Fitwel Business
Continuity Protocol
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This document provides project teams with a list of the required elements that must be included in a business continuity 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 business continuity 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. Implementation Requirements
   Requires implementation in the event of a long-term closure (2 weeks or more) or significant reduction in occupancy (more than 25%).

3. Procedural Requirements
   Requires protocols that address the following:
   - operational procedures, for example:
     - establishing a plan to control access to the building
     - creating a physical distancing plan
     - establishing a plan to monitor and control density
     - establishing a contingency plan for supply chain disruptions
     - identifying potential backup vendors and/or contractors.
   - personnel procedures, for example:
     - identifying the essential on-site workforce
     - assigning roles and establishing procedures for critical operational departments (Human Resources, IT, Management and Administration, Operations and Maintenance, etc.)
   - virtual work supports, for example:
     - virtual trainings
     - virtual conferencing and remote work technology
     - provision of work from home support (stipends, purchase program for work from home equipment, ergonomic guidance, etc.).