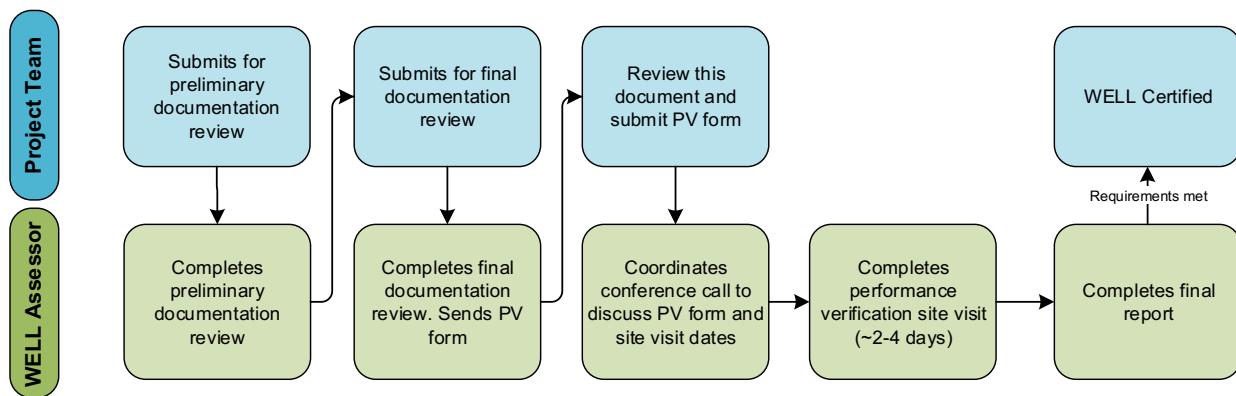


WELL: PERFORMANCE VERIFICATION PROCESS

APRIL 2017

This document accompanies the WELL Certification Guidebook (available at <https://www.wellcertified.com/resources/certification>) to provide additional details on what to expect during the WELL performance verification process and to address frequently asked questions.

The figure below outlines the steps leading up to and following the performance verification site visit:



After the completion and approval of your documentation review process, the project team administrator will receive a form to collect additional information in preparation for performance verification, including confirmation that certain project conditions have been met, and dates that the project is available to schedule performance verification. Upon completing this form, your WELL Assessor will conduct a conference call with the project team to discuss the information submitted, and any other additional questions you may have about the performance verification process.

REQUIRED CRITERIA AND CONDITIONS

The following conditions must be met before the project can schedule performance verification. These conditions vary by project type as illustrated in table 2 from the WELL Certification Guidebook. The project must confirm that these criteria have been met prior to scheduling.

PATH	DOCUMENTATION APPROVED	ONE MONTH FROM CERTIFICATE OF OCCUPANCY	50% OCCUPANCY
New and Existing Buildings New and Existing Interiors	Yes	Yes	Yes
Core and Shell	Yes	No	No
Retail Pilot Program Education Facilities Pilot Program Restaurant Program Commercial Kitchen Pilot Program	Yes	Yes	No
Multifamily Residential Pilot Program	Yes	No	No

- Project characteristics are used to determine the quantity and location of sampling points in the project and to order the required quantity of lab supplies. If the project has experienced any changes after your documentation review phase, such as the installation of additional drinking fountains, indicate on your form that changes have occurred within the project and prepare to discuss these changes with your WELL Assessor on your conference call.
- The WELL Assessor will need access to all areas included in the scope of the certification, including adjacent ground area and the roof. Are there any areas that the WELL Assessor cannot access? For example, floors or spaces that have security concerns or preauthorization to access the space? Or limited access to mechanical spaces? Indicate on your form if the WELL Assessor will not have access to all areas of the project and prepare to discuss this with your WELL Assessor on your conference call.
- The WELL Assessor will take photographs for spot checks, documentation, record keeping, etc. If there are areas that are off limits or may not be photographed, please indicate this on your scheduling form.

- Are there any documents that need to be signed by your WELL Assessor, or her/his organization in order for the WELL Assessor to be on site? If so, please notify your WELL Assessor as soon as possible. Please note that legal documents will require review by GBCI's legal department and can add additional time to the timeline.
- Depending on location and scheduling, there may be times that it is necessary to have testing supplies delivered directly to the project site prior to or the first day of performance verification. Indicate on your scheduling form if supplies can be delivered directly to the project site.
- The testing for certain WELL features may require after hours testing (empty space) and testing with the HVAC systems turned off. If doing so requires specific timing, (i.e. the HVAC can only be turned off on the weekends) indicate this on your form and discuss the timing needs with your WELL Assessor on your conference call.
- Please consider any exterior conditions that may influence testing or accessibility to the project. For example, are there local or national holidays during the window? Are there exterior conditions such as a parade or construction work nearby that may influence testing? Take these conditions into account when selecting your preferred performance verification dates.

TIMELINE

Performance verification requires an average of four days of onsite testing and spot checks by your WELL Assessor. Within the performance verification scheduling form, you will be asked to identify two four day timeframes for your preferred dates. After submitting your form, your WELL Assessor will schedule a conference call with you. During your conference call, one of these two timeframes will be agreed upon to officially schedule the site visit. Depending on the size, scope of your project and the specific features attempted, the performance verification process may take more or less than four days. If the WELL Assessor determines that less or more time is required, the timeframe will be adjusted on your conference call. Depending on the size and scope of the project there may be two WELL Assessors on site. Additionally, please note that depending on the timeline and preferred dates for performance verification, it may be possible that a different WELL Assessor will perform the performance testing. If necessary, this will be discussed during the conference call.

Following the conference call, WELL Online will be updated to reflect the agreed upon dates and your WELL Assessor will send a confirmation email with their contact information.

DURING PERFORMANCE VERIFICATION

- You will be asked to identify a specific contact who can accompany the WELL Assessor while she/he is on site during the testing. The WELL Assessor does not need to be accompanied by that individual at all times (unless required by the project team) but should be available to answer questions or provide access to necessary spaces for testing. This contact or another individual who can be "on call" during performance verification needs to be capable of operating and controlling the lighting and HVAC equipment.

- Please notify the all people in the building that testing will be occurring. The WELL Assessor will do her/his best to not disrupt normal operations of the building, but it is helpful for people working in, living in or visiting the space to understand why the testing equipment is in place and who the WELL Assesors are.
- Equipment will be set up for extended periods during the testing. All equipment will have signage indicating that it is for WELL performance verification. Some may be passive tests (set out for 24-96 hours requiring no active monitoring) and have no sound associated with them. Active testing such as air testing typically take place in one to two-hour time periods. Some equipment does make a small amount of background noise and the WELL Assessor will do her/his best to be considerate of where the equipment is placed to limit the impact on the occupants.
- The WELL Assessor will primarily focus on setting up and monitoring the testing equipment, taking samples and tabulating results while on site. While they are also available for questions, please limit distractions to allow the WELL Assessor to efficiently perform and complete the WELL performance verification process.

