

# LEADING WITH PERFORMANCE

APPLYING SMARTSCORE AND THE WELL BUILDING STANDARD



Strategies for new and existing buildings  
and interiors to monitor building performance  
and support human health and well-being.

**WiredScore**

# Introduction

Increasingly, we understand the key to better decision making with indoor environments is founded on the data surrounding environmental quality, building performance and occupant satisfaction. Reliable, meaningful and benchmarked data is essential to understanding today's environmental performance challenges and to be able to effectively alter elements of buildings and built spaces to support the health and well-being of those who live, learn, work and play within them. Data-driven technologies are enabling healthy spaces. Examples include:

- IAQ measurements to adjust HVAC air flow and filtration in real-time to maintain optimal levels
- Smart lighting solutions adjusting to occupancy needs and the circadian rhythm
- Predictive maintenance to ensure building systems are always delivering

Delivering healthy buildings using data-driven decision making requires cross-organisational collaboration. In response to this, IWBI and WiredScore have collaborated to provide guidance to projects pursuing WELL v2 and SmartScore. WELL v2 and SmartScore complement one another through monitoring building performance and working towards a shared goal of supporting enhanced human health, well-being and performance. Through this collaboration, IWBI and WiredScore support the movement to create buildings that prioritize enhanced building performance, occupant health and well-being.

## About the International WELL Building Institute™

The International WELL Building Institute pbc™ (IWBI™) is leading the global movement to transform buildings and communities in ways that help people thrive. IWBI delivers the cutting-edge WELL Building Standard™ (WELL), the leading global rating system and the first to be focused exclusively on the ways that buildings, and everything in them, can improve our comfort, drive better choices, and generally enhance our health and well-being. As of October 2021, WELL is in use by more than 30,000 projects in nearly 100 countries, spanning over 2.9 billion square feet of real estate around the world.

IWBI also supports the active and ongoing evolution of WELL to help ensure it reflects the latest public health research, building science and industry best practices. Built on the pioneering foundation of the first version of the WELL Building Standard (WELL v1), WELL v2 is the most rigorously tested and vetted version of the WELL Building Standard to date.



A WELL Certified project at the Bronze level has met all precondition features and achieved optimization features worth at least 40 points



A WELL Certified project at the Silver level has met all precondition features and achieved optimization features worth at least 50 points



A WELL Certified project at the Gold level has met all precondition features and achieved optimization features worth at least 60 points



A WELL Certified project at the Platinum level has met all precondition features and achieved optimization features worth at least 80 points

## About WiredScore and the SmartScore certification

WiredScore's mission is to make the world's buildings smarter and better connected, to enable a more collaborative, innovative and dynamic future. SmartScore is the global certification for smart buildings from WiredScore. The certification identifies best-in-class smart buildings that deliver exceptional user experiences, drive cost efficiency, meet high standards of sustainability and are fully future-proof. The WiredScore Smart Council, a group of leading landlords, occupiers and technical experts, was created and consulted throughout the development process of SmartScore and continues to be the premier forum for smart building leadership, providing continued leadership and guidance on the evolution of SmartScore.



## Alignment: WELL v2 and SmartScore

WELL v2 and SmartScore are complementary tools for building professionals to measure and improve their assets and the well-being of building users through use of innovative design and technology. While WELL v2 and SmartScore are separate certifications, some of the criteria are related. IWBI and WiredScore have provided guidance where WELL v2 features relate to SmartScore criteria. The alignment indicates that the intent of the criteria or feature is complementary; however, the requirements may not fully overlap. Thus, the criteria or feature in one program may help with meeting the requirements in the other, but more work is needed to confirm achievement for each rating system. Projects pursuing both certifications should continue to submit documentation using the regular process for each system.

## Related Criteria

Table 1 outlines WELL v2 concepts and SmartScore categories that have related criteria within them.

**Table 1 – WELL v2 Concepts and SmartScore Categories Alignment**

WELL v2 Concepts	SmartScore Categories												
	Individual and collaborative productivity	Health and wellbeing	Sustainability	Communities and services	Maintenance and operations	Safety and security	Tenant digital connectivity	Building systems	Landlord integration network	Governance	Cybersecurity	Data sharing	Innovation credits
Air		x											
Water													
Nourishment													
Light		x											
Movement				x									
Thermal Comfort		x											
Sound													
Materials			x		x								
Mind													
Community				x						x			
Innovation													

Table 2 outlines the criteria of both certifications that are aligned and the commentary column describes how they are related.

**Table 2 – WELL v2 and SmartScore Criteria Alignment**

WELL v2 Concept	WELL v2 Feature ID	WELL v2 Feature Name	WELL v2 Part	SmartScore Feature ID	SmartScore Criteria	Commentary
Air	A01	Air Quality	Part 5	UF2:1	Air quality	SmartScore qualifies buildings that report on air quality metrics to all building users, aligning with the WELL requirement that buildings undertake periodic air quality measurements.

	A08	Air Quality Monitoring and Awareness	Part 1 & 2	UF2:1	Air Quality	SmartScore qualifies buildings that report on air quality metrics to all building users, aligning with the WELL requirement that a project installs continuous air quality monitoring systems and makes results available to building occupants.
Light	L09	Occupant Lighting Control		UF2:4	Tenant Comfort Control	SmartScore defines that heating, cooling and lighting of working space is under the control of the user, aligning with the WELL feature that requires access to lighting controls.
Movement	V01	Active Buildings and Communities	Via V05 Part 2	UF4:2	Access Local Information	SmartScore defines that users should have access to real-time local travel information. This could include describing proximity of services, which may align with the requirements of the WELL feature.
	V05	Site Planning and Selection	Part 2	UF4:2	Access Local Information	SmartScore defines that users should have access to real-time local travel information. This would include describing proximity of services, which may align with the requirements of the WELL feature.

Thermal Comfort	T03	Thermal Zoning	Part 1	UF2:4	Tenant Comfort Control	SmartScore defines that heating, cooling and lighting of working space is under the control of the user. This aligns with the WELL feature that requires access to thermal control systems.
	T04	Individual Thermal Control	Part 1	UF2:4	Tenant Comfort Control	SmartScore defines that heating, cooling and lighting of working space is under the control of the user. This aligns with the WELL feature that requires access to thermal control systems.
	T06	Thermal Comfort Monitoring	Part 1	UF2:3	Report Wellbeing	SmartScore qualifies buildings that report on several IEQ metrics to all building users, including relative humidity and temperature. These criteria align with the WELL feature requirement to also monitor these parameters.
	T07	Humidity Control	Part 1	UF2:3	Report Wellbeing	SmartScore qualifies buildings that report on IEQ metrics to all building users, including relative humidity. These criteria align with WELL if the building's measured humidity levels meet the WELL feature requirement.



Materials	X09	Waste Management	Part 1	UF3:4	Waste Reporting	SmartScore defines that there must be a technology solution in place to report on waste generation produced in the building. This aligns to the WELL requirement for protocols to track, measure and report waste stream flows.
	X11	Cleaning Products and Protocols	Part 1	UF5:1	Building Cleanliness	SmartScore requires that buildings provide tenants and building operators with a centralized solution to track building cleanliness in real time. This can contribute to the WELL requirement of record-keeping practices for cleaning and disinfection activities.
	X12	Contact Reduction	Parts 1 & 2	UF2:2	Disease Risk Mitigation	SmartScore includes requirements for touchless access for circulation and capacity controls in areas where people may congregate. This aligns with the WELL requirement to increase distance between people and hands-free operation of facilities.
Community	C04	Occupant Survey	Parts 1 & 2	TF4:3 UF4:5	Smart Functionality Effectiveness  Feedback Collection	SmartScore qualifies buildings that have a feedback mechanism that include insight on how the smart features of a

						building are improving user satisfaction and effectiveness. Many of the approved feedback templates from WELL would satisfy these criteria too.
	C05	Enhanced Occupant Survey	Parts 1 & 2	TF4:3 UF4:5	Smart Functionality Effectiveness  Feedback Collection	SmartScore qualifies buildings that have a feedback mechanism that include insight on how the smart features of a building are improving user satisfaction and effectiveness. Many of the approved feedback templates from WELL would satisfy these criteria too.



INTERNATIONAL WELL BUILDING INSTITUTE, IWBI, THE WELL BUILDING STANDARD, WELL V2, WELL CORE, THE WELL COMMUNITY STANDARD, WELL CERTIFIED, WELL PORTFOLIO, WELL PORTFOLIO SCORE, WELL AP, WELL HEALTH-SAFETY RATING, WELL HEALTH-SAFETY RATED, THE WELL CONFERENCE, WELL, and others and their related logos are trademarks or certification marks of the International WELL Building Institute pbc in the United States and other countries. WIREDSCORE and SMARTSCORE are the trademarks of Broadband Proliferation Partners LLC.

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