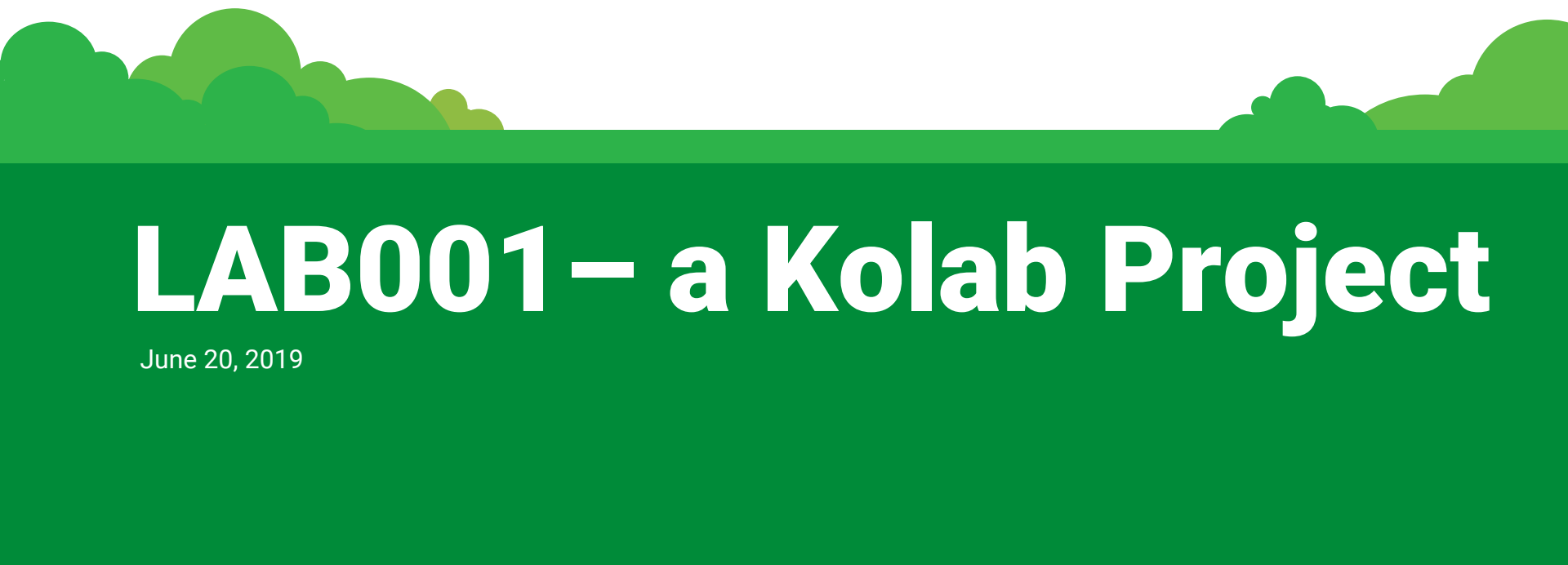




LAB001 – a Kolab Project

June 20, 2019



MODULE 1:

Welcome to LAB001 – a Kolab Project



Orientation

Topics:

1. Administration
2. Selling Steps
3. Opening and closing procedures
4. ID Checks
5. Types of IDs
6. Proper Handling of IDs
7. Point of Sale
8. Risk
9. Safety procedures
10. Cannabis Knowledge



What we know about Kolab Project

Kolab Project is a company with a license to grow and sell cannabis. They supply customers across Canada with a carefully cultivated selection of unique strains and premium products. A selection that is celebrated for its quality and consistency. Kolab Project believes that precise effort deliver precise results.



Kolab Project's mission:

**To provide Canadians with
a carefully cultivated
selection of unique strains
and high quality products
with impact.**



Administration

Kolab Project operates one retail location – LAB001.



Location:

#7, 3427 – 50 Avenue
Lloydminster, SK S9V 0N9



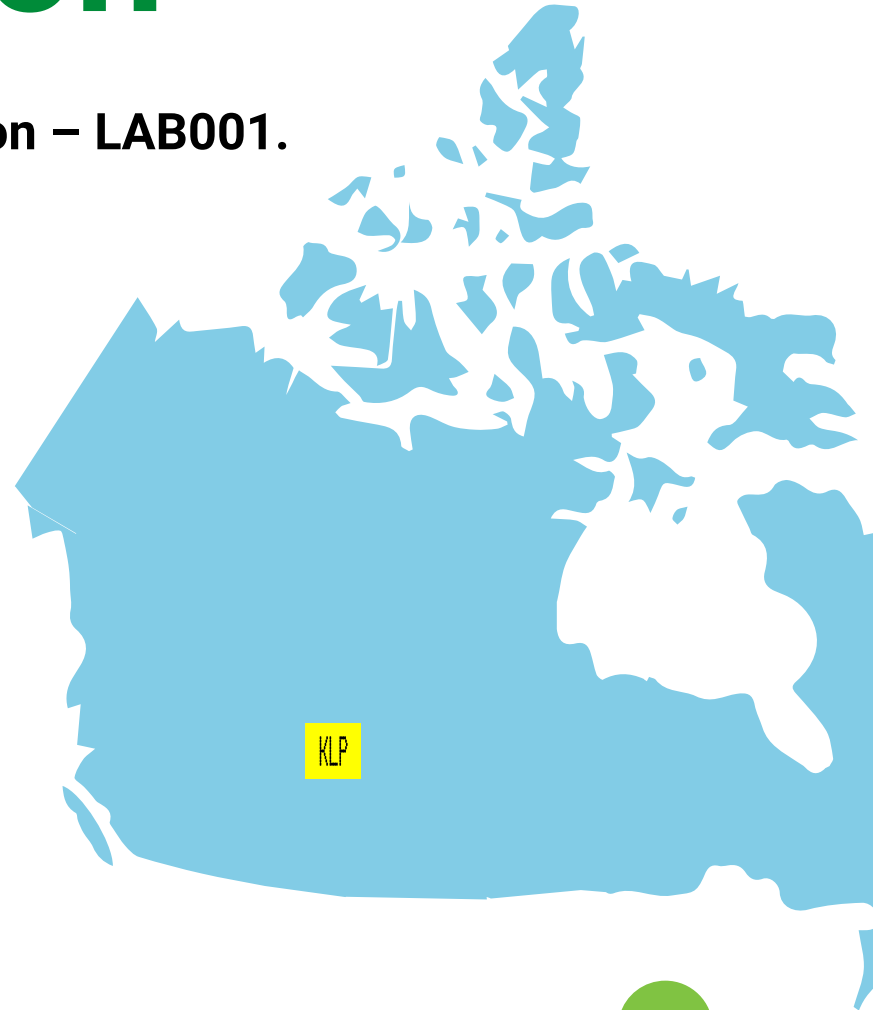
Hours of Operation:

Mon – Sat: 10:00am – 9:00pm
Sun: 10:00am – 6:00pm



Key Contact:

Rawrie Bullock: Store Manager
Martin Kane: Senior Lab Technician





MODULE 2: **Selling steps**



Selling steps

1. GREET

- All clients should be greeted warmly within the first 3 seconds of entering the store.
- Confidently approach.
- Create a connection by initiating a natural conversation.

2. ENGAGE

- Learn about your clients by exchanging names. This promotes a customized retail experience.
- Learn as much about your client by asking open-ended questions – a “yes” or “no” question will result in a “yes” or “no” answer.
- Listen actively, watch body language, and listen for verbal cues.
- Determine their needs.
- Create excitement! Share event and product highlights.



Selling steps (CONTINUED)

3. CURATE

- Provide product knowledge to highlight features and benefits for non-cannabis merch.
- Always offer 3 different options: The original (what the customer came in for), the core (a proven seller), the enhancement (the best version/upsell).
- Tour the store, create that 1-on-1 experience.

4. ENCOURAGE

- You've come this far, now close the sale!
- Overcome your customers objections, reaffirm their purchase.

5. EXCEED

- Leave a lasting impression! Thank your customer for joining you in the store.
- Maximize the last moment.
- Invite your customer to come back and visit, guarantee tomorrow's sale.





MODULE 3:

Opening and closing procedures



Opening procedure

Routine is very important in maintaining the standard of our unique store.

Prior to opening for business, **there are steps that need to be followed.** These steps help agents stay focused on what needs to be done to remain on brand before clients enter the store.



Opening procedures

Lab Tech

Must
complete
before store
opens

1. Sweeping

1. Starting at the front of the store (laundry room), work your way to the back (including the cash desk area).
2. Dust will accumulate under fixtures, tables and counters; focus on these areas.
3. Once completed, make sure to do a final walk through of the store to make sure its completely clean.
4. Neatly store the broom and dustpan in the back room.

2. Windows, mirrors and signage

1. Wipe down all glass, mirrors, windows, display tops. Focus on visible dirt and smudges.
2. Check and make sure all window signage is in order and ready for opening.

3. Store walk through

1. Ensure all lights are on and in working condition.
2. Music, audio visual is tested and turned on.



Opening procedures

Lab Tech (CONTINUED)

4. Stock Management

1. Complete a full audit of the merchandise on the floor.
2. Restock all product that has back stock.
3. Communicate any merchandise that does not have back stock but is low on quantity.

5. Administration

1. Voicemails from prior evening are listened to and assigned for return calls.
2. Communication board is reviewed.





Opening procedures

Store Manager

1. Entering the Store

1. Secure the door from the inside immediately upon entering.
2. Enter your access code to disarm the alarm.
3. You may only enter the store with a **minimum of 2 employees**
4. If the 2nd person is late, contact CanniSquad.
5. Check that all security cameras are functioning.

2. Open the registers

1. Open all POS registers. Ensure all floats are counted and accurate.

3. Administration

1. Review the nightly email and highlight any key information.
2. Sales plans for the day are displayed to keep all staff up to date on goal.
3. Emails are read, responded to, and flagged for follow-up during the day.
4. Communication board is reviewed, and new communication called out in a morning meeting led by the Store Manager or Keyholder.
5. Schedules are reviewed and staff had clocked into work.



Closing procedure

It is very important to maintain a positive customer experience until all customers have left the store, doors have been locked, and the business has closed for the day.

Only after closing the business, **there are steps that need to be followed.**



Closing procedures

Lab Tech

Complete
only after
the store
closes

1. Maintenance

1. Pick up any product off the floor.
2. Re-fill any missing or misplaced merchandise.
3. Sort product into the right sections
4. Space product evenly on shelves.
5. Wipe down merchandise if you see any smudges.
6. Hang and fold clothing to standard.
7. Tuck in stock tickets on clothing.
8. Sort and maintain accessory stands.

2. Back Room and Garbage

1. Ask the closing team if there is anything they would like to keep, including items in the fridge.
2. Discard/recycle everything else (containers, cutlery, left overs).
3. Wipe down the eating area.
4. Remove all trash from store using the back entrance.

3. Cash Desk

1. Restock all packaging.



Complete
Only after
Store
closes

Closing Procedures

Store Manager

1. Assign

1. Assign closing activities to Lab Techs

2. Close the doors

1. Close the doors 5 minutes after closing time.
2. If clients are still shopping after the doors are closed, continue to service them until they are ready to go.
3. Music should stay on until the last client has left the store.

3. Close the registers

1. Count non-primary registers 15 minutes before close.
2. When all clients have left the store, you can close the main register.
3. The closing Lab Tech should double count any variances and validate the total deposit.
4. Ensure cash is always attended before it's deposited into the safe.
5. Place all slips (receipts, deposit log) into envelope.



Closing Procedures

Store Manager (CONTINUED)

4. Nightly Reports

1. Send out the nightly recap.
Remember, less is more! Only include high level observations that will provide background on the day's results, important info concerning any Lab Tech, and highlights for next day's opening manager.

5. Validate closing activities

1. Ensure all merchandise is displayed as it should be.
2. Make sure staff has clocked out and have all their belongings.
3. Conduct bag checks.
4. Set the alarm.
5. Double check all doors are locked.





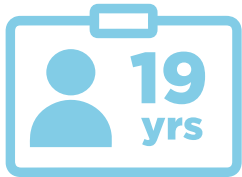
MODULE 4: ID Checks



ID check

It is everyone's job to ensure customers who are buying cannabis are at least 19 years of age.

We will request a valid proof of age identification (ID) from **all** customers *once before* they enter the store and *once again* at checkout.



Minors are prohibited from entering a cannabis retail store.

To ensure that all customers are of legal age to be present in a cannabis store ***you must ID all customers***, no matter the age, who enter the store. You can only allow customers 19 or older to enter the store.



ID check (CONTINUED)

- If you don't believe that the person is at least 19 years of age, you must refuse entry to that customer or ask them to leave the store.
- You must check all IDs to make sure it is acceptable, and valid (not a fake). You cannot accept ID that does not look real.
- You cannot sell cannabis to anyone under 19 years of age or anyone who cannot show acceptable ID.
- You must not allow adult customers to buy or give cannabis to anyone who appears to be a minor.
- **Be aware that if you sell cannabis to a minor you may be subject to administrative and criminal sanctions.**



ID check (CONTINUED)

To be accepted as valid identification, a piece of ID must have **ALL 8** of the following elements:

1. A photo
2. A name
3. A signature
4. Be government-issued
5. Include date of birth
6. Not be expired
7. Have a unique identifier number
8. Be an original (not a copy).



ID check (CONTINUED)

If you are not sure the primary ID belongs to the person using it, if you think it might not be real, or that it might have been changed or tampered with, ask for a second piece of ID to compare it to.

Secondary ID alone is not acceptable as proof of age.

To be accepted as valid secondary identification, the ID must:

1. Be government-issued
2. Have a unique identifier number
3. Have a date of birth
4. Be valid (not expired).



ID check (CONTINUED)

Types of ID that **cannot** be accepted as proof of age.

Below is a list of some types of ID that people may try to use to purchase cannabis or enter a permitted cannabis retail store. They **cannot** be accepted as proof of age, identity **or** as secondary ID to confirm that primary ID is real:

- Credit, debit or Interac cards
- Employee ID cards
- Club membership cards (CAA, Costco, health club/gym)
- Marriage and baptismal certificates



ID check (CONTINUED)

If someone does not have ID, ask them to leave the store immediately. Do not, under any circumstance authorize a sale.

All customers must provide ID **each time** they enter a cannabis permitted premises. If a person is a minor, or can't provide valid ID, they cannot be in a retail cannabis store.





MODULE 5: **Types of IDs**



Primary ID



Saskatchewan Driver's License

This is a sample of a Saskatchewan driver's license. It is issued by the Government of Saskatchewan and shows the person's name, photograph, and date of birth. It has a unique identifier number. To be accepted as primary ID the license must be current (not expired).

Note: If a customer gives a Saskatchewan Driver's License as proof of ID that you suspect is fake or that it has been borrowed, stolen, or changed from its original condition ID, you must keep it and call your local police force or Saskatchewan Government Insurance (SGI). All other IDs you must give back. This is because in Saskatchewan the drivers license is owned by SGI.



Primary ID (CONTINUED)



Out-of-province Driver's and/or Operator's License

Drivers and/or Operator's licences from other provinces or countries can be accepted as ID if they are issued by the government, include a photo of the person presenting it to you, their date of birth, name, and a unique identifier number. It must not be expired and must be an original document (not a copy).

Operator's licences issued by Canadian provinces or territories may look different but have similar security features. The same is true for operator's licences issued by most American states.



Primary ID (CONTINUED)



Saskatchewan Identification Card

This is a sample of a Saskatchewan identification card or Saskatchewan ID card. It was issued by the Government of Saskatchewan, has a photo of the person it was issued to, includes the cardholder's name, date of birth, and has a unique identifier number. It must be an original document and be current (not expired) to be accepted as primary ID.

Saskatchewan residents who legally live in Canada and don't have a valid driver's licence can apply for a Saskatchewan ID card. The Saskatchewan ID card is for identification purposes only. It does not allow the holder to operate a motor vehicle.



Primary ID (CONTINUED)



Passport

This is a sample of a Canadian passport. It was issued by the Canadian government and includes the person's photo, date of birth, name, and a unique identifier number. To be accepted as primary ID, it must also be an original (not a copy) and current (not expired) document.

In July 2013, the look of Canadian passports changed. This means that there are currently two different styles of Canadian passports that you could be shown by customers.



Primary ID (CONTINUED)



Armed Forces Identification Card

This is a sample of a Canadian Armed Forces identification card. It is issued by the Canadian government, shows the person's name, photograph, date of birth, and has a unique identifier number. To be accepted as primary ID, it must be an original (not a copy) and current (not expired) document.



Primary ID (CONTINUED)



Certificate of Indian Status Card

This is a sample of a Certificate of Indian Status card, or status card that is issued by the Canadian government. It shows a photo of the person it belongs to, their date of birth, name, and unique identifier number. To be accepted as primary ID, it must be an original (not a copy) and current (not expired) document.



Primary ID (CONTINUED)



Canadian Citizenship Card (issued before Feb 1, 2012)

This image shows a Canadian Citizenship card that was issued before February 1, 2012. It was issued by the Canadian government, shows the person's name, photograph, date of birth, and has a unique identifier number. The original document must be current (not expired) to be accepted as primary ID.

In February 2012, Citizenship and Immigration Canada (CIC) changed the Canadian Citizenship card from a plastic, wallet-sized photo identification card to a letter-sized paper certificate without a photo. As of February 1, 2012, the photo ID cards are no longer produced by CIC. The paper certificates are not acceptable as primary ID.



Primary ID (CONTINUED)



Permanent Resident Card

This is an example of a Permanent Resident card. It is issued by the Canadian government and shows a photo of the person it belongs to, their date of birth, name, and unique identifier number. To be accepted as primary ID, the card must be current (not expired) and an original (not a copy) document.



Primary ID (CONTINUED)



Ontario Health Card

This is an example of the Ontario Health card. It is accepted as primary ID because it's issued by the Government of Ontario, has a photo of the person it belongs to, their date of birth, name, and a unique identifier number. To be accepted as primary ID, the Ontario Health card must be current (not expired) and an original (not a copy).

Ontario residents with red and white health cards cannot use these cards as primary ID.



Primary ID (CONTINUED)



Firearms Licence (Possession and Acquisition) (PAL)

This type of licence is issued by the Canadian government, through the Canadian Firearms Program (CFP). It has a unique identifier and includes the holder's date of birth, as well as a photo. It must be current (not expired) to be accepted as a form of Primary ID.



Primary ID (CONTINUED)



NEXUS Card

This is an example of a NEXUS card. It is issued by the Government of Canada, has a photo of the person it belongs to, and shows the person's name and date of birth. To be accepted as Primary ID, the NEXUS card must be valid (not expired).



Secondary ID

Saskatchewan Birth Certificate

This is a sample of a Saskatchewan birth certificate. Birth certificates issued by other provinces will look different. To be accepted as **secondary ID**, the birth certificate must be issued by the government, have a unique identifier number and include the date of birth. Birth certificates do not have a photo of the person on them.

Compare the name and date of birth with what appears on the primary ID. The surname, or last name, on the birth certificate may be different from what shows on the primary ID because people may change their surname following marriage, divorce, separation or after completing a legal change of name. The date of birth must be the same on both pieces of ID.





MODULE 6:

Proper handling of ID cards



Handling IDs

1. When you ask to see ID, **ask the customer to remove the ID from their wallet.** Take it in your hand so you can **examine it closely and feel it.** Hold the ID so you can see the picture on the ID and the customer's face at the same time.
2. Check that the ID has not expired. Expired ID cannot be used as proof of age.
3. Then, look at the date of birth on the primary ID to make sure that the person is at least 19 years old.
4. Look at the photo and compare it to the person in front of you. Pay attention to the shape and size of the facial features. Hair and eye colour may be different, but their face shape and features won't. Minors will often use the licence, or expired licence, of a family member or friend.



Handling IDs (CONTINUED)

5. Next, check that the ID is real and that it has not been changed or forged. To do this:
 - a. Hold the ID with your index finger on the top edge and your thumb on the bottom edge. This prevents any of the information from being covered up.
 - b. Look at the ID in a well-lit area or under a black light. Tilt the ID to see all of the reflective seals and holograms flash.
 - c. Look at and feel the card.
 - d. Is the card size, weight, and shape, right?
 - e. Do the photo and lettering look original?
 - f. Are there any uneven edges, cuts, tape or changes to the lamination? Have they tried to change the information with a pen? Do you see any bubbles or signs of peeling?



Handling IDs (CONTINUED)

6. If you think the ID is not real, or that it's been borrowed, stolen, or changed from its original condition, do one or more of the following:
 - a. Ask the customer questions that you can confirm by looking at the ID.
 - I. When is your birthday?
 - II. How do you spell your middle name?
 - III. What is your postal code?
 - IV. What colour are your eyes?
 - V. What is your zodiac sign?
 - b. If the primary ID contains a signature, ask the customer to sign their name on a piece of paper. Compare it to the signature on the ID. Does it match?
 - c. Ask for a secondary piece of ID.
 - d. A Saskatchewan Diver's License is the property of SGI and must be returned to SGI or be given to your local police force if you suspect that it has been borrowed, stolen, or changed from its original condition.



Handling IDs (CONTINUED)

7. Listen to the customer's answers to see if they match what shows on the ID. Pay attention to the customer's body language for signs that they're nervous or anxious. If it's their ID, they should not hesitate when they answer your questions.
8. Remember, secondary ID cannot be used by itself as proof of age or identity. Secondary ID is acceptable only for confirming that the primary ID is real.



Handling IDs (CONTINUED)

9. If you're not satisfied with the answers they gave you and if they can't provide secondary ID, or a signature that matches:
 - a. Tell the customer that you cannot accept the ID.
 - b. Return the ID to the customer. Do not keep it. The exception is a Saskatchewan driver's license.
 - c. Tell the customer you cannot sell cannabis to them, and that they must leave the store.
 - d. If the person leaves the ID with you, give it to the police.
 - e. Do not stop the person from leaving.
 - f. Write down what happened in the incident log.



Handling IDs (CONTINUED)

10. If a minor tries to enter your store, do not allow them to come in or stay. Tell the minor that you cannot serve them and that they must leave immediately.

In all situations where you refuse service and/or entry:

- ✓ Be polite and professional.
- ✓ Tell the customer it is against the law for you to sell cannabis or allow the customer to enter the store.
- ✓ Point to any signs that support your decision to refuse entry and/or sales.
- ✓ Ask your supervisor for help if you need it.
- ✓ Complete an incident report. Include all the details of what happened, what was said and the actions you took.



Handling IDs (CONTINUED)

If a minor attempts to purchase cannabis or is found using cannabis at the store, staff must telephone police. Here are some guidelines to help you distinguish a minor:

- Minors often try to avoid store staff, so they won't be noticed.
- Minors may avoid making eye contact with workers when they're trying to enter a Minors Prohibited permitted premises, and when making a purchase.
- Minors may ask a legal-aged customer to buy cannabis for them.
- If asked for ID, minors may seem nervous, or may act as if they're offended.

It is everyone's responsibility to ensure a minor is not present in the store and for making sure that no cannabis is sold or given to minors.





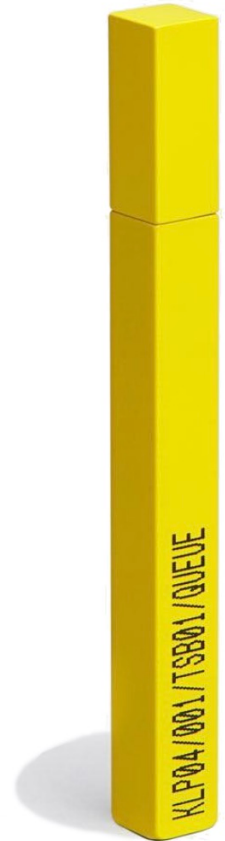
MODULE 7:

Point of sale



Tenders

- Cannabis must be sold in its original sealed package or container, as supplied by the SLGA permitted distributor.
- Upon completion of sale, customers cannot open any packaged cannabis in the store.
- Cannabis consumption is not allowed in the store.
- Customers cannot be in possession of any open or unsealed packages of cannabis in the store unless the product is being recalled or returned to the store.
- Sampling is not permitted.
- During all transactions, the age of all customers must be verified by checking their ID.



Maximum sales

In Saskatchewan, there are limits for how much cannabis adults over 19 can have in their possession in a public place.

When customers leave your store, they must not have more cannabis in their possession than the legal amount. The maximum amount of cannabis that any adult can purchase at one time is:

- ✓ You must not sell a customer more than 30 grams of dried cannabis,
- ✓ You must not sell a customer more than 30 seeds
- ✓ You must not sell a customer more than the equivalent amount of cannabis oil at one time. (70ml of cannabis oil is equal to approximately 1 gram of dried cannabis.)
- ✓ Any equivalent combination of the above.



Checkout

- At the close of each transaction, you must distribute a print copy of *Health Canada's Consumer Information*.
- You must ensure that you always have a few hundred copies of the *fact sheet* as a transaction cannot be completed without a fact sheet.
- If you are running low (below a few hundred copies), notify the store manager so they can have more copies printed.
 - When you receive inventory into the store, you should receive in the same shipment a copy of the fact sheet for every individual item in that shipment.
- You must display or distribute any responsible use materials or campaigns that are, from time to time, developed or mandated by SLGA.



Returns/exchanges

Because of the nature of the product, the strict regulations surrounding it, **all sales are final**. The only instance where a return is permitted is following a complaint.

You should be able to immediately make the call if the product can be returned following the business rules outlined by *Kolab Project's Quality Assurance and Regulatory departments*:

- If the client has experienced an adverse/medical reaction.
- For the following reasons of quality
 - Related to foreign matter in the product (e.g. pests, mold, sand, rocks, etc.)
 - Chemical smell (bleach)
 - Tempered seal (punctured or broken container)
 - Labelling (missing or incorrect information)

All complaints are to be transferred to the store manager



Returns/exchanges (CONTINUED)

If the complaint/return does not fit in the criteria, then you are required to diffuse the situation and complete the complaint form.

The following complaints **do not** constitute a return:

- I don't like the smell of the product
- The product does not look right
- I tried the product and I do not like the effects
- I tried the product and I do not like the taste
- The product is not doing what I expected
- I thought I would have received more product. Hence, I want to return it all.



Merchandise “holds”

- Cannabis product or cannabis accessories cannot be held. Merchandise can be held until store closing, same day. Holds are limited to full price merchandise only.
- The items must be appropriately marked with the following information:
 - Customer's full name
 - Contact information (telephone, email, etc.)
 - Sales associate who place the item on hold for the client
 - Estimated pick-up time
- Hold merchandise should be placed under the cash area.

Floor staff is responsible for maintaining the hold area and returning products at store closing. Holds for employees are not permitted.



Employee purchases

- As per SLGA policy, **all employee cannabis purchases must be made during regular business hours**. Staff are not allowed to buy cannabis when the store is closed, either before the store opens or after it closes.
- Purchases should not be made when the store is busy, rather **find a quiet time** during regular hours of operation to complete your purchase.
- Upon exit, **all purchases must be matched to receipts**. Managers should not assume that since the merchandise appears to be wrapped in the same fashion that they do not detail check the items.
- There is **no employee pricing/discount option**.
- Cannabis consumption is not allowed in the cannabis store.





MODULE 8: **Risk**



Employee bag check

- Bag checks must be performed by a member of the management team **every time** an employee leaves the store during working *and* non-working hours.
- Non-management employees may check management bags only when another member of the management team is not scheduled.
- All bag checks should be performed at the exit.
- It is the responsibility of the employee to open and expose all compartments of purses and bags.



Employee bag check (CONTINUED)

- The manager must have an unobstructed view to the bottom of every bag. Coats should be put on in the presence of management at the door.
- It is the responsibility of the employee to ensure **their own bag is checked** every time they leave the store.
- Whenever an associate leaves the store, regardless of whether they have a bag, a manager should be notified and should verify that there is no bag to check.



Incident log

*An **incident log** is a written record of incidents (including accidents) that have happened in the store.*

The information in the log should be the facts of what you *heard* and saw, *what was said, what you did, what the customer(s) did, where and when* the incident took place, etc. The information can be used as a reference if needed in the future.

When an incident happens, it's important to record the information while the details are easy to remember. Your notes could be used as evidence in court, at a *Saskatchewan Liquor and Gaming Commission Board Hearing*, or to resolve an *insurance disagreement*. The notes could also be used to show what you did, or didn't do, to fulfill your responsibilities to your customers.



Incident log (CONTINUED)

Record information in your incident log when:

- You refuse to sell cannabis to someone who shows signs of intoxication
- Fake ID is used
- A customer is disruptive and becomes violent, or if there is a fight
- A customer refuses to leave when they're asked to
- Illegal activity is suspected
- You arrange transportation for someone who appears intoxicated
- A customer is injured or becomes ill
- The police or medical help is called
- You try to prevent an intoxicated customer from leaving your store
- You suspect a customer is buying cannabis for a minor or someone who's intoxicated
- Property is damaged
- **Any other illegal or unusual activity happens**



Incident log (CONTINUED)

Incident logs should include **ONLY** facts.

You should record:

- The **date** and **time** of the incident.
- A **description** of the incident. Include events that happened before and during the incident and tell how it ended.
- The **actions** you or others took.
- Customer's **name** and **physical description** and **phone number** if available.
- **How** or **with whom** an intoxicated customer left.
- **Name** of the person **making the report**.



Incident log (CONTINUED)

INCIDENT LOG



 Responsible Cannabis Sales

Date: _____

Incident Number And Time	Action Taken	Patron's Name / Description	Reason	Patron Departure	Initials
1. Time: __ a.m. __ p.m.	☐ ID checked ☐ Refused service ☐ Ejected from premises		☐ No ID ☐ Minor ☐ Intoxicated ☐ Other: _____	☐ Left alone ☐ Police ☐ Taxi ☐ Unknown ☐ Left with friends ☐ Other: _____	
2. Time: __ a.m. __ p.m.	☐ ID checked ☐ Refused service ☐ Ejected from premises		☐ No ID ☐ Minor ☐ Intoxicated ☐ Other: _____	☐ Left alone ☐ Police ☐ Taxi ☐ Unknown ☐ Left with friends ☐ Other: _____	
3. Time: __ a.m. __ p.m.	☐ ID checked ☐ Refused service ☐ Ejected from premises		☐ No ID ☐ Minor ☐ Intoxicated ☐ Other: _____	☐ Left alone ☐ Police ☐ Taxi ☐ Unknown ☐ Left with friends ☐ Other: _____	
4. Time: __ a.m. __ p.m.	☐ ID checked ☐ Refused service ☐ Ejected from premises		☐ No ID ☐ Minor ☐ Intoxicated ☐ Other: _____	☐ Left alone ☐ Police ☐ Taxi ☐ Unknown ☐ Left with friends ☐ Other: _____	

Additional Notes: _____



Incident log (CONTINUED)

ACCIDENT/INJURIES

Incident Number and Time	Part of Body Injured	Reason Injury Incurred	Description of Incident	Action Taken	Initials
1. Time: __ a.m. __ p.m.				☐ Refused Assistance ☐ Administered First Aid ☐ Phoned Ambulance ☐ Phoned Police ☐ Completed Incident Reports ☐ Reviewed Incident with Manager ☐ Notified Lawyer ☐ Notified Insurance Company ☐ Other: _____	
2. Time: __ a.m. __ p.m.				☐ Refused Assistance ☐ Administered First Aid ☐ Phoned Ambulance ☐ Phoned Police ☐ Completed Incident Reports ☐ Reviewed Incident with Manager ☐ Notified Lawyer ☐ Notified Insurance Company ☐ Other: _____	

Follow-up/Recommendations: _____



Visitors

This policy is intended to help secure and maintain a safe work environment for all employees and to protect merchandise from loss and theft.



Visitors (CONTINUED)

- Non-employee visits should be strictly administered by ***CanniSquad*** or the ***Kolab Project*** point of contact.
- Non-employees should not have access to the back of house or any off-site storage facilities.
- Employees should not have personal visitors in the store during work hours.
- Break periods with non-employees must be conducted off company property.
- Non-employees are not permitted in the store before or after business hours.
- This includes during new store opening process.



Visitors (CONTINUED)

Government mystery shoppers are common.

If a government official or inspector comes in, behave professionally.

Cooperate, don't volunteer incorrect or bad/incorrect information.

Under any circumstance, DO NOT bribe officials.



Visitors (CONTINUED)

As soon as possible, contact your Kolab Project point of contact when you are aware that an SLGA inspector is on the premises

All cannabis workers must cooperate with SLGA Inspectors and the police.

- SLGA staff (Inspectors, Investigators, and Auditors) have SLGA identification. You can ask to see their identification to confirm who they are.
- SLGA staff must be allowed to enter and do their job at any time. Retail store staff must cooperate and allow them to do their inspection, no matter how busy it is.
- Cannabis retailers and staff cannot do anything to prevent, delay or get in the way of a SLGA staff member or a police officer who wants to look over the store, review records, collect cannabis samples or anything else they need to do to complete their inspection.
- All cannabis workers must truthfully answer any business-related questions that are asked of them by a SLGA employee.
- SLGA staff can make copies of any records or papers that have to do with the way cannabis was acquired and sold by the retailer. SLGA will give a receipt to the store owner, manager, or supervisor who's on shift for anything that has been taken away.



Visitors (CONTINUED)

SLGA may also:

- Ask to see your cannabis retail store permit and require that it be displayed in a place that's clearly visible.
- Ask to see any computer or paper records that have to do with cannabis sales, inventory, shipping and receiving.
- Ask to see any records that have to do with staff certification.
- Ask to view security camera recordings or video.
- Talk to cannabis workers and ask questions about the premises or how business is done.
- Collect cannabis samples from the store or from any person working there.
- Interview and ask for ID from any customer who:
 - Appears to be intoxicated
 - Is found in the store after business hours
 - Seize ID from any person if SLGA has reason to believe that the ID is fake or has been changed in some way.



Visitors (CONTINUED)

We must, at any time, be able to prove that the cannabis we sell was bought according to the law. Be ready to show all our receipts, invoices and records if the police or SLGA Inspectors ask to see proof of our cannabis purchases.



We must email SLGA at cannabisbranch@slga.gov.sk.ca if someone offers to sell illegal cannabis to you.

As soon as possible, contact your Kolab Project point of contact when you are aware that an SLGA inspector is on the premises.



Visitors (CONTINUED)

SLGA can issue penalties to cannabis retailers if the laws and policies for cannabis sales are not followed. **Police can charge staff** under *The Cannabis Control (Saskatchewan) Act* or the *Criminal Code*.

SLGA may do one or more of the following:

- Issue a warning
- Impose conditions
- Impose a monetary fine
- Suspend or cancel a permit

For more information about cannabis policies and enforcement, see the *Cannabis Policy Manual* on the SLGA website or in the breakroom.

www.slga.com





MODULE 9:

Safety procedures



Safety procedures

When most people think of assets, their first thoughts are often property, profit and loss, merchandise, and money. However, **our most valuable assets are our employees and customers.**

Always remember **your personal safety and the safety of other staff and your customers should be your first concern.** Do not take any action that puts yourself or others at risk. Call the police if assistance is needed.

Any activity that could be dangerous or cause harm to customers, workers or the general public is not allowed.



Safety procedures (CONTINUED)

You and your co-workers must be able to **clearly see all areas of the store** where cannabis sales are allowed. If you see something that looks as though it can cause danger to someone, deal with it right away so that no one gets hurt.

If you have any questions, comments or concerns do not hesitate to call your (manager, CanniSquad or your Kolab Project point of contact).



Difficult customers and situations

Sharing information makes it easier to do your job responsibly. With the help of your co-workers and manager, work as a team to:

- Tell your co-workers if you think a customer in your store appears intoxicated by alcohol or a drug or is under the age of 19.
- If you've refused to sell cannabis to a customer or asked a minor to leave, tell your co-workers and supervisor. Record it in the incident book - this will serve as a good record in the event that something goes wrong, and you need to share the details with your co-workers, law enforcement, or an SLGA employee.
- Watch for possible problems before they happen and manage risks. Where one worker may have missed something, someone else may see it and deal with it.
- Step in early to deal with problem customers and difficult situations before they get out of hand.



Difficult customers and situations (CONTINUED)

Greeting your customers as soon as they enter your store can set the tone for a good sales experience. **Talking to customers can help you assess their behaviour.** It can also help you to decide if the customer appears to be intoxicated, or if they're a minor.

- Smile and make them feel welcome
- Greet your customers - say "Hello"
- Make eye contact with each person when they come inside
- Use the customers' names if you know them
- Ask them how they are, or how their day is going



Difficult customers and situations (CONTINUED)

It's against the law for to sell or give cannabis to any person who appears intoxicated by alcohol or a drug.

- When a person who appears to be intoxicated attempts to enter the store, tell the person you cannot allow them inside.
- If the person has entered the store, you must ask them to leave.
- You must refuse to sell cannabis to customers who show signs of intoxication by alcohol or a drug.
- You must make sure other customers don't buy or give cannabis to anyone who's been refused a cannabis sale.



Difficult customers and situations (CONTINUED)

- Do not allow intoxicated customers to drive.
- Contact the police if you have concerns about a customer who appears to be intoxicated and who you think will drive, or if you think they're too intoxicated to walk safely, etc.
- Call for emergency or medical assistance if a person appears to be in medical distress.

If a customer refuses your offer of assistance, and you believe they are driving, report it by calling the police. Call 911 and provide all the information that you can.



Difficult customers and situations (CONTINUED)

A person who appears to be **intoxicated** by alcohol or a drug may:

- Stagger or have an unsteady walk
- Have poor coordination
- Slur their words
- Have bloodshot eyes and/or breath that smells of alcohol
- Be *messy* in appearance
- Behave in an overly bold, disruptive manner

Remember, it is against the law to sell cannabis to anyone who appears to be intoxicated, no matter the source of their intoxication (e.g. alcohol, prescription drugs, over-the-counter-medication, recreational or illicit drugs, or inhalants). It does not matter what substance the person may have used to get that way.



Refusing a sale

The following suggestions may help you and your co-workers refuse a sale:

Do you need help?

Pay attention to the customer's condition, behaviour and the situation. If you need help, tell the other staff and your supervisor that you're going to refuse a sale to a customer *before* you do it - so they can support you.

Have a plan

Step in to speak to your customer as soon as possible. Talk with them politely and firmly without embarrassing them. Stay calm and in control.

Choose your words carefully

Do not say, "You're high!" or "I have to kick you out". Instead, say, "I have no choice, it's the law." or "I could lose my job if I sell any cannabis to you."



Refusing a sale (CONTINUED)

Share regret that you can't sell any cannabis to your customer

Acknowledge their anger or disappointment. Tell your customer that you'll welcome them back on another day.

Offer to help arrange safe transportation if needed

Stay calm, be visible, professional and in control of the situation.

After the customer leaves, tell other workers and your supervisor what happened so they know what to do if the customer comes back. Write down the details in the *incident log*.



Refusing a sale (CONTINUED)

After the customer leaves, tell other workers and your supervisor what happened so they know what to do if the customer comes back. Write down the details in the incident log.

Here are some examples of situations and how you can address each.

The customer is intoxicated and wants to drive home.

You can say:

- "Can I call a cab for you? Or is there someone I can call to come and pick you up?"
- "I can see that you're frustrated and that's understandable. We just want to make sure you get home safely so we can see you again on another day/at another time. Is there anyone I can call to come and get you?"
- "If you insist on driving home, I'll have to call the police. It's not my choice, it's my job. Who can I call to pick you up?"



Refusing a sale (CONTINUED)

The customer enters or is inside your store and is already intoxicated. You can say:

- "It's against the law for me to sell any cannabis to you today. If I do, I'll get fired or get in trouble with my manager. But I'd be happy to call a taxi for you or someone who can come and get you."
- "I'm sorry, but I can't sell any cannabis to you today. Can I call someone to come and pick you up, or maybe a taxi?"
- "I'm sorry, I can't allow you in today. Can I call someone to come and pick you up, or maybe a taxi?"



Refusing a sale (CONTINUED)

The customer appears to be a minor. You can say:

- "Do you have another piece of ID? This one looks like it's been changed and I need another piece of ID to make sure this one's correct". This would be appropriate if you think the ID isn't real or doesn't belong to the person who's showing it to you.
- "I'm sorry, it's the law. If you don't have any photo ID or another piece of ID, I can't sell any cannabis to you." This would be a good response if the customer doesn't have acceptable photo ID or if the customer starts to argue about the validity of the ID they gave you.



Refusing a sale (CONTINUED)

If a group of young-looking customers enters the store and only one of them has acceptable ID, the right thing to do is ask the customers who can't provide ID to leave and refuse the sale, since it's likely the customer would share the cannabis with their friends who appear to be minors.

The customer may be buying cannabis for minors. You can say:

- "I'm sorry, I can't sell any cannabis to you today. I saw you taking money from those kids in the parking lot and it looks like you're buying cannabis for them" **OR**, "I have good reason to believe that you might be purchasing cannabis for minors".
- "It's against the law for me to sell cannabis to someone if I suspect they're buying it for someone who's under the age of 19."



Refusing a sale (CONTINUED)

Managers and supervisors can help their employees deal with customers who show signs of intoxication by working as part of a team.

- ✓ Support your worker's decision to refuse the sale.
- ✓ Help the employee tell a problem customer to leave.
- ✓ Do not accept inappropriate or rude customer behaviour.
- ✓ Step in early to avoid problem situations from happening.
- ✓ Stay respectful. Allow customers to withdraw from a conflict without embarrassment.
- ✓ Be firm but fair when conflict happens.
- ✓ Use a friendly, helpful and customer-focused approach whenever possible.
- ✓ Help staff learn how to handle difficult situations by reviewing what happened with all employees. Discuss what worked well and how to handle any problems.
- ✓ Make store policies. Train staff so they know what the laws and policies are, and how to follow them.
- ✓ Be sure to provide an incident log, and ensure that staff know when to use it and what to document.



Refusing a sale (CONTINUED)

When you must refuse to sell cannabis to a customer, the customer may:

- Accept your decision and leave.
- Be disappointed, frustrated or annoyed. They may try to make you change your decision.
- Become belligerent and insist that you are wrong. They may try to intimidate you and demand to see a manager.
- Become angry and/or verbally abusive.
- Become physically aggressive.



Refusing a sale (CONTINUED)

Remember... stay calm and be firm, professional, courteous and customer-focused.



Refusing a sale (CONTINUED)

How to behave:

- Do not argue or negotiate. Do not change your decision to refuse the sale.
- Use closed statements. The phrases suggested earlier in this lesson can help you refuse a sale without inviting a discussion.
- If necessary, use different words to repeat your refusal.
- Get help from other staff and your supervisor.
- Offer to call a taxi, friend or family member so that intoxicated customers have safe transportation.
- Write down the details of what happened in your store's *incident log*.



Refusing a sale (CONTINUED)

One of the most effective strategies for dealing with difficult customers is identifying them and having a manager step in to deal with problems before they escalate.

You can do this by:

- Having enough staff on duty to properly monitor customers.
- Identifying minors.
- Be alert to early signs of trouble. If you think an argument is getting heated and might lead to something more serious, step in to stop it or deal with the problem right away.
- Pay attention to customers' body language and be aware of the nonverbal messages your body language sends.
- Know what the signs of intoxication and anger are. Have a plan to deal with problem customers and make sure all staff know what to do.
- Watch for customers who might be buying cannabis for someone who is not permitted to buy cannabis for themselves.



Refusing a sale (CONTINUED)

If you must ask someone to leave, tell your supervisor or a co-worker what you are about to do *before* you do it. Ask for help - never engage a problem customer on your own.

- Be firm and professional.
- Be discreet - take steps to avoid embarrassing the customer and help them "save face".
- Explain to the customer why you are asking them to leave.
- **Do not** get angry, argue or bargain. Use closed statements that do not invite discussion.
- Blame the situation, law or store policy for what you have to do, not the customer.
- Repeat your request that they need to leave.
- If the customer refuses to leave your store, call the police.
- When the incident is over, write down the details of what happened and the actions you and your staff took in your store's incident log. Include an explanation of how the situation ended.



Refusing a sale (CONTINUED)

Remember, your responsibility to your customers **does not** end at the door. If an intoxicated customer is asked to leave, you should make sure he or she has safe transportation. Make a reasonable effort to stop an intoxicated customer from driving, without placing your personal safety at risk.

If an intoxicated customer insists on driving after you and your co-workers have done all you can reasonably do to stop them, call the police.

Remember to write the facts and details of what happened in your incident log.



External theft

Shoplifting is a common problem among retailers, therefore management and staff must be aware of what they can do to detect and to prevent shoplifting.

Our goal is to detect and prevent shoplifting, diminishing any opportunities that may exist.

We NEVER apprehend shoplifters. Our focus is on how our selling skills can be a deterrent to shoplifters – customer service is the best defence against shoplifting. Here are some guidelines:



External theft (CONTINUED)

Greet customers promptly

When a potential shoplifter is immediately greeted, they realize that it is more difficult to steal as the sales associate is aware of their presence.

Communication

Always tell another employee when you plan to leave the sales floor - it should NEVER be unattended. If you leave the floor unattended, you are giving a potential shoplifter ample opportunity to take merchandise.



External theft (CONTINUED)

Selling floor control

At many times there may only be two employees working. If you have a rush of clients, you may not be able to devote the desired amount of time with all of them. The potential shoplifter will notice this and attempt to steal when you are engrossed with another client. Being able to politely excuse yourself from one client to assist others will be a tremendous deterrent and will cut off many opportunities for the shoplifter to steal. The ability to assist more than one customer at a time will alert a potential shoplifter that you are aware of everything going on in the store which will be a tremendous deterrent.



If you see a shoplifter

If you observe someone concealing merchandise, the following procedure should be followed.

Remember sales associates must always inform their manager prior to taking any action towards a shoplifter. The safety and well-being of our associates is most important. No action should ever be taken that places someone in a threatening position.

- Approach the individual immediately upon seeing them conceal the merchandise. Continue to sell to them referencing the item they have concealed.
- Act as though they have done nothing wrong and you are simply aiding them.



Wrongful accusation of a shoplifter

If the previous standards are followed, you should not have a situation where an individual is accused of shoplifting. However, if a sales associate **wrongfully accuses** an individual of shoplifting or the individual states that they feel they are being accused, the following procedures should be followed:

- Attempt to **defuse the situation** by explaining “we strive to give everyone excellent service and apologize for the inconvenience and misunderstanding”.
- Allow the individual to exit the store or to continue shopping.
- If requested, give them your information using the store address and phone number.
- Fill out an incident log and send to CanniSquad and your Kolab Project point person immediately for further direction.



Wrongful accusation of a shoplifter (CONTINUED)

Since most shoplifting can be deterred through customer service, there is usually no need to identify potential shoplifters through their actions. However, **here are some common actions displayed by shoplifters:**

- Wearing unseasonable, bulky clothing.
- Carrying large shopping bags and concealing those
- Created a diversion in one area of store to divert attention from accomplices
- Proceeds to areas of sales floor with limited staff and sales coverage
- Utilizes secluded areas to conceal merchandise

As a reminder, suspected shoplifters should not be treated differently than regular clients. Never judge someone to be a potential shoplifter based on any personal, physical characteristic.





MODULE 10:
**Cannabis
knowledge**



About cannabis

Highlights:

Both cannabis plants and humans share a chemical trait: the presence of **cannabinoids** in our chemistry.

Humans are directly affected by the chemicals in cannabis when it's consumed.

The effect of this interaction is different for everyone.



How cannabis works

Both cannabis plants and people have chemical compounds in our systems called *cannabinoids*.



In humans, they're called *endocannabinoids*.



In plants, they're called *phytocannabinoids*.

The cannabis plant has many cannabinoids, of which the two best known and studied are **tetrahydrocannabinol (THC)** and **cannabidiol (CBD)**.



What makes up cannabis?

THC

THC is responsible for the way your brain and body respond to cannabis, including the **psychoactive effect**, or “**high**,” and the associated physical impairment.

CBD

Unlike THC, CBD **does not generally produce a “high.”** There is some evidence that CBD may block or lower some of the effects of THC on the brain when the amount of CBD in a product is the same as or higher than the amount of THC.



The science behind humans + cannabis

Humans produce cannabinoids internally through an important system in our bodies called the endocannabinoid system (ECS).

Studies suggest the ECS plays a role in regulating **stress recovery, nervous system protection, immune system response** and **homeostatic balance** (our overall state of optimal health function and stability).

Our endocannabinoids bind to cannabinoid receptors all over our bodies to help regulate those functions.



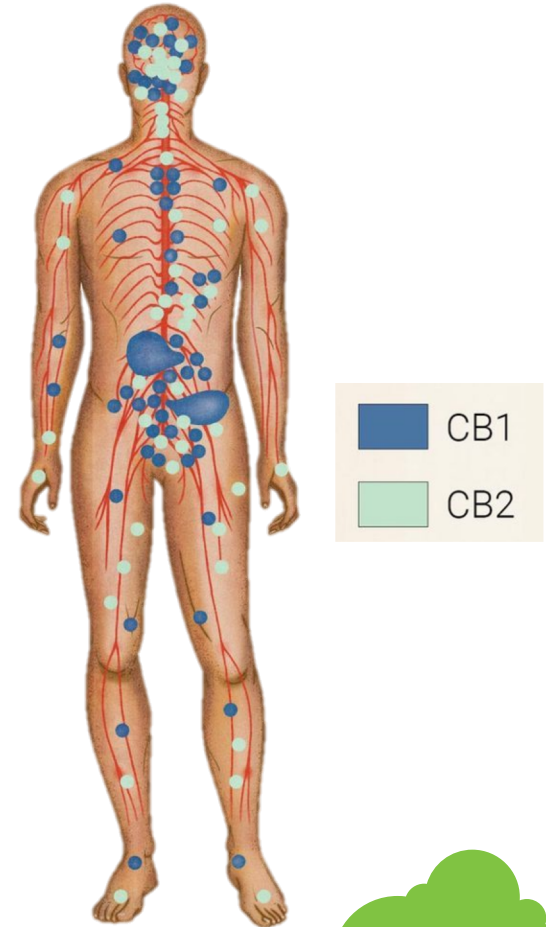
Cannabis receptors

Humans have two types of receptors:
CB1 and **CB2**.

Receptor sites are found in many organs and areas of the body.

CB1 receptors are primarily located in the *central nervous system*, which includes the brain.

CB2 receptors are found primarily in the *immune system*.



How cannabis changes humans

When cannabis is consumed, cannabinoids like **THC and CBD can interact with our receptor sites** like our own endocannabinoids do. It is because many of those receptor sites are located in the central nervous system that cannabis is likely to **produce changes to our cognitive and/or physical states**.

The response to cannabis is completely individual.



Making the right choice

Everyone's physiological makeup is different, and the ECS receptor site locations and the number of sites can vary from person to person. *That is why the same **strain** of cannabis can affect people differently.* Additional factors that contribute to the potential differences in effect can also include the genetics, gender, current health, personality and age of the individual.

Being aware of this unique interaction between cannabis and the human body is helpful in understanding how to make the right choice.

Consider this information along with the **method** and **amount of consumption**, and the **levels of THC and CBD** that are in a strain.

If someone is new to consuming cannabis, they might consider starting at very low THC and CBD levels as they learn how their body responds.



Effects of cannabis

There are both potential **therapeutic uses** for and **potential health risks** of using cannabis.

While it is used by some for therapeutic purposes, there are short- and long-term physical and mental health effects that can be harmful.

Short-term health effects

While cannabis may make you feel relaxed and happy, you could experience unpleasant, unwanted or negative effects on your brain and body



Effects of cannabis (CONTINUED)

Short-term health effects

Effects on the brain

The short-term effects of cannabis on the brain can include:

- Confusion
- Sleepiness (fatigue)
- Impaired ability to:
 - Remember
 - Concentrate
 - Pay attention
- Anxiety, fear or panic
- Reduced ability to react quickly



Effects of cannabis (CONTINUED)

Short-term health effects

Cannabis use can also result in **psychotic episodes** characterized by:

- Paranoia
- Delusions
- Hallucinations

Emerging evidence suggests that CBD may help dampen some of the psychoactive effects of THC such as:

- Disturbances in mood
- Psychotic symptoms

Evidence suggests that combining tobacco with cannabis can increase:

- The strength of some psychoactive effects
- The risk of poor mental health outcomes including dependence



Effects of cannabis (CONTINUED)

Short-term health effects

Effects can be felt within seconds to minutes of smoking, vaporizing or dabbing cannabis. These effects can last up to 6 hours or longer. If you eat or drink cannabis, these effects can occur within 30 minutes to 2 hours and can last up to 12 hours or longer.

Effects on the body

The short-term effects of cannabis on the body can include:

- Damaged blood vessels caused by smoke
- Decreased blood pressure, which can cause people to faint or pass out
- Increased heart rate, which can be a danger for people with heart conditions and can lead to an increased risk of heart attack.



Effects of cannabis (CONTINUED)

Short-term health effects

Impairment

The THC in cannabis can impair your ability to drive safely and operate equipment. It can also increase the risk of falls and other accidents. This is because THC can affect your:

- Coordination
- Reaction time
- Ability to pay attention
- Decision-making abilities
- Ability to judge distances



Effects of cannabis (CONTINUED)

Short-term health effects

Cannabis use can increase the risk of accidents that lead to injury or death during higher-speed activities, such as driving, biking or skiing.

Impairment can last for more than 24 hours after cannabis use, well after other effects have faded.

People who use cannabis regularly may have trouble with certain skills needed to drive safely for weeks after their last use. Combining alcohol with cannabis greatly increases the level of impairment and the risk of injury or death from accidents.

Combining cannabis with other psychoactive substances, especially ones that have sedative effects, such as opioids and benzodiazepines, can increase the effects of the drugs. This could increase the risk of injury or harm, particularly with activities like driving.



Effects of cannabis (CONTINUED)

Long-term effects

Long-term effects develop gradually over time with frequent use (daily or near-daily) that continues over weeks, months or years. These effects can last from several days to months or longer after you stop using cannabis.

Effects on the brain

The long-term effects of cannabis on the brain can include an increased risk of addiction and harm to your:

- Memory
- Concentration
- Intelligence
- IQ
- Ability to think and make decisions



Effects of cannabis (CONTINUED)

Long-term effects

Effects on the body

Some of the long-term effects of smoking cannabis on the body are **similar to the effects of smoking tobacco** and can include risks to lung health, including:

- Bronchitis
- Lung infections
- Chronic (long-term) cough
- Increased mucus buildup in the throat



Effects of cannabis (CONTINUED)

Long-term effects

Mental health effects

In some people, cannabis use increases the risk of developing mental illnesses like psychosis or schizophrenia, especially in those who:

- Start using cannabis at a young age
- Use cannabis frequently (daily or almost everyday)
- Have a personal or family history of psychosis and/or schizophrenia

Frequent cannabis use has also been associated with an increased risk of:

- Suicide
- Depression
- Anxiety disorders



Effects of cannabis (CONTINUED)

Long-term effects

Health effects on youth

Cannabis use that begins early in adolescence, that is frequent and that continues over time has been associated with increased risk of harms. Some of those harms may not be fully reversible.

Adolescence is a critical time for brain development, as research shows the brain is not fully developed until around age.

Youth are especially vulnerable to the effects of cannabis on brain development and function. This is because THC in cannabis affects the same biological system in the brain that directs brain development.

It is important for parents, teachers, coaches and other trusted adults to be ready to talk with youth about drugs.



Effects of cannabis (CONTINUED)

Long-term effects

Health effects on pregnancy and children

Just like with tobacco, a pregnant woman or new mother's use of cannabis can affect her fetus or newborn child which can lead to health problems.

The toxins in cannabis are carried through the mother's blood to her fetus during pregnancy and in the breast milk following birth.

Heavy cannabis use during pregnancy can lead to lower birth weight of the baby. It has also been associated with longer-term developmental effects in children and adolescents



Effects of cannabis (CONTINUED)

Long-term effects

Addiction

Contrary to popular belief, people can become addicted to cannabis. Individuals who use cannabis can develop a cannabis use disorder, which at its extreme can result in addiction.

Continued, frequent and heavy cannabis use can cause physical dependency and addiction.

Research has shown that THC in cannabis causes an increase in levels of dopamine, the pleasure chemical, in the brain. This motivates people to keep using it. Addiction can develop at any age but youth are especially vulnerable as their brains are still developing.

Some people are also more prone to becoming addicted than others. It's estimated that 1 in 11 (9%) cannabis users will develop an addiction to it. This statistic rises to about 1 in 6 (17%) for people who started using cannabis as a teenager. If a person smokes cannabis daily, the risk of addiction is 25% to 50%



Effects of cannabis (CONTINUED)

Highlights

- A cannabis plant's THC content is expressed as a percentage of "**mg/g**". This is often referred to as "potency."
- THC is intoxicating and can produce a variety of intended effects, but consuming too much or choosing a product with a high potency potential can produce harmful or negative effects.
- THC content is indicated on the packaging of cannabis products.
- THC ranges shown on our product pages are provided by cannabis producers and may differ from ranges specified on the actual packaging.



Cannabis anatomy

THC Potency

Potency refers to the amount of THC in a cannabis product. THC content is expressed as a percentage of milligrams per gram of cannabis. For example, if a product is labelled 15% THC, it has 150 milligrams of THC per gram of cannabis. It is important to know that 33% is the highest potency currently available, and it is impossible to have dried flower cannabis with 100% THC. As a natural product, the THC content in a cannabis product may vary from product to product and between lots of the same strain.

All information on THC content for our listed products is provided by the federally licensed producers from which we purchase the product.



Cannabis anatomy (CONTINUED)

By law, THC content is indicated on the packaging of every cannabis product sold.

Additionally, products with THC amounts over 17% are labelled as “strong” and over 20% are labelled as “very strong”, to guide customers in product selection.

THC GUIDELINE: UNDERSTANDING POTENCY



THC CONTENT	ANTICIPATED POTENCY
0—1.99%	Little to minimal
2—6.99%	Very Mild
7—11.99%	Mild
12—16.99%	Medium
17—20%	Strong
> 20%	Very Strong

THC is only one indicator of potency. Dosage, CBD content, method of consumption and individual factors will also affect the level of psycho-activity experienced.

Example found on OCS product in Ontario.



Cannabis anatomy (CONTINUED)

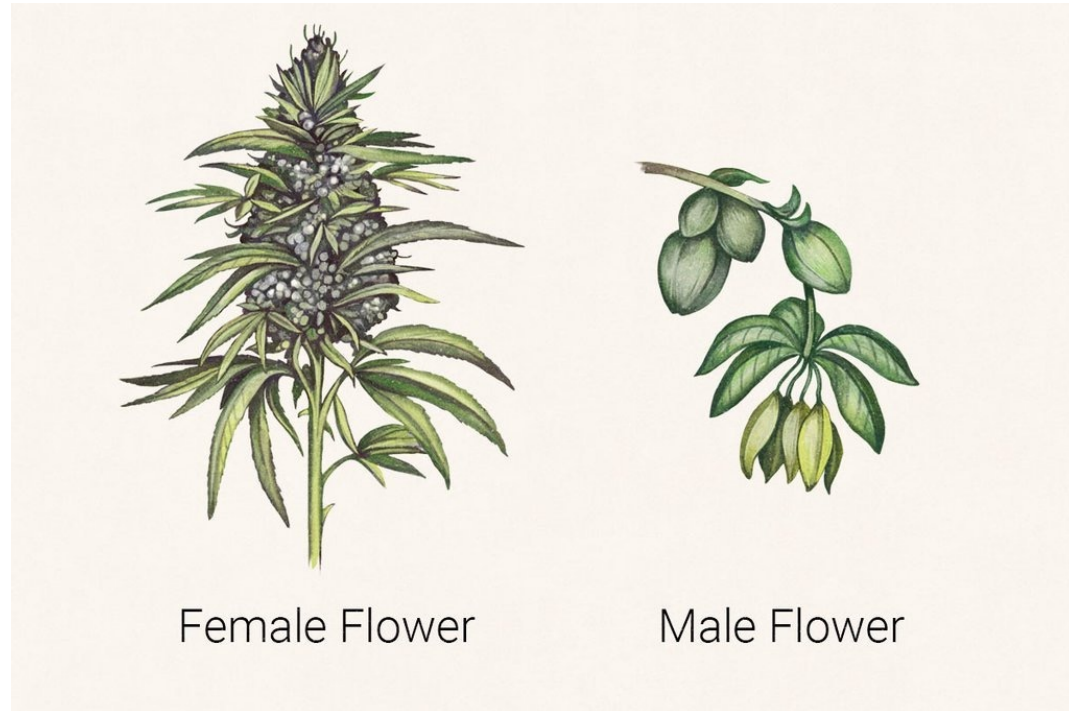
Like with most plants, there are male and female cannabis plants.

Both produce pre-flowers, **but only female and hermaphroditic plants fully blossom.**



Cannabis anatomy (CONTINUED)

The flowering tip of the female plant, often called the bud, is the part harvested for **consumption because it contains the highest concentration of cannabinoids**, the chemical compound that produces the effects of cannabis.



Cannabis anatomy (CONTINUED)

Fan Leaf: While the cannabis leaf has become the *symbol* of cannabis, they only produce trace amounts of cannabinoids.



Indica

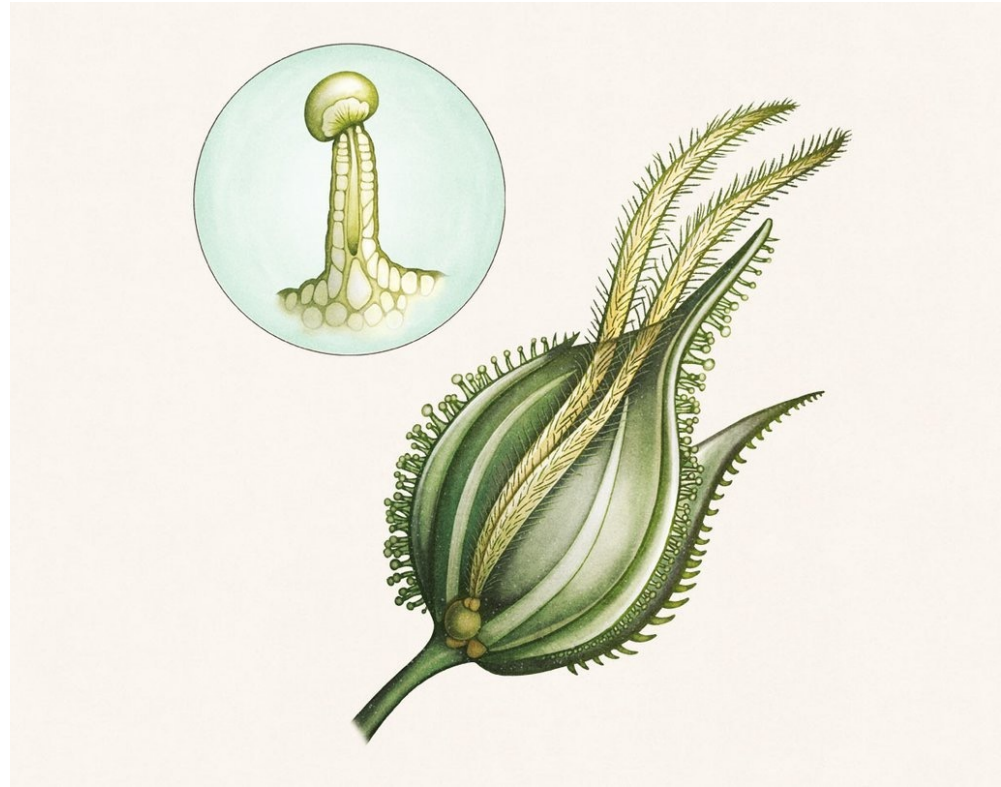
Sativa

Ruderalis



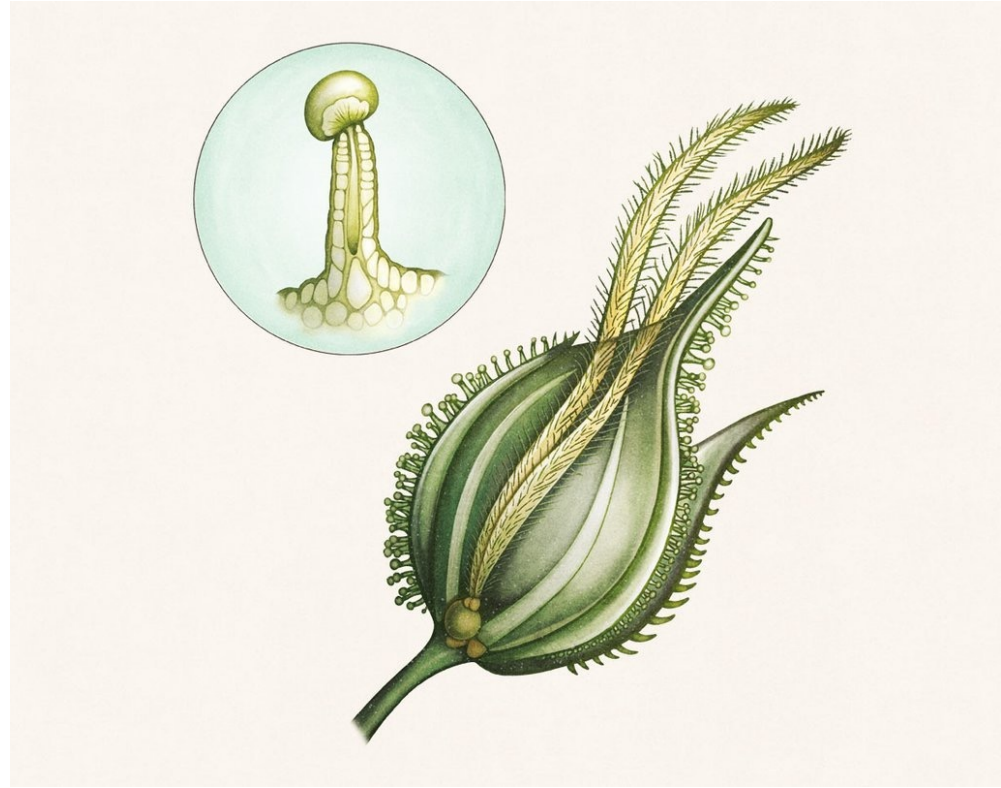
Cannabis anatomy (CONTINUED)

Cola: A cluster of buds on a female plant. They usually grow so closely together that they appear to be one large bud. This is where the highest concentration of cannabinoids are found. The topmost cluster of buds is called the main cola or apical bud.



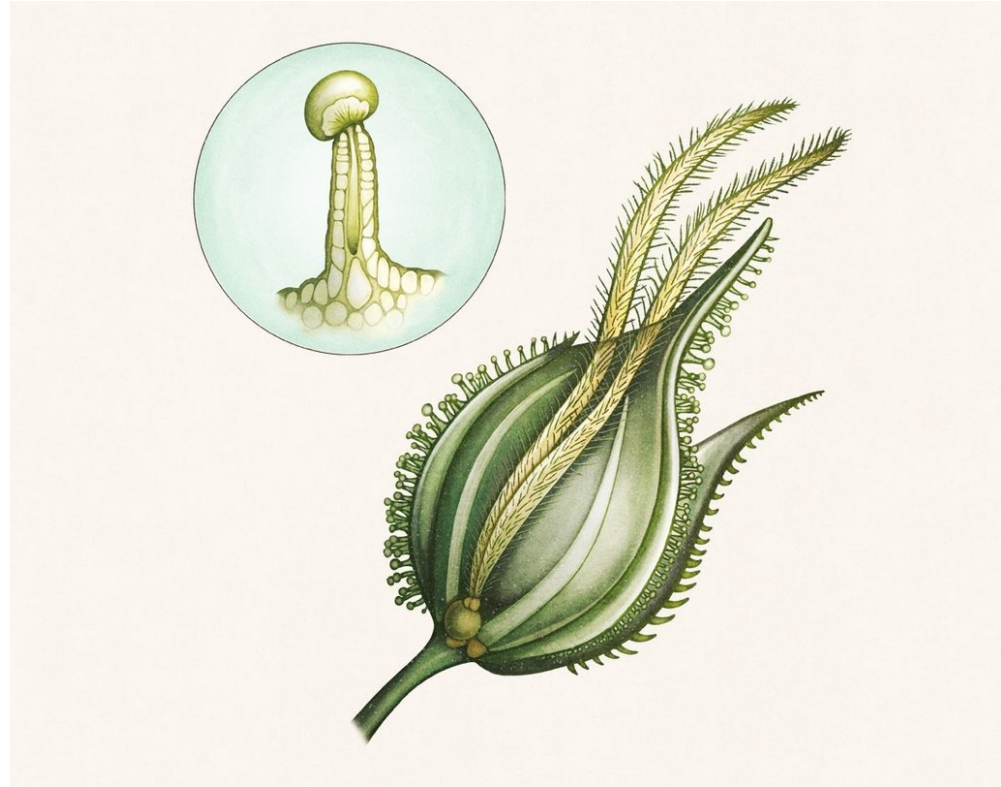
Cannabis anatomy (CONTINUED)

Bracts: Small tear-shaped leaves that encapsulate the plant's ovary that contain its seeds. Some growers refer to the bract formation as the "seed pod." Others refer to the bract formation as "sugar leaves" because of their white trichomes



Cannabis anatomy (CONTINUED)

Trichomes: Mushroom-shaped glands found on the cannabis plant's leaves, stems and calyxes. Trichomes secrete resin, THC, CBD and Terpenes



Cannabis anatomy (CONTINUED)

TYPE OF CANNABIS

Cannabis indica

This species is generally faster-growing, bushier and up to six feet shorter than *Cannabis sativa*, with dark green leaves.



Indica



Cannabis anatomy (CONTINUED)

TYPE OF CANNABIS

Cannabis sativa

This species can grow quite tall (up to 25 feet) and has long, serrated light green leaves. *Cannabis sativa* L, more commonly known as hemp is typically grown for industrial use and is regulated to ensure the plants do not contain more than 0.3% THC.



Sativa



Cannabis anatomy (CONTINUED)

TYPE OF CANNABIS

Cannabis ruderalis

This species is short, stalky and shaggier with light green leaves. It tends to be rugged and auto-flowering, which is good for breeders.

Many scholars accept Cannabis ruderalis as its own type of cannabis; however, it is widely debated as to whether or not ruderalis is a sub-species of Cannabis sativa.



Ruderalis



Cannabis anatomy (CONTINUED)

TYPE OF CANNABIS

Cannabis hybrids

There is a lot of speculation about the varying effects of consuming predominantly **sativa** versus **indica** strains, but significant differences can occur from strain to strain.

Many products are made from hybrid plants, which combine both species, as **growers explore and cultivate cannabis to produce desired effects**.



Cannabis anatomy (CONTINUED)

TYPE OF CANNABIS

CBD

- Unlike THC, CBD generally has no intoxicating effect.
- CBD is most commonly made available as an oil or in capsule form.
- As a natural product, the CBD content in a cannabis product may vary from product to product and lot to lot.



Cannabis anatomy (CONTINUED)

Highlights:

- *Terpenes* are fragrant oils found in many types of plants that produce a unique taste and smell.
- The tastes and smells of the terpenes in cannabis products range from woody to spicy to citrusy sweet.
- Many terpenes are unique to cannabis.



Cannabis consumption

1. Inhalation

This method involves the combustion (burning) or vaporization of ground dried cannabis flowers. Combustion could involve rolling the dried flower in paper and lighting it with a flame or putting it in a pipe or water pipe (bong), which cools the smoke before it is inhaled.

Another way to inhale cannabis is to put it in a vaporizer or “vape” - an electronic device that heats the cannabis to an ideal temperature for the release of its active compounds in a vapour, which is then inhaled.

Inhalation delivers the active compounds in cannabis to your body via the lungs. From there it **quickly enters the bloodstream**, so an **effect will be felt rapidly** - one inhalation may be all it takes to feel the effects



Cannabis consumption

(CONTINUED)

2. Ingestion

This method involves eating or drinking cannabis via oral tinctures, capsules, oils or edible products.

When cannabis is ingested, the active compounds enter through the digestive system and are carried by the bloodstream to the central nervous system and the brain.

Because it **takes longer to enter the bloodstream through this method of consumption**, the **effect takes longer to occur** than it does through inhalation. The effects from ingestion **can also last longer** than those experienced from inhalation.



Cannabis consumption

(CONTINUED)

UNDERSTANDING METHODS OF CONSUMPTION			
OCS			
METHOD	ONSET OF EFFECT	PEAK EFFECT	DURATION
SMOKING INHALATION Combustion • May have negative effects on the lungs. • Cannabinoids and terpenes are heated to high levels which may decrease their effects.	5—15 minutes	30 minutes— 1.5 hours	2—4 hours
VAPING INHALATION Vaporization • Allows release of active components without burning the plant matter. • Generally considered safer than smoking, but may also have risks to respiratory health.	5—15 minutes	30 minutes— 1.5 hours	2—4 hours
INGESTION • Typically creates a more physical rather than cerebral effect. • Dosing can be challenging due to delayed onset.	30 minutes— 3 hours	2—6 hours	~ 8 hours
SUBLINGUAL Through tinctures or sprays	15 minutes— 2 hours	1—1.5 hours	2—6 hours
Onset, peak and duration of effects will vary by individual. Use this guide as a general reference only.			

From OCS in Ontario.



Cannabis classification

Every product label lists cannabinoid content levels in two ways.

THC and **CBD** active content levels are expressed on labels.

1. The first reference is a **base number**.
2. the second is shown as a **percentage**.

These are listed as “THC” and/or “CBD” and “Total THC” and/or “Total CBD.”



Cannabis classification

(CONTINUED)

Every format has its own unit of measure for cannabinoid content.

DRIED FLOWER

Cannabinoid Unit of Measure:

% - Percentage of total weight

Example:

THC 0.7%

Total THC 14.3%

CBD 0.0%

Total CBD 0.3%



Consumption Information

Sold before decarboxylation so the two stated levels of cannabinoid content will be different “Total” cannabinoid numbers are the best way to determine the potency potential of the product



Cannabis classification

(CONTINUED)

PRE-ROLLS

Cannabinoid Unit of Measure:

mg/unit - Milligrams per individual pre-roll unit

Example:

THC 4.1 mg/unit

Total THC 146 mg/unit

CBD 0.43 mg/unit

Total CBD 26.8 mg/unit



Consumption Information

Sold before decarboxylation so the two stated levels of cannabinoid content will be different “Total” cannabinoid numbers are the best way to determine the potency potential of the product

Eg. $146 \text{ mg} / 1000 \text{ mg} \text{ (1-gram pre-roll)} = 14.6\%$



Cannabis classification

(CONTINUED)

CAPSULES

Cannabinoid Unit of Measure:

mg/unit - Milligrams per individual capsule

Example:

THC 2.5 mg/unit

Total THC 2.5 mg/unit

CBD 0.3 mg/unit

Total CBD 0.3 mg/unit



Consumption Information

Sold in a fully active state, so the cannabinoid content levels will be the same

Each capsule contains a pre-defined amount of active cannabinoids.

The highest dose of THC in a single capsule allowed by Health Canada is 10mg.



Cannabis classification

(CONTINUED)

OILS

Cannabinoid Unit of Measure:

mg/mL - Milligrams per milliliter of oil

Example:

THC 10.3 mg/mL

Total THC 10.3 mg/mL

CBD 11.5 mg/mL

Total CBD 11.5 mg/mL



Consumption Information

Sold in a fully active state, so the cannabinoid content levels will be the same. Active cannabinoids are blended with “carrier” oils (like MCT) to produce a level of concentration or potency. Since measurement information on droppers may vary, use caution when free-dosing oils. Products will differ in concentration, and the maximum allowable concentration in an oil is 30mg/mL





Thank you

www.cannissquad.com