



eaize

COVID-19

Safety + Sanitation Guidelines

Updated March 24, 2020



Table of Contents

- Introduction 5
- Employee Safety 6
- Licensed Premises Sanitation 7
- Delivery Sanitation 8
- Symptomatic/Diagnosed Employees 9
- Diagnosed Family Members 10
- Resources 11



INTRODUCTION

Cannabis Delivery in a Changing World

On March 21, 2020 the California Bureau of Cannabis Control (BCC) announced that cannabis retail is an essential service statewide under Governor Newsom's 3/19 COVID Executive Order, and stated, *"Any licensee that continues to operate must adopt social distancing and anti-congregating measures and must follow the CDC's Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease at all times."*

In an effort to reduce the risks posed by COVID-19 and meet the needs of customers statewide, Eaze recommends that its retail and brand partners implement new hygiene and sanitation protocols per the Center for Disease Control's (CDC) guidance. **All retail and brand partners are obligated to follow these protocols for their own safety, and the safety of colleagues and customers.**

While this is an uncertain time, we have the opportunity to create a safe space for customers to get the products they need. In all interactions, at the licensed premises and with customers, we urge you to stay positive and friendly, while prioritizing safety-first protocols. We're all in this together, so please support one another with kindness, patience, and right action.

WHAT DOES SOCIAL DISTANCING MEAN?

According to the CDC, COVID-19 is thought to spread mainly between people who are in close contact with one another (within about 6 feet). People may be asymptomatic (e.g. not presenting any symptoms) and still spread the virus. So it's critically important to "socially distance" yourself by maintaining at least 6 feet between yourself and others.

EMPLOYEE SAFETY

Eaze is providing funding for gloves/finger cots, hand sanitizer, disinfectants, and other tools to depot employees. Use of these supplies is mandatory, as outlined below.

PERSONAL HYGIENE

To reduce risk of illness, employees should:

- Practice social distancing (6 feet) as much as possible.
- Replace handshakes with waves and verbal greetings.
- Wash hands frequently with soap and water, for a minimum 20 seconds.
- Avoid touching eyes, nose, and mouth.
- Not share food, snacks, or beverages.
- Not share pens (keep a pen on you).
- Wear gloves to handle cannabis products.
- Practice safe coughing and sneezing:
 - Cover mouth and nose with a tissue when sneezing; dispose of tissue and then immediately wash hands with soap and water for at least 20 seconds.
 - Cough into elbow or tissue, then wash hands per above.



LICENSED PREMISES SANITATION

Employees must:

- Disinfect door handles, counter tops, POS terminals and other high-touch workspace surfaces **every 30 minutes**, and maintain an accurate cleaning log.
- Disinfect all door handles, tables, and countertops in the inventory room **before and after** each distribution drop.
- Encourage vendors to wipe down bins used to carry products into the building.
- Wear gloves when handling products.
- Prevent vendors/drivers from entering the licensed premises and limit interaction with others while on the premises.

Handling Cash

- Managers should minimize the number of employees handling cash.
- Employees should wear gloves whenever handling cash and wash their hands thoroughly after, for a minimum of 20 seconds.

When receiving products from vendors:

Paperwork

1. Vendors leave paperwork on a table
2. Licensed premises employee signs documents
 - a. Do not share pens. Each party should use their own.
3. Vendors pick up documents -- keeping a distance of 6 feet.

Inspection

After checking vendor packages, COAs or manifests, or handling payments, employees should remove and discard gloves and wash hands for at least 20 seconds before touching any other surfaces in the inventory room or licensed premises.

DELIVERY SANITATION FOR DEPOTS

10 Steps: Driver Protocols for Touchless Delivery

1. Wear gloves during each delivery.
2. Use hand sanitizer before and after each delivery.
3. Communicate to the customer that you're following safety protocols.
4. Keep 6 feet from the customer as much as possible.
5. Do not touch customer IDs. Ask customers to hold out their ID, so you can verify without touching.
6. If customer elects to pay in cash, ask them to pay in exact change
7. If customer elects to pay by card:
 - a. Present terminal to customer.
 - b. Have customer insert card.
 - c. When prompted for debit PIN, give customer popsicle stick/finger cot/stylus to enter PIN.
 - d. Once confirmed, have customer remove their card.
8. Ask to sign the order on the customer's behalf with an "X" (as in "X marks the spot").
9. Encourage customers to wash their hands after returning inside their home.
10. Use disinfectant wipes to clean your terminal, steering wheel, door handles, and other high-touch surfaces frequently during shifts.

*Always remember to ask how the customer is doing; in these times of social distancing, **a little kindness goes a long way.***



SYMPTOMATIC / DIAGNOSED EMPLOYEES

EMPLOYEES:

- IF YOU HAVE SYMPTOMS OF COVID-19;
- ARE DIAGNOSED WITH COVID-19; OR
- HAVE A FAMILY MEMBER LIVING IN YOUR HOME DIAGNOSED WITH COVID-19

PLEASE IMMEDIATELY CONTACT YOUR HUMAN RESOURCES MANAGER

Symptomatic Employees

- Employees who are symptomatic (cough, fever, fatigue, difficulty breathing) must immediately **contact your HR RESOURCE MANAGER and not come into work.**
- If an employee presents symptoms at work, they will be sent home immediately. They should remain at home in self-quarantine for at least 14 days.
 - If an employee is dismissed mid-shift, he/she will be paid for the entirety of the shift; we encourage filing for unemployment insurance.
- Within two hours of discovering sick or symptomatic employees, contact your HR Manager, your designated Eaze general manager, and Alex Millanian (Alex@stachs.co).

If an employee is sent home with symptoms, the licensee will cease operations for the remainder of the day and have a third-party cleaning service disinfect the premises. In the event a cleaning crew is not available, the licensee will ask for volunteers to help disinfect the location.

Diagnosed Employees

Per the CDC, “If an employee is confirmed to have COVID-19, the licensee will inform other employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act. Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.”

In the event of a positive COVID-19 diagnosis, the licensee will work closely with local public health officials to take all necessary measures, including closing for thorough cleaning and sanitization. The licensee will be transparent with employees throughout this process.

While the location is closed, the licensee will pay employees for their scheduled shifts until the depot is back up and running. The goal will be to reopen the next day, following cleaning and sanitation.

CDC Risk Assessment Protocol: <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

DIAGNOSED FAMILY MEMBERS

Per the CDC, “Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.”

CDC Risk Assessment Protocol: <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>



RESOURCES

If you have specific benefits-related questions please reach out to your HR Manager.

California Employment Development Department

Unemployment / Disability information:

https://www.edd.ca.gov/about_edd/coronavirus-2019.htm

California typically has a 7-day waiting period before benefits begin. However, Governor Newsom has signed executive order N-25-20, waiving the waiting period due to COVID-19. Per the executive order:
“If your employer has reduced your hours or shut down operations due to COVID-19, you can [file an Unemployment Insurance \(UI\) claim](#). UI provides partial wage replacement benefit payments to workers who lose their job or have their hours reduced, through no fault of their own. Workers who are temporarily unemployed due to COVID-19 and expected to return to work with their employer within a few weeks are not required to actively seek work each week. However, they must remain able and available and ready to work during their unemployment for each week of benefits claimed and meet all other eligibility criteria. Eligible individuals can receive benefits that range from \$40-\$450 per week.”

The [Governor’s Executive Order](#) also waives the one-week unpaid waiting period, so you can collect UI benefits for the first week you are out of work. If you are eligible, the EDD processes and issues payments within a few weeks of receiving a claim.

CDC - COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

FEMA - COVID-19

<https://www.fema.gov/news-release/2020/03/19/coronavirus-covid-19-pandemic-eligible-emergency-protective-measures>

SNAP (Formally Food Stamps)

<http://www.benefitscal.com/>