



# AGRICULTURE

## **MEDICAL DISPENSARY POLICIES AND PROCEDURES MANUAL**

### **INTRODUCTION**

The purpose of this handbook is:

- To serve as a reference to Ownership and Management in the preparation of the build-out and operation of a Medical Dispensary
- To outline the Dispensary policies related to proper management, safety, and compliance regulations.

#### **A. General Roles and Responsibilities**

##### **a. Principle Dispensary Management**

The Principle Dispensary Managers will be responsible for general oversight of the facility.

The Roles and Responsibilities of Principal Dispensary Management include but are not limited to:

- Overseeing the scientific, technical, and programmatic aspects of his/her departments and day-to-day management of sponsored projects;
- Certifying the accuracy of all Schedules, appropriately altering programs, announcements, news programs, and other media as required;
- Overseeing any work performed by Assistant Dispensary Management Staff;
- Communicating with Cultivation Management on product procurement;



- Ensuring compliance with all applicable federal, state, and Dispensary Center compliance requirements.

#### **b. Assistant Dispensary Management Staff**

The Assistant Dispensary Management Staff will be responsible for executing the day to day tasks in the facility.

The Roles and Responsibilities of the Assistant Dispensary Management Staff include but are not limited to:

- Daily employee delegation, per SOP manual guidelines;
- Overall Menu and Strain competence, must be able to advise Retail Associates and Patients on strain benefits/reactions;
- Daily facility cleaning;
- Accepting and executing tasks delegated by Principle Dispensary Managers;
- Overseeing packaging of all finished product;
- Accepting and breaking down weekly supply orders, as well as informing Managers of product inventory levels.

#### **c. Retail (Budtender) Associates**

The Retail Associates will be responsible for daily sales and principle customer interaction in the Dispensary

The Roles and Responsibilities of the Retail associates include but are not limited to:

- Direct Customer interaction and sales;
- Education and suggestions of product to patients.
- Trash and material disposal;
- Machine and packaging equipment sanitation and cleaning;
- Office space cleaning.
- Communication with Assistant Management staff on inventory requirements and customer feedback.

#### **d. Director of Operations**

The Director of Operations will oversee all aspects of the Dispensary, reporting directly to the Officers within the Company.

#### **e. Accounting and Data Input**

The Accounting and Data Input Staff will be responsible for logging and inputting all data and analytics within the Dispensary.



The Roles and Responsibilities of the Accounting and Data Input Staff include but are not limited to:

- Entry of sales goals and achievements;
- Maintaining Sales figures and projections;
- Setting up Data logs for the Cultivators to track the grow progress;
- Running periodic inventory and sales evaluations.

#### **f. Security**

The Security Department will be responsible for ensuring and maintaining the safety of the employees working in the facility, and monitoring day to day activities for loss prevention purposes.

The Roles and Responsibilities of the Security Staff include but are not limited to:

- Data logging of Guest and Employee sign in;
- Security Camera set up and monitoring;
- Key card monitoring and issuing;
- Premises patrolling daily.

#### **g. Receptionist of Patient Relations**

The Receptionist of Patient Relations will be the first point of contact for incoming patients. This person will be responsible for Patient check-in and compliance.

The Roles and Responsibilities of the Receptionist of Patient Relations include but are not limited to:

- Greeting and logging of Incoming Patients in the Dispensary waiting room;
- Verification of valid state identification and any other corresponding relevant documents needed to be compliant with State and Federal guidelines associated with the sale of Medical Cannabis;
- Monitoring of incoming phone calls and appointment scheduling;
- Daily correspondence with the Director of Compliance and the Security staff on daily patient relation activity.

#### **h. Director of Compliance**

The Director of Compliance will be responsible for all aspects of operations in the facility as it pertains to State and Federal law compliance.

The Roles and Responsibilities of the Director of Compliance include but are not limited to:



- Seed-to-Sale software implementation, monitoring, and training;
- Proper packaging, storing, and sales of finished product;
- Patient rights and quantity management.

The Director of Compliance will also manage any complaints directed at the Facility. This will include any oral, written, or electronic correspondence. All complaints will be marked and logged into an electronic filing system. The date must be marked in the title of the file.

Once received, response must occur within **7** working days of notice. This will give the Director of Compliance proper time to investigate the occurrence. The Director of Operations must also be informed of the occurrence within the same time. The facility will adjust to any change in compliance with the state within a reasonable period of time.

#### **i. Delivery Personnel**

Delivery Personnel will be responsible for securely delivering medicine to Patients.

The Roles and Responsibilities of Delivery Personnel include but are not limited to:

- Operation of Seed-to-Sale mobile software designed for delivery;
- Responsibly driving directly to each delivery destination and positively identifying the receiving patient by logging all relevant identification into the geo-locating Seed-to-Sale software;
- Keeping Patient information and medicine secure within a locked storage container until it is ready to be received by Patient.

### **C. Security of the Premises**

#### **a. Overview**

A major focus of the Dispensary will be in Security. The entrance of the building will require Employees and guests to sign in with our Receptionist before entering the premises. Reception will be located in a secure room behind a Polycarbonate window that has view into the Dispensary waiting room.

Time and Employee stamped key card readers will allow Management to review all incoming and outgoing activity in each dedicated room.

Cameras with 90 day recording capabilities will be placed in each room and hallway in the Facility. CAT-5 information cable will be run throughout the



building to allow data transfer of security footage to Management locally and non-locally.

Below is a detailed SOP of the Security protocols in the Dispensary for employee and management reference.

#### **b. Patient/Guest Check-in**

Each Patient entering the facility will first be screened in the Dispensary waiting area. They must give a form of identification as well as their non-expired Medical card to the Receptionist on shift to be scanned and filed. Once logged in the Patient may browse a menu of available product while the Receptionist notifies a Retail Associate.

Once the Associate is ready for service, the Patient will be admitted by the Receptionist to the Dispensary's secure showroom, located behind an electronically locked door. This procedure must be followed by all Patients entering the Dispensary.

All guests entering the Dispensary must sign in to an entry log, with time arrived and departed.

Once signed in, a guest pass and lanyard will be issued and must be worn for the duration of the guest's visit, then turned in at the end of their visit.

Each guest must also be accompanied by a guide for the duration of their visit. No unsupervised or unpermitted guest may enter the premises.

A guest will not be permitted to have access to any form of Cannabis on the premises without proper state required documentation.

#### **c. Security Keycards**

Each employee will be issued a keycard to gain access to the secure areas of the Dispensary.

Doors leading into the below areas will have keycard readers:

- Showroom;
- Packaging Room;
- Transportation/Receiving Room;
- Reception/Security office.

Keycards may only be distributed by Security Personnel and Management. Each time an employee enters a keycard guarded area, a timestamp will be logged automatically into the chosen security software.



Security Personnel will be tasked with administering keycards to all applicable employees.

#### **d. Camera Systems**

The Facility will implement a camera system capable of getting high resolution 1080p footage of the entire facility except for any bathroom in the building. Weather proof Security cameras from Swann Systems will be purchased and ran through out the facility with CAT-5 Data cable. The system will use a 2TB storage DVR to keep months of recorded data accessible. The outside of the facility will also be monitored at all entrances and exits.

Using the hardwired monitoring system, security personnel can also monitor the building in real-time, making loss-prevention and security implementation simple. Using the Swann application each member of management and security can also monitor the building remotely at any time, with the capability of built in alarms that will send alerts via text.

#### **e. Transport of Finished Product**

As permitted the Dispensary will delivery product directly to patients during hours of normal operation.

All products will be logged and removed using the Seed-to-Sale tracking software by the Cultivation. Management must approve all delivery manifests before Delivery.

The state in which the licensed is administered must be the only transportation route the driver takes. No finished product may ever be in another state. The Facility will require any future potential shipping company to sign an agreement that includes the above requirements.

#### **f. Fund Deposits**

Deposits of funds must be made immediately to an undisclosed vault by a member of Management. The whereabouts of the vault is known only by key personnel determined by the Director of Operation and the Executive Board of the Facility.

The vault will contain a Log of deposit that must be filled out daily. This deposit sheet will be used to track the daily deposit from the Dispensary and will also be used to track the outgoing deposits to the Bank. Any opening of the vault must result in an entry into the Log, whether recording a deposit, withdrawal, or a fund audit.



## **D. Cleaning and Health Reporting**

### **a. Daily Cleaning**

Daily cleaning must be completed by All levels of Employment in the Dispensary. Each employee will constantly be focusing on keeping their individual workstations clean and orderly. Including but not limited to:

- Dusting;
- Floor mopping and disinfecting;
- Packaging machine cleaning and disinfecting;
- Bathroom sanitary cleaning.

A utility area situated outside the showroom area will contain all cleaning and disinfecting supplies, these will include but not limited to:

- 35% H2O2 Solution;
- Clorox Bleach;
- pH Neutral All-Purpose Cleaner;
- Paper towels, Tissue paper;
- Mop, Mop Bucket, and replacement heads;
- Dusting wands, and replacement filters for dusting wands.

### **b. Health Reporting**

Any health condition inflicting any employee must be reported to a manager. Once reported, the manager will determine whether the illness merits further medical action, whether it is contagious in nature, or has risk of compromising any product.

An electronic log will be kept of any instances of illness. Employees may be relocated to different tasks until receiving Physician clearance. These tasks may include but are not limited to:

- Office Data logging;
- General cleaning in product devoid rooms;
- Compliance and technique training.

## **E. Odor Neutralization**

### **a. Neutralizers**

The first measure of odor protection in the Dispensary will be Carbon sheet Air Purifiers. These units will be located in any room where Cannabis is present. Sheets of carbon will be replaced as needed in the air purifiers.



Plant terpene neutralizing devices will be the next measure of protection. These will be purchased from the Company **Neutralizer** and the facility will use *The Odor Eliminator SKU NE1200*. These neutralizers will be changed periodically when their empty indicator is present.

The Dispensary will also feature air conditioning with in-room air handlers that will constantly cycle the air in each room. This will help to purify the air and remove odor through the air handler's internal filter.

#### **b. Prevention**

The most effective way to prevent unwanted odor in the Dispensary will be in the form of prevention. Keeping all product secure in their vacuum-sealed containers will limit the potential of odor.

When Cannabis is needed to be packaged, it must always be completed in the secure *Packaging Room* located in the Dispensary. Once packaged, the product will be sealed and labeled with the Patient order number and relevant information. The package will no longer be permitted to be opened and must be promptly delivered to the patient. Preventing air exposure is vital in odor prevention in the facility.

### **F. Traffic Mitigation**

#### **a. Overview**

Fundamentally, efficiency of patient interaction and service is of paramount importance. Creating processes that mitigate patient wait times and create quick-flow servicing will help propel the Dispensary to the highest limit of potential success.

Below is a detailed SOP of the *Traffic Mitigation* protocols in the Dispensary for employee and management reference.

#### **b. Online Ordering/Pickup**

Though the Dispensary will have more than ample surface area for parking, online ordering and quick pickup stations will alleviate wait times and increase the frequency of the number of patients the Dispensary can see.

A dedicated Point-of-Sale (POS) in the showroom of the Dispensary will be for online order pick-up. Patients will be able to enter in their relevant documentation into our online E-Commerce website. This will allow them to browse our available inventory and complete purchases to be retrieved at a later time.



Once an order is placed a Retail Associate assigned to the dedicated POS will begin procuring and organizing the product. Once organized, the order will be held securely in the Dispensary's *Packaging Room*. When the patient arrives, they will show the Receptionist on shift their order. They will then need to verify their identity and compliance with all State and Federal requirements. After which, the Patient may enter the Dispensary showroom and pick up their order promptly.

The patient's identification can be stored with their consent as well, increasing the convenience and efficiency of future ordering through our E-Commerce channel.

### **c. Patient Experience**

An essential step in mitigating wait times and traffic in the Dispensary will be in preparation. The ability with POS software to store patient identification and product preferences will help Retail Associates prepare for patient interaction.

Below is an estimated timeline of Patient experience for customers at the Dispensary:

1. **1-3 minutes** - Reception check in (lower estimation for returning patients with stored relevant identification);
2. **3-5 minutes** - Product selection and procurement;
3. **1-3 minutes** - Completing financial transaction.

**Total: 5-11 minutes**

Efficiency of patient experience will be an evolutionary process with an emphasis on daily improvement. Management will have access to analytics to further help all levels of staff in its execution.

Following the above guidelines is essential in maintaining a positive customer experience.



