
Stakeholder Collaboration Protocol



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Directions:

To confirm that the attached Stakeholder Collaboration Protocol is implemented within the project, provide a policy detailing each of the following components as it applies to the project. Project Teams must use the document as guidance to detail all of the following components implemented in the project. Official protocols must include protocol implementation dates and be on company letterhead.

A qualifying Stakeholder Collaboration Protocol must include all of the following:

SECTION 1: Health Mission & Goals

Ensure the Stakeholder Collaboration Protocol develops an approach to improve occupant health by including a mission statement and key objectives that outlines a plan to address the following:

- Goals to provide for and improve the health, safety and welfare of all project occupants.
- Ensure decision-makers are informed about the health and wellbeing of occupants and community members.
- Establish mutual goal setting amongst stakeholders (such as, establishing measurable objectives and targets that highlight how the built environment impacts health).
- Health outcomes based on objectives related to the built environment.
- Establishes a goal for collaboration between the primary and secondary stakeholders.

SECTION 2: Stakeholder Coalition

Establish a coalition of stakeholders by identifying key stakeholders who have a vested interest in the success of the protocol's agenda and mission statement. Stakeholders must come from different interest groups with a diverse range of representation. Projects must identify a minimum of one Primary Stakeholder and two Secondary Stakeholders. The stakeholder coalition must include the following members:

- Primary Stakeholders are those with a direct interest in the outcome and include those with the most

power, authority and responsibility in the decision-making process. They are people who depend on and/or serve the organization and are generally internally involved in the organizational structure.

- Secondary Stakeholders are those with an indirect interest in the outcome; they are external to the company's organizational structure. They provide valuable insights to understanding the day-to-day operations.

Stakeholders may include:

- Real estate developer
- Property owners or managers
- Private sector interests
- Government agencies
- Employees
- Customers
- Visitors
- Vendors and supply chain partners
- Consultants
- Residents
- Tenants
- Community Organizations

SECTION 3: Implementation & Communication

The protocol must implement and include the following:

- Survey:
 - implement a survey that is fielded to all project occupants a minimum of once per year that addresses the categories identified in the health mission of the Stakeholder Collaboration Protocol.
 - outline next steps to incorporate findings from the occupant surveys.
- Stakeholder Engagement:
 - the identified primary stakeholders and secondary stakeholders must convene a minimum of twice per year.
- The primary stakeholders must share the Stakeholder Collaboration Protocol, the mission statement, and a list of all participating stakeholders with all project occupants.

SECTION 4: Community Engagement during Construction, Renovations, and Improvements

Establish a community engagement plan for engaging with the local community during any current or

future construction, major renovation, or public open space improvements within the project. The local community may include surrounding residents, occupants and employees of neighboring businesses or institutions, and/or members of local advocacy groups.

The community engagement plan must include the following:

- Gather input from the local community on all the following:
 - identifying local priorities.
 - developing community design, including public space(s), streetscapes, and pending development project(s).
 - identifying events and programming within public space(s).
- Engage the local community members through a minimum of two key phases of the design/development process, such as:
 - conceptual design
 - schematic design
 - design development
 - construction
 - bidding
 - post occupancy.
- Publicize construction, renovation, and/or improvement plans and the community engagement process with all local community stakeholders.