

THE WINDING RHODE COMPASSION CENTER STAFFING PLAN

Employees in cannabis businesses generally make more than their counterparts in other industries. In keeping with this industry standard and with standards established by other businesses operated by The Winding Rhode Executives, The Winding Rhode will offer a generous compensation package to our employees.

Support staff employees, which includes budtenders (sales associates), sales leads, and inventory specialists will make a starting salary of \$45,000 annually. However, if they have significant experience in their role, they may be eligible for a higher starting rate. Support level employees will be subject to annual performance reviews conducted by the Manager, at which time they will be eligible for incremental hourly increases to their pay. As The Winding Rhode prioritizes internal growth, some support level employees may be promoted based on their performance, at which point both their responsibilities and their rate of pay will increase.

Managers can expect salaries in the range of \$60,000 to \$100,000 annually, depending on their role and responsibilities, experience, and longevity with the company. Mid-level Managers will begin around a \$60,000 annual rate of pay, scaling up from there based on their experience and time worked in the company. Store Managers can make up to \$100,000 annually for their roles, depending on the same factors.

The Winding Rhode will offer an enhanced benefits package to our employees. This plan will include medical benefits, paid time off, sick leave, FMLA leave, education and training incentives including leadership training to encourage the growth and development of internal employees.

Our company wide goal is to foster growth, creating an environment where our employees develop careers and not just jobs. Careers require mutual symbiotic investment in the development of employees and the company. If a company invests in the development of a career for all employees, then they in turn commit to the development of a successful company. To further illustrate the importance of the investment The Winding Rhode will make into our employees, The Winding Rhode will offer the opportunity to grow into roles in other The Winding Rhode team projects. This will ensure that no one in the company is precluded from internal growth because a management-level role is not available at The Winding Rhode specifically.

Staff Training

The Winding Rhode will hire highly qualified candidates with exceptional skills who are focused on providing friendly, competent “customer” services. In addition to satisfying The Winding Rhode’s prerequisite qualifications, potential new hires will go through an extensive background screening process. Prior to their final interview, The Winding Rhode applicants will undergo a full background check as may be required for registration with the state of Rhode Island. The Background Check result is determinative as to eligibility of the applicant for employment with The Winding Rhode.

After successfully completing the interview process, a qualified candidate will be hired on a three-month probationary period. During this period, each candidate will go through an intensive training and education process, during which each candidate is monitored and progress is charted. The Winding Rhode will then determine whether the candidate is suitable for the intended position by further monitoring the individual in a highly managed environment. All new employees will undergo an intensive orientation and will receive the Employee Handbook, which explains all of the policies and procedures of The Winding Rhode.

Training components may include:

- Demonstration videos
- Role playing scenarios
- Job shadowing
- Job coaching
- Monitoring of daily activities for learning opportunities
- Staff meetings and peer-assisted learning
- Off-site learning, including at-home digital training, training within the S. Kingston compassion center, and training seminars (see below).

Training subject matter may include:

- Compliant Cannabis Rules and Regulations: Promulgation of the rules and regulations established by the DBR
- Science of Cannabis: The endocannabinoid system, cannabinoids, and terpenes;
- Cannabis and Cannabis Products: The different strains of cannabis and types of cannabis products;
- Consumption: The different methods of cannabis delivery;
- Effects: The anticipated effects of different products and potential side effects;
- Customer Service Training: How to maximize interaction experiences and satisfaction;
- Recordkeeping: Demonstrating how to properly collect and record privileged information about patients, caregivers, employees, inventory, and currency in the POS (Medical Marijuana Program Tracking System) and The Winding Rhode digital and physical document repositories;
- Confidentiality Training: Ensuring the privacy of patients and inventory and sales data, HIPAA
- Safe Handling: How to properly and safely handle cannabis products to mitigate adulteration or spoilage of products;
- Sensitivity Training: How to be sensitive towards and considerate of patients and caregivers;
- POS Training: Proper use of the The Winding Rhode POS system and the Medical Marijuana Program Tracking System to record and capture all inventory and sales movement in and out of the facility
- Cash Management Training: How to properly count currency and record totals;
- Leadership and Management Training: Leadership and communication training;
- Compliance Training: Information about local and state rules and regulations, to assist in development and implementation of compliance procedures;

- **Security Training:** The proper use of security measures and controls that have been adopted by the compassion center for the prevention of diversion, theft or loss of cannabis; and
- **Emergency Preparedness Training:** The appropriate responses to emergencies that may occur at the compassion center

Employee progress will be graded by:

- Self and peer review
- Incident notes
- Management observations
- Patient/ Caregiver feedback

Local Hires

Though we understand that cannabis employment is a romantic concept to some, the reality of a position within the facility is that it requires a sophisticated understanding of cannabis, meticulous attention to detail, and a patient and kind demeanor. While we provide training, we are looking for people who possess some of the requisite skills prior to their hiring. Our Executive Team has collectively hired hundreds of cannabis employees through the course of our careers, so we have refined our hiring process and desired qualifications and can readily identify good candidates. To help drive the local economic engine, we will prioritize the hiring of local applicants and service professionals and will purchase locally for ease of access and knowledge of the local landscape.

Staffing Ramp-up

The Winding Rhode will employ over fifteen full-time, non-exempt employees to begin the hiring and training process necessary to open our compassion center. This includes security personnel. Five additional salaried employees will complete the initial staffing plan. Job description overviews are listed below. Our Compassion Center Staffing Plan is based on projected patient needs and is readily scalable to meet varying demand. We will solicit employment applications from the heart of the City of S. Kingston (Wakefield,) with explicit focus towards local hiring. *(These numbers may vary pending Covid restrictions during open, see mock schedule provided for both scenarios)*

Roles and Responsibilities

Manager

- Performing general office work, such as filing records, operating printers/ copy machines, and using email as correspondence between departments
- Implement HR policies and programs in support of The Winding Rhode initiatives
- Maintain accountability of all compassion center agents and their execution of the specific job descriptions
- Ensure a respectable attention to privacy and confidentiality with employee and patient information (HIPAA)

- Observing and attending to any necessary health, welfare and safety concerns within the compassion center; *security will be present on-site to assist when necessary*
- Effectively balance cash deposits and financial reporting. Ensure cash outs, bank records, and deposits are accurate and executed according to The Winding Rhode policies and procedures
- Assist the sales team with customer service on the sales floor when necessary. Observe and coach the sales staff on agent productivity and patient engagement
- Work with the VP of Retail Operations to oversee the hiring, discipline, termination and advancement of compassion center agents
- Make notes in the management communication log daily for fellow compassion center management and executive management
- Executing and maintaining local and Rhode Island state compliance, assist with state inspections if and when the DBR arrives at the compassion center location
- Ensure maintenance of all required record keeping logs; *visitor log, waste log, cash deposit log, etc.*
- Ensure all product custody manifests have been signed and filed for record keeping purposes
- Adhere to and promote a culture of compliance as it pertains to state and company regulations
- Implements and maintain all standard operating procedures developed by The Winding Rhode executive management
- Work with Inventory Manager/ Specialists and the Director of Retail to maintain and run product audits and reconciliations daily
- Implement all anti-diversion policies and ensure understanding among all compassion center agents
- Work with the VP of Retail Operations to meet all regulatory requirements. Correct all violations with a sense of urgency and thoughtfulness
- Model a team work and employee-oriented environment that is conducive to enhancing employee productivity, education advancement and The Winding Rhode culture
- Adaptability, the ability to implement sudden or long term change within the retail setting
- Ensure all compassion center agents receive, complete and document necessary ongoing training
- Provide clear instruction with strategic direction through communication and hands on training
- Organize and maintain a copy of all compassion center agent employee files, these must be available for inspection upon request
- Level-headed and compliant minded approach to problem solving, whether this is related to patient or employee interactions
- Align with the whole compassion center management team on all decision making, problem solving and employee development
- Preparing weekly schedules to ensure there is proper sales floor coverage, based on business needs and expectations

- Responsible for monitoring daily time punches, attendance approving and processing time-off requests
- Communicate weekly payroll information to necessary contacts for processing
- Requests through the VP of Retail Operations, all facility maintenance; monitor cleanliness, snow removal, HVAC functionality, electrical, etc.
- Direct all product display mock-ups; ensure brand consistency and integrity are maintained
- Update the product menu daily
- Collaborate with internal and third party IT support when necessary
- Send out nightly emails to executive management with a summary of all compassion center sales and necessary matters
- Provide the compassion center agents with a safe space to communicate and positive reinforcement
- Manage, supervise and direct daily activities of the compassion center team to include delegating tasks among the Budtenders and Sales Leaders as well as monitor general workflow
- Become a subject matter expert in Medical Marijuana Program Tracking System and select POS
- Execute safe cannabis handling practices

Assistant Manager

- Store opening and closing
- Assists Manager with oversight of all employees and products within the The Winding Rhode compassion center
- Assists Manager with hiring and training new employees, acts as Human Resources, consulting legal when necessary
- Conducts ongoing training modules for products, systems, and procedures
- Assists Manager with all cash handling, including performing all cash reconciliations
- Effectively balance cash deposits and financial reporting. Ensure cash outs, bank records, and deposits are accurate and executed according to The Winding Rhode policies and procedures
- Allocates and reconciles cash drawers each shift
- Performs cash drops when registers are over limits and replenishes cash drawers when they are low on change
- Handles all escalated patients and patient complaints
- Pulls and assesses reports from POS to improve efficacy
- Acts as liaison for security issues when the General Manager is not on site
- Work with Inventory Manager/ Specialists and the Director of Retail to maintain and run product audits and reconciliations daily
- Work with the VP of Retail Operations to meet all regulatory requirements. Correct all violations with a sense of urgency and thoughtfulness
- Level-headed and compliant minded approach to problem solving, whether this is related to patient or employee interactions
- Organize and maintain a copy of all compassion center agent employee files, these must be available for inspection upon request
- Executing and maintaining local and Rhode Island state compliance, assist with

- state inspections if and when the DBR arrives at the compassion center location
- Ensure a respectable attention to privacy and confidentiality with employee and customer information (HIPAA)
- Execute safe cannabis handling practices

Inventory Manager

- Coordinates and schedules all inventory deliveries, in conjunction with the Compassion Center Management team
- Greets vendors and security guard at secure access point, checks and verifies ID's (issues visitor passes with approval of security)
- Escorts vendors to Vendor Intake room
- Visually inspects products for quality assurance
- Performs a full audit of all products against state and local labeling and packaging standards
- Execute safe cannabis handling practices
- Counts and verifies product totals against product transfer manifest
- Collects Transport Manifests, Invoices, and COA's from the originating license
- Receives inventory transfers in the Medical Marijuana Program Tracking System and POS
- Assigns internal barcodes to all received inventory
- Audits inventory on a daily basis
- Studies industry trends to create a strategic ordering plan
- Creates and develops relationships with manufacturers and cultivators
- Assist with any necessary inventory investigations and in depth audits
- Work with the VP of Retail Operations to meet all regulatory requirements. Correct all violations with a sense of urgency and thoughtfulness
- Ensure maintenance of all required record keeping logs; *waste log, inventory transfers, metrc manifests etc.*
- Develop a schedule with the VP of Retail Operations and the compassion center management team to ensure all audits and orders will be received and conducted in a timely manner
- Align with the whole compassion center management team on all decision making, problem solving and employee development
- Adhere to and promote a culture of compliance as it pertains to state and company regulations
- Implements and maintain all standard operating procedures developed by [The Winding Rhode] executive management
- Executing and maintaining local and Rhode Island state compliance, assist with state inspections if and when the DBR arrives at the compassion center location
- Provide the compassion center agents with a safe space to communicate and positive reinforcement

Inventory Specialist

- Assist with Management to set and receive the necessary inventory threshold
- All active and bulk product auditing and data entry (Medical Marijuana Program Tracking System and POS)
- Move, restock and organize the sales floor inventory as well as any backstock

- Ensure the sales floor inventory is compliant at all times
- Assist Management with product investigation when necessary
- Execute safe cannabis handling practices
- Heightened attention to employee and patient safety/ security
- Continue to develop cannabis knowledge through 8 hours of annual training via the The Winding Rhode training courses
- Maintain heightened cleanliness throughout the compassion center and understanding the importance of personal hygiene while present at work
- Perform duties with a friendly and positive demeanor while interacting with patients and co-workers
- Provide above and beyond customer service for all [*The Winding Rhode*] patients and caregivers

Sales Leader

- Monitor patient flow into and out of the compassion center
- Move, restock and organize the sales floor inventory
- Ensure the sales floor is compliant at all times
- Auditing product inventory and data entry
- Provide the Budtending agents with change
- Conduct Budtender observations and feedback sessions
- Create and monitor break schedules
- Assist Management in delegating side tasks (*cleaning, parking lot sweep, etc*)
- Execute safe cannabis handling practices
- Heightened attention to employee and patient safety/ security
- Continue to develop cannabis knowledge through 8 hours of annual training via The Winding Rhode training courses
- Maintain heightened cleanliness throughout the compassion center and understanding the importance of personal hygiene while present at work
- Perform duties with a friendly and positive demeanor while interacting with patients and co-workers
- Provide above and beyond customer service for all [*The Winding Rhode*] patients
- Understand the importance of proper identification, general confidentiality and privacy (HIPAA)
- Adaptability is essential. Sales Leaders may be asked to execute job duties that fall under the description of both Budtenders and Sales Leaders when needed

Sales Associate/Front Desk Administrators (Budtender)

- Develop a comprehensive knowledge of cannabis and general use relating to medical marijuana patients
- Uphold a respect and passion for the cannabis plant
- Correct application of standard operating procedures to ensure retail regulatory compliance
- Understand the importance of proper identification, general confidentiality and privacy (HIPAA)
- Execute safe cannabis handling and storage practices

- Practice proper anti-diversion tactics
- Hold safety and security to a high standard when interacting with patients and co-workers
- Ability to utilize the point-of-sale system and other necessary technology within the compassion center
- Execute and complete all cannabis transactions in a compliant manner
- Maintain correct cannabis product inventory and point-of-sale records
- Retain knowledge of the products we carry within the compassion center
- Maintain individual cash drawers. This includes the correct currency balance at the start and close of business as well as the organization of all receipt payments
- Continue to develop cannabis knowledge through 8 hours of annual training via The Winding Rhode training courses
- Maintain heightened cleanliness throughout the compassion center and understand the importance of personal hygiene while present at work
- Perform duties with a friendly and positive demeanor while interacting with patients and co-workers
- Provide superlative customer service for all The Winding Rhode patients
- Verify all patients are at least 21 years old, or have the appropriate documentation for medical marijuana purchases
- Ensure all patient information is accurate and complete in POS, with all entry fields completed and copies of ID's verified
- When required, edit patient information with updated IDs or personal information changes
- Confirm that no one enters the facility without proper identification and verification, at any time
- Ensure that all patients are greeted and acknowledged within 30 seconds of entering the compassion center
- Collect copies of ID for all visitors, assign them a badge, record all the required information in the visitor log and have them sign in/out (all visitors must be escorted by a licensed employee at all times)
- Monitor the entryway and report any suspicious activity
- Perform all cleaning and maintenance tasks
- Keep the front desk and entryway clean and organized

Security Manager

- Monitor hourly security personnel and assist compassion center management team with necessary scheduling and planning
- Coach problem solving and de escalation practices with hourly security personnel
- Always approach coaching scenarios with a friendly and approachable demeanor
- Heightened attention to employee and patient safety/ security
- Correct application of standard operating procedures to ensure medical marijuana regulatory compliance
- Understand the importance of proper identification, general confidentiality and privacy (HIPAA)
- Practice proper anti-diversion tactics
- Hold safety and security to a high standard when interacting with patients and co-workers

- Ability to utilize necessary technology within the compassion center
- Maintain heightened cleanliness throughout the compassion center and understand the importance of personal hygiene while present at work
- Perform duties with a friendly and positive demeanor while interacting with patients and co-workers
- Verify all patients are at least 21 years old, or have the appropriate documentation for medical marijuana purchases
- Ensure all patient/ caregiver information is accurate and complete in POS, with all entry fields completed and copies of ID's verified
- When required, edit patient information with updated IDs or personal information changes
- Confirm that no one enters the facility without proper identification and verification, at any time
- Collect copies of ID for all visitors, assign them a badge, record all the required information in the visitor log and have them sign in/out (all visitors must be escorted by a licensed employee at all times)
- Monitor the entryway and report any suspicious activity
- Monitor patient flow into and out of the compassion center
- Presence during compassion center opening and closing
- Assist compassion center management with any necessary inventory investigations or emergency situations
- Ability to recognize when patients or employees show signs of impairment while present within the compassion center or facility
- Presence during all product deliveries
- Presence during all cash delivery services
- Presence during any health or general wellbeing emergencies within the compassion center
- Oversee the coordination and implementation of site security, operations, and activities to ensure protection of employee's guests, and physical assets
- Select, develop, train and evaluate Safety and Security staff to ensure the efficient operation of the department
- Ensure all aspects of the company's security policies and practices are developed, implemented, and practiced
- Oversee the continuous monitoring and protection of facilities, personnel and technology. Evaluate and report suspected security breaches and take corrective actions. Contact Security Director and local authorities as needed
- Work collaboratively with compassion center management for a team approach
- Identify with and manage a variety of retail and security vendors
- Insure all DBR guidelines are being adhered to
- Assist in the ongoing evaluation of workplace conditions, materials, equipment, and processes used in order to identify and control workplace hazards and other safety and health risks

Security Personnel

- Heightened attention to employee and patient safety/ security

- Correct application of standard operating procedures to ensure retail regulatory compliance
- Understand the importance of proper identification, general confidentiality and privacy (HIPAA)
- Practice proper anti-diversion tactics
- Hold safety and security to a high standard when interacting with patients and co-workers
- Ability to utilize necessary technology within the compassion center
- Maintain heightened cleanliness throughout the compassion center and understand the importance of personal hygiene while present at work
- Perform duties with a friendly and positive demeanor while interacting with patients and co-workers
- Verify all patients are at least 21 years old, or have the appropriate documentation for medical marijuana purchases
- Ensure all customer information is accurate and complete in POS, with all entry fields completed and copies of ID's verified
- When required, edit patient information with updated IDs or personal information changes
- Confirm that no one enters the facility without proper identification and verification, at any time
- Collect copies of ID for all visitors, assign them a badge, record all the required information in the visitor log and have them sign in/out (all visitors must be escorted by a licensed employee at all times)
- Monitor the entryway and report any suspicious activity
- Monitor patient flow into and out of the compassion center
- Presence during compassion center opening and closing
- Assist compassion center management with any necessary inventory investigations or emergency situations
- Assist with any patient or employee de escalation scenarios
- Ability to recognize when patients or employees show signs of impairment while present within the compassion center or facility
- Handle traffic flow outside of the compassion center, assist patients with parking and maneuvering within the parking lot
- Monitor all outside behavior and actions from patients and employees
- Escort any and all patients from the compassion center and premises when necessary
- Presence during all product deliveries
- Presence during all cash delivery services
- Presence during any health or general wellbeing emergencies within the compassion center
- Provide quality customer service
- Ability to stand, sit or walk for extended periods of time
- Being alert at assigned post at all times to ensure personal safety
- Monitoring various activities on and around assigned post
- Provide de-escalation techniques when dealing with disruptive individuals
- Keep a detailed log of your activities and complete a written report when needed
- Ability to climb stairs and ramps when conducting patrols

- Controlling, documenting and monitoring contractors and vendors
- Providing traffic control
- Monitoring CCTV system
- Other duties as assigned by management

In addition to the aforementioned employees, additional service providers are required to complete some of the necessary responsibilities of a medical marijuana business. These individuals may include accountants, attorneys, janitorial services, human resource consultants, waste management contractors, payroll services, alarm companies, security monitoring systems, architects, general contractors, and handymen. The Winding Rhode will prioritize the selection of locally based, reputable businesses to fulfill these roles whenever possible.

Employee Manual

All employees will follow the Employee Manual's policies, procedures, benefits and working conditions as a condition of their employment. The standards of conduct describe the expected actions and behaviors of employees while conducting Company business.

The Employee Manual is not a contract of employment nor is it intended to create contractual obligations of any kind. The Winding Rhode reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in the handbook at any time, for any reason and without prior notice.

Emails or staff meetings will notify employees when an official change in policy or procedure has been made. Employees are responsible for maintaining up to date knowledge on policies, procedures, benefits and working conditions.

The Winding Rhode strives to provide an employee-friendly environment in which goal oriented individuals thrive as they rise to meet challenges. Each employee is required to reflect The Winding Rhode's commitment to excellence in their conduct in serving patients/ caregivers and providing quality products. These policies, procedures, and working conditions provide an environment in which both patients/ caregivers and employee interests are served.

The Winding Rhode values the talents and abilities of its employees and seeks to foster an open, cooperative and dynamic environment in which employees are encouraged to take problem solving to the next level of management if they are unable to resolve a situation with their direct Supervisor.

The Winding Rhode is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay or benefits. The Winding Rhode provides fair treatment of employees based on merit. The Winding Rhode complies with all applicable labor laws.

Maintaining security and confidentiality of The Winding Rhode and its patients/ caregivers as well as adhering to Rhode Island laws and regulations is of paramount concern to The Winding Rhode. Employees are held to a high standard of conduct and responsibly contribute to ensuring our business operates smoothly and is an upstanding member of the community in which we operate.

Code of Conduct

- Zero Tolerance 1: No smoking of any sort of cannabis or consumption of alcohol or recreational drug consumption while working at The Winding Rhode
- Zero Tolerance 2: Discrimination of any kind is expressly prohibited at The Winding Rhode. Any evidence of discriminatory behavior will result in your immediate termination
- Zero Tolerance 3: If you are caught stealing or destroying marijuana products, that action will result in your immediate termination and the involvement of law enforcement
- Staff Hygiene Requirements
 - Arrive to work in clean clothing appropriate for your duties and wear closed-toe, clean, shoes of any style, any color
 - Follow hand-washing procedures
- Stay informed: Read all Rhode Island cannabis regulations for medical facilities. You have access to a printed copy in the employee break area and a digital copy in the The Winding Rhode shared drive repository
- Employees may not carry any personal bags or containers into the building past the employee break area. Employees who do not follow these directives may be subject to security checks of their persons or belonging.
- All meals must be consumed in the designated break areas. No food or drinks other than water on the sales floor.
- Remember to clock-in to start the day - clock out and back in from breaks - and clock out at the end of the day. Your paycheck is tied to the hours you report. Excessive mistakes may result in a delay of your paycheck.
- Be respectful and courteous to all employees, visitors, and patients
- Arrive to work 15 minutes before your shift begins, so you are able to store personal belongings and be ready to work when your shift starts
- Do not use inappropriate language with co-workers or patients
- There should not be idle time during work hours. If you don't have anything to do, ask your manager for a task
- No cell phones on the sales floor. It is unprofessional, distracting, and it means you are not doing your job
- Always notify a manager when you need a bathroom break - do not leave your station without notifying a manager first
- If you do not show up for your shift, disappear during your shift, or leave the premises for an unapproved extended period of time, that will be considered your resignation

- If you feel threatened or uncomfortable with a patient/ caregiver or notice suspicious behavior in or around the The Winding Rhode facility, notify the security guard immediately
- Always follow Security protocols
- Feel free to make suggestions and voice concerns to Management. We are always looking for ways to improve and no one is better suited to understand the needs of the business than you!

Discouragement of Illegal Activity

The Winding Rhode has established staff and security procedures to discourage illegal activities. These procedures include daily operations, requiring mandatory background checks at the time of hiring, and limiting the number of staff overall to the absolute minimum.

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|--|---------------------------|-----------------------|
| Staffing Plan (S. Kingston) <i>M(R)-06.v1.01.07.2021</i> | Author: | Rachel Cross |
| | Version: | M(R)-06.v1.01.07.2021 |
| | Effective Date: | ___/___/___ |
| | Supersedes: | N/A |
| | Notice for Update: | Original |
| | Authorizer: | Rachel Cross |

1. References *(state regulations that apply)*

All in accordance with 230.RICR-80-05-1
 Title 230 Department of Business Regulations
 Chapter 80 - Marijuana
 Subchapter 05 - Medical Marijuana

2. Abbreviations & Definitions

- **FTE** - Full Time Employee
- **SOP** - Standard Operating Procedure
- **DBR** - Department of Business Regulation

3. Objectives & Scope

The objective of this document is to define operational business hours, personnel details and safe distribution practices. The document applies to all compassion center agents and management.

4. Responsibilities

- *[The Winding Rhode Compassion Center, Inc] (“The Winding Rhode”)* anticipates that it will need to hire approximately 15-20 FTEs to run its medical dispensing facility located at 682 Kingstown Road, Wakefield, RI 02879 during the first year of operations. *(Pending Covid restrictions, see mock schedules for scenarios)*

- In particular, new agents will be needed for the following job functions;
 - Anticipated positions and qualifications;
 - *Director of Retail*
 - *General Manager*
 - *Assistant Managers*
 - *Inventory Manager*
 - *Inventory Specialists*
 - *Retail and dispensing associates*
 - *Budtenders*
 - *Sales Leads*
 - *Security Manager*
 - *Security Personnel*

5. Procedure

- Operational business hours for The Winding Rhode Compassion Center will be 8:00AM-8:00PM Monday-Sunday.
 - *All mock scheduling created follows these business hours*
- *[The Winding Rhode]* will ensure that all staff complete a comprehensive training and orientation program prior to performing any related job functions in accordance with responsibilities of the job functions of each compassion center agent.
- In addition to initial employee orientation, all staff shall receive at least eight (8) hours of on-going training annually. Staff training will focus on the following areas;
 - *Regulatory compliance*
 - *Identification, privacy, confidentiality (HIPAA)*
 - *Safe marijuana handling practices*
 - *Safety, security and diversion*
 - *Inventory, point-of-sale records, dispensing SOPs*
 - *Professional conduct/ Ethics*
 - *Developments in the medical marijuana field*
 - *Out-of-state transactions*
 - *Emergency plans*
 - *General POS usage*
 - *Medical marijuana program tracking system*

6. Troubleshooting

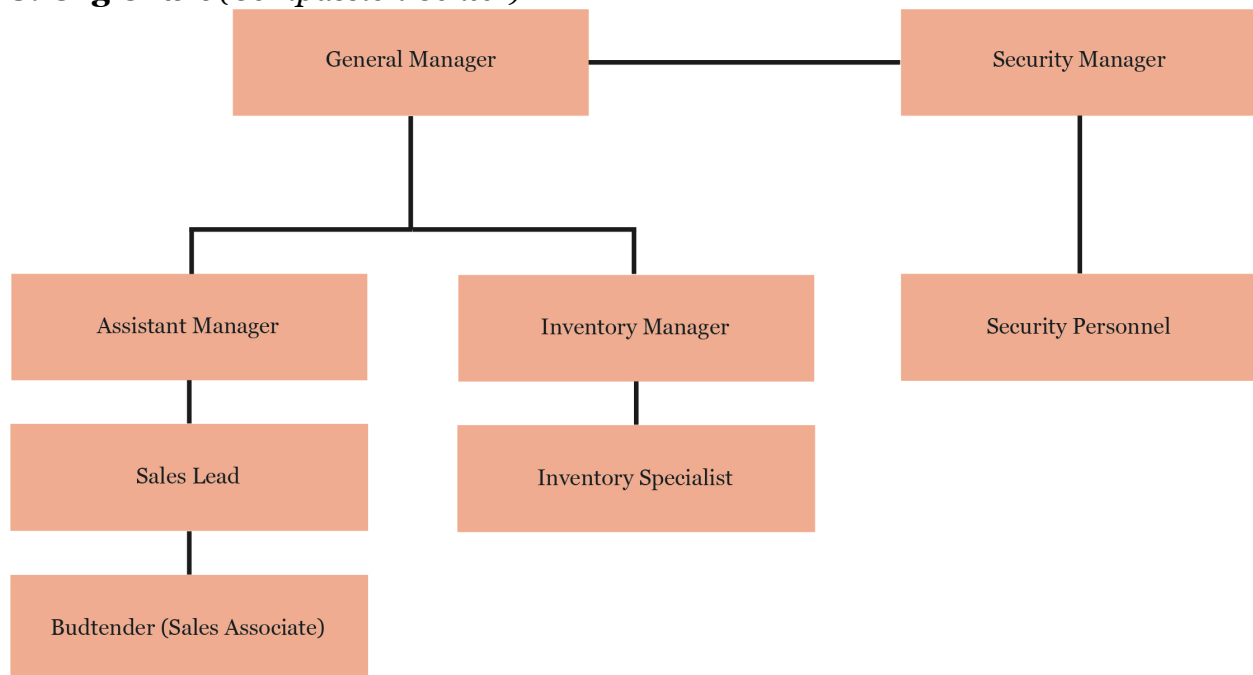
- *[The Winding Rhode]* has an employee handbook as well as a code of conduct that outlines operating procedures, employee benefits, unacceptable behaviors, etc.
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7. Related Documents (SOPs)

| SOP | Version | Author |
|--|---------|--------------|
| 1M(R)-01.v1.12.08.2020 Budtender [Sales Associate] Job Description and Qualifications | v1 | Rachel Cross |
| 1M(R)-02.v1.12.08.2020 Sales Leader Job Description and Qualifications | v1 | Rachel Cross |
| 1M(R)-03.v1.12.08.2020 Inventory Manager/ Inventory Specialist Job Description and Qualifications | v1 | Rachel Cross |
| 1M(R)-04.v1.12.08.2020 Compassion Center General Manager/ Assistant Manager Job Description and Qualifications | v1 | Rachel Cross |
| 1M(R)-05.v1.12.08.2020 Security Personnel & Security Manager Job Description and Qualifications | v1 | Rachel Cross |
| M(R)-07.v1.12.15.2020 Training Curriculum | v1 | Rachel Cross |

| Related Forms/ Spreadsheets | Version | Author |
|---|---------|--------------|
| M(R)-07A1.v1.12.15.2020 Initial Compassion Center Training Curriculum | v1 | Rachel Cross |
| M(R)-07A2.v1.12.15.2020 Annual Compassion Center Training Curriculum | v1 | Rachel Cross |

8. Org Chart (Compassion Center)



The Winding Rhode utilizes software called *Dutchie* to process all online orders for patients. This system directly integrates with the select POS system allowing all orders to be properly controlled through an API. Inventory levels remain accurate due to this integration which allows patients to view up-to-date product availability via The Winding Rhode website.

To place an online order from the comfort of their home, patients will navigate to The Winding Rhode website menu. All medical marijuana products will be listed and organized by category (*flower, edibles, concentrates, vape pens, topicals, etc.*) Products are added to the patients cart one by one. Once they have completed their order it is required that they fill in their patient information in order to allow the Compassion Center employees to verify their purchase. Time slots will be available for the patient to select. These time slots can be controlled and limited by The Winding Rhode employees in order to control the influx of patients arriving at the location at a given time. This will assist in spreading out business into lower volume hours and alleviating the amount of traffic that is coming in and leaving at one given time. All online orders will be paid for in person at the Compassion Center's express POS stations (*4-7 on the floor plan.*)

Dutchie is also the system The Winding Rhode will utilize within the Compassion Center to allow patients to place their orders on kiosks (*tablets.*) *Stations 1-3 on the floor plan.* This will remove the need to have patients interact directly with a compassion center employee to place their order. Once their order has been submitted and filled, they will pay for their medical marijuana product at the Compassion Center's express POS stations (*4-7 on the floor plan.*)