
AUNTY HONEYS COMMERCIAL CANNABIS RETAIL APPLICATION BUSINESS PLAN AND OPERATION

OPERATIONS

Company Overview and Vision

Aunty Honeys, a proposed commercial cannabis retail dispensary, is led by a team of women with deep roots in the Hayward community who seek to provide high-quality medical and adult use cannabis products at a fair price. Aunty Honeys will draw from the leadership team's significant experience in the cannabis field to create a compassionate, supportive, and educational space for patients and customers who are seeking to understand how cannabis can play a beneficial role in their lives.

At its core, Aunty Honeys is a collaborative group of individuals working for the common good, similar to a beehive. At the center of this hive is the Aunty, a warm and caring leader with open arms and a familiar presence. CEO Esther Lopez is the human embodiment of this Aunty, with a history of becoming the compassionate listening ear of her clients at The Business Center, a financial services business in Hayward. Ms. Lopez is driven to create and nurture businesses that take pride in earnestly serving the community, and has had success with as CEO of The Business Center.

For a period of time, The Business Center operated as a nationally-recognized franchise. While this exposure increased the company's profit margins, it could no longer offer the most affordable services for its customers, and many other community-oriented services were no longer available. After the contract period was fulfilled, CEO Esther Lopez promptly terminated the franchise partnership and resumed operations as an independent, local business prioritizing fair prices and offering free professional services to seniors and veterans. This shift demonstrates Ms. Lopez's commitment to the community as well as her ability to run a successful business that maintains a compassionate community focus. With Ms. Lopez at the helm, Aunty Honeys will become a successful dispensary that balances contributing to the community with generating reasonable profits.

Day-to-Day Operations

Aunty Honeys, as a commercial cannabis retail dispensary, will provide an accessible and secure purchasing environment for both medical and adult use customers. The knowledgeable staff will also share educational insight into product selection. The dispensary itself will further serve as a community hub, offering referrals and partnerships to appropriate third parties (described in detail in the Community Benefits plan).

Aunty Honeys intends to build on its strengths and experience as a community-driven cohort of compassionate and knowledgeable leaders to develop a dispensary that is tailored to the unique needs of Hayward residents. To achieve its mission, Aunty Honeys is committed to implementing the following goal in day-to-day operations:

- **Providing high-quality products at a reasonable price:** Aunty Honeys will draw on decades of experience purchasing cannabis products in California to identify high-quality

cannabis and cannabis products that have been tested in full compliance with State of California requirements. Over time, Aunty Honeys envisions vertically integrating with an off-site cultivation facility in order to further ensure the quality and affordability of its products. When appropriate, Aunty Honeys plans to work with Harrens Lab in Hayward to verify the quality of products.

- **Creating a welcoming and supportive environment:** Aunty Honeys will design a clean, inviting, secure facility, and hire and train staff to provide a welcoming environment for all customers, particularly those who may be new to cannabis.
- **Contributing positively to the Hayward community:** As long-standing residents and business owners in Hayward, Aunty Honeys will build on existing relationships with community organizations to support Hayward's youth, seniors, ill, and low-income residents, and build a compassionate care program for patients who would otherwise struggle to afford medicine. Aunty Honeys also intends to benefit the Hayward community by creating local jobs, contributing tax revenue to the City, and beautifying the area surrounding the dispensary. (More details in the Community Benefits Plan.)
- **Offering educational services targeted to the Hayward community:** Decades of War on Drugs propaganda has fueled rampant misinformation on cannabis' uses and effects. Aunty Honeys will educate staff, patients, and customers on the latest science regarding the safe use of cannabis, different types of cannabis products and strains, and the use of cannabis for both wellness and treatment of illnesses. Aunty Honeys will provide open seminars for all to learn more about the cannabis plant and its uses. In addition, when appropriate, Aunty Honeys will provide referrals to substance abuse counselors.

Products and Services

Aunty Honeys will determine its line of cannabis products based on its assessment of the East Bay cannabis market, its relationship with licensed vendors, and data on consumer purchasing patterns provided through MJ Freeway. Over time, Aunty Honeys will adjust its product line based on regional and statewide data as well as customer feedback. Initial products and services will include:

- **Products for medical need:** Patients in Hayward and the East Bay often turn to cannabis for assistance in treating cancer, seizure disorders, arthritis, migraines, PTSD, ADD/ADHD, anxiety, depression, and insomnia, among other disorders. Aunty Honeys will carry a variety of products targeted to these ailments. In particular, Aunty Honeys will carry high-CBD and CBD-only products, which cause no psychoactive effects and which research shows high effectiveness for a number of common conditions.
- **A diversity of high-demand products:** Aunty Honeys' leadership team has found that sativa dominant strains are particularly popular among patients in the East Bay. The dispensary will stock these high-demand products along with a range of popular products including indicas, extracts, tinctures, high-potency and microdosed edibles, topicals, sprays, and live resins from state-licensed vendors. Aunty Honeys believes a diversity of products will best meet the demand. Aunty Honeys will also seek to carry branded products designed specifically for women.
- **Education on safe and effective cannabis use:** Many existing and potential cannabis consumers do not feel empowered to use cannabis in a way that will most benefit them.

Aunty Honeys will train staff on the latest research on cannabis' uses and will make open seminars available for patients and customers who want to learn more about cannabis.

- **On-demand cannabis delivery:** Soon after launch, Aunty Honeys plans to offer delivery services. Supplementing storefront retail sales will enable Aunty Honeys to reach patients and customers with less mobility or capacity to physically travel to a dispensary; as well as simply offer greater convenience for customers.

Over the longer term, Aunty Honeys plans to establish a licensed cultivation facility in order to vertically integrate a portion of its raw cannabis product.

At all times Aunty Honeys will comply fully with state and local law, including the requirement that all products come through a state-licensed distributor and fully-licensed supply chain.

Projected Customer Base

As shown in the financial pro forma below, Aunty Honeys is using a conservative customer estimate in line with the values Hayward City Staff used during a Fiscal Sustainability Workshop in October 2017. These estimates are based on data from San Jose, adjusted for the higher (15%) tax rate in Hayward. Based on these values, which yield approximately \$2.5 million in taxes for Hayward, the retail cannabis market in the City would be valued at approximately \$18 million.

Based on market data, a typical current California cannabis user will consume on average one eighth of dry cannabis flower and one half-gram of cannabis concentrate per week. At current market rates, this is a value of \$75. With the introduction of the recreational market and new cannabis users, and recognizing that Hayward's average income is only half that of the state average, Aunty Honeys conservatively estimates that average use per person will be half that amount. With this spending estimate and the estimated market for the City of Hayward, Aunty Honeys' included financial pro forma is based on an estimated customer base of 9,230 individuals, or approximately 6 percent of Hayward's population (159,000). Other estimates place cannabis use at as much as 15 percent of California's population, again making this a conservative estimate of customers.

Aunty Honeys estimates that 20 percent of sales will go through non-storefront delivery services, and remaining sales will be evenly divided among the proposed three storefront dispensaries. Therefore Aunty Honeys anticipates capturing slightly more than a quarter of the anticipated customers in Hayward, or nearly 2,500 customers and nearly \$5,000,000 in gross receipts.

Marketing Plan

Aunty Honeys' Marketing Plan is centered on establishing a brand identity as a woman-friendly dispensary carrying high quality, affordable products, and providing reliable cannabis education. Given the leadership team's roots in the community, Aunty Honeys is especially well positioned to take advantage of word-of-mouth marketing so long as its business operations meet high standards of quality. Word-of-mouth marketing is generally considered to be the gold standard for marketing: according to Forbes, 92% of consumers prioritize recommendations from friends and family over advertising, and 64% of marketing executives identify word-of-mouth as the single most effective form of marketing.

In addition to leveraging its position in the community, Aunty Honeys will pursue several strategies to increase its marketing reach:

- **Social media and web presence:** Aunty Honeys will establish and maintain social media profiles including Yelp, Google, Weedmaps, Massroots, and Leafly. Aunty Honeys will also establish and maintain a website with detailed educational information on cannabis' effects and uses, including safe use tips; cannabis product availability and descriptions; and promotions or special events.
- **Presence at cannabis events:** Aunty Honeys will establish a physical presence at key licensed cannabis industry events that draw large numbers of cannabis consumers, such as the Emerald Cup. With the new temporary event license established under recent BCC regulations, the landscape of cannabis events is likely to change, and Aunty Honeys will adapt to maintain a consistent presence prominent emerging events in the Bay Area.
- **Customer incentive programs:** Aunty Honeys will establish programs to encourage customer loyalty through a customer rewards program, as well as a referral bonus for customers who refer friends to the dispensary.

Hours of Operation

Aunty Honeys currently plans to operate from 9am-7pm, seven days per week. These operating hours are subject to change based on market conditions. Aunty Honeys will notify the City of any changes in operating hours and will not operate outside of state restrictions which limit operating hours to 6am-10pm.

Specialized Equipment

No specialized equipment will be used.

Hazardous Materials

The dispensary may use typical retail cleaning supplies in accordance with manufacturer's instructions and municipal, state, or federal requirements for safe storage and disposal. No other hazardous materials, including volatile solvents or gases, will be used by Aunty Honeys.

State-Licensed Vendors

In accordance with state law, Aunty Honeys will purchase all cannabis from a state-licensed distributor. At the present time, it is too early to determine which distributor, or combination of distributors, will be in the best position to supply Aunty Honeys with quality products at reasonable cost and in a secure fashion; however, Aunty Honeys will prioritize women-led and local distributors, as well as distributors who provide high quality pesticide-free cannabis products. Aunty Honeys will provide the City of Hayward with up-to-date information on its distributor partners upon request.

Frequency of Deliveries

Based on its understanding of other dispensary operations, Aunty Honeys anticipates receiving deliveries once per day. However, the precise frequency of deliveries will depend on customer demand as well as the capacity of distributors in the licensed marketplace. To streamline inventory management and decrease security risks during chain of custody transactions, Aunty

Honeys will work to keep deliveries of wholesale product to a minimum. Chain of custody transactions will meet the stringent standards and SOPs identified in the security plan, and will be updated to comply with and reflect state and local regulations and best practices.

Design Concept

The design and aesthetics of a retail establishment not only drives the customer experience and determines the clientele, it holds the power to transform the surrounding community. This rings more true than ever for cannabis businesses, where many neighborhood residents share concerns that a dispensary could negatively impact their community. Therefore, Aunty Honeys commits to integrating a dispensary design that fosters a communal feeling and serves as a catalyst for community revitalization.

Aunty Honeys plans to create a space that evokes an “urban contemporary” ambiance with warm, rustic interior design, employing local artisans to craft custom-built natural wood cabinetry. The overall design will feel open and inviting, evoking a feeling of relaxation in patients and visitors. Aunty Honeys will further select design elements including accent and display lighting to promote an intimate yet sophisticated experience. Furthermore, Aunty Honeys will engage in landscaping, maintenance, and periodic re-paintings to ensure that the facility’s exterior remains in pristine condition. A prominent East Bay artist, Norman Chuck (aka Vogue), will also be commissioned to create a community-oriented mural on the building exterior.

Regulatory Compliance

Aunty Honeys has designated a Director of Compliance responsible for ensuring conformance with all aspects of Hayward Municipal Code Chapters 10-1.3600 and 6-14, all statutory and regulatory requirements issued pursuant to MAUCRSA, and any regulatory clarifications issued by state or local authorities, including California’s Bureau of Cannabis Control. The Director of Compliance will be responsible for designing and implementing Standard Operating Procedures (SOPs) based on these regulations, as well as tracking changes to local and state regulation as they occur. Given the likelihood of rapid regulatory changes at the state level, in particular, Aunty Honeys understands that maintaining an adaptive and flexible compliance plan will be crucial to ensuring that its operations are fully compliant.

Aunty Honeys will not begin operations until it is in possession of valid local and state commercial cannabis permits, certificates, and licenses. Upon receiving a cannabis retail permit from Hayward, Aunty Honeys plans to apply for Type 10 Storefront Retail Licenses for both medical and adult use activity from the Bureau of Cannabis Control. After obtaining the relevant permits and licenses, Aunty Honeys will only do business with other state-licensed cannabis businesses. In particular, Aunty Honeys will only receive product shipments from state-licensed distributors who have completed testing and quality assurance required by state law.

SOPs will be promulgated for security, odor control, waste disposal, track and trace, inventory management, recordkeeping, quality assurance, and any other process required by state or local law or regulation. SOPs will also be implemented to ensure cannabis will be dispensed only to individuals with proper identification and documentation in compliance with Section 5402 of emergency BCC regulations. Aunty Honeys will implement procedures to ensure that all taxes –

including state sales tax, state cannabis excise tax, and any local tax determined by the City of Hayward – are collected and remitted. In compliance with state law, Aunty Honeys will retain all records associated with cannabis activity for a minimum of seven years. Records will be made available to Hayward authorities or the BCC upon request, and Aunty Honeys will make the premises available for inspection to ensure compliant operation.

Aunty Honeys operating procedures take further inspiration from the 2008 California Attorney General’s Guidelines that clarified the “collective and cooperative” model of business under SB 420. While these Guidelines are no longer the legal touchpoint for operations, many are reiterated in MAUCRSA regulations or are best practices in the industry.

With this inspiration, Aunty Honeys places emphasis on implementing and providing clear guidance to staff and customers with respect to: verifying medical recommendations, as applicable; purchasing cannabis only as provided by law; disallowing unlawful weapons and illicit drugs on the premises; adhering to a lawful supply chain with strict safeguards against distribution outside of California; and stringent age verification of all customers.

Aunty Honeys does not currently hold any local or state licenses for any cannabis activity, and will not commence operations until all appropriate licenses and permits are secured.

Startup Timeline

Q1 2018:

- Apply for City of Hayward Commercial Cannabis Business Permit
- Applicant interviews for the City of Hayward
- Identify correctly zoned and workable locations
- Identify appropriately licensed contractors, including for building renovations
- Network and develop licensed supply chain, including local distributors

Q2 2018:

- Finalize property details and apply for land use approval pursuant to the Hayward Zoning Ordinance; apply for Type 10 Storefront Retail Licenses for both medical and adult use licenses from California’s BCC; pay applicable fees, charges, taxes, and deposits
- Assess site security vulnerabilities and plan security installations with OnView Security
- Community outreach and education process
- Public hearing for the proposed location
- Review with building, fire, revenue, and police departments
- Renovation planning and building permits
- Network and develop licensed supply chain, including local distributors

Q3 2018:

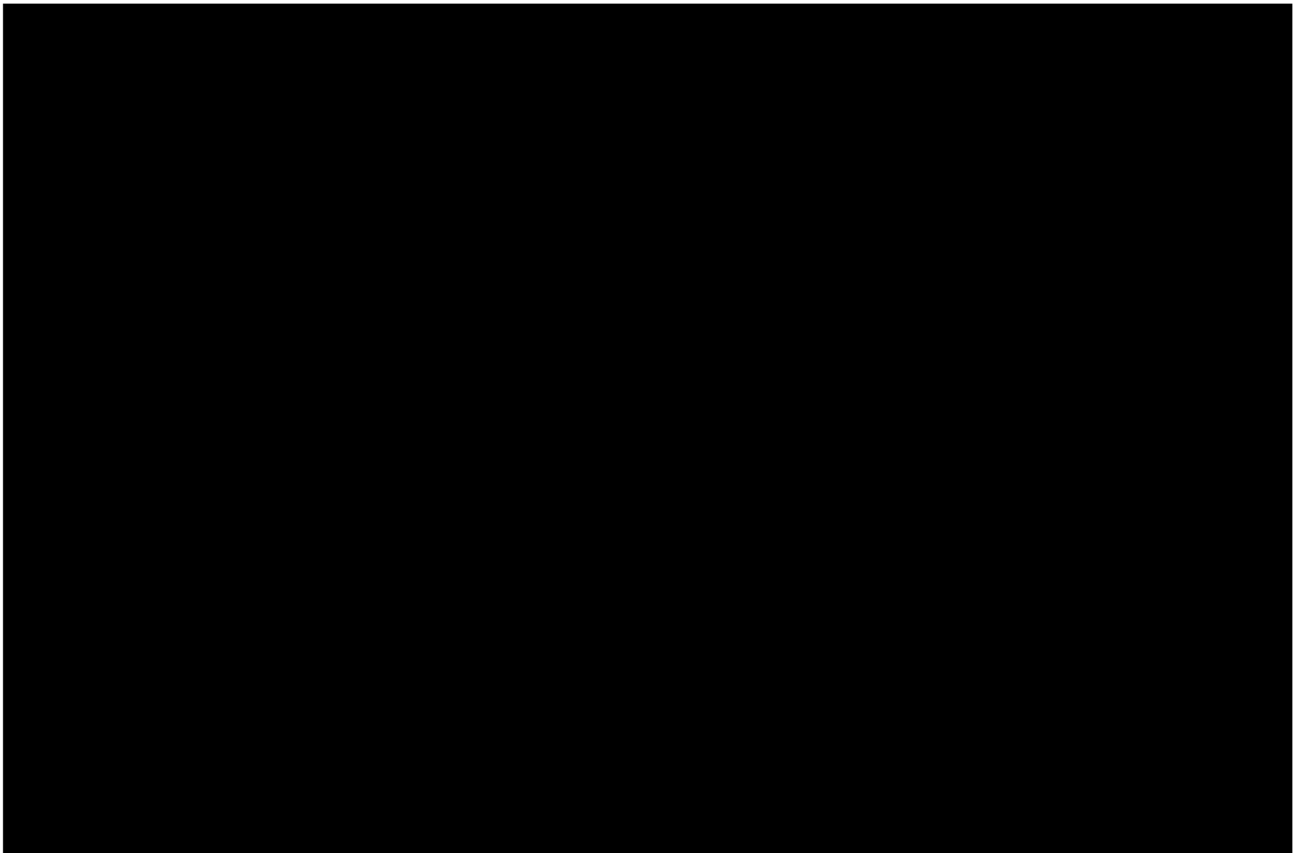
- Anticipated receipt of land use and Conditional Use Permits
- Planned renovations and all components of physical build-out, including security and surveillance equipment, and all subsequent inspections required for building permits
- Finalize personnel decisions and secure contracts with necessary vendors
- Finalize all compliance requirements: Standard Operating Procedures, Employee Handbook, on-site manuals and filing system, installation and training on track and trace

- Provide initial training (detailed in Labor and Employment Practices)
- Test all policies and procedures, including track and trace system and security equipment, prior to acquisition of any cannabis product
- Continue to engage with local community
- Network and develop licensed supply chain, including local distributors

Q4 2018:

- Anticipated Grand Opening, pending all legal and compliance requirements and the acquisition of cannabis products from licensed distributors
- Maintain strict inventory and security protocols, including oversight on the correct implementation of all policies and procedures
- Submit City of Hayward renewal paperwork at least 60 days before expiration
- Continue to engage with local community
- Initial community benefits disbursement and provision of community services (detailed in Community Benefits Proposal)
- Initial tax payments to the City of Hayward and the State of California
- Evaluate and plan expansion to delivery services
- Network and develop licensed supply chain, including local distributors

FINANCIALS



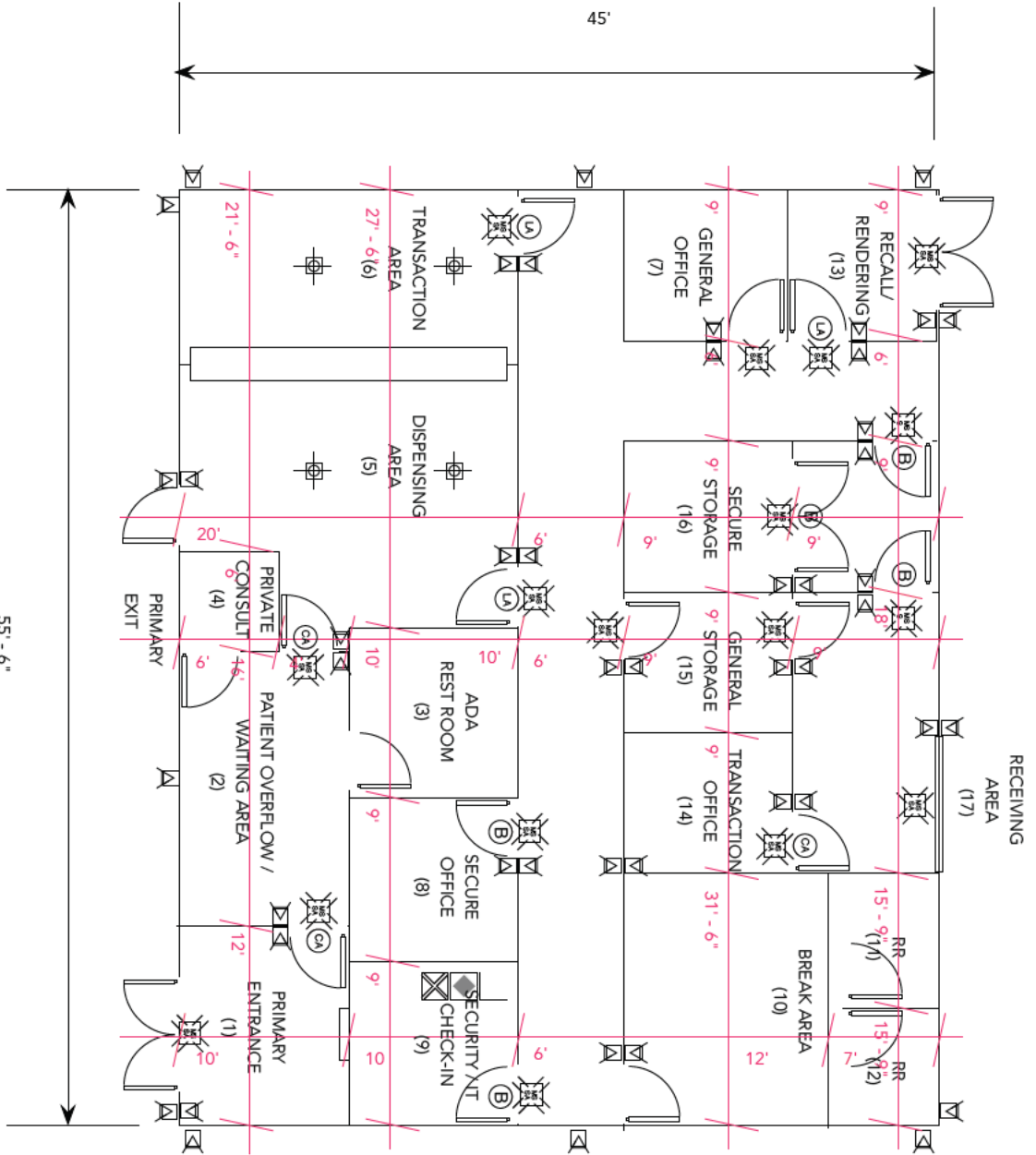
Aunty Honeys Commercial Cannabis Retail Dispensary Application

Hayward, CA

The following documents are hereby segregated as Confidential – Proprietary Trade Secret Information and are exempt from disclosure pursuant to the Public Records Act

CONCEPTUAL SITE PLAN COVER PAGE

Enclosed is a conceptual site plan for Aunty Honeys. The current proposal is subject to change as these are developed in more detail and a final location for the dispensary facility is chosen by the Applicant and approved by the City of Hayward.



GENERAL ACCESS	
1.	PRIMARY ENTRANCE
2.	PATIENT OVERFLOW / WAITING AREA
3.	ADA RESTROOM
4.	PRIVATE PATIENT CONSULTATION
5.	DISPENSING AREA

RESTRICTED ACCESS	
6.	TRANSACTION AREA
7.	GENERAL OFFICE
8.	SECURE OFFICE
9.	SECURITY OFFICE / IT / CHECK-IN
10.	BREAK AREA
11.	RESTROOM
12.	RESTROOM
13.	RENDERING / RECALL ROOM
14.	TRANSACTION OFFICE
15.	GENERAL STORAGE
16.	SECURE STORAGE
17.	RECEIVING AREA

<input checked="" type="checkbox"/> BACKUP POWER	<input checked="" type="checkbox"/> SECURITY ALARM SYSTEM	<input checked="" type="checkbox"/> SECURE SERVER / DATA STORAGE	CLIENT: ESTHER LOPEZ	
<input checked="" type="checkbox"/> BIOMETRIC ACCESS	<input checked="" type="checkbox"/> CONTROLLED ACCESS	<input checked="" type="checkbox"/> LIMITED ACCESS		
<input checked="" type="checkbox"/> MOTION SENSOR/ALARM	<input checked="" type="checkbox"/> DOME CAMERA	<input checked="" type="checkbox"/> SURVEILLANCE CAMERA		
			01.11.18	OAKLAND, CALIFORNIA



Aunty Honeys' leadership team brings together proven professionals with experience in cannabis business operations; community service and development; professional training and career advancement; holistic healing, patient care, and wellness; as well as Hayward-based leadership and business management. Aunty Honeys' leadership team has robust medical experience, which positions its team to cater to both medical and adult use cannabis markets; including providing both staff, patients, and customers with informed understanding of the impact and benefits of cannabis products. With this compassionate and competent team, Aunty Honeys will establish its brand as a leader in cannabis professionalism and community development.

Aunty Honeys is owned and operated by Esther Lopez, a local to Northern California, and is registered as a C corporation. Additional team members who will operate under her authority are listed in the application at the Director and Manager level. Upon licensure and prior to beginning active roles, these persons and all prospective employees will undergo LiveScan background checks. Furthermore, Aunty Honeys is committed to prioritizing the hiring, training and professional development of individuals who are residents of Hayward, California.

Aunty Honeys will provide programs to encourage people of all ages, races, and cultural and ethnic backgrounds to grow as role models. This ideology is reflected in the management and corporate structure, which showcases a leadership team composed entirely of highly successful and skilled women. With the team's deep ties to the Hayward community, Aunty Honeys will also draw on local connections as employees, contractors, and referral partners.

RELEVANT EXPERIENCE

CEO: Esther Lopez

The CEO for the applicant team is a successful businesswoman, single mother, and loyal friend and supporter to the Hayward Community for over 23 years. Ms. Lopez is the owner and operator of The Business Center, a financial services company located in the Tennyson Corridor, where she manages a team of seven who serve over 5000 loyal clients. Ms. Lopez has also been a California-licensed real estate agent in the Bay Area for 19 years, and has been a registered tax preparer since 2014. With community service at the core of her business model at The Business Center, Ms. Lopez and her business entity have helped rehabilitate and rejuvenate the community for seniors, veterans and those with mental disabilities for over 20 years. Ms. Lopez has also worked extensively with community youth volunteers. Ms. Lopez is a role model and success story, as she had been a ward of the court for a large portion of her childhood and has since then turned her life around, becoming a valued community leader and successful businesswoman. Ms. Lopez now oversees an impressive revenue stream in excess of a quarter million annually while providing free services for seniors and veterans, proving her ability to balance prosperous business management and ownership with a commitment to the community.

CEO Ms. Lopez also boasts 7 years of leadership and management experience in the legal cannabis industry, and is currently the cannabis buyer for a well-respected medical cannabis dispensary, Highway 29 Health Care, located in Vallejo, California. Her cannabis-related management experience includes overseeing and managing the high-volume purchasing, processing, and tracking and tracing of all cannabis inventory received by the company on a weekly basis; the coordination of purchasing; and ensuring all operations are conducted in compliance with California regulations and ordinances. Additionally, from her work at a

cannabis delivery service, The Greenerside in San Bruno, Ms. Lopez has extensive experience in marketing and human resources, with a focus on new member initiatives and community event planning. She was also in charge of implementing the track and trace system MJ Freeway for The Greenerside. Drawing upon her rich experience in cannabis business as well as business management and ownership in the city of Hayward, Ms. Lopez will oversee the quality of services provided by the dispensary, particularly in the areas of quality assurance and control, inventory management, and community services.

Director of Security: Isabel Pina-Ramirez

The Director of Security for the Applicant team has approximately 15-years of experience working with the Hayward Police Department, serving as a Community Service Officer. Before dedicating her time to local law enforcement, Mrs. Pina-Ramirez served in the Military Police for the United States Navy Reserves and was deployed on four separate occasions to: Japan, 2001-2002; Kuwait, 2003-2004; Bahrain, 2005-2006; and Kuwait, 2008-2009. In addition to her military and law enforcement background, the Director of Security holds a MBA and a B.S in Business Management. The Director of Security will use this unique blend of professional training to ensure that dispensary does not in any way pose a threat to the safety and security of the Hayward Community. The Director of Security will use her business planning expertise to design and implement a Public Safety Plan to preemptively address the concerns of local business owners and residents living in the area. This will require that all security personnel maintained by Aunty Honeys receive additional training in community engagement and duty.

Director of Wellness: Kathleen Joyce Dela Rosa, RN

Kathleen Joyce Dela Rosa is a Registered Nurse and has been practicing for the past 6 years. Certified by the American Heart Association, BCLS and the ACLS, Ms. Dela Rosa is a patient care specialist and will work vis-à-vis patients to help them determine the most appropriate means of medication. This will include discussing (with the patients, customers, and other staff) the known effects of the various cannabinoid and terpene profiles that are readily available on the market. As a RN, Ms. Dela Rosa has developed a sense of compassion for patients and brings with her a professional humility when discussing sensitive medical topics. She will work with the Patient Relations Manager and the Inventory Manager to ascertain—through quantitative and qualitative analysis, and focus group research—the most appropriate and effective cannabis products for the Hayward Community. By mobilizing her experience with existing data-collection practices and the professional medical industry, the Director of Wellness intends to identify and help treat the conditions that specifically affect the Hayward Community.

Operations Manager: Jill Rizzo

Jill Rizzo is a talented horticulturalist with more than 21 years of leadership and management experience in the cannabis industry. As the current Senior Manager for one of the Bay Area's most prominent cultivation facilities, AI Hydroponic Farms, Mrs. Rizzo has been training and developing staff members for the past 18 years. In this role, she has been responsible for implementing Standard Operating Procedures (SOPs); training and managing a large-sized staff; and managing greenhouse operations in order to maintain a year-long, perpetual harvest farm. In addition, Mrs. Rizzo was responsible for increasing net profit for the company by 85 percent; while at the same time implementing cultivation strategies that resulted in a 300 percent increase in harvest yields. As the Operations Manager for Aunty Honeys, Mrs. Rizzo will be responsible

for developing and implementing SOPs compliant with the MAUCRSA program. She will be responsible for training staff and will work directly with the Director of Compliance.

Inventory Manager: Josephina Williams

Josephina Williams is a track-and-trace inventory specialist. At The Greenerside, she worked hand-in-hand with CEO Esther Lopez to implement, train, and oversee the track and trace inventory system MJ Freeway. This co-experience will be invaluable as Ms. Williams works with Ms. Lopez to implement and oversee both MJ Freeway and Metrc, the programs that will be the track and trace inventory control systems for Aunty Honeys, providing the backbone for quality control as well as state and local compliance.

Ms. Williams is also an expert in community outreach and youth development. Since 2011 she has been dedicating her time to various efforts that include: No More Starving Students, a non-profit located in Los Angeles, California; the Castlemont education system; and Playworks, an Oakland-based non-profit that provides local schools with educational assistance programs. For the past 20 years, Playworks has been helping rejuvenate the classroom environment and culture by providing educational programs designed to enhance recess activities, transforming them into team-building and educational experiences that enrich local youth. Ms. Williams will work in conjunction with the Director of Wellness and the Community Relations Manager to ensure that Aunty Honeys provides effective outreach programs in Hayward. In particular, Ms. Williams will contribute to outreach programs designed to impact local youth.

Patient Relations Manager (1 of 2): Monica Feder

Monica Feder has 18 years of experience working in a professional medical environment, and is a customer care specialist who will work with the Director of Wellness to oversee the quality of customer care and education. Mrs. Feder is a degreed Medical Assistant with 7 years of medical office management experience. As an office manager, her responsibilities included: coordinating assessment meetings for clients and caregivers; maintaining patient scheduling calendars; coordinating office staff; and, the maintenance and sterilization of medical apparatuses. At Aunty Honeys, Mrs. Feder will be responsible for the coordination of private patient consultations and broader educational efforts. Additionally, Mrs. Feder will aid the Director of Wellness in the collection of data pertaining to the consumption, usage and administration of cannabis. This data will be used for qualitative and quantitative analysis to help determine the cannabis strains, product types, and cannabinoid profiles that are best suited to the unique conditions of the Hayward Community. Mrs. Feder has worked in Hayward for 13 years.

Beautification Manager: Roberta Moniz

Roberta Moniz brings unique management and leadership experience from state municipalities. As the traffic manager for the California Department of Transportation, Ms. Moniz has overseen state projects including traffic controls and closures for Santa Clara County, where she prioritized public safety. Ms. Moniz also researched initiatives to protect the public, wildlife, and environment, and beautify public roadways through tasteful landscaping. As the Beautification Manager, Ms. Moniz will use this experience as she oversees landscape and storefront design. Further, Ms. Moniz shall execute Aunty Honeys' vision as a hive of friendly, familiar faces, ready to serve its neighborhood and community, through welcoming, beautiful decor.

MANAGEMENT EXPERIENCE IN THE HAYWARD COMMUNITY

CEO Esther Lopez and Director of Security Isabel Pina-Ramirez, as described above, have extensive management experience in the Hayward community. Ms. Lopez owns and operates The Business Center on The Tennyson Corridor, and has for 22 years, while Mrs. Pina-Ramirez has spent over 15 years in senior roles with the City of Hayward. In putting together the team described above, many who grew up in Hayward or in the Bay Area, Ms. Lopez has demonstrated her intention to create a dispensary that is locally-focused. In addition to all the team members with existing senior experience, Ms. Lopez hopes to provide growth opportunities for talented Hayward locals, including those already identified and listed below:

Director of Compliance and Quality Assurance Manager: Angela Clark-Casanave

Angela Clark-Casanave holds over 30 years of experience in the customer service industry. At United Airlines, Ms. Clark-Casanave has worked closely with federal regulatory agencies, such as the FAA and TSA, to maintain aircraft and passenger safety and ensure compliance with all federal regulations, as well as United Airlines' stringent policies and procedures. Working closely with the CEO and the Inventory Manager, Ms. Clark-Casanave will bring this rich compliance and safety-focused experience to ensure the compliance of all dispensary operations and cannabis products at Aunty Honeys. Ms. Clark-Casanave is a longtime Hayward resident.

Community Relations Manager: Marcella James

Marcella James has 20 years of customer service experience in the healthcare and distribution industries. For the past 12 years Ms. James has been with Kaiser Permanente as the first point of contact for patients and their families, and worked closely with medical staff and law enforcement. Ms. James will be responsible for outreach and communication with the surrounding residential and business communities. She will work with the Patient Relations Managers and the leadership team to create and implement a robust Community Benefits Proposal that positively impacts the Hayward community. Ms. James is a Hayward native and has lived in the same Hayward home for 44 years.

Patient Relations Manager (1 of 2): Monica Albarico

Monica Albarico has over 14 years of customer service experience and experience providing office assistance to Bay Area and Hayward small businesses. Ms. Albarico is also a degreed Medical Assistant from Bryman College in Hayward. Ms. Albarico will work closely with the Director of Wellness as well as Patient Relations Manager, Mrs. Feder, to aid in the coordination of private patient consultations and educational efforts. Ms. Albarico is a Hayward native.

CANNABIS REFERENCES

CEO Esther Lopez acted as the purchaser for Highway 29, a permitted dispensary in Vallejo.

Highway 29 (Cannabis Dispensary)

3737 Sonoma Blvd. Vallejo, CA 94589 - Dispensary

707-645-8303

LisaHighway29@gmail.com

TEAM MEMBER RESUMES

Enclosed are resumes from all prospective team members, including managerial, non-managerial, and referral/advisor. The resume cover page identifies each person's proposed role.

The following documents are hereby segregated as Confidential – Proprietary Trade Secret Information and are exempt from disclosure pursuant to the Public Records Act

RESUME COVER PAGE

Resumes are included for each known member of the Applicant Team, including management and non management team members, as well as resumes from other individuals working with the Applicant who have no operational role.

Management Team

1. Esther Lopez, Applicant and sole Owner of Aunty Honeys and Chief Executive Officer
2. Isabel Pina-Ramirez, Director of Security
3. Kathleen Joyce Dela Rosa, RN, Director of Wellness
4. Jill Rizzo, Operations Manager
5. Josephina Williams, Inventory Manager
6. Monica Feder, Patient Relations Manager
7. Roberta Moniz, Beautification Manager
8. Angela Clark-Casanave, Director of Compliance and Quality Assurance Manager
9. Marcella James, Community Relations Manager
10. Monica Albarico, Patient Relations Manager

Non-management Team Members

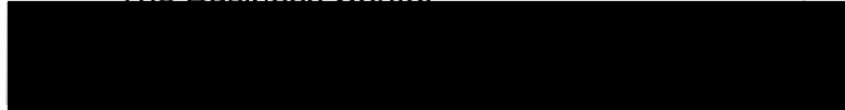
11. Selina Margain, part time employee (possibly Budtender)
12. Rebeca Andrade, part time employee (possibly Budtender)

Other Individuals of Interest

13. Melba Khan, financial backer of Aunty Honeys
14. Stephanie Vizcaino, Patient Care and Community Benefit Advisor
15. Angela De La Cruz, Patient Care and Community Benefit Advisor

The Business Center

Esther Lopez



Outgoing entrepreneur looking to beautify and restore the city of Hayward by creating more jobs in the community with my professional expertise by pioneering the Cannabis industry in Hayward.

Skills

- Licensed Realtor
- Licensed Tax Preparer
- Marketing Guru
- Community Youth Volunteer
- Entrepreneur

Experience

OCTOBER 1996 – PRESENT

CEO/ The Business Center/ Bay City Real Estate & Loan, Hayward CA

Operating a successful business for over 21 years in the Tennyson corridor of Hayward. Managing a medium staff. Rehabilitated the community of Seniors, Veterans and the Mentally Disabled of Hayward for over 20 years.

AUGUST 2012 – PRESENT

Cannabis Buyer / Highway 29 Health Care, Vallejo CA

Managed processing, ordering, tracking and receiving high volume of weekly purchases. Analyzing weekly demands and high profit margins. Coordinate purchasing activities with retail managers and inventory team members. Enforced California legal requirements for cannabis handling and processing.

FEBRUARY 2011 – FEBRUARY 2013

Marketing and HR / The Greenside, San Bruno CA

Lead new member initiatives, prioritized weekly events and staff meeting on long term calendar. Tracked success of events and generated reports of profitability for each activity. Managed social accounts alongside weedmaps.com. Managed gorilla marketing tactics, industry and non-industry strategies. Verified patient recommendations.

JUNE 1997 – OCTOBER 2000

Artist Relations Marketing Manager/ Glass House Records, Los Angeles CA

Planned, administered and supervised all concert activities including facility, equipment rental and staging requirement as well as other logistical arrangements. Coordinate activities with music personnel, artist staff, guest artist and production staff. Served as a member of management negotiating team for collective bargaining agreement.

Accomplishments

A successful single businesswoman, mother, daughter and loyal friend to the community of Hayward for over 23 years. Strengthening revenue to other patrons in the community of Hayward with my growing clientele of over 5000 loyal customers.

ISABEL PINA- RAMIREZ



OBJECTIVE

Determines to provide a safe and secure surroundings by contributing my knowledgeable and professional skill set in security and protection with over 16 years of experience.

EXPERINCE

- 2001-2015 Community Service Officer, *Hayward Police Department*
Primary Duty was in processing/out processing of inmates; transportation to city court or county jail; search inmates/property; booking of inmates; warrant checks; court ordered OR booking process for walk-ins; Drug/Sex Offender Registration; cell/inmate checks for duration of shift; female drug offense full body searches; confiscation of narcotics if brought into the jail; responsibility of feeding inmates during shift; moving inmates from different cells if necessary for many reasons (Gang Affiliation, Case Sensitivity; Sexual Offender; Sexual Orientation, etc); report writing.
- 1999-2013 Military Police, *United States Navy Reserves*
4 Deployments
(Japan 2001-2002, Kuwait 2003-2004, Bahrain 2005-2006, Kuwait 2008-2009)
Various areas visited while inconus (In Country).
Each deployment was mission oriented as well as the training.
Honorably Discharged

EDUCATION

- 2016 Bachelors of Science, Management, *University of Phoenix*
2017 Master Degree, Business, *University of Phoenix*

Kathleen Joyce Dela Rosa



Experience Registered Nurse

Berman Skin Institute, San Francisco, CA

August 2013 – Present

- Trained, certified, and perform Laser Hair Removal, Tattoo Removal, Botox, Fillers, Cryotherapy, Hyfrecator, Excimer Laser and UVB light treatments for Vitiligo, Psoriasis, Blue Light treatments for Acne and Actinic Keratoses, and other laser treatments for aesthetic improvement using devices: Photofacial Broad Band Light, Candela Pulse Dye Laser, Reliant Fraxel Laser, Q-switched Yag Laser, and Candela Gentlemax/-yag/-lase.
- Facilitate new prescriptions, refills, and prior authorizations.
- Take part in community health events; i.e. I assisted in Skin Cancer Screenings at the Facebook Health Center in 2014.

Medical Assistant

Berman Skin Institute, San Francisco, CA

June 2001 – August 2013

- Set-up surgical procedures, assist providers during surgery, and recover patients post-op.
- Prepare for accreditation and take part in quality improvement processes
- Help physicians and nurses examine and treat patients.

Medical Assistant

Southeast Bay Pediatrics Medical Group, Fremont, CA

March 1999 – May 2001

- Prepared and administered medications as directed by a physician and performed routine immunizations.
- Tested for routine labs such as strep throat and anemia
- Interviewed patients to obtain medical information, measured vital signs, weight, and height.

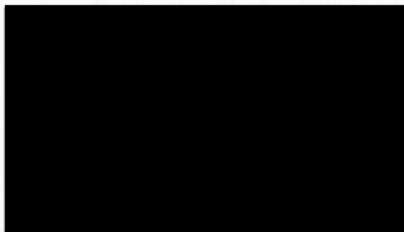
Education Baccalaureate in Nursing

San Francisco State University, San Francisco, CA May 2012

License Registered Nurse, License number: 849871

Certifications American Heart Association BCLS and ACLS, Head Start Audiometry, Allergan Botox, Juvederm, Candela, Reliant Lasers Zeltiq Coolsculpting

JILL RIZZO



OBJECTIVE

Talented Horticulturalist with more than 21 years of experience in Cannabis Growing, Cannabis Business and Cannabis Culture which I plan to implement as Director of Ordering and Training.



EXPERIENCE

Senior Manager | AI Hydroponic Farms

OCTOBER 2000 – PRESENT

Managed greenhouse operations and field crops. Duties included planning plantings, ordering seeds and plants and maintenance of plants and equipment services.

Organized records in Microsoft office to maintain up to date information regarding, reports and supplies to fulfill customer order requirements.

Collaborated in recruiting and training new staff. Completed weekly schedules according to payroll policies. Oversaw and trained a large staff to deliver outstanding customer service.

Increased total profits by 85% by informing clients with expert product and service information. Cross-trained in other departments to increase sales and product knowledge.

Implemented standard operating procedures. Such as advanced soil, nutrients and growing knowledge. Participated in multiple trimming sessions. Obtained general hydroponic knowledge with the desire to learn all aspects of this field.

Supervised the set-up of multiple grow rooms and ordered inventory along with organizing inventory when shipments are received.

Scheduled harvests based on weather conditions and market demands.

Utilized greenhouses year-round to have multiple harvests. Growing from seeds and clones to established strains. Knowledgeable of the strains needed for oils and the benefits it provides.



SKILLS

- Garden Management
- Flowering Specialist
- Cloning/ Breeding
- Biological Pest Management
- Soil and Hydroponic Mediums
- Composting and Super Soil



ACCOMPLISHMENTS

Oversaw and implemented cultivation strategies which resulted in a 300% increase in harvest over the company's previous cultivation strategies.

Josephina Williams



Establishing professional relationships and providing excellent customer service in the cannabis industry as a Cannabis Buyer.

Education

March 2015 | Bachelors of Science in Kinesiology

- Emphasis: Nonprofit Business Management with Community Leadership; Minor: Gender, Woman and Sexuality Studies

Experience

August 2016 – June 2017 | Program Coordinator
Playworks | Oakland, CA

Transform the culture of the school community through creating opportunities for safe, healthy, and inclusive play. Exercise initiative and good judgment to inspire, train, and support a group of youth leaders. In addition, developed skills and knowledge about physical activity programming and instruction for youth in educational and community-based contexts.

August 2015 – June 2016 | Instructional Aide
Castlemont Community Transition Leader | Oakland, CA

Reviews and reinforces classroom lessons and learning experiences with students, assists in formulating and conducting classroom activities. Provides information to assist the teacher in evaluation of the learning process, behavior management programs, individual student needs and progress and recommends appropriate action

September 2011 – June 2015 | Volunteer
No More Starving Students | Los Angeles, CA

Oversee daily operations and maintenance of program, developed No More Starving students By laws and Constitution, create and structure programs, plan and participate in events.

February 2011 – February 2013 | Delivery Coordinator
The Greenerside | San Bruno, CA

Assisted in patient verification, coordinated schedules with drivers and staff. Generated events in southern California.



OBJECTIVE:

Establishing professional customer service and providing the best medical experience for patients as Director of Patient Relations with over 18 years of experience.

EDUCATION:

Heald College • June 2011

- ASA Degree Medical Assistant

EXPERIENCE:

Dr. McNemar Cosmetic and Blum Facial Surgery

Lead Medical Assistant/ Office Coordinator • December 2015 – Present

- Coordinated office staff, HMO and PPO referrals along with time card collection and payroll responsibilities
- Prepare surgical trays with in office procedures by drawing up medication, suture removals and drain removals; Initiate proposal for cosmetic procedure and close proposal deals; Advise patients with post op instructions

Dr. Dat Tien Nguyen, M.D.

Supervisor/ Medical Assistant • September 2013 – December 2015

- Track Bariatric patients through pre-op requirements, schedule office visits for in/outpatient procedures, rooming (taking vitals, updating medications), sterile and non-sterile tray setup, assist with in-office procedures, data entry and patient education
- Obtain authorizations forms from insurance companies, sterilization, responsible for office inventory and supervising front office staff

Modesto Radiology Imaging

Receptionist • March 2013 - August 2013

- Checked in patients and scheduled appointments.
- Processed patients payments during check-in. Handled multiple priorities while maintaining a professional and service-oriented style.

Visiting Angels

Coordinator • October 2012 - April 2013

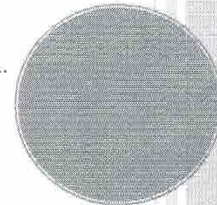
- Schedule caregivers for client jobs. Coordinate assessment meetings for potential clients and care giver introduction meetings.
- Specialized in emergency situations. Replace sick caregivers. Provide on-call weekend support and assist with after hour issues that require quick resolution.

SKILLS:

- Over 18 years of medical office experience
- Experienced in medical office processes
- Post op procedures
- Excellent customer service and office administrative skills
- Maintained autoclave instrument skills

MONICA PEDDER

11119 Santa Teresita St, Modesto, CA 95205 • (202) 244-1111 • www.MonicaPedder.com



Roberta Moniz

Objective

- Seeking to give my professional services for landscape and store front architect, hoping to beautify, develop and maintain a beautiful surrounding for customers and employees.

Accomplishments

CERTIFICATION:

- United States Emergency Response Personnel for Debriefing and Defusing, Critical Situations.
- Dispatcher Certification
- Drug and Alcohol Counselor
- Class A California Driver License

LEADERSHIP

- 1st Female Responder to the 1998 Lima Puritan Earthquake
- Professional Dispatcher during Oakland Fire Storm
- S.A.I.N: Substance Abuse Information Network

Experience

TRAFFIC MANAGER | CALIFORNIA DEPARTMENT OF TRANSPORTATION | JULY 2005- DEC 2008

- Over seen all road closures in Santa Clara County, including state right away, conventional highways, interstates and state freeways.
- Approve all closures, assuring safety was the number one priority for the public.
- Assured all provisions were met by contracts, which included all state projects, Cal trans road and landscape.
- Researched the required impact to protect the public, wildlife and greenery.

EQUIPMENT OPERATOR | CALTRANS HIGHWAY | FEB 1997- JULY 2005

- Operated large equipment including manual big Riggs 10 to 16 gears.
- Supervised all community workers assigned by the courts
- Conducted backhoes, gadwalls, power tools, paved asphalt and concrete roads.
- Participated in traffic controls, closures, dispose of large and small debris along with 24 hr. emergency response.

MAINTAINANCE | CALTRANS HIGHWAY | JAN 1998- FEB 2001

- Operated Manual Big Riggs 10- 16 gears
- Assisted in Large and small construction sites
- 24-hour emergency response team



ANGELA CLARK- CASANAVE

ACCOMPLISHMENTS A professional individual with over 30 years in the Customer Service Industry. Trained in first response actions and effective communication skills needed to relay emergency information in a timely concise manor using air to ground communication system. Diplomatic and tactful with professionals and non-professionals at all levels.

- SKILLS & ABILITIES**
- Knowledge of Federal Aviation Administration Regulations
 - Airline Emergency Procedures and Equipment Use Current thru 8-2017
 - Certified in CPR and AED Use Current thru 8-2017

PROFESSIONAL EXPERIENCE **INTERNATIONAL FLIGHT ATTENDANT, UNITED AIRLINES**

- June 1986 - August 2016
- Responsible for heavy customer service for domestic and international markets. As Lead Flight Attendant, coordinate and manage flight and crew on a flight.
 - Prepare international customs and documentation disbursement as well as aircraft documentation and verification of all crew members' Passport and Visa.
 - Greet and assist guests with carry-on baggage stowage. Deliver onboard announcements and ensure the safety of all guests providing a welcoming environment during their flight.
 - Calmly resolve passenger situations during flight, including disorderly passengers, and medical emergencies. Respond and provide leadership during an emergency, including aircraft evacuation.
 - Maintain aircraft security before and after flight ensuring compliance with all Federal Aviation Administration Regulations and United Airlines' policies and procedures.

CUSTOMER SERVICE, BANK OF AMERICA

- January 1987 - June 1999
- Responsible for the handling, processing and servicing of clients' branch transactions in a prompt, efficient, and accurate manner, adhering to all bank security, audit, and compliance requirements.
 - Greeted clients and assisted them with financial transactions including product services; CD's, checking accounts, home loans, and Investments. Identified referral opportunities and cross sell bank services effectively, dealing tactfully and efficiently with demanding customers.
 - Controlled and monitored the levels of cash in the teller drawer and followed all check cashing and cash handling procedures.
 - Maintained and balanced currency, coin, and checks in cash drawers at ends of shifts, and calculated daily transactions using computers, calculators, or adding machines. Processed and Audited ATM - cash and checks transactions.



Objective: To obtain and hold a position within a company that will allow me to utilize my skills in patient/client services and communications. To work for an employer that will encourage learning as well as growth.

Skills: Over 20 years of strong Customer Service experience (all areas). Excellent client relations (in person, phones & electronic communications). General Office skills; data entry, invoicing (AP/AR), creating spread sheets, letters, and other documents. Efficient multitasking. Sensitive and conscious of confidential matters.

Employment History:

Aug. 2005 to Present Kaiser Permanente Registration Representative/Emergency Department

Greet and register patients arriving with minor to severe health concerns and issues. Cash Handling; collection of patient share of cost/copay fees. Research and reconcile insurance coverages as needed. Heavy interaction with medical staff, patients and their families, law enforcement. General office duties.

Sept. 1997 to Dec. 2000 Seko Worldwide Customer Service/Operations

Dec. 2004 to Apr. 2005 Re-Hired

Heavy Customer Service assisting clients with scheduling and routing freight shipments (Air/Ground), Domestic and International freight. AP/AR. Created and maintained spread sheets and other documents: Bills of Lading, Insurance, Hazmat and safety documents when appropriate. Heavy contact with vendors.

Education:

1991	Brenkwitz High School	Hayward, CA	Diploma
2016	Chabot College	Hayward, CA	Continuing Education

MONICA MARIE ALBARICO

Summary

With over 14 years of customer service experience, I am very dependable, I work well under pressure, I can multi-task and could work independently or in a team environment.

Education

Accounting Certificate | Spectrum School

Medical Assistant | Bryman School

Experience

Belilove Company-Engineering

Office Coordinator | March 2012- Present

- Performed general clerical day to day functions
- Assist Engineers, by quoting customers and follow order processor
- Purchasing from vendors and follow up with orders
- Assembling and QC for manufactured products
- Answered inbound phone calls (approx. 50- 75 calls per day)

Skelton Heating & Air Conditioning

Customer Service | May 2010- February 2012

- Provided customer service to vendors
- Answered inbound phone calls (approx. 100- 150 calls per day)
- Performed accounts receivable functions, data entry, post billing for cash & credit cards and schedule appointments.

Adesa Golden Gate Auto Auction

Data Entry Clerk | June 2001- March 2010

- Responsible for checking in vehicles into master inventory system for entire auction on national levels
 - Collected monies from dealers that were purchasing vehicles within the auction
 - Heavy data entry, filing, faxing, email, scheduling appointments, billing, cash transactions, invoicing, dispatching and order supplies
-

SELINA MARGAIN

SKILLS

10 -key by touch, Type 55 wpm with superior accuracy, knowledge of Microsoft Word, Outlook, Excel, Power Point, Adobe Illustrator, Photoshop CS6. I can operate a fax machine, copy machine, and a scanner.

OBJECTIVE

To perform my business administrative skills to add growth to an employer or company.

EXPERIENCE

Inside Sales/ Receptionist | Classic Party Rentals
October 2016- July 2017

Developed interpersonal relationships with clients acting as a liaison between Outside Sales Consultants and clients. Prepared accurate quotes for clients by entering orders in the CRM software.

Assistant Manager | Johnny Apple Seed Cafe
August 2013 – September 2016

Oversaw eight employees, assisted with schedules, creating menus daily, as well as catering day and night events. Maintained a clean environment, sustained inventory with Sysco and Costco, and performed order processing and daily deposits.

Data Entry Clerk | Service West Inc
November 2009 – October 2011

Scheduled appointments for carrier's delivering merchandise to our facility. Successfully input daily inventory into File-maker Pro. Filed invoices by alphabetical order and mailed invoices to customers

EDUCATION

Animation and Visual Effects | May 2010 | Expression College

Diploma | June 1999 | San Lorenzo High School



By Request

By Request

LEADERSHIP

Detail oriented team player with strong interpersonal and organizational skills with a respect and focus on quality. Well organized, provide a professional and consistent attitude. Preserve approachable customer service skills and communication skills to satisfy customer requirements.

Rebeca Andrade



OBJECTIVE

To secure a professional medical assisting position in a reputable medical facility where I can contribute my 18 years of experience and continue to develop & enhance my knowledge in the medical field.

SKILLS

- Knowledge of the verification process and requirements for medical insurance benefits & eligibility (PPO, HMO, Medi-Cal, Medicare)
- Knowledge of HMO & PPO requirements for Authorizations, billing claims submission & edits
- Knowledge of scheduling, registration, and admission process for patients
- Able to prepare and administer injections
- Extensive knowledge of electronic medical records system, EPIC, iKnowMed, All scripts, Citrix, GE Centricity practice management systems
- Exceptional interpersonal and communication skills, and medical terminology
- Familiar with HIPPA laws and requirements
- Typing speed 55 wpm
- Efficient in ICD-9, ICD-10 and CPT coding, Microsoft Word
- Detail oriented, organized, punctual and attentive to the needs of patients and colleagues
- Fast learner, dependable, ability to work in a busy environment while under minimal or no supervision, and also as a team player

EXPERIENCE

Gopala Kolluru M.D., Fremont, CA
Medical Assistant July 2017-Current

- Answering multi phone lines
 - Preparing patients for examinations by rooming patients, taking and recording initial patient history into EMR, taking and recording accurate vital signs into EMR
 - Obtaining insurance authorizations
 - Stocking and cleaning exam rooms
 - Collection of co-payments, self-payments, and balances due
 - Medical billing
-

- patient history into EMR, taking and recording accurate vital signs into EMR
- Preparing & administering vaccines and documenting in EMR
- Answering multiple phone lines
- Assisting physicians with minor procedures
- Preparing specimens for laboratory pickup
- Accurately documenting test results, messages and other various information in the patients EMR
- Ensuring smooth patient flow during the day
- Making confirmation and follow up phone calls
- Stocking and cleaning waiting and exam rooms
- Managing physicians calendars and events
- Ordered all office & medical supplies and maintained inventory
- Patient check in and check out
- Collecting co-payments, balances due, self-payments and posted payments to patients accounts
- Medical billing, claims & edits
- HMO & PPO insurance authorizations & eligibility
- Patient check in and check out
- Responsible for facilitating patient admits to various hospitals
- Scheduled various inpatient and outpatient appointments and surgeries
- Scanned patient documents into the EMR
- Front desk supervisor, responsible for training all new employees
- Communicated with patients, family members, staff members and other doctor offices regarding patient care, benefits and authorizations
- Prescription refills

San Francisco Perinatal Associates, San Francisco, CA
Patient Service Representative/Insurance & Authorization Coordinator, April 2006 to March 2010

- Patient check in and check out
- Preparing and administering vaccines
- Collecting co-payments, balances due & self-payments and posting charges in patient accounts
- Data entry & updating patient information in the EMR
- Preparing specimens for laboratory pick up
- Accurately documenting in the patients electronic medical record
- Ensuring smooth patient flow during the day
- Answering multiple phone lines and making follow up phone calls
- Responsible for all HMO authorizations, PPO benefit & eligibility verification, billing claims & edits
- Communicating with patients, family members & staff members regarding patients benefits and authorizations
- Preparing all patient charts and paperwork requirements prior to patient visits
- Training new employees on all office processes including authorizations, benefits, eligibility and scheduling.

The Business Center
1164 West Tennyson Road
Hayward, CA 94544
(510) 781-0151 Fax: (510) 781-0749

Melba Khan

A caring entrepreneur looking for new opportunities to provide better service to my loyal clientele

Experience:

Technician | **Summit Hospital** | San Francisco, CA
January 1984 to January 1987

Technician | **Seaton Medical Hospital** | Daily City, CA
April 1989 to May 2012

23 years of experience with EGG, Cardiograms, EKG, Holter monitors, V.E.R, B.A.E.R and S.S.E.R. Loyal to the medical field with a high reputation with patients, management and associates.

Owner | **Bay City Financial Service** | Hayward, CA
January 1999 to Present

Owner of a successful business and an accomplished figure in the Latino community with over 18 years of experience. By providing a safe and accurate place for services including Notary Public, tax preparer, immigration service and translations.

Stephanie Vizcaino



HIGHLIGHTS OF QUALIFICATIONS

- Certified as Registered Addiction Specialist, Clinical Supervisor and Forensic Counselor.
- Seven years experience working in the Drug and Alcohol field.
- Three years experience working in the Harm Reduction field.
- Ability to maintain excellent relationship management with residents and staff members.
- Highly professional with integrity and respect for diversity.
- Exemplary problem solving working to find the best solutions in any given situation.+
- Excellent verbal and written communication skills.
- Detailed oriented, ability to maintain record keeping and reporting.

EXPERIENCE

- Work collaboratively with Director of Operations and Executive Director.
- Provide guidance and direction to staff in support of client’s treatment plans.
- Monitor day to day program activities to ensure operations meet agency requirements.
- Measure and evaluate program performance; collect data and provide routine request reports.
- Ensure that in-take; initial assessments and treatment plan are completed within program guidelines.
- Review and evaluate client’s progress in relation to measurable goals described in treatment plan.
- Coordinate Counseling efforts with Mental Health professionals i.e., doctors, nurses and social workers.
- Monitored and record clients progress to ensure that goals and objectives are met.
- Maintain resource directory for referrals to various service providers.
- Assure all logs i.e.; classroom, med and communications logs are properly maintained.

WORK HISTORY

01/06 – Present	Program Manager/Case Manager	Women on the Way Recovery Home, Hayward, CA
01/07 – 06/10	Lead Counselor	Lifeline Treatment Center, Oakland, CA
06/90 – 01/01	City Carrier	U.S. Postal Services, Fremont, CA

EDUCATION

Current	Substance Abuse/Social Services	Samuel Merritt Community College, Oakland, CA
2010 – Current	C.E.U. for Substance Abuse	Breining Institute Online Courses
1985	Diploma General Education	Tennyson High School, Hayward, CA

References available upon request

10/20/2017 13:40

(FAX)

P.002/002



Angela De La Cruz

Case Manager

ABOUT ME

I have 8 ½ years of past AOD counseling experience and currently certified with the CAADE. I have worked both social and medical model facilities. I am a motivated individual who enjoys helping others and takes great pride in the work that I do. I understand the value of working with others and also believe working in a team approach.

EMPLOYMENT

BAYMARK / August 2016 – September 2

AOD Counseling, Case management for methadone maintenance 21 day detox, operated meth a soft computer system, met monthly client counseling requirements, proper documentation of client progress, performed client intakes/discharges, assisted clients and made necessary referrals, and created Tx. plans

MWRP/ March 2016 to August 2016

AOD Counseling, Group facilitator, Intake coordinator proper documentation of client progress. Performed client intake and discharges. Assisted patients and made necessary referrals.

BAART / January 2010 to February 2013

AOD Counseling, Case management for methadone maintenance 21 day detox, operated meth a soft computer system, met monthly client counseling requirements, proper documentation of client progress, performed client intakes/discharges, assisted clients and made necessary referrals, and created Tx. plans

LIFE LINE TX SERVICES/ July 2007 to August 2009

AOD Counseling, Case management for methadone maintenance 21 day detox, operated meth a soft computer system, met monthly client counseling requirements, proper documentation of client progress, performed client intakes/discharges, assisted clients and made necessary referrals, and created Tx. plans

CONTACT

916 692 6116

A.delacruz0218@gmail.com

310 Caswell Ave Oakland CA, 94603

EDUCATION

FOOTHILL HIGH 1994
CHABOT COLLEGE 2007
CAARR 2008
BRIENING INSTITUTE
2010
CAADE #

D0910241359

SKILLS

- Alcohol and Dug
- Operate Towers Computer System
- Operate Meth Soft Computer System
- Group Facilitation
- Case Management
- Medi-Cal Billing
- Accurately Type 35 wpm

AUNTY HONEYS COMMERCIAL CANNABIS RETAIL APPLICATION LABOR AND EMPLOYMENT PRACTICES

HIRING PLAN

Aunty Honeys is committed to implementing a business model that both supports the local community as well as is sustainable in the long term. As such, Aunty Honeys has developed a Hiring Plan that ensures its operations prioritize the promotion of the local economy. The Hiring Plan encompasses a Labor Peace Agreement, local hiring preference, training requirements, commitment to living wage, a nondiscrimination policy, and Worker's Compensation Policy.

LABOR PEACE AGREEMENT

Aunty Honeys certifies that a Labor Peace Agreement is in place; a copy of the agreement is attached. No current pre-existing recognition from a certified labor union is in place; however, a collective bargaining agreement with a certified labor union is currently being negotiated and will be in place prior to commencing operations.

LOCAL HIRING PREFERENCE

Aunty Honeys is committed to implementing a business model that both supports the local community as well as is sustainable in the long term. As such, Aunty Honeys has developed a hiring plan that ensures its operations prioritize the hiring of locally based applicants for employment. Aunty Honeys will participate in local recruitment opportunities, including but not limited to events held by the City of Hayward and the local Employment Development Department office.

Aunty Honeys is committed to providing opportunities for professional development as well as management and director level positions to lifelong residents of the city of Hayward. In addition to CEO Esther Lopez's long history in Hayward, Aunty Honeys plans to provide the following director- and management- level opportunities to a selection of talented women native to or who work in the city of Hayward:

- Director of Security: Isabel Pina-Ramirez – born and raised in Hayward, where she recently retired from the Hayward Police Department
- Community Relations Manager: Marcella James – born and raised in Hayward and has lived in the same home for 44 years
- Patient Relations Manager: Monica Feder – worked in Hayward for 13 years
- Patient Relations Manager: Monica Marie Albarico – born and raised in Hayward

More information about these selected individuals, along with copies of their resume, are available in the Business Plan section of this application. Furthermore, with approval of the state and local permitting agencies, Aunty Honeys intends to eventually provide delivery services, as well as operate a licensed cultivation facility. With these additions to its business structure, Aunty Honeys will be able to provide further leadership roles and opportunities to Hayward residents.

TRAINING AND CONTINUING EDUCATION

All Dispensary Agents must complete the following trainings prior to beginning work at the Applicant's dispensary:

Initial Training

- This training period will also feature detailed training on compliance, diversion prevention, applicable laws, policies and procedures. It will be arranged in the following modules:
 - Module 1: Security and Diversion Prevention
 - The Operations Manager will arrange with a security consultant to train all initial employees on proper safety and security procedures.
 - This training will be recorded, and made available to employees.
 - All subsequently hired employees shall watch the recording and take required supplementary training on additional or modified procedures prior to beginning typical duties.
 - In addition to training on standard security procedures and the use of all equipment, including duress, holdup, panic, and wireless alarms, each employee will receive training on responding to threatening events, burglaries, and raids.
 - Reporting suspicious behavior or evidence of diversion
 - On-site use of cannabis and use of cannabis by employees during work hours is prohibited
 - Module 2: Sanitation and Safety
 - Personal hygiene
 - Handling Cannabis Products
 - Cleaning and sanitizing the facility
 - Labeling and storing toxic solvents
 - Waste removal procedures
 - When and how to utilize PPE
 - Module 3: Transportation
 - Shipping protocol
 - Delivery protocol
 - Transportation Manifests
 - Driver and passenger protocol
 - Module 4: Inventory
 - How to update the state-mandated electronic track and trace system, Metrc
 - How to perform daily, monthly, and annual inventory reconciliation procedures
 - How to respond to inventory discrepancies
 - How to monitor MJ Freeway and Metrc for the misuse and diversion of cannabis.
 - Protocols for inventory tracking at receipt of Cannabis Product
 - How to handle complaints and product returns
 - Procedures for recalls
 - Module 5: Labeling and Packaging

- How to recognize a compliant label or package
- How to recognize a non-compliant label or package
- How to create a receipt
- What to do in the event of a non-compliant label or package
- Proper protocol for interfacing with patients and caregivers who need special accommodations (e.g. a larger sized type on their receipt)

In addition to the above training, staff will be required to attend a CPR certification course. Upon completion of initial training, employees will be issued or assigned uniforms and then permitted to begin working at the dispensary.

Updated Training

- Employees will undertake annual training refresher courses, as well as ad hoc training when regulations, research, or procedures change
 - The Director of Compliance will monitor BCC and the City of Hayward for regulatory updates. The CEO will also discuss industry trends and upgrades with advisors and consultants annually, at minimum. When relevant regulations or recommendations change, the Director of Compliance or CEO will coordinate with the Operations Manager to ensure dispensary employees receive updated training.
- When available, employees will be offered the opportunity to attend BCC training seminars

ASA's Patient-Focused Certification Training

- Employees will take this training within one calendar year of employment. The curriculum consists of the following components:
 - Cannabis as Medicine
 - Cannabis Business Operations
 - Understanding Cannabis Law
 - State and Local Legal Compliance
 - Distribution Operations

Diversity Training

- Applicant will undertake this training annually
- Identification and prevention of harassment based on race, sex, gender, disability status, religion or national origin. This training will include:
 - A clear grievance procedure or set of steps for an employee who has experienced or witnessed discrimination
 - A declaration of the Aunty Honeys' commitment to prompt investigation of complaints of discrimination
 - A promise of protection against retaliation
 - A commitment by Aunty Honeys to be legally bound by its policy

- Auntie Honeys will hire the National Diversity Council to train all new employees on diversity and inclusion. These annual, mandatory cultural competency workshops will teach employees how they can make the workplace a more welcoming place for all, examine hidden and overt bias, and give employees conflict-resolution skills and tips about how to be workplace allies. It will also include training on specific issues, including but not limited to the following:
 - Gender Identity and Inclusivity
 - e.g. What pronoun a transitioning coworker might prefer, they can politely ask their coworker how they would like to be addressed.
 - Neurodivergence and Inclusivity
 - Racial Equity
- Participant Involvement in Training
 - Before a diversity training, all Dispensary Employees will have the opportunity to fill out an anonymous questionnaire about which topics they would like to learn about in the upcoming training.

Colorado’s OSHA’s “Guide to Worker Safety and Health in the Marijuana Industry” Training

- All employees will undertake this training, which is designed to achieve the following objectives:
 - Assist in the recognition of occupational health hazards that might be present within the cannabis industry.
 - Identify specific existing federal, state, and local safety and health related regulations that may apply to the cannabis industry.
 - Provide initial recommendations for engineering, administrative and personal protective equipment controls that can be used to help eliminate or reduce hazards in the cannabis industry.
 - Provide information and resources to assist employers in developing written workplace safety and health programs.
 - Provide information to help develop cannabis worker safety training program.

LIVING WAGE

Auntie Honeys is committed to implementing a business model that both supports the local community as well as is sustainable in the long term. As such, the Applicant intends to remunerate all employees, at minimum, at a wage that is considered a living wage. The current minimum hourly wage in Hayward is \$10, however the living wage is approximately \$16. No employee shall receive hourly wages less than \$16. Regular raises will be available based on length of time employed, with various incentives also available to appropriate staff. In addition, all full time staff will receive benefits, including health care and paid time off that exceeds local and state requirements.

Estimated Wage Scale

WAGE SCALE

Staff Level	Minimum Salary	Maximum Salary
Director	\$70,000 (annual)	\$100,000 (annual)
Manager	\$55,000 (annual)	\$70,000 (annual)
Hourly Staff	\$17.50 (hourly)	\$30.00 (hourly)

NON-DISCRIMINATION

Aunty Honeys is committed to equal employment opportunities and does not discriminate against qualified employees or applicants because of race, color, ethnicity, religion, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, national origin, ancestry, citizenship, age, veteran status, marital status, physical disability, mental disability, medical condition, political activity or any other characteristic protected by local, state, or federal law.

Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship, including but not limited to recruitment, hiring, upgrading, training, promotion, transfer, discipline, layoff, recall, and termination. Aunty Honeys’ policy prohibits harassment of applicants or employees related to these issues. A signed copy of Aunty Honeys Non-Discrimination/Anti-Harassment and Complaint Procedure policy as well as their Commercial Cannabis Permit Program Declaration of Non-Discrimination are attached to this plan.

Reasonable Accommodations for Persons with Disabilities

Aunty Honeys complies with the Americans for Disabilities Act and applicable state and local laws providing for nondiscrimination in employment against qualified individuals with disabilities. In addition, individuals with a disability who use or are accompanied by guide dogs, signal dogs, or service dogs are protected classes in California.

Aunty Honeys intends to provide accommodation in the hiring, placement, and advancement of employees with disabilities, and intends to seek out those with disabilities, who can, with or without accommodation, perform essential functions of the job. The Company encourages employees and other sources to recommend for employment individuals with disabilities whom they believe can, with or without accommodations, perform the job function.

An applicant or employee who believes they need accommodation of a disability should discuss the need with their supervisor.

WORKER’S COMPENSATION

Aunty Honeys has safeguards and policies and procedures in place to protect employees from workplace hazards. In the event that an employee is involved in a workplace incident or illness, Aunty Honeys has purchased a Worker’s Compensation policy from Heffernan Insurance Brokers. The policy applies to bodily injury by accident and bodily injury or disease caused or aggravated by the conditions of the Applicant’s employment. Please see the attached Worker’s Compensation Letter of Intent and Cannabis Industry Workers’ Compensation Application.

The following documents are hereby segregated as Confidential – Proprietary Trade Secret Information and are exempt from disclosure pursuant to the Public Records Act

LABOR AND EMPLOYMENT PRACTICES ATTACHMENTS

The following documents, referenced in the Labor and Employment Practices Plan, are listed below:

1. Labor Peace Agreement
 2. Commercial Cannabis Permit Program Declaration of Non-Discrimination
 3. Non-Discrimination/Anti-Harassment and Complaint Procedure Policy
 4. Worker's Compensation Letter of Intent
 5. Cannabis Industry Workers' Compensation Application
-

Labor Peace Agreement
By and between
Alvito Honey ("Employer")
and
Teamsters Joint Councils #7 and #42

Whereas Employer holds or intends to apply for one or more State Licenses to engage in commercial cannabis activity, and intends to become a licensee to engage in commercial cannabis activity, as such terms are defined by section 19300 of the Business and Professions Code;

Whereas Union represents employees working within industries engaged in cultivating, processing, warehousing or transportation of perishable and consumer products, and such industries are within the historical and recognized jurisdiction of the Union;

Whereas Employer desires to construct and operate commercial cannabis activities within the Union's geographic jurisdiction, and desires to do so without disruption, unrest or delay that may be occasioned by labor disputes;

Whereas the Union seeks a means of efficiently and amicably resolving disputes relating to its representation of employees engaged in the industry in which Employer seeks to operate;

Whereas the parties intend this agreement to satisfy the provisions of Business and Professions Code 19300(p) and 1931, and terms used herein shall have the definitions as set forth in Business and Professions Code section 19300;

Wherefore, the Parties voluntarily enter into this agreement, which shall be binding on them:

1. Scope and term:

- A. **Scope.** This agreement shall apply with respect to any and all commercial cannabis operations in which the Employer currently engages and any operations the Employer engages in the future, in addition to any businesses acquired by the Employer with respect to employees not already represented by a labor organization. This Agreement shall be submitted with any application made by Employer to obtain any License to engage in commercial cannabis activities.
- B. **Term.** This agreement shall be in effect and binding upon the parties from the date on which it is executed and continuing for all periods during which the Employer engages in commercial cannabis activities within the state of California. This agreement shall be binding with respect to all employees engaged in commercial cannabis activities employed by the employer, but shall cease to apply to employees for whom (1) a labor organization is recognized pursuant to the procedures set forth herein and the parties have entered into a collective bargaining agreement covering such employees; or (2) the National Labor Relations Board has issued a certification with respect to such employees.

2. Obligations of the Employer

- A. **Neutrality.** The Employer shall remain neutral with respect to the Union and its representation of employees covered by this agreement. Neutrality means that the Employer shall make no written or oral statement or take any action opposing or advocating unionization. The Employer also shall not demean the Union as an organization or its representatives as individuals, nor portray the Union in a bad light. The Employer shall neither retaliate against, disparage nor pressure any employee for voicing his or her support or opposition of the Union or union representation, and shall not conduct captive audience meetings. The Employer will inform all managerial employees, supervisors, or other agents of the Employer of their obligations under this Agreement and will take prompt and appropriate action to stop and correct any violations of this Agreement up to and including termination from employment for any violations of this neutrality provision.
- B. **Union Access.** The Company recognizes the Union's right to communicate with the workers it seeks to organize and the Union recognizes that access must accommodate the Company's concerns with minimizing disruption of business and productivity. The Company shall permit Union representatives access to employer property and facilities for the purpose of communicating with employees about Union representation. Employees will be allowed to distribute literature and distribute and collect authorizations cards.
- C. **Employee/Eligibility List.** Upon the hiring of any non-supervisory and non-management employees who will be engaged in commercial cannabis activities, the Employer shall provide to the Union the names, addresses, telephone numbers and email addresses of all such employees, together with a designation of the work location and department/function of each listed employee, which shall be described with respect to one or more of the following categories: cultivation, manufacture, processing, laboratory, labeling, packaging, storing or warehousing, transporting, distribution, sale, or security/guards.

The Employer shall update this submission regularly and no less often than weekly if requested by the Union. Such list shall be used, and be regarded as a conclusive eligibility list for the purpose of determining whether the Union enjoys a majority of support among the employees, or a subset of such employees appropriate for purposes of collective bargaining as defined herein.

Any disputes regarding eligibility, the eligibility list, or the sufficiency or authenticity of the Union's showing of interest shall be determined by the neutral third party appointed to ascertain the sufficiency of the Union's showing of interest.

- D. **No Lockout:** The employer may not engage in a lockout

3. Obligations of the Union

- A. **Union Neutrality.** The Union agrees to communicate with employees in a positive manner and shall not denigrate the Company, its managers, supervisors, agents or representatives. The Union shall not present or portray the Employer in a bad light to employees or to the public.

- B. **Non-disruption of business operations.** The Union's activities shall not disrupt or interfere with the Employer's operations or business.
- C. **No Strike.** The union and any employees it represents will not engage in or encourage any strikes, slowdowns, picketing or other concerted activity. The union will not engage in any hand-billing directed at the public except insofar as the parties agree in advance that such hand-billing is appropriate and not a breach of this agreement.
- D. **Assignment of Local Union.** The respective Joint Council which has the geographic jurisdiction shall assign

4. Recognition and Representation

- A. **Bargaining Unit.** The Employer shall recognize the Union upon the presentation of a confirmed showing of majority support, consisting of signed authorization cards of a majority of employees in a unit appropriate for collective bargaining. An appropriate unit may comprise of one or more of the following as designated by the Union upon its presentation of majority support:
 - (1) all employees employed by the employer under a single License;
 - (2) all employees employed at a single location ;
 - (3) all employees employed within a particular classification at a particular location;
 - (4) all employees engaged in commercial cannabis activities.(A unit shall not include supervisors, management, or confidential employees. The Employer shall recognize the Union with respect to guards/security personnel.)
- B. **Recognition and Majority Interest.** When the Union has received signed authorization cards from a majority of employees in the unit, the Union will notify the Employer in writing and request recognition. Within five (5) days of such notification, the parties shall designate a neutral, disinterested third party to oversee the recognition process. Absent agreement on a neutral third party, the parties shall request the State Mediation and Conciliation Service to provide a neutral third party. The Union will present the authorization cards to the neutral third party for inspection and verification. Any authorization card which is dated more than one year prior to the date of the count by the neutral third party shall be considered stale and not counted. The neutral third party shall issue his/her written verification which shall also define the bargaining unit upon which the Employer shall recognize the Union as the exclusive bargaining representative of such employees of such unit(s).
- C. **Costs.** The Employer and the Union agree to equally share in the costs of this verification procedure.

5. Collective Bargaining Obligations

- A. **Commencement and Scope of Bargaining.** Within ten days of the issuance of a verification and concomitant recognition, the parties shall meet and confer in good faith, in person, to negotiate a collective bargaining agreement with respect to any mandatory

subject of bargaining over which either party desires to negotiate, and any permissive subjects over which the parties mutually agree to bargain.

- B. **Obligation to Bargain in Good Faith.** The parties shall meet thereafter no less often than weekly until a contract is reached or until one or the other party invokes the impasse procedure set forth below for the resolution of impasse disputes. The parties shall "TA" any proposals, or parts of proposals, on which they have tentatively agreed.
- C. **Discipline for Just Cause.** Following verification and recognition, the employer shall not discipline an employee represented by the Union without just cause. Disputes over just cause discipline shall be resolved in accordance with the procedure for resolution of disputes.

6. Resolution of Disputes

- A. **Notice of breach.** Should a party determine that the other may be in breach of this agreement, it shall inform the other in writing. The party so informed shall have 24 hours to cease and desist from the practice and/or provide an explanation of its action. In the event the aggrieved party is not satisfied, it shall invoke this dispute resolution procedure as the sole means of resolving the dispute.
- B. **Resolution of Disputes.** Any and all disputes regarding the interpretation, application or compliance with this Agreement shall be subject to binding arbitration, with the sole exception being injunctive relief sought for the purpose of maintaining the *status quo* pending the resolution of the particular dispute under this procedure.

Should a dispute arise, either party may request a panel of seven (7) arbitrators from the Federal Mediation and Conciliation Service ("FMCS"). Arbitrators on the FMCS Panel must be members of the National Academy of Arbitrators from Northern California. The parties shall alternately strike from the FMCS Panel. The selected arbitrator shall provide dates and the parties shall agree on a date that is no longer than sixty days following the date on which they have selected the arbitrator. If he or she is unable to offer dates within such sixty day period, the jurisdiction to hear the dispute shall be offered to each arbitrator on the FMCS Panel in the reverse order that they were struck by the parties.

At the conclusion of the hearing, the parties may submit oral argument, but neither party shall submit any written briefs. A final written decision may be issued by the arbitrator at the conclusion of the hearing or within three days of the close of the hearing. The parties shall request the arbitrator who first hears a dispute under this provision to accept designation as a permanent arbitrator if s/he is willing to continue to hear and resolve disputes on an expedited basis.

- C. **Exceptional Remedies for Willful Breach.** In the event the Arbitrator finds a party has willfully breached this agreement, s/he shall impose the following remedies as appropriate to fully remedy the breach: Injunctive relief; award of attorney's fees and arbitration costs; extension of the term of this agreement; foreseeable, reliance, consequential or actual damages; specific performance; and liquidated damages in an amount of no less than \$5,000. In the event a prevailing party must proceed to a court of

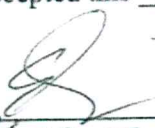
law to confirm and/or enforce an award issued under this agreement, the losing party shall be liable for payment of reasonable attorneys' fees and costs incurred to enforce and obtain compliance with the award.

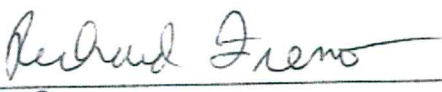
D. **Resolution of Bargaining Impasse.** In the event the parties reach an impasse with respect to their collective bargaining obligations, the parties shall engage the arbitrator, or another arbitrator selected in accordance with the procedures above, to resolve any outstanding contract terms. The parties shall provide a list of terms to which they have tentatively agreed, and a list of outstanding items including the party's last best and final offer. The arbitrator may hear presentations of the parties with respect to the outstanding issues, request statements, convene fact-finding, or otherwise obtain information regarding industry practice or standards pertinent to resolving the outstanding issues. The arbitrator shall then issue a written resolution in the form of contract provisions which shall resolve each outstanding issue in addition to the terms that were tentatively agreed to. The parties shall execute a collective bargaining agreement containing such terms which shall be effective from the date on which the arbitrator renders his/her decision and continuing for a period of one year thereafter. To the extent the terms cannot be immediately put into effect, they shall be put into effect as soon as practical and retroactive to the date of the issuance of the decision or ratification by the affected membership if so required by the Union's constitution or bylaws. The terms determined by the arbitrator shall remain in effect for one year, and continue thereafter unless reopened by either party upon sixty days advance written notice from the anniversary date of the date of the issuance of the order.

7. **Severability.** To the extent one or more terms of this agreement are determined to be invalid by a court of law or by a final decision of an administrative agency that is appealable only to a court of law, the remaining provisions shall be unaffected and shall remain in force and effect.

8. **Warranty of Authority.** The parties warrant that their respective representatives who have executed this agreement have full authority to bind and obligate the parties to the terms set forth herein.

Agreed and accepted this 21 date of November 2017

By: 
Name: ESTHER J. LOPEZ
Title:
For Employer: Aunty Honey


By: 
Name: Richard Ferris
Title: Trustee
For the Union



Commercial Cannabis Permit Program

Declaration of Non-Discrimination

Applicant certifies that it shall comply with all applicable federal, state, and local laws, rules, and regulations in regard to nondiscrimination in employment because of race, color, ancestry, national origin, religion, sex, marital status, age, medical condition, pregnancy, disability, sexual orientation, or other prohibited basis.



Applicant Signature

01-09-18

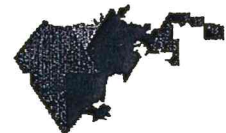
Date

ESTHER J LOPEZ

Applicant Name (please print)

Auntys Honeyys

Applicant company (if applicable)



AUNTY HONEYS NONDISCRIMINATION/ANTI-HARASSMENT POLICY AND COMPLAINT PROCEDURE

Objective

Aunty Honeys is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Aunty Honeys expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Aunty Honeys has developed this policy to ensure that all its employees can work in an environment free from unlawful harassment, discrimination and retaliation. Aunty Honeys will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any employee who has questions or concerns about these policies should talk with any members of upper management.

These policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion to avoid allegations of harassment. The law and the policies of Aunty Honeys prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

Equal employment opportunity

It is the policy of Aunty Honeys to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law. Aunty Honeys prohibits any such discrimination or harassment.

Retaliation

Aunty Honeys encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Aunty Honeys to promptly and thoroughly investigate such reports. Aunty Honeys prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

Sexual harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, "sexual harassment" is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual

advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment: a) quid pro quo and b) hostile work environment. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work environment, b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites or other means.

Individuals and Conduct Covered

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or by someone not directly connected to Aunty Honeys (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Reporting an Incident of Harassment, Discrimination or Retaliation

Aunty Honeys encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with their immediate supervisor, any member of upper management. See the complaint procedure described below.

In addition, Aunty Honeys encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and to request that it be discontinued. Often this action alone will resolve the problem. Aunty Honeys recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

Complaint Procedure

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, or any member of upper management.

Aunty Honeys encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Aunty Honeys will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling or disciplinary action such as a warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as Aunty Honeys believes appropriate under the circumstances.

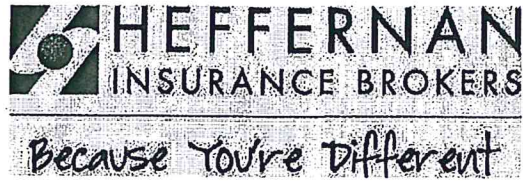
If a party to a complaint does not agree with its resolution, that party may appeal to Aunty Honeys executive director or the chief executive officer. False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

ESTHER J. LOPEZ
(Print Name of Company Official)

CEO
(Title)


(Signature of Company Official)

Jan 5, 2018
(Date)



December 18, 2017

RE: Greams Enterprises, Inc | Letter of Intent

To Whom It May Concern;

This letter is confirmation that Greams Enterprises, Inc has contacted us, and filled out the necessary applications to obtain workers' compensation for their operation doing business in CA as "Aunty Honeys". We are currently working with our carrier partners to complete the underwriting process and expect to have a quotation for coverage shortly. Thank you for your time in reviewing this matter.

Please feel free to call me with any questions at (415) 808-1368

Sincerely,

A handwritten signature in black ink that reads "Marshall Nehring".

Marshall Nehring

Producer, Heffernan Insurance Brokers



HEFFERNAN INSURANCE BROKERS
A Member of the Heffernan Group



Cannabis Industry Workers' Compensation Application

Legal Business Name: Greems Enterprises INC FEIN # (Tax ID): 82-1357462

DBA(s): Aunty Honeys Years in Business: 2017

Summary of Operations: Retail Cannabis
1164 W. Tennyson Road Hayward, CA 94544 (mailing address)
We are currently applying for a Permit and we are required to show a letter of intent.

Employee Breakdown (Current):

Full Time	Part Time	Seasonal	Volunteer	Leased

Employee Breakdown (2018 Expected):

Full Time	Part Time	Seasonal	Volunteer	Leased
6	2			

Payroll/Premium Breakdown:

	2018 Projected	2017-18 (if any)	2016-17 (if any)	2015-16 (if any)
Class/Payroll	8017/420,000.00	8017/28,000		
Class/Payroll	8810/100,000	8810/20,000		
Class/Payroll				
Class/Payroll				
Premium				

Ownership Breakdown:

Your Entity's Ownership		
Name	Title	% Ownership
Esther J. Lopez	CEO	100%
List Your % Ownership In Any Related Business:		
List Any Other Entities with Ownership In Your Business:		

AUNTY HONEYS COMMERCIAL CANNABIS RETAIL APPLICATION COMMUNITY BENEFITS PROPOSAL

COMMUNITY VISION

Aunty Honeys' CEO, Esther Lopez, has a vision of a dispensary that Hayward residents are proud to call their own. As a Hayward native and business owner for over 22 years, Ms. Lopez is deeply committed to the community and strives to craft a space that will contribute to elevating her community. As detailed in the sections below, Ms. Lopez intends to build the dispensary in much the same way she has shaped her existing real estate and tax services: a hub for community-building, a vessel for caring for vulnerable populations, and a skill-building opportunity for the local workforce. With the support of a leadership team who shares roots in Hayward and the Bay Area, Ms. Lopez will also specifically focus on health education and prevention strategies, economic benefits to the City, alignment with City of Hayward strategic initiatives, neighborhood benefits and improvements, and community outreach and support. Because of Aunty Honeys' close integration with the community, the dispensary will adapt quickly to changing needs by the community and the City of Hayward.

The implementation of this vision will be grounded in the leadership team's deep roots in the Hayward community. The desire to benefit the community is at the core of Ms. Lopez's reason for starting this business. Under her leadership, Aunty Honeys will go beyond an abstract laundry list of promises or simply hiring a Community Liaison. Aunty Honeys will be an integral, long-term partner in the community.

In creating this Community Benefits Plan, Aunty Honeys has focused on a realistic account of its strengths and limitations. Aunty Honeys does not believe that any dispensary, or the sum total of many cannabis businesses, or the financial resources they collectively generate, can solve all of the challenges in the community. In light of that, rather than seek to solve everything, Aunty Honeys' goal is to deliver specific and targeted benefits that will address Hayward's most important needs and take advantage of the strengths of the Aunty Honeys team.

HEALTH EDUCATION AND PREVENTION STRATEGIES

Establishing a dispensary in Hayward in 2018 provides Aunty Honeys with a unique opportunity to contribute to health education and substance abuse prevention. With medical cannabis authorized by California voters in 1996, local residents have had over two decades to become familiar with the idea of medical cannabis. However, a lot of misinformation remains. With the emerging state regulations and opportunities for licensed entities to provide both medical and adult-use products and services, Aunty Honeys will be able to provide resources with respect to cannabis and its medical properties to a broader audience. Aunty Honeys will complement these resources with educational materials and contact information for services available to Hayward residents, such as access to medical and dental resources at the Firehouse Center and information about services provided by Tiburcio Vasquez Health Center (whose core mission is to provide multicultural services, including mental health and chronic disease education, as well as bilingual services).

Aunty Honeys also recognizes that Downtown Hayward, where the proposed dispensary will

likely be located, has had an increase in drug addiction in recent years. Aunty Honeys takes its responsibility as a cannabis retailer seriously, and plans to take a proactive approach to ensure that the dispensary does not contribute to the challenges in this area. With licensed medical professionals on its leadership and operational team, Aunty Honey will develop policies and procedures that will enable all staff members to provide respectful and effective services to persons who may need substance abuse counseling.

Aunty Honeys has identified specific and appropriate counselors who it will be able to refer customers to. The first of these counselors, Stephanie Vizcaino, runs Women on the Way Recovery Center in the Bay Area, a licensed California Drug and Alcohol nonprofit organization that provides a safe and loving home where women can regain their health, mental stability and dignity through a program of recovery and education. Aunty Honeys will also refer customers and patients to Angela De La Cruz, who is an alcohol and drug counselor and case manager for methadone maintenance and 21-day detox programs. Both Ms. De La Cruz and Ms. Vizcaino are Hayward locals and grew up in the Tennyson Corridor. Additionally, Ms. De La Cruz and Ms. Vizcaino will act as patient care and community benefit advisors and will support Aunty Honeys in creating and offering educational programs related to substance abuse and adverse events to staff, patients, and customers.

In addition, Aunty Honeys will provide educational resources about Project Eden, a local program offering services for substance abuse prevention, intervention, and treatment including for youth and families. Aunty Honeys will also share materials about the Hayward Coalition for Healthy Youth, another program dedicated to minimizing substance abuse and improving overall health of local youth. This topic is a passion for CEO Esther Lopez, who grew up in Hayward: she and her friends and cousins enjoyed La Vista skating rink, Holiday Bowl, and the Red Devil BMX track in neighboring Union City. Looking around today, Ms. Lopez sees a lack of outdoor activities and social opportunities for youth to develop skills. Aunty Honeys will therefore support programs offered by the above groups through direct financial contributions and through staff volunteer programs, in addition to other groups offering youth-oriented programs, such as Eden Area Youth Group or the employment training offered by Elevating Soulciety. With several members of the Aunty Honeys' team having seen first-hand the difficulties that youth and substance abuse can result in, this cause is one that the team passionately cares about dedicating time to.

Aunty Honeys will also develop an educational series with guest speakers. The intention is to host a quarterly event with topics covering substance abuse prevention, teen pregnancy, HIV and STDs, career opportunities, and financial basics including the importance of savings and credit history.

ECONOMIC BENEFITS

In addition to the local employment opportunities described above, Aunty Honeys will become a significant contributor to the local economy. With the conservative estimates used in Aunty Honeys' financial pro forma (included in the Business Plan and Operation section), the dispensary would contribute \$400,000 to the City directly from taxes. In addition to this, with CEO Esther Lopez and her team already embedded in the local community, they have the

network in place to hire local, train local, and support local. Anticipated payroll, largely returning to Hayward natives, is over \$500,000 per year. Contracts with local vendors will also be significant, with \$80,000 per year on security alone.

As an independent business with a demonstrated emphasis on local economic development, Aunty Honeys will have a multiplier effect on the local economy. First, as described above, Aunty Honeys will have a direct impact through hiring local employees and working with local businesses, as well as required spending, such as purchasing inventory, utilities, and equipment. Second, these expenditures themselves lead to an indirect impact by recirculating throughout the local economy, causing additional business-to-business spending. Third, Aunty Honeys contributes to induced impact, or additional consumer spending, as employees, business owners, and others spend their additional income in the local economy. A conservative estimate of the multiplier effect on the local economy is 1.5 times the direct expenses—a higher multiplier than typically seen with franchise-style businesses headquartered in other areas. With this multiplier effect, Aunty Honeys would contribute approximately \$1.8 million to the local economy, in addition to the tax revenue for the City of Hayward.

Above and beyond these economic benefits through regular business activities, Aunty Honeys plans to dedicate five percent of net profits—above and beyond the taxes paid to the City—for contributions towards City of Hayward funding priorities or initiatives that contribute to those priorities.

Local Employment

Aunty Honeys is committed to implementing a business model that supports the local community while maintaining sustainable revenue. As such, the Applicant has developed a hiring plan that ensures its operations prioritize the hiring of locally-based applicants for employment. Aunty Honeys intends to participate in local recruiting efforts, including but not limited to events held by the City of Hayward and local Employment Development Department office. The Labor and Employment Practices plan describes local hiring in more detail.

Further, Aunty Honeys commits to providing opportunities for growth in management and leadership. With the talented leadership team CEO Esther Lopez has brought together, Aunty Honeys will provide mentorship opportunities for talented individuals from the City of Hayward who are capable and ready to advance in their careers. Ms. Lopez has already identified some of these individuals as part of the proposed team, as discussed in the Business Plan.

ALIGNMENT WITH CITY OF HAYWARD STRATEGIC INITIATIVES

Aunty Honeys is fully supportive of the City of Hayward priorities (safe, clean, green, and thrive), as well as its strategic initiatives.

Tennyson Corridor Strategic Initiative

With CEO Esther Lopez's other business (The Business Center) located on the Tennyson Corridor, Ms. Lopez has seen firsthand the need for improvements in the Tennyson Corridor Strategic Initiative, especially with the mental health and homeless issues plaguing the population. To that end, Aunty Honeys anticipates contributing \$50,000 to Hayward community

outreach programs, such as the Downtown Streets Team's expansion into the Tennyson Corridor. This innovative group works to help people transition into housing while simultaneously strengthening the business community. This will contribute to the Tennyson Corridor Strategic Initiative's Goal 5: *Increase Community Resiliency*, leading to: an increased awareness of and access to City Services, in particular to the medical and dental services at Firehouse Clinic; increase resident emergency preparedness, by increasing their stability and reducing vulnerability; and facilitate economic development and growth opportunities, by implementing the Downtown Streets Team's innovative approaches.

In addition, in support of Goal 1: *Create a Community Vision for the Corridor*, Aunty Honeys plans to offer the City targeted funding that could be used to finance urban planning, streetscape improvements, and infrastructure investment.

Aunty Honeys will finalize a location in the area designated for cannabis business activities by the City of Hayward and the State of California. Commercial cannabis retail is not allowed in the Tennyson Corridor, so improvements to the selected location will not directly contribute to the goals of this Strategic Initiative. However, much of the vision that CEO Esther Lopez has will bring improvements similar to the Strategic Initiative to the neighborhood of the facility:

1. In the spirit of Goal 2: *Increase Pedestrian and Bicyclist Safety*, as detailed in the Safety and Security Plan, Aunty Honeys will install lighting around the facility exterior for security purposes, with the benefit of providing a safer environment for pedestrians and cyclists (identified by the City as Objective 4). Aunty Honeys would also welcome the opportunity to collaborate with the City to further improve safety measures for the surrounding community (Objective 3), such as through training of the dispensary's on-site security personnel. As described in the Environmental Plan, Aunty Honeys also intends to expand the availability of bike racks.
2. In the spirit of Goal 3: *Improve Community Appearance*, Aunty Honeys is strongly committed to doing its part to beautify the area. CEO Esther Lopez is a proud Hayward resident, and will establish a dispensary that her community can take pride in as well. Once a final location is selected, Aunty Honeys will develop a detailed landscaping plan, and will immediately begin to maintain the surrounding area, including trash and graffiti cleanup.
3. In the spirit of Goal 4: *Foster a Cohesive Sense of Place*, Aunty Honeys plans to commission a mural to beautify the exterior of the space while maintaining or improving the neighborhood character, described more in Neighborhood Improvements below.
4. In the spirit of Goal 5: *Increase Community Resiliency*, Aunty Honeys plans to improve access to services needed by the community. As discussed in the section below on Vulnerable Populations, this will include referrals to the Firehouse Clinic with medical and dental services, as well as a particular focus on facilitating services for the homeless and individuals with mental health issues.

Complete Communities and Complete Streets

Aunty Honeys also supports the Complete Communities and Complete Streets strategic initiatives, and will primarily support these through tax payments and active participation in conversations with the City of Hayward. However, as a woman-led, woman-owned, woman-financed organization with a significant number of multi-cultural team members, Aunty Honeys also contributes to the diversity valued in Complete Communities Goal 1: *Improve Quality of Life for Residents, Business Owners, and Community Members in All Hayward Neighborhoods*. Aunty Honeys' robust Security Plan and embedded knowledge of the community will also contribute to this goal's objective of increasing neighborhood safety.

Hayward 2040 General Plan

Aunty Honeys is supportive of the Hayward 2040 General Plan. By seeking to identify and adapt an existing property in Downtown Hayward, the project is in support of LU-5.6 Adaptive Reuse, Renovation or Redevelopment. As a dispensary, Aunty Honeys would be a new commercial business, in line with ED-1.11 Local Serving Retail, encouraging local spending within Hayward. The cannabis industry is also one of the fastest growing sectors in the nation, supporting ED-3.2 Fast Growing Industries. As a locally-owned entity, Aunty Honeys is best positioned to reinvest in and expand Hayward's new foray into this industry (as described in the Economic Benefits section above). Finally, through partnerships and referrals for vulnerable populations, as well as financial contributions, Aunty Honeys will facilitate the ability of existing health care facilities (particularly mental health and substance abuse facilities) to meet the needs of residents, in accordance with HLQ-4.1 Adequate Health Care Facilities.

NEIGHBORHOOD BENEFITS AND IMPROVEMENTS

Aunty Honeys is committed to contributing to the quality of the surrounding neighborhood and becoming an institution that the neighborhood is proud to include in the community. Aunty Honeys will maintain a clean and attractive exterior, clean any litter or dumping that accumulates outside the dispensary, and remove any graffiti on the building within 48 hours.

Additionally, Aunty Honeys plans to commission a mural. The proposed artist is Norman Chuck (aka Vogue), a Bay Area local who recently completed a mural honoring those lost in the Oakland Ghost Ship fire. He is an American graffiti artist, calligraphist, illustrator and graphic designer best known for his photorealistic "Spraycan Art" and Murals. The subject for the mural will be carefully considered to best reflect the community's character, with input from local residents and business owners.

Community-Building

Much of the Aunty Honeys team grew up in Hayward, many graduating from Tennyson High and continuing to work in the community in the years since. CEO Esther Lopez is one of these native Hayward residents, and has contacts with 5,000 clients of her current real estate and tax services business, in addition to small business connections formed through events held by the City of Hayward. As a result, Aunty Honeys has a rich network of contacts in the neighborhood. Aunty Honeys will capitalize on this by hiring local employees, securing local vendors (like the Fremont-based OnView security company who already has a letter of commitment with Aunty Honeys), and offering community message boards within the dispensary. As an owner who is

present and engaged in the Hayward community, Ms. Lopez will continue to enrich this element of the dispensary in the years to come.

Ms. Lopez also intends to build on the model of community-building that has proven successful at The Business Center, another Hayward business where she is the CEO. In that space, Esther has created a culture of trust that means her clients reach out to her not only for the services listed on her business cards, but also when any other problems arise. The Business Center has become a vibrant hub of connectivity as Ms. Lopez and others working in the space help solve a variety of problems for their clients, often by referring those clients to other local businesses.

Vulnerable Populations

As a proud local and business owner, CEO Esther Lopez has a history of providing leadership in the support of vulnerable populations and is excited about the prospect of expanding that support through the opportunities provided by opening a dispensary. She currently provides free tax services to senior citizens and veterans, and envisions Aunty Honeys expanding on that support. The dispensary will seek both medical and adult use permits from the state, and will develop programs to support vulnerable patients (including seniors, veterans, those qualifying for SSI, or requesting based on unique circumstances) with needed medication through 20% discount, free provision, or other program allowed under state regulations.

As a business owner currently located in the Tennyson Corridor, Ms. Lopez has also seen the need for support systems for the homeless, for individuals with mental health issues, and for patients in residential rehabilitation facilities. Ms. Lopez regularly finds men and women sleeping under the awning of The Business Center and has spoken directly with them to determine their most immediate needs. She believes there is a clear need to allocate additional resources towards beds, hot meals, job assistance, and access to mental health services. Under her vision, Aunty Honeys will support Hayward community outreach programs, such as the Downtown Streets Team that helps restore the lives of the homeless in their expansion to the Tennyson Corridor. Aunty Honeys would also like to contribute to resolving root causes and will refer willing individuals to counselors specializing in mental health, domestic violence, drug abuse, and rehabilitation placement.

CEO Esther Lopez has brought Monica Feder onboard as a Patient Relations Manager, the same position she has held for 13 years at Bay Valley Medical, a hospital located in the Tennyson Corridor. This experience gives Mrs. Feder significant insight into the challenges facing the vulnerable populations in the area. She will help Aunty Honeys' staff respond respectfully and appropriately when encountering members of these groups in the dispensary, and will provide insight into the implementation of the Community Benefits Proposal.

The Aunty Honeys leadership has worked to identify pressing needs in Downtown Hayward that the dispensary can support through provision of services or referrals. In addition to referrals to substance abuse counselors as described in the Health Education section above, Aunty Honeys will look for opportunities to fund and partner with community organizations that support breast cancer screenings, free dental hygiene services, free STD testing, and counseling services. These priorities reflect the needs that Aunty Honeys' leadership team has identified as most critical in

the Hayward community. In addition, Aunty Honeys will also provide monthly opportunities for free dental cleaning for anyone who signs up at the dispensary. CEO Esther Lopez has already spoken with dental hygienists local to Hayward who are interested in collaborating to provide this service. CEO Lopez plans to seek partnership opportunities for this program with the Firehouse Clinic or other community-based organizations. Aunty Honeys will also offer HIV and Hepatitis C testing, with the frequency of those services based on demand. This testing would be in partnership with the Tiburcio Vasquez Health Center or other similar groups.

In recent years, the City of Hayward has experienced substantial challenges with homelessness, mental health issues, and drug addiction. To help address these challenges, Aunty Honeys plans to collaborate with Women on the Way, a holistic women's recovery program that is already carrying out important work to address substance abuse and housing insecurity among vulnerable individuals in the community.

COMMUNITY OUTREACH AND SUPPORT

Community is the foundation of Aunty Honeys' approach. CEO Esther Lopez will work closely with the designated Community Relations Manager, Marcella James, to implement a proactive approach for working with local stakeholders. Ms. Lopez is already well-connected with the City of Hayward business community, as she operates The Business Center on the Tennyson Corridor and regularly attends meetings the City of Hayward hosts for local business owners. In that role she is already engaging with business owners and Hayward residents, explaining her vision for Aunty Honeys.

Once Aunty Honeys secures a location for the proposed dispensary, Ms. Lopez and Ms. James will implement an outreach plan to open a dialogue with the surrounding community. At a minimum, this will include providing businesses and residents within a 1000 ft radius of the dispensary with fliers containing an explanation of the proposed dispensary and contact information for Ms. James. Ms. Lopez and Ms. James will also identify business organizations and community groups that represent the neighborhood, and seek to arrange presentations during which Aunty Honeys will explain the project, listen to concerns, and propose ways to address community worries. Ms. Lopez and Ms. James will also approach members of the Hayward City Council to discuss and address concerns.

As required by the RFP process, Aunty Honeys will also prepare for the public hearing required under Hayward Municipal Code Chapter 10 (Zoning). This may include preparing handout materials addressing common concerns such as substance abuse prevention, safety and security, preventing youth access, odor control, and public consumption.

All current materials will be available on-site for patrons of the dispensary.

Community Outreach and Support Designee Contact Info:

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