

C15β.1 - Promote Business Continuity

Policy and/or Operations Schedule

WELL Building Standard™ version 2 (WELL v2™)

WHAT IS THIS DOCUMENT:

This document is intended to serve as a guide on how to create a project **policy and/or operations schedule to better enable individuals and communities to maintain health and well-being, and organizations to maintain business function, during and after emergencies.**

This document is meant to demonstrate an acceptable degree of detail for

- precertification documentation submission
- documentation submission

For precertification documentation submission:

To achieve WELL Precertification, project teams may submit intent-stage or implementation-stage documents for pursued features, or any combination of the two. An intent-stage document is typically a draft document that has not yet been implemented in the actual project, while implementation-stage documents describe final and implemented strategies. Intent and implementation-stage documents should be similar in terms of level of detail. For final WELL Certification documentation approval, all documents are required to be implementation -stage. To learn more about intent-stage vs. implementation-stage documentation, review the [precertification guide](#) in our knowledge base.

Intent-stage language is indicated in this sample document with **green text and in parentheses**. For an intent-stage policy and/or operations schedule, the document should consist of a draft version of the policy that the team intends to implement. This document cannot simply state that the feature requirements will be implemented; the documentation should include adequate detail such that a WELL Reviewer will be able to confirm the document complies with all of the WELL feature part requirements.








For documentation submission:

The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual requirements have been enacted in the project boundary. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented.

This document and similar tools are intended to assist projects in their pursuit of WELL v2 but use of this document and/or similar tools are in no way a guarantee of achievement of any rating, certification or other designation, and no representation or warranty is made regarding the likelihood of achieving any rating, certification or other designation, and IWBI shall have no liability resulting from the use or content of this document or similar tools or resources or from any action taken or inaction occurring in reliance on this document or similar tools or resources.

Note: The below document is based on the Q1-Q2 2024 addenda of the WELL Building Standard™ version 2 (WELL v2™). Project teams are required to implement the feature requirements from the addenda version assigned to their project or any more recent addenda version.

HOW TO USE THIS DOCUMENT:

- ☐  Read the [below feature requirements](#) (or the feature requirements from the [addenda version assigned to your project](#), as relevant) and determine how your project addresses each requirement.
 - a. If your project is a WELL Core project, read through and ensure that your project follows the “WELL Core Guidance.”
 - b. Make sure to apply the feature requirements appropriate to your project’s space types. For example, if your project has both dwelling units and other space types, ensure your project is applying the requirements under “For Dwelling Units” to the dwelling unit spaces and applying the requirements under “For All Spaces except Dwelling Units” to the other space types. Check out the [WELL v2™ digital standard](#) for the exact language on your project’s space types.
- ☐  Refer to the [below example document](#) to get an idea of how to set up your documentation.
- ☐  Collaborate with your stakeholders to gather the [relevant documentation](#) that demonstrates the project’s compliance with the feature. Some examples of relevant documentation include:
 - a. a letter from a hired professional outlining services provided
 - b. the project’s floor plans
 - c. a modeling report
- ☐  Create a technical document using existing documentation where relevant, annotating it to clarify where feature requirements are met. Some examples of annotating include:
 - a. highlight the sections relevant to WELL requirements
 - b. circle or add boxes around particular data
 - c. add notes to confirm WELL requirements
 - d. add labels to draw attention to particular sections
 - e. provide an explanation of the connection to WELL requirements using a different colored font
 - f. check out the [WELL Documentation Annotation Guide](#) for more
- ☐  Name the document so that it is easily identifiable. Some examples for naming include:
 - a. name the document using the WELL feature code
 - b. name the document using the WELL feature name
 - c. name the document using the WELL document type
- ☐  Review the document you’ve created and ensure that all the necessary WELL requirements are fully and clearly addressed.
 - a. Note: the level of detail is up to the discretion of the project team, but the document must include specific details demonstrating that the actual requirements have been enacted in the project boundary. Features cannot be demonstrated solely through a written confirmation that the WELL requirements have been or will be implemented.
- ☐  Upload the document to the scorecard in the WELL digital platform, after you’ve confirmed that the document fully and clearly addresses all the necessary WELL requirements.



FEATURE PART REQUIREMENTS

For All Spaces

Projects implement a business continuity plan (BCP) that addresses at minimum the following:

- a. *Determines critical business functions, processes, supporting resources and dependencies (e.g., email, internet connectivity, third-party suppliers or service providers, interdependent departments).*
- b. *Includes a list of the roles and responsibilities of the business continuity team and convenes the team annually (at minimum) to review, test and update (as needed) the plan.*
- c. *Implements a business impact analysis to evaluate the likely effects resulting from disruption of normal business functioning due to a disaster and to identify which critical business functions should be prioritized for recovery.*
- d. *Conducts a remote work readiness assessment, including at minimum the following:*
 1. *Evaluates which employees and/or positions (if any) are able to work remotely.*
 2. *Evaluates which employees and/or positions (if any) have the necessary support infrastructure to work productively in a remote situation.*
 3. *Evaluates whether organizational technology (e.g., company laptops, virtual private network (VPN)) is set up to support enterprise-wide remote work.*
 4. *Implements the strategies necessary to support remote work readiness as determined by the evaluation, including (as applicable) methods of communication to employees during remote work and provision for alternate work locations.*
- e. *Outlines strategies to support short- and long-term continuity in various disasters (e.g., blizzard, pandemic), restore and maintain business operations following disruption and re-mobilize in response to recurring disasters.*

Certification note: This feature is a beta strategy and has an additional documentation requirement (beta feature feedback form). The feedback form supports IWBI in developing new features that are effective and applicable to projects around the world.

WELL Core Guidance:

Meet these requirements in non-leased spaces.



The below sample documentation is intended to provide guidance in creating an effective Business Continuity Plan. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.



Example for Feature Part a

Critical business functions are those processes and activities that *[Company]* must maintain when there has been a disruption to normal operations, to sustain the mission of the organization, comply with legal requirements and support life-safety. They are the backbone of the organization and must be continued for *[Company]* to maintain operations.

[This table should be customized and completed to include all critical business functions. (Intent-stage: the table does not need to be final)]

[Company] Critical Business Functions

Critical Business Function 1:

Business Process(es) *[Insert a high-level description of the processes and/or systems tied to this business function.]*

Supporting Elements

Supporting Activities	Lead Point of Contact	Vendors and External Contacts	Vital Records	Max Allowed Down Time
	Alternate			Criticality
<i>[Tasks performed to achieve the critical function]</i>			<i>[List of vital records and their location(s) (e.g., contracts, memorandums, access codes, keys, passwords)]</i>	<i>[(e.g., 24 hours, 1 day, etc.)]</i>
				<i>[(e.g., High/Medium/Low)]</i>

Implications if not Conducted:

Financial:

Operational: *[(e.g., Interruption or loss of (X) function would interrupt (X) and result in delay of the capability to (X).]*

Staff Implications:

Dependencies:

[Those that are dependent on this function and therefore impacted if it stops]

Function Frequency:

[(e.g., this function is always occurring, this function only occurs in summer months, etc.)]

Required Resources:

[Describe staff, equipment, supplies, etc.]

Facilities:

[In order to execute this function, insert the minimum facilities that are required (e.g., meeting space for XX people, warehouse spaces for XX supplies, office space for XX people)]

Supporting Departments:

[(e.g., finance, HR, IT, etc.)]

BUSINESS CONTINUITY AND RECOVERY PLANNING TEAM

The following people are responsible (**intent-stage: will be responsible**) for business continuity and recovery planning:

NAME	POSITION	RESPONSIBILITIES	CELL PHONE	EMAIL

REVIEW SCHEDULE

The emergency planning team will meet at a minimum annually to review, test, and update the plan, as needed. The date and location of these meetings will be updated in the table below and meeting minutes will be appended.

MEETING DATE	LOCATION	ATTENDEES

[Company] has defined (**intent-stage: is defining**) what constitutes the severity of impact level for each category based on the type of disaster or disruption. Individual departments will identify activities conducted in each category and identify its level of impact.

In the event the disaster occurs, the priority is to restore all critical activities within [X hours], all major activities within [X days], and all moderate activities within [X weeks]. Minor activities will be restored after the disaster has subsided.

BUSINESS IMPACT ANALYSIS					
Disaster A:					
Department:	No Impact	Minor	Moderate	Major	Critical
Staff	Definition	Definition	Definition	Definition	Definition
[Activity A]					
[Activity B]					
Finance	Definition	Definition	Definition	Definition	Definition
[Activity A]					
[Activity B]					
Legal	Definition	Definition	Definition	Definition	Definition
[Activity A]					
[Activity B]					
Customer Service	Definition	Definition	Definition	Definition	Definition
[Activity A]					
[Activity B]					

REMOTE WORK READINESS ASSESSMENT

To assess [Company's] remote work readiness if an emergency, disaster, or other unforeseen event requires the primary work location to close, the following assessment has been conducted (*intent-stage: is being conducted*) for each department to develop strategies for supporting remote work.

DEPARTMENT:			
ORGANIZATIONAL PREPAREDNESS			
	YES	NO	IF NO, IDENTIFY NEEDS HERE
Does the Company have remote desktop, VPN, and/or cloud service licenses?			
Do employees have the ability to dial out through the company phone system remotely?			
Does the team have access to virtual collaboration tools?			
Can the team access large files and not oversaturate the business internet connection?			
Has the department drafted a remote work policy?			
Are alternate remote work locations required?			
What percentage of employees are allowed or able to work remotely given the nature of their role/contract?			
EMPLOYEE PREPAREDNESS			
	YES	NO	IF NO, IDENTIFY NEEDS HERE
Are employees able to remote access the office network from home?			
Do employees have the necessary tools for remote work (e.g., laptop, monitors, webcam, headset, internet, etc.)?			
Can employees access e-mails remotely from home?			
Are employees able to make and receive business phone calls?			
Do employees have access to high speed internet?			
Describe any aspects of an employee's job that cannot be performed remotely.			

Based on the remote work readiness assessment conducted the following measures have been implemented (*intent-stage: will be implemented*) to ensure remote work capability for all employees to the extent possible.

[Insert examples of the measure implemented to support remote work here: (e.g., A VOIP phone has been supplied to all remote work eligible employees, a team's collaboration tool license has been purchased to support internal and external communications, a co-working reimbursement may be supplied if needed, etc.)]

	Short-term strategies to maintain business continuity	Long-term strategies to maintain business continuity	Steps to Restore and Maintain Operations after the event	Steps to Re-Mobilize if the event reoccurs
Disaster A				
Disaster B				
Disaster C				
Disaster D				
Disaster E				
Disaster F				

TIPS FOR MULTIPLE LOCATIONS

- For organizations participating in WELL at scale, this Policy and/or Operations Schedule is categorized as Shareable. It may be shared across multiple projects, as long as they all meet the strategies that are outlined in the document.