

06-07-2024

AGLC Quality Assurance Programs and Trends

QA Controls

- New product/Producer Onboarding
- Inbound
- Storage
- Laboratory testing
- Outbound
- Returns & Recalls



QA Approval of New Product Listing

- **New LP requirements**
 - Sample of Certificate of Analysis Template (CoA)
 - Recall SOP & Recall Contacts
 - Customer Complaint Management

- **New Product Requirements**
 - Sample of Unit and Case Labels
 - THC symbol, warnings, LOT traceability, Potency, etc.
 - Supply chain requirements
 - Child Resistant Certificate
 - Category Specific Requirements
 - e.g. – HACCP plan, Allergen control, UL certificate for vape hardware, Hazardous chemical declaration
 - Shelf-Life Study (if available)

Inbound

- Advanced Shipping Notice (ASN) Portal
 - Potency Range
 - Certificate of Analysis (CoA)
- Product Receiving Inspection
 - Trailer Inspection
 - Temperature Check
 - Pallet Check
 - Certificate of Analysis (CoA)
 - vs. Label
 - vs. Product Master (Potency)
 - Label Review

Lot Code

Packaged Date

Total THC Range 10 mg to 10 mg
 mg

Total CBD Range 0 mg to 0 mg
 mg

Potency value is outside the Cannabis Product Master range, this may cause rejection during receiving. Please contact CategoryManagement@aglc.ca if updates to potency range are required. Product that meets the variability limits will be accepted. Please note this notice will not prevent you from proceeding with this booking.

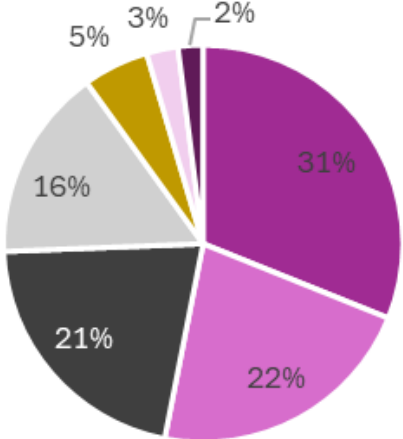
Potency value is outside the Cannabis Product Master range, this may cause rejection during receiving. Please contact CategoryManagement@aglc.ca if updates to potency range are required. Product that meets the variability limits will be accepted. Please note this notice will not prevent you from proceeding with this booking.

Labeled potency values must be within agreed upon Cannabis Product Master range. In case of edibles, topicals and extract class of products, variability in potency claim is accepted as per the limits outlined in the Cannabis Regulations. Please refer to the Cannabis Regulations for acceptable variability limit for each cannabis class. Inaccuracies in product listings may lead to delay in receiving and retailer complaints.

Inbound Non-Compliance Trends

- Highlights of Fiscal Year 2023
 - Total Shipments – 7327
 - Total Non-Compliances – 4298

Inbound Non-Compliances



■ Paperwork ■ Shipment Quality ■ Master Data ■ Label
■ Vendor Legal ■ Appointment ■ Packaging Slip

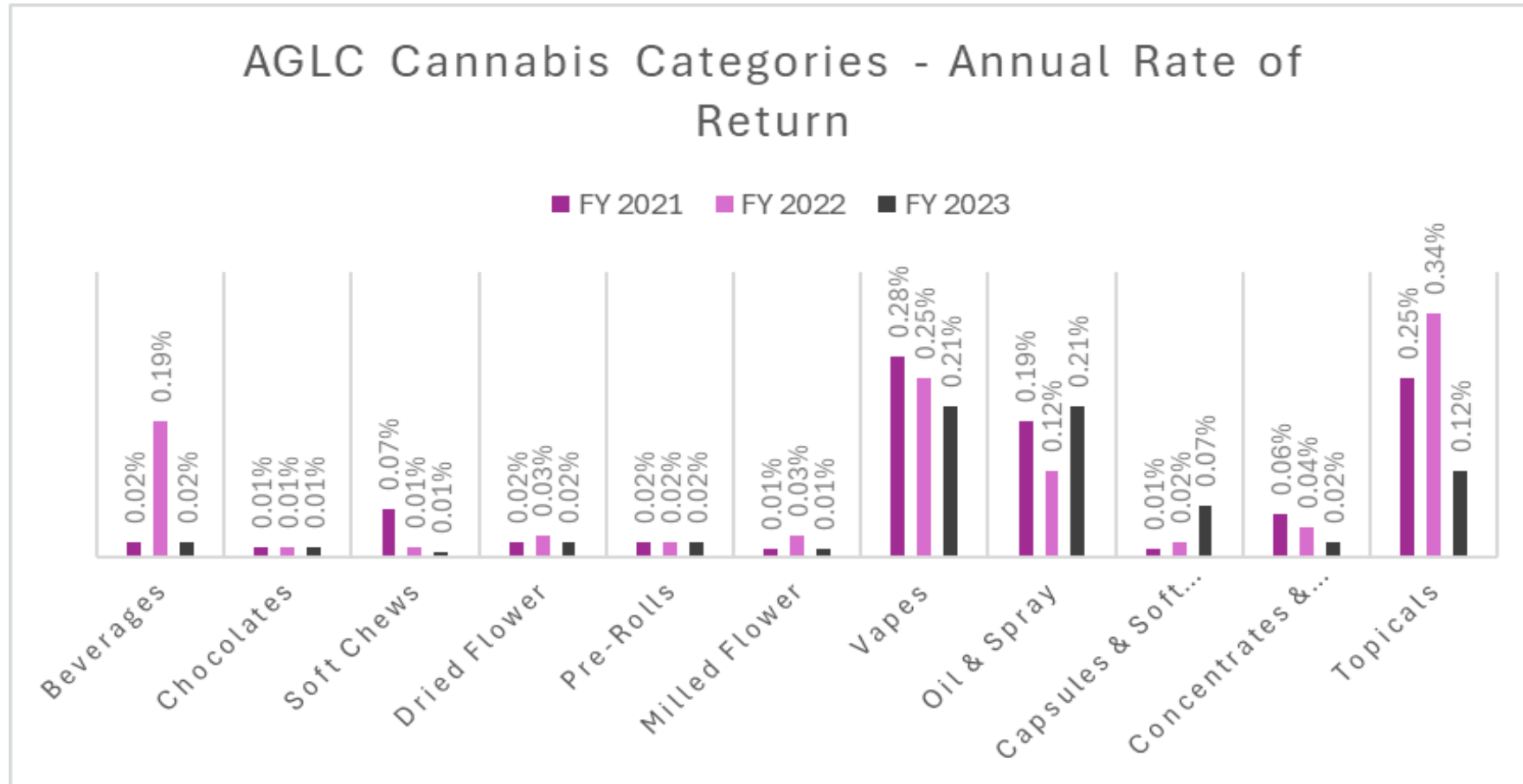
NC Type	Description
Paperwork	Missing/Inaccurate BOL, Missing/Incomplete identification on Pallet, Missing/Incomplete/Out of Spec CoA
Shipment Quality	Damaged Product, Irregular Package, Mixed POs on Pallet, Overage, Poor Trailer and Load Condition, Trailer Temperature Issues
Master Data	Description Mismatch, GTIN Issue, Unit of Measure Issue, Potency Range
Label	Barcode Not Accepted, Hidden Characters, Incorrect Identifiers, Lot# Mismatch, Mismatched/Incorrect Packaged on Dates, Unit/Case Label Discrepancy
Vendor Legal	Excise Seal Issue, Packaged on Date Exceeds Aging Threshold
Appointment	Late, No show
Packaging Slip	Incorrect Item on Packaging Slip, Incorrect LOT# on Packaging Slip, Other Issues With Packaging Slip, Packaging Slip Not Available

Storage

- **Good Production Practice**
 - Inspections and Audits
 - Temperature Monitoring
 - Return To Vendor (RTV)
 - Destruction
 - Outbound Checks

- **Laboratory testing**
 - Dried flower has the highest failure rate compared to any other class
 - Slight increase in the failure rate for high THC (>29%) Dried Flower products
 - The sample failure rate doubled for products with the packaged-on date >12 months

Return Trends – By Product Type

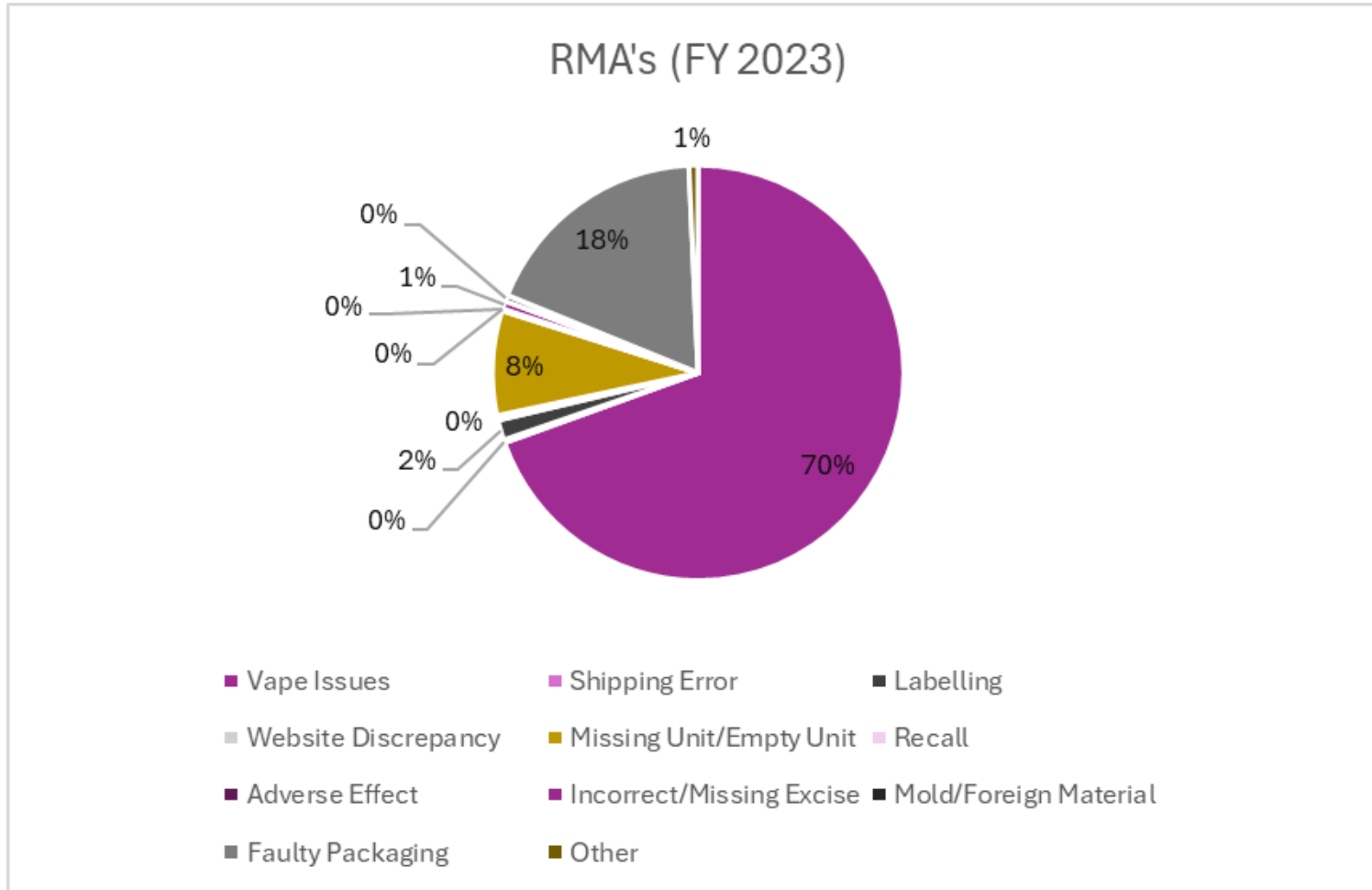


*NOTE: Beverages experienced 2 large recalls in 2022, having a big impact to the return rate

*NOTE: Topicals experienced 1 large recall in 2022, having a big impact to the return rate

Return Trends – By Reasons

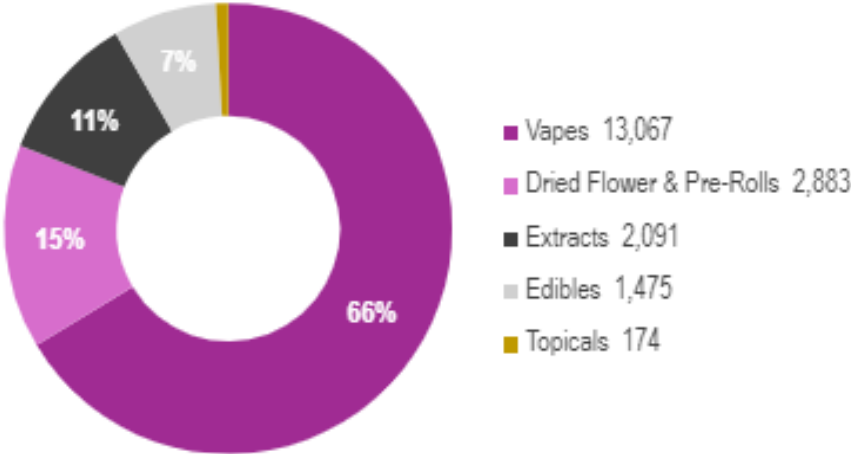
Vape device malfunction/clogged; leaky bottles/faulty seals are some of the top reasons for return



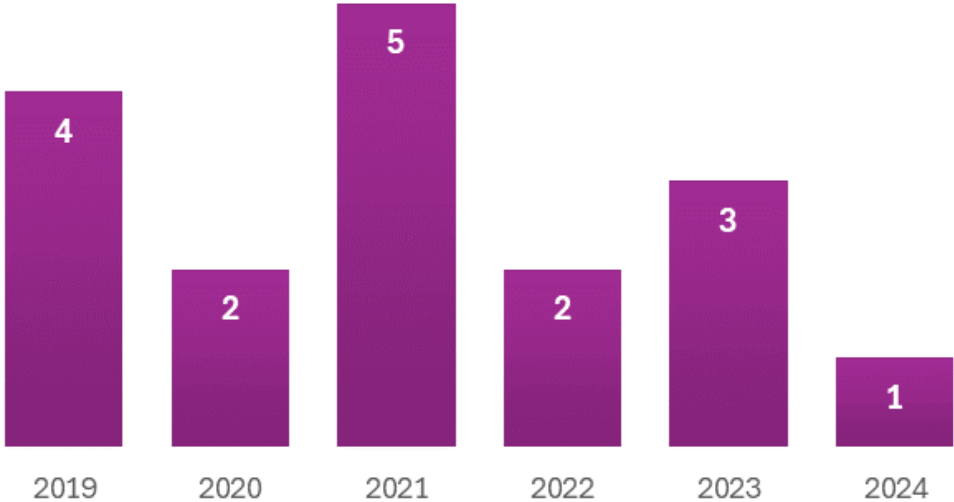
Category	Top 3 Return Reasons (FY 2023)
Beverages	Leaking Unit, Damaged Unit, Missing/Incorrect Excise Stamp
Chocolates	Faulty Packaging/Seal Issue, Labelling, Missing/Incorrect Excise
Soft Chews	Faulty Packaging/Seal Issue, Labelling, Missing Unit
Dried Flower	Underweight, Quality, Website Discrepancy
Pre-Rolls	Missing/Empty Unit, Labelling, Quality
Milled Flower	Damaged Unit, Labelling, Website Discrepancy
Vapes	Vape Leaking, Vape Device Malfunction, Vape Clogged
Oil & Spray	Leaking Unit, Labelling, Quality
Capsules & Soft Gels	Recall, Missing/Incorrect Excise Stamp, Missing Unit
Concentrates & Extracts	Leaking Unit, Missing/Empty Unit, Quality
Topicals	Leaking Unit, Missing/Incorrect Excise Stamp

Returns (RMA) and Recalls

Number of Units RMA per Category FY 2023



Number of recalls in Alberta by year



- Quarterly Product Return Report
 - Cannabis Portal (<https://aglc.ca/online-services>)

Thank you

Please contact **Dharmesh Ahir** (Dharmesh.ahir@aglc.ca)
if you have any questions.