

## Verts Grand Lake LLC Staffing Plan

**Positions and responsibilities** – Verts Grand Lake LLC, doing business as Verts Neighborhood Dispensary (Verts), will staff up to four full-time, year-round employees once retail sales commence and begin to scale. We expect to utilize additional, seasonal employees as needed.

### **General Manager (1)**

Responsible for every aspect of Verts retail operations. Plans, organizes, leads, and controls company resources in the accomplishment of organizational goals. Responsible for coordinating production, purchasing, sales, and compliance activities and developing team leaders while simultaneously developing their own leadership skills.

#### **Duties and responsibilities:**

- Works with the Verts team to accomplish organizational goals while ensuring that the company vision and culture is communicated throughout all levels of the organization.
- Supervises middle managers, assists them in their own professional development, and provides mentorship and support as necessary.
- Assures that Verts maintains a positive presence and reputation in our community.
- Assists social media coordinator with content, deals, and discounts.
- Responsible for managing Verts's brand image.
- Responsible for conducting market research and delivering reports on marketing activities to ownership.
- Periodically reviews and updates company marketing plan with respect to the 5P (price, promotion, product, people and place).
- Develops company policies and procedures to enhance efficiency and effectiveness in providing a safe, friendly environment for cannabis sales while resolving problems at the appropriate level of the organization.
- Works with vendors, service providers and contractors to ensure smooth supply chain operations; ensuring that store inventory stock is maintained at the best prices possible.
- Oversees all day-to-day Verts operations on an ongoing basis.
- Completes and renews as needed any required training per the State and local authorities as well as per company.
- Serves as Verts's community liaison, responsible for responding by phone or email within 24 hours of contact by a Town official. The liaison's duties also include fielding all concerns, suggestions or comments raised by the Town, local law enforcement, or community members.

#### **Job requirements:**

- Well-organized and detail oriented. Must be sociable, accountable and able to project a positive image for Verts in the community.
- Must be an effective manager, able to plan, operate, lead, and control complex group activities.
- Knowledgeable in every aspect of cannabis production, processing, and sales in Colorado. Ultimately responsible for all sales operations and compliance activities.

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- Proficient with the State Inventory Tracking System (known as Metrc), as well as with Treez (Verts' internal inventory tracking system), and must maintain an occupational badge issued by the Colorado Marijuana Enforcement Division (MED) in good standing.
- Able to serve the public with a positive attitude and adhere to any State and local public health guidelines.

### **Assistant Manager (1)**

Responsible for the safe and smooth operation of the sales floor on a day-to-day basis. Responsible for training and policy enforcement on the sales floor. Resolves any customer-service issues that exceed the authority of a Budtender, but do not require the General Manager to adequately address.

#### **Duties and responsibilities:**

- Oversees the Budtenders during a daily work shift, assuring the proper application of company policies and procedures.
- Conduct training for Budtenders as necessary.
- Documents any non-routine activities that occur during their shift.
- Models Verts values and culture, working to always provide a positive customer experience.
- Support Budtenders as necessary, direct and assist daily opening and closing procedures, as well as support the rollout of new products when applicable.
- Completes and renews as needed any required training per the State and local authorities as well as per company.
- Serve as Verts's medical patient coordinator and perform those duties required by the MED.

#### **Job requirements:**

- Organized and courteous.
- Proficient with Google Workspace, Excel, Metrc and Treez, and must maintain an occupational badge issued by the MED in good standing.
- Responsible for communicating daily activities via email or spreadsheet.
- Familiar with Verts company policies and be able to apply them in a wide variety of interactions.
- Able to serve the public with a positive attitude and adhere to any State and local public health guidelines.

Responsible for maintaining Treez and Metrc databases, and maintaining physical inventory. Conducts daily cyclic physical inventories, applies necessary adjustments, and produces associated reports.

#### **Duties and responsibilities:**

- Responsibly to maintain Treez and Metrc databases for accuracy and compliance.
- Coordinating daily auditing shifts.

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- Supervises inventory team in the accomplishment of necessary tasks to support compliance efforts.
- Acts as liaison to Treez and compliance support staff.
- Conducts ongoing physical inventory, reconciles Metrc and Treez inventory databases, and produces reports detailing associated variance adjustments.
- Conducts regular staff training to assist Budtenders and inventory staff in efficiently using point-of-sale (POS) systems to accurately and efficiently manage inventory to minimize inventory loss and compliance risk.
- Completes and renews as needed any required training per the State and local authorities as well as per company.

### Job requirements:

- Well-organized and detail oriented.
- Excellent communication skills and able to manage and train new inventory team members.
- Proficient with Treez, Metrc, Excel and Google Workspace software.
- Must be friendly and sociable, and comfortable providing instruction to both large and small groups.
- Must maintain an occupational badge issued by the MED in good standing.
- Able to serve the public with a positive attitude and adhere to any State and local public health guidelines.

Responsible for assisting the General Manager in maintaining Treez and Metrc, and physical inventory accuracy. Assists in daily auditing of inventories, as well as receiving new inventory, maintaining current stock, and making accurate database entries as necessary.

### Duties and responsibilities:

- Conducts receiving and inventory restocking activities as necessary to maintain inventory of products held for sale.
- Organizes Inventory Storage areas and Retail Sales Floor to maintain organization of all products.
- Assures that all labeling is correct on all products.
- Maintains accuracy and security of backstock.
- Assists other team members and departments in achieving organizational goals.
- Participates in regular staff training in efficiently using POS systems to accurately and efficiently manage inventory to minimize inventory loss and compliance risk.
- Assists with daily opening and closing duties for the inventory team.
- Routinely reviews inventory for expired products.
- Completes and renews as needed any required training per the State and local authorities as well as per company.

### Job requirements:

- Friendly and knowledgeable about cannabis and cannabis inventory workflows.

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- Organized, detail oriented and able to maintain a tidy work environment. Organization is a core skill for this position.
- Proficient with Treez, Metrc, Excel and Google Workspace software.
- Must maintain an occupational badge issued by the MED in good standing.
- Able to serve the public with a positive attitude and adhere to any State and local public health guidelines.

### **Budtender (2)**

Responsible for conducting sales and first-level customer interactions while maintaining accountability for both inventory and cash. Responsible for ensuring a positive customer experience at all times.

#### **Duties and responsibilities:**

- Responsible for conducting sales quickly and accurately while maintaining accountability for cash and compliance at all times.
- Interacts with customers, represents Verts positively, and maintains a current knowledge of inventory to better enhance the customer experience.
- Notifies Inventory team when products are to be received and when products require restocking.
- Assists other team members and departments in achieving organizational goals.
- Participates in regular staff training in efficiently using POS systems to accurately and efficiently manage inventory to minimize inventory loss and compliance risk.
- Staffs the Check-In area, responsible for initial customer greetings, store check-in, initial identification verification, customer input and updates.
- Fulfills online orders quickly and accurately.
- Maintains accuracy and security of backstock.
- Assists with daily cleaning duties as necessary.
- Completes and renews as needed any required training per the State and local authorities as well as per company.

#### **Job requirements:**

- Friendly and knowledgeable about cannabis and cannabis inventory workflows.
- Proficient with Treez and Metrc, Excel and Google Workspace software.
- Must maintain an occupational badge issued by the MED in good standing.
- Proficient with Verts customer check-in procedures, including identification verification, and being personable while enforcing company policies.
- Able to serve the public with a positive attitude and adhere to any State and local public health guidelines.

Support the General Manager and Assistant Manager in all day-to-day office duties and managing company billing and bookkeeping, office supply procurement, and employee and company documentation.

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### Duties and responsibilities:

- Oversight of employee hours and payroll.
- Managing billing such as utilities, insurance, alarm system, etc.
- Ensuring all required licenses, certifications and contracts are up to date and renewed as needed.
- Oversight of employee documentation for workers' compensation and MED occupational badging.
- Procurement and management of all office supplies and product packaging.
- Daily bookkeeping to ensure accurate cash, accounting and payroll logs.
- Quarterly regulatory review and adoption and implementation of any Town and State regulations as they are updated/revised.

### Job requirements:

- Friendly and knowledgeable about cannabis and cannabis inventory workflows.
- Proficient with Treez and Metrc, Excel and Google Workspace software.
- Must maintain an occupational badge issued by the MED in good standing.
- Organized, detail oriented and able to maintain a tidy work environment. Organization is a core skill for this position.

**Employee policies and procedures** – Verts focuses on compliance first and foremost. We like to consider our work as a Compliance Industry rather than the Cannabis Industry. We believe that if you are compliant, then and only then, do you get to sell cannabis. With this in mind, we implement certain policies and procedures that all team members must follow. Right off the bat, employees are required to know and learn Medical and Retail sales limits and must be able to articulate such limits in terms that are understandable to customers and be able to think on the fly what would put a Medical patient or customer over their sales limit for that day.

When an employee is first hired, we have several documents that are distributed to them where they are required to read through and acknowledge:

- Budtender Bible
- Team Member Handbook
- Robbery SOP
- Tipping Policy
- Emergency Contact Information
- Welcome Letter, explaining who we are as a company
- Worker's Compensation Provider List for the area
- Caregiver and Medical Patient Card Rules
- No Medical Advice Given
- Medical and Retail Sales Limits.

Upon first being hired, team members are required to take a Responsible Vendor class that is taught by a third-party licensed Colorado company, to ensure Verts maintains its state

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Responsible Vendor designation. The team member is also required to take two courses through Easy Llama employee training and both classes are required to be finished within their first 30 days of employment:

- Diversity and Inclusion Essentials
- Harassment Prevention

We also focus heavily on customer service as we are in the customer service industry. We attempt to remain consistent with every team member and how they greet and treat each customer. We always try to exude a positive and uplifting attitude so the customer has a great experience. We also have training for our Budtenders in regard to certain products that we carry consistently and also new products that we bring in. We typically will have the vendor come into the store before we open and run a quick training class for all the team members.

Our Budtender Bible is required to be read during the first few days of being hired. This instructional document goes through all of the things that each employee is required to know about Verts as a business, compliance, sales, the MED, the Town of Grand Lake, and many other items. A few of the things we cover are Metrc, sales, packaging and labeling, hours of operation, sales limits, how to appropriately check someone's identification, waste disposal, cannabinoids, etc. Then our Team Member Handbook goes into detail for more of the legal side of things between employer and employee, the benefits we offer, timekeeping, harassment, etc. We also go into detail about our internal policies for calling out sick, no-call no-show, theft, and things of this sort.

In addition to this, we have a training binder and log for each employee. Many of the same items within the Budtender Bible are covered and explained in more detail.

**Compensation** – Our largest operating expense is employee payroll. As referenced above in positions and responsibilities, our initial payroll expense is expected to increase as operations scale and we ramp up to our full staffing plan.

Staff are compensated at no less than \$15 per hour and all positions are compensated in accordance with retail marijuana industry standards and local cost-of-living considerations. Our General Manager's salary will begin at \$55,000 per year and our Assistant Manager will start at \$45,000. Budtenders will start at \$15 per hour.

Payroll taxes are estimated to be 9 percent of wages. We allocate \$550 per employee per month to our benefits package.

**Employee training and continuing education** – The cannabis industry is relatively new, with a rapidly evolving regulatory environment, frequent scientific discoveries, and shifting public

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perception. As experienced operators, Verts understands the importance of keeping our staff trained and up-to-date.

### **Continuing education**

In order to ensure our staff are well versed in cannabis, and that they stay abreast of industry developments, Verts offers a variety of continuing education opportunities to our employees.

In-house continuing education will cover topics such as:

- **Cannabis science and information.** As the point of contact for all customers, our staff must be extremely knowledgeable about cannabis generally, the products we carry, and industry developments. Employees must be able to fully and accurately answer customer questions, and provide more expansive cannabis information regarding the plant, the products we carry, use, and dosage information. In order to ensure our staff team is sufficiently knowledgeable and up-to-date on cannabis, Verts frequently conducts cannabis training sessions, both to refresh and expand on employee knowledge. In addition, as discussed below, Verts invites representatives from brands and vendors with whom we do business to educate our staff about these topics.
- **Regulatory requirements.** Cannabis is a highly-regulated industry, and compliance is a cornerstone of all aspects of cannabis retail operations. Verts ensures that our staff are well-informed on applicable regulatory requirements, including relevant changes in law.
- **Standard operating procedures.** Verts bases our SOPs on local and State regulations, industry best practices, and internal policies shaped by our industry experience. We ensure our SOPs are updated to reflect any changes to applicable regulations or industry developments, and train all staff on these updates to ensure total compliance.
- **Technology.** Verts integrates state-of-the-art cannabis-related technology into our operations, including but not limited to Treez, our point-of-sale system, discussed in greater detail in Business Plan sections 3.13.a and 3.13.b. As use of such systems are integral to our operations, Verts provides recurring training to all staff on cannabis-related technology, including advanced training in and any applicable changes to the systems utilized by Verts.
- **Safety and security.** Safety and security are of the utmost importance to Verts, and are prioritized in all our practices. In order to ensure our employees are well-versed on all safety and security policies and procedures, and are prepared for all possible emergency situations, Verts provides recurrent training, including informational sessions and drills.

### **Vendor and brand training**

As described above, Verts employees must be knowledgeable about the products carried in our store. Verts regularly invites vendors, including brand representatives, to provide training to our staff. Vendor and brand training covers topics including but not limited to:

- Vendor, brand, and product overviews.
- Vendor or brand history, mission, and values.
- Uses for particular products.
- Dosage information.

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- Training on active listening to customers, and how to make recommendations based on customer needs, interests, and preferences.
- Scientific discoveries, developments, and other trends in the cannabis industry.

### **Educational seminars**

Occasionally, Verts will host educational seminars, open to the public, designed to educate the community on a broad variety of cannabis-related topics. Some seminars will be led by expert guest lecturers, who will give in-depth presentations on scientific, medical, legal, or other cannabis related information in their area of expertise. Employees will be invited to attend these seminars.

### **Employee training**

Verts will provide our staff with ample employee training, beginning at hire. New employees receive a training packet electronically, and must read through and acknowledge completion of each set of material, described above in employee policies and procedures.

New staffers are then required to shadow existing staffers during business hours to learn the day-to-day operations of their role. The senior staffer also goes over each of the employee policies and procedures with the new staffer.

### **Ongoing training**

Training will not end at the new hire stage. Verts will provide ongoing training annually and in the event of any change in law, regulation or major scientific development. Verts encourages continuing education for its staff and provides access to training and career development resources.