

LICENSED CANNABIS RETAILER HANDBOOK FY 2024/2025



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INTRODUCTION

Newfoundland Labrador Liquor Corporation (NLC) is responsible for the regulation, importation, product selection, and distribution of cannabis in Newfoundland and Labrador under the authority of the Liquor Corporation Act, Cannabis Control Act and Regulations. At NLC we strive to provide a stable and reliable supply of safe and secure cannabis products to the Licensed Cannabis Retailers (LCRs) in the province.

The goals for cannabis legalization in this province are:

- Protecting public health by providing access to a safe supply of legal cannabis and encouraging low-risk use by those adults who choose to use it, while keeping it out of the hands of children
- Promoting safety on our roads, in public places and in our workplaces
- Reducing the burden on our criminal justice system
- Keeping profits from the sale of cannabis out of the hands of criminals
- Supporting new business opportunities

At NLC, we aim to understand our customer service and community needs to deliver the highest-level service. Our team is available to help you with your account, orders, payments, delivery and product issues.

This handbook does not replace the applicable acts. Wherever definitions, words or expressions used in this handbook differ from the wording of the legislation, then the legislation shall prevail.

As an LCR, it is your responsibility as a licensee to ensure you and your staff are informed of the laws, regulations and any conditions affecting your license and that you do your part in supporting the safety of the public.

ABOUT NLC/CANNABIS NL

NLC takes great responsibility in ensuring the safe access, distribution, and regulation of alcohol and cannabis for the people of the Province. NLC procures a wide variety of cannabis products from federally Licensed Producers of cannabis and is the exclusive wholesaler of cannabis products in Newfoundland and Labrador, supplying cannabis to LCRs that have entered into licensing agreements with NLC. Online sales are conducted through NLC's e-commerce enabled cannabis website, ShopCannabisNL.com.

YOUR ROLE AS A LICENSEE

All licensees are responsible for knowing and following the rules set out in the applicable provincial and federal regulations as well as the specific terms and conditions of their license and retailer agreement.

Adhering to the guidance and support of the Licensing and Administration staff and Inspectors will help ensure your license is maintained in good standing.

RETAILER AGREEMENT

CANNABIS LAW

LCRs should familiarize themselves with federal and provincial laws that pertain to the operations of their store. To learn more please visit the following:

The relevant Acts and Regulations can be viewed as follows:

FEDERAL LEGISLATION

- [Cannabis Act](#)
- [Cannabis Regulations](#)
- [Health Canada Tracking System Order](#)

PROVINCIAL LEGISLATION

- [Cannabis Control Act](#)
- [Cannabis Control Regulations](#)
- [Cannabis Licensing and Operations Regulation](#)
- [Smoke Free Environment Act, 2005](#)
- [Liquor Corporation Act](#)
- [Highway Traffic Act](#)

ROLE OF NLC

REGULATORY SERVICES

NLC's Regulatory Services team is comprised of two units: the Licensing and Administration unit, which is responsible for issuing licenses and responding to licensee inquiries; and the Regulatory Compliance unit, which is responsible for the inspection process and includes enforcement of legislation when violations are identified, as well as licensee education.

Inspectors complete regular inspections of all licensed premises to ensure they comply with the **Cannabis Control Act and Regulations** and the **Smoke-free**

Environment Act, 2005. These inspections are done by appointment and the Inspectors may conduct other unannounced inspections from time to time to monitor compliance or to follow-up on a complaint and/or report of questionable activity.

STORE OPERATIONS

NLC's Store Operations team support all LCRs within the province, conducting regular visits with all LCRs to grow and support the business and hold locations accountable to the standards outlined in the LCR Retailer Agreement.

SUPPLY CHAIN

NLC's Supply Chain team is responsible for ordering, warehousing and shipping cannabis to LCRs in NL.

ECOMMERCE

Cannabis NL, a division of NLC, is an online retailer of non-medical cannabis via ShopCannabisNL.com for end customer purchases.

MERCHANDISING

NLC's Merchandising team is responsible for contracting authorized cannabis suppliers (Licensed Producers), selecting products, and establishing prices.

INTERNAL AUDIT

NLC's Internal Audit team is responsible for reviewing monthly report submissions from LCRs and submitting reports to Health Canada. The Internal Audit team is also responsible for auditing reports and records when required.

FINANCE

NLC's Finance team is responsible for setting the Pricing Policy and ensuring pricing is in compliance with policy. Finance also set payment terms and collecting payments from LCRs in NL.

LICENSING

TYPES OF CANNABIS RETAIL LICENSES

A Cannabis Retail License may be issued in respect of a premise that meets the specific requirements under the Cannabis Control Act to responsibly and securely sell cannabis and cannabis accessories to persons of legal age.

A **Tier 1 Cannabis Store** is a stand-alone cannabis store, with a dedicated exterior entrance, whose primary business is the sale of cannabis and only persons 19 and over are permitted to enter. Other products sold may include non-alcoholic beverages and products, other than food, that display a brand element. Tier 1 Cannabis Stores offer a wide selection of products and have specialized service staff.

A retailer who holds a tier 1 license may sell cannabis through online orders. Products sold online must be listed and priced by NLC. Sales can take place anytime, however, they shall be processed and payment received before the products leave the store for delivery.

DELIVERY/SALE

The delivery person for online cannabis orders shall be 19 years or older and be an employee of the LCR or a common carrier. Delivery shall take place during regular business hours and the delivery person shall retain a list of packaged deliveries (including order number/ID and size) from the applicable LCRs).

CUSTOMER

The delivery person shall require proof of identification (ID). The acceptable forms of ID include:

- A valid passport
- A valid driver's license
- A valid government-issued identification card that includes a photo

If the customer is not available for receipt of delivery and/or does not provide proof of age, the cannabis must be returned to the licensed premises. The licensee shall not deliver and/or sell cannabis to a person who is noticeably under the influence of alcohol or a drug.

A **Tier 4 Cannabis Retail Location** is a convenience oriented cannabis retail location that sells cannabis and cannabis accessories from the primary retail counter. Only staff over 19 years of age are eligible to sell cannabis product and cannabis must be kept out of sight with limited incidental viewing. Licensees/employees cannot wear cannabis branded clothing or use other branded swag

LICENSE FEES AND RENEWALS

LCRs are required to renew their licenses annually; any licensee who fails to renew their license(s) by NLC's deadline date will be subject to a penalty fee, suspension and/or cancellation of their license(s). Annual fees for LCRs are set at a flat rate of \$125.

Renewals can be completed online. Notifications and reminders will be sent to all LCRs in advance of the renewal season.

CHANGES TO LICENSES

A licensee cannot: change its location or address; undertake structural alterations or renovations; or change its approved signage without prior authorization of NLC.

The following changes must be reported to NLC within 30 days of the occurrence:

- A change in any information that was provided as part of the license application
- A change or renewal of the ownership/occupancy of the premises
- A change in the submitted address information for mail, email or telephone
- A circumstance which would disqualify the licensee from being issued a license

For locations with a retail contract, a change of ownership will require re-advertisement for a Tier 4 in the market in question.

A licensee must immediately report a theft or attempted theft of cannabis

- A licensee shall copy and retain all video relevant to such attempts for two years

PERIOD OF INACTIVITY

A cannabis license issued under the Cannabis Control Act may be cancelled by the NLC if there have been no documented purchases or sales of cannabis for a period of 180 consecutive days.

PURCHASING

LCRs are to purchase cannabis products directly from NLC. NLC will set the payment terms for LCRs. Local NL licensed cannabis producers may ship their own cannabis products to their own LCRs upon approval from the NLC.

All cannabis products sold in the province must be approved and priced by the NLC.

Products shall be sourced directly through the Licensed Cannabis Retailer Online Ordering Portal, unless otherwise authorized by NLC.

NLC will categorize each product listed for sale in the province.

ORDERING: DAYS AND FREQUENCY

NLC will assign an order and delivery schedule for each LCR. If you wish to place an order, your order must be submitted by 8:00 am on the specified polling day. Orders submitted beyond the deadline will be considered off-schedule and may not arrive until the following week. If you experience issues submitting orders, please contact us at 709-724-1172 or email us at #dl-warehouse@nliquor.com.

HOW TO PLACE AN ORDER

All orders must be submitted through the LCR Online Ordering portal. Registration to access the portal can be found at <https://lcrorders.nliquor.com> and also on www.nliquorcorp.com under the **Doing Business** section.

An LCR will not be able place an order until their online profile is approved. When a new LCR has received its license, once requested their profile will be approved within 24-48 hours.

Submission deadlines for online LCR orders depend on the scheduled delivery date for each individual LCR. To confirm a LCR submission deadline please consult the most recent NLC Shipping Schedule for Cannabis or contact DL-warehouse@nliquor.com.

CANNABISNL PRICE LIST

The LCR price list will be posted on the online ordering portal to assist retailers ordering inventory. This report will be updated daily as warehouse inventory will fluctuate as new products arrive and LCR orders are processed. The “Available for Order” column will indicate whether or not a product is currently available to order. If a product is currently not available to order, please be sure to check the “Next Expected Arrival Date (Whse)” column for the next expected arrival date to the NLC warehouse. If there is an expected arrival date, LCRs should order as if it were available.

NLC shall determine from time to time in its absolute discretion the price for which the operator will sell cannabis purchased from the NLC. The operator shall make no sales at any price other than those set by NLC.

SHIPPING & RECEIVING

The safe and efficient distribution of cannabis product is a top priority for NLC. We are committed to the safe, accurate and timely transfer of product to our LCRs throughout the province.

All shipments will be arranged by NLC authorized carriers and can only be made to the authorized LCR location that placed the order.

CONDITIONS FOR DELIVERY

- Advise NLC Distribution of any timing or access restrictions for deliveries
- Ensure there is a clear path to the delivery area, taking into consideration the method of delivery
- Be sure to have an authorized staff member(s) present to receive and sign off on the delivery
- Advise NLC Distribution of any changes to your delivery requirements or store closures

DELIVERY SCHEDULES

NLC will communicate a weekly schedule indicating the day the order is to be submitted and the delivery day to your location. Delivery day changes as a result of holidays will be communicated at least two (2) weeks in advance of the holiday.

ACCEPTING DELIVERIES

All product will arrive on pallets wrapped in plastic with a black plastic topper. The delivery driver will be responsible to bring the pallet to the back of the truck. Pallets must be inspected for any signs of tampering (plastic torn, cases missing) or if damages are evident. The driver will unload the cases from the truck to the customer and both customer and driver must keep a tally of the number of cases received and match that to the bill of lading that will accompany the load. Any variances or damages must be verified and signed by the driver on the bill of lading. All product must be removed from the truck regardless of its condition. The LCR may not delay the driver to conduct a product-by-product inventory check. The accuracy of the order is NLC’s responsibility – not the carrier.



RETURNS

All products purchased through NLC are final sale. The NLC Cannabis Return Policy permits the return of product for a credit if one of the following instances occurs:

- Product shipped incorrectly from NLC
- Product arrives damaged from NLC
- Product recalls by Health Canada, Supplier or NLC
- Supplier gives approval for the return and credit of faulty or expired product to NLC

NLC will not issue credit for customer returns unless product(s) is subject to a recall or the Supplier has given prior approval to the LCR to return faulty product to NLC for credit

For a request for credit involving product shortage, damaged, labels missing, or faulty closure upon delivery a copy of the signed bill of lading must accompany any credit request for damaged or missing product. Claims for damaged or missing product must be made within 24 hours of delivery. No product can be returned with the driver unless prior approval from NLC.

NLC will provide LCR with a Credit Request Form to be filled out by LCR. If product is damaged or excise stamp has been tampered with, pictures should accompany the form and emailed to cannabisreturns@nlliquor.com.

UNINTENTIONALLY DAMAGED PRODUCTS:

- Any product that is found to be unintentionally damaged at the time of receipt can be returned to NLC Distribution Centre.
- Damage can mean visible damages or concealed damages that renders the product unsaleable to the customer. Any damages should be signed or verified by common carrier at time of delivery.

PAYMENT & PROCESSING

PAYMENT TERMS

NLC currently offers two payment term options to LCRs:

CREDIT

For credit terms an LCR is required to sign a Pre-Authorized Debit (PAD) agreement to pay for orders. Once the PAD process is set up LCRs will not be required to initiate any payments for orders, as NLC will retrieve the necessary funds directly from the noted financial institution. Payments will be taken by automatically 1 week after an LCR order date.

For retailers approved for credit terms a certificate of insurance is required on annual bases naming the NLC as an additional insured under the commercial general liability policy and as a loss payee on the inventory policy of insurance.

CASH

Any LCR on cash terms is required to pay for their order in full before it is released by NLC.

PAYMENT FAILURES

If a payment fails due to non-sufficient funds (NSF) the NLC will issue a warning to the LCR and will charge a \$50 NSF fee to the account. If an LCR receives 3 NSF within a 3-year period, the LCR will be required to move to Cash Terms.



PRODUCT DESTRUCTION

Federally Licensed Producers are authorized to destroy cannabis only in accordance with a method that complies with all federal, provincial, and municipal environmental protection legislation applicable to the location where it is to be destroyed and does not result in any individual being exposed to cannabis smoke or cannabis vapors. Destruction requirements for cannabis retailers are required to be consistent with requirements for federal license holders. Alternatively, an authorized retailer may send cannabis products for destruction to a licensed holder depending on their business arrangement.

Federal license holders can use multiple methods to destroy cannabis, including shredding cannabis and mixing it with other types of inorganic material before composting or disposing of it through local waste removal services, or by incinerating the cannabis. Incineration may be an acceptable method of destruction of cannabis waste if it meets the requirements in the Cannabis Regulations (As stated in Sections 43 and 229).

The method of destruction must alter the cannabis to such an extent that consumption has been deemed impossible or improbable. Specific information on the destruction of cannabis is to be recorded in a log or report, including:

- A description of the cannabis, or the brand name.
- The date on which the cannabis is destroyed and its pre-destruction net weight or volume on that date.
- The address of the location at which the cannabis is destroyed.
- A brief description of the method of destruction.
- The names of two individuals who witness the destruction and a signed statement that the cannabis was destroyed. One of whom is an individual who is a licensee or an employee and the other is an NLC Regional Sales Manager.

This record should be retained for at least two years after the date of destruction.

As part of the Cannabis Tracking System monthly reporting, provincial retailers are required to include the amount of cannabis destroyed by class of cannabis. For more information, you are invited to consult the Cannabis Tracking System –Monthly Reporting Guide or contact LCRreports@nliquor.com.

PRODUCT RECALLS

A Product Recall occurs when products are required to be removed from public consumption for numerous reasons. In some instances, Health Canada may issue a recall for product, or sometimes a Licensed Producer may issue a recall due to quality assurance issues. In the event of a product recall NLC Marketing will contact LCRs and communicate to them the product SKU number, product description, Lot Numbers and reason for the recall. This communication will also include next steps for on how to return or destroy the affected product(s).

EMERGENCY PRODUCT RECALLS

These types of recalls require immediate action by the NLC, LCRs and Licensed Producers (LPs). These types of recalls would include any type of recall that puts customers at risk. All product will have to be removed from the NLC's eCommerce platform and LCR shelves immediately.

NON-EMERGENCY PRODUCT RECALLS

These types of recalls can happen for any numbers or reasons including packaging compliance, date code issues, LP recalls or quality assurance issues. These can also be initiated if the NLC has multiple complaints from customers on a particular product. In these situations, there is no known risk to the public. All product will be removed from the NLC's eCommerce platform and LCR shelves immediately and be put on hold.

OPERATIONAL GUIDELINES

SAFE AND RESPONSIBLE SERVICE

LCRs must ensure their employees are operating in a socially responsible manner in an effort to prevent minors from accessing cannabis and encouraging safe and responsible use.

It is recommended that LCRs maintain documented procedures and training material for staff so everyone involved is providing a safe and responsible service.

Retailers are not permitted to give away cannabis, sell to persons who are noticeably under the influence of alcohol or a drug or sell recalled cannabis. Cannabis shall not be sold in vending machines or by self-service displays.

Disclaimer: The following list does not contain all of the possible cues to indicate that a person may be under the influence of alcohol or a drug. Some medical conditions may result in cues that are similar to alcohol or drug impairment.



INDICATORS THAT A PERSON IS UNDER THE INFLUENCE OF ALCOHOL OR A DRUG:

PHYSICAL CUES

- Customer has a strong odor of alcohol, cannabis or chemicals
- Customer's eyes are red (bloodshot), glassy or watery
- Customer avoids eye contact
- Customer's face is flushed (reddened)
- Customer is excessively sweaty
- Customer has droopy eyelids
- Customer grinds their teeth
- Customer has dry mouth or shallow breathing
- Customer frequently rubs hands over face or through hair
- Customer is drowsy, falling asleep or has difficulty keeping their head upright
- Customer staggers, stumbles, falls or has difficulty standing upright
- Customer is clumsy
- Customer has an unusual walk
- Customer has a lack of focus, blank stare or dazed look
- Customer's body is swaying, twitching or has tremors (restlessness)
- Customer has disheveled clothing

BEHAVIORAL CUES

- Customer's speech is slurred
- Customer's speech is unusually fast or slow
- Customer's voice changes volume from loud to low
- Customer has impaired judgement
- Customer undergoes a sudden change in behavior which may be extreme
- Customer is paranoid
- Customer uses inappropriate speech which may include crude or foul language
- Customer has difficulty remembering or is disoriented
- Customer is inattentive, or slow to respond to questions or comments
- Customer rambles or makes repetitive statements
- Customer makes irrational statements or behaves irrationally
- Customer has uncontrollable laughter
- Customer is depressed, sullen, crying, moody, agitated or anxious
- Customer is loud, overly friendly, argumentative, or bragging
- Customer is boasting or shows boldness to impress or intimidate
- Customer is obnoxious, mean, boisterous (rowdy), or overly animated
- Customer annoys other customers or staff and makes sexual advances
- Customer is careless with money or has difficulty counting (making change)
- Customer is vomiting

TRAINING

It is recommended that LCRs have a documented policy for employee conduct as well as an employee training manual. At a minimum, the employee training should cover the following:

- Cannabis license terms and conditions
- Social responsibility, age verification and refusing sales
- Product knowledge based on current inventory

To assist, NLC has developed a suite of online cannabis retail courses which are available to all LCRs at no cost. Visit the LCR website to set up your account and complete the modules.

MINORS

The Cannabis Control Act prohibits a person under the age of 19 from:

- Possessing cannabis or a cannabis accessory
- Providing cannabis to another person
- Entering a cannabis store (Tier 1)
- Handling or dealing with cannabis or cannabis accessories at a cannabis retail location
- Buying cannabis or cannabis accessories
- Being an employee at a cannabis store
- Selling cannabis or cannabis accessories

The onus is on you to detect minors. Checking ID (identification) is your first line of defense. If a person is of questionable age (for example, anyone who appears to be less than 25 years of age) you must demand proof of age. If you are not satisfied with the identification you have the right to refuse service.

When checking ID, make sure it has not been tampered with or altered in any way. Ensure:

- It is valid and not expired
- The picture and description on the ID match the person producing it
- Lamination has not been tampered with
- There are no irregularities which may indicate tampering
- The photo is genuine and has not been substituted
- The lettering that provides information on name and date of birth has not been altered

CHECK 25

As outlined in your retail agreement an operator will adhere to NLC's Check 25 policy.

It is the responsibility of all staff in the store to ensure that this restriction is adhered to in dealing with customers. Where there is reasonable doubt that the customer appears to look under the age of 25 or where there is question of the validity of identification of a customer, the operator will only accept photo identification cards as satisfactory proof of age which includes:

- a Photo Driver's License
- Passport
- Canadian Armed Forces I.D.
- Government issued I.D.
- First Nations Status Cards
- Municipal, Provincial, or Federal Police Forces Identification

I.D. must not be past the date of expiry.

CHALLENGE & REFUSAL REPORT

When a customer is requested to provide proof of age because of reasonable doubt on the part of the sales clerk, the clerk should record each incident on the “Challenge & Refusal Report” indicating whether the person was ultimately refused. The form is also used to report any impaired persons who are refused service. The “Check25” program must also be followed as outlined in the retail contract. At the end of each NLC monthly accounting period, the operator must submit their forms to HYPERLINK “mailto:donna.hudson@nliquor.com”donna.hudson@nliquor.com. This report is due by the 10th day of the following month. Any other unusual circumstances should be noted in the “Comments” section.

In the event that no challenges occurred, the form must still be submitted with zero as the quantities. The reports must be kept at store level for the fiscal year for the Regional Manager to review.

SECOND PARTY SALES

Allowing someone else to buy for a minor is also illegal. You can refuse to sell to someone if you suspect the customer is buying for a minor.

HOURS OF OPERATION

LCRs are prohibited from selling or supplying cannabis between the hours of 2:00 a.m. and 9:00 a.m., subject to license conditions and the requirements of the Shops Closing Act and related regulations.

POS REQUIREMENTS

LCRs should have a POS and scanner that can support 2-Dimensional Bar Codes and GS1 Standards. For more information on GS1 Canada Barcoding Guidelines: [GS1-Barcoding-Guidelines-Consumer-Inner-Level-Cannabis-Products.pdf \(gs1ca.org\)](#)

ONLINE CONTENT

Tier 1 licensees may sell cannabis through an online order at any time.

All LCRs may opt to provide customers with option for online “Click & Collect”. This would be restricted to holding the product on reserve until a customer arrives and pays for the product with the sales transaction taking place in-store. Sales transactions are not permitted over-the-phone for LCRs.

LCR’s online cannabis content may include the following:

- Health and safety information and links provided by the Government of Canada, Government of Newfoundland and Labrador or NLC
- Social responsibility information
- Availability, pricing and factual descriptions of in-store products and services if the website is age gated

LCR’s online content cannot contain:

- Health claims
- Information that encourages risky behavior
- Information that encourages cannabis consumption in a manner that is not socially responsible
- Information that encourages the use of cannabis contrary to legislation
- Information that is false, misleading or deceptive about the cannabis or accessories for sale by the LCR
- References, links or information on medical cannabis (other than links maintained by Government of Canada)

ADVERTISING & CANNABIS PACKAGING

The federal government has created strict rules about advertising, labelling and packaging cannabis. This includes no promotion, packaging or labelling of cannabis that could be considered appealing to young people, and ensuring that important product information is clearly presented to consumers.

Restrictions on cannabis advertising and packaging generally mirrors what is in place today for tobacco. Games, lotteries, contests or competitions to encourage cannabis sales are not permitted. LCRs cannot donate or provide free cannabis or customer/vendor samples, nor can you give cannabis to an employee for free, at a discounted price or in lieu of an employee's wages. LCRs cannot display signage containing slogans of cannabis producers in areas where they could be viewed by minors. Licensees, or their employees, cannot make health-related claims respecting cannabis or provide any information on medical cannabis to their customers.

Regulations require cannabis packaging that is tamper-evident and child-resistant. It must prevent contamination and keep cannabis dry. In your shop, cannabis must be sold in its original sealed package or container. You must store cannabis in the approved containers and you must not open, alter or tamper with the containers. Similarly, customers cannot open or sample products in the shop.

COMPLIANCE & ENFORCEMENT

REGULATORY COMPLIANCE

All LCRs are responsible for knowing and following the rules set out in the Cannabis Control Act, Cannabis Control Regulations, Cannabis Licensing and Operations Regulations and the Smoke Free Environment Act 2005, as well as the specific terms and conditions of their license. NLC's Regulatory Compliance and Enforcement department is responsible for taking enforcement action if an LCR does not comply with the law.

INSPECTIONS

NLC's Inspectors conduct regular inspections of all licensed premises to ensure they comply with the Acts and license conditions. Inspectors may also perform other unannounced inspections from time to time to monitor compliance or to follow-up on a complaint or report of questionable activity.

ENFORCEMENT

If an Inspector determines a licensee has failed to comply with the Cannabis Control Act or Smoke Free Environment Act, 2005, the Inspector will issue an unsatisfactory Inspection Report. The Inspection Report will explain the violations identified by the Inspector.

NON-COMPLIANCE CONSEQUENCES

If an Inspector concludes that enforcement action is warranted, one or more of the following measures may be implemented:

- Letter of Warning
- Referral to NLC Tribunal Board and/or
- Suspension of License
- Charges for Newfoundland Labrador Provincial Court

FILE REVIEWS

In order to update our files, Inspectors conduct file reviews and inspections of all licensed premises. Please note that Inspectors will require:

- Floor plans, drawn to scale with measurements
- Certified copy of Notice of Directors (Form 6)
- Current copy of lease or proof of ownership

Inspectors will complete a risk assessment of each licensed premises during their file reviews to determine a risk ranking which will help define the frequency of future inspections.

If you have any questions or concerns, take the opportunity to discuss them with your Inspector when they visit your establishment.

REPORTING

Health Canada requires detailed tracking of cannabis inventory and sales. All LCRs are obligated to submit monthly reports to meet the requirements of Health Canada's Cannabis Tracking System ("CTS"). Monthly reports are to be submitted to NLC by the 10th of each month for review. NLC will then submit the reports to Health Canada. Health Canada's website should be referenced for the full requirements ([Cannabis tracking system resources - Canada.ca](#)). The website includes guidance documents on report requirements and procedures in the CTS Monthly Reporting Guide. In addition, under "for Provinces and Territories" there is a "Cannabis Tracking Report Tool" which provides an example of a report template.

In order to complete the tracking reports, LCRs are required to have an electronic point of sales system, reporting capabilities and spreadsheet software such as Microsoft Excel. LCRs are also required to perform month end inventory counts

All records, reports, electronic data and other documents are to be retained by LCRs for a minimum of 7 years. Calculations, measurements and other data on which monthly reports are based must be documented. Records must be available to allow for a timely examination. Records may be requested for audit or investigation purposes.

NLC will provide report training and assistance once NLC has received the license application. Once licensed, the LCR will be provided with access to NLC's online reporting portal and the NLC report templates. All reporting questions should be sent to LCRreports@nliquor.com.

ADVERSE REACTION REPORTING

Consumers and retailers are encouraged to report adverse reactions to cannabis. They can report an adverse reaction online and directly to Health Canada through MedEffect Canada (HYPERLINK "<https://www.canada.ca/en/health-canada/services/drugs-health-products/medeffect-canada/adverse-reaction-reporting.html>" Report a side effect of a health product, drug or medical device - Canada.ca). In an adverse reaction report, record as much information as possible about the cannabis product, the nature of the adverse reaction and the way the cannabis product was used.

QUICK TIPS

Below are some key Do's and Don'ts to help ensure the responsible sale of cannabis.



- Make sure you understand the Acts and Regulations
- Facilitate inspections by NLC Inspectors
- Train your staff in responsible selling practices
- Sell only cannabis that was purchased on your license number from NLC
- Check the identification of people you suspect are under 25 years of age
- Submit cannabis tracking reports monthly by the 10th
- Sell Cannabis products at prices set by NLC



- Allow open packages or consumption of any cannabis in your licensed establishment
- Allow anyone under the age of 19 to enter or remain in a cannabis store
- Allow anyone under the age of 19 to view cannabis products, accessories or related information in a cannabis retail location
- Sell cannabis to anyone you suspect to be intoxicated by liquor or a drug
- Permit anyone in your establishment to hold, sell, distribute or use illegal drugs
- Give away free cannabis
- Sell Cannabis products at a price different than those set by NLC



90 Kenmount Road, St. John's, NL, A1B 3V1

709 · 724 · 1100 | nliquorcorp.com

shopcannabisnl.com | nliquor.com

