

# Security Plan Guidelines – Age-Restricted Store

**These guidelines will assist retail cannabis applicants to understand security requirements and develop security measures for their retail cannabis stores. Applicants must submit a detailed security plan for each store as part of the application for a retail cannabis licence.**

The Liquor, Gaming and Cannabis Authority of Manitoba (LGCA) recognizes that you will want to create a welcoming atmosphere within your retail cannabis store, while also maintaining a safe environment for your customers and staff. A proper security plan can help you achieve this balance by making sure that your security measures are adequate and executed properly.

There are legal and commercial reasons why you should have detailed plans to ensure safety and security. The LGCA recommends all licensees ensure no disorderly conduct occurs in or around your retail cannabis store. Being well-prepared will also assure your customers and staff that you take security issues seriously.

The LGCA recognizes that individual retail cannabis stores may differ in many ways (e.g. size, location, layout and operation) and that each detailed security plan will reflect the uniqueness of the store. The best way to manage hazards and risks is to start by identifying and understanding the challenges and vulnerabilities specific to your retail cannabis store. This will help you decide:

- what type of security and contingency plans you need to develop; and
- what security improvements you need to make.

In all cases, licensees must be diligent to:

- carry out adequate risk assessments and put suitable measures in place to manage identified risks, even when they are not of your making or are outside your direct control;
- conduct prompt and regular reviews of risk assessments and measures in light of new threats or developments; and
- put in place proper procedures and competent staff to deal with identified risks.

For some retail cannabis stores, simple good practices – coupled with vigilance and well-exercised contingency arrangements – may be all that is needed. If, however, you find that more is needed, you must add appropriate security measures to reduce the risk to your operations.

## DETAILED SECURITY PLAN

A detailed security plan for each store must be submitted as part of the application for a retail cannabis licence. The LGCA will review your plan before issuing your licence.

Appendix A lists the minimum physical security requirements that must be in place in your retail cannabis store. Although these physical requirements and your detailed plan both relate to security, meeting these requirements *does not constitute* a detailed security plan. Rather, in your detailed security plan, we are interested in how you think about the risks and mitigation strategies for your particular store. You may also include additional information such as floor plans, disaster preparedness plans, or any other information that will help the LGCA understand your detailed security plan.



Your detailed security plan must address the following four primary areas:

1. **Identification of potential risks to your retail cannabis store.** These risks must be specific to your store and operational practices. Examples include, but are not limited to:
  - dealing with intoxicated customers;
  - dealing with young persons; and
  - dealing with disorderly or violent customers, or illegal activity.
2. **Identification of measures to reduce the risks.** Examples of these security improvements and security plans include, but are not limited to:
  - use of surveillance cameras;
  - door controls;
  - security staff; and
  - restricted hours.
3. **Ensuring the proper execution of your detailed security plan through training and monitoring.** Examples include, but are not limited to:
  - detailed procedures for staff to ensure a safe environment;
  - creating incident logs;
  - a training program for staff; and
  - processes for monitoring staff.
4. **Review of your security measures and rehearsal of your detailed security plan.** This includes:
  - Regularly reviewing your plan to ensure that it remains accurate, workable and up-to-date.
  - Modifying your plan to take into account any changes in your retail cannabis store, (e.g. new layout; any changes to personnel, information and communication systems; and revised health and safety issues).
  - Communicating with staff to ensure they understand and commit to the need for security measures and that security is seen as part of everyone's responsibility, not merely something for security experts or professionals.



# Appendix A: Physical Security Requirements Checklist – Age-Restricted Store

These physical security requirements must be in place before the LGCA will issue a licence.

- Commercial-grade locks installed on all exterior doors.
- Security system installed with 24-hour central monitoring service. The security system must be capable of detecting power outages, unauthorized entry to the store, and tampering with the system.
- Video surveillance system installed that meets the following criteria:
  - have an uninterruptible power supply (UPS) backup system;
  - all interior areas, including storage areas, captured on video;
  - dedicated cameras on point of sale areas;
  - all exterior entrances captured on video ;
  - capable of producing and playing back clear colour images from surveillance recordings;
  - date and time stamp indicated on each recorded frame; and
  - all recordings must be retained for the period specified by terms and conditions.
- Storage areas secured with locks at all times, and access to storage areas restricted to employees. Any access by non-employees must be logged as per terms and conditions.
- Cannabis display areas that meet the following criteria:
  - cannabis is kept in locked cases or containers accessible only to employees;
  - containers are secured in a manner ensuring they cannot be removed from the store; and
  - containers prevent customers from handling cannabis.
- Store designed to prevent young persons from entering.
- Store designed to prevent cannabis, cannabis accessories, and promotional material from being seen from outside the store.

Available in alternate formats, upon request.

