



# How to Bring WELL to Your Workplace

April 9, 2024

SMRT

# About SMRT

- 140 years in business, founded in 1884
- 140-person, interdisciplinary team
- Complex, new construction and renovation projects
- High energy-performing buildings
- Core markets:
  - Workplace
  - Health + Wellness
  - Education + Athletics
  - Science, Technology + Manufacturing
  - Government + Civic



ARCHITECTURE

ENGINEERING

PLANNING

INTERIOR DESIGN

SUSTAINABLE DESIGN

COMMISSIONING

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# Introductions



**Jeana Stewart** NCIDQ, LEED AP, WELL AP  
Associate Principal | Director of Workplace Practice



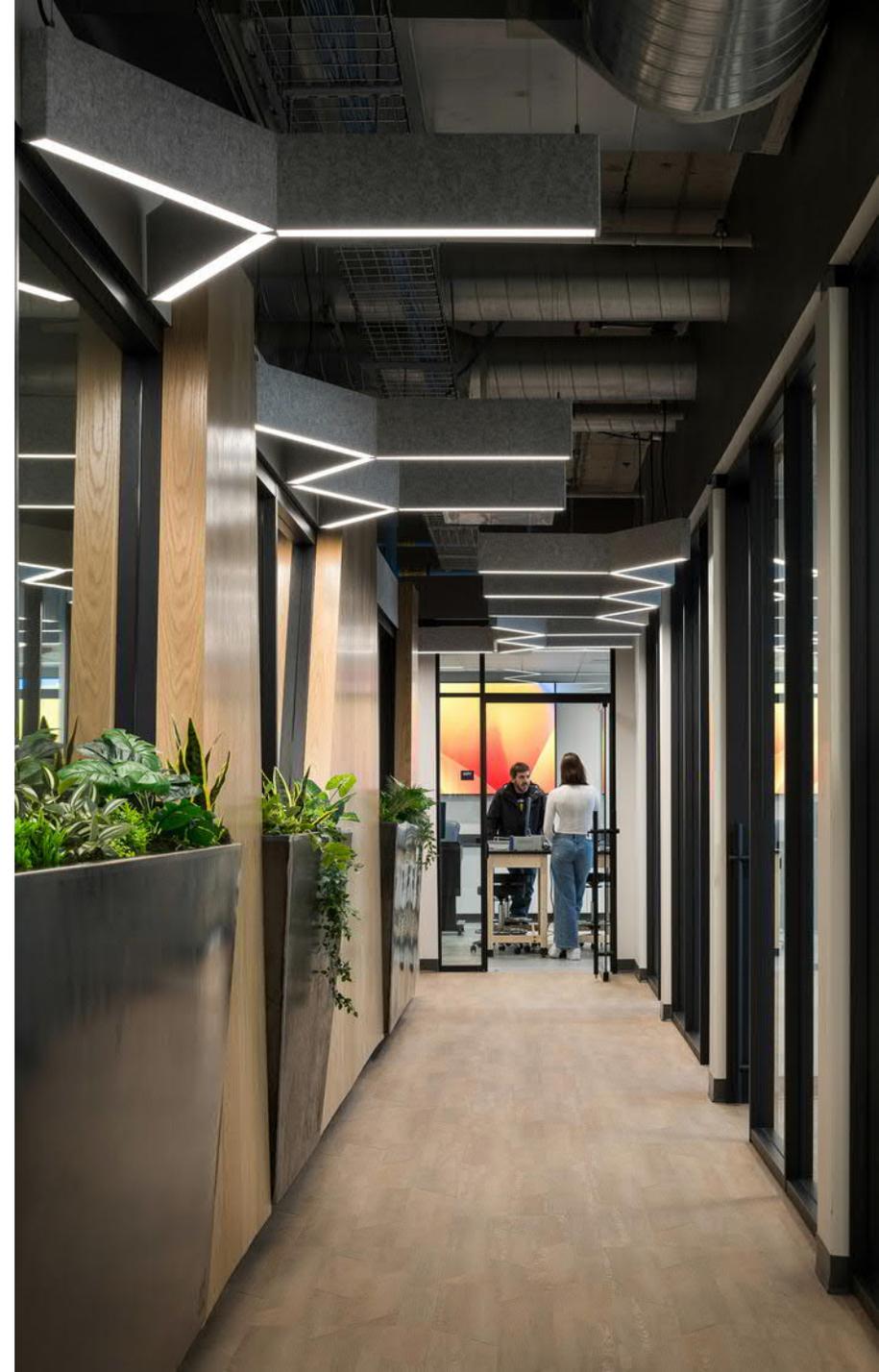
**Sam Knight** SHRM-CP  
Senior HR Generalist



# Good morning!

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- What is wellbeing?
- The WELL Building Standard™
- A WELL success story
- Group discussion



# What is wellbeing?

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**What does wellbeing mean to you?**

ⓘ Start presenting to display the poll results on this slide.

# Wellbeing

“A complex combination of physical, mental, emotional & social health factors. Happiness.”

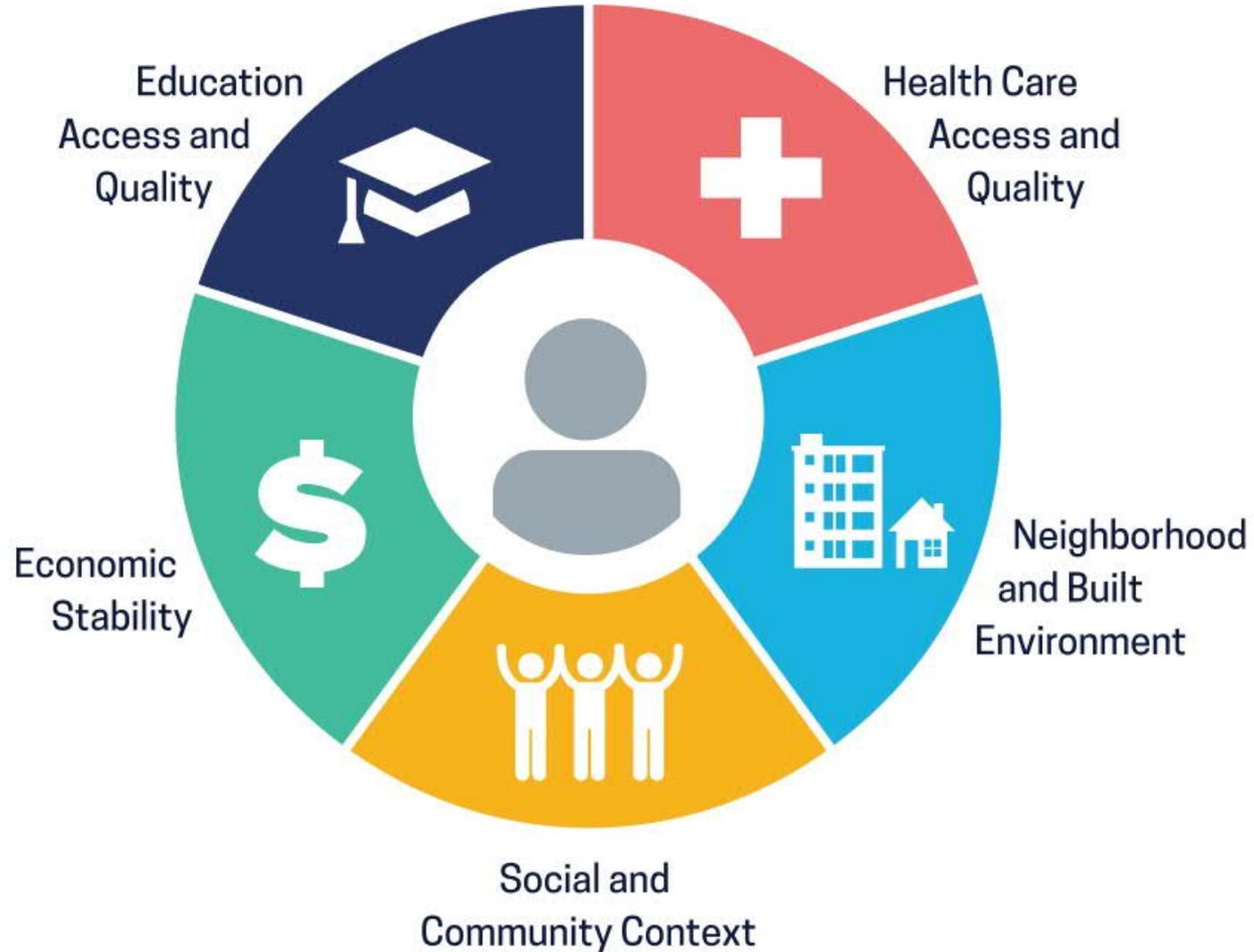
Holistic / Subjective

# Wellness

“A state of being in good health.”

Physical / Measurable

# Social Determinants of Health

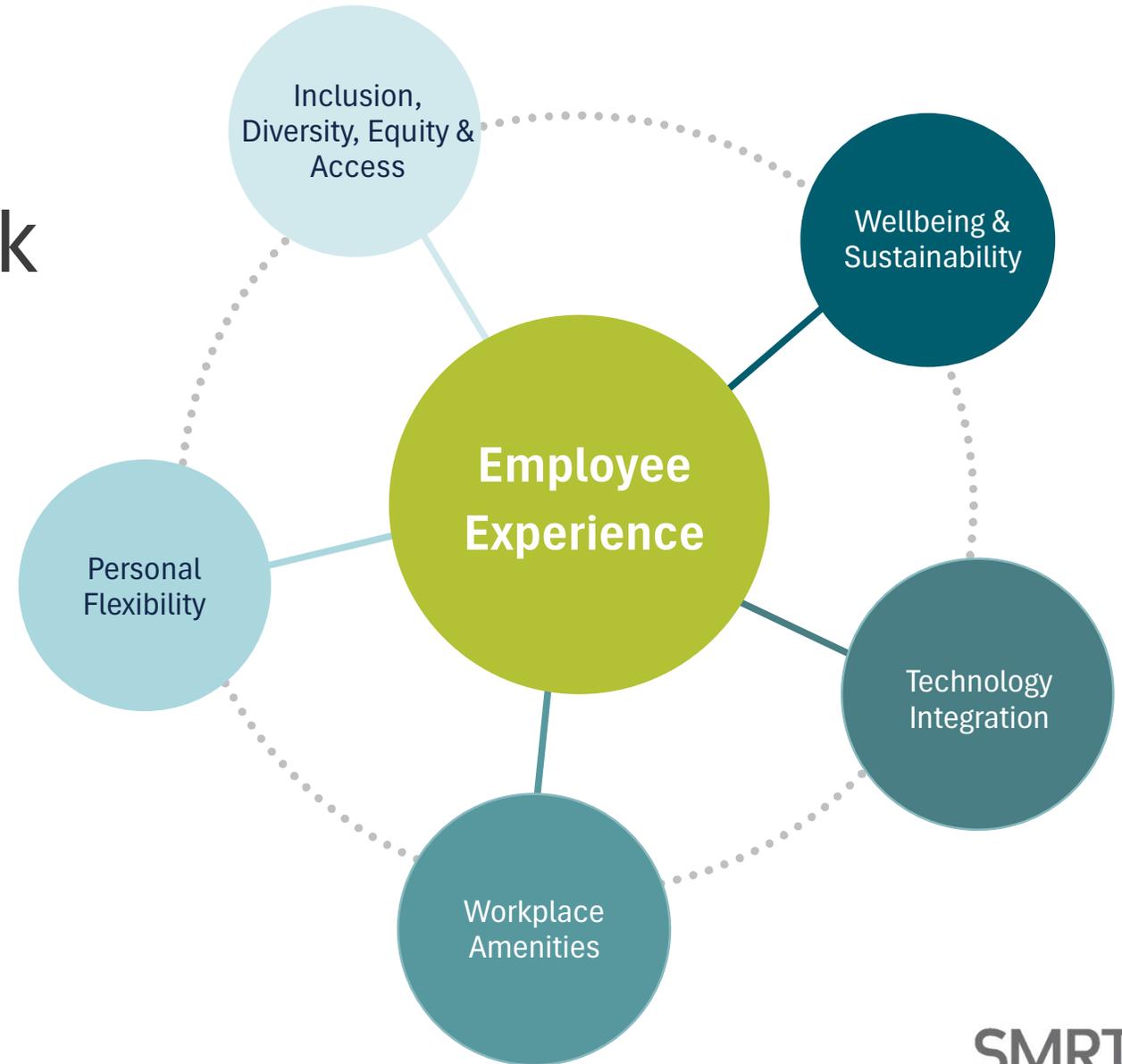


The average person will spend **90,000 hours** of their lives working. Equivalent to **10.27 years**.

Source: [www.gettysburg.edu](http://www.gettysburg.edu)

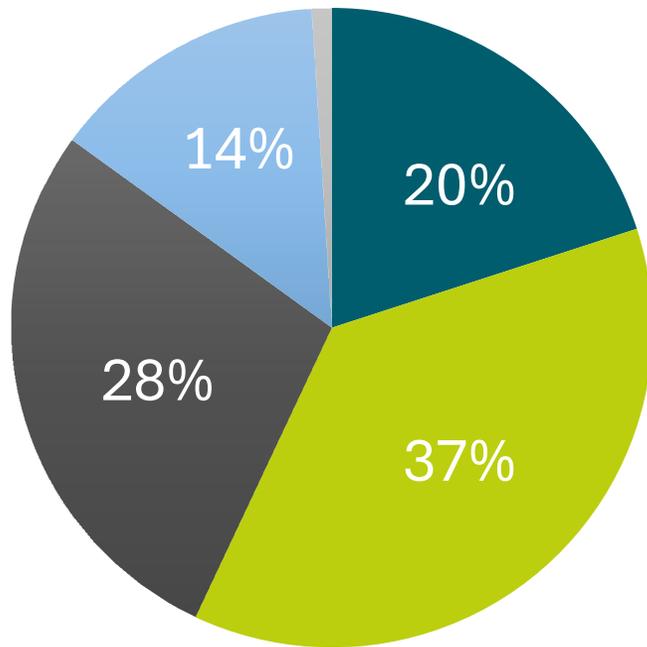


# 5 shifts reshaping work environments

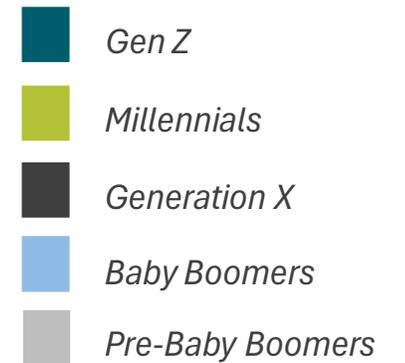
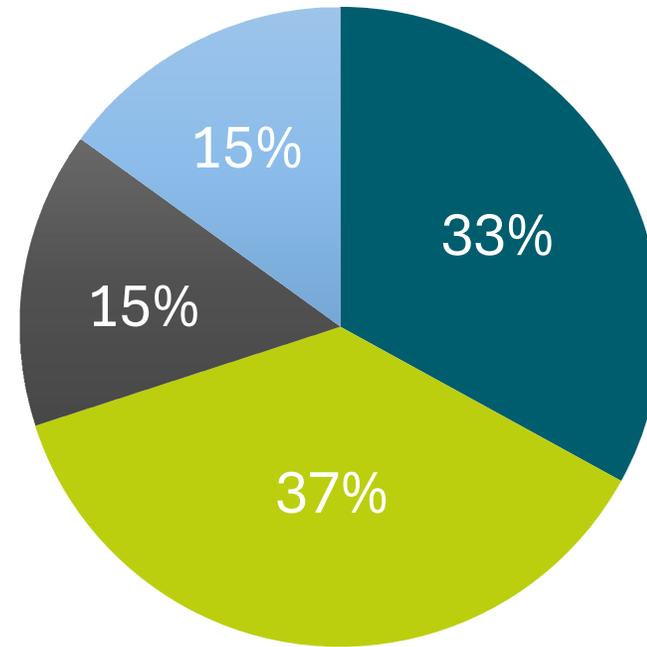


# SMRT employee demographics

Percentage of Headcount  
by Generation



Percentage of Recent Hires  
by Generation



# The WELL Building Standard™

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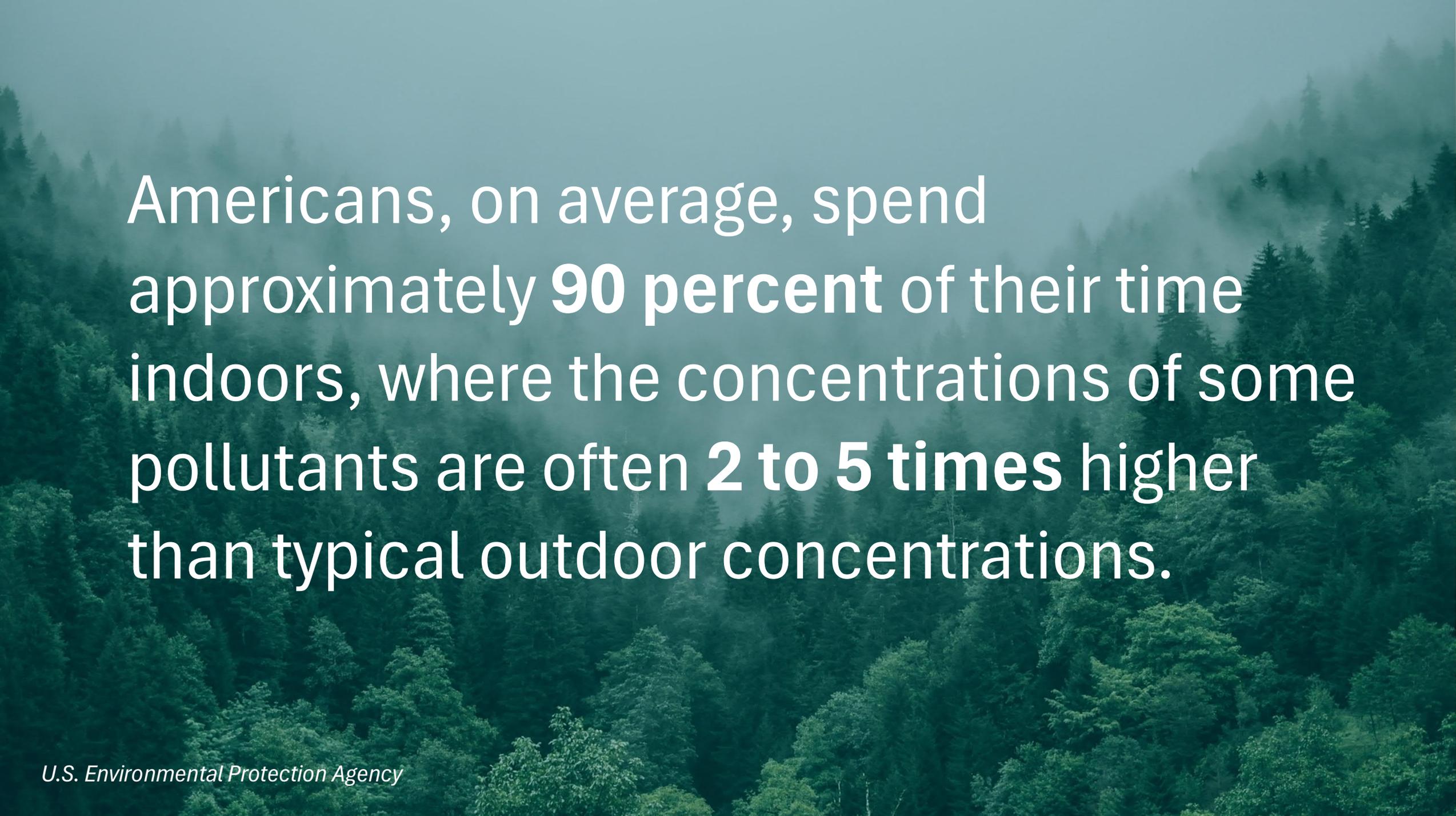


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# What is WELL?

The WELL Building Standard™ is a vehicle for buildings and organizations to deliver more thoughtful and intentional spaces that enhance human health and well-being. WELL includes a set of strategies—backed by the latest scientific research—that aim to advance human health through design interventions and operational protocols and policies and foster a culture of health and wellbeing.





Americans, on average, spend approximately **90 percent** of their time indoors, where the concentrations of some pollutants are often **2 to 5 times** higher than typical outdoor concentrations.

## ROI of Wellbeing:

- Depression & anxiety cost the global economy **\$1 trillion dollars a year in lost productivity**
- People who feel their employer cares about their wellbeing are **69%** less likely to look for a new job & are **3x** more likely to be highly engaged



Source: International Well Building Institute

HOSPICE OF SOUTHERN MAINE  
ADMINISTRATIVE OFFICES



# WELL Framework



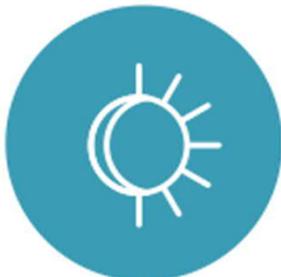
AIR



WATER



NOURISHMENT



LIGHT



MOVEMENT



THERMAL  
COMFORT



SOUND



MATERIALS

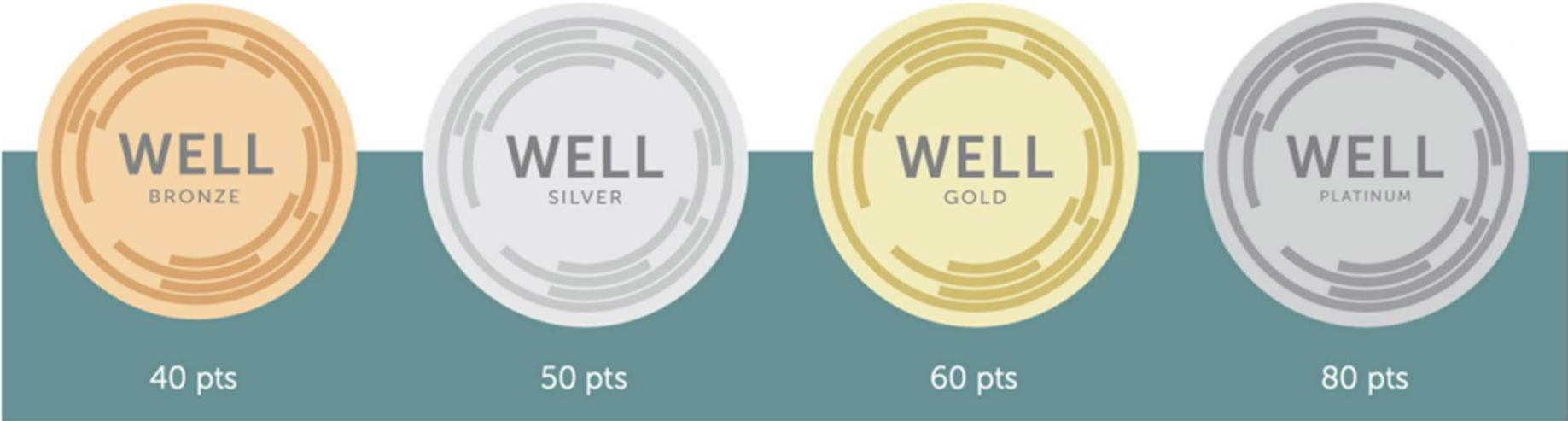


MIND



COMMUNITY

# WELL Certification



# A WELL success story

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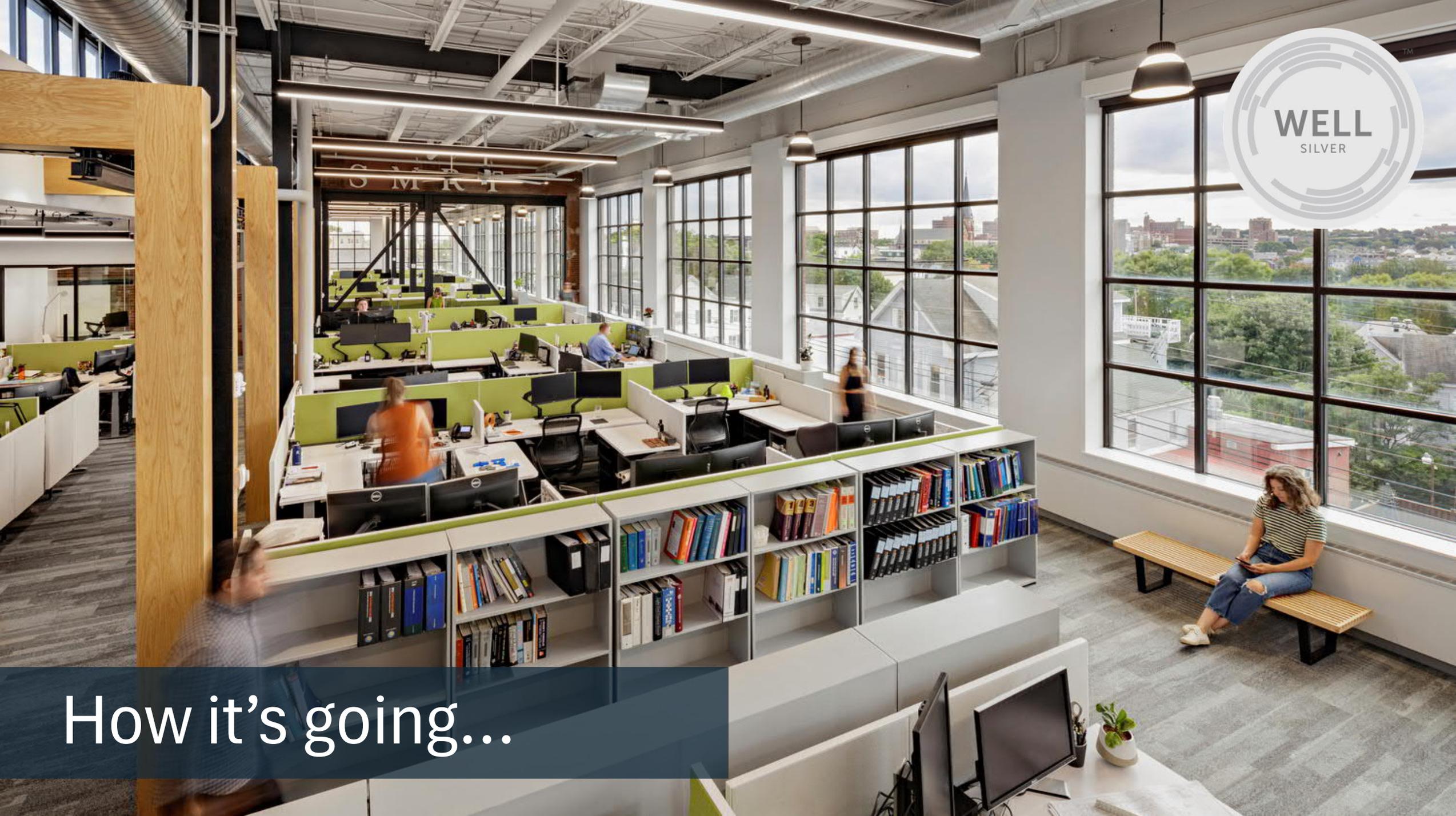




How it started...



How it's going...



# Wellbeing at SMRT

**SMRT is committed to creating and supporting a thriving workplace culture.** We understand that our people are at the core of our business, and employee wellbeing is not only fundamental to sustaining and growing the firm but also to shaping a better world. Providing meaningful work, choice, control, flexibility, social engagement, and a sense of belonging all contribute to employee wellbeing.





## Ergonomics & Movement

- Return on investment for ergonomic interventions equates to **\$10 USD for every \$1 USD** invested
- If physical inactivity were reduced by 25%, **1,000,000 deaths** could be prevented

### Solutions:

- Adjustable furniture / user control
- Ergonomic training
- Choice & variety in work settings

Source: International Well Building Institute





## Acoustics

- Noise and distractions at work are a leading cause of burnout, resulting in reduced productivity and turnover
- Noise induced stress is associated with risk factors for high blood pressure, heart disease, and psychosomatic disorders

### Solutions:

- Acoustic zones & focus rooms
- Sound masking
- Sound absorptive materials

*Source: International Well Building Institute*



## Connection to nature & natural light

- Exposure to nature is linked to decreased stress and anxiety, and improved employee morale and productivity
- Natural light improves circadian rhythms positively impacting quality of sleep and mental health
- Dose response relationship; greater exposure = better outcomes

### Solutions:

- Access to windows for occupied spaces
- Glare control
- Natural materials & plants
- Celebration of place & culture

Source: *International Well Building Institute*





## Nourishment & water

- Poor nutrition accounts for **1 in 5 deaths** globally; more than drug, alcohol and tobacco use combined
- Water transports nutrients throughout the body, helps regulate internal body temperature, and aids in removal of toxins and waste

### Solutions:

- Support mindful eating & personal connection
- Accommodate food preparation
- Easy access to quality drinking water

Source: *International Well Building Institute*



## Mental health

- In high-income countries **35-50%** of people living with mental health conditions receive **no care or treatment**
- Approximately **two-thirds** of individuals experiencing common mental health conditions are employed

### Solutions:

- Promote mental health literacy
- Mental health education for managers
- Restorative space
- Workplace sleep support

Source: *International Well Building Institute*





## Hygiene & cleaning protocols

- **20%** of remote employees responding to recent survey cited restroom facilities as a primary consideration for their WFH preference\*
- Many commercial cleaning products degrade indoor air quality and can be hazardous to human health

### Solutions:

- Gender neutral restroom facilities
- Feminine hygiene products provided
- Fragrance-free soap
- Use of low-hazard cleaning products

Source: *International Well Building Institute*

\**jobera.com remote work statistics*



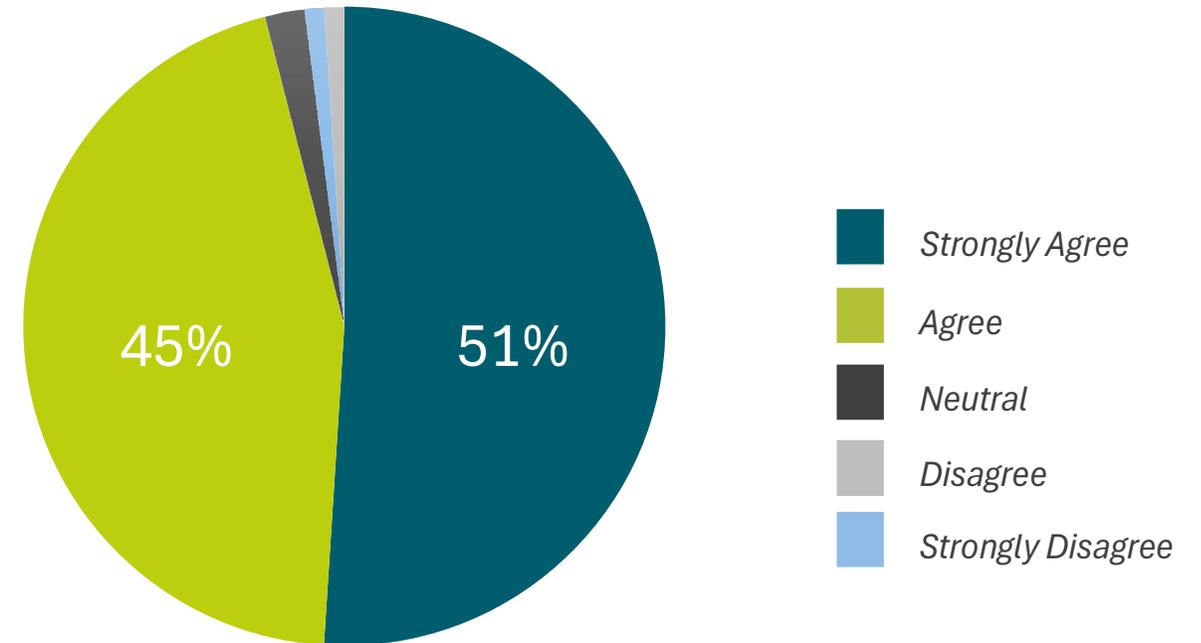
## Process

- Work environments host an array of individuals from diverse communities, despite the profound impact they have on everyone's experience, those representing diverse populations are rarely engaged in design or policy
- **70%** of all change initiatives fail\*

### Solutions:

- Leadership commitment
- Employee outreach
  - Surveys
  - Participation in design process

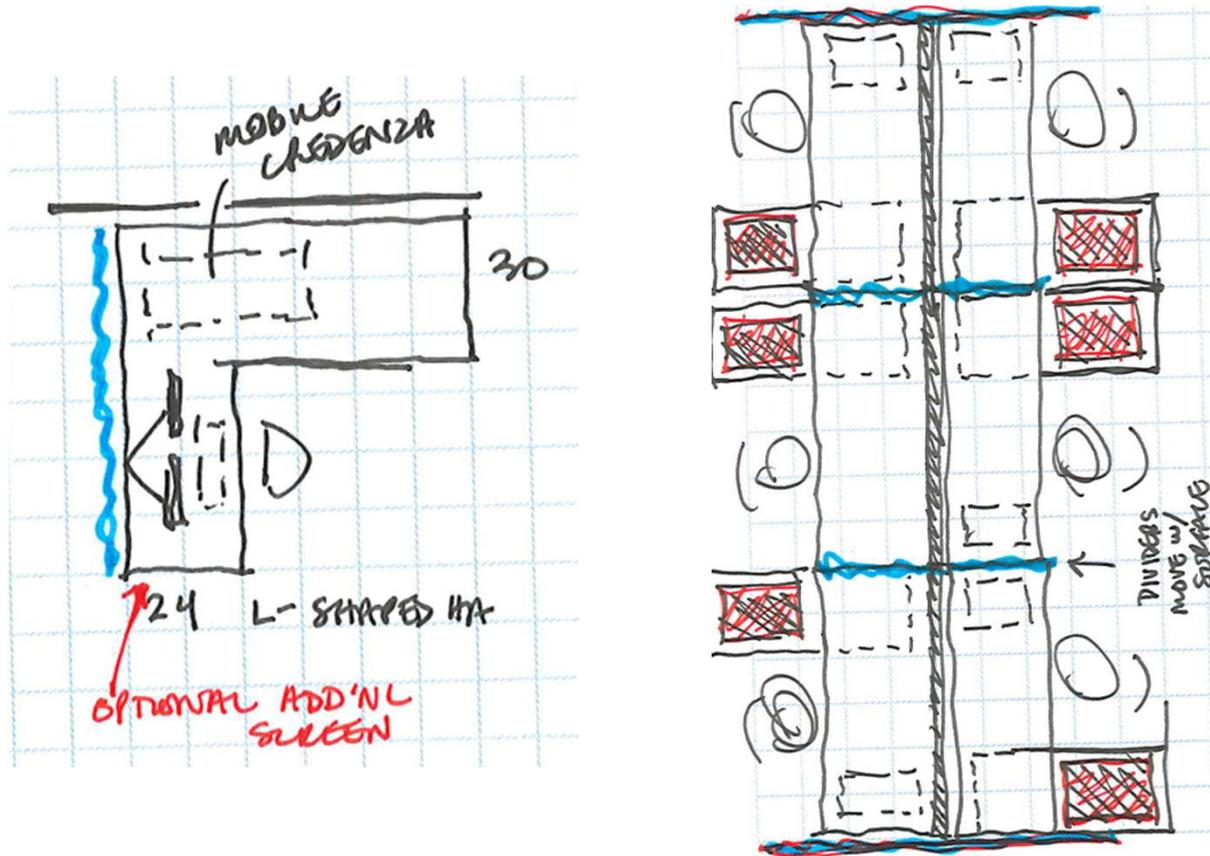
Source: *International Well Building Institute*  
\**McKinsey & Company*



*SMRT's culture is welcoming & inclusive*

Source: *SMRT staff survey*

# Process – Employee Engagement





## Summary

- People are your organizations greatest resource
- Doing the right thing offers significant returns on your investment
- WELL is great source for evidence-based information
- It is challenging to get certified retroactively
- Easily actionable solutions that offer real results

# Group Discussion

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**What are some effective workplace wellbeing strategies that your organizations have in place?**

**Are there any takeaways from today's discussion that you might consider bringing to your workplace?**

**i** Start presenting to display the poll results on this slide.

# Questions?



# Thank you!



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