

N02.2 - Address Food Allergens

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 or operations schedule** to **ensure trained staff are present to handle questions and process food-allergy requests during hours of operation.**

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 Q2 2025 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 Commercial Kitchen Spaces

Food is prepared on-site by (or under contract with) the project owner on a daily basis and the following requirements are met:

- a. All food service staff (including managers, servers and kitchen staff) are offered annual food allergy training that covers, at a minimum, the following topics:*
 - 1. Overview of food allergies.*
 - 2. Anaphylaxis response protocols.*
 - 3. Emergency response protocols.*
 - 4. Communications protocols.*
 - 5. Reducing risk for cross-contact.*
 - 6. Use of recipes and ingredient disclosure.*
 - 7. Knowledge test.*
- b. At least one food service staff member who has completed the food allergy training within 12 months is present to handle questions and special requests from individuals about food allergens during hours of operation.*

WELL Core Guidance:

Meet these requirements in non-leased spaces.

The below sample documentation is intended to provide guidance in creating a Food Allergy Training policy.

It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.



Example document for Feature Part 2

(Intent-stage: Draft) **[Company]** Food Allergy Training and Staffing

Policy Location: *[project address]* **Commercial Kitchen Space:** *[name and location]*

[Company]'s goal is to ensure that there is at least one staff member present at the *[name of project commercial kitchen space]* during all food service operational hours that has been trained in food allergies. This staff member will be available to help customers navigate food selections based on their allergies.

[Company] has contracted with *[training organization]* to provide all staff (including managers, servers, and kitchen staff) working at the *[name of project commercial kitchen space]* with food allergy training. The training will occur twice per year during the first week of *[month]* as well as the first week of *[month]* and will be organized by *[staff member, contact information]*.

Staff are required to attend the first training session that occurs after they are hired. *[Training organization]* offers annual shorter refresh courses that all staff are required to take annually to maintain their knowledge and learn about updates in the food allergy field. Staff can sign up for these refresher courses (offered virtually) by contacting *[staff member, contact information]*.

The core training offered by *[training organization]* includes:

- Overview of food allergies
- What to do in the event of food allergy reaction in the food establishment
 - ✓ Anaphylaxis
 - ✓ Emergency response
 - ✓ Communications protocols
- Food allergy preventative measures
 - ✓ Reducing risk for cross-contact
 - ✓ Use of recipes and ingredient disclosure
 - ✓ Fun allergy-free cooking substitutions
- Final quiz (to obtain credential)

The refresher training offered by *[training organization]* includes:

- A refresher summary of the core training materials
- Updates in the food allergy field
- Final quiz (to obtain credential)

The manager at *[name of project commercial dining space]* must ensure that at least one staff member who has a valid credential is staffed on all shifts and available to assist customers upon request. It is *[Company]*'s policy that each menu includes a note at the bottom that a food service staff member is available to answer customer questions.

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.