

LEGEND


# TCH The Cake House



## Commercial Cannabis Business Application Prepared for the County of Riverside

**Applicant:** Community Veterans of Rivco, LLC. dba The Cake House  
**Address:** 23143 Temescal Canyon Rd. Suite C, Corona, CA 92883  
**APN:** 283 - 160 - 037  
**License:** Retail Storefront  
**Proposal Date:** May 26, 2021



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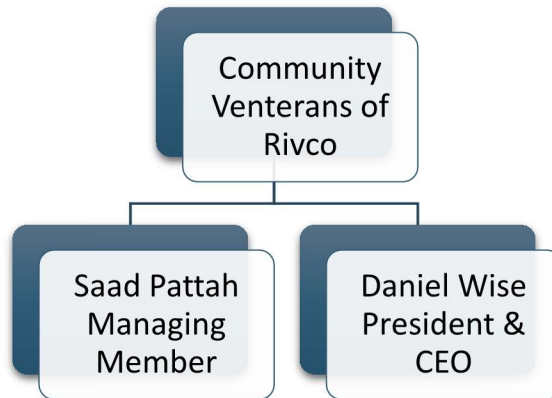
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# 1 BUSINESS NAME AND OWNERS

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## 1.1 ORGANIZATIONAL CHART

Cake Enterprise, Inc. owns Community Veterans of Rivco. Cake Enterprises, Inc. is owned by Daniel Wise and Saad Pattah. Daniel and Saad are funding the Community Veterans of Rivco project. Community Veterans of Rivco will operate under the fictitious name of Cake. Below is the anticipated organizational chart for Community Veterans of Rivco. Daniel Wise will be responsible for overseeing the overall company direction and expansion opportunities.



## 1.2 PROFESSIONAL TEAM OF EXPERTS

Community Veterans of Rivco has assembled a top-notch team of 3<sup>rd</sup> party experts to ensure that we are designing a business that will be successful, profitable, and well-designed with top of the line equipment and procedures that keep the customer in mind.



## 2 STATEMENT OF QUALIFICATIONS

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Community Veterans of Rivco LLC encompasses a team of highly experienced and knowledgeable individuals with a passion to bring an industry leading, commercial cannabis retail facility to the Riverside communities.

The Community Veterans of Rivco team presents the expertise of planning, developing, and operationalizing compliant and successful commercial cannabis businesses. To achieve such success, each team member offers a unique set of strengths ranging from operational excellence and people leadership to managing finance and marketing and ensuring legal compliance.

Community Veterans of Rivco's President and CEO, Daniel Wise, is a successful entrepreneur that has successfully owned and operated 3 other cannabis business' including a retail, cultivation, and manufacturing facility. He is very experienced in developing commercial cannabis businesses from the ground up and has personally oversaw these projects from inception to completion.

Saad Pattah, a managing member, is a serial entrepreneur who has demonstrated success in the grocery, restaurant, and import and export industries.

While the talent of this team cannot possibly be summed up in a single page, this team's power comes with each person bringing a unique set of strengths to the Community Veterans of Rivco team. The team is confident that the combined efforts of these individuals, with the detailed plan outlined in the following application, Community Veterans of Rivco will show the County the company's preparedness to successfully integrate and add value to the Riverside community and ultimately deliver a unique customer experience that is compliant and adheres to local and state requirements.

### **Why Us?**

Community Veterans of Rivco is a Veteran owned and managed business who have the business experience to create a safe and sustainable commercial cannabis facility. The company aims to serve the Riverside community by providing high quality products and exceptional customer service. With a lifetime of service, Community Veterans of Rivco has a passion to contribute to the advancement of the community by offering generous financial contributions and volunteer hours. Riverside County can expect a business that is managed with the customers, community, and employees in mind. Officials can rest assured that they have selected a company that will uphold the high standards that Riverside citizens should expect out of a cannabis retailer.

Join us in our mission of bringing quality cannabis to every person who can benefit!

## 2.1 DANIEL WISE – PRESIDENT AND CEO

Daniel Wise will serve as Community Veterans of Rivco’s President and CEO. He is a visionary, astute, and resourceful professional with more than 10 years’ experience in commercial cannabis development, cannabis retail project management, brand development, and account management.

A decorated veteran, he served in the US Navy at Camp Pendleton for 4 years earning Honors Graduate for Chaplain and Religious Program Specialist Expeditionary Skills Training, Commanding Officer of Field Medical Training Battalion-East, Military Order of the Purple Heart Foundation for RPSES Training, and Basic Enlisted Submarine School in Groton, CT. He was awarded "Top Doc" for Fleet Medical Training Battalion- East Class 15010 and received the Enlisted Surface War-fare Specialist Pin Award as well as the Fleet Marine Force Specialist Pin Award.



After scoring remarkably high on the ASVAP, he was chosen to attend the Navy’s Nuclear Submarine School. He earned a Lean Six Sigma Green Belt from Navy College and is Certified Hydroponicist from Cal Poly Pomona. At the College of the Desert, he earned a Cannabis Compliance Certificate and Cannabis HR Certificate. He is currently working toward a Bachelor of Business and Managerial Economics from DeVry University.

Prior to his enlistment in the US Navy, Mr. Wise spent 2 years working as an Agricultural Operations Manager at Rocking W Ranch in Texas. Rocking W Ranch is one of Texas’ most iconic ranches with more than 36,000 acres of paved and ranch roads. In this role, he was responsible for hiring and training ranch workers, managing financial, operational, and production records, as well as maintaining high standards of animal welfare which included monitoring irrigation, breeding, and grading activities to ensure the adherence to safety regulations. Simultaneously, Mr. Wise served as an Account Manager for Plastic Molding Technology where he managed a portfolio of \$45,000,000 across 75 accounts. He expanded his clientele base by 17% and became the highest grossing sales representative across all 16 sales offices in the USA within 1 year.

A serial cannabis business entrepreneur, in 2015, Mr. Wise founded Veterans Medical Alternatives, a licensed medical cannabis collective which oversaw the provision of treatment and research for PTSD, depression, and anxiety for Veterans across the State of California. In 2016, Mr. Wise founded Veterans Organic Solutions, a premier manufacturing, distribution, and retail facility that worked in conjunction with the VMA to provide Veterans access to legal cannabis in California. In this role, not only did he oversee all budgetary aspects of the company, but he also managed the operations of the cultivation facility including harvesting, processing, and distribution.

In 2019, Mr. Wise founded Wise Enterprises, Inc in San Diego. This is a real estate development company that currently holds \$7 million in real estate assets. Additionally, in 2019, he co-founded Coastal Wellness Dispensary and Green Venture Farms where he serves at the Chief Operating Officer. Finally, Mr. Wise is the founder of Currnt Cannabis, Inc which has 4 dispensaries in various phase of development, as well as 100,000 square feet of authorized canopy, a Type 7 volatile manufacturing facility, and an umbrella of brands that include flower, concentrates, distribution, and retail delivery operations.

<p><b>Education</b>          Working Toward Bachelor’s Degree Business and Managerial Economics          Lean Six Sigma Certification          Cannabis Compliance Certificate          Cannabis HR Certificate</p>	<p><b>Cannabis Experience</b>  <b>2015-2019</b>  <b>Founder/President • Veterans Medical Alternatives (VMA) • California</b>          VMA is a California licensed medical cannabis collective founded in 2015. Responsibilities included:</p> <ul style="list-style-type: none"> <li>• Forged and maintained trustworthy relations with shareholders, partners, and external authorities.</li> <li>• Built an effective team of leaders by providing guidance and coaching to subordinate managers.</li> <li>• Effectively allocated resources and supplies to ensure staff and volunteers efficiently complete tasks.</li> <li>• Identified and executed fundraising strategies that complement the mission and vision of the organization.</li> <li>• Provided all food, lodging accommodations and transportation throughout the Accelerated Wellness Program.</li> <li>• Oversaw the provision of treatment and research for PTSD, depression, anxiety, and other conditions in Veterans across the State of California.</li> <li>• Achieved increase in resilience, as well as decrease in both Post-Traumatic Stress and associated symptomology including, depression, anxiety and stress related to transition – according to the Annual Evaluation Report.</li> </ul>
<p><b>Technical Skills</b>          Metrix          Cova Integrations          Cannabis Track + Trace Technology          Cannabis POS System</p>	<p><b>2016-2019</b>  <b>Founder/Chief Operating Officer • Veterans Organic Solutions (VOS) • California</b>          VOS was founded as the premier manufacturing, distribution, and retail facility working in conjunction with VMA in providing Veterans with access to legal cannabis in California. Responsibilities included:</p> <ul style="list-style-type: none"> <li>• Provided medical marijuana oils and tinctures for Combat Veterans.</li> <li>• Oversaw accurate budget planning and ensured accurate financial reporting.</li> <li>• Developed performance metrics that drove positive changes for all organizational sections.</li> <li>• Recruited top talent, train new hires and developed procedures for enhancing internal controls.</li> <li>• Managed the operations of the cultivation facility including harvesting, processing, and distribution.</li> </ul>
<p><b>Additional Experience</b>          Account Management          Agricultural Operations Management          Administrative and Personnel Manager</p>	<p><b>2012-2018</b>  <b>Member • United States Navy • California</b>          Based at Camp Pendleton, one of the largest Marine Corps bases in the US. It is on the Southern California coast, in San Diego County. Responsibilities included:</p> <ul style="list-style-type: none"> <li>• Selected in January 2011 by the US Navy to attend the Navy's Nuclear Submarine School in Groton, CT.</li> <li>• Reassigned and sent to San Diego, CA after spending over a year in the rigorous training pipeline.</li> <li>• Trained and eventually selected to attend Navy SEAL training (BUDs) in Coronado, CA and was again reassigned as a bodyguard for Chaplains when they were deployed to combat environments.</li> <li>• Served till January 2017 (injured on deployment) and medically retired from the military in April 2018.</li> </ul>

## 2.2 SAAD PATTAH – OWNER

Saad Pattah is a Managing Member and founder of Community Veterans of Rivco. He is a serial entrepreneur who has demonstrated success in the grocery, restaurant, and import and export industries.

Mr. Pattah began his professional career in his family’s business, Viva Market in Oceanside. He started as a cashier and slowly grew his experience and in 2008 became the General Manager overseeing operations and management of the facility. Under his leadership and with his dedicated work ethic, he grew the business more than 300% by drastically improving efficiencies and reducing costs. His keen eye for detail and commitment to customer service was imperative to the Viva’s success.



In 2011, Mr. Pattah purchased Smith NS Foods Inc which was a small company with a single location. Under Mr. Pattah’s leadership, he developed a robust internally integrated distribution model which allowed the company to expand to multiple locations across Southern California exponentially increasing the market penetration and brand revenue.

Given his proven entrepreneurial success, in 2012, Mr. Pattah saw a major opportunity to enter the restaurant industry with the growing sushi market. He founded Sushi Ventures Inc DBA Tabu Sushi. Mr. Pattah opened the first keystone restaurant, Tabu Sushi and proved that his evaluation of the demographic and opportunity was accurate.

Given the success of the first restaurant, Mr. Pattah has continued to expand Sushi Ventures Inc across multiple locations in California. His industry intuition has been imperative to the success of the vertically integrated restaurant chain. Tabu Sushi continues to grow every year and expand into new markets across California.

In 2016, Mr. Pattah founded Sky & Lana Group Inc, which is a successful import and export business that is still currently operating. In this venture, Mr. Pattah uses his knowledge of international business and strategic business development to diversify the company portfolio to increase revenue. Mr. Pattah’s ability to negotiate international business transactions and manage the logistical challenges, is why Sky & Lana Group has continued to outpace growth faster than the industry standards.



<p><b>Key Skills</b></p> <p>Business Management</p> <p>Overall Business Strategy and Marketing Management</p> <p>People Leadership</p> <p>International Business</p> <p>Financial Management</p> <p>Operations Management</p> <p>Supply Chain and Vendor Relationship Management</p> <p>Customer Satisfaction</p> <p>Business Growth and Development</p> <p>Problem Resolution</p> <p>Industry and Operational Compliance</p>	<p><b>Cannabis Experience</b></p> <p><b>2016-Current</b>  <b>Founder/President • Sky &amp; Luna Group Inc. • California</b>                  Sky &amp; Luna Group Inc. is among the industry’s fastest growing international import and export business. Responsibilities included:</p> <ul style="list-style-type: none"> <li>• Ensures compliance with US and foreign government laws and regulations.</li> <li>• Expedites the flow of traffic to/from foreign destinations, including customs, documentation, and transportation for optimized supply chain performance.</li> <li>• Oversees the completion of paperwork and monetary transactions associated with both domestic and international distribution.</li> <li>• Negotiates with clients and handles issues with customs officials.</li> <li>• Manages staff in day-to-day operations and monitors employee’s performance.</li> <li>• Ensures project/department milestones/goals are met while adhering to approved budgets.</li> <li>• Negotiate international business transactions to diversify the company’s portfolio and increase revenue.</li> </ul> <p><b>2012-2016</b>  <b>Founder/Chief Operating Officer • Sushi Ventures Inc DBA Tabu Sushi • California</b>                  Tabu Sushi is a vertically integrated restaurant chain with multiple location across California. Responsibilities included:</p> <ul style="list-style-type: none"> <li>• Coordinate analysis and planning of restaurant profitability and sales levels.</li> <li>• Facilitate management and direction of all aspect of restaurant operations.</li> <li>• Coordinate monitoring of stock levels and ordering supplies as required.</li> <li>• Plan and manage of menus for restaurant operations.</li> <li>• Evaluate demographics to determine opportunities for expansion.</li> <li>• Manage restaurant inspection and compliance reports.</li> </ul> <p><b>2011-2012</b>  <b>Owner/Operator • Smith NS Foods • California</b>                  Smith NS Foods was a small single location grocery which under Saad’s ownership, market penetration and brand revenue grew, establishing multiple locations within Southern California. Responsibilities included:</p> <ul style="list-style-type: none"> <li>• Manage all marketing and rebranding.</li> <li>• Develop overall market strategies including the brands products and services.</li> <li>• Create standard operating procedures and employee policies as well as train staff.</li> <li>• Create robust and sustainable business model.</li> <li>• Communicate overall vision and inspire employees to work toward common goals.</li> </ul> <p><b>2008-2011</b>  <b>General Manager • Biva Market • California</b>                  Biva Market was a family owned grocery market located in Oceanside, CA. Under Saad’s management the company grew more than 300% over previous years. Responsibilities included:</p> <ul style="list-style-type: none"> <li>• Recruit and train staff.</li> <li>• Collaborate with vendors.</li> <li>• Ensure that safety policies are implemented and adhered to.</li> <li>• Solve customer complaints.</li> <li>• Develop marketing campaigns.</li> <li>• Oversee operational procedures and implement more efficient processes.</li> </ul>
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### 2.3 CANNABIS BUSINESS EXPERIENCE

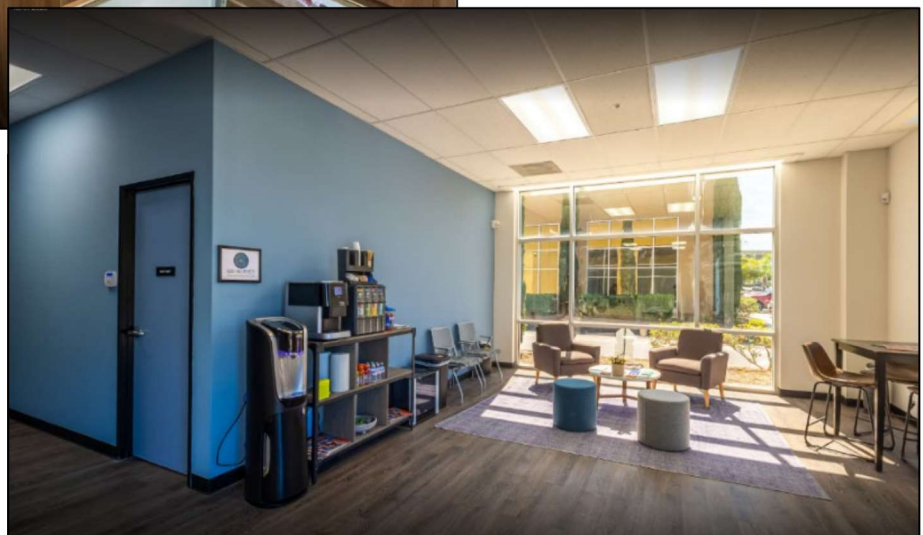
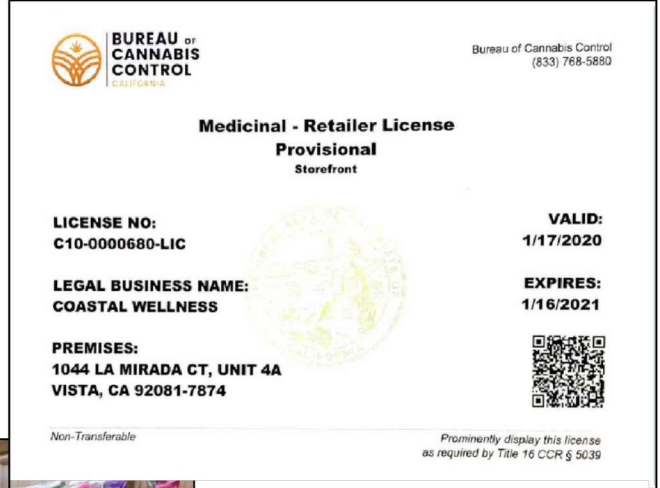
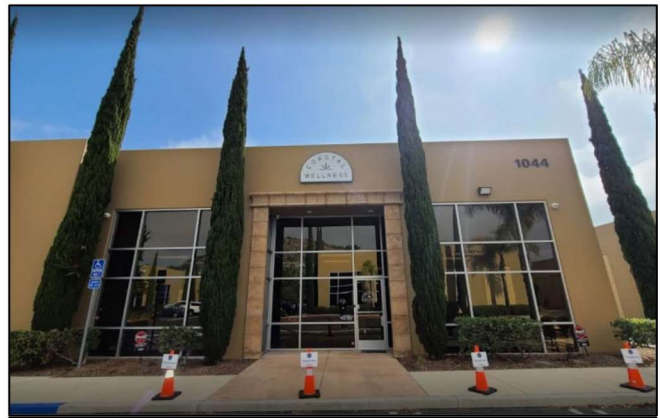
#### 2.3.1 Licenses Currently Held

As shown above, this team possesses a wealth of cannabis business experience. The principal owners bring the knowledge of commercial cannabis business operations and legal compliance so the County can rest assured that this team will create a sustainable and trustworthy cannabis operation within Riverside County.

To further demonstrate the knowledge and experience this team possesses, the owners of Community Veterans of Rivco is providing the licenses that they are currently affiliated with for the County to review.

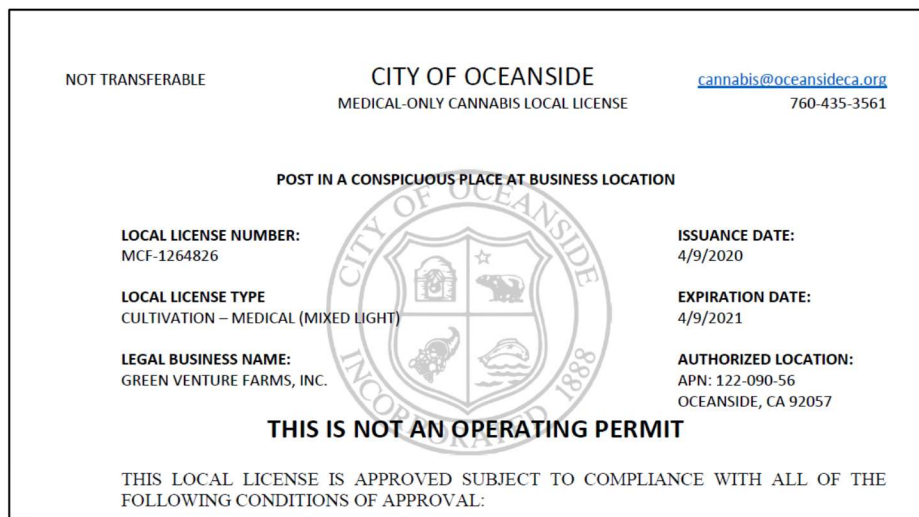
#### 2.3.2 State Licenses

1. Coastal Wellness - Provisional Medicinal Retail Storefront - License No: C10-0000680-LIC
  - o Located in Vista, CA - Valid through 1/16/2021



**2.3.3 Local Licenses**

1. Green Venture Farms, INC. - Medical-Only Cannabis Local License - Local License No: MCF-1264826
  - o Located in Oceanside, CA - Valid through 4/9/2021
2. Veterans Organic Solutions, LLC - Conditional Use Microbusiness Permit No:2018-08
  - o (Manufacturing, Distribution, Retail) Located in Lake Elsinore, CA (Closed 7/22/2019)
3. CURRNT Veterans Wildomar Central, LLC – Approved - 10/01/2020
  - o (Retail) – Project PA 20-0083
  - o 23080 Wildomar Trail, Wildomar, CA, 92595
4. CURRNT Veterans Wildomar South, LLC – Approved - 10/01/2020
  - o (Retail) – Project PA20-0084
  - o 32475 Clinton Keith Rd., Wildomar, CA, 92595
5. CURRNT Veterans Wildomar North, LLC – Approved - 10/01/2020
  - o (Retail) – Project PA 20-0085
  - o 14 Bundy Canyon Rd., Wildomar, CA, 92595



**RESOLUTION NO. 2018-147**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LAKE ELSINORE, CALIFORNIA, APPROVING CONDITIONAL USE PERMIT NO. 2018-08 TO ESTABLISH A 7,868 SQUARE FOOT CANNABIS FACILITY WITHIN AN EXISTING BUILDING LOCATED AT 31875 CORYDON (APN: 377-051-032)**

**Whereas**, Jim Sullivan, Veterans Organic Solutions, LLC has filed an application with the City of Lake Elsinore (City) requesting approval of Planning Application No. 2018-36 (Development Agreement No. 2018-04 (Exhibit A) and Conditional Use Permit No. 2018-08) to establish an approximately 7,868 Square Foot (SF) Cannabis Facility within an existing building (Project). The Project will consist of a microbusiness with 3,863 SF of Manufacturing space, an 840 SF dispensary, delivery retail sales, and 3,165 SF of Distribution, office and storage uses. The Project is generally located at the northwest corner of the intersection Mission Trail and Corydon and more specifically referred to as 31875 Corydon (APN: 370-051-008); and,

PA 20-0083

**CONDITIONALLY APPROVED**

BY THE PLANNING DEPARTMENT  
 BY THE PLANNING DIRECTOR  
 BY THE PLANNING COMMISSION  
 BY THE CITY COUNCIL

FOR THE CITY OF WILDOMAR ON 10 / 1 / 20

**Commercial Cannabis Business Application**  
 Prepared for the City of Wildomar

Applicant: CURRNT Veterans Wildomar North, LLC  
 Address: 23080 Wildomar Rd., Corona, CA 92883  
 APN: 367-300-004  
 License: Retail Storefront  
 Proposal Date: 7/13/2020  
 Cannabis Proposal: PA 20-0083

PA 20-0084

**CONDITIONALLY APPROVED**

BY THE PLANNING DEPARTMENT  
 BY THE PLANNING DIRECTOR  
 BY THE PLANNING COMMISSION  
 BY THE CITY COUNCIL

**Commercial Cannabis Business Application**  
 Prepared for the City of Wildomar

Applicant: CURRNT Veterans Wildomar North, LLC  
 Address: 132475 Corona Rd., Corona, CA 92883  
 APN: 380-140-007 and 380-140-008  
 License: Retail Storefront  
 Proposal Date: 7/13/2020  
 Cannabis Proposal: PA 20-0084

PA 20-0085

**CONDITIONALLY APPROVED**

BY THE PLANNING DEPARTMENT  
 BY THE PLANNING DIRECTOR  
 BY THE PLANNING COMMISSION  
 BY THE CITY COUNCIL

FOR THE CITY OF WILDOMAR ON 10 / 1 / 20

APPLICATION NOS. PA No. 20-0085

PLANNER Matthew Bassi

SIGNATURE Matthew Bassi

**Commercial Cannabis Business Application**  
 Prepared for the City of Wildomar

Applicant: CURRNT Veterans Wildomar North, LLC  
 Address: 14 Bundy Canyon Rd., Wildomar, CA 92595  
 APN: 366-160-014  
 License: Retail Storefront  
 Proposal Date: 7/13/2020  
 Cannabis Proposal: PA 20-0085

### 3 BUSINESS PLAN



#### 3.1 SIZE OF PROPOSED FACILITY

Community Veterans of Rivco is proposing a Commercial Cannabis Retail Storefront located at 23143 Temescal Canyon Rd. Suite C, Corona, CA 92883. The proposed location is an existing 2 story commercial building and offers 3,105 square feet of operating space. The retail storefront will actually be located on the second level of the building, made accessible to the public from the first floor via stairs and accessible lift. The facility and its location complies will all setbacks and zoning regulations.

##### 3.1.1 Parking

Community Veterans of Rivco has proactively worked to ensure that onsite parking was adequate for supporting the anticipated traffic in and out of the retail facility. In compliance with Ordinance No. 348.4913 § 18.12(A)(2), the Community Veterans of Rivco team has created a minimum of 1 parking space for each 200 sq. ft. of gross retail floor area. Based on the size of the proposed location and the above requirements, the facility would need to offer at least 16 spaces. The facility offers a total of 38 shared parking spaces around the facility including 2 ADA compliant parking spaces.

#### 3.2 FACILITY DESCRIPTION AND SPACE UTILIZATION

The combined experience and expertise of the Community Veterans of Rivco team has enabled them to design a facility that will easily accommodate the business. The space within the facility is perfectly utilized in a manner that emphasizes safety and security for both customers and employees. The facility will feature a main lobby,

separated from all other secured limited access areas, where security personnel will carefully vet each customer to ensure their identity and age, ensuring they are qualified to enter the retail facility. Beyond the lobby, the retail area is further segregated from other restricted access areas, making it impossible for members of the public to access storage, security, or administrative areas of the facility.

The retail area will feature state of the art security equipment that will monitor all activities throughout the day and night. Point of Sale locations will be individually monitored by security cameras that will record all sales transactions. Within the retail floor area, only limited amounts of cannabis will be displayed for the educational and selection process detailed more below. As the Community Veterans of Rivco pride themselves on the level of customer service provided to each customer, retail sales associates will be thoroughly trained on both customer interaction techniques and the retail sales floor will be designed and decorated in a way that makes it an inviting and pleasant environment.

All areas beyond the lobby and retail sales floor will be restricted to Community Veterans of Rivco employees only and strictly controlled by an electronic access control system. These areas will include product storage areas, security monitoring station, administrative offices, waste storage, and employee break room and bathroom spaces. Throughout the facility, security equipment will be strategically placed to ensure no incidents of unauthorized entry occur and activities are properly monitored. Additionally, panic buttons will be placed throughout the facility to ensure that authorities can be immediately notified upon a case of emergency.

In strict compliance with Ordinance No 348.4913 § 19.505(U), Community Veterans of Rivco has designed the facility in a way that will ensure that in no such instance will any Live Cannabis Plants, Cannabis, or Cannabis Products be visible from a public or private road, sidewalk, park, or common public viewing area.

The Community Veterans of Rivco team is confident that the facility layout and design presented will leave Riverside County assured that the facility will no doubt result in a safe, compliant, and successful commercial cannabis retail facility that both the County and Community can trust.

### **3.2.1 Facility Postings and Signage**

In accordance with Ordinance No. 348.4913 § 19.505(O), Community Veterans of Rivco will post or cause to be posted all required County and State permits and licenses to operate at the Community Veterans of Rivco facility. Such posting will be in a central location, visible to the patrons, and in all vehicles that deliver or transport Cannabis.

All signage for the Community Veterans of Rivco facility will comply with Ordinance No. 348.4913 § 19.505(P) as follows:

1. Community Veterans of Rivco will not advertise by having a person or device holding a sign or an air dancer sign advertising the activity to passersby, whether such person, device or air dancer is on the lot of the Community Veterans of Rivco or elsewhere including, but not limited to, the public right-of-way.
2. Community Veterans of Rivco will not publish or distribute advertising or marketing that is attractive to children.
3. Community Veterans of Rivco will not advertise or market Cannabis or Cannabis Products on motor vehicles.
4. Community Veterans of Rivco will not advertise or market Cannabis or Cannabis Products on an advertising sign within 1,000 feet of a Child Day Care Center, a K-12 school, a public park, or a Youth Center.
5. Advertising signs inside the Community Veterans of Rivco facility will not advertise or market Cannabis or Cannabis Products in a manner intended to encourage persons under 21 years of age to consume Cannabis or Cannabis Products.
6. No signs placed on the Community Veterans of Rivco premises will obstruct any entrance or exit to the building or any window.

7. Each entrance to Community Veterans of Rivco will be visibly posted with a clear and legible notice indicating that smoking, ingesting, or otherwise consuming Cannabis on the Community Veterans of Rivco premises is STRICTLY prohibited.
8. Community Veterans of Rivco signage will not be directly illuminated, internally or externally.
9. Community Veterans of Rivco will not utilize banners, flags, billboards, or other prohibited signs at any time.

In addition to the requirements set forth above, Community Veterans of Rivco will also adhere to California Business and Professions Code section 26152 as may be amended, as well as comply with Section 19.4 of the Riverside County Ordinance.

### **3.3 DAY-TO-DAY OPERATIONS**

The following is a summary of the Community Veterans of Rivco's day-to-day operations:

1. Following security checks, transportation vehicles of distributors approach the Facility.
2. Distribution personnel enter the Facility's intake / outflow area and the Applicant's employee's offload cannabis goods.
3. After verifying that cannabis goods have passed the quality assurance and inspection procedures and been issued a certificate of analysis pursuant to Section 26110 of the State Business & Professions Code, the Applicant's employee's stage the cannabis goods for display on the sale floor and retail sale via delivery vehicles or the sales floor.
4. The Applicant's employees transfer assembled and processed orders of cannabis goods to delivery drivers for loading into delivery vehicles by the Applicant's delivery drivers.
5. Customers enter the Facility via the customer intake and verification area, and the Applicant's employees verify the status of customers.
6. Validated customers enter the sales floor and (i) interact with the Applicant's employees, (ii) observe securely displayed cannabis goods, and (iii) have limited and/or supervised interaction (touching, smelling, etc.) with securely displayed cannabis goods.
7. Validated customers (i) purchase and take possession of processed orders of cannabis goods or (ii) return cannabis goods that may be adulterated.
8. After finishing their business purpose for visiting the Facility, customers are securely allowed to exit the Facility by Applicant's employees.

#### **3.3.1 Customer Check-In Procedures**

Pursuant to Ordinance No. 348.4913 § 19.519(C)(4), Community Veterans of Rivco will not allow any person under 21 years of age access to the dispensary, unless the person is 18 years of age or older and possesses a valid government-issued identification card and either a valid county-issued identification card under Section 11362.712 of the California Health and Safety Code, or who is a qualified patient in possession of a valid physician's recommendation in their name, or who is a primary caregiver for a person in possession of a valid physician's recommendation.

Pursuant to Ordinance No. 348.4913 § 19.519(C)(1), entrances into the facility will be locked at all times with entry strictly controlled. A "buzz-in" electronic/mechanical entry system will be utilized to limit access and entry to the retail area to separate it from the reception/lobby area.

Before a customer is introduced to cannabis products, they must have their identification verified. An employee of Community Veterans of Rivco will verify the age and all necessary documentation of each individual to ensure customers are not under the age of twenty-one (21) years or at least 18 years of age and possesses a valid physician's recommendation after confirming the customer's age, identity, and physician's recommendation. Customers will be asked to produce one of the following forms of acceptable identification pursuant to 16 CCR § 5404(c):

- A document issued by a federal, state, county, or municipal government, or a political subdivision or agency thereof, including, but not limited to, a valid motor vehicle operator's license, that contains the name, date of birth, physical description, and a photo of the person;
- A valid identification card issued to a member of the Armed Forces that includes a date of birth and a photo of the person; or
- A valid passport issued by the United States or by a foreign government.

Once a customer has been verified with the acceptable form of identification, they will be granted access to the sales floor and begin the product discovery and sales process.

Community Veterans of Rivco will maintain records of the following information for each member and customer of the dispensary that purchases medical cannabis:

1. The name, date of birth, physical address, and telephone number; and their status as a qualified patient or primary caregiver.
2. A copy of each qualified patient's written physician recommendation and their designation of a primary caregiver.

These records will be maintained by Community Veterans of Rivco for a period of not less than three years and will be produced to the County within 24 hours after receipt of the County's request.

Further, Community Veterans of Rivco will report any loss, damage, or destruction of these records to the Police Chief within 24 hours of the loss, damage, or destruction.

### **3.3.2 Receiving Deliveries During Business Hours**

Community Veterans of Rivco's product receiving process will follow strict policies and procedures in order to ensure full compliance with all track and trace regulations and to ensure the security of the assets and the safety of all personnel. Community Veterans of Rivco's suppliers will transport and transfer products to Community Veterans of Rivco's facility as allowed by the County and the State of California. Shipments will be conducted through the use of a licensed, insured and state authorized transport company.

Product receiving will occur on a regular basis in order to ensure that a sufficient supply of product is on hand for sale and in smaller amounts to reduce risk during transfer. The movement of large amounts of high value product at one time can create an excessive risk of loss during transfer.

Shipments are scheduled at random times and hours in order to avoid predictability that can elevate the risk of theft. Product transport/transfer will be completed during the times of 6:00 am to 6:00 pm, or during daylight hours, to ensure maximum visibility and threat detection. When shipments are scheduled, this information will only be provided to individuals who occupy a "need to know" position in order to avoid risk of theft.

Transport vehicles will notify Community Veterans of Rivco's security personnel 5-10 minutes in advance of their arrival. Community Veterans of Rivco security personnel will visually verify that there are no imminent threats and notify transport personnel it is safe to approach the shipping/receiving door of the business. Transport vehicles will park in a designated area that is within view of Community Veterans of Rivco's security cameras. Security personnel will then approach the transport vehicle in order to escort the movement of product into the interior of the building. Product will be immediately placed into the secure vault and the vault will be locked. The transport vehicle will not be left unlocked or unattended during the transfer in order to avoid theft at these times.

At the time of the shipment:

- Community Veterans of Rivco security personnel will inspect the credentials of the transport personnel prior to allowing entry into the building. Transportation team members and vehicles will be logged by Community Veterans of Rivco security personnel upon each arrival.

- Security personnel or manager will verify that the shipment paperwork, amounts, and manifest are in order prior to allowing transporters to leave the site.

Community Veterans of Rivco will ensure all packaging and labeling of cannabis and cannabis products received from licensed cannabis businesses, meet the requirements of MAUCRSA and any implementing regulations. Any products that do not meet the following requirements will be refused and returned to the originating vendor:

- Tamper-Evident, Child-Resistant Packaging Required. Prior to delivery or sale at a retailer to a purchaser, cannabis and cannabis products shall be labeled and placed in a resealable, tamper-evident, child-resistant package and shall include a unique identifier for the purposes of identifying and tracking cannabis and cannabis products.
- Cannot Be Attractive to Children. Cannabis packaging and labeling shall not be designed to appeal to children, including, but not limited to, cartoon characters or similar images.
- State-Mandated Warnings and Information. All cannabis and cannabis product labels and inserts shall include the state-mandated warnings and information contained in Business and Professions Code Section 26120(c).

### ***Conformance with State Testing***

Pursuant to 16 CCR § 5302, it is the responsibility of the licensed distributor to ensure that cannabis product has been tested. Community Veterans of Rivco is committed to maintaining adequate storage and sanitary storage procedures for usable cannabis products. To protect the quality of product, Community Veterans of Rivco will conduct an inspection upon receipt to ensure that testing has been complete, products are properly packaged, and are accompanied by certified approval from a licensed testing facility. Any products missing testing results will be refused at time of delivery.

### ***Packaging Guidelines***

Community Veterans of Rivco will ensure all cannabis, cannabis products, and cannabis accessories sold by Community Veterans of Rivco will be packaged, labeled, and placed in tamper-evident packaging which at least meets the requirements of the MAUCRSA and all state implementing rules and regulations.

As a retailer, Community Veterans of Rivco will not package or label cannabis goods or accept, possess, or sell cannabis goods that are not packaged as they would be for final sale pursuant to 16 CCR § 5412.

In accordance with 16 CCR § 5406, Community Veterans of Rivco will not make any cannabis goods available for sale to a customer unless:

1. The cannabis goods were received from a licensed distributor or licensed microbusiness authorized to engage in distribution;
2. Community Veterans of Rivco has verified that the cannabis goods have not exceeded their best-by, sell-by, or expiration date if one is provided;
3. In the case of manufactured cannabis products, the product complies with all requirements of Business and Professions Code section 26130 and California Code of Regulations, Title 3, Division 8 and Title 17, Division 1, Chapter 13;
4. The cannabis goods have undergone laboratory testing as required by local and state law;
5. The batch number is labeled on the package of cannabis goods and matches the batch number on the corresponding certificate of analysis for regulatory compliance testing; and
6. The packaging and labeling of the cannabis goods complies with Business and Professions Code Section 26120 and all applicable regulations.

Community Veterans of Rivco's Inventory Control Agent will regularly review the state guidelines to ensure all cannabis products are packaged in accordance with the rules set forth by the BCC. If the products are not packaged to standards, the distributor will be contacted to coordinate a return. To ensure compliance with these



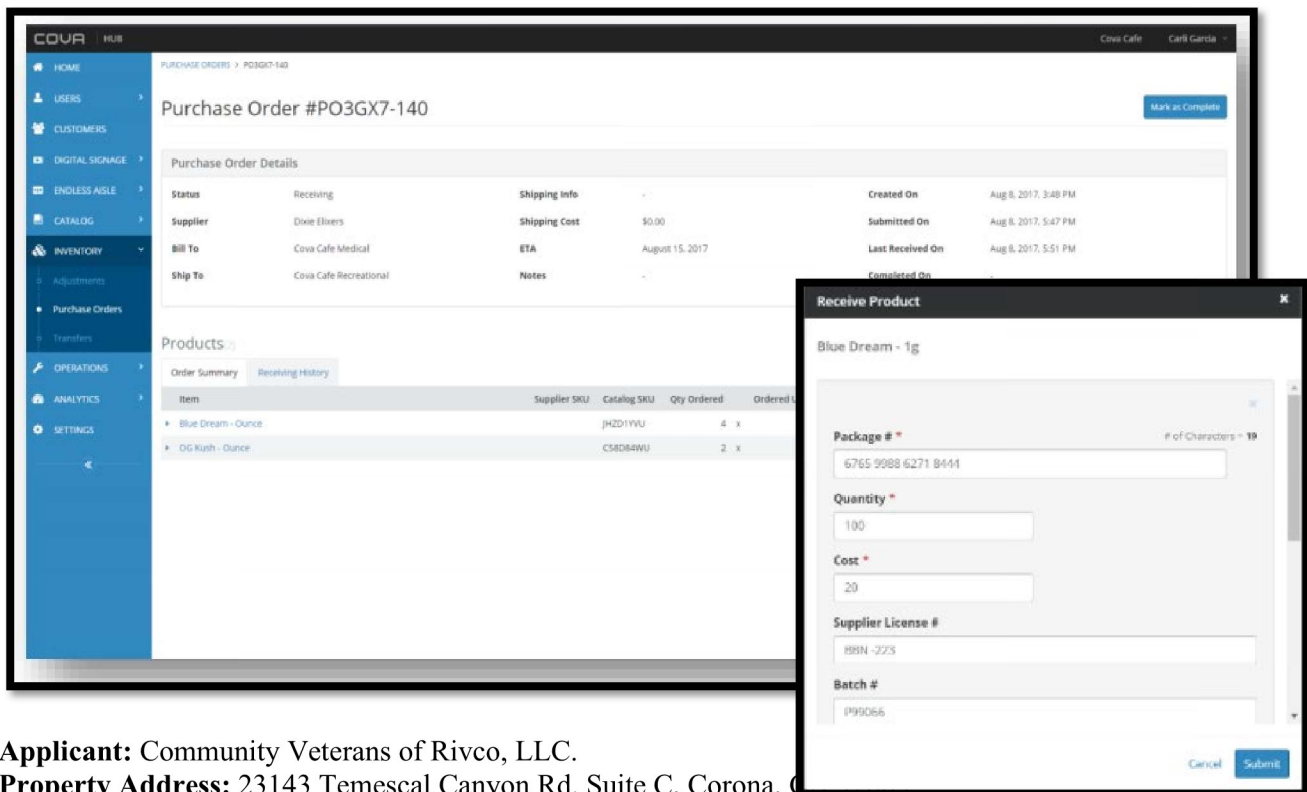
regulations, Community Veterans of Rivco will print and laminate the packaging requirements and keep it in the receiving bay for regular reference for the Inventory Control Agent.

**Recording Incoming Inventory**

In accordance with 16 CCR § § 5049(a), once inventory has passed complete inspection for all packaging and labeling requirements and is deemed compliant and acceptable, all incoming inventory will be scanned into Community Members of Rivco’s COVA Inventory Management System and the State Track and Trace System. The Inventory Control Specialist will physically count and scan each cannabis product into inventory, capturing all product details electronically pursuant to 16 CCR § 5049(b), including, but not limited to, the following:

- 1 Name and type of the cannabis goods.
- 2 Unique identifier of the cannabis goods.
- 3 Amount of the cannabis goods, by weight or count, and total wholesale cost of the cannabis goods, as applicable.
- 4 Date and time of the activity or transaction.
- 5 Name and license number of other licensees involved in the activity or transaction, including:
  - a. The name, license number, and licensed premises address of the originating licensee.
  - b. The name, license number, and licensed premises address of the licensee transporting the cannabis goods.
  - c. The name, license number, and licensed premises address of the destination licensee receiving the cannabis goods into inventory or storage.
  - d. The date and time of departure from the licensed premises and approximate date and time of departure from each subsequent licensed premises, if any.
  - e. Arrival date and estimated time of arrival at each licensed premises.
  - f. Driver license number of the personnel transporting the cannabis goods, and the make, model, and license plate number of the vehicle used for transport.

The Inventory Control Specialist will compare the shipping manifest and the physical inventory with the purchase order on file and scan all products listed on the purchase order. This process eliminates errors in receiving inventory eliminating unaccounted shortages or overages in inventory. Below is an example of system generated purchase orders and the process of receiving inventory into the COVA system.



**Applicant:** Community Veterans of Rivco, LLC.  
**Property Address:** 23143 Temescal Canyon Rd. Suite C, Corona, CA

**3.3.3 Product line to be Sold.**

Based on the experience of the company’s President and CEO, Daniel Wise, Community Veterans of Rivco will sell popular cannabis products that evolve with changes in the market. This includes variations of the following Adult Use and Medical Cannabis products:

<b>Product</b>	<b>Estimate % of Sales</b>	<b>Description</b>
<b>Prepacked Flower</b>	40.34%	Raw Cannabis Flower remains the most popular product. Community Veterans of Rivco will sell a mix of different strains depending on client demand and work to procure craft strains from the best cultivators in California.
<b>Vaporizing Cartridges</b>	23.01%	Cannabis vaporization is growing in popularity among people interested in consuming cannabis in an easy, discreet manner that’s healthier than traditional smoking methods. Community Veterans of Rivco will carefully select vendors who do not use Vitamin E in their oil.
<b>Pre-Rolls</b>	11.02%	Community Veterans of Rivco will sell pre-rolled cannabis in individuals and packs. The smaller size allows individuals to purchase cannabis in smaller quantities.
<b>Edibles</b>	10.04%	Community Veterans of Rivco will sell a small quantity of edibles within the store and provide information on careful micro-dosing. If the demand appears to increase on edibles, Community Veterans of Rivco will expand product lines.
<b>Tinctures</b>	1.21%	Community Veterans of Rivco will offer a small amount of select tinctures in the facility. A cannabis tincture is a cannabis-based extract that is infused with alcohol. This product provides easy dosing for clients with rapid absorption. This line is designed to appeal to individuals who do not want to smoke, vape, or eat cannabis products.
<b>Topical</b>	0.58%	Community Veterans of Rivco will offer cannabis infused spray and lotions for patrons who are arthritic or have aching injuries.
<b>Batteries</b>	0.53%	To support our vaporizing cartridges, Community Veterans of Rivco will sell rechargeable vaporizer batteries.
<b>Capsules</b>	1.18%	While less popular with users, capsules are a simple way to accurately dose and easily consume cannabis oils. Taken like a vitamin, capsules enter the digestive tract, where they are broken down and the cannabinoids contained within are released.
<b>Drinks</b>	0.22%	Community Veterans of Rivco will carry a small assortment of cannabis infused drinks. Depending on the season, this may include tea, soda, or cider. Community Veterans of Rivco will carefully review packing on these beverages to ensure compliance and instructions for micro dosing.

***Prohibited Products***

Community Veterans of Rivco will not sell any expired products, cannabis, or cannabis products. Community Veterans of Rivco will not, under any circumstance alter, edit, or adjust in any manner an expiration date on any item or product once affixed by its manufacturer.

In strict compliance with 16 CCR § 5408, Community Veterans of Rivco will not grow or cultivate cannabis, except for immature nursery stock cannabis plants, on the dispensary site.

Pursuant to Ordinance No. 348.4913 § 19.519(C)(9), all cannabis and cannabis products sold or distributed by Community Veterans of Rivco will be cultivated, manufactured, and transported by licensed facilities that maintain operations in full conformance with State and local regulations.

Pursuant to Ordinance No. 348.4913 § 19.505(L), No person will cause or permit the sale, dispensing, or consumption of alcoholic beverages or tobacco products on or about the premises of Community Veterans of Rivco.

***Retail Sales Policies***

In strict compliance with Ordinance No. 348.4913 § 19.519(C), Community Veterans of Rivco will only serve customers who are within the licensed premises, or at a delivery address that meets the following requirements:

1. Sale or delivery of cannabis goods through a pass-through window or a slide- out tray to the exterior of the premises is prohibited.
2. Retailers shall not operate a drive- in or drive- through. Cannabis goods shall not be sold and/ or delivered to any persons within a motor vehicle.
3. All cannabis goods sold by a retail business shall be contained in child- resistant packaging.
4. Point- of-sale areas and areas where cannabis goods are displayed for sale shall be recorded on the video surveillance system. At each point-of-sale location, camera placement must allow for the recording of the facial features of any person purchasing or selling cannabis goods, or any person in the retail area, with sufficient clarity to determine identity.
5. Retailers shall hire or contract for security personnel who are at least 21 years of age to provide security services for the retail premises. All security personnel hired or contracted for by the permittee shall be licensed by the Bureau of Security and Investigative Services and shall comply with Chapters 11. 4 and 11. 5 of Division 3 of the Business and Professions Code.

Further, Community Veterans of Rivco will not utilize a kiosk, iPad, tablet, smartphone, fixed location, or technology platform, whether manned or unmanned, that facilitates, directs, or assists in the retail sale or delivery of cannabis or cannabis products at a location other than one permitted by the County.

No person in association with Community Veterans of Rivco’s business will give, sell, distribute, or otherwise transfer any cannabis to any person in any manner that violates local or state law.

In accordance with Ordinance No. 348.4913 § 19.519(C)(3), Community Veterans of Rivco will restrict the sale of adult-use cannabis to persons who are 21 years of age or older, and who are in possession of a valid government-issued identification card.

***Medical Retail Policies***

Pursuant to Ordinance No. 348.4913 § 19.519(C)(2), Community Veterans of Rivco will restrict the sale of medical cannabis only to:

1. A person 18 years of age or older who possesses a valid government-issued identification card and a valid county-issued identification card under Section 11362. 712 of the California Health and Safety Code; or
2. Qualified patients with a currently valid physician's recommendation in compliance with the Compassionate Use Act of 1996 (California Health and Safety Code section 11362.5), the Medical

Marijuana Program Act (California Health and Safety Code section 11362.7 et seq.), and valid government-issued identification such as a Department of Motor Vehicles driver's license or State Identification Card; or

3. Primary caregivers with a verified primary caregiver designation by their qualified patients, a copy of their qualified patient's valid physician's recommendation in compliance with the Compassionate Use Act of 1996 (California Health and Safety Code section 11362.5), the Medical Marijuana Program Act (California Health and Safety Code section 11362.7 et seq.), and valid official identification such as a Department of Motor Vehicles driver's license or State Identification Card.

Community Veterans of Rivco will not have a physician on the dispensary site to evaluate patients or provide a recommendation for medical cannabis.

**Purchase Limits**

Pursuant to 16 CCR § 5409(a)(b), an associate will be responsible for ensuring that the customer does not exceed the daily purchase limits. Limits will be monitored for both adult-use and medical patients adhering to the following state mandates:

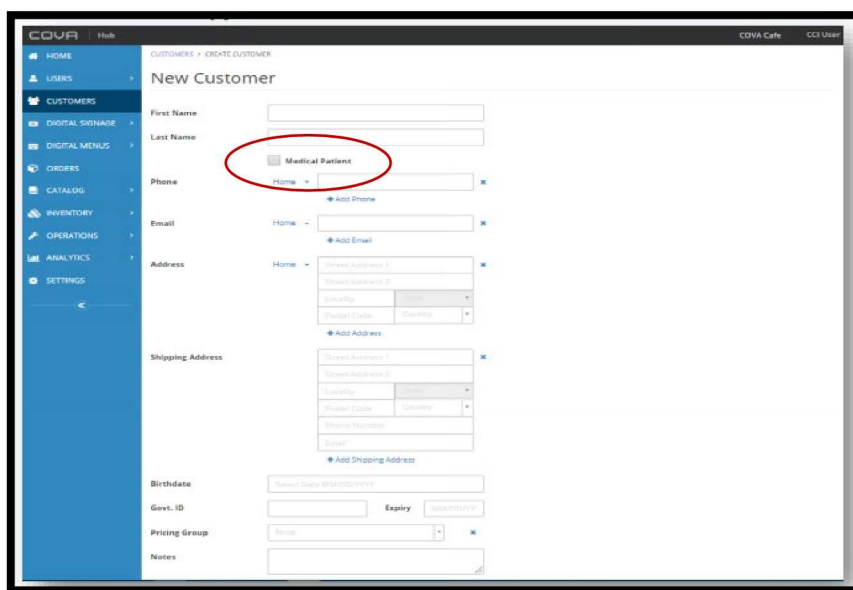
Adult-Use Purchase Limits

- 28.5 grams of non-concentrated cannabis.
- 8 grams of concentrated cannabis as defined in Business and Professions Code section 26001, including concentrated cannabis contained in cannabis products.
- 6 immature cannabis plants.

Medical Purchase Limits

- 8 ounces of medicinal cannabis in the form of dried mature flowers or the plant conversion as provided in Health and Safety Code section 11362.77.

The COVA Inventory Management and Point-of-Sale System will help employees monitor and adhere to purchase limits. Each transaction will be conducted under a unique customer profile that will log daily purchases. The system further captures what type of customer it is, medical or adult use, which will look for preset purchase limits based on customer type. Should a customer exceed the purchase limit, the system will notify the sales associate and not allow the transaction to be finalized until the overages are corrected



***Customer Interaction***

Upon verification of the customer's age and the customer entering the sales floor area, the customer will have access to view products that are locked in display cases. Customers will be greeted by a Retail Sales Associate who will ask the customer if they have any questions about the various products. All associates will be identified with their company issued uniform, a branded polo shirt.

If the customer replies yes, the Retail Sales Associate will use his/her training to answer questions and educate the customer on the different product types, consumption methods, and strains. Customer will not be able to handle product in the discovery phase. Sample products will be handled by Retail Sales Associates only and cannabis products within the store will never be opened.

Once a customer has decided on their purchase, the requested products will be "checked-into" staging areas by systemic notations in the Inventory Management System by the Retail Sales Associate. It is the commitment of Community Veterans of Rivco to maintain accurate Inventory Management records, therefore at any given moment in time, Community Veterans of Rivco will be able to provide a "real-time" report of the cannabis quantities in storage which can be provided to the Department upon request.

The Retail Sales Associate will retrieve desired products from the staging area (daytime storage area) and scan the products at the point of sale station under the surveillance. Employees who handle cannabis product in order to transfer that product to customers will be required to check in and take responsibility for the product they are handling systematically within the Inventory Management System. Managers will monitor and approve the access that employees have to areas where cannabis is stored.

As the Retail Sales Associate scans each product being purchased, products will be placed in a bag. Upon completion of the transaction, the drawstring bag will be sealed in a childproof exit bag and handed to the customer. The customer will be escorted out of the sales area by the Retail Sales Associate and will pleasantly conclude the customer's shopping experience.

***Company Uniform***

For ease to the Retail Associates and Security Staff, Community Veterans of Rivco will require each member of the team wear a company issued uniform. The uniforms will aid staff in visually differentiating between customers and staff members and help them identify quickly if customers are close to a restricted area for any reason. The uniforms will further aid law enforcement or management who may need to review video surveillance in quickly identifying staff members in their observations. Company uniforms will include the company logo and each team member will be provided attire prior to the start of work duties.



***Customer Product Handling Procedures***

Community Veterans of Rivco's product storage plan is designed with the safety and security of the facility and employees in mind. The plan consists of physical barriers to prevent theft and diversion, operational barriers that limits the minimum number of authorized individuals to gain access to any cannabis products, and environmental controls that prevent the deterioration of cannabis products.

Pursuant to Ordinance No. 348.4913 § 19.519(C)(6) and 16 CCR § 5033(a), all cannabis and cannabis products will be stored in a secured and locked vault or vault equivalent. All safes and vaults will be compliant with Underwriter Laboratories burglary-resistant and fire-resistant standards. All cannabis and cannabis products,

including live clone plants that are being displayed for sale, will be kept in a manner as to prevent diversion, theft, and loss.

In strict compliance with Ordinance No. 348.4913 § 19.519(C)(5), only the quantity of cannabis and cannabis products necessary to meet the daily demand will be readily available for sale on-site in the retail sales area.

To further ensure customers do not have access to cannabis products, Community Veterans of Rivco will implement the use of physical barriers (walls and doors), electronic measures and employee procedures in order to deter and prevent the unauthorized entrance into areas containing cannabis or cannabis products, and to deter and prevent the theft of cannabis or cannabis products at the commercial cannabis business.

All points of access to the business will be controlled with electronic access controls, keypads, key cards, and remote electronic lock (buzz-in) features. Individuals who are not engaging in an activity related to the permitted operations of the commercial cannabis business will not be allowed to remain on the premises.

### ***Customer Education***

Customers are key to any business. Without customers, businesses cannot survive. In the cannabis industry ensuring that customers understand products, the various methods of consumption, potency and the potential effects is particularly important not only for sales but for safety. At Community Veterans of Rivco's facility, customer education will begin as soon as a customer encounters their first sales associate. Community Veterans of Rivco has developed a proprietary Employee Product Education Program that will give the employees the tools to speak to customers about cannabis strains, consumption methods, warnings, micro dosing, and health benefits.

Throughout the facility, retail sales associates will be present to answer questions and to educate customers on the individual benefits of the cannabis psychoactive and non-psychoactive products, how to interpret percentages of THC/CBD, and the different methods of consumption. The staff will undergo training from Cannabis Training University in order to communicate with customers the effective way of how to properly dose oneself from any method chosen.

### ***Process to Educate Customers***

Community Veterans of Rivco also believes it is important to empower customers to learn more about cannabis strains, products, and effects in ways that are most comfortable for them. Therefore, Community Veterans of Rivco has created multiple channels in which customers can receive information about cannabis, they include:

- Printed marketing collateral with information that can be read at home.
- Tools that customers can use at home to monitor usage to avoid overconsumption and track the results of their cannabis experience.
- Online videos and information shared through social media outlets including Facebook, Instagram, and YouTube.
- A series of educational blogs designed to educate the consumer.

The printed marketing material will include a series of customer information cards printed on 4x6 cards that will provide easy to read information for the customer reviewing cannabis products. The cards will contain information regarding potency information, strain information, effects of excess usage, methods of consumption, and avoiding over consumption. These cards will be strategically placed throughout the facility for easy reference for customers. Some, including information on risks and side effects, will be provided to each customer upon purchase.

Community Veterans of Rivco has also developed tools for customer to use on their own to help them monitor their usage and track their cannabis experience with various products. The strain selection guide and cannabis usage journal will enable customers to pro-actively determine what strains may be right for them based on their desired effects and track their personal experience with various products they have tried and narrow in on what products, strains, and dosing works best for them.

**Education on Consumption Methods**

Throughout the facility, sales associates will be present to answer questions and to educate customers on the benefits of cannabis psychoactive and non-psychoactive products, the percentages of THC/CBD. This will extend to explaining the different strains available as well as the difference between the two major strains: Sativa and Indica.

Associates will also explain the different products and consumption methods which include:

- Smoking cannabis flower
- Vaporizing
- Ingesting edibles
- Topicals

Each method of ingestion has a different administration process and a different effect on the body and mind. Most consumers prefer a discrete method of consumption, such as vaporizing or using a topical. The good news is, there are numerous products to choose from and everyone finds what works best.

While the sales associate’s explanation and assistance will help the customers determine which consumption method is best suited for their specific needs, informational cards will also be available for customers to read on their own or take home.

**Understanding Cannabis Consumption Method: Tincture**


*Tinctures are available in a variety of cannabinoid formulations and dosages. Tinctures are absorbed sublingually, so the cannabinoids go directly to the bloodstream.*

**Onset:** The onset of alcohol based tinctures is faster than edibles but not as rapid as inhalation methods. Full effects are usually felt within 20-30 minutes.

**Duration:** Frequent users may find that effects last for a couple of hours, whereas infrequent cannabis users may feel the effects for several hours.

**Pros:** Some formulas have concentrations of less available cannabinoids like THCV and CBN. Very discreet, with no odor.


**Cons:** Tinctures are commonly formulated with alcohol, which may not be desirable for some users. Light, heat and oxygen will degrade the THC content, so bottles must be opaque and tightly sealed.



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**Understanding Cannabis Consumption Method: Smoking**

*Smoking the dried flower from the cannabis plant in a pipe, bong, or joint is a common method of ingestion.*

**Onset:** Within seconds of inhalation.

**Duration:** Effects will generally peak within thirty minutes and diminish anywhere from 1-3 hours.

**Pros:** Using raw cannabis flower gives users the most control of the strain, source, and cannabinoid content than any other method.


**Cons:** Flower with the same strain name may still vary in potency, source and cannabinoid content. The smoke generated from burning papers and lighter fluid chemicals contain carcinogenic compounds.



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**Understanding Cannabis Consumption Method: Vaporizing**

*A smokeless, efficient form of inhalation. Vaporizers heat cannabis plant matter (or its oil) to a temperature that forces trichomes away from the plant into the vapors.*

**Onset:** Within seconds of inhalation.

**Duration:** Effects will generally peak before thirty minutes and diminish in a couple of hours.

**Pros:** Portable vaporizers are more discreet than smoking as there is minimal odor, which dissipates quickly.

**Cons:** Some users find that vaporization has weaker effects than other forms of cannabis. Using cartridges and oils from reputable companies is incredibly important as there is a risk of chemical solvents and low-quality materials during this transitional period as health and safety regulations are implemented.



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**Understanding Cannabis Consumption Method: Topicals**

*Practitioners of holistic medicine have used cannabis-enriched lotions, balms, salves and other preparations for thousands of years. The cannabinoids are absorbed into the skin for more focused therapeutic effects.*

**Onset:** Five minutes to two hours.

**Duration:** Lasting upwards of 12 hours.

**Pros:** Ideal for localized pain and inflammation, including arthritis, bone fractures, skin conditions, cramping, and migraines. No psychoactive effects, so new users and those with a low THC tolerance can use them with confidence.

**Cons:** Some products may contain parabens or artificial fragrances which can irritate sensitive skin and cause other health issues.



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***Education on Potency and Avoiding Overconsumption***

Each person is unique and reacts to medications and chemicals in their own way. The same goes for cannabis use as each person has their own personal tolerances. People are often surprised to learn that the therapeutic effects of cannabis can be achieved at a dosing that does not create a feeling of euphoria or “high” that sometimes accompanies consumption. Accurate dosing can help a person achieve the therapeutic benefits without the unwanted feelings. Community Veterans of Rivco created a dosing card to help customers understand dosing and the duration of effects to help educate those new to cannabis products and to help warn customers of overconsumption.

## How Long Does the Effects of THC Last

Consumption Method	Length of THC Effects
Edibles	4-6 Hours
Raw Flower	1-2 Hours
Concentrates	½ Hour-2 Hours

\*\*\*These are approximations and vary by person. When using concentrates, the length of the effect will last roughly the same as smoking cannabis flower but may be more intense.

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## Start Low and Go Slow

The effects or onset of action of cannabis can vary based on the consumption method. Start with small doses then wait to feel the effect of the product you have consumed.

The average time to feel the effects of cannabis are as follows:

- Smoking or Vaping
  - 10 minutes
- Edibles
  - Up to 2 hours
- Beverages
  - Up to 2 hours

We recommend waiting at least the above specified length of time before consuming any additional cannabis products.

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**Customer Warnings and Risks**

Customers will also receive information on risks that can be associated with cannabis use. Additionally, the customer will be educated on the importance of keeping the cannabis and cannabis products out of the reach of children. Community Veterans of Rivco has created the below informational cards listing all possible side effects and the short and long-term effects of excess cannabis use. Understanding the importance of this information, to ensure this information reaches customers, Community Veterans of Rivco will provide these cards to each customer upon purchase.

## Potential Cannabis Side Effects

Potential side effects from the use of cannabis include, but are not limited to, the following: dizziness, anxiety, confusion, sedation, low blood pressure, impairment of short term memory, euphoria, difficulty in completing complex tasks, suppression of the body's immune system, may affect the production of sex hormones that lead to adverse effects, inability to concentrate, impaired motor skills, paranoia, psychotic symptoms, general apathy, depression and/or restlessness. Cannabis may exacerbate schizophrenia in persons predisposed to that disorder. In addition, the use of medical cannabis may cause a person to talk or eat in excess, alter perceptions of time and space and impair judgment. Many medical authorities claim that use of medical cannabis, especially by persons younger than 25, can result in long-term problems with attention, memory, learning, drug abuse, and schizophrenia.

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## Education Card: Effects of Excess Cannabis Use

The short-term effects of excessive cannabis use include altered senses, mood changes, impaired movement, impaired memory, and even delusions with extremely high dosage. These effects dissipate once the cannabis metabolizes. The long-term effects associated with excessive use include impaired thinking, memory, and basic learning functions. These long-term effects are often permanent.

There are also both physical and mental effects of prolonged cannabis use. The physical effects of prolonged, excessive cannabis use include breathing problems, increased heart rate, and sometimes nausea. The mental effects of excessive cannabis use can be a little more intense. Temporary, vivid hallucinations, temporary paranoia, and enhanced symptoms of schizophrenia. Excessive cannabis abuse has also been linked to mental disorders including depression, anxiety, and suicidal thoughts.

Although the state has regulated cannabis with a close eye and chosen a legal age that protects against these certain symptoms, since they are more prevalent in used under 18, there are still risks that come with the ingestion of a chemical compound. Before using, it is the customer's responsibility to understand the risks and the provider's responsibility to make sure the customer is educated on the risks, symptoms and benefits of cannabis use.

Death from overuse of cannabis is highly unlikely. What is more likely is death associated with activities individuals partake in while under the influence of marijuana. Both users and nonusers have a similar life expectancy, according to numerous studies stretching from Switzerland to California.

Need more information?

Check out our other materials:

- Potential Side Effects
- What are the effects of THC vs CBD?
- How do I dose Cannabis Products?
- Chemovar Spotlight Cards
- What consumption methods are available cannabis products?

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**Education on Cannabis Variety - Customer Education Cards**

Community Veterans of Rivco will make available a series of strain spotlight cards that will be available to customers. These card will feature specific strains and provide a quick, easy to read overview of a strain. The information cards will include strain profile information, originating strains and most commonly experienced effects of the strain.

## Wedding Cake

Wedding Cake is a popular hybrid being a cross between Girl Scout Cookies and Cherry Pie, also referred to as "Pink Cookies".

### Chemovar Spotlight

#### Terpenes

- Myrcene - Peppery, terpene, basalm
- Terpinolene - Fresh, pine, citrus
- Ocimene - Sweet, herbal, earthy
- b-caryophyllene - Woody, spice, clove
- limonene - Orange, fresh, sweet
- other terpenes

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## Effects of THC and CBD

Medical Benefit	THC	CBD	CBG	CBN	CBG	THCV	THCA	CBDA
Relieves Pain	●	●		●	●	●		
Suppresses Appetite				●		●		
Kills or Slows Bacterial Growth		●	●	●				
Reduces Blood Sugar Levels		●						
Reduces Vomiting and Nausea	●	●					●	●
Reduces Seizures and Convulsions		●				●	●	
Reduces Inflammation	●	●	●		●		●	●
Aids Sleep	●			●				
Reduces Risk of Artery Blockages		●						
Inhibits Tumor/Cancer Growth	●	●	●		●		●	●
Nervous System Protectant	●	●						
Suppresses Muscle Spasm	●	●		●			●	
Relieves Anxiety	●	●	●		●	●		
Stimulates Appetite	●							
Modulates the Immune System		●						
Reduces Spasms in Small Intestine		●					●	
Tranquilizing and Antipsychotic		●						

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**Strain Selection Guide**

Employees can use the Strain Selection Guide to help a customer decide the type of cannabis product or variety they are searching for. Additionally, this form can be taken home for the customer to evaluate strain selection at home.

# Strain Selection Guide

1. Please Indicate all areas that apply to you or your patient.
2. The number of boxes checked in each category which product is preferable.
3. If you/your patient scores equally between Sativa and Indica, a hybrid strain may be the best option.
4. If you/your patient scores equally on high THC and high CBD, a balanced strain is most likely the most suitable.

**Indica**

Sedating and relaxing, offering full body effects

- Relaxation
- Pain Relief
- Anti-Anxiety
- Nausea Relief
- Increased Appetite
- Body "High"
- Sleepiness
- Nighttime Use

**Sativa**

Energizing and stimulating, preferred for daytime use

- Mental Focus
- Uplifting
- Heightened Senses
- Daytime Use
- Head "High"

**Hybrid**

Combining Benefits from both strains

These strains offer benefits from both Indica and Sativa strains, with one strain being more dominant than the other.

**HIGH CBD**

Euphoric Effects associated with THC are milder in high CBD varieties.

- Sleepiness
- Pain Relief
- Giddiness
- Anti-Spasm
- Anti-Inflammatory
- Daytime Use
- Anti-Nausea
- Muscle Relax
- Heightened Sensation

**HIGH THC**

High THC is believed to be responsible for most of marijuana's sleep-inducing effects.

- Anti-Anxiety
- Anti-Tremor
- Pain Relief
- Anti-Convulsant
- Anti-Nausea
- Nighttime Use
- Anti-Spasm
- Anti-Inflammatory

**BALANCED**

Combining the benefits of both strains.

A balanced cannabis strain is considered as having a THC and CBD ratio of 1:1.

A balanced strain produces effects of both CBD and THC.

***Cannabis Usage Journal***

This Cannabis Usage Journal is designed to go home with a customer to track their cannabis experience. Employees will provide customer's a copy of this journal with direction on how to track their experience. This will allow that customer to reflect on the products that they try to determine a product and/or strain preference.

### Cannabis Usage Journal

---

Date \_\_\_\_\_

Purchased From \_\_\_\_\_

---

Name of Strain \_\_\_\_\_

Mood Before Consumption \_\_\_\_\_

---

**Product Line**

CBD                       THC Balanced

THC Hybrid               THC Indica

THC Sativa

Potency

THC: \_\_\_\_\_ mg or %

CBD: \_\_\_\_\_ mg or %

**Method of Consumption**

Topical                       Transdermal

Vape Pen                       Edible

Sublingual                       Capsule

\_\_\_\_\_

Dose \_\_\_\_\_

My Intent \_\_\_\_\_

\_\_\_\_\_

---

**My Experience**

Time Consumed \_\_\_\_\_ Onset Time \_\_\_\_\_

Duration \_\_\_\_\_

Strength

1 2 3 4 5 6 7 8 9 10

**Consume Again**

Yes                               No

**Unwanted Effects**

Dry mouth                       Paranoia

Psychedelic                       Increased Appetite

Red Eyes                       Depressed

Anxiety                       Foggy

Forgetful                       Too Stimulating

\_\_\_\_\_

**Best for Self**

Focus                               Mood-Boost

Creativity                       Spiritual

\_\_\_\_\_

**Health**

Pain                               Relaxation

Sleep                               Appetite

Headache                       Nausea

Spasms                       Inflammation

Cramps

\_\_\_\_\_

**Social**

Talking                       Brainstorming


Connection                       Sex

\_\_\_\_\_

**Activities**

Fitness                       Meditation

Yoga                       \_\_\_\_\_



### 3.3.4 Delivery Service Procedures

Community Veterans of Rivco intends to make full use of its cannabis retail license and create the most attractive business model that fits the needs of all potential customers. Therefore, as permitted by Ordinance No. 348-4913 § 19.519(D), Community Veterans of Rivco will offer patrons the opportunity to have cannabis or cannabis products delivered. Community Veterans of Rivco will only deliver cannabis in a city or county that does not expressly prohibit it by ordinance. Community Veterans of Rivco will utilize vehicles that are environmentally friendly with a reduced emission rating for delivering cannabis and cannabis products to customers. Community Veterans of Rivco has selected the Tesla Model 3. The Tesla Model 3 is a fully electric vehicle which also achieved a NHTSA 5-star safety rating in every category.



Another appealing factor for the Tesla Model 3 vehicle for Community Veterans of Rivco team, beyond its safety rating is that the Model 3 is fully electric eliminating the need to visit a gas station. A single charge provides a range of 322 miles and a 172-mile recharge within 15 minutes. Tesla, a premium, environmentally sustainable company, offers over 16,000 supercharge stations along well traveled routes around the world. As shown in the map below, many of these stations can be found throughout the state of California.



### ***Delivery Service Procedures***

Community Veterans of Rivco will limit the hours of operation for delivery activities to the hours of 9:00 a.m. through 9:00 p.m. seven days a week or a reduced duration as stipulated through the discretionary permit.

### ***OnFleet – Delivery Dispatch***

Community Veterans of Rivco will utilize the high-end Onfleet software for driver and delivery dispatch. This will track deliveries to customers real time for full transparency and security.



The Onfleet platform is considered the best in the industry for final mile delivery services. The company was founded by a team of engineers from Stanford University and funded by some of Silicon Valley's top investors. Onfleet provides dispatchers with visibility to all deliveries in transit by tracking the GPS thru the phone of each driver. Using Onfleet and COVA, our transportation capabilities will boast the following features:

1. Ability to create shipping manifests which will contain the following:
  - a. A unique Purchase Order number to track system receipts;
  - b. Name, license number, and premises address for:
    - i. The licensee who possesses the cannabis goods;
    - ii. The licensee transporting the cannabis goods;
    - iii. The licensee receiving the cannabis goods;
  - c. Name and license number of any licensee involved in the activity or transaction who is not shipping, transporting, or receiving the cannabis goods;
  - d. Date and time of activity;
  - e. Date and time of departure from first premises, and estimated time of departure for subsequent premises if cannabis goods are being shipped from multiple premises in one transport vehicle;
  - f. Estimated date and time of arrival at each receiving premises;
  - g. Driver license number for any person driving the transport vehicles;
  - h. Make, model, and license plate number of transport vehicles; and
  - i. Name and type of cannabis goods to be transported.
2. Ability to produce and store package and product tracking numbers.
  - a. All cannabis products sold or transferred between cannabis facilities must have the tracking identification number that is assigned by the statewide monitoring system affixed, tagged, or labeled and recorded, and any other information required by the BCC, the act, and these rules.
3. Ability to digitally track and store information such as:
  - a. Digital signature for delivery;
  - b. Images of products picked-up and delivered; and
  - c. Quantity and product type.
4. Ability to pull reports.
  - a. Real-time inventory reports.
  - b. Real-time location monitoring via GPS.
5. Digital route management.
  - a. Creation of driver routes and sequence product delivery.
  - b. Real-time driver notifications of any changes in a transportation route.
  - c. Store route history.
  - d. Store route notes.
  - e. Log suspicious route activity.

### ***Shipping Manifest***

Community Veterans of Rivco will receive retail customer orders for delivery. These orders will be converted into outgoing shipments and assigned to drivers employed by the company. Pursuant to 16 CCR § 5049, all shipments

of outgoing products will include a detailed shipping manifest. All transportation record keeping will be digitalized and be an output of the inventory tracking system with accurate inventory records. These will be notated as an outbound shipping manifest. Each shipping manifest will contain the following information:

1. Name, CUP number, and originating cannabis business address for:
  - a. The licensee who possesses the cannabis goods;
  - b. The licensee transporting the cannabis goods; and
  - c. The licensee receiving the cannabis goods.
2. Name and address of the individual requesting delivery;
3. Date and time of activity;
4. Date and time of departure from first premises, and estimated time of departure for subsequent premises if cannabis goods are being shipped from multiple premises in one transport vehicle;
5. Estimated date and time of arrival at each receiving premises;
6. Driver license number for any person driving the transport vehicle;
7. Make, model, and license plate number of transport vehicle;
8. Name and type of cannabis goods to be transported; and

The shipping manifest will be completed and transmitted into the track and trace system viewable by the BCC.

A physical copy of the shipping manifest will be carried in the transport vehicle at all times while transporting cannabis goods. The shipping manifest will be provided to law enforcement and Department of Consumer Affairs agents upon request.

### ***Receipt of Inbound Shipments***

Pursuant to 16 CCR § 5049(b)(6)(A), Community Veterans of Rivco will require that all **incoming retail products** have a detailed shipping manifest ready on arrival. All inbound shipments will have a detailed shipping manifest that can be used for receipt into the company's inventory tracking system, COVA.

It is expected that the licensed Transport Agent will carry a detail transportation manifest containing:

1. A unique Purchase Order number to track system receipts;
2. Name, license number, and premises address for:
  - a. The licensee who possesses the cannabis goods;
  - b. The licensee transporting the cannabis goods; and
  - c. The licensee receiving the cannabis goods;
3. Name and license number of any licensee involved in the activity or transaction who is not shipping, transporting, or receiving the cannabis goods;
4. Date and time of activity;
5. Date and time of departure from first premises, and estimated time of departure for subsequent premises if cannabis goods are being shipped from multiple premises in one transport vehicle;
6. Estimated date and time of arrival at each receiving premises;
7. Driver license number for any person driving the transport vehicle;
8. Make, model, and license plate number of transport vehicle; and
9. Name and type of cannabis goods to be transported.

Upon receipt of cannabis goods for transport, storage, or inventory, the company employee shall ensure that the cannabis goods received are as described in the shipping manifest and shall record acceptance and acknowledgment of the cannabis goods in the track and trace system.

If there are any discrepancies between the type or quantity specified in the shipping manifest, whether by type or quantity received by the licensee, the licensee shall record, and document the discrepancy in the track and trace system and in any relevant business record.

The shipping manifest will be completed by the distributor and transmitted in the track and trace system to the Bureau and receiving licensee.

***Delivery Rules***

Community Veterans of Rivco will adhere to the following rules regarding the vehicle used for delivery as aligned with both local and state laws regarding cannabis operations:

- Delivery employees who are carrying cannabis goods for delivery, will only travel in an enclosed motor vehicle where goods are locked in the trunk of the vehicle.
- While carrying cannabis goods for delivery, delivery employees shall ensure the cannabis goods are not visible to the public.
- Delivery employees will not leave cannabis goods in an unattended motor vehicle unless the motor vehicle is locked and equipped with an active vehicle alarm system.
- Pursuant to 16 CCR § 5417(d), a vehicle used for the delivery of cannabis goods shall be outfitted with a dedicated GPS device. A dedicated GPS device must be owned by the licensee and used for delivery only.
- The device shall be either permanently or temporarily affixed to the delivery vehicle and shall remain active and inside of the delivery vehicle at all times during delivery.
- Using Onfleet technology, Community Veterans of Rivco will be able to identify the geographic location of all delivery vehicles that are making deliveries for the retailer and shall provide that information to the BCC upon request.
- Prior to commencing delivery operations, and prior to the use of any new car in delivery operations, Community Veterans of Rivco will provide the County and State regulating agencies with the following information for all vehicles that will be used to deliver cannabis or cannabis products: proof of ownership or a valid lease; the year, make model, color, license plate number, and Vehicle Identification Number and proof of insurance. The permittee shall notify the County in writing of any changes to this information within 30 calendar days of a change.
- Any motor vehicle used by a retailer to deliver cannabis goods is subject to inspection by the BCC. Vehicles used to deliver cannabis goods may be stopped and inspected by the BCC at any licensed premises or during delivery.
- Pursuant to 16 CCR § 5418(a), while making deliveries, delivery employees will not carry cannabis goods valued in excess of \$5,000 at any time. This value will be determined using the current retail price of all cannabis goods carried by the delivery employees.
- Employees shall not consume cannabis goods while delivering cannabis goods to customers.

***Delivery to a Physical Address***

Pursuant to 16 CCR § 5416, Community Veterans of Rivco will only deliver cannabis goods to a physical address in California. Delivery to parks, schools or any other public facilities will be prohibited.

1. Employees will not leave the State of California while possessing cannabis goods.
2. Community Veterans of Rivco will not deliver cannabis goods to an address located on publicly owned land or any address on land or in a building leased by a public agency. This prohibition applies to land held in trust by the United States for a tribe or an individual tribal member unless the delivery is authorized by and consistent with applicable tribal law.
3. Delivery personnel will follow the same protocol and policies of the retail facility in the verification of the recipient’s age and necessary documentation for the receipt of cannabis or cannabis products.
  - a. All delivery personnel will verify the age and all necessary documentation of each individual to ensure customers are not under the age of twenty-one (21) years. Acceptable forms of documentation will be:



- i. A document issued by a federal, state, county, or municipal government, or a political subdivision or agency thereof, including, but not limited to, a valid motor vehicle operator's license, that contains the name, date of birth, physical description, and a photo of the person;
  - ii. A valid identification card issued to a member of the Armed Forces that includes a date of birth and a photo of the person; or
  - iii. A valid passport issued by the United States or by a foreign government.
- b. Those unable to produce acceptable forms of identification verifying they are of age top purchase will not be provided with cannabis products.

### ***Delivery Payment Handling***

Whenever possible, Community Veterans of Rivco will accept credit card payments through the company's website for cannabis deliveries. Credit card processing in the current landscape is always evolving and not always readily available. When Community Veterans of Rivco is required to accept cash from customers, the cash will be stored in small quantities inside the vehicle.

Community Veterans of Rivco will outfit all delivery vehicles with a secured storage container affixed in the passenger side of the vehicle on the floorboard, out of the public view. The storage container will contain a cash box inside the container affixed to the floorboard.

Upon receiving cash payments from a customer, the driver will use a digital code to open the storage container. Cash will be put inside of the cash box then the storage container will be returned to the locked position.

Upon arriving back to the retail facility, the driver will notify on-site security will be notified. The guard will watch the vehicle for suspicious activity. At that point in time, the storage container will be opened by the driver. The driver will remove the cash box from the storage container and carry it inside. Once it is inside the facility, it will go to the manager's office for reconciliation. After the cash has been counted, it will be moved to the vault for storage.

### ***Number of Vehicles***

At the onset of operations, Community Veterans of Rivco is budgeting for the purchase of 1 Tesla Model 3 vehicle to support its operation. As operations scale, additional vehicles will be purchased. As part of the company's due diligence, Community Veterans of Rivco is including the purchase of these vehicles in the start-up expenses identified in the Financial section of this plan.

### ***Vehicle Records***

Community Veterans of Rivco will maintain a database of all operational vehicles being used for the delivery of cannabis products. Within this database, Community Veterans of Rivco will create a file for each vehicle. This file will contain the following:

1. Copy of the Vehicle Inspection Report – signed and dated by the inspector;
2. Copy of the Vehicle Registration;
3. Photo image of the license plate;
4. Photo image of the vehicle;
5. Vehicle Make, Model, Year;
6. Copy of the Certificate of Insurance; and
7. Vehicle Maintenance Log

### ***Vehicle Inspection Policy***

In order to ensure that all vehicles remain in working order, Community Veterans of Rivco has created a Vehicle Inspection Checklist. All vehicles will be inspected when they are placed in service then the vehicle will undergo monthly inspections. The vehicle will be inspected by the Operations Manager or designee. Inspection reports will

be scanned and saved into the vehicle’s corresponding cloud file. Community Veterans of Rivco will use a professional mechanic for an Annual Certified Safety Inspection for each vehicle.

***Preventative Maintenance***

Community Veterans of Rivco will maintain a log for each vehicle that records preventative maintenance for each vehicle. This will include tracking of vehicle mileage and the following items.

- Oil Change / Filter / Lube;
- Standard PM Inspection;
- Tire Rotation;
- Diagnostic & Tune-Up;
- Service Brakes;
- Replace Belts;
- Tire Replacement;
- Battery Replacement; and
- Annual Certified Safety Inspection.

**3.3.5 Employees, Title/Position, and Responsibilities**

Community Veterans of Rivco understands that the organizational structure is important in creating standard practices and operating procedures throughout its facilities. The organizational structure allows Community Veterans of Rivco to clearly define the role and responsibilities for each of its team members and staff to drive accountability and empowerment for each and every staff member. Below is an overview of the intended organizational structure, highlights of each role and its assigned responsibilities. In accordance with Ordinance No. 348.4913 § 19.505(G)(1) and 16 CCR § 5031, Community Veterans of Rivco will not allow an individual less than twenty-one (21) years of age to work within the licensed premises or handle cannabis and/or cannabis products.

Upon the start of operations, Community Veterans of Rivco intends to hire 16 people consisting of:

<b>Position/Title</b>	<b>Employee Count</b>	<b>Minimum Wage to be Earned</b>
<b>Retail Store Manager</b>	2	\$28.00
<b>Shift Leader</b>	2	\$25.00
<b>Retail Sales Associate</b>	8	\$18.00
<b>Inventory Control Specialist</b>	2	\$18.00
<b>Delivery Driver</b>	2	\$18.00

***Retail Store Manager***

The Retail Store Manager will manage Community Veterans of Rivco’s retail store. As such, the Retail Store Manager will have a variety of responsibilities. To illustrate, the Retail Store Manager is responsible for hiring potential employees, collecting, and returning agent identification cards, and ensuring all agents complete all Program Training within 90 days of employment. Additionally, the Retail Store Manager will train all agents on inventory, sales, security, sales, and operation procedures. Each day, the Retail Store Manager will open and close the retail store, conduct beginning of day inventory audit, oversee sales and operations, and conduct end of day inventory audit. In addition, the Retail Store Manager is responsible for maintaining facility records, inspecting, and accepting deliveries, disposing of cannabis waste, reconcile inventory discrepancies as needed, review surveillance equipment and footage, and well as maintain contain contact with the Department and the State/Local Police in the event of an emergency.

***Shift Leader***

The Shift Leader will work directly under the Retail Store Manager. The Shift Leader will assist the Retail Store Manager of the management of retail operations by overseeing and facilitating sales, supporting retail sales associates as needed, retrieving cannabis and cannabis products from restricted access areas, and ensuring that the

appropriate number of customers have access to the retail area. In addition to overseeing sales, the Shift Leader will create employee retail sales associate work schedules and maintain the interior cleanliness of Community Veterans of Rivco's retail facility during business hours.

***Retail Sales Associate***

Each Retail Sales Associate will facilitate sales within Community Veterans of Rivco's store. During each sale, each Retail Sales Associate will engage and develop a relationship with the customer. Each Retail Sales Associate will get to know each customer to make adequate cannabis and cannabis product recommendations. During each sale, each Retail Sales Associate will educate each customer about the product the customer intends to purchase or the product the customer does in fact purchase. Subsequently, the Retail Sales Associate will create an inventory record for each sale conducted in Community Veterans of Rivco's store.

***Inventory Control Specialist***

The Inventory Control Specialist will review and monitor inventory levels. Each day, the Inventory Control Specialist will conduct beginning of day and end of day inventory data entries. The Inventory Control Specialist will use the data collected each day to monitor inventory levels for each cannabis and cannabis product in the store. The Inventory Control Specialist will purchase inventories of cannabis and cannabis products, with the approval of the Retail Store Manager, when inventory becomes too low. In addition to monitoring inventory day-to-day, the Inventory Control Specialist will research cannabis and cannabis product trends and will make purchasing adjustments, again, with the approval of the Retail Store Manager, to ensure Community Veterans of Rivco carries the highest demanded products. Furthermore, the Inventory Control Specialist will develop and maintain relationships with cultivation, craft grow, and infuser organizations.

***Cannabis Employee Background Check***

Community Veterans of Rivco will identify each prospective employee and submit for each: the full name, address, telephone number, company title, primary responsibilities; and a valid government-issued form of identification, together with any other related information requested by the County for the purpose of conducting mandatory background checks.

Community Veterans of Rivco will ensure that each individual hired to perform any tasks within or for the Community Veterans of Rivco facility successfully completes a background check and has had no previous or pending felony convictions as specified in subdivision (c) of Section 667.5 of the Penal Code and subdivision (c) of Section 1192.7 of the Penal Code, pursuant to Ordinance No. 348.4913 § 19.505(G) (2-3).

Community Veterans of Rivco understands that evidence that a prospective employee has been convicted of any the following offenses shall be grounds for denial of employment.

1. A violent or serious felony conviction, as specified in Penal Code Section 667. 5(c) or Section 1192. 7(c).
2. A felony conviction involving fraud, deceit, or embezzlement.
3. A felony conviction for hiring, employing, or using a minor in transporting, carrying, selling, giving away, preparing for sale, or peddling, any controlled substance to a minor; or selling, offering to sell, furnishing, offering to furnish, administering, or giving any controlled substance to a minor.
4. A felony conviction for drug trafficking with enhancements pursuant to Health and Safety Code Section 11370.4 or 11379. 8.
5. Conviction of illegal use, possession, transportation, distribution, or similar activities related to controlled substances, as defined in the Federal Controlled Substances Act, not including cannabis- related offenses for which the conviction occurred after the passage of the Compassionate Use Act of 1996.

**Employee Badge**

Once an employee has cleared background screening and cleared by the Chief of Police for employment, Community Veterans of Rivco will provide each employee with an Employee Identification Badge pursuant to 16 CCR § 5043. All agents, officers, or other persons acting for Community Veterans of Rivco will display a laminated or plastic-coated identification badge issued by Community Veterans of Rivco at all times while engaging in commercial cannabis activity. The identification badge will, at a minimum, include the Community Veterans of Rivco name and license number, the employee’s first name, an employee number exclusively assigned to that employee for identification purposes, and a color photograph of the employee that clearly shows the full front of the employee’s face and that is at least 1 inch in width and 1.5 inches in height.



**3.4 STATE LICENSING REQUIREMENTS**

Pursuant to Ordinance No. 348.4913 § 19.505(B), Community Veterans of Rivco will secure and maintain, during the life of the Commercial Cannabis Business Operation, the applicable California license issued pursuant to California Business and Professions Code Sections 19300.7 or 26050(a) as may be amended from time to time.

**3.5 HOURS OF OPERATION**

In strict compliance with Ordinance No. 348.4913 § 19.505(I) and 16 CCR § 5403, Community Veterans of Rivco will limit its hours of operation for both retail and delivery activities to the hours of 6am and 10pm daily. Activity on the premises outside of the hours with consist of only non-sales related activities germane to the business.

<i>Hours of Operation</i>	
<i>Monday</i>	9:00 a.m. to 10:00 p.m.
<i>Tuesday</i>	9:00 a.m. to 10:00 p.m.
<i>Wednesday</i>	9:00 a.m. to 10:00 p.m.
<i>Thursday</i>	9:00 a.m. to 10:00 p.m.
<i>Friday</i>	9:00 a.m. to 10:00 p.m.
<i>Saturday</i>	9:00 a.m. to 10:00 p.m.
<i>Sunday</i>	9:00 a.m. to 10:00 p.m.

**3.5.1 Staff Schedule**

1. Morning-shift personnel open the cannabis retailer for non-public operations at 8:00 a.m.
2. From 8:00 a.m. to 9:00 a.m., stage finished cannabis and cannabis products for display and ultimate retail sale to customers.
3. Morning-shift personnel open the cannabis retailer for public operations at 9:00 a.m.
4. From 9:00 a.m. to 10:00 p.m., the cannabis retailer is open to the public and customers may engage in the retail purchase of finished cannabis and cannabis products.
5. Evening-shift personnel close the cannabis retailer for public operations at 10:00 p.m.
6. From 10:00 p.m. to 11:00 p.m., evening-shift personnel return unsold finished cannabis and cannabis products back to overnight storage.
7. Evening-shift personnel close the cannabis retailer for non-public operations at 11:00 p.m.

### 3.5.2 Opening Procedures Checklist

The Inventory Control Agent and Shift Manager will execute the below Store Opening Checklist to ensure that all morning activities are complete. A record of this will be kept on file. Once employees have completed the store opening checklist and properly filed the form, they will open the lobby area to allow customers in for normal business.

## Store Opening Checklist

The Morning Shift Manager is responsible for executing the Store Opening Checklist. Please review this Checklist and Initial each item as it is completed. Sign the document and put in the folder labeled **"Store Opening Checklist"** for manager review.

Employee Initial	Task
	DISABLE security system. REVIEW all areas inside the retail area, including bathrooms, storage areas, floors, and break rooms to determine if the NIGHTLY CLEANING PROCEDURES were followed. If it is identified that a closing task did not occur, note details here:
	TURN ON all lights, AV equipment, TV's. ENABLE the proper slide shows and Videos on TV's and begin their loops.
	INSPECT the Retail Store: REVIEW Signs for damage, theft, or vandalism: If identified note details here and NOTIFY the Shift Manager:
	VERIFY all closing jobs were performed. List any closing jobs not performed:
	CHECK that all light bulbs, Exit Signs, Fire Extinguishers, AED are functioning: Note details here
	MOVE Inventory to Day time storage
	CHARGE the till
	PERFORM daily maintenance On the first of every month, ADJUST the exterior illuminated signage timer, to ensure it is on at optimal hours.
	PRINT Inventory Reconciliation Reports
	CONDUCT Beginning of the Day Inventory

Employee Signature: \_\_\_\_\_Date: \_\_\_\_\_

### 3.5.3 Closing Procedures Checklist

The Inventory Control Agent and Shift Manager will execute the below Store Closing Checklist to ensure that all closing activities are complete. A record of this will be kept on file.

## Store Closing Checklist

The Night Shift Manager is responsible for executing the Store Closing Checklist. Please review this Checklist and Initial each item as it is completed. Sign the document and put in the folder labeled **"Store Closing Checklist"** for manager review.

**Activities must start 15 minutes prior to closing, begin the closing process. Review and execute the checklist below.**

Employee Initial	Task
	15 minutes prior to closing, ANNOUNCE to the store and range that "The FACILITY is closing in 15 minutes. Guests should finish up and make their way to the exit."
	REPEAT the announcement every 5 minutes until closing.
	LOCK the front door.
	PRINT Inventory Reconciliation Reports
	CONDUCT End of Day Inventory Reconciliation
	RETURN Day-time Inventory to Night-Time Storage
	UPDATE the State Tracking System
	WALK the entire facility, ensuring that the facility is empty.
	SHIFT MANAGER to empty the cash drawer, and record amounts in the ledger. Have a second employee come verify amounts and initial ledger.
	CLEAN the facility per NIGHTLY CLEANING PROCEDURES.
	RESTOCK all marketing collateral that may have been taken during the day.
	TURN OFF all AV systems, TV's.
	TURN OFF lights as rooms are completed and SECURE doors.
	When complete, WALK through facility one last time and verify all is as it should be. Be sure to check bathrooms are empty.
	ESCORT all employees out.
	ANNOUNCE final callout "Security System is being armed, is anyone left in here?" to ensure no employee has returned to the building for something.
	ARM the Security System.
	EXIT building

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **3.6 CONFORMANCE TO ORDINANCE NO. 348, LOCAL AND STATE LAW**

Community Veterans of Rivco is committed to operating a safe and fully compliant commercial cannabis retail facility. The Community Veterans of Rivco team will diligently work to ensure each aspect of the facility complies with all applicable local and State laws, ordinances and regulations related to, but not limited to, the following: the California Environmental Quality Act, California Building Code, California Fire Code, Riverside County Ordinance No. 787, Riverside County Ordinance No. 457, Riverside County Ordinance No. 657, Riverside County Ordinance No. 745, Airport Land Use Compatibility Plans, weights and measures regulations, track and trace requirements, pesticide use, water quality, storm water discharge and the grading of land.

The Community Veterans of Rivco team will work with area professionals and field experts to ensure all buildings and structures are compliant with all applicable Building, Fire, and Safety laws and regulations. All buildings and structures shall be reviewed by the Riverside County Building and Safety Department in accordance with the California Building Code and Riverside County Ordinance No. 457 and by the Riverside County Fire Department in accordance with Riverside County Ordinance No. 787 and the California Fire Code.

Community Veterans of Rivco will fully comply and welcome any request of inspections by appropriate local and State agencies, including, but not limited to, the Riverside County Departments of Code Enforcement, Planning, Fire, Public Health, Environmental Health, the Agricultural Commissioner’s Office, and the Sheriff’s Department pursuant to Ordinance No. 348.4913 § 19.505(J).

Further, and in accordance with Ordinance No. 348.4913 § 19.505(K), Community Veterans of Rivco will participate in the County’s monitoring program to verify permit requirements such as, but not limited to, security measures, water use and State track-and-trace requirements.

### **3.7 TRACKING AND MONITORING CANNABIS TO PREVENT DIVERSION**

In Compliance with 16 CCR § 5049(a), Community Veterans of Rivco will utilize an electronic point of sale system and inventory management tracking system to track and report on all aspects of Community Veterans of Rivco’s business including, but not limited to, such matters as cannabis tracking,



inventory data, gross sales (by weight and by sale) and other information which may be deemed necessary by the County. The electronic point of sale system will be capable of producing an electronic or automatic paper record for all transactions associated with any product sold, rented, or otherwise provided to the customer.

Community Veterans of Rivco’s tracking system is compliant with the state’s designated track-and-trace system METRC. Community Veterans of Rivco will ensure that such information is compatible with the County’s record-keeping systems. Additionally, the system has the capability to produce historical transactional data for review.

Pursuant to Ordinance No. 348.4913 § 19.505(Q)(3), Community Veterans of Rivco will maintain an inventory control and reporting system that accurately documents the present location, amounts, and descriptions of all cannabis and cannabis products for all stages of the growing and production or manufacturing, laboratory testing and distribution processes in accordance with the MAUCRSA.

Community Veterans of Rivco will use the COVA Cannabis Dispensary POS system to record and report on all aspects of cannabis tracking, inventory data, and gross sales. This will serve as a legally compliant seed to sale Point of Sale system. COVA is an authoritative leader in seed to sale best practices cannabis compliant point of sale systems, Cova’s systems integrates into the states regulatory reporting and tracking system METRC. Cova is embraced here in California by other licensed cannabis seed to sale compliant retailers and in other jurisdictions such as Oklahoma and Canada.

COVA will prevent staff from breaking the rules or making operational missteps that violate local and state regulations. COVA includes an Age Verification Scanner in order to prevent underage sales and to verify

information with ID barcode scanners. COVA also includes Purchase Limits Alerting where it automatically calculated product equivalencies to violate state regulations. If it is violated, it will alert the staff if limits have been exceeded. Finally, the COVA software makes it impossible to serve patrons after the allowed Hours of Operation. This will ensure that Community Veterans of Rivco complies to the authorized hours of operation.

COVA also is an inventory tracking system. The system will track and report all aspects of Community Veterans of Rivco’s cannabis business including, but not limited to, such matters as inventory data, gross sales (by weight and by sale), and other information which may be deemed necessary by the County. Community Veterans of Rivco’s business shall ensure that such information is compatible with the County’s record-keeping systems. In addition, the system will have the capability to produce historical transactional data for review.

Community Veterans of Rivco will ensure all scales and weighing mechanisms used to weigh non-waste products will be able to weigh to within 1/100<sup>th</sup> of a gram, will be maintained in good working order, and available for annual inspection should the County or State office deem it necessary.

### 3.7.1 POS Equipment

Community Veterans of Rivco will be purchasing the below equipment to support retail operations.<sup>1</sup>



### 3.7.2 Track-and-Trace

Standard operating procedures include detailed California Cannabis Track-and- Trace (CCTT) procedures as outlined by the State.

### 3.7.3 Track and Trace Account Manager

Pursuant to 16 CCR § 5048, Community Veterans of Rivco will designate one individual to own the management of the track and trace system. This individual may authorize other owners or employees as track and trace system users and shall ensure that all users are trained on the track and trace system prior to use. The Track and Trace Account Manager will adhere to the following rules:

1. The account manager shall attend and successfully complete all required track and trace system training, including any orientation and continuing education.
2. If the account manager did not complete the required track and trace system training prior to receiving their annual license, the account manager shall sign up for and complete state mandated training, as prescribed by the Bureau, within 10 business days of license issuance.
3. The account manager and each user shall be assigned a unique log-on, consisting of a username and password. The account manager or each user accessing the track and trace system shall only do so under his or her assigned log-on and shall not use or access a log-on of any other individual. No account manager

<sup>1</sup> Detailed specs can be found here: <https://www.covasoftware.com/hardware/us/pos>



or user shall share or transfer his or her log-on, username, or password, to be used by any other individual for any reason.

4. The account manager shall maintain a complete, accurate, and up-to-date list of all track and trace system users, consisting of their full names and usernames.
5. A licensee shall monitor all compliance notifications from the track and trace system, and timely resolve the issues detailed in the compliance notification.
6. The track and trace account manager will be responsible for training Shift managers, Retail Sales Associates, and Inventory Control Agents.

### 3.7.4 Mandated Bi-Weekly Inventories

Pursuant to 16 CCR § 5051(a), at intervals not exceeding 14 days, the Inventory Control Agent will conduct and document an audit of the inventory that is accounted for according to generally accepted accounting principles. Any unexplained shrinkage will be documented and trigger a review of electronic security and surveillance data. When Community Veterans of Rivco determines where the shrinkage occurred, appropriate corrective measures will be implemented. Law enforcement authorities will be notified immediately if the Inventory Control Agent ascertains that there has indeed been loss, theft, improper diversion, or any other criminal activity.

### 3.7.5 Opening and Closing Inventories

Employees will regularly conduct an inventory of all products.

1. A comprehensive inventory of all cannabis will be done twice daily:
  - a. Before the retailer opens; and
  - b. After close of daily operations.
2. All cannabis and items containing cannabis are counted, weighed, or both.
3. Inventory results will be submitted to the Inventory Control Agent for reconciliation with the inventory data generated the previous evening or in the operations of the day after being closed out.
4. Discrepancies will trigger an inventory audit by the Inventory Control Agent and, if confirmed, a review of electronic security and surveillance data.
5. Law enforcement authorities will be notified immediately if the Inventory Control Agent ascertains that there has indeed been loss, theft, improper diversion, or any other criminal activity.

Location Name	Product Name	Product Classification	Product SKU	In Stock	Transfer In	Transfer Out	On Order	Unit	Total Cost in Stock	Average Unit Cost in Stock	Retail Price	Retail Value in Stock	Profit Margin	Profit Margin Percentage	Markup	First Received On
				21478.78	11	38	14287		\$6,138,346.71	\$286.67		\$2,637,025.29	(\$400.71)	-2294.30	45.89	
One Cafe Recreational	Blue Dream - Loose (5)	Flower	J2L6AK8	1888.18	0	0	0	g	\$15,375.90	\$8.15	\$11.00	\$121,486.48	\$6.85	128	100	Nov 12, 2017 07:58 AM
One Cafe Recreational	Blue Dream - Guncs		J021YVU	8	0	0	0	each	\$1,908.80	\$238.60	\$3.00	\$0.00	\$0.00	0	100	Aug 30, 2017 10:51 PM
One Cafe Recreational	Blue Dream - 1g		40XK38R	8	0	0	0	each	\$272.80	\$34.10	\$3.00	\$0.00	\$0.00	0	100	Jan 25, 2017 10:41 PM
One Cafe Recreational	Blue Dream - Quarter		1893P5C	14	0	0	0	each	\$2,848.80	\$203.49	\$3.00	\$0.00	\$0.00	0	100	Jan 25, 2017 10:41 PM
One Cafe Recreational	Budberry		8182KJL	1088.2	0	0	0	g	\$5,492.50	\$5.04	\$11.00	\$12,022.50	\$6.56	2432	128	Nov 12, 2017 07:58 AM
One Cafe Recreational	Blue Haze - Advanced - 1g	Concentrate	277795U	46	0	0	0	each	\$686.00	\$14.91	\$23.00	\$1,103.00	\$10.00	40	88.67	Mar 26, 2018 04:16 PM
One Cafe Recreational	Blue Haze - Bud Union - 1g	Concentrate	389486E	23	0	0	0	each	\$388.80	\$16.90	\$23.00	\$530.00	\$10.00	40	88.67	Mar 26, 2018 04:16 PM
One Cafe Recreational	Brain Farms - Candyland - 1g	Flower	V193JUC	5	0	0	0	each	\$113.80	\$22.76	\$30.00	\$150.00	\$33.00	70	13.04	Apr 02, 2018 12:49 PM
One Cafe Recreational	Brain Farms - Candyland - 4g	Flower	509488W	16	0	0	0	each	\$208.80	\$13.05	\$48.00	\$768.00	\$48.00	88.67	100	Apr 02, 2018 12:49 PM
One Cafe Recreational	Brain Farms - Chilly Wily - 1g	Flower	AR8422T	2	0	0	0	each	\$108.80	\$54.40	\$10.00	\$0.00	\$0.00	0	0	Apr 02, 2018 12:49 PM
One Cafe Recreational	Brain Farms - Chilly Wily - 4g	Flower	4977384	16	0	0	0	each	\$208.80	\$13.05	\$48.00	\$768.00	\$48.00	88.67	100	Apr 02, 2018 12:49 PM
One Cafe Recreational	Budba Gum - Flower 1		742ZJ0M	67	0	0	0	each	\$188.75	\$2.82	\$3.00	\$201.00	\$2.18	0	100	Nov 13, 2017 03:04 PM
One Cafe Recreational	Budba Gum	Flower	F13M232N	12	0	0	0	each	\$24.00	\$2.00	\$3.00	\$36.00	\$2.00	0	100	Jan 17, 2018 10:22 PM
One Cafe Recreational	Budba Gum (5) - 1g Pre-Pack		182210K	28	0	0	0	each	\$2,800.00	\$100.00	\$120.00	\$3,360.00	\$28.00	20	25	Oct 23, 2017 10:22 PM
One Cafe Recreational	Budba Gum (5) - 1g Pre-Pack		716310H	52	0	0	0	each	\$1,752.80	\$33.71	\$10.00	\$520.00	\$23.70	-237.3	-50.27	Oct 23, 2017 10:22 PM
One Cafe Recreational	Budba Gum (5) - 28g Pre-Pack		387915F	49	0	0	0	each	\$1,773.80	\$36.20	\$20.00	\$980.00	\$21.00	86	814.29	Oct 23, 2017 10:22 PM
One Cafe Recreational	Budba Gum (5) - 3.5g Pre-Pack		1141476L	11	0	0	0	each	\$225.80	\$20.53	\$30.00	\$330.00	\$17.00	53.12	113.33	Oct 23, 2017 10:22 PM
One Cafe Recreational	Budba Gum (5) - 1g Pre-Pack		110712Y	50	0	0	0	each	\$208.80	\$4.18	\$3.00	\$150.00	\$5.18	0	100	Oct 19, 2017 11:15 AM
One Cafe Recreational	Budba Gum - 1g	Flower	4611020K	189	0	0	0	each	\$44,778.50	\$236.41	\$10.00	\$1,890.00	(\$84.21)	884.87	88.52	Aug 28, 2018 05:33 PM
One Cafe Recreational	Budba Gum - 3.5g	Flower	384843Y	23	0	0	0	each	\$388.80	\$16.90	\$23.00	\$530.00	\$16.00	88	100	
One Cafe Recreational	Budba Gum - Loose (5)	Flower	1170KJ4	884	0	0	0	g	\$2,276.80	\$2.58	\$11.00	\$9,720.00	\$6.42	2436	128	Nov 12, 2017 07:58 AM
One Cafe Recreational	Budba Gum 1 Gram		1146120W	371	0	0	0	each	\$1,521.70	\$4.10	\$3.00	\$105.00	\$0.00	0	100	Oct 19, 2017 11:15 AM
One Cafe Recreational	Budba Gum 7 Grams		1101481C	149	0	0	0	each	\$3,909.80	\$26.24	\$3.00	\$105.00	\$0.00	0	100	Jan 21, 2017 12:47 PM
One Cafe Recreational	Budba Gum 14 Grams		391442D	135	0	0	0	each	\$3,874.50	\$28.66	\$3.00	\$105.00	\$0.00	0	100	Mar 14, 2017 10:21 AM
One Cafe Recreational	Budba Gum 28 Grams		AD8236J	32	0	0	0	each	\$3,288.80	\$102.81	\$3.00	\$105.00	\$0.00	0	100	Jul 23, 2017 12:47 PM
One Cafe Recreational	Budba Gum 3.5 Grams		32K937L	27	0	0	0	each	\$372.50	\$13.80	\$3.00	\$105.00	\$0.00	0	100	Aug 17, 2017 11:32 AM

### 3.7.6 Notification of Theft, Loss, and Criminal Activity

Pursuant to Ordinance No. 348.4913 § 19.505(N)(12) and 16 CCR § 5051(b), Community Veterans of Rivco will notify the County, State Bureau, and local law enforcement within 24 hours of discovery of any of the following situations:

1. The licensee discovers a significant inventory discrepancy.
  - a. A significant discrepancy in inventory means a difference in actual inventory compared to records pertaining to inventory of at least \$5,000 or 2 percent of the average monthly sales of the licensee, whichever is less.
2. The licensee discovers theft, loss, or any other criminal activity pertaining to the operations of the licensee.
3. The licensee discovers theft, loss, or any other criminal activity by an agent or employee of the licensee pertaining to the operations of the licensee.
4. The licensee discovers loss or unauthorized alteration of records related to cannabis goods, clients, or the licensee’s employees or agents.
5. The licensee discovers any other breach of security.

In the case that one of the activities above is discovered by the licensee, the licensee will follow the below procedure.

1. Notify local law enforcement.
2. Record the date and time of the loss.
3. Record a description of the incident and where applicable the items that were taken or lost.

Community Veterans of Rivco will keep and maintain all records specified in Riverside County Ordinance as well as the § 16 of the MAUCRSA and will make the same available for inspection and examination of the local licensing authority or its duly authorized representatives during standard business hours of the licensed facility or at any other reasonable time. As specified by 16 CCR § 5037(a), Community Veterans of Rivco will exercise due diligence in preserving and maintaining all following records related to its commercial cannabis activity for at least seven years:

- Financial records including, but not limited to, bank statements, sales invoices, receipts, tax records, and all records required by the California Department of Tax and Fee Administration (formerly Board of Equalization) under title 18, California Code of Regulations, sections 1698 and 4901.
- Personnel records, including each employee’s full name, social security or individual taxpayer identification number, date employment begins, and date of termination of employment if applicable. (Training records including, but not limited to, the content of the training provided and the names of the employees that received the training.
- Contracts with other licensees regarding commercial cannabis activity.
- Permits, licenses, and other local authorizations to conduct the licensee’s commercial cannabis activity.
- Security records, except for surveillance recordings required pursuant to section 5044 of this division.
- Records relating to the composting or destruction of cannabis goods.
- Documentation for data or information entered into the track and trace system.
- All other documents prepared or executed by an owner or his employees or assignees in connection with the licensed commercial cannabis business.

Account #	Account Name	Account Type	Debit	Credit
Totals	-	-	\$581,900.35	\$582,204.91
1000	Bank Account	Asset	\$12,780.89	\$2,632.33
1200	Inventory on Hand	Asset	\$540,161.48	\$26,540.21
2000	Tax Collected Account	Liability	\$87.68	\$904.34
2300	A/P Control Account	Liability	\$0.00	\$538,930.70
4000	Sales Revenue	Revenue	\$1,172.71	\$11,986.56
4050	Sales Discount	Revenue	\$112.00	\$0.00
5000	Cost of Goods Sold	Expense	\$10,148.81	\$744.28
5050	Inventory Corrections Account	Expense	\$16,131.40	\$466.50
5100	Cash Over/Short	Expense	\$1,305.39	\$0.00
5700	Shipping Expense Account	Expense	\$0.00	\$0.00

**3.7.7 Records and Recordkeeping**

Pursuant to Ordinance No. 348.4913 § 19.505(Q)(1)(3), Community Veterans of Rivco will maintain an inventory control and reporting system that accurately documents the present location, amounts, and descriptions of all Cannabis and Cannabis Products for all stages of the growing and production or manufacturing, laboratory testing and distribution processes until purchase by or distribution to a qualified patient, primary caregiver for medical purpose or an adult 21 years of age or older who qualifies to purchase adult-use Cannabis. The inventory control and reporting system will also house all reporting and documentation demonstrating that all Cannabis or Cannabis Products have been obtained from and are provided to other permitted and licensed Cannabis operations.

Community Veterans of Rivco will maintain accurate books and records in an electronic format, detailing all of the revenues and expenses of the business, and all of its assets and liabilities. On no less than an annual basis, or at any time upon reasonable request of the County, Community Veterans of Rivco will file a sworn statement detailing the number of sales by the commercial cannabis business during the previous twelve- month period (or shorter period based upon the timing of the request), provided on a per-month basis.

On an annual basis, Community Veterans of Rivco will submit to the County a financial audit of the business' s operations conducted by an independent certified public accountant.

The statement will also include gross sales for each month, and all applicable taxes paid or due to be paid. On an annual basis, Community Veterans of Rivco will submit to the County a financial audit of the business' s operations conducted by an independent certified public accountant. Community Veterans of Rivco understands that all records will be subject to a regulatory compliance review and financial audit as determined by the County Manager or designee(s).

Subject to any restrictions under the Health Insurance Portability and Accountability Act (HIPAA) and other applicable regulations, Community Veterans of Rivco will allow County officials to have access to the business' s books, records, accounts, together with any other data or documents relevant to its permitted commercial cannabis activities, for the purpose of conducting an audit or examination. Books, records, accounts, and any and all relevant data or documents will be produced no later than twenty-four (24) hours after receipt of the County’s

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request, unless otherwise stipulated in writing by the County. The County may require the materials to be submitted in an electronic format that is compatible with the County's software and hardware.

Further, Community Veterans of Rivco will maintain a current register of the names and contact information, including name, address, and telephone number, of anyone owning or holding an ownership interest in the facility, and of all the officers, managers, employees, agents, and volunteers currently employed or otherwise engaged by Community Veterans of Rivco in accordance with Ordinance No. 348.4913 § 19.505(Q)(2).

The County will have the right to examine, monitor, and audit such records and documentation, which will be made available to the County upon request.

### **3.8 METHODS AND MEANS TAKEN TO ENSURE THE BUSINESS FULLY INTEGRATES IN THE COMMUNITY**

Community Veterans of Rivco is committed to a seamless integration within the Riverside community. The Community Veterans of Rivco team has worked diligently to establish a facility that is safe, compliant, and aesthetically pleasing to the surrounding community. The team is confident that this paired with the implementation of industry leading best practices aimed at ensuring quality products and unmatched customer service will bring the warm hello to the community and gain the trust of area residents.

The Community Veterans of Rivco team are experienced operators within the cannabis industry and understand that there are still people who do not truly understand the benefits of the cannabis industry and/or have reservations about cannabis. The team is fully prepared to field all questions and concerns related to their operation and further educate the community regarding the cannabis industry. It is the team's experience that reservations and concern are typically linked to lack of understanding, and that is why the team has prepared several different forms of informative materials to help the community both understand and explore the cannabis industry.

To further integrate into the community in a seamless and efficient way, Community Veterans of Rivco has developed processes to collect feedback so that, as a company, they can work to quickly address issues viewed as a nuisance. Feedback will be welcomed through a couple of different means.

Community Veterans of Rivco will appoint a Community Relations Liaison/Emergency Contact that will take point on addressing and responding to questions or concerns related to the business.

Community Veterans of Rivco will distribute contact information for the Community Relations Liaison, including name, telephone number, and email address throughout the community as an outlet for people to provide feedback on any concerns related to the business. Community Veterans of Rivco will provide the above information to all businesses and residences located within a minimum of one hundred (100) feet of the facility.

In addition to providing the community residents with an outlet for their concerns, the Community Veterans of Rivco will further encourage the community to engage with the business in other ways. As the Community Veterans of Rivco team truly believes that a business receives the same care from a community as the business gives to the community, the team plans the following as part of its overall strategy to fully integrate into the community:

**Offer customer loyalty programs.** Loyalty programs confirm to your customers that you both value them and their business thus encouraging them to engage with your business and return. The Community Veterans of Rivco will offer discounts to, firemen, policemen and first responders, and will implement a special program that provides military veterans access to medicinal products at a discounted rate.

**Join the local Chamber of Commerce.** Community Veterans of Rivco plans to join the local Chamber of Commerce. The team's experience has proven that the Chamber of Commerce is a great organization made up

of businesses around the area that work together to advocate on the behalf of the small business community at large. The team sees this as a great opportunity to get to know other small business owners in the community.

**Participate in community functions.** At every opportunity, the Community Veterans of Rivco will work to help the town with community functions, whether through donation of various supplies, volunteering, or financial contributions, the Community Veterans of Rivco team wants the community to know that they share in the values and traditions of the community.

### 3.9 SCHEDULE FOR BEGINNING OPERATION

As Community Veterans of Rivco has already done much of the planning for this project, inclusive of securing property and engaging local contractors, identifying vendors for desired equipment, and understanding requirements, there is no doubt for this team that they can quickly turn their plan to reality. Community Veterans of Rivco will pool their combined knowledge and business experience to turn their plan into action so that upon being granted a license, they can quickly execute on the goals of the proposed project. Community Veterans of Rivco has crafted an estimated timeline to illustrate their expected timeline for establishing their operation.

Time	Planned Activity
Pre-Licensure	<ul style="list-style-type: none"> <li>Local License and CUP &amp; Development Agreement Application</li> <li>Begin State Application Process</li> <li>Develop site and facility specific engineered design and floor plans</li> <li>Develop a comprehensive general contractor scope of work with a preliminary contract to begin work</li> <li>Continue to work on brands and brand message</li> <li>Obtain relevant domain names and begin website development</li> <li>Socialize the engineered floor plans with city officials, including the police chief and fire chief, to gain early local approval on the facility design</li> </ul>
Month 1	<ul style="list-style-type: none"> <li>License Awarded</li> <li>Engage the contractor with the appropriate financial deposits</li> <li>Provide the Department with any and all paperwork required to begin the State Approval process</li> <li>Begin facility construction</li> </ul>
Month 2	<ul style="list-style-type: none"> <li>Initial construction continues</li> <li>Finalize specific equipment required to outfit the facility, including but not limited lighting, display cases, secure storage vaults, video surveillance, burglary and alarm systems, access control systems, etc.</li> </ul>
Month 3	<ul style="list-style-type: none"> <li>Prepare vendor purchase orders (Community Veterans of Rivco will prepare the purchase orders so that when a license is awarded, the orders can be filled quickly. It is the hope that this was save weeks, if not months in the planning process)</li> <li>Construction continues, walls, insulation and exterior finishes conclude inclusive of window and door installation</li> <li>Electrical and plumbing rough in begins</li> </ul>
Month 4	<ul style="list-style-type: none"> <li>Install HVAC</li> <li>Inspection point on electrical and plumbing systems</li> <li>Begin establishing interior walls, drywall installation</li> <li>Begin company system set up including accounting                             <ul style="list-style-type: none"> <li>COVA for inventory control and Syntopa for Plant Monitoring</li> <li>Adaptive HR for human resource management</li> <li>Set-up appropriate employee benefits including a Healthcare and Retirement</li> </ul> </li> <li>Hold a recruiting event to begin fielding local talent to fill roles in administration, cultivation assistants, book-keeping, etc.</li> </ul>
Month 5	<ul style="list-style-type: none"> <li>Install Security System, Access Control, Burglary, and Alarm Systems</li> <li>Begin employee onboarding and training</li> <li>Employees begin working full-time to prepare the facility</li> <li>Director of Operations prepares the initial set of standard operating procedures for training</li> </ul>
Month 6	<ul style="list-style-type: none"> <li>Conduct complete facility sanitation</li> <li>Receive delivery of starting inventory</li> <li>Grand Opening</li> </ul>

While this timeline may seem aggressive, as noted above, Community Veterans of Rivco has already received quotes and has full plans for site development. Community Veterans of Rivco, as well as the contractor who has proposed the design is confident that the facility can be up, and operational based on the above timeline.