



Summary of Retail Dispensary Customer Flow and Management

Customer Parking

As a customer proceeds down the driveway from Latti Farm Road, clear signage will delineate the areas designated for customer parking. Additional signage will mark the employee entrance and will direct customers to the front door of the dispensary entrance. Greencare personnel will regularly monitor (through the use of security cameras and physical inspections) the parking lot to ensure that customers are not loitering, and that no onsite consumption is taking place on the premises.

Customer parking will be located to the east of the building. Access to the dispensary will be via the sidewalk from the east of the building.

Customers will be greeted by a Greencare employee at the front door of the dispensary.

Retail 21+ Customer and Patient Flow

A Greencare Security employee will greet both 21+ customers and patients to inspect their identification and patient card (where applicable) to ensure that they meet the criteria to enter the dispensary. The employee will then direct the patient/customer to the appropriate check-in window.

Customer Check-In

There will be two check-in windows, one dedicated to 21+ customers and one dedicated to patients. At the security windows, a Greencare employee will verify the authenticity of the government issued ID and the Patient Registration Card where applicable. The security office contains a switch that unlocks the door restricting the access of patients and 21+ customers prior to verification. Patients and 21+ customers will only be permitted to the dispensary after being verified by a team member.

Sales Transaction Process

Once inside the dispensary, there will be separate Point of Sale (“POS”) systems dedicated to 21+ and to patients. The patient or customer will be directed to the appropriate POS.

For Patients: Both the patient ID and identification will be verified by the employee at the POS before dispensing any cannabis to the patient.

For 21+ customers: The customers identification will be verified by the employee at the POS before dispensing any cannabis.

Inventory Management

All inventory movement and transactions are tracked through METRC, the CCC's seed to sale tracking system.

Exit

Patients and customers will both exit the dispensary through a separate dedicated exit door and exit through the lobby out to the parking lot to the east of the building.

Initial Opening Procedures

Greencare will coordinate with all stakeholders regarding initial opening procedures to account for any increased interest associated with the opening of retail operations. Given the number of retail operators currently operating within the Commonwealth, Greencare doesn't anticipate a large impact associated with its opening.

Crowd Mitigation

Greencare will utilize an online ordering platform in order to streamline the queuing of customers. There will be dedicated POS systems for online orders in order to provide a safe and convenient and experience for our patients and customers. The software will alert customers when an order is ready and a designated time to pick it up allowing Greencare to control the flow of customers by staggering pickup times. Greencare will continually monitor the traffic and flow of the retail facility in order to proactively identify any issues and improve our procedures based upon stakeholder feedback.

Curbside Pickup

Current CCC regulations allow for the use of curbside pickup due to the COVID 19 emergency. Greencare will closely monitor these regulatory updates and will evaluate the use of curbside operations at the time of initial opening.

Security

The facility has an advanced security system with 24/7 surveillance and access controls to restrict access to the facility. Greencare has discussed the details of its Security Plan with Chief Lewos. Greencare will maintain an open dialogue with local law enforcement and public safety officials in order to address any questions or concerns that may arise regarding the operations.

Training

Our responsible vendor training required by the Cannabis Control Commission shall include training on Acceptable forms of identification including: (1) How to check identification; (2) Spotting and confiscating fraudulent identification; (3) Patient registration cards currently and validly issued by the Commission; (4) Common mistakes made in identification; (5) Prohibited purchases and practices, including purchases by person younger than 21 years of age in violation of M.G.L. c. 94G, §13.

