



At Lake Flato, we opted to pursue WELL Certification because we prioritize health and well-being by designing human-centered environments and incorporating biophilic design that connects users to nature and improves indoor environmental quality. We believe that our health is paramount to our mission, which is to design sustainable and healthy buildings. We understand that the built environment can profoundly impact our employees' health, and we are committed to sustainable design and operations in our office locations. We invest in health and well-being-focused design and construction to benefit our firm. Our employees are our greatest asset, and we meaningfully invest in their health by providing health benefits, policies, and facility improvements.

Through many stakeholder charrettes during the design process, we have established goals to holistically incorporate health and wellness to drive our company mission and values. The primary goal that was established during the charrette was to pursue WELL Platinum Certification by 2023. We are committed to incorporating all 10 WELL concepts into our design approach, which include Air, Water, Nourishment, Light, Movement, Thermal Comfort, Sound, Materials, Mind, and Community.



# LAKE FLATO WELL TEAM MEMBERS + CONSULTANTS



**Kate Sector**Design Performance Manager
WELL AP, LFA, LEED GA



**Heather Holdridge** Associate Partner Associate AIA, EIT, LEED Fellow



Dan Stine Director of Design Technology AIA, IES, CSI, CDT



Miguel Elizardo Design Performance



Caroline Kraska Former Design Performance Intern



Jamie Sartory Associate AIA, LEED AP BD+C



Jennifer Chorosevic Project Designer Associate AIA, LFA



Bob Harris Partner FAIA, LEED Fellow



**Greg Papay** Partner FAIA



**Andrew Herdeg** Partner FAIA



**Gwen May**Facilities Manager and Studio Coordinator



Alexa Verola Austin Office Coordinator



Cameron Vogt Former Facilities Staff



Hillary Starkey Graphics Manager



Denise De Leon Director of Graphics



**Scott Lelieur** Chief of Operations AIA



Katie Crews Former Director of Finance



**Adriana Alvarado** Former HR Manager

### Consultant Acknowledgements:

General Contractor: Malitz Construction, Inc. MEP Engineer of Record: Interface Engineering Structural

Engineer: Datum Engineers

Civil Engineer: Balanced Site Design, LLC

Landscape Consultant: Ten Eyck Landscape

Acoustics Consultant: Dickensheets

Fire Protection / Life Safety: Fire Protection Consulting Group

WELL PV Agent: Epsten Group



The latest WELL Building Standard™ (WELL v2™) is a blueprint for buildings and organizations to deliver thoughtful and intentional spaces that enhance human health and well-being. WELL v2 has proven itself to be scalable, globally applicable, adaptable and focused on being inclusive to fit any environment or organization. WELL v2 includes a set of strategies backed by the latest scientific research that aims to advance human health through design interventions, operational protocols and policies to foster a culture of health and well-being. Built upon the pioneering foundation of the first version of the WELL Building Standard (WELL v1), WELL v2 draws expertise from a diverse community of WELL users, practitioners, public health professionals and building scientists around the world.

#### WELL V2 IS FOUNDED ON THE FOLLOWING PRINCIPLES:

- EQUITABLE: Aims to benefit a variety of people, especially disadvantaged or vulnerable populations.
- GLOBAL: Proposes interventions that are feasible, achievable and relevant across many applications throughout the world.
- EVIDENCE-BASED: Draws upon a diverse and rigorous body of research across varying disciplines, validated by a collaborative body of experts, including IWBI advisors.
- TECHNICALLY ROBUST: Defines industry best practice and validates strategies through performance verification and a rigorous third-party verification process.
- CUSTOMER-FOCUSED: Sponsors the success of WELL users through dedicated coaching services, dynamic resources and an intuitive platform for navigating the journey.
- RESILIENT: Keeps pace with advances in research, science, technology and society, continuously improving by integrating new findings.

# **CERTIFICATION PROCESS**

### WELL Accredited Professional (WELL AP)

When pursuing WELL certification, it is optional but recommended to have at least one team member as a WELL Accredited Professional (WELL AP). This expertise in the WELL Building Standard enhances health and wellness in building design and operations. Achieving this credential is done through taking an exam with the International WELL Building Institute (IWBI) Becoming a WELL AP also earns the project an extra point towards certification.

# Setting Goals

During the design process, we held a stakeholder charrette to address and set health, well-being, and sustainability goals, ultimately leading to the decision to pursue WELL Platinum certification.

## Registration

Register online with the International WELL Building Institute (IWBI). There is flat enrollment fee, a certification fee per square foot and additional performance testing fees.

## Documentation Requirements

Documents needed include Letters of Assurance, Professional Narratives, Policies, operation schedules, ongoing reports, and Technical Documents.

### Performance Verification

On-site measurements conducted by a WELL Performance Testing Agent to gather data about the location's environmental conditions.

# WELL Report

A detailed WELL report was generated, summarizing the findings from the performance verification and outlining areas of compliance and opportunities for improvement.

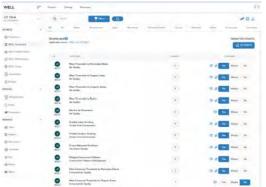
# Award & Continued Engagement

Upon successful certification, the project received the WELL Platinum award. Lake Flato will continue to pursue annual reporting requirements and surveys for improvement.

### Recertification

The project will undergo a recertification process every three years, ensuring ongoing compliance with WELL standards and continuous improvement.











# WELL CERTIFICATION



### 311 THIRD

TEXAS, UNITED STATES

HAS FULFILLED THE REQUIREMENTS OF THE FOLLOWING LEVEL OF CERTIFICATION
ESTABLISHED BY THE INTERNATIONAL WELL BUILDING INSTITUTE™
IN THE WELL BUILDING STANDARD™ AND VERIFIED BY GREEN BUSINESS CERTIFICATION INC.™

# WELL CERTIFIED™ PLATINUM July, 2024

RACHEL HODGDON PRESIDENT & CEO.

PETER TEMPLETON PRESIDENT & CEO

### **WELL SCORE**

#### **Targeted Points** All preconditions # 91 points PLATINUM **Projected Milestones** Totals by concept By response WATER 50% NOURISHMENT LIGHT 83% 50% MOVEMENT THERMAL COMFORT 100% SOUND MATERIALS 100% COMMUNITY MIND 67% INNOVATION 20%

# TABLE OF CONTENT

AIR		MIND	
	Mark The Late Carparity Late Market	M07.1	Provide Restorative Space
A01.1	Meet Thresholds for Particulate Matter		·
A01.2	Meet Thresholds for Organic Gases	M08.1	Provide Restorative Programming
A01.3	Meet Thresholds for Inorganic Gases	M09.1	Provide Nature Access Indoors
A01.4	Meet Thresholds for Radon	M09.2	Provide Nature Access Outdoors
		M10.1	Provide Tobacco Cessation Resources
A01.5	Monitor Air Parameters	14110.1	Trovide Tobacco Cessation Resources
A02.1	Prohibit Indoor Smoking		
A02.2	Prohibit Outdoor Smoking	MOVEME	INT
A03.1	Ensure Adequate Ventilation		
		V01.1	Design Active Buildings and Communities
A04.1	Mitigate Construction Pollution	V02.1	Support Visual Ergonomics
A05.1	Meet Enhanced Thresholds for Particulate Matter	V02.2	Provide Height-Adjustable Work Surfaces
A05.3	Meet Enhanced Thresholds for Inorganic Gases	V02.3	Provide Chair Adjustability
A06.1	Increase Outdoor Air Supply		
A07.1	Provide Operable Windows	V02.4	Provide Support at Standing Workstations
		V02.5	Provide Workstation Orientation
A10.1	Manage Combustion	V03.1	Design Aesthetic Staircases
A11.1	Manage Pollution and Exhaust	V03.2	Integrate Point-of-Decision Signage
A12.1	Implement Particle Filtration		
	ļ	V03.3	Promote Visible Stairs
COMMAND	NITV	V04.1	Provide Cycling Infrastructure
COMMU		V04.2	Provide Showers, Lockers and Changing Facilities
C01.1	Provide WELL Feature Guide	V05.1	Select Sites with Pedestrian-friendly Streets
C02.1	Facilitate Stakeholder Charrette	V05.2	Select Sites with Access to Mass Transit
C02.2	Promote Health-Oriented Mission		
C03.1	Develop Emergency Preparedness Plan	V07.1	Provide Active Workstations
		V08.2	Provide Outdoor Physical Activity Space
C04.1	Select Project Survey	V09.1	Offer Physical Activity Incentives
C04.2	Administer Survey and Report Results		,
C06.1	Promote Health Benefits		
C06.2	Offer On-Demand Health Services	NOURISH	IMENT
C06.3		N01.1	Provide Fruits and Vegetables
	Offer Sick Leave	N01.2	
C11.1	Promote Community Engagement		Promote Fruit and Vegetable Visibility
C12.1	Promote Diversity and Inclusion	N02.1	Provide Nutritional Information
C13.1	Integrate Universal Design	N03.1	Limit Total Sugars
C13.1	integrate oniversal besign	N03.2	Promote Whole Grains
		N04.1	
INNOVAT	ION		Optimize Food Advertising
102.1	Achieve WELL AP	N05.1	Limit Artificial Ingredients
103.1	Offer WELL Educational Tours	N08.1	Support Mindful Eating
.00	one Well Educational Todio	N09.1	Accommodate Special Diets
		N10.1	Provide Meal Support
LIGHT			
L01.1	Provide Indoor Light	N11.1	Implement Responsible Sourcing
		N13.1	Ensure Local Food Access
L02.1	Provide Visual Acuity		
L06.1	Conduct Daylight Simulation	COLIND	
L07.1	Balance Visual Lighting	SOUND	
L08.1	Enhance Color Rendering Quality	S01.1	Label Acoustic Zones
L09.1		S01.2	Provide Acoustic Design Plan
	Enhance Occupant Controllability	S02.1	Limit Background Noise Levels
L09.2	Provide Supplemental Lighting		8
		S04.1	Achieve Reverberation Time Thresholds
MATERIA	.I C	S07.2	Meet Thresholds for Impact Noise Rating
		S08.1	Provide Enhanced Speech Intelligibility
X01.1	Restrict Asbestos	S08.2	Prioritize Audio Devices and Policies
X01.2	Restrict Mercury	300.2	Thomaze Addio Bevices and Folicies
X01.3	Restrict Lead		
X02.1		THERMA	L COMFORT
	Manage Asbestos Hazards	T01.1	Provide Acceptable Thermal Environment
X02.2	Manage Lead Paint Hazards		·
X02.3	Manage Polychlorinated Biphenyl (PCB) Hazards	T01.2	Monitor Thermal Parameters
X03.1	Manage Exterior CCA Hazards	T02.1	Survey for Thermal Comfort
X03.2	Manage Lead Hazards	T03.1	Provide Thermostat Control
X05.2	•	T04.3	Allow Flexible Dress Code
	Select Compliant Interior Furnishings	T09.1	Manage Outdoor Heat
X06.1	Limit VOCs from Wet-Applied Products		
X06.2	Restrict VOC Emissions from Furniture, Architectural and	T09.2	Avoid Excessive Wind
	Interior Products	T09.3	Support Outdoor Nature Access
X07.1	Select Products with Disclosed Ingredients		
		WATER	
X07.2	Select Products with Enhanced Ingredient Disclosure		
X07.3	Select Products with Third-Party Verified Ingredients	W01.1	Verify Water Quality Indicators
X08.1	Select Materials with Enhanced Chemical Restrictions	W02.1	Meet Chemical Thresholds
X09.1	Implement a Waste Management Plan	W02.2	Meet Thresholds for Organics and Pesticides
X11.2	Select Preferred Cleaning Products		9
	<u> </u>	W03.1	Monitor Chemical and Biological Water Quality
X12.1	Reduce Respiratory Particle Exposure	W03.2	Implement Legionella Management Plan
		W04.1	Meet Thresholds for Drinking Water Taste
MIND		W05.2	Promote Drinking Water Transparency
	B M III . III		. ,
M01.1	Promote Mental Health and Well-being	W06.1	Ensure Drinking Water Access
M02.1	Provide Connection to Nature	W07.2	Design Interiors for Moisture Management
M02.2	Provide Connection to Place	W07.3	Implement Mold and Moisture Management Plan
M03.1	Offer Mental Health Screening	W08.3	Support Effective Handwashing
	9		11
M03.2	Offer Mental Health Services		
M03.3	Offer Workplace Support		
M03.4	Support Mental Health Recovery		
M04.1	Offer Mental Health Education		
1410-1.1	S.I.S. Mental Fleatin Education		



"The WELL Air concept aims to achieve high levels of indoor air quality across a building's lifetime through diverse strategies that include source elimination or reduction, active and passive building design and operation strategies and human behavior interventions."

The WELL Air concept aims to enhance indoor air quality by minimizing pollution sources, and employing effective building design and operation strategies. Given that people spend about 90% of their time indoors, exposure to indoor pollutants, such as volatile organic compounds and combustion by-products, poses significant health risks. These risks range from minor issues like headaches and eye irritation to severe conditions like asthma and carbon monoxide poisoning. Poor indoor air quality is linked to health problems, reduced productivity and negative impacts on physical and cognitive development. Conversely, improved air quality can lead to better health, development and economic performance.









Through the WELL certification, we implement several measures to ensure optimal indoor air quality:

- · Maintenance and ongoing air quality testing
- Keeping a smoke-free environment indoors and in the courtyard
- Implementing enhanced ventilation, outdoor air supply, and air filtration systems through a newly installed HVAC that meets WELL guidelines
- Managing construction pollution through proper sealing, protection, and cleaning of ducts
- Providing operable windows in the majority of occupied spaces to increase access to outdoor air
- Mitigating combustion sources by disconnecting any gas sources, using all electric appliances and prohibiting vehicle engine idling
- Implementing source separation methods to minimize indoor air pollution

	OITS ACHIEVED:
A01.1	Meet Thresholds for Particulate Matter
A01.2	Meet Thresholds for Organic Gases
A01.3	Meet Thresholds for Inorganic Gases
A01.4	Meet Thresholds for Radon
A01.5	Monitor Air Parameters
A02.1	Prohibit Indoor Smoking
A02.2	Prohibit Outdoor Smoking
A03.1	Ensure Adequate Ventilation
A04.1	Mitigate Construction Pollution
A05.1	Meet Enhanced Thresholds for Particulate
Matter	
A05.3	Meet Enhanced Thresholds for Inorganic
Gases	
A06.1	Increase Outdoor Air Supply
A07.1	Provide Operable Windows
A10.1	Manage Combustion



"The WELL Water concept covers aspects of the quality, distribution and control of liquid water in a building. It includes features that address the availability and contaminant thresholds of drinking water, as well as features targeting the management of water to avoid damage to building materials and environmental conditions."

The WELL Water concept aims to promote adequate hydration, reduce health risks from contaminated water and excessive moisture, and ensure proper sanitation through improved infrastructure design, operations, and water quality awareness.

Water quality is essential for regulating body temperature and nutrient transportation. Concerns about water quality contribute to inadequate hydration. However, many people are inadequately hydrated, partly due to concerns about water quality. Although drinking water quality has improved, risks remain from sources like industrial and agricultural pollution. Proper moisture management is crucial in building design to prevent contamination and mold growth. Effective hand washing plays a vital role in disease prevention. Well-designed and equipped bathrooms, supporting appropriate hand washing practices, reduce the risks of epicenter and respiratory diseases associated with poor hygiene.

At Lake Flato, We have implemented several strategies:

- At Lake Flato, we have met the water quality requirements addressed by WELL through on site testing and additional requirements for drinking water taste, which are displayed on our internal website, Flakenet.
- Water stations are readily accessible on each floor and are cleaned daily to ensure drinking water access.
- We prioritize moisture management by protecting moisture-sensitive materials and using moisture-resistant materials or finishes. We also ensure water leak control with easily accessible manual shut-offs in fixtures.
- All sinks at Lake Flato meet the requirements for effective hand washing and prevention of splashing.





WATER CREDITS ACHIEVED:
W011 Verify Water Quality Indicators
W02.1 Meet Chemical Thresholds
W02.2 Meet Thresholds for Organics and Pesticides
W03.1 Monitor Chemical and Biological Water
Quality
W03.2 Implement Legionella Management Plan
W04.1 Meet Thresholds for Drinking Water Taste
W06.1 Ensure Drinking Water Access
W07.2 Design Interiors for Moisture Management



"The WELL Nourishment concept requires the availability of fruits and vegetables and nutritional transparency. It encourages the creation of food environments, where the healthiest choice is the easiest choice."

The WELL Nourishment concept promotes healthy and sustainable eating by increasing access to nutritious foods and creating environments that make the healthiest choice is the easiest choice. Poor nutrition contributes significantly to global disease burdens, surpassing the combined risks of drug, alcohol and tobacco use. Diets worldwide lack essential fruits, vegetables, whole grains, while processed foods and meat consumption are on the rise. Shifting towards healthier choices can prevent diet-related diseases and improve overall health.

At Lake Flato, We have implemented several strategies:

- PROMOTION: Clear signage, visibility, and nutritional information are provided to guide healthier choices. Unhealthy options are not actively promoted.
- HEALTHY OPTIONS: Half of the offered produce line consists of organic fruits. Beverages and snacks prioritize whole grains, and limit sugars and artificial ingredients.
   Special dietary needs are accommodated, and responsible sourcing is practiced.
- MINDFUL EATING: Dedicated eating spaces are available both indoors in the kitchen and outdoors in the courtyard. Employees have at least a 30-minute daily meal break and have access to supportive amenities like cold storage, counter space, sinks, and reusable dishes. Local food access is facilitated through a weekly farmers' market, and employees run a market lunch that uses produce from the market.

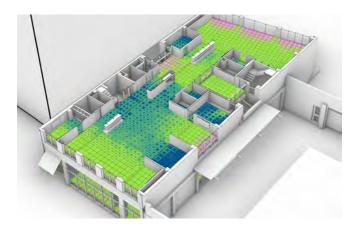


NOURISHMENT CREDITS ACHIEVED:
N01.1 Provide Fruits and Vegetables
N01.2 Promote Fruit and Vegetable Visibility
N02.1 Provide Nutritional Information
N03.1 Limit Total Sugars
N03.2 Promote Whole Grains
N04.1 Optimize Food Advertising
N05.1 Limit Artificial Ingredients
N08.1 Support Mindful Eating
N09.1 Accommodate Special Diets
N10.1 Provide Meal Support
N11.1 Implement Responsible Sourcing
N13.1 Ensure Local Food Access



"The WELL Light concept promotes exposure to light and aims to create lighting environments that promote visual, mental, and biological health."

Light plays a vital role in regulating our body's internal rhythms. Disruptions to these rhythms can have negative effects on our health. Inadequate or improper lighting design, particularly exposure to bright light at night, can disrupt our natural rhythms and impact sleep quality and overall wellbeing. Light exposure also influences our mood, cognitive function, and performance. By integrating daylight and electric light in ways that consider our needs and preferences, we can create healthier and more productive environments.







To help minimize disruptions to our circadian rhythms, improve sleep quality, and enhance mood and productivity through effective lighting strategies, we implement the following strategies:

- 85% of regularly occupied areas are within 25 feet of windows
- 86% of seating and workstations are within 16 feet of windows
- We ran daylight simulations to ensure optimized quality daylight
- Designed lighting to enhance visual clarity, favorable lighting balance, and enhanced color rendering
- Provide manual shading that occupants can control at all times
- Installed dimming control panels that allow adjusting light levels in different areas
- Provide supplemental lighting at each workstation
- Post-occupancy testing was done to ensure that the built design met the WELL requirements



"The WELL Movement concept promotes physical activity in everyday life through environmental design, policies and programs to ensure that movement opportunities are integrated into the fabric of our culture, buildings and communities."

The WELL Movement concept focuses on promoting physical activity and active living through design, policies, and programs. Physical inactivity is a major contributor to chronic diseases and premature mortality, yet a significant portion of the population remains physically inactive. Sedentary behavior, characterized by prolonged sitting, is also on the rise and associated with various health risks. The concept recognizes the importance of integrating movement opportunities into our culture, buildings, and communities to combat physical inactivity and sedentary behavior.

At Lake Flato, We have implemented several strategies:

- Designed an active office that encourages movement and activity
- Provide ergonomic workstations and orientation with adjustable features, including computer monitors, laptops, work surfaces and chairs
- Have a prominent and aesthetically designed staircase with integrated art and skylight to maximize natural daylight. Visible signage was placed throughout the building to encourage stair usage
- We are located in a dense urban area with pedestrianfriendly streets, access to transit, a comprehensive bike network, and access to various destinations within a quarter-mile, including Travis Park and The River Walk
- We support cycling by providing cycling infrastructure including short-term and long-term bike parking, showers, lockers, and changing areas for employees
- Offer health incentives through insurance programs

	CREDITS ACHIEVED:
V01.1	Design Active Buildings and Communities
V02.1	Support Visual Ergonomics
V02.2	Provide Height-Adjustable Work Surfaces
V02.3	Provide Chair Adjustability
V02.4	Provide Support at Standing Workstations
V02.5	Provide Workstation Orientation
V03.1	Design Aesthetic Staircases
V03.2	Integrate Point-of-Decision Signage
V03.3	Promote Visible Stairs
V04.1	Provide Cycling Infrastructure
V04.2	Provide Showers, Lockers and Changing
Facilities	
V05.1	Select Sites with Pedestrian-friendly
Streets	
V05.2	Select Sites with Access to Mass Transit
V07.1	Provide Active Workstations
V 07.1	Trovide Active Workstations



"The WELL Thermal Comfort concept aims to promote human productivity and provide a maximum level of thermal comfort among all building users through improved HVAC system design and control and by meeting individual thermal preferences."

The WELL Thermal Comfort concept prioritizes human productivity and maximum thermal comfort for building users through improved HVAC system design, control and meeting individual preferences.

Thermal comfort significantly affects satisfaction, motivation, focus and mood in indoor spaces, as well as overall health and well-being. Despite technological advancements, many people still experience discomfort, which can negatively impact employee performance.

The concept emphasizes a holistic approach, considering individual preferences and utilizing personal thermal comfort devices when possible, to optimize thermal performance and promote occupant health and productivity.

At Lake Flato, We have implemented several strategies:

- Continuously monitor temperature and humidity levels and conduct daily thermal comfort surveys to understand how our office is feeling and identify areas for improvement
- Thermostat control is available in different zones on each floor, allowing zones to be adjusted as needed
- Allow a flexible dress code, allowing individuals to dress comfortably for thermal conditions
- Provide outdoor courtyard space that is comfortable year-round by managing outdoor heat and minimizing excessive wind through outdoor shading and temperature modeling



Monitor Thermal Parameters Survey for Thermal Comfort

Allow Flexible Dress Co Manage Outdoor Heat Avoid Excessive Wind
Support Outdoor Nature Access



"The WELL Sound concept aims to bolster occupant health and well-being through the identification and mitigation of acoustical comfort parameters that shape occupant experiences in the built environment."

The WELL Sound concept focuses on improving occupant health and well-being by addressing acoustical comfort. Exposure to noise sources, both internal and external, can negatively impact productivity, focus and mental well-being. Acoustical issues such as lack of privacy, inappropriate background noise levels and reverberation times can affect speech intelligibility and occupant satisfaction. By implementing research-based design considerations, such as balanced HVAC systems, sound-absorbing materials, and sound masking systems, buildings can create a more comfortable and healthier acoustic environment for occupants.

1. LOUD ZONES - Includes areas vitableed for load squigarent or activities to a, medianati inches, stativen, fishers, from the control of the

Lake Flato's office has implemented several design strategies to enhance acoustical comfort and manage noise:

- Sound mapping system to inform occupants about different zones
- Sound mitigation measures between loud and quiet areas
- Noise-reducing surfaces in open workspaces, conferencing rooms, and the kitchen
- Prioritized audio device management through our IT department, provided options for alternative workplace arrangements, and offered telecommunication accessories with sound enhancement technology
- Ensured optimal audio quality by equipping conferencing spaces with speech enhancement technology and installing speech reinforcement systems in large presentation spaces
- Post-occupancy testing was done to ensure that the built design met the WELL requirements

SOUND CREDITS ACHIEVED:

S01.1 Label Acoustic Zones

S01.2 Provide Acoustic Design Plan

S02.1 Limit Background Noise Levels

S04.1 Achieve Reverberation Time Thresholds

S07.2 Meet Thresholds for Impact Noise Rating

S08.1 Provide Enhanced Speech Intelligibility

S08.2 Prioritize Audio Devices and Policies



"The WELL Materials concept aims to reduce human exposure, whether direct or through environmental contamination, to chemicals that may impact health during the construction, remodeling, furnishing and operation of buildings"

The WELL Materials concept focuses on minimizing human exposure to chemicals that may impact health during the construction, furnishing and operation of buildings. Legacy chemicals, such as lead and asbestos, pose ongoing dangers in older structures and through environmental contamination. Other classes of chemicals, such as VOCs, also raise health and environmental concerns and so the concept encourages ingredient disclosure and healthier product selection. To improve operational practices, the concept prioritizes low-hazard cleaning products and practices to promote healthier and more sustainable building materials and operations. Additionally, it provides guidelines for the safe management of certain types of waste to mitigate environmental contamination and protect public health.

To reduce exposure to harmful materials, Lake Flato has implemented the following:

- Existing materials were tested to ensure that any hazardous substances like asbestos or PCB were remediated or removed
- Newly installed products don't contain high levels of harmful ingredients such as asbestos and lead
- The wood from the existing parking garage was tested for CCA (chromated copper arsenate)
- Interior elements were vetted to ensure they didn't contain dangerous chemicals and followed guidance from the WELL certification
- At least 50% of products disclose their ingredients through Health Product Declarations (HPDs) or another third-party verification systems
- At least 75% of newly installed interior materials, such as paints, coatings, adhesives and flooring, limit volatile organic compounds (VOCs) through third-party verified programs like GreenGuard Gold
- 7 products with Declare labels were selected, indicating that they are free from red-listed harmful materials. These include concrete sealant, insulation, monitor arms and office desk chairs
- Implementation of a waste management plan that includes recycling, composting, and proper disposal of hazardous waste
- Selected cleaning products that are "low hazard"
- Implemented a policy for reducing respiratory infection risk during periods of higher respiratory disease incidence

MATERIALS CREDITS ACHIEVED:
X01.1 Restrict Asbestos
X01.2 Restrict Mercury
X01.3 Restrict Lead
X02.1 Manage Asbestos Hazards
X02.2 Manage Lead Paint Hazards
X02.3 Manage Polychlorinated Biphenyl (PCB)
Hazards
X03.1 Manage Exterior CCA Hazards
X03.2 Manage Lead Hazards
X05.1 Select Compliant Interior Furnishings
X06.1 Limit VOC Emissions from Wet-Applied
Products
X06.2 Restrict VOC Emissions from Furniture,
Architectural and Interior Products
X07.1 Select Products with Disclosed Ingredients
X07.2 Select Products with Enhanced Ingredient
X07.3 Select Products with Third-Party Verified



"The WELL Mind concept promotes mental health through policy, program and design strategies that seek to address the diverse factors that influence cognitive and emotional well-being."

The WELL Mind concept aims to improve mental health by addressing various factors that influence cognitive and emotional well-being through design, policy and program strategies. Mental health is a crucial component of overall well-being, affecting individuals, communities and societies. Mental health conditions, including depression, anxiety and substance abuse, have a significant global impact, resulting in disability and economic costs. The workplace plays a key role in mental health promotion, and strategies such as reducing stigma, providing healthy environments and improving access to care can positively impact employee well-being. Incorporating mindfulness, restorative spaces and nature contact in design can also enhance mental health outcomes.

At Lake Flato we promote mental health and wellbeing through education and awareness, trainings, mindfulness or restorative programs, and dedicated spaces for restoration and relaxation:

- Mental health screening, services and support are available through our insurance
- Created a mental health page for our internal website
- Offering quarterly mental health and mindfulness programming throughout the year
- The courtyard offers many benefits including a place to relax, play games, and a connection with nature and employees
- Provide a connection to nature through our outdoor courtyard that can be accessed any time of day and interior design strategies such as wood finishes, natureinspired carpet pattern, views to nature, and plants around the office
- Provide a connection to place by hosting community events, celebrating local artists, and more







MIND CREDITS ACHIEVED:
M01.1 Promote Mental Health and Well-being
M02.1 Provide Connection to Nature
M02.2 Provide Connection to Place
M03.1 Offer Mental Health Screening
M03.2 Offer Mental Health Services
M03.3 Offer Workplace Support
M03.4 Support Mental Health Recovery
M04.1 Offer Mental Health Education
M07.1 Provide Restorative Space
M08.1 Provide Restorative Programming
M09.1 Provide Nature Access Indoors
M09.2 Provide Nature Access Outdoors
M10.1 Provide Tobacco Cessation Resources



"The WELL Community concept aims to support access to essential healthcare, build a culture of health that accommodates diverse population needs and establish an inclusive, engaged occupant community."

The WELL Community concept aims to create inclusive and healthy communities by addressing social determinants of health and health disparities. Access to comprehensive healthcare services, health promotion programs and supportive policies are essential for improving individual and community well-being. Designing spaces with universal accessibility and incorporating affordable housing units can contribute to overall health and inclusion. Engaging stakeholders through input and feedback and implementing emergency management plans further enhance community well-being. The WELL Community concept focuses on creating equitable and diverse communities through a combination of design, policy and operational strategies.

Organization Name: Lake Flato Architects
Organization Type: Architecture
Headquarters: San Antonio, Texas
Number of Employees: 140

Social Justice Indicators:

Diversity & Inclusion

Social Justice Indicators:

Diversity & Inclusion

Social Justice Indicators:

Diversity & Inclusion

Social Justice Indicators:

Employee Benefits

Social Justice Indicators:

Employee Benefits

Social Justice Indicators:

Employee Benefits

Social Justice Indicators:

Stewardship

Stewar

At Lake Flato, We have implemented several strategies:

- During the design process, we held a stakeholder charrette where health, well-being and sustainability goals were addressed.
- An emergency preparedness plan was created to address local risk and come up with a plan in case of emergencies.
   Communications and practice drills are provided annually
- A Survey is administered annually to get feedback on WELL-related topics
- Community engagement is promoted by providing employees with the option to take paid time off to volunteer
- Community programming occurs at a minimum quarterly basis which includes events, talks, and more where the community is invited into the office and courtyard
- We promote diversity and inclusion through our internal EDI (equity, diversity, and inclusion) committee, and are transparent about our process and policies through our International Living Future Institute's JUST label

COMMUNITY CREDITS ACHIEVED:
C01.1 Provide WELL Feature Guide
C02.1 Facilitate Stakeholder Charrette
C02.2 Promote Health-Oriented Mission
C03.1 Develop Emergency Preparedness Plan
C04.1 Select Project Survey
C04.2 Administer Survey and Report Results
C06.1 Promote Health Benefits
C06.2 Offer On-Demand Health Services
C06.3 Offer Sick Leave
C11.1 Promote Community Engagement
C12.1 Promote Diversity and Inclusion
C13.1 Integrate Universal Design

# POST OCCUPANCY 1 YEAR SUMMARY

To achieve WELL Certification, buildings must undergo third-party performance testing for air, water, light, thermal comfort, and sound. In addition to this initial testing, the WELL standard requires annual post-occupancy evaluations and reporting to maintain certification and prepare for recertification every three years. There are other categories that are reported for annual reporting but this is a snapshot of the Occupant Surveys, air quality, water quality, and thermal comfort within the first year.

# C04.2 Administer Survey and Report Results

A WELL focused survey is administered every year to employees in the office. These are a few sample results:

97% said they enjoy coming into the office

said the well-being strategies in vested in through well certification positively contribute to their well being and help them lead a happier healthier life

said there are spaces they can go within and around the building to relax and recharge

said the building provides ample access to natural elements and quality views

# W01.1 and W03.1 Water Quality

Water quality remained consistently high between years. Turbidity was low and improved slightly in 2025. Free chlorine remained stable and within WELL and EPA guidance. pH values in 2025 were within the recommended range for drinking water. No coliform bacteria were detected in either year, confirming safe potable water

Water Parameter	Certification (2024) W01.1	1-Year Post- Occupancy (2025) W03.1	WELL Threshold
Turbidity (NTU)	0.45 (1st floor) 0.15 (3rd floor)	0.18 (1st floor) 0.14 (3rd floor)	≤ 1.0 NTU
рН	Not required	8.02 (1st floor), 8.15 (3rd floor)	6.5 - 8.5
Residual Free Chlorine (mg/L	0.15	0.13	≤ 4.0 mg/L (WELL), ≥ 0.2 (EPA min)**

# T01.1 and T01.2 Thermal Comfort

Certification Stage (2024): T01.1

Summer: Temperatures and humidity were consistently within the WELL comfort ranges, with dry bulb temperatures around 70-72°F and mean radiant temperatures near 70°F. Humidity stayed between 58-65%, supporting comfort and indoor air quality. These results suggest a well-balanced thermal environment across multiple zones.

1-year mark annual re-testing (2025): T01.2

- Winter: Most spaces were reported as slightly cool or cool, with several locations not meeting WELL thresholds for thermal comfort.
- Summer: Multiple spaces were perceived as warm or slightly warm, with a few locations not meeting WELL thresholds.

# A01.1, A01.2, A01.3 and A01.5 Air Quality

Between certification and the 1-year mark, indoor air quality remained strong overall.  $PM_{2.5}$  and  $PM_{10}$  levels slightly decreased, and ozone levels increased modestly but stayed well within WELL thresholds. For A01.1, additional testing was done that is not listed here.

Air Quality Testing	Certification (2024) A01.1, A01.2, A01.3	1-Year Post- Occupancy (2025) A01.5	WELL Threshold
PM <sub>2.5</sub> (μg/ m <sup>3</sup> )	2-3	2-3	≤15
PM <sub>10</sub> (μg/ m³)	9–13	7-8	≤50
Carbon Monoxide (CO) ppm	0	0	≤9
Ozone (O₃) ppb	0	13-23	≤51

# **SELF GUIDED TOUR - LEVEL ONE**



### 1. Courtyard:

Nourishment: Dedicated eating spaces in courtyard Thermal Comfort: Canopy and tree shade and fan air movement

Mind: Connection to nature

Community: Host events including art fairs, company events, yoga, and more

Air: No idling and smoking signs

#### 2. Lobby:

Materials: Wood used for the ceilings came from the existing parking garage that was tested for CCA before installing

Air: Mats are provided to capture dust and particulates. Movement: View to the stairs to encourage use before elevator

Community: Celebrating the history of our building by keeping original elements such as the tile in the lobby

#### 3. Kitchen:

Nourishment: Healthy food options, supportive amenities for meal prepping, weekly market lunch Materials: Waste Management and Compost; Selected Cleaning Products are low hazard. Air: All electric - no combustion.

#### 4. Dining Area:

Nourishment and Community and Sound: Dedicated eating spaces for community engagement and flexible seating and technology for community events

#### 5. Materials Library:

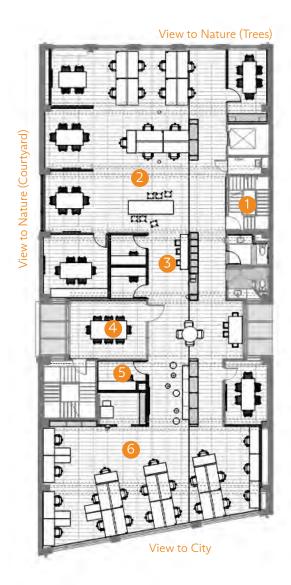
Materials: Showcases our health material selections Light: Has a skylight for natural daylight

#### 6. Basement:

Movement: Long term bike storage and showers to encourage biking to work. A repair kit and other tools are also provided.

Materials: Waste Sorting and Recycling

# SELF GUIDED TOUR - LEVEL TWO



#### 1. Staircase:

Movement: Designed to be aesthetically pleasing through the use of art and a skylight for natural light. Signage promotes the use of the stairs.

### 2. Open Layout:

Thermal: Thermostats are located around the building to allow for different zoning and occupant needs.

Sound: Noise-reducing surfaces in open workspaces, conferencing rooms, and the kitchen.

VOC or have a third-party verified certification.

Mind: Interior design strategies such as wood finishes, natureinspired carpet pattern, views to nature, and plants Materials: Many materials such as the carpet and paint are low

#### 3. Snack Bar:

Water and Nourishment: Water stations and fruit are available on each floor with signage for encouragement

#### 4. Conference Rooms:

Sound: Conferencing spaces with speech enhancement technology and speech reinforcement systems

#### 5. Phone Rooms:

Sound: Mitigation measures between loud and quiet areas

#### 6. Workstations:

Sound: Headphones and provided options for alternative workplace arrangements

Movement: Standing Desks with Ergonomic chairs and monitors

Materials: Chairs and Desk have a Declare and Living Building Product Certified (red list free).

Light: Provide supplemental lighting at each workstation location

# SELF GUIDED TOUR - LEVEL THREE



#### 1. Collaboration Space:

Light: The central skylight helps bring in additional light to the core of the 3rd floor.

### 2. Open Layout:

Air: On each floor, MERV 14 filters are used in base building systems and changed in accordance with manufacturer recommendations. There are operable windows on the 2nd and 3rd floors by workstations. In addition, enhanced ventilation through outdoor air supply have been included.

Community: A connection to place is created by displaying our work and celebrating local artists.

Light: Solar shading and daylight were studied during the design to ensure most of the workspaces had good quality light and minimized glare/direct sun exposure. 86% of seating and workstations are within 16 ft of windows. Dimming control panels allow adjusting light levels in different areas.

#### 3. Bathrooms:

Water: Single unisex bathrooms - All sinks meet the requirements for effective handwashing and prevention of splashing.

#### 4. Privacy room:

Community: A lactation room is available for employees that has a workstation and refrigerator.

Mind: This space also serves as a general privacy room for restoration or a prayer room.

### 5. Human Resources:

Mind and Community: The WELL Certification has many policies around Health Benefits and Mental Health Policies which can be discussed with HR.

