



AGCO

Alcohol and Gaming
Commission of Ontario

Regulatory Reporting Requirements – Cannabis

Version 1.10
March 30, 2026

About this document

This document is maintained by the Operational Planning, Priorities, and Performance Branch, Operations Division

Version history:

Version	Date	Changes
1.8	1 July 2024	<ul style="list-style-type: none">Removed requirement no. 14
1.9	16 June 2025	<ul style="list-style-type: none">Removed reference to standard 2.5 from requirement no. 7Requirement 15 - Display of Cannabis Retail Seal and Retail Store Authorization added
1.10	30 March 2026	<ul style="list-style-type: none">Requirement 16 - Suspicious Behaviour, Unlawful Activity, and Employee Integrity addedRemoved note regarding corporate entities from requirement no. 3Revised regulatory authority column entries for consistency and formatting

Foreword

The purpose of this document is to list the minimum obligations of Cannabis Licensees (Licensees) to notify the Alcohol and Gaming Commission of Ontario (AGCO).

These notification requirements may not be comprehensive and do not supersede the Registrar's Standards for Cannabis Retail Stores, *Cannabis Control Act, 2017* (CCA) or *Cannabis Licence Act, 2018* (CLA).

Section 26(6) of the *Cannabis Licence Act, 2018* establishes that Licensees have a duty to comply with the standards and requirements established by the Registrar. Additionally, Standard 1.6 of the Registrar's Standards for Cannabis Retail Stores requires that Licensees must notify the Registrar in accordance with the **Notification Requirements**.

The minimum notification obligations listed herein are not intended to replace ongoing, open and transparent communication between Licensees and the AGCO. In instances where reporting is not mandatory, Licensees must use sound judgment and discretion to determine circumstances requiring notification.

Incident notifications provided by the Licensee, under this document, shall, within the stated timeframe or a reasonable timeframe for items 7 and 8, include the following information at a minimum:

- a) Date, time and location of incident
- b) Description of incident
- c) Reference applicable section from the Requirements document
- d) Contact information of who we should contact
- e) Any actions taken to correct the cause of non-compliance and prevent similar incidents from occurring in the future.

AGCO Cannabis Reporting Requirements

No.	Requirement	Description	Risk Theme	Regulatory Authority	Notice Timeframe
1.	Change or Termination of Retail Manager for cause	Any change or termination of the Retail Manager assigned to the retail store including the name of the replacement, where applicable.	Security and Product Integrity	CLA ss. 4(6)4, 5(1), 5(4), 25(2)	1 business day
2.	Change of Officers, Directors or Partners	Any change in the officers or directors of the corporation or any change in the membership of the partnership.	Entity Level	Standard 1.7, 1.8	30 business days
3.	Operator Organizational Chart – Cannabis	Operators must provide the Registrar with an organizational chart showing key reporting lines and relationships and shall ensure that it remains up to date. This includes changes to partnerships and agreements and should be reflected in the up-to-date organizational chart.	Entity Level	Standard 1.2	30 business days
4.	Lost or Stolen Product	Any incident of lost or stolen product and/or cannabis accessories discovered outside of the weekly inventory counts.	Participation of the Illicit Market Prevention of unlawful activity	Standard 1.1, 2.2	1 business day
5.	Incidents Reported to the Police	Any incident involving or reported to the police related to the retail store.	Entity Level	Standard 1.1, 1.2	1 business day
6.	Incident in Other Jurisdictions – Cannabis	Regulatory, criminal, or other disciplinary action, including ongoing investigations, taken in other jurisdictions. Note: This applies to the Licensed Retail Operator as well as corporate officers and directors.	Entity level Participation of the Illicit Market Prevention of Unlawful Activity	CLA ss. 3(4), 5(4)	5 business days
7.	Changes to Store Layout	Any changes or renovations to the store.	Security and Product Integrity	O. Reg. 468/18 s. 9 Standard 2.1, 2.2, 2.4	Within 15 days of the changes
8.	Failure and Subsequent Restoration of Surveillance System	Any failure of the retail store's surveillance system. Specifically, the date and time it failed and when it was restored.	Security and Product Integrity Inventory Tracking and Record Keeping	Standard 2.1	When the surveillance system operation fails and when it has been restored
9.	Charges, Convictions or Findings of Guilt under any Legislation	Any charges, convictions, or findings of guilt under any legislation with respect to (i) the authorized store, (ii) the holder of the licence, (iii) a manager, (iv) a person interested in the holder of the licence.	Entity Level	CLA ss. 3(4), 4(6), 5(4)	5 business days
10.	A retail store is closing permanently or temporarily	A retail store authorization is closing permanently or temporarily.	Security and Product Integrity Inventory Tracking and Record Keeping	CLA s. 24	1–5 business days
11.	Minors accessing a store and/or purchasing	Any incident involving access to the store interior by a minor or attempted purchase by a minor	Access by Minors and Prohibited Individuals	CLA s. 7(4)(b) O. Reg. 468/18 s. 20(1)	1 business day

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No.	Requirement	Description	Risk Theme	Regulatory Authority	Notice Timeframe
12.	The security of customer or credit card data is compromised	Credit card or customer data is compromised for the following reasons: <ul style="list-style-type: none"> The Click and Collect, POS system, or any other system containing customer data and credit card data is compromised. Customer data and credit card data is lost or stolen 	Entity Level Security and Product Integrity	Standard 8.3, 8.4	Immediately
13.	Change in “Click and Collect” systems and Payment Processors	Any implementation of new “Click and Collect” systems and Payment Processors	Inventory Tracking and Record Keeping	Standard 8.3, 8.4	7 business days prior to implementation
14.	Requirement removed July 1, 2024				
15.	Display of Cannabis Retail Seal and Retail Store Authorization	Demonstration that the cannabis retail seal and retail store authorization are displayed as required, and if a website is used for the purposes of the cannabis retail store, provide the Registrar with the website address and ensure that it remains up to date.	Participation of the Illicit Market	CLA s. 7(2) O. Reg. 468/18, ss. 13, 19	Within 15 business days upon the AGCO’s request, and within 15 business days of any changes to the website address
16. (new)	Suspicious Behaviour, Unlawful Activity, and Employee Integrity	Any instance of suspicious behaviour/actions or unlawful activity by patrons or employees, and/or employee integrity or conduct concerns, related to the retail store. Guidance: This notification is intended to capture any such instances that would not otherwise be reported under Requirement 5: Incidents Reported to Police.	Entity Level	Standard 1.1, 1.2	1 business day