



CALIFORNIA
CANNABIS:

COVID-19 RETAIL & DELIVERY SAFETY & SANITATION PROTOCOLS

March 19, 2020

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WHAT DOES SOCIAL DISTANCING MEAN?

According to the CDC, COVID-19 is thought to spread mainly between people who are in close contact with one another (within about 6 feet). Some spread of the virus might be possible before people show symptoms. Therefore, it's important to "socially distance" yourself.

Maintain at least 6 feet of distance between yourself and others.

“

CANNABIS IS
MEDICINE.
**CANNABIS IS
ESSENTIAL.**

”

INTRO:

Suggested 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 over the next few weeks as the situation develops. There is no need for panic, but there is a need for intentional planning and safe-guards. If you haven't already, the time is now to establish proactive safety and sanitation measures to reduce the risk of exposure to this new 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.
- Take the time to check in with your staff to see if there's anything else they need to feel supported.
- 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>

SAFE AND SANITARY RETAIL FLOWS



Adjust retail flow for social distancing & sanitation:

- No un-medicated samples.
- No sample "smell" containers of flowers.
- Customers may not handle any product they are not going to purchase. All products and displays typically in customer area shall be immediately roped off or removed.
- Add signage instructing shoppers to queue up with 6 feet of distance between themselves and staff at all times. Consider adding 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.
- Reduce the number of customers allowed inside your shop at once to provide ample social distancing.

SAFE AND SANITARY DISTRIBUTION INTAKE



Adjust distribution flow for inventory room sanitation:

- Put up signage at distribution entrance asking distributors to maintain 6 feet of distance between themselves and others when bringing in product.
- Retail employees to disinfect all door handles, tables and counter tops in inventory room before and after each distribution drop.
- Encourage distributors to wipe down the bins they use to carry product boxes into inventory room after each delivery.
- Instruct retail employees to wear latex gloves when receiving product.
- 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.
- When signatures are required, ask the distributor to leave paperwork on a table and then back away, giving retail employee at least 6 feet of space to review.
- 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.
- Replace handshakes with waves or verbal greetings.

CANNABIS RETAIL SANITATION



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

- Wear gloves while handling cash.
- 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 every 30 minutes. Consider disinfecting the counter after each transaction. Maintain a cleaning log.
- Open the door for customers who do not want to touch the handle.
- Do not shake hands, touch or embrace others.
- Provide hand sanitizer at entry and POS station.
- Communicate to your customers what your new health and safety protocols are so they can feel safe shopping with you.

CANNABIS DELIVERY SANITATION



Protect everyone with these best practices:

- Provide latex gloves for staff.
- Avoid touching eyes, nose & mouth with unwashed hands.
- Use hand sanitizer and rub hands together for 60 seconds before handling orders to be delivered.
- Upon arrival, driver to text customer. Driver places a small plastic box or tray 6 ft in front of customer and backs away 6 ft. Customer to place payment and ID in the container, and steps back 6 ft. Driver verifies ID, confirms payment, leaves any necessary change in box. Driver places product next to box, and steps back. Customer takes product, ID and any change.
- Thank the customer and ask how they are doing; in these times of social distancing, a little kindness goes a long way. Encourage customers to wash their hands after returning inside their homes.
- Driver to wipe down box with disinfectant wipes. Driver to use hand sanitizer and rub hands together for 60 seconds before touching other items in vehicle.
- Use disinfectant wipes to clean the steering wheel, door handle and other high-touch surfaces frequently during delivery shifts.

ALLOW CUSTOMERS TO ORDER AHEAD



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

To continue to serve your customers and patients in these new circumstances, 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

CONSIDER REQUESTING CURBSIDE PICK-UP



Write to the BCC to request special temporary permission.

Licensed retailers can request that the BCC 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 BCC with your license number to request temporary relief from the requirements of section 5025, subsections(c)(2)-(3) to offer curbside pick-up. Request relief from these specific licensing requirements for the duration of the coronavirus pandemic under Disaster Relief, Section 5038.

BCC EMAIL TEMPLATE: bcc@dca.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 #**). We request relief from these specific licensing requirements for the duration of the coronavirus pandemic under Disaster Relief, Section 5038. We will comply with all other BCC requirements including age and identity verification."

CONSIDER REQUESTING CONTACTLESS DELIVERY



Write to the BCC to request special temporary permission.

Licensed retailers can request that the BCC provide relief from specific licensing requirements during the coronavirus pandemic under Disaster Relief Section 5038 to allow temporary "contactless delivery," to help the community follow social distancing by lessening compliance requirements around interactions with customer signature and ID.

BCC EMAIL TEMPLATE: bcc@dca.ca.gov

"Given the current emergency situation with COVID-19, at (**LICENSE #**) we'd like to request that the BCC provide relief from specific licensing requirements for the duration of the coronavirus pandemic under Section 5038 to allow temporary "contactless delivery." For verification purposes, customers would still show their ID, but without physically handing it to the delivery driver. We further request temporary relief from any required customer signatures."

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 crisis.

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

The screenshot displays a web interface for 'Today's Menu' with a dark header containing a 'Menu' button. Below the header are navigation options: 'CARD GRID' (selected), 'FILTER', and a search bar labeled 'Search Products'. A delivery estimate of '45-60 minutes' is shown. The menu features eight products in a grid:

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

Meadow's Menu Integrates With:

- Weedmaps
- Dutchie
- Leafly
- 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

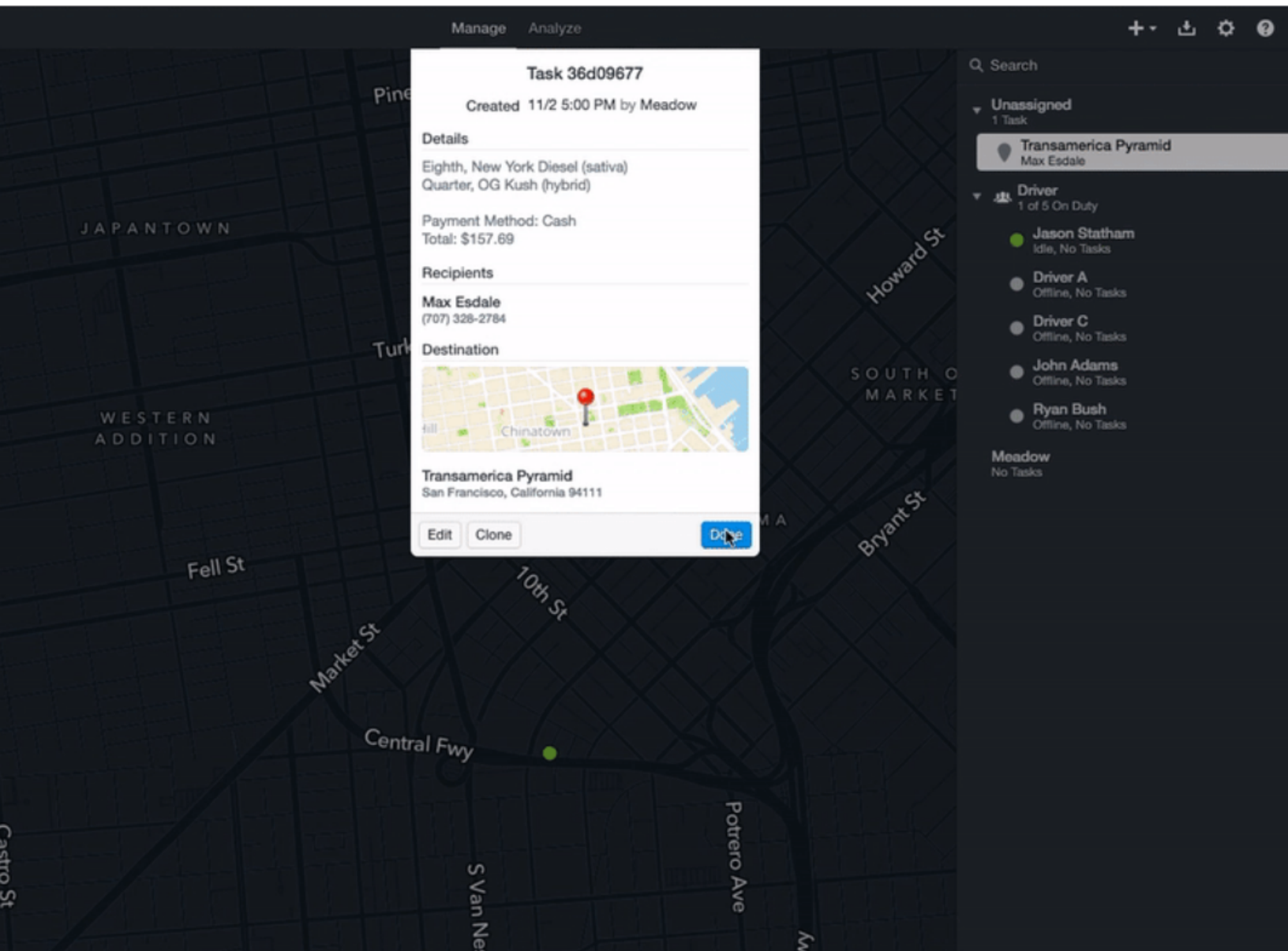
Meadow's Delivery Settings Allow You To:

- 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

Please follow these 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.



WEAR GLOVES when handling cash.



AVOID TOUCHING your eyes, nose & mouth.



STAY 6 FEET AWAY from others.



COVER YOUR MOUTH AND NOSE if you cough or sneeze. Wash your hands immediately after.



DISINFECT door handles, countertops, POS & high-touch surfaces every 30 minutes.



DO NOT SHAKE HANDS. Opt for a slight bow or wave instead.

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.
STAY CALM.
STAY POSITIVE.
KEEP IT CLEAN.**



STRONGER. FASTER. TOGETHER.

PARTNERS@GETMEADOW.COM