

# Business Plan

990 B. Street Hayward, CA 94541



**990** LOUNGE



CONTENTS

Opening Letter	P.3
Opportunity and solution	P.4
Operations and logistics	P.5
Menu design	P.6 – 8
Garbage detail	P.9
Security Plan	P.10 – 22
Aerial Map	P.23
Street Elevation images	P.24 – 26
Floor plan and elevation plans	P.27 – 30
Exterior Renderings	P.31 – 33
Signage spec	P.34
Exterior Finishes	P.35 – 36
Interior Finishes	P.37 – 38

**To: City of Hayward  
Planning Department  
Marcus Martinez, Assistant Planner**

**From: Vic Gill & Jay Baltazar  
VGJB Inc.**

**RE: Proposed Business for 990 B  
Street, Hayward, CA**

VGJB Inc. proposes to establish a new business in the City of Hayward, California that specializes in hosting curated events in an upscale ultra-lounge setting. We are aiming to transform the corner suite of 990 B Street into a luxurious bar and lounge containing live music, various beverages & cocktails, and communal space for networking and socializing.

This application seeks approval for a Conditional Use Permit to allow the sale of beer, wine, and distilled spirits for on-site consumption. The following information outlines a description of the business, including operations, logistics, and proposed floor plan.

Thank you in advance for considering our proposal, and we hope to contribute to the network of small businesses that exist in Hayward. We'll be happy to provide further information on request.

Sincerely,

Vic Gill & Jay Baltazar  
VGJB Inc.

The 990 Lounge  
990 B Street, Hayward, CA

## **EXECUTIVE SUMMARY**

### **Opportunity**

There are a lack of options for people in the City of Hayward to engage in nightlife and entertainment when compared to cities such as Oakland, San Francisco, and San Jose. This results in residents and visitors traveling out of Hayward, which leads to a lost in revenue for the City. The area containing B Street in Hayward offers many opportunities to create a vibrant destination for dining, retail, and entertainment, but due to the amount of vacant spaces it falls short.

### **Solution**

VGJB Networks is proposing to open a high-end bar and lounge in the city of Hayward to fill the need for upscale entertainment, to provide more options for consumers, and to add to the cultural vibrancy of the City.

## Operations & Logistics

The 990 Lounge is committed to complying with local authorities and law enforcement to make sure we are operating a safe and legal establishment. Along with a great experience, the safety and security of our guests is our top priority. Since this would be a bar and lounge, proper guidelines will be in place to ensure that our guests are of legal age before entering.

No persons under the age of 21 will be allowed to enter the premises. Security and staff will check legal identification cards/licenses before serving alcohol. From 9pm–1:30am security will mark guests hands with a wristband or stamp to signify that guests are of legal age for alcohol consumption.

Amplified music will be played through an in-house sound system for guests to enjoy. Acoustic treatments to the space will be used to make sure that the sound does not disrupt, bother, or interfere neighboring businesses or residential areas.

The following bullet points outline additional information about operations and logistics.

### Licenses Needed for Operation

- Hayward Business License
- State Board of Equalization Seller's Permit
- Conditional Use Permit
- Alcoholic Beverage Control (ABC) License
- Cabaret License for DJ and Live Music

Anticipated "Open for Business" Date:

- August 1, 2018

### 990 Lounge Staffing

- General Manager
- Security Manager
- 2-4 Bartenders\*
- 2-4 Bar Backs/Bussers\*
- 4-6 Licensed Security Guards\*
- 2-4 Waiter/Waitress\*
- Contracted DJ/Musician
- \*Dependent on low or high volume of customers

### Tenant Space

- Address: 990 B Street, Hayward, CA 94541
- Size: Approximately 2,363 square feet
- Seating: 50-75 People depending on configuration
- Max Occupancy: 89 People

### Amenities

- Full Service Bar
- Serving cocktails, beer on tap, bottled beer, wine, distilled spirits
- Light refreshments/snacks
- 2 Bathrooms in compliance with ADA code
- Seating areas and walkways compliant with ADA code
- Dance Floor
- Designated VIP seating
- DJ/Live Band
- No entrance/cover fees
- Parking Lot located behind the building



## 990 LOUNGE

### COCKTAILS

HAYWARD MULE - HANGAR 1 VODKA, GINGER BEER, FRESH LIME JUICE

OLD FASHION - WHISKEY, BITTERS, ORANGE

SAZERAC - BRANDY, FRESH LEMON JUICE

THE LAST WORD - GIN, FRESH LIME JUICE, MARASCHINO LIQUEUR AND GREEN CHARTREUSE

NEGRONI - GIN, CAMPARI, VERMOUTH

PEAR MOJITO - RUM, FRESH LIME JUICE, PEAR PUREE, MINT LEAVES, CLUB SODA

THE SIDECAR - HENNESSY, COINTREAU, FRESH LIME JUICE

MARGARITA - TEQUILA, COINTREAU, FRESH LIME JUICE

THE LOVE POTION - PROSECO, FRESH BERRIES

GIMLET - GIN, FRESH LIME JUICE

### BEERS ON TAP

21ST AMENDMENT HELL OR HIGH WATERMELON

ALAMEDA'S IPA

LAUGHING MONK 3RD ST. PALE ALE

GREAT WHITE ALE

ASSORTED CRAFT BOTTLED BEERS

KOMBUCHA BEER

HOUSE MADE SANGRIA'S

BLOODY MARY BAR

MIMOSA'S

### FOUNTAIN DRINKS

COKE, COKE ZERO, SPRITE

### BAR SNACKS

POPCRON, BAR MIX, KALE CHIPS, AND EDAMAME



990 LOUNGE



990 LOUNGE

COCKTAILS

HAYWARD MILK  
HANGAR 1 VODKA, PROSECCO  
FRESH LIME JUICE

OLD FASHION  
WHISKEY, BITTERS, ORANGE

SAZERAC  
BRANDY, FRESH LEMON JUICE

GIMLET  
GIN, FRESH LIME JUICE

THE LAST WORD  
GIN, FRESH LIME JUICE, MARASCHINO, LOUVER  
AND GREEN CHARTREUSE

NEGRONI  
GIN, CAMPARI, VERMOUTH

PEAR MOJITO  
RUM, FRESH LIME JUICE, PEAR PUREE,  
MINT LEAVES, CILantro SODA

THE SIDECAR  
HENNESSY, COGNAC, FRESH LIME JUICE

MARGARITA  
TEQUILA, COGNAC, FRESH LIME JUICE

THE LOVE POTION  
PROSECCO, FRESH BERRIES

BEERS ON TAP

MENT HELL OR HIGH WATERMELON  
ALAMEDA'S IPA  
MONK 3RD ST. PALE ALE  
PAT WHITE ALE  
100% BOTTLED BEERS

DRINKS

SPRITE

KOMBUCHA BEER

HOUSE MADE SANGRIA'S  
BLOODY MARY BAR

MIMOSA'S

SNACKS

POPCORN  
BAR MIX  
KALE CHIPS  
EDAMAME



# 990 LOUNGE

## COCKTAILS

### HAYWARD MULE

HANGAR 1 VODKA, GINGER BEER,  
FRESH LIME JUICE

### OLD FASHION

WHISKEY, BITTERS, ORANGE

### SAZERAC

BRANDY, FRESH LEMON JUICE

### GIMLET

GIN, FRESH LIME JUICE

### THE LAST WORD

GIN, FRESH LIME JUICE, MARASCHINO LIQUEUR  
AND GREEN CHARTREUSE

### NEGRONI

GIN, CAMPARI, VERMOUTH

### PEAR MOJITO

RUM, FRESH LIME JUICE, PEAR PUREE,  
MINT LEAVES, CLUB SODA

### THE SIDECAR

HENNESSY, COINTREAU, FRESH LIME JUICE

### MARGARITA

TEQUILA, COINTREAU, FRESH LIME JUICE

### THE LOVE POTION

PROSECO, FRESH BERRIES

## BEERS ON TAP

21<sup>ST</sup> AMENDMENT HELL OR HIGH WATERMELON

ALAMEDA'S IPA

LAUGHING MONK 3RD ST. PALE ALE

GREAT WHITE ALE

ASSORTED CRAFT BOTTLED BEERS

KOMBUCHA BEER

HOUSE MADE SANGRIA'S

BLOODY MARY BAR

MIMOSA'S

## FOUNTAIN DRINKS

COKE

COKE ZERO

SPRITE

## SNACKS

POPCRON

BAR MIX

KALE CHIPS

EDAMAME

## Menu



# 990 LOUNGE

## COCKTAILS

HAYWARD MULE - HANGAR 1 VODKA, GINGER BEER, FRESH LIME JUICE

OLD FASHION - WHISKEY, BITTERS, ORANGE

SAZERAC - BRANDY, FRESH LEMON JUICE

THE LAST WORD - GIN, FRESH LIME JUICE, MARASCHINO LIQUEUR AND GREEN CHARTREUSE

NEGRONI - GIN, CAMPARI, VERMOUTH

PEAR MOJITO - RUM, FRESH LIME JUICE, PEAR PUREE, MINT LEAVES, CLUB SODA

THE SIDECAR - HENNESSY, COINTREAU, FRESH LIME JUICE

MARGARITA - TEQUILA, COINTREAU, FRESH LIME JUICE

THE LOVE POTION - PROSECO, FRESH BERRIES

GIMLET - GIN, FRESH LIME JUICE

## BEERS ON TAP

21<sup>ST</sup> AMENDMENT HELL OR HIGH WATERMELON

ALAMEDA'S IPA

LAUGHING MONK 3RD ST. PALE ALE

GREAT WHITE ALE

ASSORTED CRAFT BOTTLED BEERS

KOMBUCHA BEER

HOUSE MADE SANGRIA'S

BLOODY MARY BAR

MIMOSA'S

## FOUNTAIN DRINKS

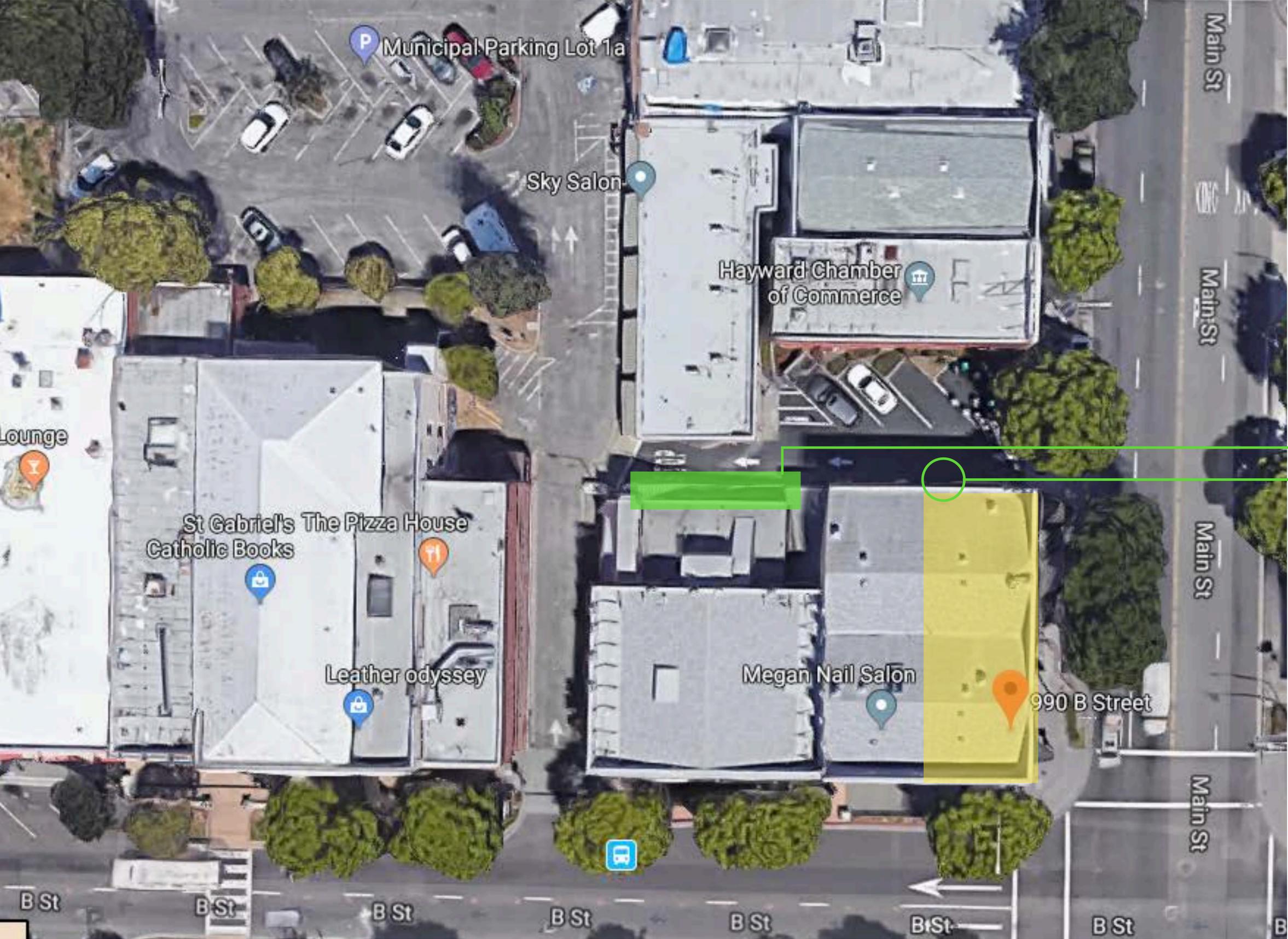
COKE, COKE ZERO, SPRITE

## BAR SNACKS

POPCRON, BAR MIX, KALE CHIPS, AND EDAMAME

## Table tent

# GARBAGE LOCATION



3 yard front loading dumpster  
990 Lounge rear exit door

# SECURITY PLAN

## The Kingdom Group

### James Vierra

201 Spear St. Ste. # 1100

San Francisco, CA 94105

Phone/Fx: 415-295-4711

Cell: 415-999-5911

E-Mail: james@thekingdomgroup.co

Web: [www.thekingdomgroup.co](http://www.thekingdomgroup.co)

PPO#17083

PI Lic#27419

## Introduction

The goal of The Kingdom Group, Inc. is to create security plans that not just meet the basic requirements, but that exceeds City/County/State requirements. We believe that our security plans will ensure that our client will be above the curve when it comes to security, public safety, and decreasing the risk of theft or diversion from their facility. It is of utmost importance to The Kingdom Group, Inc. that our client is operating their facility legally, safely and without disruption to their neighboring businesses and the community they operate in. We encourage our client to get involved as a business and with their employees participating in Community events and projects. We stress the importance of developing a great working relationship with their local Law Enforcement and Community Leaders.

## Hours of Operation

The Proposed hours of operation are in full compliance with the initial request submitted to the city for approval of business hours being conducted.

### Hours of operation

- Monday 12pm–1:30am
- Tuesday 12pm–1:30am
- Wednesday 12pm–1:30am
- Thursday 12pm–1:30am
- Friday 12pm–1:30am
- Saturday 12pm–1:30am
- Sunday 12pm–1:30am
- Happy Hour would run between the hours of 3pm–6pm

## Outdoor Lighting:

1. Exterior lighting shall be white light using LED lamps with full cutoff fixtures to limit glare and light trespass. Color temperature shall be between 2700K and 4100K with a color rendering index of 75 or better and a light loss factor of .95 or better.
2. Broken or damaged exterior lighting shall be repaired or replaced within 48 hours of being noted.

## Security Guards/Agents & Security Manager:

Kingdom Group Protective Services will be providing management oversight and licensed security personnel to ensure the security and safety of both the bar venue and its patrons. TKG is a professional and experienced security firm fully licensed and insured PPO, which allows them to hire both unarmed and armed agents in the State of California, they are also a licensed Private Investigative Company, which allows them to conduct all investigations in the State of California

### **Design Aspects to Reduce Security Risks:**

Every business has security threats. Considering crime prevention practices, both in and around our business, ensures staff and public security. As laid out in this plan, All Lounge 990 employees will receive training to help deter and prevent security threats. The following design aspects within the lounge will aid in identifying, preventing and dealing with security and possible diversion risks:

- Assure visibility without too many obstructions.
- Have a secured safe with a Conex box storage with DVR & Bolt down safe to store cash and high value assets.
- Have a secure refuge area for employees in the case of a violent incident.
- Visible interior and exterior security cameras to deter individuals, while recording suspicious activity and/or incidents.
- Panic buttons that management and employees can easily access to use in the case of an incident and/or emergency.
- Alarms on all entry and exit points, and the secure storage room for excess alcohol not being used behind the bar.
- Medical emergency equipment easily accessible and visibly marked.

### **Section 2: Electronic Security Systems:**

#### **Overview:**

Security is the highest priority as we develop and operate 990 Lounge, all electronic systems will be developed, and built upon, with input from various professionals as the process moves forward. The proposed elements will not only deter any internal or external theft and/or diversion, but also expediently advise our security of any potential burglary and/or robbery attempts. They will also work to ensure any potential suspects can be brought to justice following any such attempts and/or incidents.

Lounge 990 has consulted with a third-party firm for the basic development of the various aspects of this system. This security plan includes a complete package of CCTV video surveillance, motion sensitive burglar alarms, door and window contact alarms, monitored entry, interior, and exterior activity, and fire alarm. All systems will incorporate redundancy in the case of power outages, cord cutting, or any other potential external influence which would normally cause such systems inoperable. These include battery backups for internet servers and security systems, and multiple data storage routes. Lounge 990 will also utilize a secure cloud based back up system. Cloud based servers will be used to back up data in the instance the DVR is damaged and allow for remote viewing by security personnel, law enforcement and management.

#### **Third Party Monitoring:**

This system will be monitored 24 hours a day, seven days a week, by a third-party alarm-monitoring firm. This firm will monitor alarm activations for fire, robbery and burglar-attempted entry. The third-party monitoring will also have an additional backup of all data pertaining to the security system.

**Access Controls:**

990 Lounge will use best business practices as it relates to installing proper locks and breakaway bars for emergencies and to secure the lounge during off hours.

**Video Surveillance:**

Cameras will be directed to:

- Collect visual records of entry and exit of employees and patrons and cash transaction areas in front and behind the serving area.
- Identify any suspicious activity both in and outside the facility.
- Assure proper cash and product handling, as well as record keeping practices.
- Ensure a strong deterrent factor.

The surveillance system will additionally be able to identify after-the-fact. Many video surveillance systems cannot truly identify individuals after an attempted or successful burglary, robbery, or suspicious person incident, due to low quality resolution or ineffective density. Using high density combined with high definition resolution the video surveillance system will be able to make positive identification in such situations.

Surveillance will cover all critical areas of the lounge, as it directly relates to the operations of the lounge and activities. Lounge 990 will assure all surveillance data is secure. The power to the surveillance cameras and DVR(s) will have a battery and/or generator backup able to provide 72 hours of additional power in the case of an accidental or intentional power failure. All surveillance records will be maintained for at least 30 days. Cloud based servers will be used to back up data in the instance the DVR is damaged and allow for remote viewing by security personnel and management. The DVR and backup unit will be in the Secure Storage Room, in a two-hour rated locking fire safe container, preventing both theft and accidental destruction in the case of fire or another emergency.

**Motion Sensors:**

Electronic alarm system will include the installation of motion sensors per the awarded contractor and monitoring company. These sensors will detect any movement in specific areas of the facility, which from closing to opening the next day. These devices ensure that if an intruder manages to get into the lounge through a breached entry, such as a hole cut through a wall, the intruder will still be immediately detected.

Motion sensors will be wired to the remote backup systems. If power is turned off to main facility, motion sensors will continue to operate and sound the alarm in the instance of an intrusion.

**Window and Door Monitoring Devices:**

All operable windows and doors shall be protected by magnetic contacts and vibration sensing devices. Magnetic contacts trigger the alarm whenever the sensor detects a window or door has been opened. Vibration sensors trigger the alarm system in the event the sensor detects a significant vibration, such as the action of attempting to break and/or open a window or kick a door. These alarms are especially effective, as they can identify attempted intrusion before the facility has been compromised.

### Security Maintenance, Audit, and Tests:

A complete security audit shall be carried out on a quarterly basis. The security audits will check all the policies and procedures and check to make sure all protocol is being followed by all staff.

Included in the quarterly security audit will be a complete test of security systems.

The security system test will include the following actions:

- Testing overall system integrity
- Ensuring system is communicating correctly with monitoring station.
- Checking integrity of back up systems to ensure sufficient charge rate in case of power failure.
- Checking to ensure all sirens, cameras and motion sensors are working correctly.
- Evaluate placement of cameras and motion sensors.
- Ensure panic buttons and internal communications work properly.

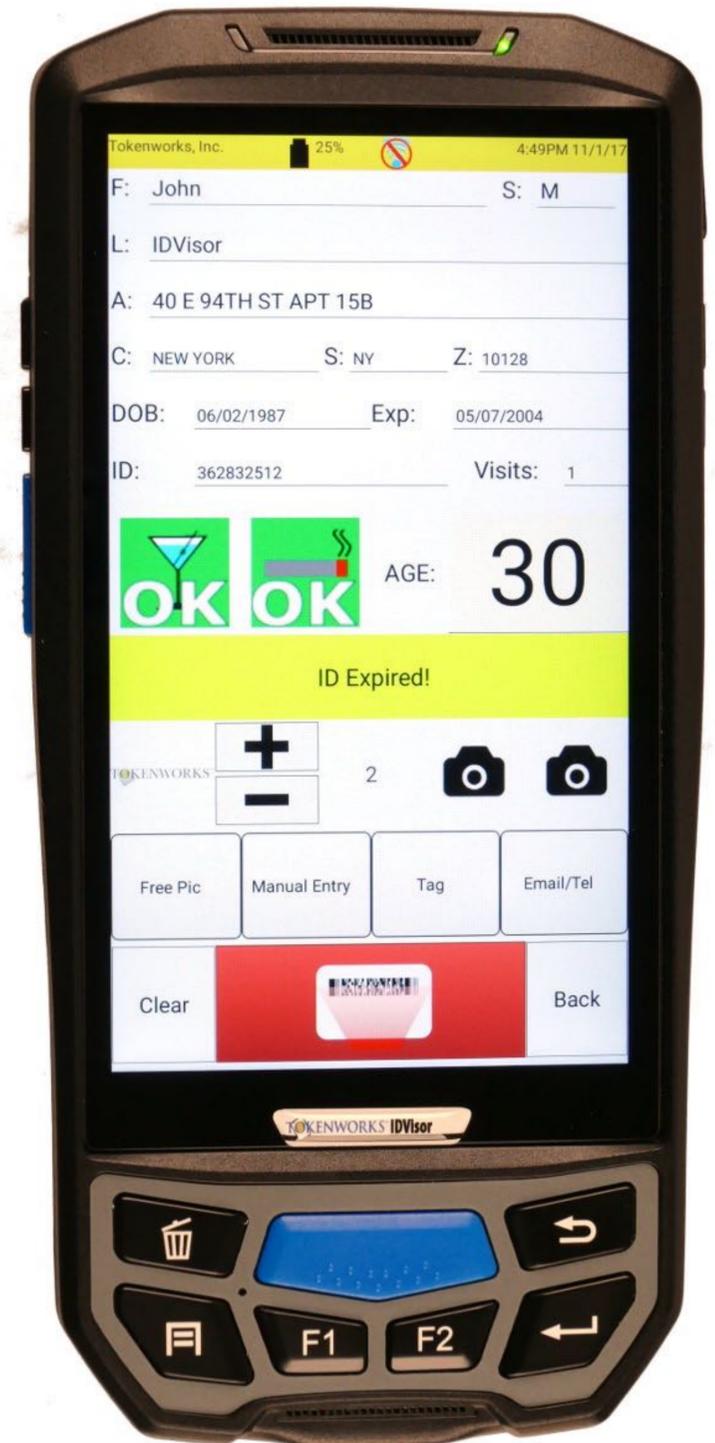
As part of the quarterly security audit, the audit will gather information relevant to our security program, including:

- Review of any incidents at facility.
- Evaluation of policies and procedures.
- Evaluation of employee's adherence to protocol.
- Safety and security feedback filled out by all employees.
- Group discussions to expand on raised issues.

The information gained during the audits will be used to put together a comprehensive report on the effectiveness of our security program. That report shall also contain a plan on how overall security can be improved.

### Section 3: State Legal Compliance:

Most importantly, no persons shall be allowed in the lounge unless they show proper and valid identification for proof of age to be at least 21 years or older. To enhance and enforce the accuracy of age verification will be a two-part process. When security agents are on site for special events and selected operating business hours we will be using the IDvisor Smart Plus. This device is 100% accurate and will determine if the ID is valid and presents the user with immediate verification of the persons age. When security is not present this device will be assigned to the bar keep who will validate all persons requesting alcoholic beverages.



**Secure Storage Room:**

All alcohol that is not for use immediately behind the designated pouring areas will be kept in a secured storage Room. All large amounts of cash will also be secured in a safe in the secure storage room. The only employees with access to the Secure Storage Room shall be the Manager and/or Assistant Manager. No other employee or persons shall have access to the Secure Storage Room, without management authorization and admittance, to limit the possibility of internal theft or diversion.

The Secure Storage Room shall be secured by video surveillance camera's covering every possible angle of the Secure Storage Room. Additionally, adequate motion sensitive burglar alarms shall be placed in the room to assure any movement within the room triggers the alarm once it has been activated during the nightly security closing procedures. The alarm and video surveillance can be monitored remotely, and a signal alarm will alert management and security if the alarm is activated.

Security will stay until the last employee in building is ready to leave. Security personnel will be responsible for assuring the facility is secure for the night.

Security staff will perform the following security checks:

- Walk perimeter to check lighting and cameras for obstruction and operation.
- Double-check all locking doors, cabinets, Secure Storage Room, and safe to ensure they are secure.
- Turn off appropriate interior lighting.
- Check camera lines of sight for obstruction and operation.
- Inspect facility for possible security risks.
- Perform security bag/coat/container/etc. checks.
- Supervise any required maintenance/cleaning staff.
- Activate burglar alarm.
- Double check doors from outside.

**Money Handling and Limited Cash Operation:**

To reduce the risks of theft or robbery, associated with the cash operation, Lounge 990 will train their staff in the following policies and procedures:

- Cash is to be kept out of view of general staff and public as much as possible.
- The handling of cash will be limited to designated areas of the lounge area.
- All such areas will be under obvious video surveillance.
- The manager will ensure that all money will be placed in the safe as soon as reasonably possible.
- Training will directly address each activity in the operation of the facility that deals with the handling of cash (ex: removing and/or accepting cash for business transactions, taking or removing cash from the safe by managers, etc.)
- Identifying counterfeit currency and the proper reporting of such transactions.
- Specific training for employees to maintain theft and robbery protocol with ongoing supervision by manager.
- Include consequential oversight for failure to comply with security protocols.
- Require employee feedback and input of suspicious activity in or around the facility.

**Theft:****Prevention:**

Prevention of theft is the most cost effective and safest way to deal with threats of theft.

All employees will be trained to carry out the following policies and procedures to:

Identify and report suspicious activity by staff, patrons or vendors, or persons outside the facility.

- Nervousness
- Wandering
- Attempting to stay in part of the lounge that is difficult to see or provides an opportunity for theft (ex.: such as the restroom, areas of the furthest angle from video surveillance, etc.)
- Darting eyes, looking around frequently.
- Avoiding eye contact

Be Proactive by:

- Greeting and acknowledging persons you come in contact with.
- Being friendly and polite to staff, security, clients, visitors.
- Asking if someone needs help if acting suspiciously
- Keeping the lounge clean
- Incorporating third party violence prevention training for all staff and security.

**If a person is suspected of Theft**

- Do not do anything that a suspect could consider “threatening.” Safety to staff and the public is more important than loss.
- Do not physically try to stop the suspect.
- Do not lock in a suspect or prevent them from leaving.
- Approach a suspect in a calm manner and ask if they need your help with something.
- Stay out of reach of a suspect.
- If staff member feels frightened or uneasy, report any and all-suspicious activity to security.
- Call Law Enforcement and report activity to security if illegal activity or threat of violence is obvious or imminent.

**If Theft Has Occurred**

Intervention or other attempts to stop a theft can escalate a situation from being one of property loss to a more dangerous physical altercation. The following polices must be followed to keep employees safe while letting Law Enforcement pursue the suspect.

- Do not pursue the suspect.
- Call security immediately.
- Security can notify Law Enforcement and prepare surveillance video, if theft occurred inside or directly around the facility.
- Don’t make accusations.
- Do not trap a suspect, feeling trapped causes panic and erratic behavior.
- Keep your distance from a suspect.
- Make mental notes of hair and eye color, clothes, distinguishable markings such as scars, marks, tattoos, piercings, vehicle make, model, and license plate number, etc.
- Give suspect a chance to reconsider the theft and its consequences. Do not accuse but do confront the suspect and give them the benefit of the doubt. Ask questions like, “would you like to return the property, etc.”

**Once Suspect Has Left:**

Once there is no fear of harm from exciting a suspect and escalating the situation, take the following actions:

- Immediately write down any information regarding appearance, including, height, weight, hair style and color, skin color/nationality, notable features, such as scars, marks, tattoos, mannerisms, clothing and footwear while it is still fresh in your memory.
- Use video surveillance or eyewitnesses to identify make and model of any possible suspect vehicles.
- Have security call Law Enforcement immediately.
- If suspect is known, have all documents and/or information prepared for Law Enforcement.
- Fill out an incident report and prepare a copy for Law Enforcement.

**Robbery:**

Robberies present the greatest threat to the safety and security of employees making the lounge a difficult target will protect our employees, security, and patrons from possible violent situations and provide a safe work environment for our employees.

Employees will be trained in the following policies and procedures to help assure robberies do not happen, and if they do, our employees will be prepared to deal with the situation in the best way possible. Their directive is to comply with all demands and continue to stay calm.

**Prevention:**

Robbers thrive in chaos and disorder. A dress code for staff and security will be enforced. This will make employees and visitors feel more comfortable and potential robbers feel uncomfortable.

- Be friendly – Employees will be trained to make eye contact and give each other, security and visitors a friendly greeting.
- Stay Alert – Watch for people showing the same behavior as potential theft suspects.
- Engage Suspicious Persons - If someone is acting suspicious, ask the person if they need any help, making that person uncomfortable if they have bad intentions. Talking with them will also gain any info on accents, speech issues, etc.
- Act on Suspicious behavior – If someone continues to stand out after passive intervention, security will be notified and management will discuss whether Law Enforcement intervention is appropriate.
- Make Friends with Law Enforcement – Keep positive relations with Law Enforcement and encourage them to come by occasionally. When they do come by, be polite; offer a tour and coffee, etc.
- Cash Handling – Cash will be handled discreetly and large amounts of cash kept out of sight of general staff and the public. If asked about amounts of cash kept at facility by general staff, visitor, or member of the public, explain we do not keep large amounts of cash on hand.

**During a Robbery Attempt:**

- Play it Safe – Do not try to be a hero. Cooperate. Give up money and inventory. Do not resist. Safety of employees and the public is more important than loss of cash or inventory.
- Avoid Weapons – Even if you cannot see a weapon, assume there is one.
- Stay Calm - Observe as much as possible about the robber, but do not stare or try to aggravate.
- Do not Trap Robber – A person who feels trapped is more likely to panic and become violent and behave erratically.
- Ask Questions - If you do not understand what the robber is telling you to do, ask for clarification.
- Avoid Surprises – Keep hands in sight and don't make sudden moves.
- Inform Robber - If you have to reach for something, there is another employee around, or there is something that may make noise or otherwise startle the robber, let them know so they are not surprised.
- Keep it Brief – Give the robber what he/she wants as fast as possible so that the incident ends quickly.
- Keep it Smooth – Handle the situation as if it is a normal transaction.
- Wait to Activate Alarm – Do not chance activating silent alarm if robber might notice. Chances are another employee who is not in direct danger will activate the alarm. Activate alarm only when robber is gone and is no longer a threat.

**When the Robber Has Left:**

- Do not chase or follow – Safety is more important than loss of property or catching a criminal.
- Lock the facility – Operations must cease after an incident, inventory locked down, and employees and security will need time to calm down and speak with Law Enforcement.
- Notify security or Law Enforcement immediately – Law Enforcement will find and deal with criminals
- Ask Witnesses to Stay - Make them as comfortable as possible. If they do not, try to get contact information.
- Protect Crime Scene – Lock down facility. Do not allow anyone to touch anything where robber has been. Do not resume business until Law Enforcement are finished with investigation and give permission to resume business.
- Do Not Discuss – Do not talk about details of the robbery until Law Enforcement has taken statements.
- Fill out Incident report - Prepare copy for Law Enforcement.
- Fully cooperate with Law Enforcement from start to finish of their investigation.

**Abusive Persons:**

At times, individuals may act in obviously inappropriate ways. This can include anything from being demeaning, intimidating, or mildly offensive to physical and sexual harassment. If abusive conduct is experienced or noticed by an employee, it is important that the behavior is addressed immediately to prevent anyone from being offended by such behavior or the behavior escalating into violent behavior or becoming a systemic problem.

**How to deal with abusive people:**

- Tell the Person to Stop - The person may not realize their behavior is abusive, and not addressing the behavior may cause it to become a pattern.
- Tell the Person Why the Behavior is Unacceptable - The person may not understand until you explain to them how it makes you feel. If the person does not stop, then they are intentionally engaging in a behavior they know makes you feel uncomfortable or threatened.
- Obtain Security Staff - Security staff will ask the person to leave the area if they continue to act abusively.
- Report the Incident - Tell the manager or security so that those people who engage in abusive behavior can be put on a list of persons of concern, to keep a record should there be future incidents.
- Call for Law Enforcement - If you are threatened directly with harm, or abuse occurs, notify security or call police immediately.
- Call for Help - Do not be afraid to yell for help, if you feel you might be harmed.

**Un-Welcome Persons:**

Like any retail business, the lounge may face unwanted or unwelcome persons, such as loiterers or panhandlers, campers, etc. Due to having on-site security, these issues will be more directly and immediately addressed compared to other retail type establishments.

The following policies and procedures will be in place to expedite the removal of those persons and help assure unwanted persons are not attracted to the facility in an effort to ensure the safety of our neighboring businesses, public, employees, and security agents.

- Security and or management will ask loiterers, panhandlers, campers, etc. to leave.
- Signs will be posted both inside and outside the lounge prohibiting loitering.

**Suspicious Persons:**

Occasionally a person will come to and/or around the lounge that seems out of place. It may be a person's appearance, body language, behavior, or mannerisms that indicate a possible issue. The feelings may be sub-conscious, and make you feel uncomfortable. These persons could be in the area to case and obtain facility routine information, possibly to set up a robbery or other negative activity to the lounge or its employees. Employees are guided to listen to their instincts when identifying these people. If something doesn't feel right, it probably isn't.

When a suspicious person enters or is hanging around the lounge, management or security will assess the situation carefully.

The following policies and procedures in the instance of a suspicious person:

- Listen to your instincts - Remember that your safety is more important than the cash or inventory in the lounge.
- Contact Security, Management and or Law Enforcement - Describe the situation, the suspicious person, and how long they have been at or around the facility
- Make Verbal Contact - If someone has been at or around the lounge for a long time and they seem to be looking for something, if it can be done safely, ask whether they need help.
- Keep your Distance - stay at least an arm's length away.
- Keep Records - When the suspicious person has left, write a description in a log, so that other employees can watch out for this person. This will also help you recognize the person and/or vehicle if he/she returns.

**Incident Management and Emergency Response:**

However prepared, violent incidents and natural disasters may still occur. If these events happen, it is important to act quickly to minimize effects on the employees, public, the lounge, and to protect inventory from theft and/or diversion.

Management will provide support to employee victims of any violent incident or natural disaster, as well as report and investigate any such incidents, and revise prevention and security plans, policies, and procedures to prevent future incidents and improve preparedness.

**Immediate Injuries:**

- Serious Injuries - Call 911 immediately and notify of situation, apply appropriate first aid as feasible.
- Less Serious Injuries - Provide appropriate first aid and refer to doctor, consider 911.
- Contact with Blood or Bodily fluids – Make sure names of those people who have made contact with another person's blood are written down and have person's blood or fluids tested for communicable diseases.
- If any discrepancies, check video of incident time frame to discover where losses could have occurred.
- Check facility for any additional information, evidence, damage, etc., if appropriate.
- Resume normal operations only after discrepancies have been resolved and/or additional incidental theft has been reported if appropriate.
- Report any losses or theft in incident report and file incident report with Law Enforcement.

**Critical Incident Intervention:**

Critical Incidents are those incidents, which may have traumatic or long-term impact on an employee, be it physical, emotional, or psychological. In the event of such an incident, such as a robbery, natural disaster, or worse, Management will arrange for a Critical Incident Intervention as soon as possible. This intervention will help determine whether an employee needs trauma counseling, alleviate stress, and otherwise address the well-being of employees by a trained professional. The intervention will also encourage employees to talk about their responses and feelings concerning the incident and let them know there is someone to listen. When employees internalize, bury, or “wall-off” their reactions to such an event, it can be extremely harmful long term. Additionally, employees will be trained to watch other employees for symptoms of psychological and emotional trauma, such as employees:

- Acting or feeling anxious, moody, irritable, numb, or dazed
- Having trouble concentrating or making decisions
- Being afraid to go back to work or be near incident took place
- Not wanting to be alone
- Not wanting to be near other people
- Having flashbacks, nightmares, or disturbing memories
- Vomit more than a couple hours after the incident
- Experience uncontrolled, spontaneous crying or weeping
- Experience changes in appetite and sleeping patterns

Management and its employees will be extremely sensitive to these warning signs and symptoms. Violent incidents can seriously affect the well-being of employees and may put people at a greater risk of workplace accidents later. If any signs or symptoms get worse, Management will make sure their employees have professional help.

**Reporting and Investigating the Incident:**

All incidents will be reported to any agencies, which require such information be reported. All incidents will be reported to Law Enforcement immediately but will also be reported as a matter of practice to any other agencies, which might have interest in the incident, such as Worker’s Compensation, Employee Development, etc., as necessary.

Management and its Security staff will also conduct an internal investigation of any significant incident to help identify:

- Who was involved
- Where and when the incident happened
- What happened, action by action and/or word by word, including as much detail as possible
- Cause of the incident
- Why did the incident happen
- Any conditions, acts, or procedures that contributed to the incident
- Ways which policies and procedures could be changed or expanded to prevent similar incidents
- How will future incidents be dealt with if they do occur
- Level of employee adherence to protocol

During the course of the investigation, all employees involved will be interviewed. All, with the exception of victim employees, involved will document the incident from their perspective. Victim employee’s statements of the event will be captured in the investigative report.

Once the investigation is complete, we will keep all documents and reports related to the incident and use any information to improve security planning and prevent incidents from happening. All internal documents will be made available to Law Enforcement, upon request.

To additionally aid in the prevention of any incidents from happening, the following procedures will be implemented post incident:

- Appoint Security Personnel to write a detailed summary report
- Gather suggestions from employees both involved and non-involved with the incident
- Determine if there are any other changes we can make to protect employees and prevent incident recurrence
- Update security and non-diversion protocol and implement changes. (For example, is there additional training necessary to help prevent the incident, deal with the incident as it happens, or handle post incident?)
- Assign Security personnel to implement changes and make sure new protocol is carried out by all employees
- All information will be offered to Law Enforcement to aid in any investigation and to gather feedback and suggestions regarding protocol changes

The Kingdom Group will be utilizing non-lethal weapons while operating inside of the client's facility. All weapons are approved by BSIS and the State of California. All security agents are trained and certificates of training and all other certified credentials would be kept on file on location.

# SECURITY ADDENDUM

A. The establishment will purchase the world proven technology of the hand-held wands called "Garett Super Wand". As this portable device is used by law enforcement agencies and has a well proven detection rate of up to 92%. Each security member to include all management, will be trained in the proper use of this detection device. Also, Security will pat down male patrons. Check the purses of female purses.

Any backpacks/ bags will not be permitted. This will be implemented during nightclub hours Thur- Sat 9pm-1am. Creating a safe & comfortable environment for our patrons is our highest priority, so in addition to any special venues which we will make it mandatory to utilize the Garett, each night at 9pm until close the security scanning will be implemented.

\*\*\*Pease note that the security manager or owners may implement this protocol based on their discretion at any time of the day during normal business operating hours.

B. It will be both the job of the security door person and or management to have a door clicker that will be used each time a patron arrives and leaves the establishment during peak hours starting at 9pm.

- Security will have two hand counters. One to count patrons going in and one to count patrons going out. Take the difference from the two to get the capacity. Also we will periodically count the patrons inside to ensure accuracy.

C. All of the staff will be educated in both workplace violence and sexual harassment and will each receive a certificate of course completion. In addition, any patrons that become hostile towards themselves or others, we will immediately call 911 and request the appropriate response for the situation. Our security staff is highly trained and can provide a layer of risk mitigation should they need to put hands on to quickly deescalate a situation. All security staff are licensed with BSIS and will utilize the use of non-lethal weapons such as "Taser" all security staff are certified on the proper use of this non-lethal device. For overly intoxicated patrons

1. Stop serving the individual
2. Offer the customer water and some food.
3. Call a cab or another ride for the customer to get home.

D. To manage the number of patrons there will be no less than one security door person and no less that one responsible manager who will work together to monitor all patrons during business hours. During peak hours there will be a minimum of two security agents to ensure that all codes and conduct is being adhered too. Should an emergency occur where all patrons and staff must be evacuated it will be both the responsibility of the club staff in conjunction with the on-site security to provide good instruction as to where all patrons should be moved too.

To close down the club each night the security and management will work together during the last call announcement to politely notify patrons that they will need to leave and give them a 30min and 15min notification that the establishment will be closing for the night.

- Last call will be announced at 1:15 a.m. In house lights will go on at 1:30pm. Security will work their way from the rear of the bar and ask customers to move towards the front and exit the bar. Once outside security will ask customers to proceed to their vehicles.

E. Staff, security and general patrons will use the main doors adjacent to B St. for entry. The door adjacent to Main St will be used as the emergency exit.

F. During the peak business hours starting around 9pm and every hour until close the security and or management will continue to provide foot patrols of above stated areas and will

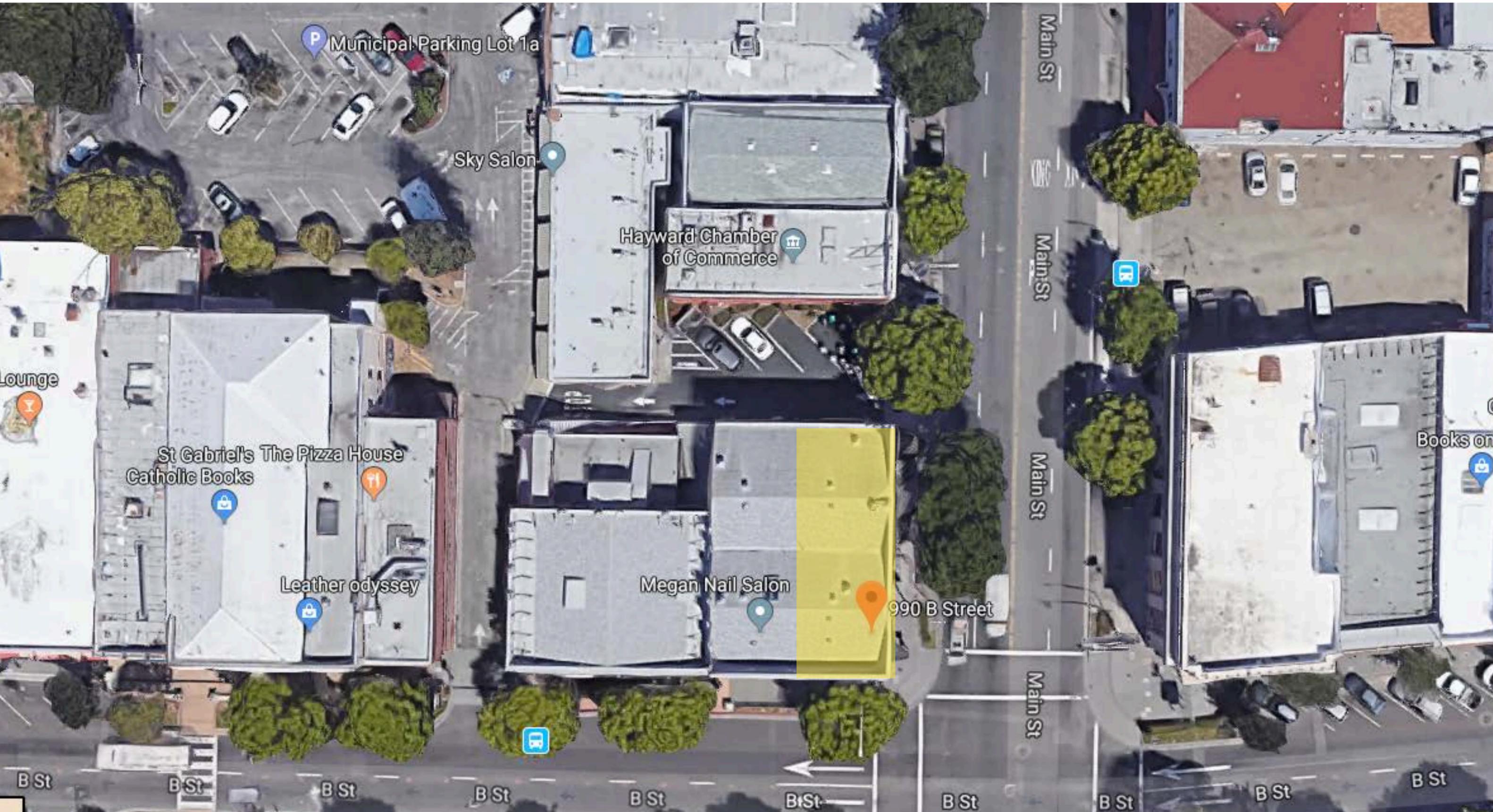
report all concerns and emergencies to the Hayward Police Department.

- Security personnel will monitor the perimeter of the building throughout the night. They Walk the parking lot and alley at the end of the night to the customers have left.

F. During the peak business hours starting around 9pm and every hour until close the security and or management will continue to provide foot patrols of above stated areas and will report all concerns and emergencies to the Hayward Police Department.

- Security personnel will monitor the perimeter of the building throughout the night. They walk the parking lot and alley at the end of the night to the customers have left.

# AERIAL VIEW



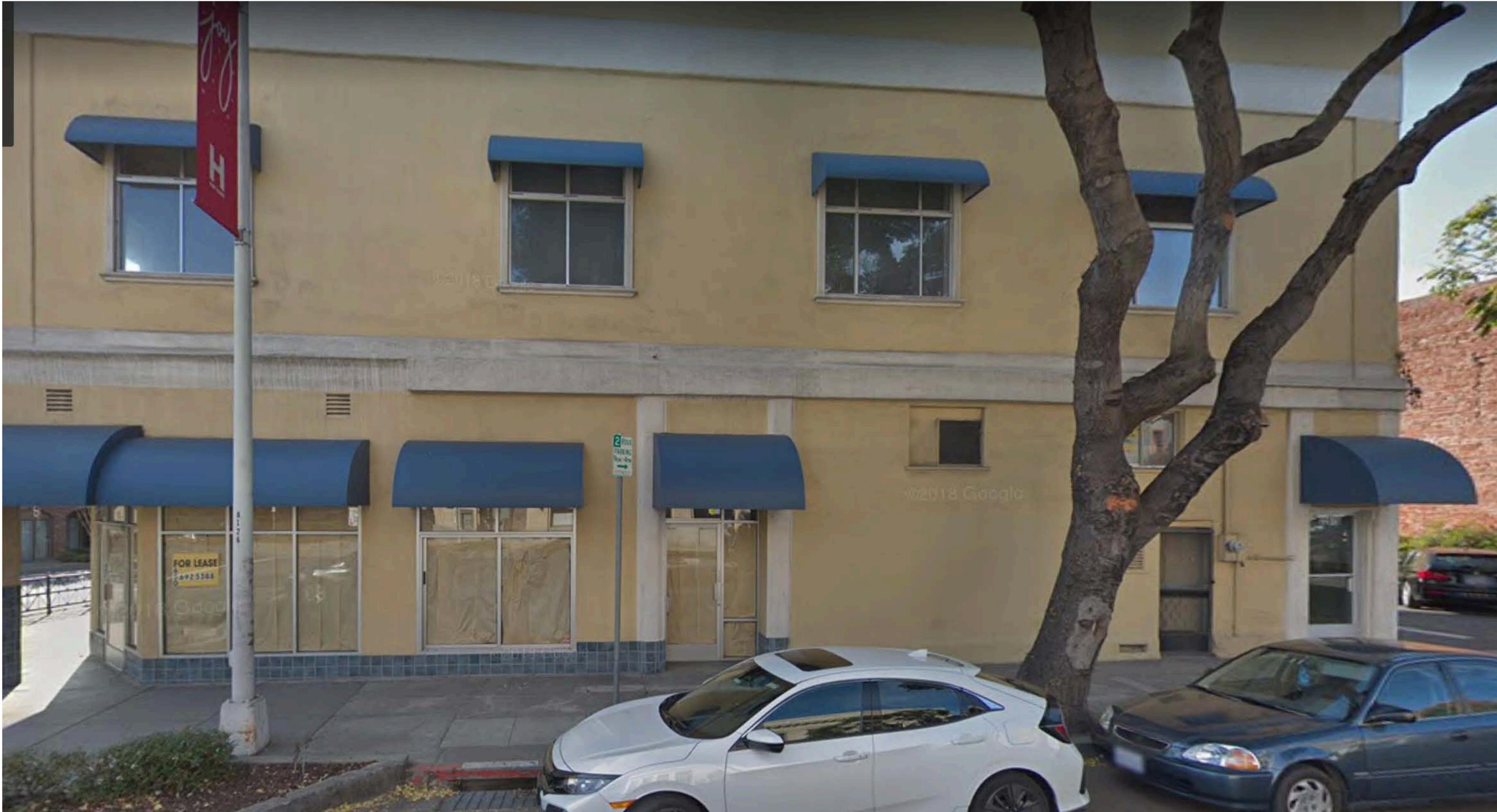
**CORNER - B. STREET AND MAIN STREET INTERSECTION**

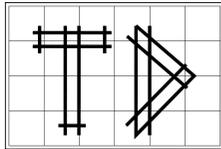


**B. STREET CURRENT FACADE**



**MAIN STREET CURRENT FACADE**





**TOLBERT DESIGN ARCHITECTS**

297 COMMERCIAL STREET  
 SAN JOSE, CA 95112  
 PH: (650) 200-0663  
 JEREMIAH@TOLBERTDESIGNSARCHITECTS.COM

**990 LOUNGE**

990 B ST.  
 HAYWARD, CA 94541  
 APN: 428-0056-057-00

TOLBERT DESIGN ARCHITECTS HEREBY EXPRESSLY RESERVES ITS STATUTORY COPYRIGHT, COMMON LAW COPYRIGHT AND OTHER SPECIFICATIONS, IDEAS, DESIGNS AND ARRANGEMENTS REPRESENTED THEREIN ARE AND SHALL REMAIN THE PROPERTY OF TOLBERT DESIGN ARCHITECTS.

NO PART THEREOF SHALL BE REPRODUCED, COPIED, ADAPTED, DISCLOSED OR DISTRIBUTED TO OTHERS, SOLD, PUBLISHED OR OTHERWISE USED WITHOUT THE PRIOR WRITTEN CONSENT OF AND APPROPRIATE COMPENSATION TO TOLBERT DESIGN ARCHITECTS.

VISUAL CONTACT WITH THE DRAWINGS OR SPECIFICATIONS SHALL CONSTITUTE CONCLUSIVE EVIDENCE OF ACCEPTANCE OF THESE RESTRICTIONS.

Revisions:

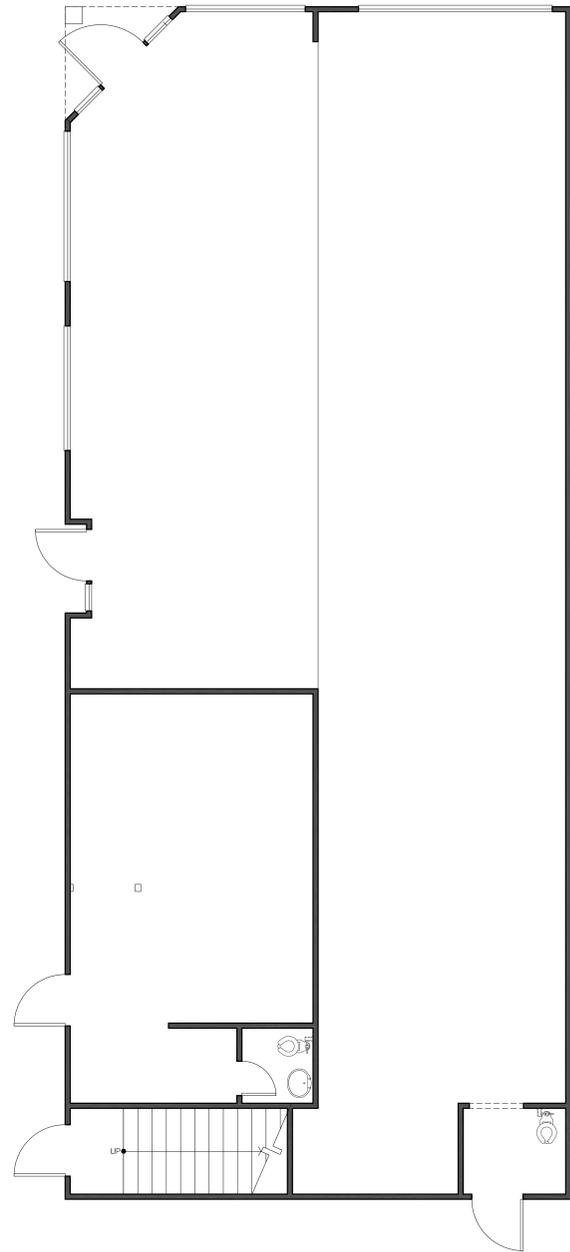
No.	Date	Revision

Sheet Description:

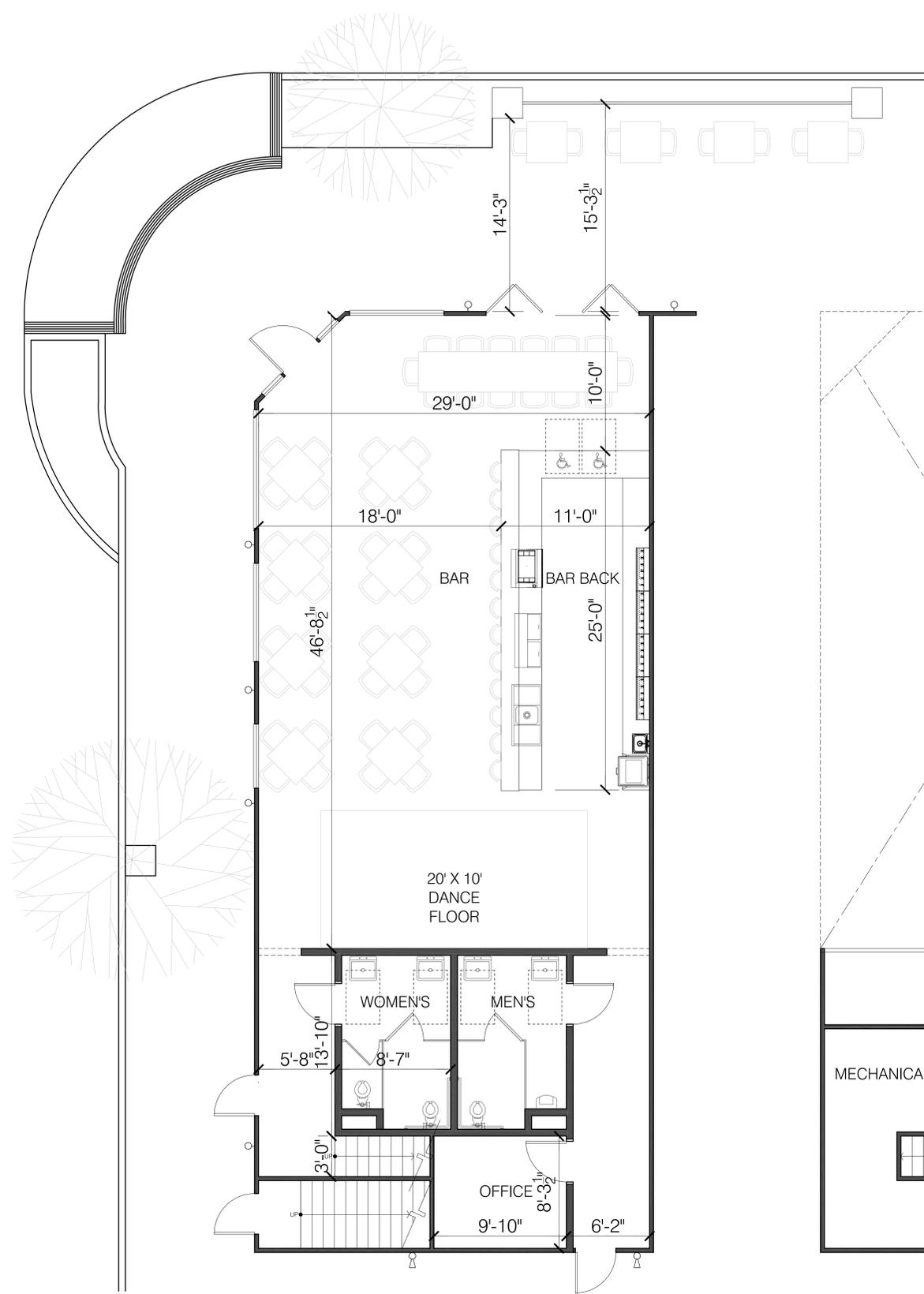
**EXISTING & PROPOSED FLOOR PLAN**

Scale	3/16" = 1'-0"
Drawn	JT
Checked	JT
Date	03-05-18
Project#	4020

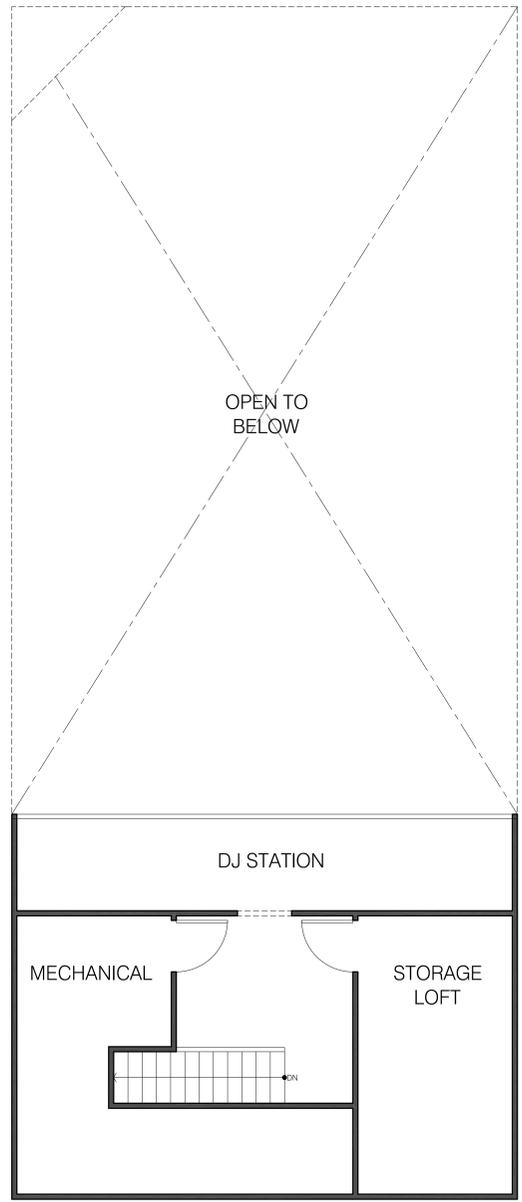
 Outdoor lights  
 Security floor lights



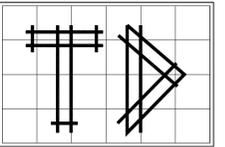
**MAIN FLOOR PLAN**  
 EXISTING



**MAIN FLOOR PLAN**  
 PROPOSED



**LOFT FLOOR PLAN**  
 PROPOSED



TOLBERT DESIGN ARCHITECTS

297 COMMERCIAL STREET  
SAN JOSE, CA 95112  
PH: (650) 200-0663  
JEREMIAH@TOLBERTDESIGNSARCHITECTS.COM

990 LOUNGE

990 B ST.  
HAYWARD, CA 94541  
APN: 428-0056-057-00

TOLBERT DESIGN ARCHITECTS HEREBY EXPRESSLY RESERVES ITS STATUTORY COPYRIGHT, COMMON LAW COPYRIGHT AND OTHER SPECIFICATIONS, IDEAS, DESIGNS AND ARRANGEMENTS REPRESENTED THEREBY ARE, AND SHALL REMAIN THE PROPERTY OF TOLBERT DESIGN ARCHITECTS.

NO PART THEREOF SHALL BE REPRODUCED, COPIED, ADAPTED, DISCLOSED OR DISTRIBUTED TO OTHERS, SOLD, PUBLISHED OR OTHERWISE USED WITHOUT THE PRIOR WRITTEN CONSENT OF AND APPROPRIATE COMPENSATION TO TOLBERT DESIGN ARCHITECTS.

VISUAL CONTACT WITH THE DRAWINGS OR SPECIFICATIONS SHALL CONSTITUTE CONCLUSIVE EVIDENCE OF ACCEPTANCE OF THESE RESTRICTIONS.

Revisions:

No. Date Revision

No.	Date	Revision

Sheet Description:

EXISTING & PROPOSED ELEVATIONS PLAN

Scale 1/8"=1'-0"

Drawn JT

Checked JT

Date 04-26-18

Project# 4020



'B' STREET

EXISTING



MAIN STREET

EXISTING



'B' STREET

PROPOSED



MAIN STREET

PROPOSED

**NOTES:**

990 Lounge to coordinate with Hayward City Mural program for possible mural on building exterior.

All existing windows to be replaced.

New windows are able to be opened and closed.



TWILIGHT GREY



BLACK EXTERIOR PAINT



BLACK METAL AWNING



IPE SIDING w/ANTI-GRAFFITI COATING



DRY STACKED STONE WAINSCOTING

'B' STREET

PROPOSED

**NOTES:**

990 Lounge to coordinate with Hayward City Mural program for possible mural on building exterior.

All existing windows to be replaced.

New windows are able to be opened and closed.

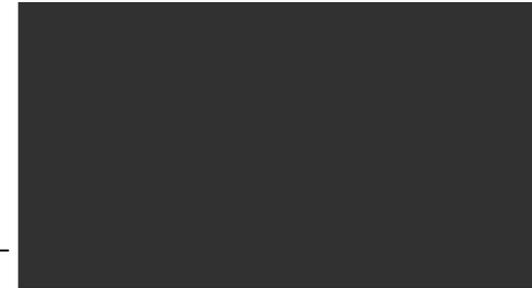


# MAIN STREET

PROPOSED



TWILIGHT GREY



BLACK EXTERIOR PAINT



BLACK METAL AWNING



IPE SIDING w/ANTI-GRAFFITI COATING



DRY STACKED STONE WAINSCOTING



990 LOUNGE



990 LOUNGE



EXTERIOR/OUTDOOR SIGNAGE

Double-sided lit

Material: Metal frame, acrylic faces, interior lighting

Mount: above main entrance



EXTERIOR FINISHES

Lighting



Exterior security flood lights

**Progress Lighting P5203-31**  
Placement - building rear, rear exits  
150 watts/bulb



Exterior facade lights

**Millenium R-Series RAS10-RGN15**  
Placement - building facade, main traffic areas

- Height: 9"
- Width: 10"
- Number of Lamps: 1
- Lamp Type: A Lamps
- Don't Exceed Per Lamp: 200W
- Listings: UL ,UL Wet

**Par Lampholders**

**P5202-20 Bronze**  
**P5202-31 Black**  
Single painted adjustable swivel floodlight. Aluminum construction. Locking adjustment.  
Size: 5-7/8" dia., 9" height  
Lamp: One PAR38, 150w max.



P5202-20



P5202-20

**P5203-20 Bronze**  
**P5203-30 White**  
**P5203-31 Black**  
Two painted adjustable swivel floodlights with lamp shroud. Aluminum construction.  
Size: 6-1/4" dia., 9" ht.  
Lamps: Two PAR38, each 150w max.



P5203-31

**P5207-30 White**  
Two painted adjustable swivel floodlights. Aluminum construction. Locking adjustment.  
Size: 4-7/8" dia., 6-3/4" ht.  
Lamps: Two PAR20, PAR30 or PAR38, each 150w max.



P5207-30



**R Series 10" Angle Shades**

UL LISTED FOR WET LOCATIONS

RAS10-ABR Shade Only Shown with optional RGN15-ABR Goose Neck  
RAS10-WH Shade Only Shown with optional RGN15-WH Goose Neck  
RAS10-GA Shade Only Shown with optional RGN15-GA Goose Neck  
RAS10-SB Shade Only Shown with optional RGN15-SB Goose Neck  
RAS10-SG Shade Only Shown with optional RGN15-SG Goose Neck and RGN15-SG Wire Guard  
RAS10-SR Shade Only Shown with optional RGN15-SR Goose Neck

**EASY TO ORDER:**  
1. Choose a Shade  
2. Choose a Goose Neck  
3. Wire Guard Optional

**Angle Shades**

**RAS10**

ITEM #	WIDTH	LAMPS	WIRE	FINISH
RAS10-ABR	10"	Med. 200W A21	100"	Architectural Bronze
RAS10-GA	10"	Med. 200W A21	100"	Galvanized
RAS10-SB	10"	Med. 200W A21	100"	Satin Black
RAS10-SG	10"	Med. 200W A21	100"	Satin Green
RAS10-SR	10"	Med. 200W A21	100"	Satin Red
RAS10-WH	10"	Med. 200W A21	100"	White

24 [www.millenniumlighting.com](http://www.millenniumlighting.com)

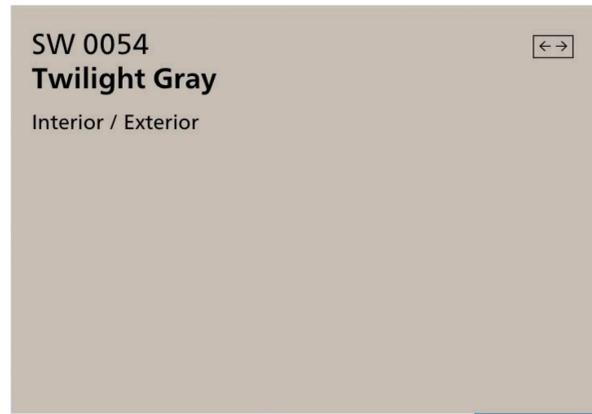
**Goose Necks** (Actual Photos Shown on Page 56)

ITEM #	ID	LENGTH	FINISH
RGN12-ABR	3/4"	13"	Architectural Bronze
RGN12-GA	3/4"	13"	Galvanized
RGN12-SB	3/4"	13"	Satin Black
RGN12-SG	3/4"	13"	Satin Green
RGN12-SR	3/4"	13"	Satin Red
RGN12-WH	3/4"	13"	White
RGN15-ABR	3/4"	14 1/2"	Architectural Bronze
RGN15-GA	3/4"	14 1/2"	Galvanized
RGN15-SB	3/4"	14 1/2"	Satin Black
RGN15-SG	3/4"	14 1/2"	Satin Green
RGN15-SR	3/4"	14 1/2"	Satin Red
RGN15-WH	3/4"	14 1/2"	White
RGN22-ABR	3/4"	21 1/2"	Architectural Bronze
RGN22-GA	3/4"	21 1/2"	Galvanized
RGN22-SB	3/4"	21 1/2"	Satin Black
RGN22-SG	3/4"	21 1/2"	Satin Green
RGN22-SR	3/4"	21 1/2"	Satin Red
RGN22-WH	3/4"	21 1/2"	White
RGN23-ABR	3/4"	23"	Architectural Bronze
RGN23-GA	3/4"	23"	Galvanized
RGN23-SB	3/4"	23"	Satin Black
RGN23-SG	3/4"	23"	Satin Green
RGN23-SR	3/4"	23"	Satin Red
RGN23-WH	3/4"	23"	White
RGN24-ABR	3/4"	24"	Architectural Bronze
RGN24-GA	3/4"	24"	Galvanized
RGN24-SB	3/4"	24"	Satin Black
RGN24-SG	3/4"	24"	Satin Green
RGN24-SR	3/4"	24"	Satin Red
RGN24-WH	3/4"	24"	White
RGN30-ABR	3/4"	30"	Architectural Bronze
RGN30-GA	3/4"	30"	Galvanized
RGN30-SB	3/4"	30"	Satin Black
RGN30-SG	3/4"	30"	Satin Green
RGN30-SR	3/4"	30"	Satin Red
RGN30-WH	3/4"	30"	White
RGN41-ABR	3/4"	41"	Architectural Bronze
RGN41-GA	3/4"	41"	Galvanized
RGN41-SB	3/4"	41"	Satin Black
RGN41-SG	3/4"	41"	Satin Green
RGN41-SR	3/4"	41"	Satin Red
RGN41-WH	3/4"	41"	White

EXTERIOR FINISHES

Paint

SW 0054  
**Twilight Gray**  
Interior / Exterior



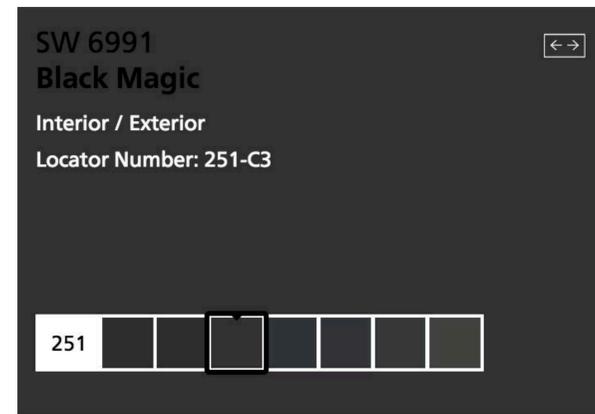
COORDINATING COLORS SIMILAR COLORS DETAILS

[View All Historic Color Paint Colors →](#)

R: 200 G: 191 B: 181 Hex Value: #c8bfb5 LRV: 53  
Color Collections: Historic Interior Color Wall

Accent

SW 6991  
**Black Magic**  
Interior / Exterior  
Locator Number: 251-C3



COORDINATING COLORS SIMILAR COLORS DETAILS

[View All Neutral Paint Colors →](#)

R: 50 G: 49 B: 50 Hex Value: #323132 LRV: 3  
Color Collections: 2015 Unrestrained, Pottery Barn - Spring/Summer 2018, Softer Side, High Voltage

Metal Louvered Sunshade  
Aluminum  
Black

Vendor:  
Acme Sunshades



IPE Siding  
Shiplap siding 1x6



Face view



End Grain view

Waterwall Line Stone  
Black Slate  
6x24"  
Thickness: 1/2 - 1"



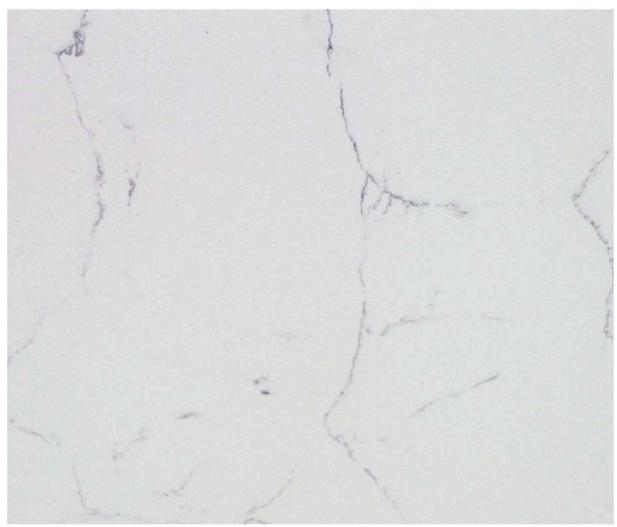
INTERIOR FURNITURE AND FIXTURES

Main Floor

Ambient and accent lighting fixtures



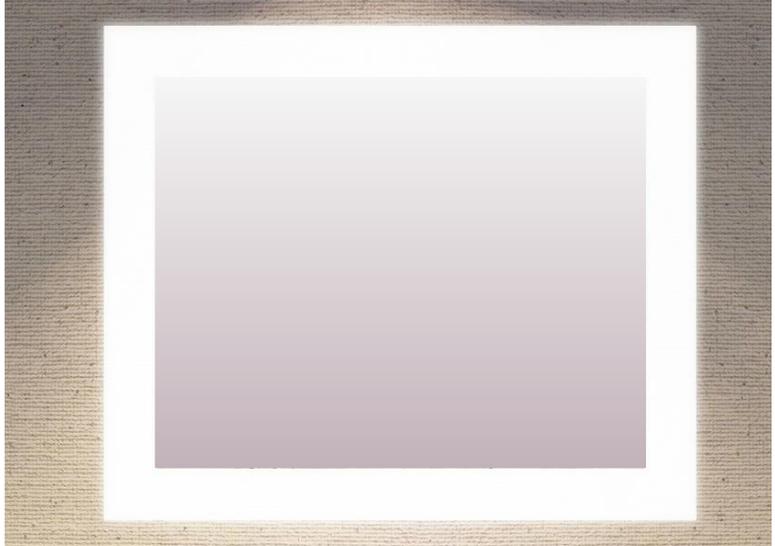
Furniture and fixtures



INTERIOR FURNITURE AND FIXTURES

Restroom

Ambient and accent lighting fixtures



Flooring and walls



Furniture and fixtures



THANK YOU



990 LOUNGE