

Fitwel Enhanced Stakeholder Collaboration Protocol



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This document provides project teams with a list of the required elements that must be included in a stakeholder collaboration protocol. Project teams can either use this document as a guide to establish and implement a qualifying protocol or highlight the required sections in existing policies or protocols.

A qualifying protocol for stakeholder collaboration must include the following:

1. Implementation

- ☐ when implementing the protocol in multi-tenant commercial and residential buildings, the protocol must apply to all full-time employees of the areas under the control of the building management.
- ☐ when implementing the protocol in single tenant buildings and commercial interior spaces, the protocol must apply to all full-time employees of tenant spaces.

2. Purpose

The protocol must embody a mission to improve occupant health.

3. Stakeholders

Requires the inclusion of internal and external stakeholders* during the collaborative process from the following list, as applicable to the asset:

- ☐ building owner
- ☐ building management
- ☐ tenants
- ☐ employees
- ☐ residents
- ☐ third party contractors
- ☐ suppliers.

*Internal stakeholders are ones that are part of the company's organizational structure such as employees or management, while external stakeholders are ones that are external to the company's organizational structure, such as tenants (for multi-tenant buildings), building management (for commercial interior spaces), residents (for residential buildings), third party contractors or suppliers.

4. Stakeholder Feedback Topics

Requires the distribution of an occupant survey or another feedback mechanism that allows for occupants to respond to and evaluate practices and services, which may include:

- ☐ communication practices
- ☐ health programming
- ☐ cleaning practices
- ☐ healthcare services
- ☐ support group services
- ☐ employee benefits.

5. Communicating with Stakeholders

Requires a platform, such as a website, email protocol, or online application, for:

- ☐ sharing best practices among external and internal stakeholders.
- ☐ communicating new protocols and guidelines internally with occupants.
- ☐ providing real-time updates for external and internal stakeholders and occupants.