420 PREPAREDNESS FOR RETAILERS AND DELIVERY

Produced by the CCIA Retail, Delivery & Distribution Committee

2020

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420 PREPAREDNESS FOR RETAILERS AND CALIFORN CANNABIS 2020 ASSOCIATION DELIVERY

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Retailers (Storefront & Delivery) Preparedness

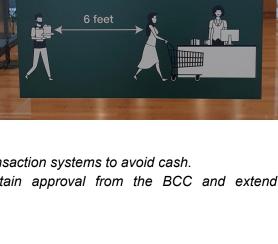
Storefront Retailers - Social and Physical Distancing Measures

- Maintain a minimum physical distance of 6-ft between employees (if possible), patrons, entrances, exits, aisles and walkways - best achieved by placing tape or demarcation on the floor and informational signage.
- Minimize customers waiting or congrating at the entryway, lobby or in lines. This is especially important with increased customer traffic.
- Implement methods to reduce touchpoints during the retail experience. Examples:
 - Leveraging technology to provide customers with the ability to pre-order.
 - Where possible provide online sales transaction systems to avoid cash.
 - Curbside Pickup (*make sure to obtain approval from the BCC and extend authorization, as necessary).

Sanitation Protocols

- Instruct all employees to frequently wash their hands with hot water for at least 20 seconds (sing yourself A,B,C's, Happy Birthday, Twinkle Twinkle Little Star)
- Personal Protection Equipment ("PPE") made available to both employees and customers: gloves, masks, face shields, hand sanitizer
- Plexiglass style partition at POS terminals
- Enhanced cleaning practices frequently wiping • down of any exposed and heavily touched surfaces with disinfecting wipes or 90% Isopropyl alcohol solution.
- Enhanced cash management handling-use of gloves and ultraviolet light to disinfect.
- Signage/Informational Bulletins, CDC Instruction: Stop the Spread of Germs (COVID-19)





SOCIAL DISTANCING

Please keep six (6) feet between you

and others when possible.



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Delivery - Social, Physical Distancing & Sanitation Measures

- Drivers should wear gloves and masks at <u>all</u> times.
- Drivers should change their gloves after each delivery.
- Utilize "contactless" measures during the delivery transactions (with approved BCC regulatory relief):
 - 1. Prescreen Customer ID for age verification.
 - 2. Maintain recommended distance of 6ft during delivery exchange.
 - 3. Email Confirmation of delivery receipt (without customer's signature).
 - 4. Employ prepayment options, when available.
- Enhanced cleaning protocols wipe down with disinfecting wipes or spray the steering wheel every time the delivery driver enters the car after making a delivery.

Operators can refer to CCIA COVID-19 Resource Page for additional information and resources - <u>https://www.cacannabisindustry.org/ccia-covid-19-resources/</u>.

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