

# 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.).