

# CAPE ANN CANNABIS SOP FOR COVID-19 RESPONSE

This SOP has been developed in response to the CCC directing licensees to implement appropriate mitigating measures to ensure, preserve, and promote public health during the COVID-19 pandemic. As such, we have enacted the following procedures to protect the health and safety of customers and employees:

- 1. Training of Employees**
  - a. We have educated and informed all employees of infection status and proper infection control procedures, including all measures outlined in this SOP.
- 2. Reducing hours of operation**
  - a. Our hours of operation will be initially limited to 12pm-7pm Monday through Sunday.
- 3. Implementing Online/Phone Ordering**
  - a. To limit the amount of time our customers interact in our store, we will strongly encourage that orders be placed over the phone or online.
  - b. Once a customer has placed their order over the phone or online, they can come to the store to pay for and pick up their order. Our established SOPs will be followed in terms of security and ordering processing (i.e. A customer will show their ID to the security staff and be processed through security, and then go directly to our order pick up area to show their ID to the cashier to pay for and pick up their items.) Transaction times will be kept to the minimum amount possible.
- 4. Implementing Curbside Pickup**
  - a. An additional SOP has been developed to implement curbside pick up to limit contact of customers in the store.
- 5. Installing plexi-glass shield guards at security and registers**
  - a. Plexi-glass shield guards have been installed at both of our security office windows and at all of our cash register stations.
- 6. Strictly limiting the number of customers in the store and the distance between customers in line**
  - a. The Security Check-in Area will restrict the total number of people on the sales floor at any given time to 18 people (approximately 6 staff members and 12 customers). Any one waiting in line to enter the building will be told to keep 6ft distance between others In line.
  - b. Special indicator signs have been placed on the floor throughout the facility. These will help mark the recommended 6-foot distance to keep between customers in lines.
- 7. Cleaning and disinfecting surfaces regularly, especially surfaces frequently touched .**
  - a. We will provide disposable wipes so that commonly used surfaces can be wiped down by employees before and after each use.
    - i. Sales Floor: Registers, printers, screens, debit card machines, ATM, counters, tables, door handles and any other general surface on sales floor will be wiped down regularly throughout the day, preferably in between each customer interaction, as possible.
    - ii. Limited Access Areas: We will regularly wipe down all surfaces in the inventory vaults, cash counting room, bathroom, break area, and receiving area, including all door handles, computer screens, etc.

- 8. Wearing personal protective equipment (PPE).**
  - a. All staff will be provided with masks and are instructed to wear them at all times.
  - b. Training will be provided on when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- 9. Promoting frequent and thorough hand washing and hand sanitizing.**
  - a. Soap and running water are available for all employees to use.
  - b. Alcohol-based hand rubs containing at least 60% alcohol will be available throughout the facility for employees and customers.
  - c. Trash cans will be available for employees and customers to discard wipes, masks, and gloves.
- 10. Educating our employees and customers on proper prevention methods.**
  - a. Signage will be posted providing the following instructions:
    - i. Wash your hands often with soap and water for 20 seconds.
    - ii. Cover your mouth, ideally with a tissue or an elbow, when you cough or sneeze.
    - iii. Minimize touching your eyes, nose, and face.
    - iv. Keep 6ft of distance between yourself and others.
- 11. Requiring employees to stay home if/when they feel sick.**
  - a. Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
  - b. No penalties for staff who choose to stay home.
  - c. Sick pay will be available for staff
  - d. Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
  - e. Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

