

Standard Operating Procedures

Table of Contents

1	INTRODUCTION	3
1.1	FEDERAL REGULATIONS	4
1.2	STATE REGULATIONS	6
2	LICENSING	6
2.1	GENERAL REQUIREMENTS	6
3	LOCATIONS	9
3.1	HOURS OF OPERATION	9
3.2	FACILITY DIAGRAMS	9
3.2.1	<i>Property & Equipment Maintenance</i>	10
4	SAFETY & SECURITY	11
4.1	EMPLOYEE SAFETY AND SECURITY REQUIREMENTS	11
4.2	OPENING PROCEDURES	12
4.3	CLOSING PROCEDURES	13
4.4	VISITORS	14
4.5	SECURITY CONTRACTS	15
4.6	SECURITY PLAN	16
4.7	SECURITY EQUIPMENT	17
4.7.1	<i>Intrusion Detection System</i>	19
4.7.2	<i>Access Control System</i>	20
4.7.3	<i>Video Surveillance System</i>	21
4.7.4	<i>Emergency</i>	23
4.7.4.1	<i>Emergency Contact Posting</i>	24
5	EMPLOYEE MANAGEMENT	28
5.1	DEPARTMENT MANAGEMENT	28
5.1.1	<i>Organizational Chart</i>	28
5.1.2	<i>Key Personnel - Job Descriptions</i>	29
5.1.2.1	<i>Job Description Chief Executive Officer (CEO)</i>	29
5.1.2.2	<i>Job Description Chief Financial Officer (CFO)</i>	29
5.1.2.3	<i>Chief Legal Officer (CLO)</i>	30
5.1.2.4	<i>Inventory Control Specialist –</i>	31
5.1.2.5	<i>Distribution Manager</i>	32
5.1.2.6	<i>Sales and/or Transportation Agent</i>	32
5.1.2.7	<i>Packager / Trimmer</i>	33
5.1.2.8	<i>Receptionist</i>	33
5.2	HIRING	34
5.2.1	<i>Employee Agreements</i>	36
5.3	HUMAN RESOURCES	38
5.3.1	<i>Employee Records</i>	38
5.3.2	<i>Training</i>	40
5.3.2.1	<i>New Hire Orientation</i>	40
5.3.2.2	<i>Product Knowledge and Science</i>	42
5.3.2.3	<i>Employee Development</i>	50
5.3.3	<i>Training Records</i>	51
5.3.4	<i>General Employment</i>	51
5.3.5	<i>Sensitive Nature of Work</i>	52
5.3.6	<i>Personal Appearance & Hygiene</i>	53
5.3.7	<i>Payroll</i>	54
5.3.7.1	<i>Time Off</i>	54

Standard Operating Procedures

5.3.7.2	Time Clocks	55
5.3.8	Employee Accidents	55
6	VENDOR MANAGEMENT	56
7	CUSTOMER MANAGEMENT	57
7.1	CUSTOMER RECORDS	57
7.2	MARKETING, ADVERTISING & PROMOTIONS	57
8	INVENTORY MANAGEMENT	58
8.1	PROHIBITIONS	59
8.2	QUALITY CONTROL	61
8.3	SANITATION	62
8.4	STORAGE	63
8.5	INVENTORY CONTROL SOFTWARE	64
8.5.1	Track and Trace	65
8.5.1.1	Loss of Access to Track and Trace	67
8.6	WEIGHTS AND MEASURES	68
8.7	DISTRIBUTION PROCEDURES	69
8.8	OTHER QUALITY CONTROLS	71
8.8.1	Product Inspection & Testing	72
8.8.2	Preventing Deterioration.....	72
8.9	PACKAGING.....	73
8.10	LABELING	73
8.11	TEST RESULTS	75
8.12	PURCHASE AND RECEIVE INVENTORY.....	77
8.13	REPACKAGE OR RELABEL INVENTORY	79
8.14	INVENTORY RECONCILIATION.....	80
8.14.1	Inventory Adjustments.....	81
8.14.1.1	In the Case of Loss	83
8.14.2	Waste Management.....	83
8.15	PRODUCT COMPLAINTS.....	87
8.16	RECALLS.....	89
9	RECEPTION	92
10	SALES	92
11	CASH HANDLING PROCEDURES	93
12	TRANSPORTATION	94
12.1	VEHICLES.....	95
13	REPORTING	97
13.1.1.1	Bookkeeping	97
13.1.1.2	Taxes	98