RETAILER PLAN

A. Age Verification

1. Describe the applicant’s procedures for verifying the age of all adult use customers such that no customer under the age of 21 is granted access to the retail area, including:
   
   i. A description of who will verify ages (i.e. security personnel or employees);
   
   ii. The processes and/or devices used to verify ages; and,
   
   iii. The location of where the age verification will take place (e.g. on sidewalk outside business premises, in a waiting area separated from the retail area, etc.)

2. If the applicant intends to sell medical cannabis, describe the applicant’s procedures for verifying the age of all medical cannabis patients, such that no patient under the age of 18 is granted access to the retail area, unless the patient is accompanied by his or her parent, legal guardian, or primary caregiver. The applicant must provide the same detailed description as required above.

3. Describe the applicant’s procedures for verifying the age of an individual attempting to purchase cannabis goods, including:
   
   i. The make and model of the age verification device installed at each point-of-sales location; and,

   ii. The applicant’s procedures for using the device to verify ages before allowing purchases.

B. Monitoring of Customer Conduct

1. Describe the applicant’s procedures to ensure that an employee remains in the retail area at all times when a customer is present, including:
   
   i. How many employees will be assigned to the retail area during business hours; and,

   ii. How the applicant will ensure at least one employee remains in the retail area while other employees are on breaks, retrieving cannabis goods for a customer, or performing other duties away from the retail area.

2. If cannabis goods will be available for customer inspection, describe the applicant’s procedures to ensure that customers may not access the cannabis goods without assistance from an employee, including:
i. The type of tamper-proof container the cannabis goods will be presented in (attach a picture if necessary);

ii. A general description of the types of cannabis goods that will be available for customer inspection;

iii. The process by which an employee will prepare and present cannabis goods for inspection; and

iv. How the applicant will ensure that an employee is not drawn away by other duties while a customer is inspecting the cannabis goods.

3. Describe the applicant’s procedures for monitoring customer conduct on the premises and within the parking areas under its control to assure behavior does not adversely affect or detract from the quality of life for adjoining residents, property owners, and businesses.

C. Sale of Cannabis Goods

1. Describe the applicant’s point-of-sale system, including:

   i. The name of the system;

   ii. Confirmation that the system can track and generate reports of the sale of cannabis goods, including the date of sale, type of goods purchased and quantity of each good, related sale prices, and whether the cannabis goods are medical or non-medical; and,

   iii. How the applicant will generate reports on demand if requested by DCR.

2. Describe the applicant’s procedures for ensuring the applicant does not sell more than the maximum daily limit for medical cannabis goods and adult use cannabis goods per individual, including the system(s) implemented to track customer sales on a daily basis.

3. Describe the applicant’s procedures for accepting returns of cannabis goods, if applicable, including:

   i. The applicant’s policy for accepting returns, including how long after a sale a return will be accepted;

   ii. How the applicant will verify the cannabis goods were sold by the applicant; and,

   iii. How the applicant will ensure that returned cannabis goods are destroyed or (where allowed) returned to the licensed distributor and not placed back into inventory.

4. If the applicant intends to sell non-cannabis goods, such as branded merchandise, describe what types of goods will be available for purchase.
5. If the applicant’s retail area can be viewed from a public area, describe the applicant’s procedures for ensuring cannabis goods are not visible outside the business premises. This may include placing obstructions between transparent windows fronting public areas and areas where cannabis goods are visible or placing cannabis goods in display cases or shelves that obscure the cannabis goods from public view. Cannabis goods that are displayed in opaque packaging may be visible from a public area.

6. Describe the type of opaque exit package in which the applicant will place cannabis goods purchased by a customer. This may include a picture of the exit package or a description of the package material.

7. State the applicant’s regular retail hours and describe the applicant’s procedures to ensure that it does not sell cannabis goods outside the hours of 6:00 a.m. to 10:00 p.m.

8. Describe the applicant’s procedures for collecting and storing the personal information it collects from customers.

D. Loss Prevention

1. Describe the applicant’s loss prevention procedures as they relate to customers, including:
   
   i. How the applicant will monitor customers in the retail area;
   ii. How employees will be trained to detect and report possible theft of cannabis goods; and,
   iii. The procedures for responding upon detection of a possible theft of cannabis goods by a customer.

E. Retail Inventory

1. Describe the applicant’s procedures for receiving new inventory of cannabis goods, including:
   
   i. The security procedures for receiving cannabis goods, including measures to protect against theft and diversion;
   ii. Where on the premises inventory will be received;
   iii. How the applicant will physically inspect shipments to verify that they contain only cannabis goods listed on the sales invoice or receipt, the cannabis goods have not been damaged, and the cannabis goods have compliant labels or are not expired;
iv. What records will be created to document the movement of cannabis goods into inventory; and
v. Who will supervise the movement of cannabis goods into inventory.

2. Describe the applicant’s procedures for storing cannabis goods on the premises, including:

   i. Where on the premises cannabis goods will be stored and how they will be secured against theft and diversion;
   ii. How the applicant will ensure cannabis goods are preserved, do not degrade and are not exposed to sources of contamination; and,
   iii. Who will have access to cannabis storage areas.

3. Describe the applicant’s procedures or systems for tracking the location and disposition of all cannabis goods on the premises.

4. Describe the applicant’s procedures for ensuring that expired cannabis goods are removed from inventory and are not available for sale, including:

   i. How the applicant will keep track of expiration dates;
   ii. How the applicant will ensure expired cannabis goods are timely removed from the retail area; and,
   iii. How expired cannabis goods will be separated from non-expired cannabis goods before they are destroyed.

E. Physical Appearance of Retail Storefront

1. Attach a picture(s) of the exterior of the retail premises, including the point of entry for customers and any exterior area that fronts a public sidewalk.