



THE WELL CERTIFICATION GUIDEBOOK

Applies to The WELL Community Standard™
Q2 2020

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REGISTRATION

Registration signifies a project's intent to pursue WELL Certification.

WELL Online (projects.wellcertified.com) is the official online registration application and project management system for WELL. Once the registration invoice has been cleared, projects are considered officially registered for WELL.

Documentation Submission

Registration requires submitting basic information about the project and the project scope. Projects must complete documentation submission within five years of registration and undertake and submit measurements for Performance Review within 10 years of registration.

If a project does not submit documentation within this period, it may be subject to fee increases and if it does not undertake and submit measurements for Performance Review within this time period, registration will expire. If a project anticipates difficulty in meeting these deadlines, it must request an extension from IWBI at least one year prior to the registration expiration date and submit documentation explaining why a longer period of time is necessary.

Project Size

At registration, projects define the boundaries of project scope. The WELL boundary may not unreasonably exclude portions of the community, area or site to give the project an advantage in complying with credit requirements. The project must accurately communicate the scope of the certifying project in all promotional and descriptive materials and distinguish it from any non-certifying space. The project should be defined by a clear boundary such that the project is physically distinct from non-certified areas.

The area entered for the project should include the gross area of all buildable land, both owned and not owned by the project owner, within the project boundary. Non-buildable land under this provision refers to any tracts of land of at least one acre protected from further construction by easement, deed restriction, or other enforceable legal instrument that either (1) is retained in its natural state and open to public use, or (2) promotes the conservation of soils, wetlands, beaches or tidal marshes, streams or water supply. Buildable land does not include bodies of water.

ROLES AND RESPONSIBILITIES

WELL Reviewer

After first documentation submission, the Green Business Certification Inc. (GBCI) will assign a GBCI WELL Reviewer to the project. The WELL Reviewer is responsible for reviewing a project for certification. A documentation submission for certification, the WELL Reviewer is responsible for reviewing both documentation and performance results for compliance with WELL requirements.

Project Team Roles

Project team members will have distinct responsibilities throughout the certification process, as described below.

Project Administrator

Project administrators act as project managers and oversee the WELL process. The project administrator is the primary point of contact on the project and must be copied on all correspondence with IWBI and GBCI. This individual will also be the recipient of a comprehensive WELL report following Documentation Review and Performance Verification, as well as the WELL award package.

The project administrator can be a WELL Accredited Professional (WELL AP), the owner (see below), or another designated representative of the project team.

This individual is responsible for ensuring that all project documentation is complete and accurate before submitting for review. The project administrator is ultimately responsible for the overall quality of the documents submitted and is expected to complete a thorough quality control check of all documentation and forms prior to submission for review.

Owner

Owners are responsible for authorizing registration of the project and will be required to validate various documents used to demonstrate that WELL features are satisfied. The owner will receive an email with the WELL Certification Agreement for their eSignature. The project administrator will have the option to send this after completing the project registration page.

The owner is the individual or organization that registers the project, pays the applicable fees and is authorized to fulfill obligations set forth in the WELL Community Standard.

In circumstances where multiple owners hold rights over a property, a single owner must be identified as the authorized decision-maker for purposes of WELL certification. In such cases, the project team must submit a Confirmation of Primary Owner's Authority Form, which is available upon request.

Additional Signatories

Some WELL documents will require validation by the appropriate professional overseeing the relevant aspect of design, construction or operations. Therefore, architects, contractors, planners and mechanical, civil, electrical and plumbing (MEP) engineers, and (as applicable) individuals representing or communicating with the local government are required to provide specific declarations and/or calculations pertaining to the project. Further, an owner's representative may also play a role in affirming that design and operational requirements are met in place of the owner.

WELL Accredited Professional (WELL AP)

The WELL AP credential recognizes building industry professionals who are knowledgeable of the conceptual and applied frameworks of WELL and are experienced in its application on registered and certified WELL projects. WELL APs can help guide projects to successful certification awards. Project teams are not required to include a WELL AP, but having a WELL AP as part of a project team will help to address all necessary aspects of WELL and qualifies projects for achievement of a pre-approved innovation feature in WELL.

WELL Coaching Contacts

Upon official registration to WELL, all projects are assigned a WELL coaching contact from IWBI to help guide projects through the certification process and to further support project administrators and WELL APs. Coaching contacts answer questions, share helpful resources and tools and provide feedback and direction over the course of the certification process.

Coaching contacts from IWBI do not play a role in approving submissions from projects or certification rulings. These activities are strictly managed by GBCI as the third-party certification body for WELL.

DOCUMENTATION REQUIREMENTS

Projects must provide documentation as evidence that certain features in the WELL Community Standard are met. WELL Online is the official online registration application and project management system for WELL Certification. This online platform is used to house all documents related to a WELL project, and to submit information for review by the WELL Reviewer.

Documents can be uploaded to WELL Online as they are prepared. Once all documents are uploaded, the project administrator is expected to perform a thorough quality check before submitting for review in WELL Online. The project will be notified when all documents have been reviewed and approved by GBCI. Documentation Review will begin once registration payment has cleared.

Required Document Types

All documentation must be submitted through WELL Online. Documentation may be uploaded onto WELL Online as it is prepared by the project team.

1. Annotated Documents

Annotated documents refer to existing project documents that are marked up to provide additional information to indicate how WELL features have been met. Types of annotated documents include the following:

- A. Design documents (as applicable, for WELL Precertification Review)
- B. Construction documents or as-built drawings (with pertinent information marked or highlighted).
- C. Operations schedules with time log templates (as applicable).
- D. Policy documents (e.g., employee handbooks with pertinent information marked or highlighted).
- E. Signage and communication materials.
- F. Professional narratives.
- G. Other materials including surveys and balancing reports (as applicable).

2. Letters of Assurance (LOAs)

Separate letters of assurance must be submitted by the appropriate professional overseeing the implementation of a specific WELL feature during design, construction or operations. Letters of assurance may be required from the following professionals to confirm that features have been met:

- A. Architects.
- B. Contractors.
- C. MEP Engineers.
- D. Owner.

3. General Documents

Annotated documents and letters of assurance are tied to specific feature requirements. The documents listed below are not linked to the verification of a specific feature but are instead required as a general document for the WELL Certification process at large. These documents do not need to be annotated but are used to inform IWBI and the WELL Reviewer of details about the project.

Required general documents include the following:

- A. Signed WELL Certification Agreement.
- B. A project checklist.
- C. Representative plans or project maps.
- D. Narrative describing the project in general, listing the attempted features and identifying which buildings in the master plan will be pursuing a health and wellness and/or green building certification.
- E. Community narrative detailing the mission and goals of the WELL community, the stakeholders involved, the expected timelines and schedules for various types of development and how health and wellness are integrated into the project.

Document Stages

There are two stages of WELL documentation that projects may utilize during the certification process: Intent-stage documents, for use in the optional WELL Design & Operations early stage review and Implementation-stage documents, for use in either WELL Precertification or Documentation Review. WELL Certification requires approval of all Implementation-stage documents for features being pursued.

Intent-stage documents refer to planned conditions or operations, while Implementation-stage documents refer to construction/as-built drawings or implemented programs. Intent-stage documents are created to represent early-stage design or plans for the development of a program, policy, or operations protocol, whereas Implementation-stage documents represent the final project. Both stages of documents must contain sufficient detail so as to demonstrate compliance with the relevant features.

PRECERTIFICATION

WELL Community projects may opt for an early phase of review to receive the WELL Precertified designation. This interim designation can help projects communicate progress toward achieving WELL Certification and provide greater confidence that their designs, operational intents, and/or existing conditions meet the requirements of WELL features. Precertification can be pursued for an existing community or in advance of construction completion (as applicable).

If a project elects to pursue precertification, this occurs prior to Documentation Review and Performance Verification. For precertification, projects may submit feature-specific documentation reflecting operational commitments and design intents (Intent-stage documents), or implemented conditions (Implementation-stage documents), or a combination of these two categories. (For more information about these document stages, see *Document Stages*.) Implementation-stage documentation that is approved during the precertification review does not need to be re-submitted during Documentation Review and can fulfill the documentation requirements for that feature, unless the relevant project conditions have changed.

To be awarded WELL Precertification, projects must submit documentation that demonstrates compliance with all preconditions and that achieves enough points for the lowest level of WELL certification: 50 points, including a minimum of one point in each concept.

Above this minimum, the precertification designation does not further differentiate how many points are successfully reviewed (e.g., there is no “WELL Precertified Gold”). Projects may submit feature documentation for precertification review that exceeds the minimum in order to receive an early stage review of those strategies. Alternatively, projects may submit the minimum levels of documentation for precertification review, and then submit additional features for review during Documentation Review to pursue higher levels of certification.

After documentation is submitted, the WELL Reviewer will respond with review comments within 20-25 business days, indicating if documentation submitted for each feature is satisfactory, and indicating if additional information is needed. The project will be notified if the WELL Reviewer finds any submissions to be inaccurate or unsatisfactory, or if further documentation is required. The project will have an opportunity to amend existing documents or submit additional materials for a second review if necessary. The WELL Reviewer will respond with the results of the second review within 20-25 business days.

If any additional reviews are required, additional fees will apply. Any additional rounds of review will also be completed within 20-25 business days.

The project will be notified when all documents have been reviewed and approved. At this point, the project is awarded WELL Precertification. The designation remains active until either the project achieves WELL Certification or its registration expires.

DOCUMENTATION REVIEW

All projects must successfully pass Documentation Review. The WELL Reviewer will begin this review once a project submits all design and protocol documentation attesting to conditions in-place (Implementation-stage documents, see *Document Stages*).

After documentation is submitted, the WELL Reviewer will respond with review comments within 20-25 business days, indicating if documentation submitted for each feature is satisfactory, and indicating what additional information is needed. The project will be notified if GBCI finds any submissions to be inaccurate or unsatisfactory, or if further documentation is required. The project will have an opportunity to amend existing documents or submit additional materials for a second review. The WELL Reviewer will respond with the results of the second review within 20-25 business days.

If any additional reviews are required, additional fees will apply. Any additional rounds of review will also be completed within 20-25 business days.

When a WELL Community project that has achieved WELL Precertification submits for Documentation Review, it does not need to submit any documents for features achieved utilizing Implementation-stage documents, provided that relevant project conditions have not changed. The project *does* need to submit new documentation for features that used Intent-stage documentation, since that documentation referred to a different state in the construction process.

If all documents are found to be satisfactory, then the project may proceed to Performance Verification.

PERFORMANCE VERIFICATION

Projects must successfully pass Performance Verification to confirm adherence to WELL requirements and earn certification. After Performance Verification, a project will be issued its WELL Report.

Performance Verification for the WELL Community Standard entails a data collection phase followed by a Performance Review by a Green Business Certification Inc. (GBCI) WELL Reviewer. Submission of this data is a requirement for WELL Certification and the results of the data collected for each applicable feature are reviewed by GBCI to determine whether or not a feature has been achieved.

The project is responsible for gathering, assembling and submitting performance data for the necessary features in the air and water concepts. Projects may choose to install monitoring devices on the site and use data from those devices, or to utilize existing data collected at the municipal level through state agencies, universities or other entities. GBCI will review this information and will assess the quality thereof at its sole discretion.

For more information on the Performance Review process and protocols and the full list of parameters measured, see the Performance Verification Guidebook: WELL Community Standard.

WELL REPORT

The WELL report will provide a feature-by-feature assessment of whether features pursued by the project were approved. A comprehensive WELL report will be available on WELL Online within 40-45 business days after submission of performance results. This includes inspection details (as applicable), analysis results and the status of documents previously submitted by the project for approval. If the project has not met certain WELL criteria, the WELL report will indicate where deficiencies exist. Projects that do not successfully achieve all WELL performance requirements may initiate another round of Performance Review.

Once the WELL report is issued, the project is required to either accept the WELL report via WELL Online or initiate an appeal within 180 calendar days. If the WELL report indicates a pass, then the project will be issued the applicable certification level as described in the WELL report. If, within 180 calendar days after issuance of the WELL report, the project has neither affirmatively accepted the WELL report on WELL Online nor initiated an appeal, the project will be deemed to have accepted the WELL report as final.

AWARD & ONGOING MONITORING

Certification Award

Projects that have satisfied the requirements of WELL and have accepted the WELL report are officially designated as WELL Certified projects.

IWBI encourages project teams to promote their achievement through a variety of means, and provides a suite of resources to support WELL Certified projects, including:

- Complimentary WELL Certification certificates that may be displayed on-site.
- Access to the official WELL Certification graphics for use in marketing materials.
- 10 complimentary printed certification certificates (also available digitally).
- Template press releases and other messaging resources.
- Opportunities for amplification on social media.

The WELL Certification plaque or other signage will indicate the level of certification and the year certified (or the year of recertification) and may only be displayed at the site of the WELL Certified project.

For more information, please view the WELL Branding Guidelines.

Annual Submissions

In order to maintain status as a WELL Certified project prior to recertification, project teams must adhere to reporting requirements.

Certain features require projects to submit reports on the following:

- A. Results of post-occupancy surveys.
- B. Proof of maintenance (e.g., logs of cleaning schedules and filter replacement).
- C. Ongoing monitoring of environmental parameters (e.g., air and water quality).

These features generally require submission to WELL Online on an annual basis. To remain in good standing, projects must submit the documents within 15 months of certification and then every 12 months thereafter (as applicable). Failure to provide these reports within the required timeframe may render a project ineligible for recertification and/or result in additional requirements and fees assessed at recertification. For details on reporting requirements, refer to the relevant WELL features.

INNOVATIONS & ALTERNATIVE ADHERENCE PATHS

WELL features create linkages between elements of community design or operations and occupant health, wellness and comfort. WELL ultimately seeks to establish a set of universally applicable features that are feasible across all development types and contexts. However, the various ways in which the built environment impacts health across diverse contexts are multiple and overlapping, and there are new paths to health-centered construction and design that may be uncovered during the WELL certification process.

Recognizing the complexity involved in fully addressing all dimensions of health through the built environment, and the myriad ways different projects can promote health for their populations, WELL provides opportunities for creativity through two processes:

1. Alternative adherence paths (AAPs). These are used when projects wish to deploy alternative strategies to meet the intent of an existing WELL feature.
2. Innovation features. These are used when projects wish to receive credit in WELL for pursuing intents and/or strategies that do not have a precedent in an existing WELL feature.

Alternative Adherence Paths (AAPs)

WELL allows for innovative, alternate solutions for meeting requirements in WELL through the AAP process, as long as proposals still meet the feature intent and are supported by cited scientific, medical and industry research. Project teams may propose an alternative for any requirement of WELL by submitting an AAP through the project dashboard on WELL Online.

Each AAP submission must pertain to one feature and there is no limit on the number of AAPs that can be submitted per project.

All WELL Community Standard pilot projects receive ten free AAPs; additional AAPs may be submitted for a fee.

Projects may submit up to three AAP proposals prior to registration. The rulings for these AAPs may be used by the project after registration. Note that these AAPs will be counted toward the project's total AAPs.

After submission of any AAP, a project may retract the AAP submission by emailing the WELL coaching contact with a request. The AAP submission will not be counted toward the project's free AAPs if the request to retract is received within 48 hours of original submission.

The ruling for the AAP will be updated on WELL Online within 10-15 business days after submission. If a clarification or additional information is required, a Mid Review Clarification (MRC) request will be issued. The project will have ten business days to respond to the Mid Review Clarification request before review will resume. The AAP ruling will be issued within ten business days of the MRC response. If the project does not respond to the MRC request, the AAP ruling will be issued within ten business days of the deadline.

While requests for AAPs will be kept private, summaries may be published. If an approved AAP has broad application, the strategies described in the application may be incorporated and published as a precedent-setting AAP by IWBI through quarterly addenda.

If a project has any questions about AAP rulings, the project should reach out to GBCI.

Innovation Features

Innovation features pave the way for projects to develop unique strategies for creating healthy environments. A proposed innovation feature can relate to any of the WELL Concepts. For a given project, innovation features must either address a novel concept or strategy not already included in WELL or achieve results above and beyond the existing requirements in a WELL feature. Further, several pre-approved innovation features are available for project teams to use. These pre-approved innovations are published as additional features within the Innovation section of the WELL Community Standard. WELL Community projects may earn up to 10 points for Innovation features.

Innovation features must be supported by sufficient rationale based on cited scientific, medical and industry research. Innovation proposals must be submitted through WELL Online during the Documentation Review phase. Projects may submit for and receive up to ten points for innovations.

If an innovation submission is not approved during the preliminary phase of Documentation Review, the project may submit for an alternative innovation in the final phase of Documentation Review.

Since innovation submissions are reviewed during the Documentation Review phase, projects will only learn if innovation proposals were approved alongside the rest of their documentation. If a project would like input on an innovation proposal before Documentation Review, the project may submit the innovation proposal earlier on as an AAP and receive a ruling before Documentation Review commences.

EQUIVALENCIES

Depending on the location of the project, different laws, regulations, codes or programs (collectively referred to as “references”) may be more relevant than the reference in the WELL feature language.

For such cases, IWBI accepts proposals for equivalencies which may be used in place of the reference in WELL. Proposals must cite the specific reference in the WELL feature language and include evidence of equivalency. Equivalency may be established based on closeness of technical requirements or on the level of leadership demonstrated by compliance with the proposed equivalency compared to the level of leadership demonstrated by compliance with the reference in WELL.

If IWBI approves a proposed reference as an equivalency, the reference and any additional requirements or caveats will be published online and made available to other projects as an alternative means to satisfy the feature.

APPEALS

Process

Project teams may, for a fee, challenge any findings of the WELL report or submit new features for review by submitting an appeal application. The appeal application allows for the submission of supplementary information and for an additional round of review. Each appeal is applicable to one feature; a separate appeal must be submitted for each feature being challenged. All appeals must be submitted within 180 calendar days after the date of issuance of the WELL report.

An appeal must provide an explanation of the basis of the appeal and identify any suspected errors. Upon receiving the appeal, GBCI will respond with an appeal review report within 20-25 business days.

Like the WELL report, a project may either accept or appeal the review report. Projects are limited to one subsequent appeal for each feature, which must be submitted within 90 calendar days of the issuance date of the appeal review report.

RECERTIFICATION

To maintain certification, projects must meet requirements for recertification.

Certification is valid for five years. Project must file an application for recertification on WELL Online no later than five years after the date on which the project was awarded its initial certification.

Filing an application for recertification extends the validity of the project's original certification period for six months, during which time the project must successfully complete the recertification process to determine that the community continues to perform to the WELL Community Standard.

If a project does not file an application for recertification before the expiration of the original certification period or fails to successfully obtain recertification within 66 months of receiving the initial certification, the project's WELL Certification will expire. Upon expiration of a project's WELL Certification, the project must immediately discontinue all use and display of WELL Certified signage, including the IWBI trademark and logo, and must not indicate or imply that the project is WELL Certified. The project will be removed from IWBI's list of certified projects.

Recertification Requirements

Projects are only eligible for recertification if all ongoing monitoring, incremental progress and annual submission requirements have been met, as described in feature language (as applicable). GBCI will evaluate the project at recertification, at which point certification status may be revoked if projects have not been fulfilling their monitoring, progress and submission requirements.

Further, at recertification, projects must note if there have been any changes since their initial certification and provide documentation for any changes that would have an impact on certification status or level. As part of recertification, projects will fill out a form concerning any changes that have taken place since initial certification. Based on this input, the form will describe which features must be newly validated through annotated documents or letters of assurance by the relevant professionals and which features will automatically be considered met.

Projects may elect to demonstrate achievement of new features at recertification, allowing advancement toward higher levels of certification. Projects can also qualify to have limitations on attainable certification levels removed (as applicable, based on the specific options and features pursued by the project) and in this way attain higher levels of certification over time.

A project's certification may be compromised if WELL requirements have not been properly maintained or if the quality of the environment has declined below the performance thresholds required by IWBI. All newly-pursued features require full documentation.

For the first recertification event following initial certification, a project can elect to be reviewed under either the version of WELL for which it achieved initial certification, or under any version subsequently released. Projects have the option to be reviewed under subsequent pilots but are never required to utilize a newer pilot for recertification.

For all subsequent recertifications, a project will be reviewed under the version that is in place 12 months prior to expiration of the project's certification. A project also has the option to recertify under a more recent version.

Projects may preemptively begin the recertification process at any time before the certification period is up. All of the rules and timelines regarding acceptance of the WELL report apply. The new results from Performance Verification and the WELL report supersede the results from prior certification.

Projects may also change their boundary at the time of recertification. Additional fees may apply if the project boundary has expanded. The new project will be evaluated as a whole under the new boundary. Any additional areas added are not evaluated for feature compliance or minimum program requirements in isolation.

Mid-cycle Reviews

Following initial certification, projects may submit for one review during any 12-month period to improve their certification score. This annual submission for review allows projects to submit documentation to GBCI for features they have achieved since initial certification without waiting for recertification, meaning projects may achieve more points in WELL on an annual basis. In these optional mid-cycle reviews, projects will be evaluated for achievement of the additional features only; projects will not be evaluated for all features, as is done at recertification. Since mid-cycle reviews are only for additional features and not all features, the project's timeline for recertification remains unchanged.

Additional fees apply for projects that opt for mid-cycle reviews.

USE OF PROJECT INFORMATION

IWBI requires the submission of extensive information related to each project. Collected information typically includes project and owner identifying information, attestations, narratives, data, calculations, maps, drawings, specifications and other design-, construction- and operations-related information. This information may contain proprietary information, as well as valuable intellectual property including copyrighted materials and/or trademarks. By submitting this information, each project grants IWBI and its affiliates and their respective employees, agents, representatives and subcontractors a limited, non-exclusive and non-revocable license to access and view all information that is submitted in the application as necessary to perform an assessment.

IWBI also uses project data to educate and create resources for WELL projects and others, showcase project strategies and promote WELL on a global scale. WELL registered and WELL Certified projects are, by default, considered “public” projects and, as such, they are included in IWBI’s public WELL project directory. Inclusion in this directory allows the general public and members of the media to look up specific project listings and details, including the following: project name, project type, project address, identity of the owner, owner organization type, project gross square footage and level of certification achieved, among other project identifying information. With the exception of information provided to IWBI’s and its affiliates’ employees, agents, representatives and subcontractors, IWBI and its affiliates will not distribute or publish any submitted plans, drawings or schematics pertaining to any project without permission.

All public projects also benefit from publicity opportunities: IWBI may use project data to create case studies highlighting a project’s features, reference a project on the website or to the media, or create other derivative works. Information that may be used for articles, project profiles, presentations or similar promotional pieces may include names of service providers and project team members, promotional or other project photographs, project strategies for certification, or quotations from team members.

A project may opt-out of the WELL project directory and publicity opportunities by electing to be a “private” project at the time of registration. WELL Online provides specific instructions for projects interested in registering as a private project. A private project means that the project name, project address and identity of the owner will not appear within IWBI’s public WELL project directory. Certain other non-project identifying information may be disclosed, including, but not limited to, the city and state in which the project is located and the total project square footage. All private projects that achieve WELL Certification will be prompted to transition to public status. A project that wishes to remain a private project will need to re-confirm its private status at the time of certification.

For so long as a project maintains its election as a “private project”, the project cannot market or represent itself to the general public as having pursued certification, or as being certified or compliant, and no intellectual property including the WELL Certification trademarks may be utilized or displayed in relation to the project. Project owners may change the privacy setting for a project at any time before acceptance of the final award, using functionality in WELL Online. Moreover, if it is determined in IWBI’s reasonable discretion that despite its election as private project, a project has been/is being marketed to the public as having registered for or received certification, it will be deemed implied consent given by the project to GBCI or IWBI to consider the project as a public project.

Further development of the WELL program depends upon the collection, analysis and distribution of information pertaining to WELL design, construction and performance. IWBI and its affiliates may make internal use of any information that is submitted to IWBI – whether by a public or private project

- including, and not limited to, project performance data, and may publish this information to third parties, including the general public, in aggregated non-identifying form.

GLOSSARY

Alternative Adherence Path: An approved alternative pathway for meeting the intent of an existing WELL feature. Projects may submit an Alternative Adherence Path proposal to IWBI to replace any requirement in WELL. Fees may apply.

Appeal: Letter that outlines a project's disagreement with any finding of the WELL report, or of any decision regarding proposals for alternative adherence paths or innovation features. Appeals must be submitted to IWBI within 90 calendar days of the date of issuance of the WELL report or the appeal review report, as applicable.

Documentation Review: Includes preliminary and final review phases of documentation by a WELL Reviewer that attests to design and operational elements in place in a project. This review occurs after construction completion to ensure that documentation truly reflects on-site conditions.

Innovations: Features that allow projects to develop unique strategies for creating healthy environments. The proposals for these features must address a novel aspect relevant to a specific WELL Concept, with robust supporting literature from health and medical research. Separately, pre-approved innovations are also available for project teams to use.

Ongoing Monitoring: Activities required in certain features of WELL wherein projects engage in ongoing measurements of environmental parameters.

Performance Review: GBCI review of performance data to verify that all data and analysis is accurate and conducted in accordance with the WELL Performance Verification Guidebook.

Performance Verification: The final phase required for WELL Certification, consisting of data gathering and Performance Review.

WELL Accredited Professional (WELL AP): A professional who has extensive industry experience and knowledge of the WELL process. Such professionals have successfully completed the WELL AP exam and may be hired by projects as consultants to guide successful certification.

WELL Precertification Review: An optional review phase prior to Documentation Review during which projects may submit documentation attesting to design intentions and operational commitments, and narrative plans summarizing strategies the project intends to employ to meet performance criteria in WELL. A WELL Reviewer will evaluate documentation submissions during this phase and successful projects are awarded the WELL Precertified designation.

WELL Online (<https://wellonline.wellcertified.com>): Official online registration application and project management system for WELL. Project administrators must register projects in WELL Online and may delegate responsibilities over specific features to other project team members. All documents must be uploaded into WELL Online for review and approval.

WELL Report: Comprehensive report of the project which includes a feature-by-feature summary of whether or not the project successfully provided documentation to verify that each feature has been satisfied, or if the project has successfully performed to measurable criteria relevant for specific features. The WELL Report is made available via [WELL Online](#) for the project administrator to view.

WELL Reviewer: An agent from GBCI who reviews and approves all documentation and performance results for WELL. WELL Reviewers are trained to understand proper adherence to testing protocols for evaluating WELL performance criteria and confirm that all design, construction, operational and policy documentation submitted by the project accurately attests to achievement of WELL features.

