

# Becoming a WELL Performance Testing Provider

[WELLCERTIFIED.COM](http://WELLCERTIFIED.COM)



# Terminology

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- WELL Performance Testing Provider (PTProvider)
- WELL Performance Testing Agent (PTAgent)

# PTProvider vs. PTAgent

## WHAT IS THE DIFFERENCE BETWEEN A PTProvider AND PTAgent?

### PTProvider

A WELL PTProvider is an organization, approved by IWBI via an application process, that employs one or more trained WELL PTAgents

### PTAgent

A WELL PTAgent is an individual who has attended a WELL PTAgent training

*Note: WELL PTAgents must be employed by a WELL PTProvider to conduct onsite performance testing for WELL projects*

*Performance Testing Agents cannot provide onsite testing services for WELL – they must be employed by an IWBI -approved Performance Testing Provider.*

# PTProvider - minimum requirements

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**Interested organizations must submit an application demonstrating the following requirements are met:**

- Employment of one or more individuals who have completed the [WELL Performance Testing Agent Training](#).
  - Full name and date of training are needed to confirm PTAgent status.
    - **At least one PTAgent must have prior onsite testing experience in one or more of the WELL Concepts.**
- Employment of one or more individuals who are a [WELL AP](#) in good standing.
  - Full name and WELL AP# are needed to approve WELL AP.
  - IWBI recommends that the PTAgent and WELL AP are two different individuals.
- Establishment of an internal quality management plan (QMP) meeting the [Performance Testing Quality Assurance Manual](#). Please reference [this QMP guide](#) when developing your QMP. A finalized QMP must be submitted as part of the application for review and approval by IWBI.
- Acceptance of terms and conditions (included in the PTProvider Application Form).
- Payment of PTProvider enrollment fee (\$6500) upon IWBI's acceptance of the application.

# PTProvider - application process

Meet minimum requirements to apply. The application includes basic organization information, PTAgent & WELL AP info, company logo, and QMP.



At the time of application, a QMP is required, providing specifics on trained testing agents and how quality will be ensured within your organization.

After your application has been approved and once you have paid the enrollment fee, your organization will be displayed in our directory.

Promote services and provide WELL Performance Testing Service!

## WELL Performance Testing Provider application

Please fill out this form if you are interested in becoming a WELL Performance Testing Provider (PTProvider).

If you have questions about this application, please email [ptagents@wellcertified.com](mailto:ptagents@wellcertified.com).

All WELL Performance Testing Providers must meet the below requirements. IWBI will review your application to confirm your organization meets the below requirements. Upon confirmation, approval will be granted. Upon approval, your enrollment fee will be due. Your WELL PTProvider status will become active upon payment of the enrollment fee. In order to maintain your status, PTProvider renewal fees are due annually, beginning one year from the date of the enrollment invoice payment.

IWBI is prioritizing applications from organizations who meet the minimum requirements (listed below) and the following criteria:

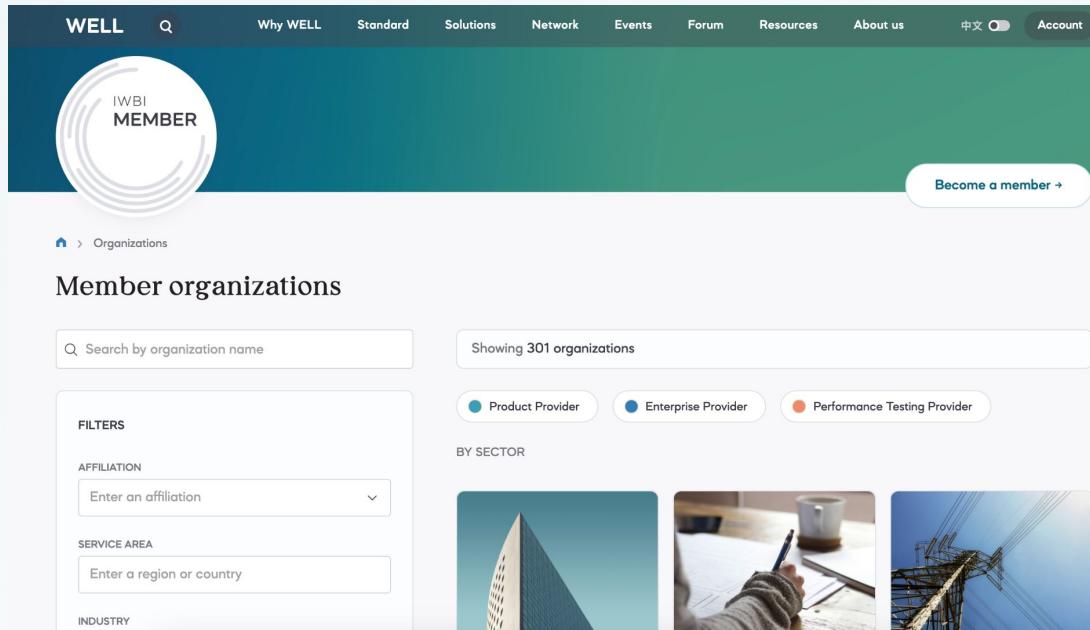
- The provider has a trained PTAgent located in underserved regions which have one or fewer agents
- The provider has existing clients awaiting onsite testing services and can provide the registered project name and ID

Minimum requirements:

- Employment of one or more individuals who have completed the IWBI WELL Performance Testing Agent Training.
  - Full name and date of training are needed to confirm PTAgent is in good standing.
  - PTAagents must have prior on-site testing experience in one or more of the WELL Concepts.
- Employment of one or more individuals who are a WELL AP in good standing.
  - Full name and WELL AP# are needed to confirm WELL AP status.
  - IWBI recommends that the PTAgent and WELL AP are two different individuals.
- Establishment of an internal quality management plan (QMP) meeting the requirements of the Performance Testing Quality Assurance Manual. Please reference this QMP guide when developing your QMP. Your finalized QMP must be submitted as part of this application for review and approval by IWBI.
- Acceptance of terms and conditions (included in this PTProvider Application Form).
- Payment of PTProvider enrollment fee (\$6500) upon IWBI's acceptance of this application.

# PTProvider - benefits

- Promote your provider profile in the [WELL organizational directory](#)
- Showcase your provider and agent affiliation marks
- Utilize calculation tools and resources
- Network in the [WELL Performance Testing Forum](#)
- Leverage proactive project matching (through IWBI coordinated PVs)
- Gain a 15% discount on virtual PTAgent trainings for new agents
- Receive Cornerstone Membership for the organization



The screenshot shows the WELL website's member organization directory. At the top, there's a navigation bar with links for 'Why WELL', 'Standard', 'Solutions', 'Network', 'Events', 'Forum', 'Resources', and 'About us'. There are also language and account buttons. A large 'IWBI MEMBER' badge is prominently displayed. Below the navigation, a search bar and a 'Become a member' button are visible. The main content area is titled 'Member organizations' and includes a search bar for 'Search by organization name' and a filter section with 'Showing 301 organizations'. The filter section has three categories: 'Product Provider' (blue dot), 'Enterprise Provider' (blue dot), and 'Performance Testing Provider' (orange dot). Below the filters, there's a 'BY SECTOR' section with three images: a modern building, a person working at a desk, and a power transmission tower. On the left, there's a 'FILTERS' sidebar with dropdowns for 'AFFILIATION' (labeled 'Enter an affiliation'), 'SERVICE AREA' (labeled 'Enter a region or country'), and 'INDUSTRY'.

# Maintain PTProvider designation

## Annual renewal requirements:

- Continue to meet minimum requirements
- Completion of [renewal survey](#)
- Payment of renewal fees
  - Renewal fees are based on the total square footage of projects served by your organization in the previous year and are to be paid by the anniversary of the enrollment year's payment date

# Annual renewal

## FEE

TOTAL PROJECT AREA SERVICED (Imperial) ANNUAL RENEWAL FEE	
Less than 50,000 ft <sup>2</sup>	\$6,500 USD
More than 50,000 ft <sup>2</sup> and up to 1 million ft <sup>2</sup>	\$10,000 USD
More than 1 million ft <sup>2</sup> and up to 2.5 million ft <sup>2</sup>	\$20,000 USD
More than 2.5 million ft <sup>2</sup> and up to 5 million ft <sup>2</sup>	\$30,000 USD
More than 5 million ft <sup>2</sup>	\$50,000 USD

TOTAL PROJECT AREA SERVICED (Metric) ANNUAL RENEWAL FEE	
Less than 4,645.1 m <sup>2</sup>	\$6,500 USD
More than 4,645.15 m <sup>2</sup> and up to 92,903 m <sup>2</sup>	\$10,000 USD
More than 92,903 m <sup>2</sup> and up to 232,257 m <sup>2</sup>	\$20,000 USD
More than 232,257 m <sup>2</sup> and up to 464,515 m <sup>2</sup>	\$30,000 USD
More than 464,515 m <sup>2</sup>	\$50,000 USD

All WELL Performance Testing Providers will be charged an annual renewal fee, on the anniversary of the enrollment year's payment month, based on the total square footage of projects served by them in the previous year. This fee will be calculated based on the structure outlined below.

Please note that individual projects less than 50,000 ft<sup>2</sup> (4,645 m<sup>2</sup>) will not be included in the calculation used to determine the fee thresholds. If the total square footage served of the project is over 50,000 ft<sup>2</sup> (4,645 m<sup>2</sup>), it will be factored into the renewal fee calculation, regardless of the project type.

# Maintain PTAgent designation

## Annual renewal requirements:

- Must work for a PTProvider meeting the minimum requirements.
- Renewal will be every two years from the year they attended their initial PTAgent training (date can be found on certificate of completion). For example, an individual who attended the PTAgent training on July 9-11, 2023, will need to renew by December 31, 2025.
- PTAagents are required to renew their status every two years by attending a live PTAgent training, available to these renewing agents for \$500. Or, if a PTAgent (as a staff member of an approved PTProvider) serves on a project within the year leading up to their renewal year, we will allow an exemption from participating in a live PTAgent training.

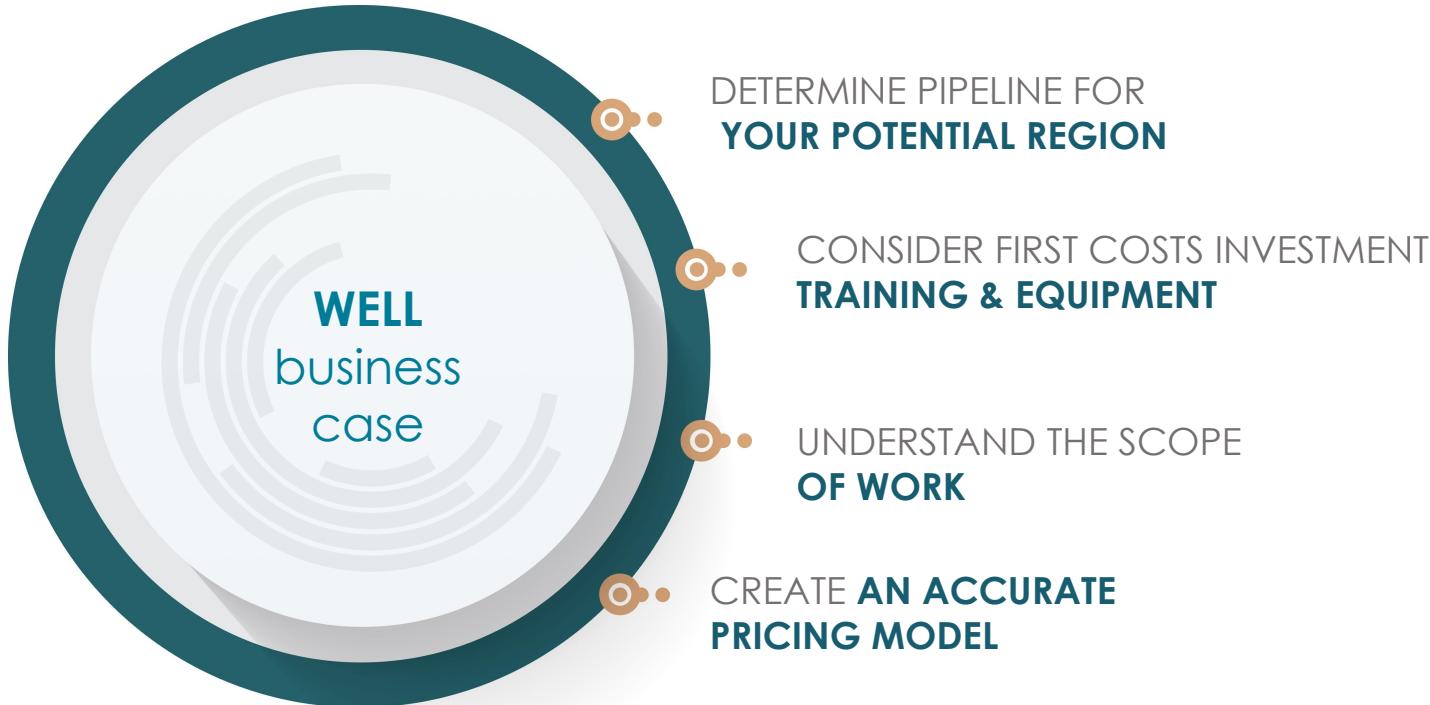
**In all cases: PTAagents should attend or view quarterly briefings**

# Business Case



# Business Case

Starting WELL Performance Verification Services



# Project Directory (Public)

## WELL Projects

The screenshot shows the WELL Project Directory (Public) interface. At the top, there are search filters: 'Search', 'Project Type' (dropdown), 'Sector' (dropdown), and 'Mexico' (dropdown). A red box highlights the 'Download' button, which is located to the right of the 'Mexico' dropdown. Below these filters are dropdowns for 'State / Province' and 'Clear filters'. The 'Project Type' dropdown is open, showing options: 'Certified Platinum' (disabled), 'Certified Gold' (selected and highlighted in dark blue), 'Certified Silver', 'Certified Bronze', 'Health-Safety Rated', 'Performance Rated', and 'Equity Rated'. The 'Sector' dropdown is set to 'Mexico'. The 'Mexico' dropdown is set to 'Mexico'. To the right of the dropdowns is an 'Apply' button. Below the filters, a message says 'Showing 1 to 30 of 2547 results'. The main area displays three project cards:

- COLEGIO CHAMPAL**  
Colegio Champal  
Tabasco, Mexico  
66,037 sq ft  
HEALTH-SAFETY RATED
- TORRE MAYOR**  
Torre Mayor Management SC  
Distrito Federal, Mexico  
157,000 sq ft  
HEALTH-SAFETY RATED
- Torre Optima**  
JPMorgan Chase & Co.  
Distrito Federal, Mexico  
63,217 sq ft  
HEALTH-SAFETY RATED

- Click on the download button

- Search the exported excel file for your region
- Name, Size, City, State, Country, Space Type, Project Type, Certification Status (registered)

*\*projects registered as private will not have a project name*

# Project Directory (Public)

Example: Colorado + Kansas **647 Projects**

A	B	C	D	E	F	G	H	I	J	K	L
Project ID	Project Name	Project size (sq feet)	City	State/Province	Country/Region	Space Type	Project type	Certification Status	Total Available	Industry	Sector
2202262336	Bear Valley	337,804	Denver	CO	United States	Retail Spaces	WELL Health-Safety	Registered	No		
2202271021	Private Project	454,129	Aurora	CO	United States	Others	WELL Health-Safety	Registered	No	Warehousing & Storage	Manufacturing, Industrial & Logistics
2202271022	Private Project	660,150	Commerce	CO	United States	Others	WELL Health-Safety	Registered	No	Warehousing & Storage	Manufacturing, Industrial & Logistics
EJCP-4	The Forum	44,250	Denver	Colorado	United States	WELL v2	Enterprise + WELL	Registered	No		
EJCP-5	Madison Avenue Apartments	41,804	Loveland	Colorado	United States	WELL v2	Enterprise + WELL	Registered	No		
309	NAVA Lakehouse Condos	250,000	Denver	Colorado	United States	Residential	WELL v1	Certified Silver on 2021-04-27	No	Multifamily Housing (market rate)	Real Estate
319	Private Project	35,220	Denver	Colorado	United States	Office	WELL v1	Certified Silver on 2021-04-27	No	Medical Support	Healthcare
EJCP-6	Trinidad Western	44,792	Trinidad	Colorado	United States	WELL v2	Enterprise + WELL	Registered	No		
EJCP-12	VOA-Cadence	55,620	Ft. Collins	Colorado	United States	WELL v2	Enterprise + WELL	Registered	No		
6334	Catalyst HTI	180,000	Denver	Colorado	United States	Office	WELL v1	Certified Silver on 2021-04-27	No	Sustainability	Building Design & Construction (AECD)
8068	Frasier Meadows Independent Living Facility	157,470	Boulder	Colorado	United States	Residential	WELL v1	Certified Gold on 2022-03-29	No	NGOs, Non-profit Charitable Organizations	Public Service, Non-profit & Cultural Institutions
14373	Aspen Police Department	17,697	Aspen	Colorado	United States	Office	WELL v1	Certified Silver on 2019-06-06	No	Government	Public Service, Non-profit & Cultural Institutions
EJCP-13	Swallow Road Renovations	83,285	Ft. Collins	Colorado	United States	WELL v2	Enterprise + WELL	Registered	No		
EJCP-14	San Juan Apartments	48,640	Montrose	Colorado	United States	WELL v2	Enterprise + WELL	Registered	No		
26843	MKK HQ Office	15,000	Greenwood Village	Colorado	United States	Office	WELL v1	Certified Silver on 2020-02-20	No	Engineering	Building Design & Construction (AECD)
58777	West Lot 1901 Wazee Street	3	Denver	Colorado	United States	Community	WELL CI	Registered	No	Fitness & Recreation	Lifestyle & Entertainment
2202016441	Private Project	416,562	Colorado Springs	Colorado	United States	Office Spaces	WELL Health-Safety	Registered	No	Insurance	Financial Services & Insurance
53127	Ambient Energy Denver Headquarters	3,373	Denver	Colorado	United States	Office	WELL v1	Certified Silver on 2020-02-20	No	Consultancies	Professional Services & Business Support
2202017362	Denver Premium Outlets	376,193	Thornton	Colorado	United States	Shopping Center	WELL Health-Safety	Registered	No		Real Estate
2202017595	Colorado Mills	1,386,697	Lakewood	Colorado	United States	Shopping Center	WELL Health-Safety	Registered	No		Real Estate
58782	West Lot Residential	142,000	Denver	Colorado	United States	Residential	WELL v1	Certified Silver on 2020-02-20	No	Fitness & Recreation	Lifestyle & Entertainment
85659	Hord Coplan Macht Denver Office	16,282	Denver	Colorado	United States	Office	WELL v1	Certified Silver on 2020-02-20	No	Architecture	Building Design & Construction (AECD)
303	Private Project	3,832	Lone Tree	Colorado	United States	Retail	WELL v1	Certified Silver on 2020-02-20	No	Retail	Lifestyle & Entertainment
2202017607	Denver West Village	273,488	Lakewood	Colorado	United States	Shopping Center	WELL Health-Safety	Registered	No		Real Estate
2202024692	DoubleTree Denver Cherry Creek	48,000	Denver	Colorado	United States	Hospitality	WELL Health-Safety	Registered	No		Hospitality, Food & Beverage
2202125602	1801 California Street	1,315,428	Denver	Colorado	United States	Office Spaces	WELL Health-Safety	Registered	No		Real Estate
2202125603	Denver City Center	1,284,870	Denver	Colorado	United States	Office Spaces	WELL Health-Safety	Registered	No		Real Estate
2202125604	Republic Plaza	1,278,796	Denver	Colorado	United States	Office Spaces	WELL Health-Safety	Registered	No		Real Estate
2202125605	Wells Fargo Center Denver	1,209,894	Denver	Colorado	United States	Office Spaces	WELL Health-Safety	Registered	No		Real Estate
2202125907	SSR Denver	4,156	Greenwood Village	Colorado	United States	Office Spaces	WELL Health-Safety	Registered	No	Engineering	Building Design & Construction (AECD)

Keep in mind those that are already certified will need ongoing annual testing and retesting after 3 years.

# Investment

## COSTS

Minimum Requirement	Estimated Cost
PTAgent Training (\$2,000 1st attendee 15% discount for additional)	\$2,000
Application & Enrollment	\$6,500
Equipment (rent and borrow are options)	\$18,000 - \$25,000
Annual Calibration	\$2,000
Annual IWBI Renewal Fee	\$6,500 min
	TOTAL \$35,000 - \$42,000

# Performance Testing Provider service offerings

## SERVICES GROUPED TO AVOID CONFLICT OF INTEREST

### Performance Testing Agent of Record

- \*Pretesting
- Performance Verification
- Retesting (failed results)
- Annual aggregate testing
- Ongoing compliance testing
- Recertification testing (3 years)
- LEED indoor air quality testing
- LEED acoustic performance

### Other PTAgent or WELL AP

- Gap-analysis testing
- WELL consulting
- Design consulting
- Engineering consulting
- Commissioning
- Environmental testing
- LEED indoor air quality testing
- LEED acoustic performance

*\*All testing performed by an approved WELL Performance Testing Providers is valid toward WELL Certification or the WELL Performance Rating if the Certification Guidebook requirements for on-site testing are met*

# Average time for each test

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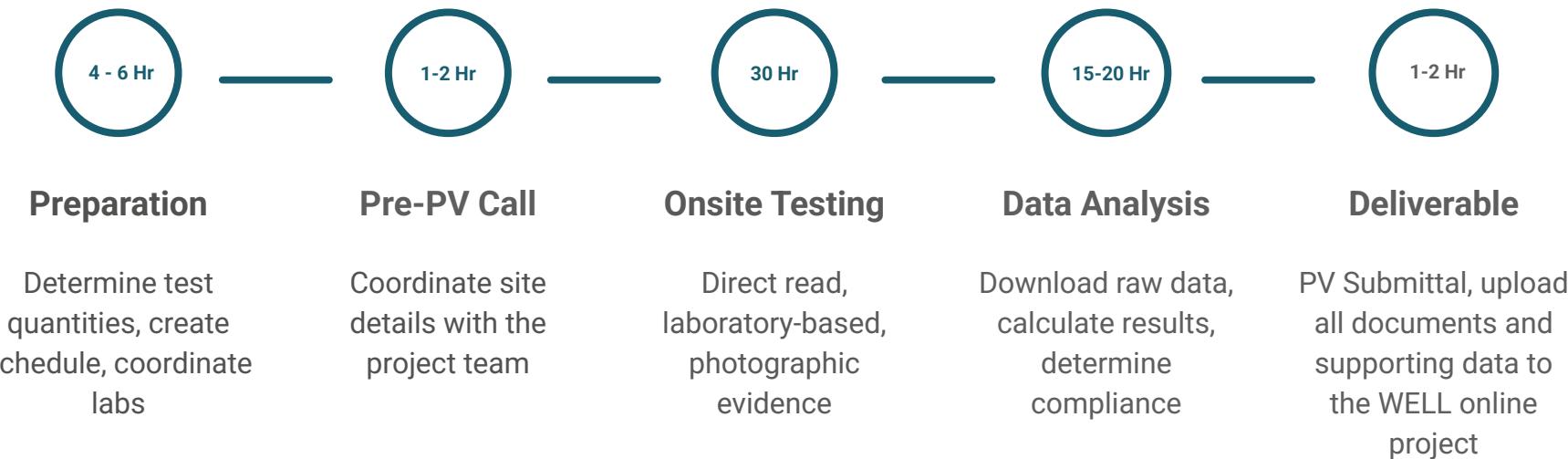
Feature / Parameter	Time per location	Notes
<b>Air - PM2.5, PM10, CO, O<sub>3</sub>, NO<sub>x</sub></b>	75 min	Direct-read device (simultaneous to laboratory collection)
<b>Air – TVOC, Formaldehyde</b>	75 min	Laboratory (simultaneous to direct read air)
<b>Water – turbidity, chlorine, residual chlorine</b>	10 min	Direct-read device (sequential to laboratory collection)
<b>Water – disinfectants</b>	30 min	Laboratory (sequential to direct-read measurements)

# Average time for each test

Feature / Parameter	Time per location	Notes
<b>Light – lux, EML</b>	1 min	Direct-read device (sequential with some locations usable for both)
<b>Thermal – temperature, humidity, dry bulb temperature</b>	15 min	Direct-read device (simultaneous measurements across parameters for each location )
<b>Sound S02 – background noise</b>	10 min	Direct-read device (sequential to other Sound measurements)
<b>Sound S03 – sound barriers</b>	30 min	Direct-read (sequential to other Sound measurements)
<b>Sound S04 – reverberation</b>	15 min	Direct-read (sequential to other Sound measurements)

# Typical Performance Testing Scope

Example level of effort required



# FAQs

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# Questions?

Reach out to:

[PTAgents@WELLCertified.com](mailto:PTAgents@WELLCertified.com)



# THANK YOU!

PTAgents@wellcertified.com