



CALIFORNIA CANNABIS:

COVID-19 RETAIL & DELIVERY SAFETY & SANITATION PROTOCOLS

January 2022

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CANNABIS IS
MEDICINE.

CANNABIS IS
ESSENTIAL.

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INTRO:

California Cannabis Retail & Delivery Protocols for Safety and Sanitation

California cannabis businesses will need to continue monitoring advice from the Center for Disease Control and the World Health Organization as the COVID-19 pandemic continues. If you haven't already, the time is now to establish proactive safety and sanitation measures for your dispensary or delivery services to reduce the risk of exposure to this virus. Implement staff training to keep everyone safe and healthy. Be transparent about the additional sanitation measures you are putting in place to protect them.

Let customers know you are prioritizing their health and safety, and streamline your operations to meet their needs during these uncertain, stressful times. Cannabis is medicine. People need their medicine. It's important to create a welcoming space for your community to get the supplies they need. Stay positive, upbeat and friendly and focus on customer service. Consider setting up an employee reward program for staff members who show extra leadership and kindness during these challenging times.

Any measures you take to help customers get cannabis quickly and safely will be appreciated. Remember that we're all in this together. Let's continue to support one another with kindness, patience and compassion.

STAFF POLICIES & EMPLOYEE SAFETY



Ensure employee safety with proper staffing, sick policies, written documentation and contingency plans.

- ☐ Ensure you have emergency contact information readily available for everyone on your staff.
- ☐ Staff who are presenting signs of illness must be sent home immediately and stay at home until symptom free with a doctor's note.
- ☐ Allow anyone who can work from home to do so.
- ☐ Ask employees not to share food or snacks.
- ☐ Our friends at MMLG remind us to: "Know your Injury and Illness Prevention Program (IIPP). Make sure there's a physical, written form of it at your retail locations. IIPPs are a requirement under California law. They can sometimes be overlooked by even the best-intentioned employer, but it's California law to have your IIPP on premise." Need to develop an IIPP? Create one specific to your workplace: <https://www.dir.ca.gov/dosh/etools/09-031/index.htm>
- ☐ Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard.

REQUIRE ALL STAFF TO USE FACE MASKS



Cover your nose and mouth with a protective covering when working, even if you are still feeling healthy.

- ☐ Health officials recommend that everyone cover their nose and mouth with simple fabric coverings when leaving home for essential activities to protect against respiratory droplets of COVID-19.
- ☐ All staff members should wear high-quality well-fitted N95 or KN95 masks when working.
- ☐ Wash your hands before and after handling your face mask.
- ☐ Do not touch your face or face covering while wearing it in public.
- ☐ Replace masks frequently.

SAFE AND SANITARY RETAIL FLOWS



Adjust retail flow for reduced capacity, social distancing & sanitation:

- ☐ Post safety and sanitation signage that is easily viewable by the public and employees at each public entrance of the facility (see page 20 for a printable sign).
- ☐ Provide hand sanitizer and disinfectant wipes that are effective against COVID-19 at entrance and register.
- ☐ Reduce the number of customers allowed inside your shop to easily maintain at least six-foot distance between all employees and customers at all times; post an employee at the door to ensure no more than the maximum number of people are allowed in at any point.
- ☐ Add tape lines on the floor to designate spaces for customers to queue up.
- ☐ Designate separate entry and exit points if possible. If only one entry and exit, line should be more than 6ft from the front door to prevent people from coming into close contact while they exit/enter at the same time.
- ☐ Individual checking IDs shall sanitize/wash hands after handling each ID.
- ☐ Customers may not handle any product they are not purchasing. All products and displays typically in customer area shall be immediately roped off or removed.
- ☐ No on-site consumption allowed at this time. No un-medicated samples are allowed. No sample "smell" containers of flowers are allowed.

CANNABIS RETAIL SANITATION



Implement more in-depth cleaning procedures and health protection protocols across your storefront operations.

- ☐ Wear gloves & masks at all times.
- ☐ Wash your hands frequently with hot soapy water for 20 seconds.
- ☐ Avoid touching your eyes, nose & mouth with unwashed hands.
- ☐ Cover your mouth and nose with a tissue when you cough or sneeze; dispose of tissue and then immediately wash hands with soap and water for at least 20 seconds.
- ☐ Disinfect door handles, counter tops, POS & high-touch surfaces frequently. Consider disinfecting the counter after each transaction. Maintain a cleaning log.
- ☐ Do not shake hands, touch or embrace others.
- ☐ Provide hand sanitizer at entry and POS station.
- ☐ Consider installing plexiglass barriers at the register for an extra line of defense between your budtenders and customers.
- ☐ Communicate to your customers what your new health and safety protocols are so they can feel safe shopping with you.

CANNABIS DELIVERY SANITATION



Be sure your drivers, inventory team and customers are protected with these best practices:

- ☐ Provide masks and latex gloves for staff.
- ☐ Use hand sanitizer and rub hands together for 60 seconds before handling orders to be delivered.
- ☐ After touching door buzzers or handles, IDs or cash, use hand sanitizer and rub hands together for 60 seconds before touching other items in vehicle.
- ☐ Avoid touching eyes, nose & mouth with unwashed hands.
- ☐ Use disinfectant wipes to clean the steering wheel, door handle and other high-touch surfaces frequently during delivery shifts.

DISTRIBUTION INTAKE SANITATION



Adjust distribution flow for inventory room sanitation:

- ☐ Put up signage at distribution entrance (find a printable sign on pg. 25).
- ☐ Retail employees to disinfect all door handles, tables and counter tops in inventory room before and after each distribution drop.
- ☐ Prevent retail and distribution employees from coming into close contact during product reception; ensure all interactions take place with at least 6 feet of distance between each person.
- ☐ After checking distributor packages, COAs, manifests, and handling payments, retail employee shall remove gloves and sanitize/wash hands for at least 20 seconds before touching any other surfaces in the inventory room or retail storefront. Follow cash handling best practices (page 11).
- ☐ Replace handshakes with waves or verbal greetings.

CLEAN CASH HANDLING



Sanitation best practices for cash management:

While COVID-19 primarily spreads through droplets released into the air during a cough or sneeze, it can also be contracted by touching contaminated surfaces. Have your employees follow these guidelines to protect their health:

- ☐ Always wear masks and latex gloves when handling cash.
- ☐ After removing latex gloves, thoroughly wash your hands after handling money, before touching other surfaces
- ☐ Do not touch your face after handling money.
- ☐ Consider quarantining cash for as long as possible (24-72 hours) before putting it through a money-counting machine which could spread the virus into the air.
- ☐ Always wear a mask when putting cash through a money-counting machine.

SET UP ORDER AHEAD



Set up simple ways for your customers to pick-up products.

To continue to serve your customers and patients, create workflows to minimize contact and risk of exposure. Set up a designated Express Online Pickup Window in your lobby, separate from the check-in window, so shoppers can reduce their time inside the store. Ask your community who may have been exposed to COVID-19 to please stay home and order delivery if they need medicine. Consider adding flexible sales channels to help ease anxiety for your community during these turbulent times:

- ☐ Phone Orders
- ☐ Online Orders
- ☐ Express Pick-Up

- ☐ Delivery
 - *Download the delivery guidebook at:
<https://getmeadow.com/features/cannabis-delivery>

CONSIDER REQUESTING CURBSIDE PICK-UP



Write to the DCC to request special temporary permission.

Licensed retailers can request that the DCC allow temporary curbside pick-up at their retail location. This means employees are allowed to deliver products to customers on the sidewalk or the curb. If your community would benefit from curbside pick-up, you can write to the DCC with your license number to request temporary relief from the requirements of section 5025, subsections(c)(2)-(3) which may grant you 30 days to offer curbside pick-up.

DCC EMAIL TEMPLATE: info@cannabis.ca.gov

"Given the current emergency situation with COVID-19, we are requesting that the Bureau grant temporary relief from the requirements of section 5025, subsections(c)(2)-(3) to allow us to conduct curbside pick-up at our retail location (LICENSE #) for 30 days. Licensee will comply with all other DCC requirements including age and identity verification."

CONSIDER REQUESTING CONTACTLESS DELIVERY



Write to the DCC to request special temporary permission.

Licensed retailers can request that the DCC allow temporary "contactless delivery," to lessen compliance requirements around interactions with customer signature and ID.

DCC EMAIL TEMPLATE: info@cannabis.ca.gov

"Given the current emergency situation with COVID-19, at (LICENSE #) we'd like to request temporary "contactless delivery" to minimize contact between delivery drivers and customers. For verification purposes, customers would still show their ID, but without physically handing it to the driver. We further request temporary relief from any required customer signatures."

COMMUNICATING WITH CUSTOMERS

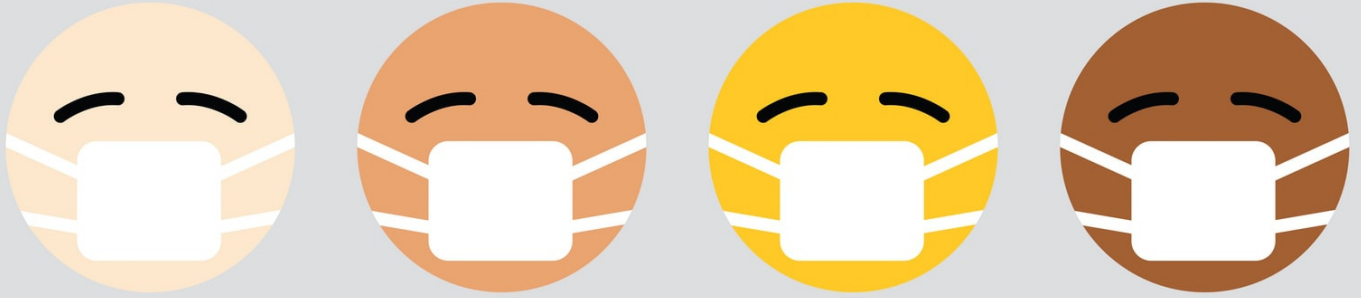


Email customers to let know them how you are prioritizing safety, and ask they also take necessary precautions.

It's important that customers understand they have an essential role in doing their part to ensure safety when receiving cannabis products from the delivery driver. In addition to letting customers know what safety protocols you've enacted, be sure to communicate clearly how customers should interact with your employees:

- ☐ Consider ordering a supply that will last you for several weeks to reduce future contact with delivery drivers.
- ☐ Wash your hands for 20 seconds before the delivery arrives.
- ☐ Provide correct change to pay for your order if possible.
- ☐ Thoroughly wash your hands again for 20 seconds before consuming any products.

WHAT TO DO IN CASE OF POSSIBLE EXPOSURE



If an employee feels sick, take the following precautions:

Send them home immediately. Request that they contact their primary caregiver and the local health department.

- ☐ Ask all staff to wash their hands and avoid touching their faces.
- ☐ Contact your local health department.
- ☐ Take other employee's temperatures to check for fever.
- ☐ Temporarily close your facility for disinfection and deep cleaning, as outlined by your local health department and the suggestions on page 17.
- ☐ Check in on your employee; ensure they have notified their emergency contact and has sufficient support should they become increasingly ill.

HOW TO DISINFECT AFTER EXPOSURE



The CDC recommends following procedures if you believe that your dispensary was exposed to COVID-19:

- ☐ Ensure all staff leave the facility after contamination before cleaning the facility; the virus has been shown to remain alive on plastic and steel for up to 72-hours.
- ☐ Open outside doors and windows when you return.
- ☐ All cleaning staff should wear personal-protective gear (latex gloves, gowns, face masks and protective eyewear).
- ☐ Thoroughly disinfect all countertops, register and POS surfaces, floors, door handles, light switches and equipment with an EPA-registered household disinfectant or diluted bleach solution (Search for "Disinfectants for Use Against SARS-CoV-2" to find a full, updated list of EPA-approved products.)
- ☐ Carefully remove and dispose of all cleaning equipment and protective gear. Wash hands for 20-seconds. Wear gloves to remove trash.
- ☐ Remove all clothing worn while disinfecting the area and put directly into laundry with hot water. Minimize the possibility of dispersing virus through the air; do not shake dirty laundry.
- ☐ Thoroughly wash hands for 20-seconds.

ADAPT YOUR WORKFLOWS



Meadow makes it simple to adapt to changing situations... even this one.

Workflows and SOPs need to be adjusted quickly and, in some cases, drastically. Built in California for California compliance, Meadow has the flexibility to serve whatever sales model you may need to implement, including online ordering, express pick-up, and delivery. The next few pages will walk you through how to activate and use these features so you can continue to operate and serve your community during this pandemic.

We're Here for You.

Let us know what support you need; we'd love to hear from you:
partners@getmeadow.com

MEADOW WORKFLOW: WHITEGLOVE SERVICE



For enhanced cleanliness with in-store orders, shops that want to limit the number of hands on cash and inventory can set up a segmented workflow:

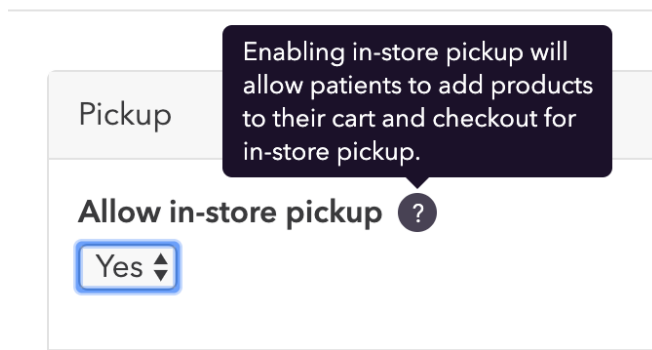
1. ORDER: Salesperson takes orders.
2. PACK: Packer prepares order.
3. PAY: Cashier takes payment.

This workflow requires shops to consolidate all of their inventory in a central, secure, inventory location. You can turn this on using Meadow with three iPads, one at each station.

MEADOW WORKFLOW: EXPRESS PICK-UP

The best way for dispensaries to facilitate social distancing is with online ordering and express pick-up.

TURN ON PICK-UP IN ONE CLICK:



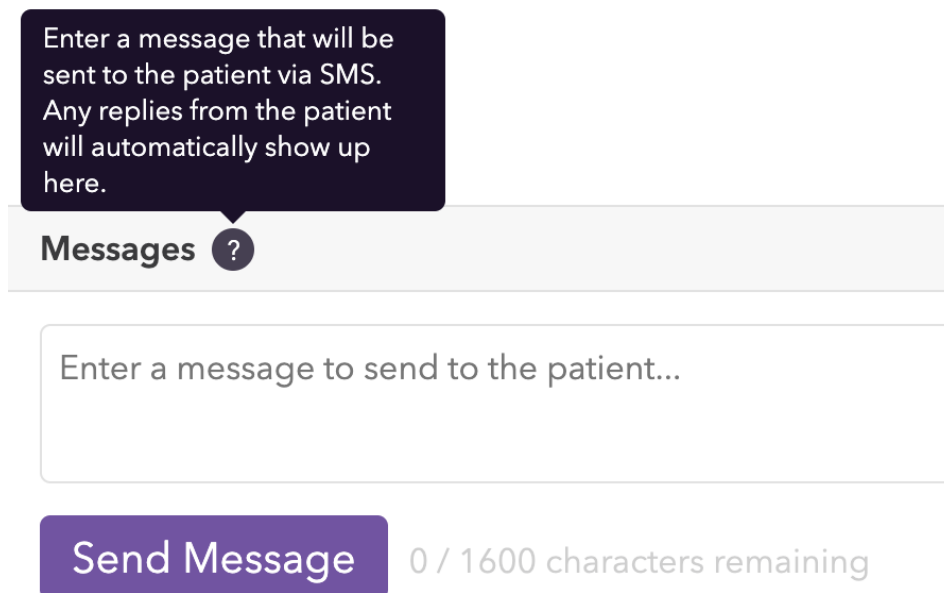
Pickup

Enabling in-store pickup will allow patients to add products to their cart and checkout for in-store pickup.

Allow in-store pickup ?

Yes ▾

SEND SMS VIA MEADOW ADMIN WHEN ORDER IS READY FOR PICK-UP:



Enter a message that will be sent to the patient via SMS. Any replies from the patient will automatically show up here.

Messages ?

Enter a message to send to the patient...

Send Message 0 / 1600 characters remaining

MEADOW WORKFLOW: ORDER ONLINE

Add a live menu to your website with one line of code.

Inventory syncs with your in-store and delivery POS and updates so customers always can see what's available in real time.

Today's Menu









Menu

CARD GRID

FILTER

Search Products

Delivery Estimate: 45-60 minutes

 <p>THC: 17.26 CBD: 0.02 SATIVA</p> <p>Cuvee Cookies Flow Kana</p> <p>\$15 gram Sold Out</p>	 <p>SATIVA</p> <p>Dark Chocolate Bar Kiva</p> <p>\$20 each Add to Cart</p>	 <p>THC: 60MG SATIVA</p> <p>Marshmallows 12-Pack Mellows</p> <p>\$30 each Add to Cart</p>	 <p>THC: 5MG SATIVA</p> <p>Marshmallow - Singles Mellows</p> <p>\$5 Peanut Butte... Add to Cart</p>
 <p>INDICA</p> <p>Mochi Gelato Sherbinskis</p>	 <p>THC: 30% SATIVA</p> <p>Red Congolese Gold Seal</p>	 <p>HIGH CBD</p> <p>Releaf Balm Papa & Barkley</p>	 <p>THC: 14.8% CBD: 4.7% SATIVA</p> <p>Pineapple Kush Gold Seal</p>

Meadow's Menu Integrates With:

☐ Weedmaps

☐ Dutchie

☐ APOP Media

☐ Leafly

☐ Jane

☐ Enlighten

MEADOW WORKFLOW: DELIVERY

TURN ON DELIVERY WITH ONE CLICK:

Delivery General Minimums

Delivery Estimate

☒ Enable delivery estimate

45-60 minutes

15 30 45 60 90 120 180+

Embedded Menu

Allow online ordering (delivery) ?

Yes

Allow orders when you're closed ?

No

Allow orders outside postal codes ?

No

Postal Codes

ex: 94103 Add

Update Delivery Settings

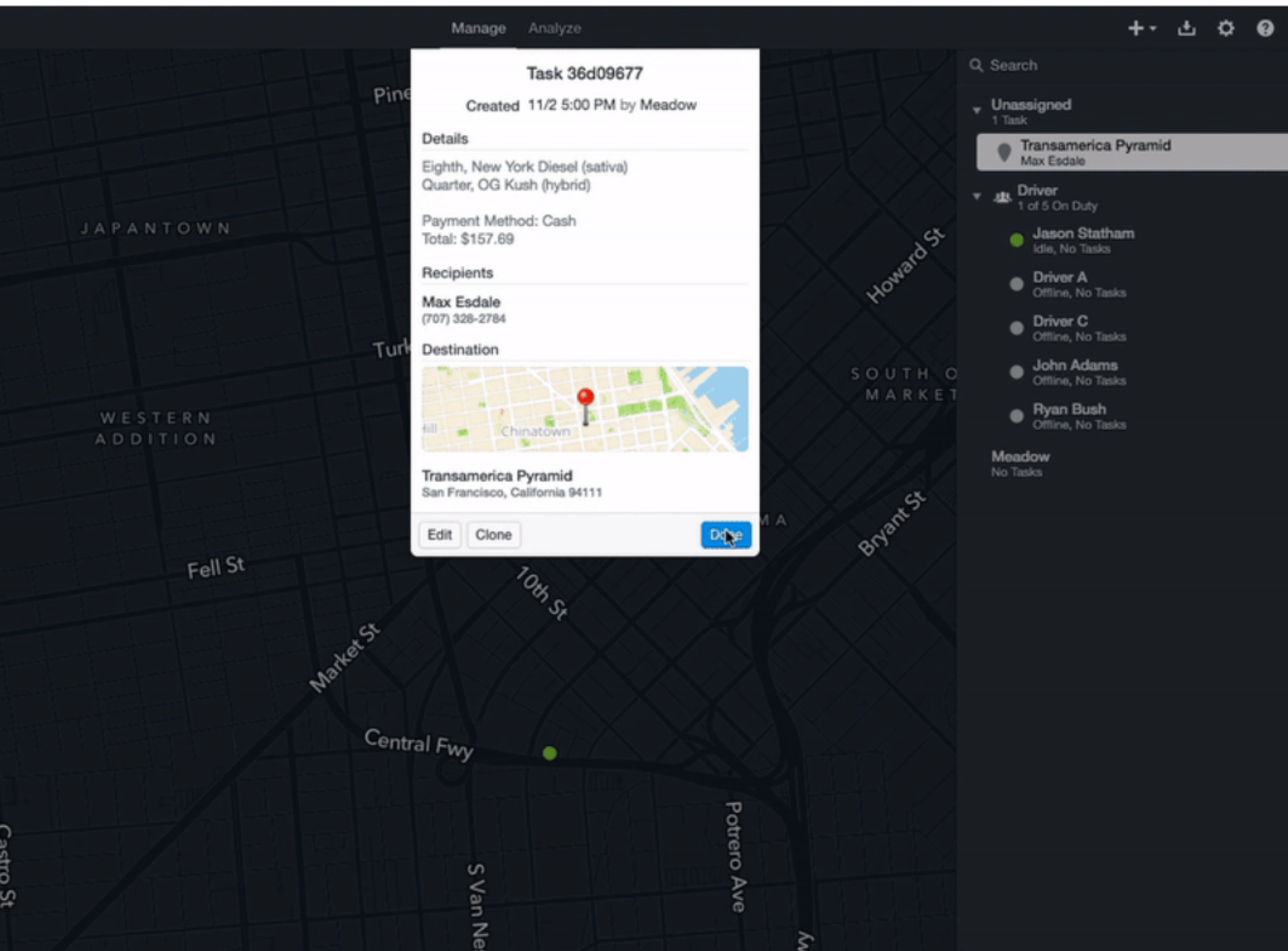
Meadow's Delivery Settings Allow You To:

- Set the range customers will see when they order so they know how long they might wait on average.
- Set which ZIP codes your delivery service covers.
- Set minimum order values.
- Adjust tax rate per ZIP code.
- Choose whether tax is included in the price.

MEADOW WORKFLOW: DELIVERY TRACKING

Seamlessly manage online & phone orders for delivery with Meadow's integration with Onfleet:

- Optimize routes for distance or traffic.
- Assign and schedule deliveries.
- Track driver locations and progress.



YOUR SAFETY IS OUR PRIORITY

COVID-19 Social-Distancing and Sanitation Guidelines



STAY HOME if you feel even a little sick.



WASH YOUR HANDS frequently with hot soapy water for 20 seconds.



DON'T TOUCH eyes, nose or mouth with unwashed hands.



STAY 6 FEET AWAY from others.



SNEEZE OR COUGH into tissue or your elbow. Wash your hands immediately after.



WEAR A FACEMASK when leaving home.

COVID-19 IS HIGHLY CONTAGIOUS.

Please **DO NOT** enter this facility if:

You are experiencing a fever, cough, or shortness of breath.

You have been in close contact with a person who is ill.

CLEANING LOG

Disinfect door handles, counter tops, POS & high-touch surfaces at minimum every hour.

Date	Time	Staff Name	Description of Locations Cleaned
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**WE'RE ALL IN THIS
TOGETHER.
LET'S PROTECT OUR
TEAMS AND
COMMUNITIES.**



STRONGER. FASTER. TOGETHER.

PARTNERS@GETMEADOW.COM