

A modern office interior with a high ceiling featuring exposed wooden beams and white pipes. The space is furnished with white tables, blue chairs, and a long counter with white stools. A large screen on the wall displays a map. People are working at the tables, and a woman is walking in the background. The text "CUSHMAN & WAKEFIELD" is overlaid in large white letters, with "PORTFOLIO SERVICE CENTER" in smaller white letters below it, separated by a green horizontal line.

CUSHMAN & WAKEFIELD

PORTFOLIO SERVICE CENTER

LAWRENCE
GROUP



PRESENTERS



BRIAN UNGLES, CCIM
MANAGING PRINCIPAL
CUSHMAN & WAKEFIELD



JANET SMITH
ASSOCIATE VICE PRESIDENT
CUSHMAN & WAKEFIELD



LISA MORRISON
SENIOR ASSOCIATE
LAWRENCE GROUP



CHALLENGES

CUSHMAN & WAKEFIELD IN ST. LOUIS

- Site Selection

SITE SELECTION

MARYVILLE CENTER CAMPUS



Job Creation

- 7 area offices consolidated to 5
- Over 900 local employees in 2016
- Commitment for 600 new jobs in 4 years



Our Project

- Hub for our Portfolio Service Center
- Project initiated March 2016
- 6th Floor, 45,000 SF
 - Completed February 2017
- 5th Floor, 45,000 SF
 - Completed in February 2018
- 3rd^h Floor, 45,000 SF
 - Half completed November 2019
 - Remainder to be completed 2019



Space Protocols

Overview of Space Types



Individual spaces

- 1. Unassigned Individual Workstations
- 2. Touchdown Spaces
- 3. Duck-in Rooms
- 4. Plan Table Rooms



Collaborative spaces

- 5. Enclosed Huddle Rooms
- 6. Semi-enclosed Huddle Rooms
- 7. The Studio
- 8. The Project Room
- 9. Interview rooms



Amenities

- 10. Café
- 11. Co-working Lounge
- 12. Learning Center
- 13. Library
- 14. Mothers Rooms



Support

- 15. Tech Central
- 16. Printer/copy areas
- 17. Personal storage
- 18. Shared team storage



Client Suite

- 19. Concierge Lounge
- 20. The Club
- 21. Client meeting rooms

A WORK ROOMS

- 1. MEET UP'S
- 2. BREAK OUT'S
- 3. DUCK IN'S

B UNIQUE SPACES

- 4. CO-WORKING LOUNGE
- 5. KNOWLEDGE CENTER
- 6. LIBRARY
- 7. THINK TANK
- 8. STUDIO

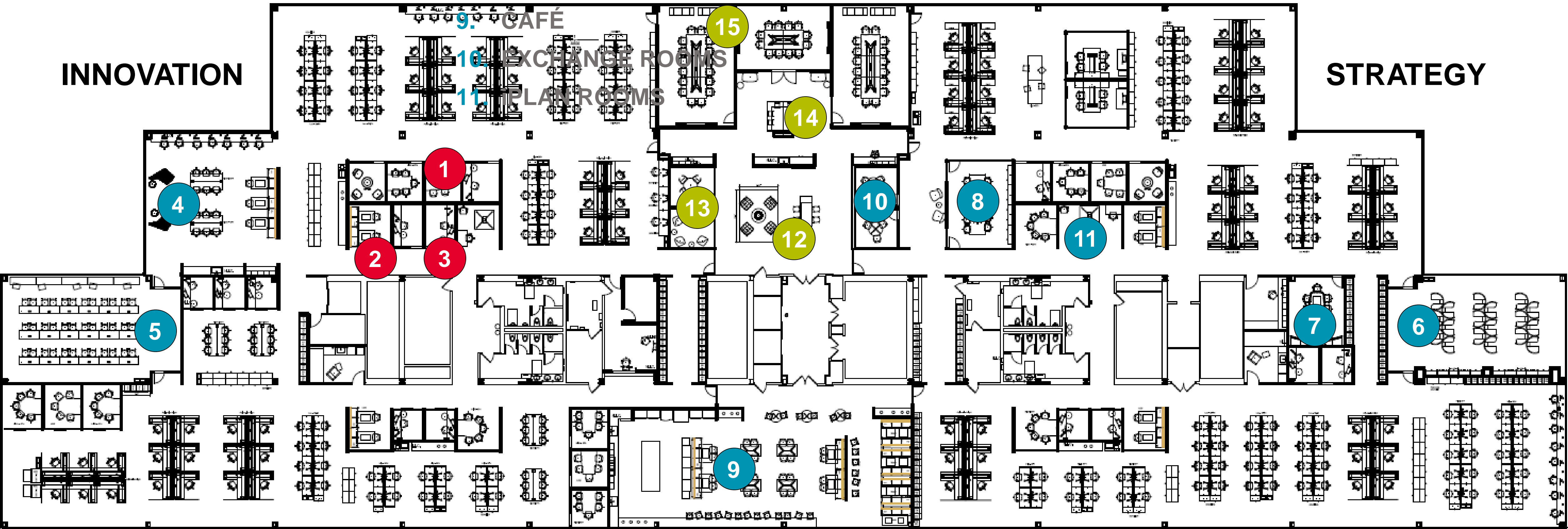
C FRONT OF HOUSE

- 12. CONCIERGE LOUNGE
- 13. GUEST DUCK IN'S
- 14. CLUB
- 15. CLIENT MEETING ROOMS

INNOVATION

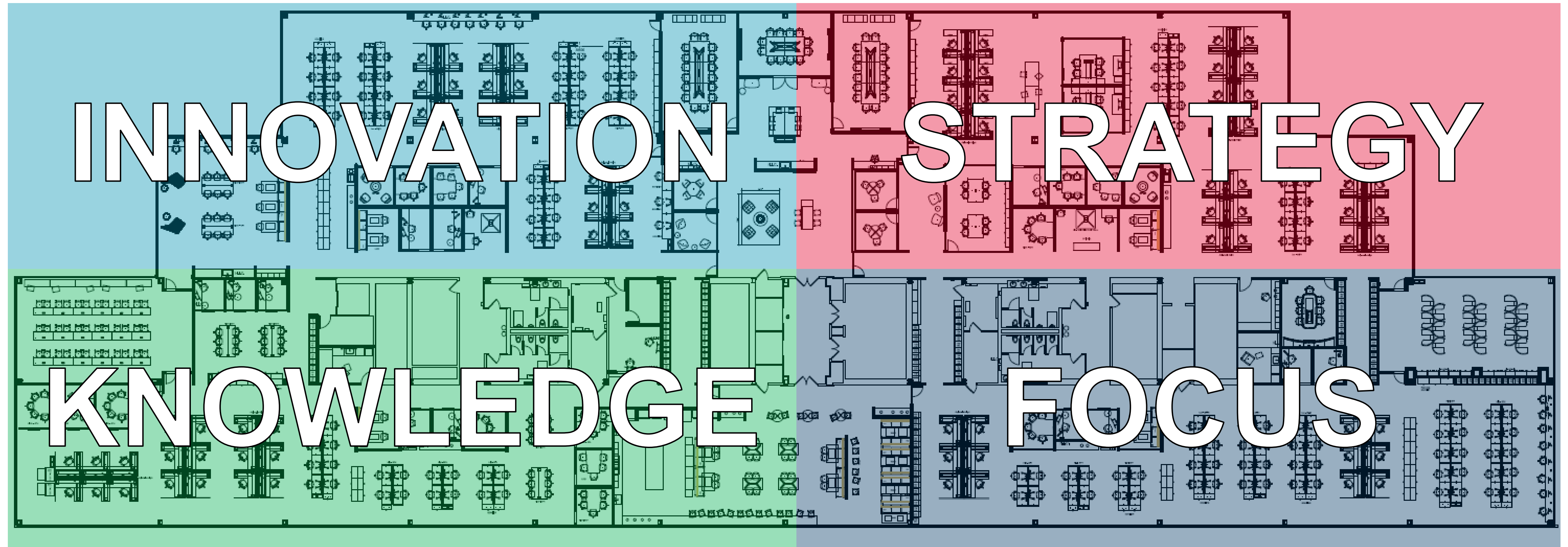
STRATEGY

FOCUS



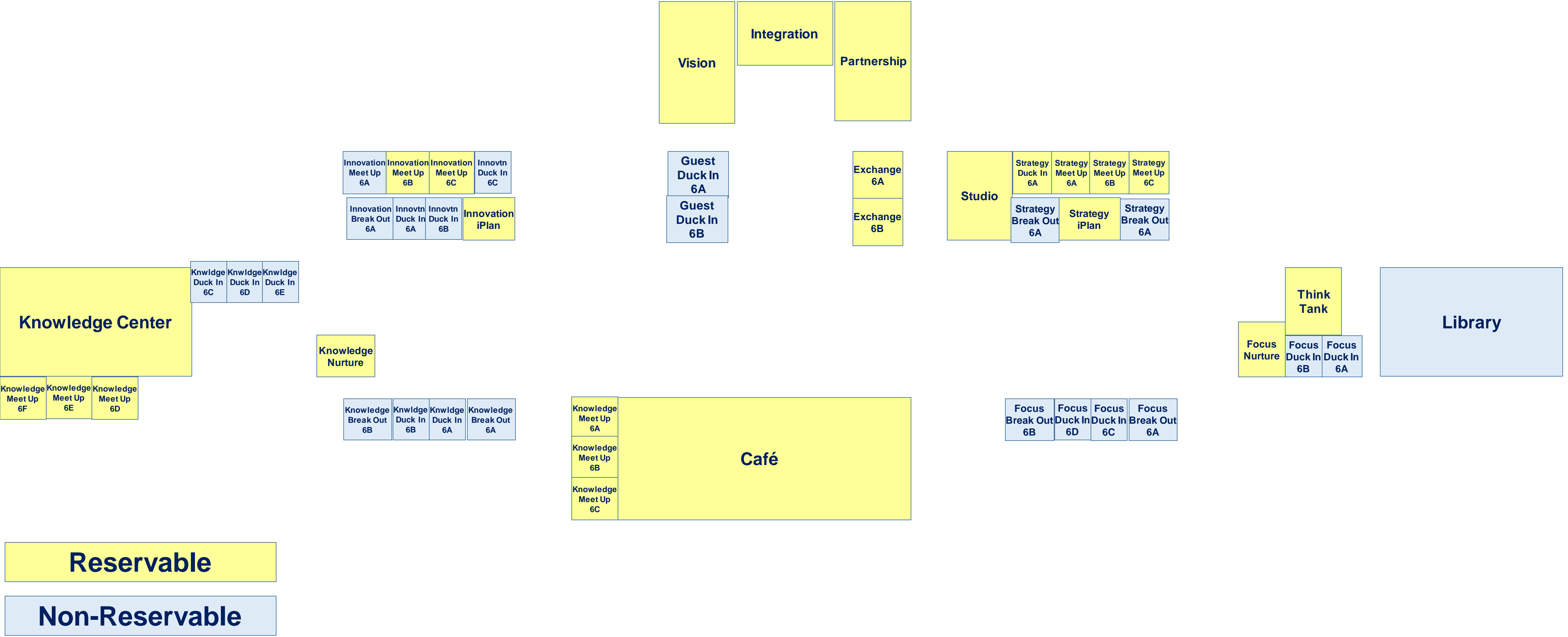
space naming

The floorplan is divided into 4 quadrants or neighborhoods.



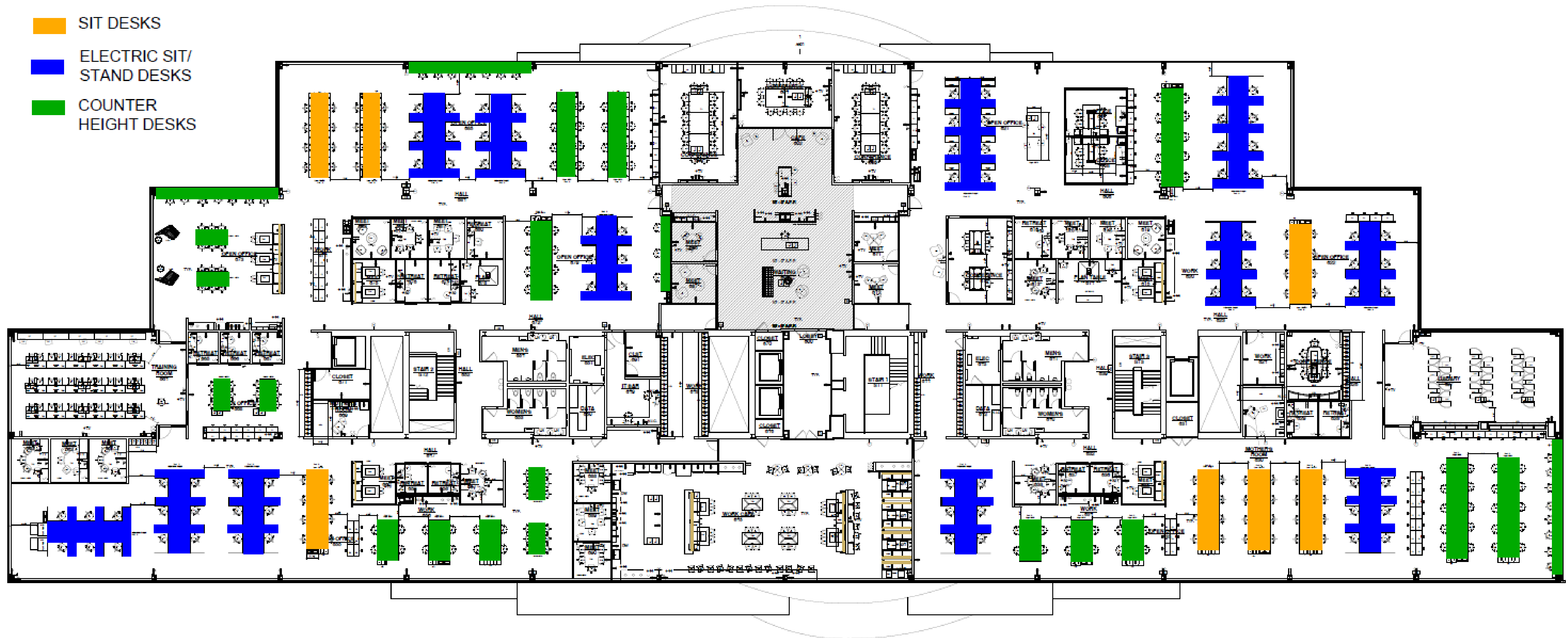
The neighborhoods have been named after the 4 key values of the PSC.

Room Locations

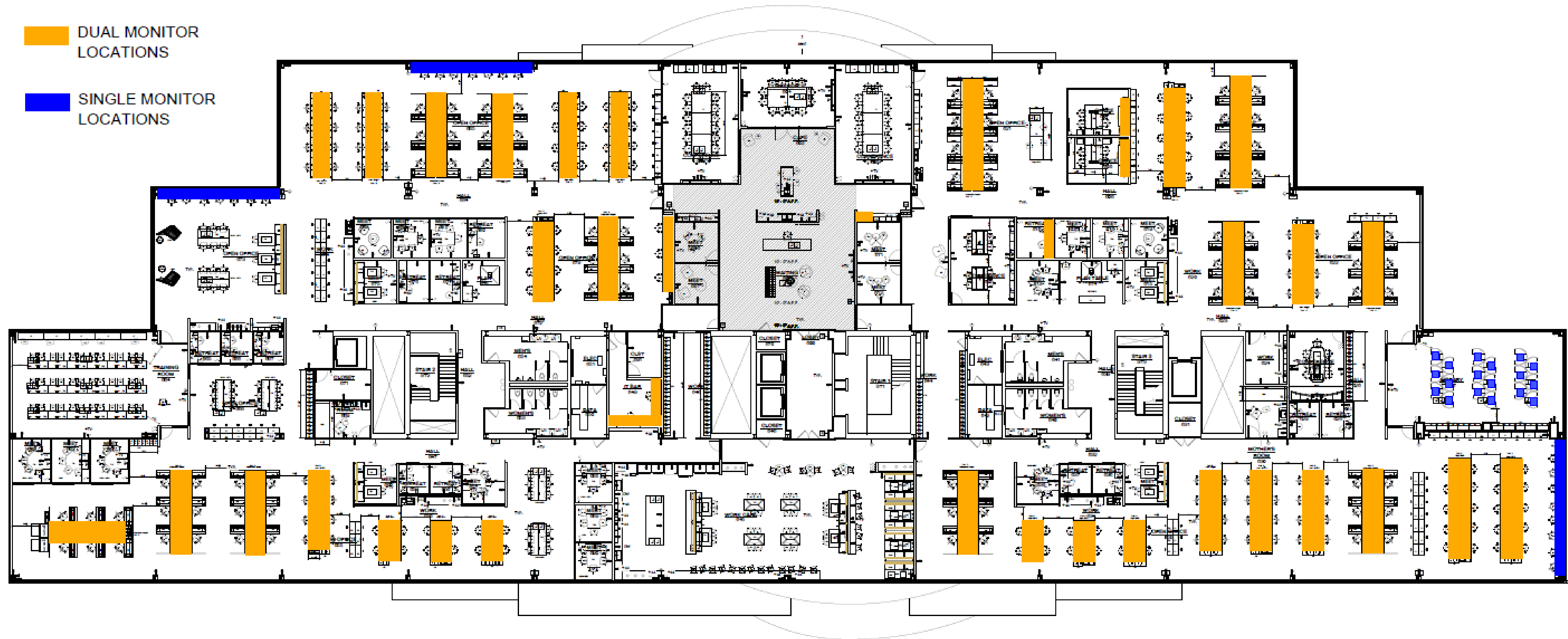


desk types

-  SIT DESKS
-  ELECTRIC SIT/
STAND DESKS
-  COUNTER
HEIGHT DESKS



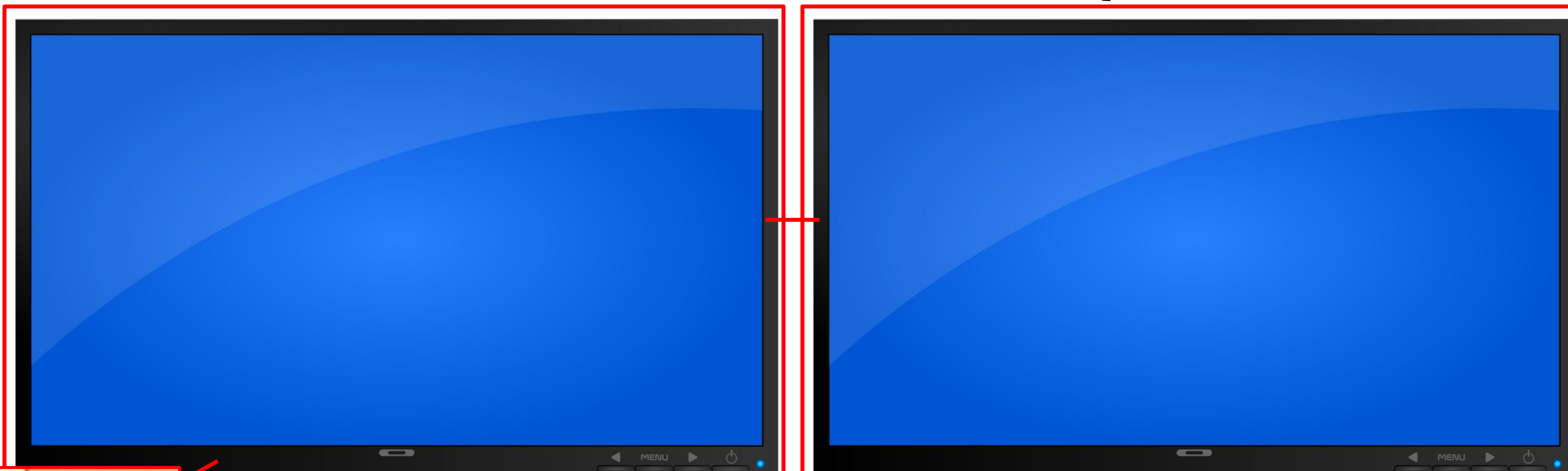
monitor locations



Individual Workstation Set-Up

■ = Permanent Set Up
■ = My Tool Kit

DUAL MONITORS ON ARMS



EXTRA POWER AND USB PORTS ON THE TOP OF THE WORK SURFACE



(2) outlets and (2) USB.

DESKTOP RELAY BOX



POWER BOX



LAPTOP

MOUSE

HEADSET

WORK SURFACE

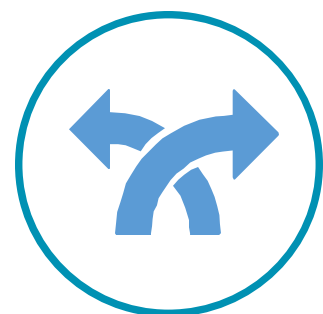


What do I do when I arrive at the desk?

- Take cord from desktop relay box and plug into laptop
- Take cord from power box and plug into laptop
- If your headset needs charged, attach your headset power cord to USB outlet on desktop

Workplace Etiquette

Workplace Etiquette defines the norms we practice so that we can all have a comfortable and enjoyable work experience. It is about being a good neighbor.



CHOICE

Choose where to work based on the activities you have for the day. To support everyone’s full enjoyment of the environment, continue to try different seats and areas of the floor, so that others may do the same.



RESPONSIBILITY

Take care of the workplace. We are each **responsible** for maintaining the space and our individual technology tools. Please report any issues with the performance of the space or technology to office services.



VOLUME

Be mindful of your **volume** in the open office. Only use speaker phone in fully enclosed rooms. Anticipate colleagues’ openness for interaction before interrupting them.



RESPECT

Respect space protocols. Different space types have been designed to support the different types of work we do. By following the protocols we ensure those spaces are used as intended, thereby supporting the work that needs to get done.



CLEANLINESS

Use available **cleaning** supplies to wipe down spaces you use as appropriate. Be especially mindful after eating and drinking.

Space Protocols

Space Protocols describe the behaviors expected when using particular space types in the new work environment.

INDIVIDUAL WORKSTATIONS	When working in an individual workstation, respect the “ Available Desk Policy ” by completely clearing the workstation when you plan to step away for over 2 hours and at the end of your day .
LIBRARY	The library is intended to be used for undisturbed focus work. Please do not take calls in this space. Do not disturb colleagues when working here. Send an email or IM instead.
DUCK IN'S	Duck In's are primarily non-reservable spaces designed for taking unexpected or confidential calls . For those needing to do quiet, focused work, the library is recommended.
CONCIERGE LOUNGE	The concierge lounge is designed to welcome guests. There are two small rooms in this area designed for accommodating client break out meetings and guest phone calls .
THE CLUB	The Club is an area that has been designed to accommodate visiting clients and other guests. This area may be used as a lounge for clients between meetings or as a special event space .
CLIENT MEETING ROOMS	The Club leads into three large meeting rooms that have been designed to be client-facing .
EXCHANGE ROOMS	There are two small rooms called Exchange rooms located near the concierge lounge. These rooms are intended for interviews and HR-related meetings .

THE WELL BUILDING STANDARD



WELL IS FOR PEOPLE





WE SPEND ABOUT 90% OF
OUR TIME INDOORS.



OUR ENVIRONMENT IS
CHANGING HOW WE LIVE.



CHANGING WORK AND CULTURE.




CHANGING WHAT WE EAT AND HOW WE FEEL.



CHANGING HOW
WE GET AROUND.



THE BUILDINGS WHERE WE LIVE, WORK,
LEARN AND RELAX PROFOUNDLY IMPACT
OUR HEALTH, WELL-BEING AND
PRODUCTIVITY.



**Health is a state of complete
physical, mental, and social
wellbeing, and not merely the
absence of disease or
infirmity.**

***- The World Health
Organization***

WELL Building Standard



The WELL Building Standard is revolutionizing the way people think about buildings. It explores how design, operations and behaviors within the places where we live, work, learn and play can be optimized to advance human health and well-being.

Wellness and Green Initiatives

OUR PROJECT

WELL Building Standards

Pursuing WELL Building certification for New and Existing Interiors (Silver)

Striving to be First WELL certified project in Missouri

LEED Building Standards

LEED certification for Commercial Interiors (Silver)



Process

THE PROCESS TO ACHIEVE WELL

WELL Certification is valid for three years and requires Recertification after this period.

- Verification Type



Matrix

- Preconditions
- Optimization

AIR			
Y	?	N	
Y			P 01 Air Quality Standards*
Y			P 02 Smoking Ban*
Y			P 03 Ventilation Effectiveness
Y			P 04 VOC Reduction
Y			P 05 Air Filtration*
Y			P 06 Microbe And Mold Control*
Y			P 07 Construction Pollution Management
			O 08 Healthy Entrance*
Y			P 09 Cleaning Protocol
			n/a 10 Pesticide Management
Y			P 11 Fundamental Material Safety
			n/a 12 Moisture Management
		N	O 13 Air Flush
		N	O 14 Air Infiltration Management
		N	O 15 Increased Ventilation
		N	O 16 Humidity Control*
		N	O 17 Direct Source Ventilation*
		N	O 18 Air Quality Monitoring And Feedback*
		N	O 19 Operable Windows*
		N	O 20 Outdoor Air Systems
		N	O 21 Displacement Ventilation
		N	O 22 Pest Control*
		N	O 23 Advanced Air Purification*
		N	O 24 Combustion Minimization*
		N	O 25 Toxic Material Reduction
		N	O 26 Enhanced Material Safety
		N	O 27 Antimicrobial Activity for Surfaces
		N	O 28 Cleanable Environment*
		N	O 29 Cleaning Equipment*
9	0	17	TOTAL

WATER			
Y	?	N	
Y			P 30 Fundamental Water Quality*
Y			P 31 Inorganic Contaminants*
Y			P 32 Organic Contaminants*
Y			P 33 Agricultural Contaminants*
Y			P 34 Public Water Additives*
		N	O 35 Periodic Water Quality Testing
		N	O 36 Water Treatment*
		N	O 37 Drinking Water Promotion*
5	0	3	TOTAL

NOURISHMENT			
Y	?	N	
Y			P 38 Fruits And Vegetables*
Y			P 39 Processed Foods*
Y			P 40 Food Allergies*
Y			P 41 Hand Washing*
n/a			P 42 Food Contamination*
Y			P 43 Artificial Ingredients*
Y			P 44 Nutritional Information*
Y			P 45 Food Advertising*
		N	O 46 Safe Food Preparation Materials*
		N	O 47 Serving Sizes*
		N	O 48 Special Diets
		N	O 49 Responsible Food Production
		N	O 50 Food Storage*
		N	O 51 Food Production*
		N	O 52 Food Waste Management*
8	0	7	TOTAL

LIGHT			
Y	?	N	
Y			P 53 Visual Lighting Design*
Y			P 54 Circadian Lighting Design*
Y			P 55 Electric Light Glare Control
Y			P 56 Solar Glare Control*
		N	O 57 Low-Glare Workstation Design*
		N	O 58 Color Quality
		N	O 59 Surface Design
		N	O 60 Automated Shading And Dimming Controls*
		N	O 61 Right To Light*
		N	O 62 Daylight Modeling
		N	O 63 Daylighting Fenestration*
4	0	7	TOTAL

FITNESS			
Y	?	N	
		N	O 64 Interior Fitness Circulation*
Y			P 65 Activity Incentive Programs
		N	O 66 Structured Fitness Opportunities
		N	O 67 Exterior Active Design*
		N	O 68 Physical Activity Spaces
		N	O 69 Active Transportation Support*
		N	O 70 Fitness Equipment*
		N	O 71 Active Furnishings*
1	0	7	TOTAL

COMFORT			
Y	?	N	
Y			P 72 ADA Accessible Design Standards*
Y			P 73 Ergonomics: Visual And Physical*
		N	O 74 Exterior Noise Intrusion*
Y			P 75 Internally Generated Noise*
Y			P 76 Thermal Comfort*
		N	O 77 Olfactory Comfort*
		N	O 78 Reverberation Time*
		N	O 79 Sound Masking*
		N	O 80 Sound Reducing Surfaces
		N	O 81 Sound Barriers
		N	O 82 Individual Thermal Control*
		N	O 83 Radiant Thermal Comfort
4	0	8	TOTAL

MIND			
Y	?	N	
Y			P 84 Health And Wellness Awareness*
Y			P 85 Integrative Design
Y			P 86 Post-Occupancy Surveys
Y			P 87 Beauty And Design I*
Y			P 88 Biophilia I - Qualitative*
		N	O 89 Adaptable Spaces*
		N	O 90 Healthy Sleep Policy
		N	O 91 Business Travel
		N	O 92 Building Health Policy
		N	O 93 Workplace Family Support
		N	O 94 Self-Monitoring
		N	O 95 Stress And Addiction Treatment*
		N	O 96 Altruism
		N	O 97 Material Transparency*
		N	O 98 Organizational Transparency*
		N	O 99 Beauty And Design II*
		N	O 100 Biophilia II - Quantitative*
	?		O 101 Innovation Feature I
	?		O 102 Innovation Feature II
5	2	12	TOTAL

SUMMARY			
Y	?	N	
36	0	0	Preconditions (36 possible)
0	2	61	Optimizations (64 possible)

Requirements		Results
Preconditions	Must meet all preconditions.	All preconditions satisfied.
Optimizations	0 needed for Silver, 26 for gold, 52 for platinum	Current status: Silver

* Pending onsite post-occupancy Performance Verification testing.

Levels



PLATINUM



GOLD



SILVER

WELL Certification is achieved when projects successfully demonstrate the achievement of all Preconditions. Higher levels of certification can be achieved by pursuing Optimization Features. Because health and wellness objectives vary from one building to the next, WELL provides flexibility when selecting Features that best suit the project owner's goals.

- Silver level certification is achieved by meeting 100% of the Preconditions applicable to the Typology in all Concepts.
- Gold level certification is achieved by meeting all of the Preconditions, as well as 40% or more of the Optimizations.
- Platinum level certification is achieved by meeting all of the Preconditions, as well as 80% or more of the Optimizations.

A COMPREHENSIVE APPROACH TO WELL-BEING

The WELL Building standard is made up of features that address seven concepts:



AIR



WATER



NOURISHMENT



LIGHT



FITNESS



COMFORT



MIND



AIR

Breathe easy with optimal indoor air quality

- Material selection
- Ventilation
- Filtration
- Moisture control
- Maintenance and operations
- Source of concern protection
- Construction purposes





WATER

Drink up: WELL promotes high quality water and improved accessibility

- Performance testing
- Treatment
- Maintenance and operations
- Hydration promotion





NOURISHMENT

Dig in to wholesome foods. WELL Certified™ buildings limit the presence of unhealthy ingredients and can encourage better eating habits.

- Healthy portions
- Mindful eating
- Food production
- Access to healthy foods
- Food preparation
- Allergies and alternatives
- Transparency
- Environmental Cues and influencers





LIGHT

Benefit from daylight & lighting systems designed to increase alertness, enhance experience and promote sleep.

- Circadian design
- Daylighting
- Glare control
- Color quality
- Activity-based lighting levels
- Visual acuity







FITNESS

Keep moving with WELL's integration of exercise and fitness into everyday life.

- Exterior active design
- Interior active design
- Activity-based working
- Physical activity spaces
- Awareness and habits
- Physical activity programs





COMFORT

Settle into a distraction-free, productive and comfortable space.

- Ergonomic
- Acoustics
- Thermal
- Olfactory
- Accessibility





MIND

Stay centered: WELL helps support cognitive and emotional health through design, technology and treatment strategies.

- Stakeholder engagement
- Transparency
- Wellness awareness and protocols
- Connection to nature
- Adaptable spaces
- Altruism



A modern office interior with a high ceiling featuring exposed wooden beams and white pipes. The space is furnished with white tables, blue chairs, and a long counter with white stools. A large window on the right side provides a view of the outdoors. In the foreground, a white tray with two white mugs sits on a grey countertop. A woman is seated at a table, working on a laptop. A man and a woman are standing near a table on the left. A television screen on the wall displays a map. The overall atmosphere is bright and professional.

THE VALUE OF BETTER BUILDINGS

DEMAND FOR WELL

Design for Healthy Behaviors is ranked
#1 as both most transformative and
fastest-moving sub-trend of the Health
& Wellbeing macro trend.¹



ASID 2015 OUTLOOK

There are growing reports of WELL
Certification being specified in
requests for proposals.²



DELOITTE, 2016

1. American Society of Interior Designers. Interior Design 2015-2016 Outlook and State of the Industry. Washington, DC; October 2016
2. Deloitte Consulting LLP and Bersin by Deloitte. Workplace Pulse Survey. December 2016.

OWNERS VIEW THESE AS THE TOP BENEFITS OF HEALTHY BUILDINGS:



Positive impact
on
building value



Positive impact on
building leasing rate



Positive impact on
occupant satisfaction

WELL AT WORK

50% of U.S. employers with 50 or more employees, or 3/4 of the workforce, offer wellness promotion initiatives.¹

49% of U.S.-based companies say health and productivity program are essential to their company strategy.²

“Within the next 3-5 years, we can expect 99% of employers to offer health improvement and wellness programs.”³

1. Workplace Wellness Programs Study, 2013 Randy Corporation

2. The Business Value of a Healthy Workplace. Staying@Work™ Survey Report. 2013/2014. Towers Watson.

3. Aon Hewitt 2013. Healthy Case Survey Aon plc.





WELL AT WORK: Benefits

FOR EMPLOYEES AND CLIENTS:

- Health-focused environment
- Increased productivity
- Improved satisfaction and happiness at work

FOR COMPANY:

- Attract and retrain top talent, clients and investors
- Promote health to 100% of employees through WELL features
- Return on investment
- Lead the industry



CUSHMAN &
WAKEFIELD

QUESTION & ANSWER

