



# Achieving WELL Certification

A visual case study of the Talking Architecture and Design podcast episode.

# CONTENTS

CLICK CHAPTER TO NAVIGATE

<b>CHAPTER 1</b>	WHAT IS WELL?	<i>pg. 04</i>
<b>CHAPTER 2</b>	BACKGROUND TO THE WELL STANDARD	<i>pg. 06</i>
<b>CHAPTER 3</b>	HOW TO ACHIEVE WELL	<i>pg. 08</i>
<b>CHAPTER 4</b>	SEVEN CONCEPTS OF WELL	<i>pg. 10</i>
<b>CHAPTER 5</b>	CREATING A +POSITIVE SPACE	<i>pg. 12</i>
<b>CHAPTER 6</b>	HUMAN CENTRED DESIGN CONCEPT	<i>pg. 14</i>
<b>CHAPTER 7</b>	UNDERSTANDING THE ENVIRONMENT	<i>pg. 16</i>
<b>CHAPTER 8</b>	DESIGNING FOR HEALTH AND WELLBEING	<i>pg. 18</i>
<b>CHAPTER 9</b>	CHALLENGES OF ACHIEVING WELL	<i>pg. 20</i>
<b>CHAPTER 10</b>	THE IMPORTANCE OF BIOPHILIC DESIGN PRINCIPLES	<i>pg. 22</i>
<b>CHAPTER 11</b>	THE END RESULT	<i>pg. 24</i>
	INSPIRATION IMAGES	<i>pg. 26-33</i>
	ADDITIONAL RESOURCES	<i>pg. 34</i>

Interface CHAPTER 1  
WHAT IS WELL?



---

WELL IS AN INTERNATIONAL LABEL FOR OFFICE BUILDINGS THAT FOCUSES ON IMPROVING THE WELLBEING OF THEIR USERS. IT EXPLORES HOW DESIGN, OPERATIONS AND BEHAVIOURS WITHIN THE PLACES WHERE WE LIVE, WORK, LEARN AND PLAY CAN BE OPTIMISED TO ADVANCE HUMAN HEALTH AND WELL-BEING.

## CHAPTER 2

# BACKGROUND TO THE WELL STANDARD



**WELL first emerged in 2014. And primarily, the early adopters were investors looking to differentiate their assets. More and more occupants are seeking transparency around health and wellbeing, so we know that it's a highly valued attribute to any space that new organisations are starting to adopt. And we know from the peer reviewed research, that sustainable and healthy work environments are leading to more productive and engaged occupants.**

**We saw quite a few big investors investing in this space. The flow on effect of that was organisations like Interface, who were deploying their products in these spaces, were thinking about how the health and wellbeing benefits of their products could be brought into their own office. They were one of the first to adopt it from an occupier perspective, to demonstrate their products that are healthy and sustainable, but also to better the experience of their own staff at their corporate headquarters.”**

– LISA HINDE, Strategic Sustainability Director with real estate company JLL

CHAPTER 3  
HOW TO ACHIEVE WELL



HOW DO YOU ACHIEVE WELL?

WELL looks at a number of different areas that affect the human experience in the built environment and applies science and rigorous testing to determine their impact.

“

It's not just a desktop summary of what you've done. There's someone conducting an independent review of your space and determining that yes, your air quality is good. Yes, your water quality is safe.

It's also a cyclical process - you don't just do it once and then 10 years later, you can still claim that you've got these health and safety measures in place or health and well being measures in place. You're constantly checked.”

LISA HINDE, Strategic Sustainability Director with real estate company JLL



# CHAPTER 4 SEVEN CONCEPTS OF WELL

## SEVEN CONCEPTS OF WELL

The seven concepts are comprised of 100 features. Every feature is intended to address specific aspects of occupant health, comfort or knowledge.



**AIR**  
OPTIMAL INDOOR AIR QUALITY TO SUPPORT THE HEALTH AND WELL-BEING OF BUILDING OCCUPANTS.



**COMFORT**  
CREATE A DISTRACTION FREE, PRODUCTIVE AND COMFORTABLE INDOOR ENVIRONMENT.



**FITNESS**  
INTEGRATION OF EXERCISE AND FITNESS INTO EVERYDAY LIFE BY PROVIDING FEATURES TO SUPPORT AN ACTIVE AND HEALTHY LIFESTYLE.



**LIGHT**  
GUIDELINES TO MINIMIZE DISRUPTION TO THE BODY'S CIRCADIAN SYSTEM, ENHANCE PRODUCTIVITY, AND ALERTNESS, AND PROVIDE APPROPRIATE VISUAL ACUITY.



**MIND**  
THIS REQUIRES A PHYSICAL ENVIRONMENT THAT OPTIMIZES COGNITIVE & EMOTIONAL HEALTH.



**NOURISHMENT**  
READILY AVAILABLE FRESH, WHOLESOME FOODS, WHILST LIMITING UNHEALTHY OPTIONS.



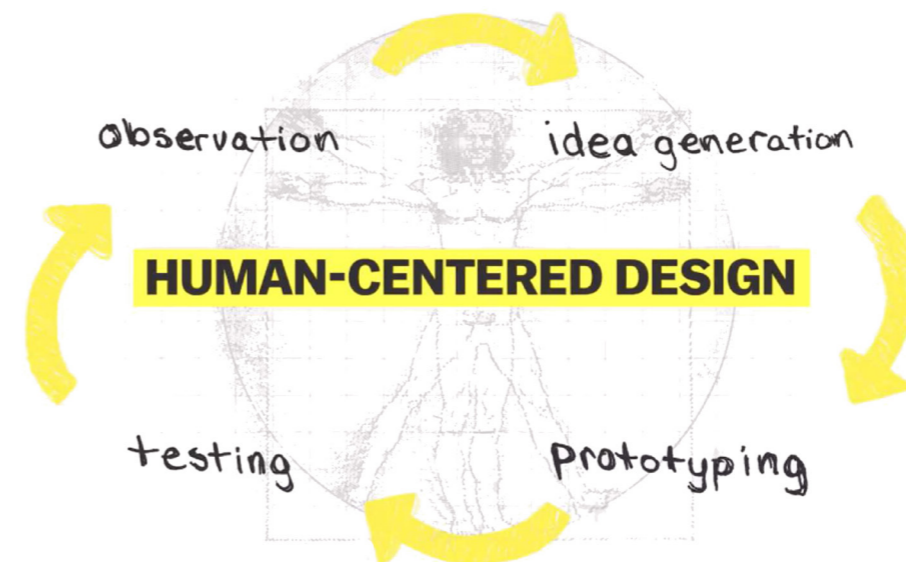
**WATER**  
SAFE AND CLEAN WATER PROMOTED THROUGH PROPER FILTRATION AND OTHER METHODS.

CHAPTER 5  
CREATING A  
+ POSITIVE SPACE



**HUMAN CENTERED DESIGN**

Human centered design is a hot topic for the future and must be taken into account by anyone making decisions about building design.



*Principles of Human-Centered Design*  
(Don Norman, American researcher, professor & author)

# CHAPTER 6

## HUMAN CENTRED DESIGN CONCEPT



### PROJECT VISION

One of Interface's company values is to 'Design a Better Way'.

The aim of this project was to create a beautiful and connected environment that improves efficiencies and provide a variety of different areas of work for staff to encourage collaboration.

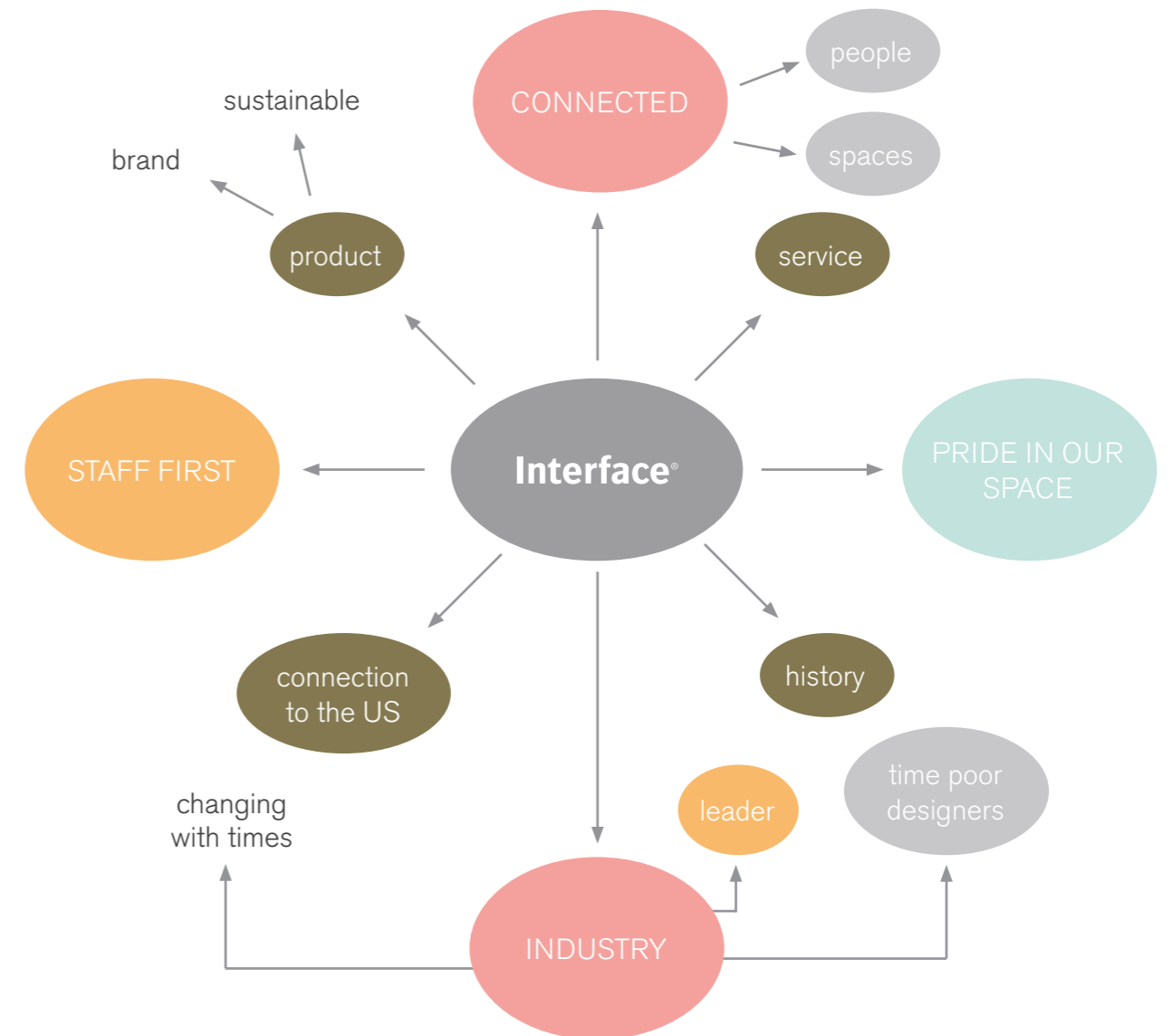


Image courtesy of Group GSA



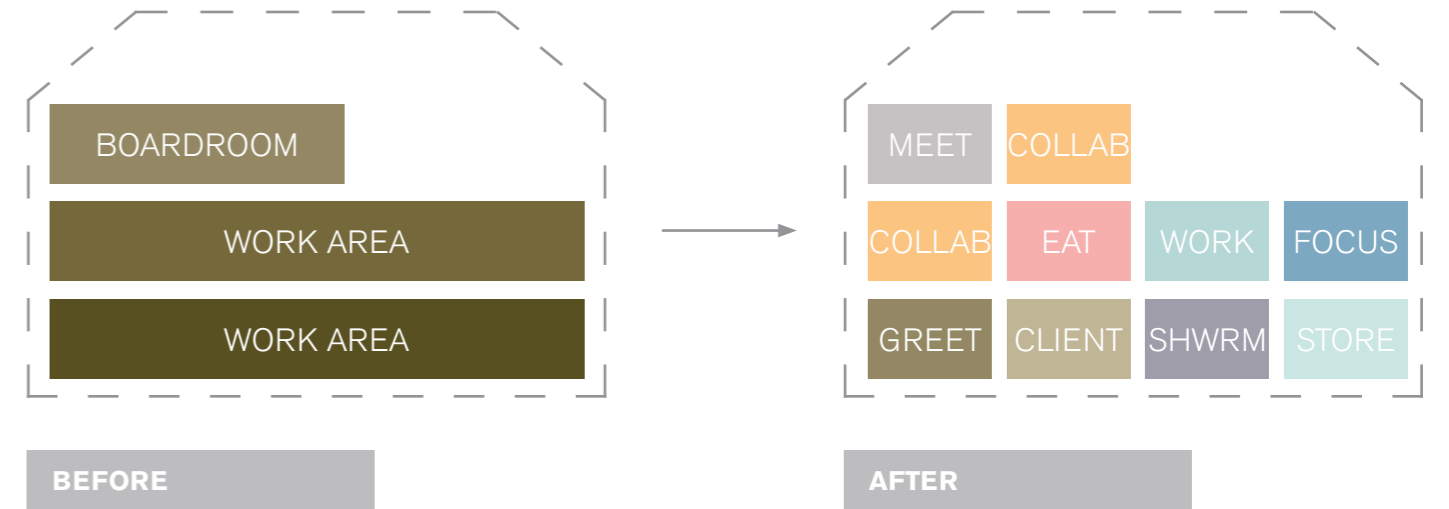
# CHAPTER 7

## UNDERSTANDING THE ENVIRONMENT



### THE EVOLUTION OF INTERFACE'S WORKPLACE

Chalmers St, Sydney office  
Image courtesy of Group GSA



### EXAMPLE OF PLANNING PHILOSOPHY

Chalmers St office, Sydney  
Image courtesy of Group GSA



# CHAPTER 8 DESIGNING FOR HEALTH AND WELLBEING



## DESIGNING FOR HEALTH AND WELLBEING

Pablo Albani is Principal of Interior Design at group GSA, and has a wealth of experience in applying a holistic health and wellness approach to design. He consulted with Interface along their journey towards implementing WELL standards in their office.

“

The Interface office is in a heritage building, which - in terms of the building - means you never know what you're going to find.

They looked at their organisation internally, they knew they were a sustainable company, so when it came down to cost, they really looked at the whole picture. Their expenditure on the WELL certification is offset by things like staff wellness and happiness, staff retention and so on.”

PABLO ALBANI, Principal of Interior Design at group GSA

CHAPTER 9  
CHALLENGES OF  
ACHIEVING WELL



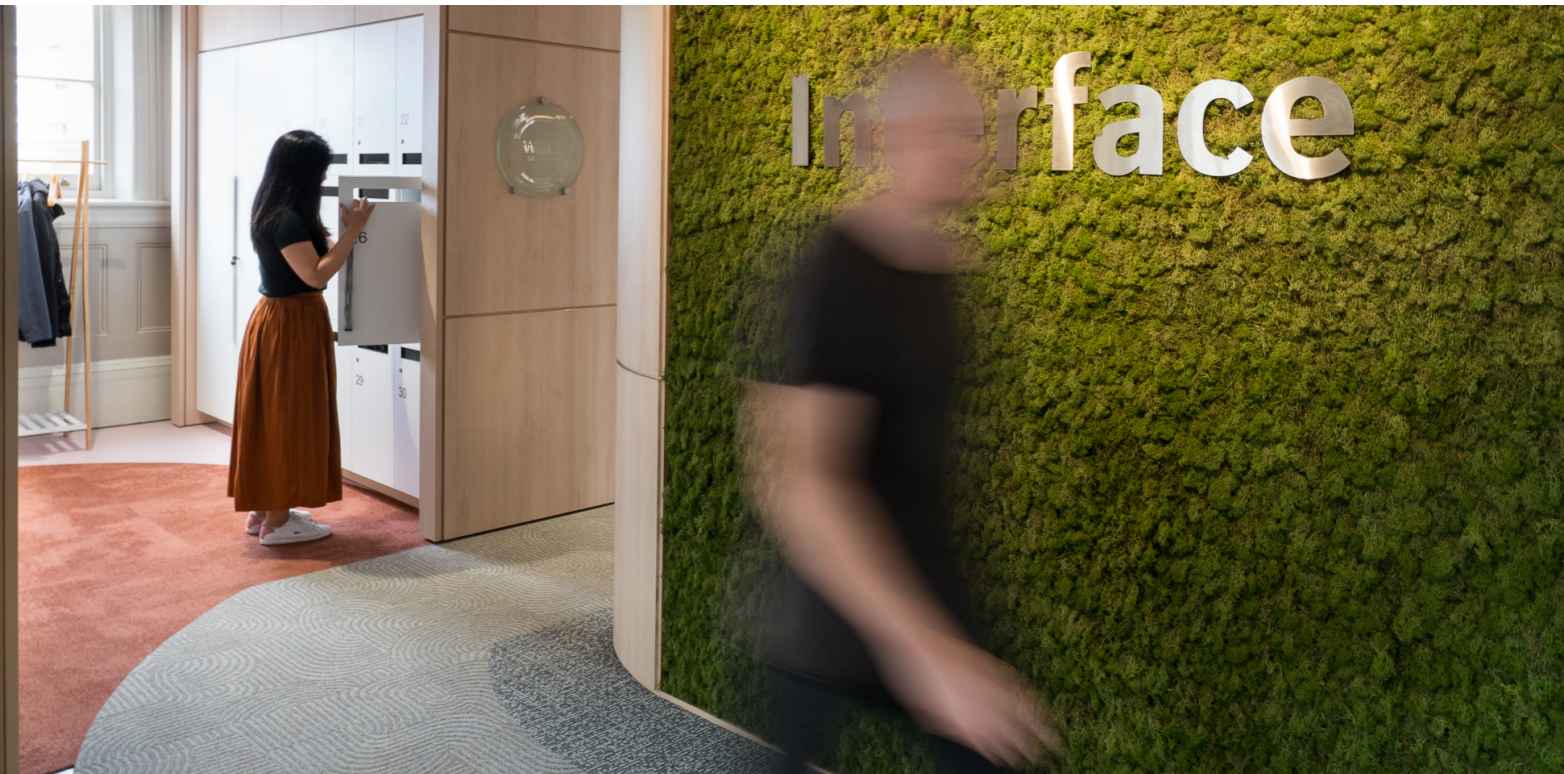
“

**There were challenges in the building constraints in terms of clean air, there were existing conditions of the building that we needed to consider from a WELL perspective. So we spent a lot of time working out if things we wanted to do were physically possible to achieve. And if they weren't, then we found other ways to satisfy the WELL components.”**

– PABLO ALBANI, Principal of Interior Design at group GSA

CHAPTER 10

THE IMPORTANCE OF BIOPHILIC DESIGN PRINCIPALS



**THE IMPORTANCE OF BIOPHILIC DESIGN PRINCIPALS**

Biophilic design is really important at Interface. If you can bring or mimic the outdoors and bring that indoors, you'll get better productivity and people feel more relaxed in the workplace.

By grounding design choices around research in biophilia and wellbeing, Interface pursued the overarching goal of maximising employee growth, wellbeing and development.

“

**Biophilic Design is a human centred approach aimed at improving our connection to nature and natural processes in the buildings that we live and work. This improved connection can benefit our wellbeing by reducing stress and improving recuperation – helping to cut costs and improve outcomes in the built environment.**”

OLIVER HEATH, Director of Oliver Heath Design and author of Creating Positive Spaces Guides



# CHAPTER 11 THE END RESULT



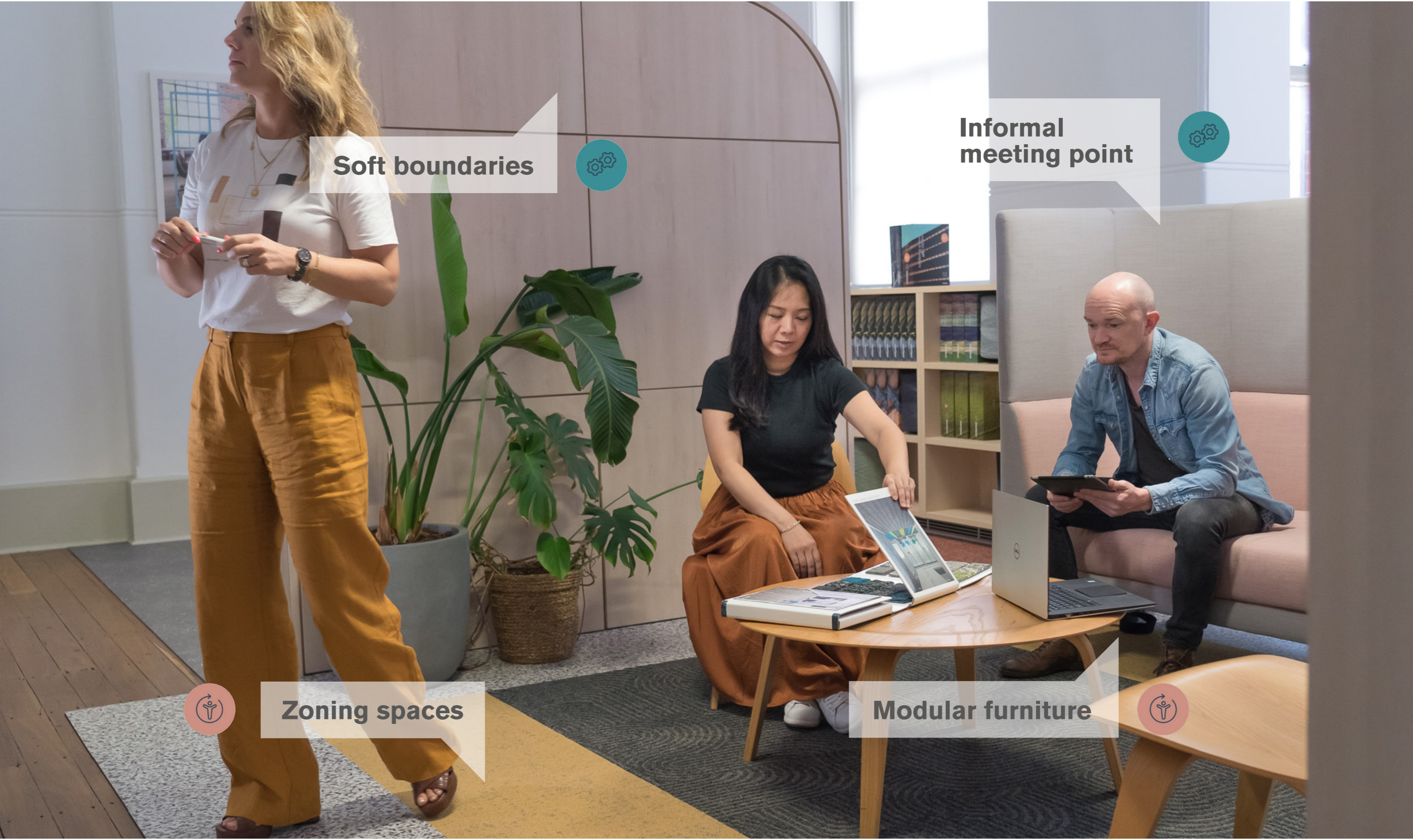
### THE END RESULT

It's both poetic and indicative of Interface's company values that their thinking and approach is guided by a holistic, long-term worldview. As they continued to learn and iterate through the journey of WELL certification, they identified new ways of working and beneficial processes that could inform the way they operate across their business.

“

**One of the cool things about the Interface project is that a number of the policies that were implemented just for this project for certification have been adopted, so it's really a great outcome overall!”**

LISA HINDE, Strategic Sustainability Director with real estate company JLL



**Soft boundaries**



**Informal meeting point**



**Zoning spaces**

**Modular furniture**



Adjustable lighting

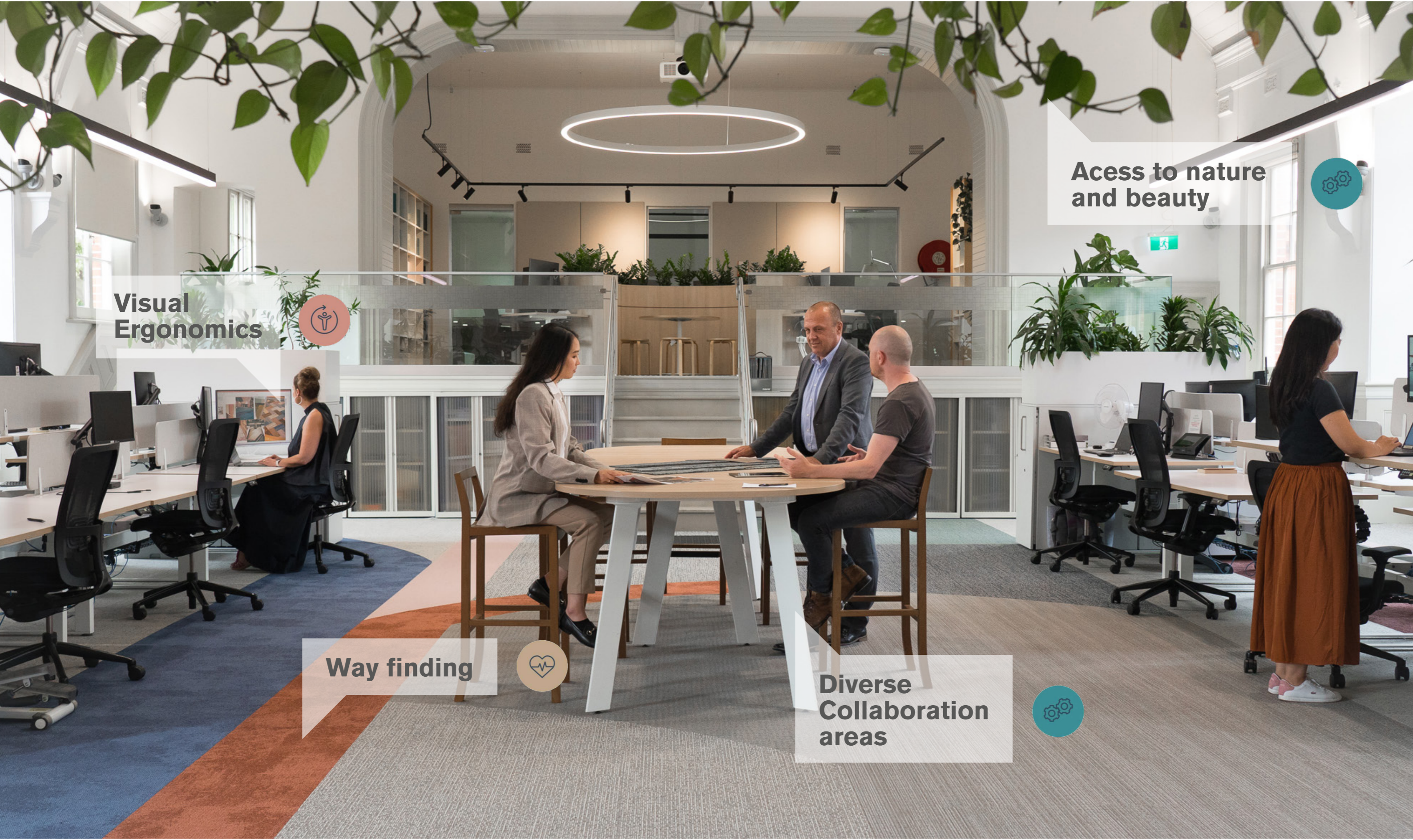


Light colours and materials



Adaptable spaces





**Access to nature  
and beauty**



**Visual  
Ergonomics**



**Way finding**



**Diverse  
Collaboration  
areas**





Right to Light



Visual connection to nature



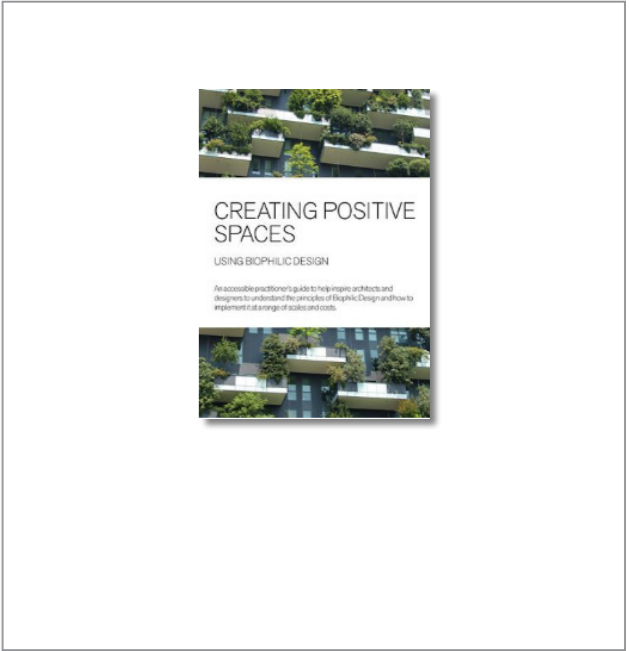
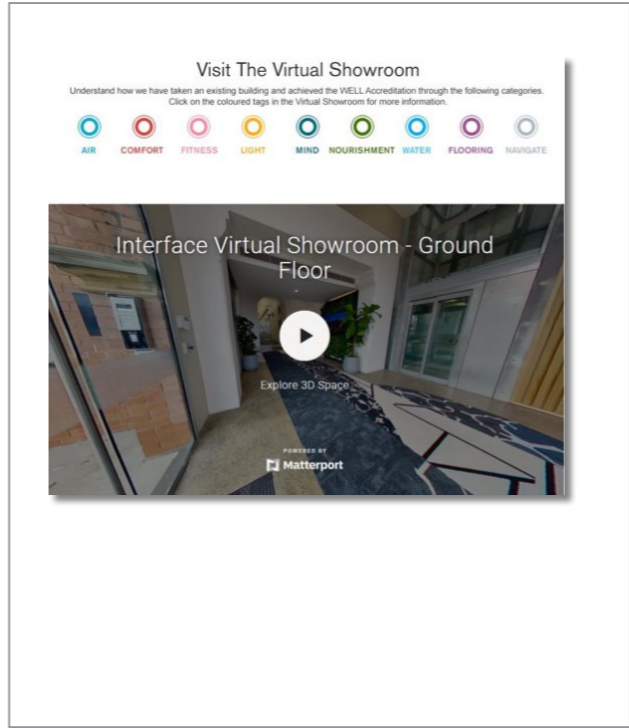
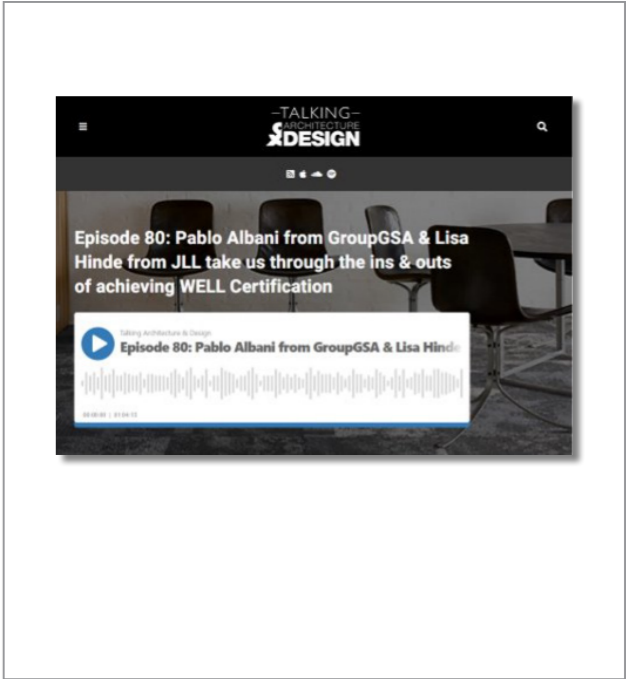
Active work stations



Acoustic Solutions



# ADDITIONAL RESOURCES



**www.interface.com**

**Australia**

Interface Australia  
local toll free: 1800 804 361

**India**

Interface India  
tel: +91 80 4613 1313

**South East Asia**

Interface Asia  
tel: +65 6478 1510

**South Korea**

Interface South Korea  
tel: +82 2 555 1734

**Japan**

Interface Japan  
tel: +81 3 5733 5211

**Beijing**

Interface China  
tel: +86 10 6590 7810

**Hong Kong**

Interface China  
tel: +852 2802 0838

**Shanghai**

Interface China  
tel: +86 21 6340 3868



Climate change is undeniable. And reversible. Our mission is to prove it. **Join the #ClimateTakeBack and help create a climate fit for life.**