00:56:59: So we do have a process that makes it back  
00:56:59 --> 00:57:00: in.  
00:57:00 --> 00:57:03: Let's go to the next slide.  
00:57:03 --> 00:57:05: So a little bit about ESG.  
00:57:05 --> 00:57:06: I always like to define it.  
00:57:06 --> 00:57:09: So is she? Stands for environmental,  
00:57:09 --> 00:57:13: social and governance and from a human perspective it  
means  
00:57:13 --> 00:57:15: at an enterprise level.  
00:57:15 --> 00:57:18: So at height meant that our company itself and then  
00:57:18 --> 00:57:20: from an investment perspective.  
00:57:20 --> 00:57:23: So today we're going to talk about what are we  
00:57:24 --> 00:57:28: doing within the investment space an from a social  
component  
00:57:28 --> 00:57:31: because covid hits on the social aspect of ES&G,  
00:57:31 --> 00:57:34: it hits on the how are we enhancing the.  
00:57:34 --> 00:57:37: The Health and safety of our investments.  
00:57:37 --> 00:57:40: So let's move to the next slide.  
00:57:40 --> 00:57:41: How are we doing this?  
00:57:41 --> 00:57:45: So what happened if we back up to March Covid  
00:57:45 --> 00:57:50: started to spread throughout the world and buildings shut  
down?  
00:57:50 --> 00:57:55: Everyone was stand place at home and that that impacted  
00:57:55 --> 00:57:55: us.  
00:57:55 --> 00:57:58: Let's move to the next slide.  
00:57:58 --> 00:58:02: CDC issued recommendations that if you do go out in  
00:58:02 --> 00:58:06: the public to wear a cloth covering your face or  
00:58:06 --> 00:58:09: face mask and to stay away from people and wash  
00:58:09 --> 00:58:13: your hands, let's move to the next slide.



00:58:13 --> 00:58:15: So as we think about it,  
00:58:15 --> 00:58:18: we learned more and more about the coronavirus and we  
00:58:18 --> 00:58:23: realized that it effectively spreads through Eros also through  
the  
00:58:23 --> 00:58:23: air.  
00:58:23 --> 00:58:25: The risk of infection is Ford.  
00:58:25 --> 00:58:28: In 19 times higher inside versus outside,  
00:58:28 --> 00:58:32: and that's that's according to a few studies from China  
00:58:32 --> 00:58:33: and Japan.  
00:58:33 --> 00:58:36: So as we're getting into this phase of reopening,  
00:58:36 --> 00:58:40: will our indoor environments be safe for our tenants and  
00:58:40 --> 00:58:41: for occupants?  
00:58:41 --> 00:58:43: And this was something that.  
00:58:43 --> 00:58:47: Heitmann, we have been thinking about how do we ensure  
00:58:47 --> 00:58:48: this?  
00:58:48 --> 00:58:52: We're all learning going through this through covid through  
2020.  
00:58:52 --> 00:58:55: No one's been through this before,  
00:58:55 --> 00:58:58: So what do we need to do and that that  
00:58:58 --> 00:58:59: is the question at hand.  
00:58:59 --> 00:59:02: Go to the next slide.  
00:59:02 --> 00:59:06: So a number of our property managers have taken it  
00:59:06 --> 00:59:07: upon themselves.  
00:59:07 --> 00:59:10: To, you know, look at the processes we have in  
00:59:10 --> 00:59:15: place and to put in place higher procedures that sanitizer  
00:59:15 --> 00:59:17: properties that do the airflow.  
00:59:17 --> 00:59:21: But what is enough and one of our consultants came  
00:59:21 --> 00:59:24: to us and said hey there is this new rating  
00:59:24 --> 00:59:25: system.  
00:59:25 --> 00:59:28: It's the well health safety rating system done.  
00:59:28 --> 00:59:32: Some initial investigation it looks like it could be a  
00:59:32 --> 00:59:34: great standard to follow.  
00:59:34 --> 00:59:36: What do you think about it?  
00:59:36 --> 00:59:38: And so when we saw it we thought,  
00:59:38 --> 00:59:41: wow, this is a great way to systematize it across  
00:59:41 --> 00:59:42: our portfolio.  
00:59:42 --> 00:59:45: But, you know, doesn't make sense yet to implement.  
00:59:45 --> 00:59:48: And so we wanted to at first just test pilot  
00:59:48 --> 00:59:49: one property.  
00:59:49 --> 00:59:50: So you may be asking,  
00:59:50 --> 00:59:53: and I appreciate that Jessica got to go before me  
00:59:53 --> 00:59:56: 'cause she got to tell you all about the well  
00:59:56 --> 00:59:59: health safety rating and in great detail.

00:59:59 --> 01:00:03: So I will go to the let's go to the  
01:00:03 --> 01:00:04: next slide.  
01:00:04 --> 01:00:07: And what this does is this is the checklist I  
01:00:07 --> 01:00:08: said you know.  
01:00:08 --> 01:00:09: Well if we go through this,  
01:00:09 --> 01:00:13: are we actually going to feel like our property is  
01:00:13 --> 01:00:16: safer for the occupants reentry so you can see that  
01:00:16 --> 01:00:20: there's a number of things on this checklist of cleaning  
01:00:20 --> 01:00:23: and sanitation. You know what procedures do we have at  
01:00:23 --> 01:00:24: the property?  
01:00:24 --> 01:00:27: But what really got me excited is this air and  
01:00:27 --> 01:00:31: water quality management that we would be assessing or  
ventilation  
01:00:31 --> 01:00:32: seeing,  
01:00:32 --> 01:00:35: you know how we're built work filtrating the air.  
01:00:35 --> 01:00:38: And put in place at least some sort of standard  
01:00:39 --> 01:00:42: across our properties to ensure that we feel a little  
01:00:42 --> 01:00:44: bit more confident that are,  
01:00:44 --> 01:00:46: that are properties are safer,  
01:00:46 --> 01:00:49: appan reentry. So let's go to my last and final  
01:00:50 --> 01:00:50: side.  
01:00:50 --> 01:00:53: I've been pretty quick. So what did we do?  
01:00:53 --> 01:00:56: We enrolled all of our office assets in Rus Core  
01:00:56 --> 01:00:56: Fund,  
01:00:56 --> 01:00:58: and again, why did we do so?  
01:00:58 --> 01:01:03: Because we wanted an external health safety standard to  
follow  
01:01:03 --> 01:01:03: that again,  
01:01:03 --> 01:01:07: we have amazing property management teams in place.  
01:01:07 --> 01:01:10: And they're doing a tremendous amount of work and effort  
01:01:10 --> 01:01:13: to make sure that the properties are safe and healthy.  
01:01:13 --> 01:01:15: But again, what is the right amount?  
01:01:15 --> 01:01:18: And it just. It reassures us when there's an external  
01:01:18 --> 01:01:21: standard that you know that that it's easier to follow,  
01:01:21 --> 01:01:24: and that that that we're not the ones deciding.  
01:01:24 --> 01:01:27: You know what is enough or not enough that we're  
01:01:27 --> 01:01:29: able to follow this external standard.  
01:01:29 --> 01:01:32: The other reason which I mentioned just a second ago,  
01:01:32 --> 01:01:35: is we're actually excited too.  
01:01:35 --> 01:01:38: Assessor ventilation and filtration systems.  
01:01:38 --> 01:01:42: You know through this process we have an engineer on  
01:01:42 --> 01:01:45: board and they're going to be looking at how are

01:01:45 --> 01:01:48: Mechanical Engineers are running the systems,  
01:01:48 --> 01:01:53: what filters we have in place and also provide us  
01:01:53 --> 01:01:56: a list of opportunities for improvement.  
01:01:56 --> 01:01:59: If there should be any that we can just again  
01:02:00 --> 01:02:03: ensure that the area within our buildings is as safe  
01:02:03 --> 01:02:04: as possible.  
01:02:04 --> 01:02:08: Again, we understand that the well health safety rating is  
01:02:08 --> 01:02:13: not a safeguard against having covid but enhances our  
01:02:13 --> 01:02:16: processes  
01:02:16 --> 01:02:19: and hopefully limits the chances of spread.  
01:02:19 --> 01:02:20: So again, it's not an end all be all,  
01:02:20 --> 01:02:24: but we feel like we're.  
01:02:24 --> 01:02:26: We feel a little bit more confident with having this  
01:02:26 --> 01:02:31: procedure in place.  
01:02:31 --> 01:02:35: There are other better buildings have been assessed through  
01:02:35 --> 01:02:39: the  
01:02:39 --> 01:02:44: air and the water quality that we have in our.  
01:02:44 --> 01:02:47: Our assets and that we have created procedure tree,  
01:02:47 --> 01:02:48: so that's just a quick quick snapshot of.  
01:02:48 --> 01:02:52: How hateman has reacted to covid and some of our  
01:02:52 --> 01:02:55: decision making?  
01:02:55 --> 01:02:56: So with that I will pass it back to Marta.  
01:02:56 --> 01:02:59: Alright, thank you Laura. I think that was a very  
01:02:59 --> 01:03:03: good,  
01:03:03 --> 01:03:04: quick, quick overview in terms of the thought process,  
01:03:04 --> 01:03:07: decision making strategy there with Heitman and your core  
01:03:07 --> 01:03:11: office  
01:03:11 --> 01:03:15: fund.  
01:03:15 --> 01:03:19: That's fantastic. My takeaway from this so far has been  
01:03:19 --> 01:03:22: that there's there's absolutely real value in these third party  
01:03:22 --> 01:03:27: certifications that's giving market assurance that an owner or  
01:03:27 --> 01:03:30: a  
01:03:30 --> 01:03:35: tenant who is concerned about building reentry can can feel  
01:03:35 --> 01:03:38: better about right having these outside.  
01:03:38 --> 01:03:40: Modules to serve as guidance and some sort of bellwether  
01:03:40 --> 01:03:43: is quite useful in these times.  
01:03:43 --> 01:03:45: We have had a number of questions in our Q&A,  
01:03:45 --> 01:03:46: so thank you to folks who have started entering them.  
01:03:46 --> 01:03:48: If you if you see open versus answered,  
01:03:48 --> 01:03:49: you can see that some of them have been answered  
01:03:49 --> 01:03:50: in real time by our speakers and also thank you  
01:03:50 --> 01:03:51: for that.  
01:03:51 --> 01:03:52: A couple are still open and some of my favorite

01:03:49 --> 01:03:52: questions revolved around tenants because as with many buildings in

01:03:52 --> 01:03:54: the commercial real estate sector,

01:03:54 --> 01:03:59: that tenant landlord. Dynamic or resident landlord.

01:03:59 --> 01:04:04: In the case of multifamily can be quite challenging when

01:04:04 --> 01:04:05: it comes to the.

01:04:05 --> 01:04:08: The value and the drivers behind action.

01:04:08 --> 01:04:10: So one of the questions was in regards to how

01:04:10 --> 01:04:13: can a tenant encourage their owner to go after one

01:04:13 --> 01:04:14: of these certifications?

01:04:14 --> 01:04:17: And a similar question was can a tenant do it

01:04:17 --> 01:04:18: on their own?

01:04:18 --> 01:04:20: And so if anyone would like to chime in on

01:04:20 --> 01:04:21: those pieces,

01:04:21 --> 01:04:23: I think that would be a great start to the

01:04:23 --> 01:04:23: Q&A.

01:04:26 --> 01:04:27: I'm happy to jump in,

01:04:27 --> 01:04:31: so one of our prototype users unnamed but are a

01:04:31 --> 01:04:32: large tenant.

01:04:32 --> 01:04:36: They are tenant in properties across the US which includes

01:04:36 --> 01:04:41: single occupancy tenant whether they only tenant and then also

01:04:41 --> 01:04:42: where they are.

01:04:42 --> 01:04:44: Part of a multi tenant building.

01:04:44 --> 01:04:48: So yes, you can absolutely use the module as a

01:04:48 --> 01:04:50: tenant on just your space,

01:04:50 --> 01:04:54: but you will have to work with the building owner

01:04:54 --> 01:04:58: because as has already been talked about a number of

01:04:58 --> 01:04:58: times.

01:04:58 --> 01:05:01: Really looking at how to maintain optimum air quality is

01:05:01 --> 01:05:04: an essential piece of the puzzle as well as cleaning

01:05:04 --> 01:05:05: protocols.

01:05:05 --> 01:05:07: So really depending on where that responsibility lies,

01:05:07 --> 01:05:10: that's you know you're going to have to engage with

01:05:10 --> 01:05:12: whomever is responsible for those systems.

01:05:12 --> 01:05:15: So if you was the general responsible for those systems,

01:05:15 --> 01:05:18: obviously that makes it perhaps a little more efficient.

01:05:18 --> 01:05:21: But if you are within a building where you don't

01:05:21 --> 01:05:22: control those systems,

01:05:22 --> 01:05:24: then you are going to need to work with your

01:05:24 --> 01:05:25: building owners,

01:05:25 --> 01:05:28: but but we're seeing great cooperation between owners and tenants.

01:05:28 --> 01:05:32: We have a tenant. A collaboration tool which really helps

01:05:32 --> 01:05:35: to actually facilitate that communication.

01:05:35 --> 01:05:38: That's great, Jessica anything you'd like to add.

01:05:38 --> 01:05:41: Yeah, I mean similar in that both tenants and owners

01:05:41 --> 01:05:45: can pursue the health safety rating and we actually offer

01:05:45 --> 01:05:46: guidance to.

01:05:46 --> 01:05:49: I would say in general the well building standard is

01:05:49 --> 01:05:53: written for scope that touches on the interior spaces within

01:05:53 --> 01:05:53: a building,

01:05:53 --> 01:05:56: but we do have for all of our features where

01:05:56 --> 01:05:57: necessary.

01:05:57 --> 01:06:00: What we call well core guidance and that applies to

01:06:00 --> 01:06:02: health safety rating as well.

01:06:02 --> 01:06:05: So if you're an owner looking at the criteria there

01:06:05 --> 01:06:09: specific guidance about how some of the features which

01:06:09 --> 01:06:10: might

01:06:10 --> 01:06:14: address things like.

01:06:14 --> 01:06:15: Health care policies would apply in an owner building owner

01:06:15 --> 01:06:18: type of scenario.

01:06:18 --> 01:06:19: There was also another question which I think was sort

01:06:19 --> 01:06:22: of touching on this,

01:06:22 --> 01:06:22: or at least when I was thinking about the the

01:06:22 --> 01:06:24: answer,

01:06:24 --> 01:06:27: but it made me think of this.

01:06:27 --> 01:06:30: There was a question from an anonymous attendee,

01:06:30 --> 01:06:34: said. What if a building or business owner refuses to

01:06:34 --> 01:06:38: do anything in regards to addressing the occupants covid

01:06:38 --> 01:06:38: concerns?

01:06:38 --> 01:06:41: Are there resources that can essentially force them to

01:06:41 --> 01:06:42: address

01:06:42 --> 01:06:44: them?

01:06:44 --> 01:06:47: And I don't know if there's anything you can do

01:06:47 --> 01:06:49: to force.

01:06:49 --> 01:06:52: Forced upgrades, but it's sort of.

01:06:52 --> 01:06:54: I was thinking here about how important it is to

01:06:54 --> 01:06:57: have a strong voice in making a demand,

01:06:57 --> 01:06:59: and that's where third party certification programs like that

01:06:59 --> 01:07:02: well

01:07:02 --> 01:07:05: like well can really help you.

01:07:05 --> 01:07:07: You can point to a resource resource you can point

01:07:07 --> 01:07:09: to a road map and you can tell your owner

01:07:09 --> 01:07:12: you want them to implement this and then prove that

01:07:12 --> 01:07:15: they've done it through the third party validation.

01:07:05 --> 01:07:07: But demand is just so critical.

01:07:07 --> 01:07:09: I think in helping to elicit change,

01:07:09 --> 01:07:11: and that can come from tenants who are in direct

01:07:11 --> 01:07:13: conversations with owners.

01:07:13 --> 01:07:15: And I would say even.

01:07:15 --> 01:07:18: Employees and or other consumers who might be asking,

01:07:18 --> 01:07:22: you know their business is what they're doing to respond

01:07:22 --> 01:07:22: to covid.

01:07:22 --> 01:07:26: Absolutely, these are the type of of requests and demands

01:07:26 --> 01:07:27: that can be included,

01:07:27 --> 01:07:30: especially in Emily's of clauses.

01:07:30 --> 01:07:32: If you're at the point of lease renewal,

01:07:32 --> 01:07:35: which in the real estate sector is a pretty intense

01:07:36 --> 01:07:37: time right now,

01:07:37 --> 01:07:39: or or if you're leasing a new space so Green

01:07:39 --> 01:07:43: lease clauses can cover a number of sustainability topics,

01:07:43 --> 01:07:47: including health and Wellness during the times of COVID-19.

01:07:47 --> 01:07:50: An I'd be curious Laura in Renee in terms of

01:07:50 --> 01:07:51: the document,

01:07:51 --> 01:07:54: the tenants and residents in your buildings,

01:07:54 --> 01:07:57: how have you been engaging with them as the owners

01:07:57 --> 01:08:00: in terms of communications and even enforcement of these

01:08:00 --> 01:08:01: kind

01:08:00 --> 01:08:01: of covid norms?

01:08:05 --> 01:08:08: Yeah, I would just sort of echo some of what

01:08:08 --> 01:08:11: I talked about around here so you know,

01:08:11 --> 01:08:13: I'm sorry Laura. No you,

01:08:13 --> 01:08:14: OK, just the we had.

01:08:14 --> 01:08:19: We took a very proactive approach with our communication

01:08:19 --> 01:08:22: strategy.

01:08:19 --> 01:08:22: I think I covered that a little bit about wanting

01:08:22 --> 01:08:26: to really make sure that our residents understood that we

01:08:26 --> 01:08:30: were tracking developments as they were happening that we

01:08:30 --> 01:08:35: were

01:08:30 --> 01:08:35: aligning with local ordinances and best practices within the

01:08:35 --> 01:08:36: industry

01:08:35 --> 01:08:36: as well.

01:08:36 --> 01:08:39: And that we were transparent about that with them,

01:08:39 --> 01:08:41: to build, to build that trust.

01:08:41 --> 01:08:44: And so I think that that was a really essential

01:08:44 --> 01:08:46: part of our strategy early on.

01:08:46 --> 01:08:48: And then we've taken sort of a more of a

01:08:49 --> 01:08:51: proactive encouragement approach around,

01:08:51 --> 01:08:53: you know, here's what is said.

01:08:53 --> 01:08:55: These are the best practices.

01:08:55 --> 01:08:57: These are the policies we have in place.

01:08:57 --> 01:08:59: As I said, we make mask available.

01:08:59 --> 01:09:02: We've got hand sanitizer everywhere,

01:09:02 --> 01:09:05: so it's more a question of encouraging the behavior that

01:09:05 --> 01:09:06: we want to see.

01:09:06 --> 01:09:08: As opposed to, you know,

01:09:08 --> 01:09:09: some strict enforcement.

01:09:12 --> 01:09:16: Thanks for name Laura. How about yourself in the office

01:09:16 --> 01:09:16: side?

01:09:16 --> 01:09:19: Sure, I can talk about some of the it's on

01:09:19 --> 01:09:21: the questions of ventilation.

01:09:21 --> 01:09:24: You know what are we doing to look at our

01:09:24 --> 01:09:27: ventilation and we're looking at outdoor air.

01:09:27 --> 01:09:29: How much outdoor air are we bringing in?

01:09:29 --> 01:09:32: Or are we doing cycles one hour pre and post

01:09:32 --> 01:09:33: occupancy too?

01:09:33 --> 01:09:36: You know filter in a lot of new outside air

01:09:36 --> 01:09:39: and flush out the air that's within the building.

01:09:39 --> 01:09:41: We're also looking at the filtration.

01:09:41 --> 01:09:45: What? Merv filters we have in place where we have,

01:09:45 --> 01:09:46: you know Merv 14 or more.

01:09:46 --> 01:09:50: Merv 15. Which again will help with filtering out any

01:09:50 --> 01:09:53: kind of viruses that may be at our property and

01:09:53 --> 01:09:56: make it and make it clean for our occupants.

01:09:59 --> 01:10:02: That's great, Laura.

01:10:02 --> 01:10:05: Excellent. See I'm looking through the questions here and

01:10:05 --> 01:10:09: there's

01:10:09 --> 01:10:11: another question just in in specifics in regard to beyond

01:10:11 --> 01:10:14: limiting capacity in elevators,

01:10:14 --> 01:10:17: what are some of the other leading technologies and policies

01:10:17 --> 01:10:21: or procedures to address air quality in touch points in

01:10:21 --> 01:10:24: these confined spaces where you mentioned some some

01:10:24 --> 01:10:29: ventilation points

01:10:26 --> 01:10:29: through the HVAC system? Anything else you'd like to add?

01:10:29 --> 01:10:29: You know, I think it's about just assessing you know

01:10:29 --> 01:10:32: what?

01:10:32 --> 01:10:34: What kind of portable filters can we put in place?

01:10:34 --> 01:10:38: Especially like as you mentioned,

01:10:38 --> 01:10:40: that elevator systems and let limiting how many people are

01:10:38 --> 01:10:40: get on the elevator at any given time.

01:10:40 --> 01:10:44: Ensure that people are wearing mask and if they're not

01:10:44 --> 01:10:47: having mask available for people to wear when they're in

01:10:47 --> 01:10:49: the building and in public spaces.

01:10:49 --> 01:10:53: Great Renee. Anything to add in terms of specific activities?

01:10:53 --> 01:10:56: Yeah, I would say that there there is an anti

01:10:56 --> 01:10:59: microbial coding that we have been.

01:10:59 --> 01:11:02: It's it's an adhesive coding that we have been putting

01:11:02 --> 01:11:06: on some of the high touch points in our buildings

01:11:06 --> 01:11:09: and so elevator buttons are one of them and then

01:11:09 --> 01:11:12: we you know we really been trying to encourage you

01:11:12 --> 01:11:16: know single household use of the elevators so just either

01:11:16 --> 01:11:20: one person or one household using the elevators at a

01:11:20 --> 01:11:24: time. And that's you, know how we've been really trying

01:11:24 --> 01:11:24: to control,

01:11:24 --> 01:11:29: you know, the air quality from that standpoint.

01:11:29 --> 01:11:32: Joanna and Jessica, can you talk a little bit about

01:11:32 --> 01:11:36: how these type of prescriptive activities and policies and

01:11:36 --> 01:11:39: procedures

01:11:39 --> 01:11:40: fit within the modules that fit well and well have

01:11:40 --> 01:11:40: have created for covid response.

01:11:44 --> 01:11:49: Sure, just a general, faster and faster.

01:11:49 --> 01:11:52: So we do have a feature in-house TV rating called

01:11:52 --> 01:11:56: reduced Surface contact which starts to address this type of

01:11:56 --> 01:11:57: concern.

01:11:57 --> 01:12:00: But we are also working on a new beta feature.

01:12:00 --> 01:12:03: Actually that's going to be available soon,

01:12:03 --> 01:12:07: and if anybody would like to see it in advance,

01:12:07 --> 01:12:09: feel free to contact me.

01:12:09 --> 01:12:10: I'm happy to share it,

01:12:10 --> 01:12:14: but it looks at other ways that are more specific

01:12:14 --> 01:12:18: to air quality and the transmission of viral particles aerosols

01:12:18 --> 01:12:19: so.

01:12:19 --> 01:12:23: That particular feature looks at elevator spaces for sure,

01:12:23 --> 01:12:27: but also things like queueing in lines and what guidelines

01:12:27 --> 01:12:30: are in place to prevent people from standing too close

01:12:30 --> 01:12:31: to one another.

01:12:31 --> 01:12:36: Other circulation strategies that can be deployed when you

01:12:36 --> 01:12:40: might

01:12:40 --> 01:12:40: have a chance encounter with another person when you're

01:12:40 --> 01:12:41: moving

01:12:41 --> 01:12:41: through a building.

01:12:41 --> 01:12:45: We also are pointing to design based guidelines to help

01:12:45 --> 01:12:49: mitigate the transfer of the spread of virus via.



01:12:49 --> 01:12:52: Air quality, so you can think about things like screens  
01:12:52 --> 01:12:56: that you've probably seen in stores and other facilities that  
01:12:56 --> 01:12:57: you visited.  
01:12:57 --> 01:13:01: And then there's other strategies around addressing surface  
surface is  
01:13:01 --> 01:13:04: that you are likely to touch and strategies that can  
01:13:04 --> 01:13:08: be put into place to help keep those more sanitized.  
01:13:08 --> 01:13:09: In this in this time.  
01:13:09 --> 01:13:12: So yeah, more on that coming and I'd be happy  
01:13:12 --> 01:13:14: to share it with anybody in advance.  
01:13:14 --> 01:13:17: You would like to see it.  
01:13:17 --> 01:13:20: So yeah, I mean, I think that this is the  
01:13:20 --> 01:13:21: crux of it,  
01:13:21 --> 01:13:24: right? I mean, there are three main ways that this  
01:13:24 --> 01:13:25: virus is transmitted.  
01:13:25 --> 01:13:27: This person to person transmission,  
01:13:27 --> 01:13:29: I think will be coming.  
01:13:29 --> 01:13:32: You know, highly educated on viral transmission.  
01:13:32 --> 01:13:34: So person to person transmission.  
01:13:34 --> 01:13:36: That is obviously what it sounds like.  
01:13:36 --> 01:13:40: That's that close contact transmission is actually the most  
risky  
01:13:40 --> 01:13:42: of of the kind of transmissions.  
01:13:42 --> 01:13:46: Has the highest risk, so that's that's really looking at  
01:13:46 --> 01:13:47: how do you minimize?  
01:13:47 --> 01:13:49: Your contact with other individuals,  
01:13:49 --> 01:13:53: whether it's using masks, whether it's from being more than  
01:13:53 --> 01:13:54: six feet apart.  
01:13:54 --> 01:13:57: These are those heavy droplets that are passing when you  
01:13:57 --> 01:13:58: cough or speak or sing,  
01:13:58 --> 01:14:02: which is a highly dangerous thing to do apparently these  
01:14:02 --> 01:14:02: days,  
01:14:02 --> 01:14:05: so so really looking at a comprehensive set of approaches  
01:14:05 --> 01:14:08: to how do we ensure and support behavior change that  
01:14:08 --> 01:14:12: minimizes contact close contact for prolonged periods of  
time?  
01:14:12 --> 01:14:15: Because that is where we're seeing the demonstrated  
highest risk,  
01:14:15 --> 01:14:18: and then also kind of comprehensive looking at.  
01:14:18 --> 01:14:22: Surface transmission, so those are those heavy droplets  
when they  
01:14:22 --> 01:14:23: fall onto services,  
01:14:23 --> 01:14:26: so that's really looking at your cleaning protocols.

01:14:26 --> 01:14:28: It's looking at some elements of you HV AC systems

01:14:29 --> 01:14:31: you know and the cleaning protocols are so important,

01:14:31 --> 01:14:34: not just for the actual physical removal of the virus,

01:14:34 --> 01:14:38: but because they also addressed that building trust piece.

01:14:38 --> 01:14:40: There really looking at mental health as well.

01:14:40 --> 01:14:44: So seeing a clean space and feeling that the space

01:14:44 --> 01:14:46: is physically clean actually does.

01:14:46 --> 01:14:49: Promote feelings of well being and instill feelings of trust.

01:14:49 --> 01:14:51: As is. Research based, right?

01:14:51 --> 01:14:53: That's not just me saying.

01:14:53 --> 01:14:55: I think it does that there's a lot of research

01:14:55 --> 01:14:58: around how we respond to the physical condition of our

01:14:58 --> 01:14:59: environments,

01:14:59 --> 01:15:01: so that's very important than last.

01:15:01 --> 01:15:04: Either aerosolize transmission through the HV AC systems.

01:15:04 --> 01:15:07: So this is the whole thing is really about.

01:15:07 --> 01:15:09: How do we minimize the amount of virus that is

01:15:09 --> 01:15:12: in the air so and that we come in contact

01:15:12 --> 01:15:12: with?

01:15:12 --> 01:15:15: So it's kind of looking at that comprehensively.

01:15:15 --> 01:15:17: So that is kind of the approach.

01:15:17 --> 01:15:19: That is throughout the module.

01:15:19 --> 01:15:20: So this is the crux of it.

01:15:20 --> 01:15:24: Looking at these indoor spaces and how to reduce risk,

01:15:24 --> 01:15:27: and I think that Laura said it perfectly that this

01:15:27 --> 01:15:27: isn't a panacea,

01:15:27 --> 01:15:29: right? This is not a.

01:15:29 --> 01:15:31: I will have a covid free building.

01:15:31 --> 01:15:33: This is really about mitigating risk,

01:15:33 --> 01:15:35: reducing risk, optimizing your buildings,

01:15:35 --> 01:15:37: making them as safe as they can be,

01:15:37 --> 01:15:39: but but we cannot eliminate risk,

01:15:39 --> 01:15:42: so that's you know we have to quantify it and

01:15:43 --> 01:15:43: minimize it.

01:15:43 --> 01:15:46: Joanna, I think that's the perfect way to to end

01:15:46 --> 01:15:47: this webinar.

01:15:47 --> 01:15:49: We could go to the last slide.

01:15:49 --> 01:15:51: I want to thank all of our panelists.

01:15:51 --> 01:15:54: Joanna just Cabernet and Laura for joining us today and

01:15:54 --> 01:15:58: sharing your knowledge or experiences on on confronting

01:15:58 --> 01:16:00: covid through

01:15:58 --> 01:16:00: healthy buildings and certifications.

01:16:00 --> 01:16:03: I invite everyone on our panel in participating here in  
01:16:03 --> 01:16:06: the web and R to join us in October for  
01:16:06 --> 01:16:08: utilize virtual fall meeting programming for sure.  
01:16:08 --> 01:16:12: We have some pretty exciting content that we've prepared  
that  
01:16:12 --> 01:16:15: covers sustainability and in broader kind of capital markets.  
01:16:15 --> 01:16:18: All things real estate. As you would expect,  
01:16:18 --> 01:16:20: and then for this web and R in specific,  
01:16:20 --> 01:16:23: the recording and the slides will be posted on Knowledge  
01:16:23 --> 01:16:26: Finder knowledge that you work within the next week or  
01:16:26 --> 01:16:29: so and will be setting up a follow up email  
01:16:29 --> 01:16:31: as well with that link when it's ready.  
01:16:31 --> 01:16:34: So thank you again everyone for joining and have a  
01:16:34 --> 01:16:34: great day.

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