

WELL DONE .KTW!



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## INTRODUCTION

Most of us spend an average of 90% of our day indoors, including inside office buildings. At the same time, we rarely think about how being in these spaces influences our health and well-being. Research in the field of ergonomics and workplace psychology clearly confirm that design solutions implemented in the work environment have an impact, among others on the physical and mental condition of employees, their level of concentration, efficiency and motivation to work. For them, it is extremely important to maintain work-life balance and general well-being.

It's no secret that a happy employee is an efficient and committed employee. More and more developers, investors and enterprises recognize these dependencies and consciously create commercial spaces that will adequately and effectively meet the needs of their

users. The current ones, but also the future ones, representing the next generations just entering the labor market.

Taking care of the well-being, comfort and safety of employees is correlated with the growing interest in certificates that confirm the adaptation of facilities to the highest standards, including pro-health as well as ecological. According to the report of the Polish Ecological Building Association, in the period from March 2020 to March 2021, the number of certified facilities increased by 225 new buildings. In total, there are 1100 facilities in Poland that have at least one of the international certificates.

As investors of the .KTW office complex, we put the comfort and well-being of our residents first. It is our

priority to create such spaces and working conditions that will provide users with functional benefits, but also will also positively support their psychophysical well-being, and at the same time allowing flexibility in a dynamically changing environment.

We are also aware of the current global environmental challenges and the great importance of activities aimed at caring for the natural environment and its resources. Beginning with the design phase, we have made every effort to ensure that the .KTW office buildings meet the requirements set by commercial buildings of the highest class. This is confirmed by the BREEAM certificate with an Excellent rating for .KTW I. The second part of the complex was also prepared based on the principles of sustainable construction and responsible management systems. Although .KTW II is still under construction, it has already obtained the BREEAM Interim Design Stage certificate at the Excellent level. The result of 79.7% is a record on the Katowice office market, which places .KTW II among the best projects implemented in the country.

However, we do not intend on stopping there and are currently undertaking further activities aimed at in-

creasing the comfort of our users, optimizing the consumption of resources, and more effectively protecting the natural environment. A natural step in this process is to start quality assessment in accordance with the WELL Health-Safety Rating certification criteria. Its monitoring covers categories related to sanitation and cleaning procedures, emergency preparedness, availability of health services, maintenance of air and water quality, innovations as well as involvement and communication with stakeholders. The WELL HSR certificate is proof that the space is adapted to people's needs and that a healthy work environment has been created. The idea that human needs are at the center is central to us and is at the heart of the .KTW project.

In this publication, we present an overview of implementations within the .KTW office complex, which comply with the standards adopted in the WELL HSR certification. These are solutions that not only provide the users of the facility with optimal working conditions, but above all support them in becoming healthier, happier, more motivated and effective in their work.

Zespól .KTW

## DID YOU KNOW THAT...

83% OF ALL MODERN COMMERCIAL SPACE IN POLAND IS CERTIFIED.

# WHAT IS WELL HSR?

WELL HSR is a certification system developed by the American organization – the US Green Building Council. It monitors related aspects with the building and its internal environment which have a significant impact on the people staying in it. By measuring the quality of the office space, the certification body verifies many features of the building, taking into account its impact on the health, physical and mental well-being of its users. WELL HSR is designed to enable owners and operators of both large and small businesses to take the necessary steps to prioritize the health and safety of their employees, visitors and stakeholders.

In order to obtain a certificate, the owner of a given facility must meet at least 15 out of 25 criteria. They are also obliged to subject the building to a thorough and scrupulous assessment. This is one of the most demanding certifications that puts the employees and their needs at the center of attention.

In this publication, we present all the benefits of obtaining this certification for the .KTW building. You will get to know the real benefits affecting your well-being and efficiency in the workplace.

# SANITIZATION AND CLEANING PROCEDURES



## HYGIENE AND HAND WASHING

Experts emphasize that the hands are the most frequently used tools by humans. For this reason, they are particularly vulnerable to various kinds of dirt, injuries or infections. On our hands, in addition to our own microorganisms that live on the skin as a permanent flora, we also acquire the so-called transitional flora by touching various types of objects - door handles,

elevator buttons and other types of abiotic surfaces. These microbes are often transferred to the mouth and respiratory tract. Therefore, the World Health Organization (WHO) recommends thorough and regular washing of your hands with soap and water, which should last at least one minute. Proper hand washing is all about spreading the soap well over the surface of the skin, then rinsing thoroughly and, very importantly, wiping your hands dry.

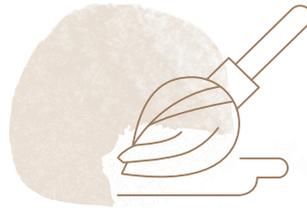
It must be remembered that a bacterial aerosols can be found above every wash basin, or from e.g. inside the sink, or the drain pipes. This spray falls on our hands and sticks to them easily, especially when they are wet. This is why you should wipe your hands dry with a clean towel after each washing. Scientific research shows that proper hand washing and disinfection reduces the risk of infection and contracting many common infectious diseases by up to 50%.



## REDUCTION OF THE CONTACT AREA

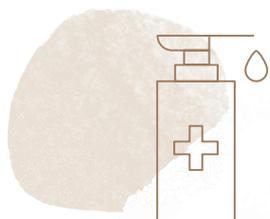
We are all concerned about rapidly spreading viruses that spread by airborne droplets and can persist for hours on all kinds of surfaces. A large group of people

in one room, working in an open space, working air conditioning, frequent meetings and traveling by public transport make people working in the office more vulnerable to infections. Therefore, keeping your workplace tidy and washing your hands are the best ways to stay healthy. Regular cleaning of the most-touched common surfaces, such as elevators, door handles and countertops, is the first line of defense against microbes. The best way to protect against disease and infection is also to limit hand exposure to surfaces. Why is it so important? According to virologist Dr. James Robb, our hands touch our eyes, nose and mouth 90 times a day.



## IMPROVING CLEANING PROCEDURES

The current epidemic situation has required us to change our current habits and procedures. This also applies to procedures related to cleaning and disinfection of public areas. Research has confirmed that SARS-CoV-2 can remain in the air for up to 3 hours, and on some surfaces for up to 3 days. A rigorous and systematic cleaning plan thus reduces the risk of contamination among office workers.



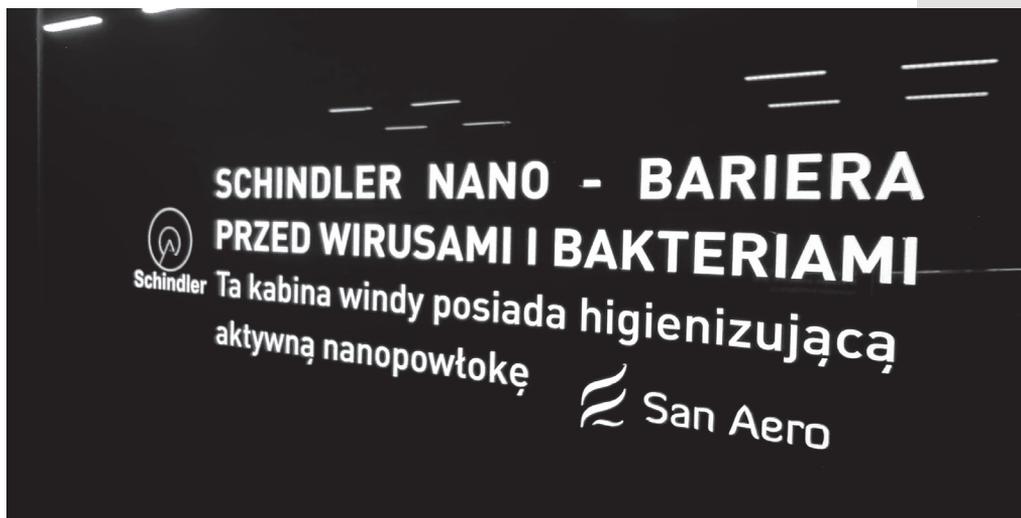
## SUITABLE CLEANING AGENTS

Today, proper disinfection is crucial. However, we must not forget that commercial cleaning products may contain ingredients that are harmful to health (some of the vapors can irritate the respiratory system and, in extreme cases, even trigger asthma attacks) and the environment. It is therefore important to choose natural disinfectants that are friendly to the environment, our body, and the employees of the cleaning company.

## ELEMENTS ASSESSED WITHIN .KTW

- Providing unscented soap in the toilets,
- Posting instructions on how to properly wash your hands in the toilets,
- Equipping the toilets with paper towels or hand dryers with a HEPA filter,
- Maintaining an inventory of the most touched surfaces,
- Introduction of systems and amenities reducing contact with public areas in the office building,
- Implementation of a meticulous cleaning plan for common areas,
- The use of safe cleaning agents that meet the ISO 14024 standard for disinfection,
- Limiting the amount of volatile organic compounds.





## HOW DOES FULFILLMENT OF THE CERTIFICATION CONDITIONS AFFECT YOUR WELL-BEING?

- Lower risk of health problems,
- Better mood,
- Higher productivity and greater job satisfaction,
- Less days on sick leave,
- Protection of the upper respiratory tract and the digestive system,
- Sanitary safety.



## DID YOU KNOW THAT...

THE SYSTEMS USED IN THE .KTW OFFICE BUILDING ENABLE CONTACTLESS ACCESS TO YOUR OFFICE.

# PROCEDURES RELATED TO CRISIS SITUATIONS

## DEVELOPING A CRISIS PLAN IN THE EVENT OF AN EMERGENCY

Skillful management is the most important thing in all situations that threaten human health and safety. This requires an effective plan and the establishment of procedures that clearly define the behavior of all users of a given office facility. Cyclical training of coordinators, trial evacuations of employees, and transparent marking of assembly points and emergency exits, all minimize the negative effects of sudden crisis situations.

## INTRODUCTION OF A BUSINESS PLAN

The stable functioning of the organization is an opportunity to generate profits, but also a guarantee of stability for clients and contractors. Organizations aware of the potential consequences of interruptions in operation try to prepare for such situations, e.g. by introducing business continuity planning. This is a set of activities related to the scope of creating, verifying and updating plans for resuming operations in areas of key importance for the organization of processes, in the event of disasters or crises (e.g. fire, flood, terrorist attack, construction disaster, hacker attack, epidemic, etc.). Based on the identification of key processes for the organization and predictions of possible threats, actions are defined to minimize losses. At the same time, it is an opportunity to assess the quality of security and the procedures existing in the company.

## "HEALTHY RETURN" PLAN

Not only a crisis situation, but also returning to work after it occurs, requires appropriate procedures that ensure maximum comfort and safety for all stakeholders. While companies are concerned with getting workers back to their jobs after any such situation, they need to remember that determining who will come back, and when, is a complex process. Health authority guidelines, local authority requirements, job risks and the corporate owner's policy should be taken into account. It is extremely important to ensure that employees feel safe when returning to work.

## PROVIDING EMERGENCY RESOURCES

A quick and effective response to emergencies is essential. When human life and health are at risk, safety and personal protection measures, which the owner of a given facility provides their employees, play an extremely important role. Sufficient fully stocked first aid kits, access to an automated external defibrillator, and periodic training of staff in CPR can speed up response times and help increase victim survival.



## DID YOU KNOW THAT...

TRAINING IN CPR AND AED ALONE CAN INCREASE VICTIM SURVIVAL RATES BY 40%.

## ELEMENTS ASSESSED WITHIN .KTW

- Procedures related to crisis management,
- Employee training in the event of crisis situations,
- Effectiveness of the business continuity plan,
- Safe Return Implementation Plan,
- Number and quality of first aid kits within the property,
- Annual first aid training for staff.

## HOW DOES FULFILLMENT OF THE CERTIFICATION CON- DITIONS AFFECT YOUR WELL- -BEING?

- Increased employee safety,
- Learn CPR skills,
- Minimization of risks related to the occurrence of crisis situations,
- Ensuring business continuity.

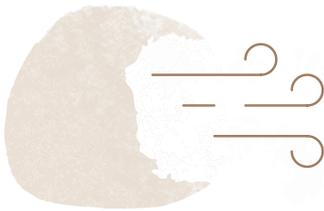
# MAINTAINING THE QUALITY OF AIR AND WATER

## EVALUATION OF THE VENTILATION SYSTEM

Air exchange systems determine the comfort and safety of employees. Ventilation is to ensure not only good air quality, but also to reduce moisture, the growth of microorganisms and remove undesirable odors in rooms. The essence of ventilation is to replace and remove excessively heated or polluted air, and in its place provide

fresh and recycled air. Proper ventilation inside the building ensures high comfort of use and is important for our health. Modern technologies in construction have translated into significant savings in terms of energy consumption. In addition, they contribute to caring for the environment, which is of great social importance.

However, one cannot forget to adapt the air exchange systems to new conditions. Accurate insulation of the building at each level has inhibited the natural circulation of gases, which is why systems providing fresh air to the work surfaces are so important. Inadequate ventilation can have a negative effect on the human body. Air without proper circulation contributes to headaches, dizziness, coughing, a scratchy throat and generally feeling unwell and tired.



## AIR HANDLING SYSTEMS

Both external and internal pollution consists mainly of small particles floating in the air, e.g. particles of soot, smoke, plant and animal pollen, mold spores, fungi. Some of these particles are visible, but most of them are so small that they cannot be seen with the naked eye. The smallest particles turn out to be the most harmful, as after getting into the respiratory tract they can cause various allergic reactions and diseases. The indoor air, therefore, requires thorough cleaning. Air filters prevent the so-called sick building syndrome. They have a positive effect on people's health and their effectiveness at work.



## IMPLEMENTATION OF THE RISK MANAGEMENT PLAN FOR THE OCCURRENCE AND SPREAD OF LEGIONELLA BACTERIA

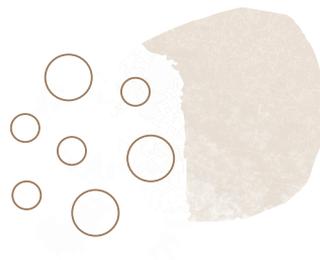
Legionella is a bacteria that causes the so-called Legionnaires' disease, which is identified as a type of pneumonia or lower respiratory tract infection causing e.g. high temperature, muscle aches, headaches or diarrhea. This bacterium becomes dangerous when inhaled in the form of small water droplets suspended in the air. Legionella bacteria ideally thrive in an aqueous or humid environment. In office spaces, devices such as humidifiers and air conditioning systems are a great place for the development of this type of bacteria. Effective prevention of Legionella development in air-conditioning devices should take place on three levels. At the stage of designing the installation, care should be taken to properly position the devices, use high-quality materials, and enable easy operation and cleaning. During regular operation, attention should be paid to maintaining the appropriate humidity of the flowing air to prevent the accumulation of biological

growth on the devices. The most important preventive measure, however, is to maintain the installation in a proper hygienic and technical condition. For this purpose, the necessary periodic inspections of the technical condition and maintenance of devices responsible for supplying air to the building are carried out throughout the entire .KTW facility.



## MONITORING WATER AND AIR QUALITY

In order to ensure the highest comfort of users, the ventilation systems used in .KTW are equipped with M5 and F7 class filters for fresh air and F7 for exhaust air. It is worth noting that F7 filters trap up to 95% of PM10 dust, up to 85% of PM2.5 and up to 75% of the finest PM1 dust, i.e. they have anti-smog capabilities. Periodically, these installations are thoroughly inspected, and the quality of the air supplied to the office building is also tested. A similar procedure was implemented in the case of installations supplying .KTW with water. At least once a year, tests for its turbidity, chemical reaction and tests for the presence of coliform bacteria are carried out.



## HUMIDITY MANAGEMENT

The excess of humidity in rooms is most often caused by structural defects in the building or its improper use. The main culprit of this condition is often inefficient ventilation, which results in insufficient air exchange between the interior of the building and its surroundings. Long-lasting moisture is an excellent breeding ground for bacteria, mold and fungi. They have a negative impact on the health of people who stay in such a facility on a daily basis. They can cause allergies, respiratory diseases, decreased immunity, ineffectiveness and general malaise. That is why it is so important to carry out regular inspections of moisture and mold in a building.

## ELEMENTS ASSESSED WITHIN .KTW

- Audit procedures for ventilation installations,
- Inventories of air filters and other treatment devices,
- Procedures related to the occurrence and spread of Legionella bacteria,
- Air and water quality tests,
- The frequency of checking the installation for moisture and mold.

## HOW DOES FULFILLMENT OF THE CERTIFICATION CONDITIONS AFFECT YOUR WELL-BEING?

- Lower risk of developing respiratory diseases, allergies,
- Greater work comfort,
- Greater efficiency,
- Lower levels of stress,
- Better mood and well-being.

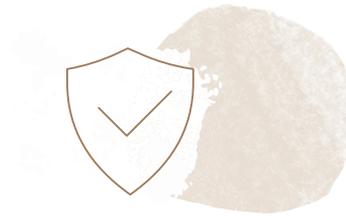
## DID YOU KNOW THAT...

THE WORLD HEALTH ORGANIZATION (WHO) ESTIMATES THAT BETWEEN 20,000 AND 100,000 PEOPLE WORLDWIDE SUFFER FROM LEGIONELLOSIS EVERY YEAR.



# PROMOTING HEALTH AND WELL-BEING

In addition to the necessary and extremely important activities related to the technical aspects of a given facility, an especially important role is played by the promotion of health and good habits among its users. One part of doing so is this guide, which addresses the issues that are most relevant to maintaining the well-being and comfort of all employees. From the very beginning, .KTW's mission has been to ensure that employees enjoy good health and perform their tasks in a safe environment that improves their productivity, with a focus and good physical condition. The office is our "second home", therefore, as an investor, we try to create a harmonious space for all users of the facility. As part of internal activities, we carried out the action "A healthy mind in a healthy body" at .KTW. In this program .KTW employees could take advantage of a relaxing massage as well as learn more about the correct ergonomics of the workplace. As part of the participatory budget, we launched fruit Fridays for all employees in 2020, and together with Wizz Air and the "Fundacją Cała naprzód", we created the first edition of the .KTW Wizz Air Kids Run, each year our employees support and take part in Business Run Katowice.



## HYGIENE AND SAFETY IN SERVICE FACILITIES

In a world where the awareness of healthy and balanced nutrition is becoming more and more important, providing first-class catering services in a commercial building is extremely important. Not only for the health of users, meeting their basic physiological needs, but also for the care of the natural environment (e.g. a zero waste kitchen). The hygiene of preparing meals and the cleanliness of the place where we eat them are also important. The program of regular inspections by the sanitary services of a given facility and the publication of the inspection results by the restaurant is a great motivation to maintain high hygiene standards. It also allows you to attract customers who pay special attention to the quality of the meals served.

## ELEMENTS ASSESSED WITHIN .KTW

- The project's mission is focused on the health and life of employees,
- WELL HSR certification implementation strategy,
- Health inspector checks in service points of the office building.

## HOW DOES FULFILLMENT OF THE CERTIFICATION CON- DITIONS AFFECT YOUR WELL- -BEING?

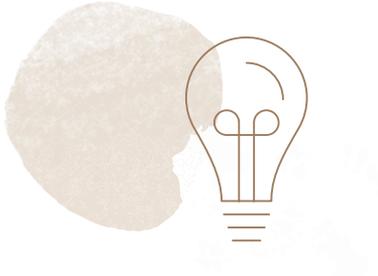
- Increasing user awareness of health and well-being,
- Lower risk of developing civilization diseases,
- Improving overall health through a balanced diet,
- Maintaining the highest-class sanitary conditions in the facility.



## DID YOU KNOW THAT...

IN POLAND, OVER 9 MILLION TONS OF FOOD ARE THROWN AWAY ANNUALLY, WHICH MEANS THAT THE AVERAGE POLE THROWS AWAY OVER 40 PLATES OF WHOLESOME MEALS A MONTH.

# INNOVATIONS



Innovation strategies pave the way for organizations to develop unique solutions to create a safe and healthy work environment. In terms of innovation, the certification body assesses, inter alia, the presence of WELL HSR AP (accredited WELL HSR specialist) in the project team, implementation of additional requirements from the second version of certification (WELL HSR v2) or innovative solutions. Additional measures applied in .KTW and taken into account in the WELL HSR v2 certification include installing wash basins and taps of appropriate dimensions and equipping toilet doors, kitchens and utility rooms with door closers.

## ELEMENTS ASSESSED WITHIN .KTW

- The presence of WELL HSR AP in the project team,
- Appropriate dimensions of washbasins and washbasin faucets,
- Equipping doors in toilets, kitchens, and utility rooms with door closers.

## HOW DOES FULFILLMENT OF THE CERTIFICATION CONDITIONS AFFECT YOUR WELL-BEING?

- Accessibility to sanitary facilities for all users (including disabled people),
- Facilitated and convenient access of building staff to utility rooms.

## DID YOU KNOW THAT...

79% OF CREATIVE IDEAS IN THE OFFICE ARE CREATED IN COMMON AREAS.





**.K T W**

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