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**AUNTY HONEYS  
COMMERCIAL CANNABIS RETAIL DISPENSARY  
APPLICATION**

Date: January 12, 2018

To:  
John Stefanski  
Office of the City Manager  
RE: CCP RFP City of Hayward  
777 B Street Hayward, CA 94541  
[John.Stefanski@hayward-ca.gov](mailto:John.Stefanski@hayward-ca.gov)

By submitting this proposal, the Applicant represents and warrants that:

- (a) The information provided is genuine and not a sham, collusive, or made in the interest or on behalf of any party not therein named, and that the Applicant has not directly or indirectly induced or solicited any other Applicant to put in a sham proposal, or any other Applicant to refrain from presenting information and that the prospective provider has not in any manner sought by collusion to secure an advantage.
- (b) The Applicant has not paid or agreed to pay any fee or commission, or any other thing of value contingent upon the award of an exclusive operating area, to any employee, official, or existing contracting consultant of the City of Hayward.

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Prepared on behalf of GREAM Enterprises, Inc DBA Aunty Honeys  
By Green Rush Consulting

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

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## LIVESCAN FORMS

Completed LiveScan Background Check documentation is included for each member of the Applicant Team:

1. Esther Lopez, Applicant and sole Owner of Aunty Honeys and Chief Executive Officer
2. Melba Khan, financial backer of Aunty Honeys with no operational role

Completed LiveScan Background Check documentation is also included for three prospective employees with pivotal roles in Aunty Honeys:

3. Angela Casanave, Director of Compliance and Quality Assurance Manager
4. Isabel Pina-Ramirez, Director of Security
5. Marcella James, Community Relations Manager

Additional team members are listed in the application at the Director and Manager level and are described in the Management Experience section of the application. Upon licensure and prior to beginning active roles, these persons and all other prospective employees will undergo LiveScan background checks.

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**APPLICANT ATTESTATION FORM COVER PAGE**

Completed Attestation Forms are included for each member of the Applicant Team:

1. Esther Lopez, Applicant and sole Owner of Aunty Honeys and Chief Executive Officer
2. Melba Khan, financial backer of Aunty Honeys with no operational role

Completed Attestation Forms are also included for three prospective employees with pivotal roles in Aunty Honeys:

3. Angela Clark-Casanave, Director of Compliance and Quality Assurance Manager
4. Isabel Pina-Ramirez, Director of Security
5. Marcella James, Community Relations Manager

Because of the substantive roles that these prospective employees will play, Aunty Honeys has high standards for their past level of business conduct. Their completion of this attestation form reflects those standards and their level of commitment to the proposed dispensary.

Upon request by the City of Hayward, Aunty Honeys will provide attestation forms from other similar high-level employees.

Please note: the field “Business Address” is left blank, as no current location for the Applicant has been secured. All mail related to this application and other business may be sent to:

The Business Center  
1164 West Tennyson Road  
Hayward, CA 94544

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**APPLICANT INFORMATION**

- Information on Applicant
  - Name (full, legal name): **Esther J Lopez**
  - Title: **Chief Executive Officer**
  - DOB: [REDACTED]
  - SS# [REDACTED]
  - Valid California driver's license # [REDACTED]
  - All other names used in the past: **N/A**
- If Applicant is corporation, nonprofit, or other business entity:
  - Full, true name of business: **GREAM ENTERPRISES, INC**
  - Doing Business As (DBA): **AUNTY HONEYS**
  - Type of Corporate Structure: **C-CORPORATION**
  - Attach a copy of State registration: **Attached**
- Contact Information:
  - Mailing Address: [REDACTED]
  - Primary phone number: [REDACTED]
  - Alternate phone number: [REDACTED]
  - Email address: [REDACTED]

4000046

**ARTICLES OF INCORPORATION  
OF  
GREAM ENTERPRISES, INC.**

**FILED** *gmh*  
Secretary of State  
State of California

*14* **MAR 02 2017** *DN*

**ARTICLE I**

The name of this corporation is:  
**GREAM ENTERPRISES, INC.**

**ARTICLE II**

The purpose of the corporation is to engage in any lawful act or activity for which a corporation may be organized under the General Corporation Law of California other than the banking business, the trust company business or the practice of a profession permitted to be incorporated by the California Corporations Code.

**ARTICLE III**

The name and complete business address in the State of California of this corporation's initial agent for service of process is:

**ESTHER JESSIE LOPEZ  
1164 WEST TENNYSON ROAD  
HAYWARD, CALIFORNIA 94544**

**ARTICLE IV**

The corporation's complete business addresses are:

Initial Street Address: **1164 WEST TENNYSON ROAD  
HAYWARD, CALIFORNIA 94544**

Initial Mailing Address: **1164 WEST TENNYSON ROAD  
HAYWARD, CALIFORNIA 94544**

**ARTICLE V**

This corporation is authorized to issue only one class of shares of stock which shall be designated Common Stock, \$.001 par value; and the total number of shares which this corporation is authorized to issue is **1,000**.

**ARTICLE VI**

(a) The liability of directors of this corporation for monetary damages shall be eliminated to the fullest extent permissible under California law.

(b) This corporation is authorized to provide indemnification of agents (as defined in Section 317 of the California Corporations Code) through bylaw provisions, agreements with agents, vote of shareholders or disinterested directors, or otherwise, to the fullest extent permissible under California law.

(c) Any amendment, repeal or modification of any provision of this Article VI shall not adversely affect any right or protection of an agent of this corporation existing at the time of such amendment, repeal or modification.

  
\_\_\_\_\_  
**ESTHER JESSIE LOPEZ**

DISPLAY CONSPICUOUSLY AT PLACE OF BUSINESS FOR WHICH ISSUED

CALIFORNIA STATE BOARD OF EQUALIZATION

**TEMPORARY SELLER'S PERMIT**

Valid 05/01/2018 through 07/01/2018



SR CH 103-187096

AUNTY HONEYS  
CREAM ENTERPRISE INC  
1164 W TENNYSON RD  
HAYWARD, CA 94544-4422

IS HEREBY AUTHORIZED PURSUANT TO SALES AND USE TAX LAW TO ENGAGE IN THE BUSINESS OF SELLING TANGIBLE PERSONAL PROPERTY AT THE ABOVE LOCATION. THIS PERMIT IS VALID FOR THE PERIODS SHOWN AND IS NOT TRANSFERABLE.

For general tax questions, please call our Customer Service Center at 1-800-400-7115 (TTY:711).  
For information on your rights, contact the Taxpayers' Rights Advocate office at 1-888-324-2798 or 1-916-324-2798.

BOE-442-ST REV. 5 (11-14)

**A MESSAGE TO OUR NEW PERMIT HOLDER**

As a seller, you have rights and responsibilities under the Sales and Use Tax Law. In order to assist you in your endeavor and to better understand the law, we offer the following sources of help:

- Visiting our website at
- Visiting a field office
- Attending a Basic Sales and Use Tax Law class offered at one of our field offices
- Sending your questions in writing to any one of our offices
- Calling our toll-free Customer Service Center at 1-800-400-7115 (TTY:711)

As a seller, you have the right to issue resale certificates for merchandise that you intend to resell. You also have the responsibility of not misusing resale certificates. While the sales tax is imposed upon the retailer,

- You have the right to seek reimbursement of the tax from your customer
- You are responsible for filing and paying your sales and use tax returns timely
- You have the right to be treated in a fair and equitable manner by the employees of the California State Board of Equalization (BOE)
- You are responsible for following the regulations set forth by the BOE

As a seller, you are expected to maintain the normal books and records of a prudent businessperson. You are required to maintain these books and records for no less than four years, and make them available for inspection by a BOE representative when requested. You are also expected to notify us if you are buying, selling, adding a location, or discontinuing your business, adding or dropping a partner, officer, or member, or when you are moving any or all of your business locations. If it becomes necessary to surrender this permit, you should only do so by mailing it to a BOE office, or giving it to a BOE representative.

If you would like to know more about your rights as a taxpayer, or if you are unable to resolve an issue with the BOE, please contact the Taxpayers' Rights Advocate office for help by calling toll-free, 1-888-324-2798 or 1-916-324-2798. Their fax number is 1-916-323-3319.

**Please post this permit at the address for which it was issued and at a location visible to your customers.**

CALIFORNIA STATE BOARD OF EQUALIZATION  
Sales and Use Tax Department



# State of California Secretary of State

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## Statement of Information

(Domestic Stock and Agricultural Cooperative Corporations)

FEES (Filing and Disclosure): \$25.00.

If this is an amendment, see instructions.

**IMPORTANT – READ INSTRUCTIONS BEFORE COMPLETING THIS FORM**

FR55245

FILED

In the office of the Secretary of State  
of the State of California

OCT-12 2017

This Space for Filing Use Only

### 1. CORPORATE NAME

GREAM ENTERPRISES, INC.

### 2. CALIFORNIA CORPORATE NUMBER

C4000046

**No Change Statement** (Not applicable if agent address of record is a P.O. Box address. See instructions.)

3. If there have been any changes to the information contained in the last Statement of Information filed with the California Secretary of State, or no statement of information has been previously filed, this form must be completed in its entirety.

☐ If there has been no change in any of the information contained in the last Statement of Information filed with the California Secretary of State, check the box and proceed to Item 17.

**Complete Addresses for the Following** (Do not abbreviate the name of the city. Items 4 and 5 cannot be P.O. Boxes.)

4. STREET ADDRESS OF PRINCIPAL EXECUTIVE OFFICE CITY STATE ZIP CODE

1164 W TENNYSON RD, HAYWARD, CA 94544

5. STREET ADDRESS OF PRINCIPAL BUSINESS OFFICE IN CALIFORNIA, IF ANY CITY STATE ZIP CODE

6. MAILING ADDRESS OF CORPORATION, IF DIFFERENT THAN ITEM 4 CITY STATE ZIP CODE

ESTHER LOPEZ 1164 W TENNYSON RD, HAYWARD, CA 94544

**Names and Complete Addresses of the Following Officers** (The corporation must list these three officers. A comparable title for the specific officer may be added; however, the preprinted titles on this form must not be altered.)

7. CHIEF EXECUTIVE OFFICER ADDRESS CITY STATE ZIP CODE

ESTHER JESSIE LOPEZ 1164 W TENNYSON RD, HAYWARD, CA 94544

8. SECRETARY ADDRESS CITY STATE ZIP CODE

MELBA KHAN 1164 W TENNYSON RD, HAYWARD, CA 94544

9. CHIEF FINANCIAL OFFICER/ ADDRESS CITY STATE ZIP CODE

ESTHER LOPEZ 1164 W TENNYSON RD, HAYWARD, CA 94544

**Names and Complete Addresses of All Directors, including Directors Who are Also Officers** (The corporation must have at least one director. Attach additional pages, if necessary.)

10. NAME ADDRESS CITY STATE ZIP CODE

ESTHER JESSIE LOPEZ 1164 W TENNYSON RD, HAYWARD, CA 94544

11. NAME ADDRESS CITY STATE ZIP CODE

12. NAME ADDRESS CITY STATE ZIP CODE

13. NUMBER OF VACANCIES ON THE BOARD OF DIRECTORS, IF ANY:

**Agent for Service of Process** If the agent is an individual, the agent must reside in California and Item 15 must be completed with a California street address, a P.O. Box address is not acceptable. If the agent is another corporation, the agent must have on file with the California Secretary of State a certificate pursuant to California Corporations Code section 1505 and Item 15 must be left blank.

14. NAME OF AGENT FOR SERVICE OF PROCESS

ESTHER JESSIE LOPEZ

15. STREET ADDRESS OF AGENT FOR SERVICE OF PROCESS IN CALIFORNIA, IF AN INDIVIDUAL CITY STATE ZIP CODE

1164 W TENNYSON RD, HAYWARD, CA 94544

### Type of Business

16. DESCRIBE THE TYPE OF BUSINESS OF THE CORPORATION

RETAIL

17. BY SIGNING THIS STATEMENT OF INFORMATION TO THE CALIFORNIA SECRETARY OF STATE, THE CORPORATION CERTIFIES THE INFORMATION CONTAINED HEREIN, INCLUDING ANY ATTACHMENTS, IS TRUE AND CORRECT.

CEO

DATE

TYPE/PRINT NAME OF PERSON COMPLETING FORM

TITLE

SIGNATURE

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**CO-APPLICANT INFORMATION**

<b>Last Name: Lopez</b>	<b>First Name: Esther</b>	<b>Middle Initial: J</b>
<b>Alias(es): N/A</b>		
<b>Title: Chief Executive Officer</b>		
<div></div>		
<b>Business Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip:</b>

<b>Last Name: Khan</b>	<b>First Name: Melba</b>	<b>Middle Initial:</b>
<b>Alias(es): N/A</b>		
<b>Title: Investor</b>		
<div></div>		
<b>Business Address:</b>		
<b>City:</b>	<b>State:</b>	<b>Zip:</b>

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**PROPOSED BUSINESS TYPES**

**ALL COMMERCIAL CANNABIS PERMITS FOR THE CITY OF HAYWARD**

- Commercial Cannabis Retail Dispensary

**COMMERCIAL CANNABIS PERMIT SOUGHT IN THIS APPLICATION**

- Commercial Cannabis Retail Dispensary

**STATE CANNABIS LICENSES**

- The Applicant will apply for Type 10 Storefront Retail Licenses for both medical and adult use
- The Applicant does not currently hold any State cannabis licenses



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**PROPOSED BUSINESS LOCATION**

Have you identified or secured location(s) for your proposed business?

- No: **The Applicant has not secured a location for the proposed business.**

Description of the proposed location(s): **N/A**

Have you confirmed that the proposed commercial cannabis business is allowed at this location under the City of Hayward Municipal Code Chapter 10 (Zoning Ordinance)?

- **The Applicant will perform the appropriate confirmation upon securing a location.**

Right to Occupy Proposed Location: Check the appropriate box indicating Applicant's right to occupy proposed location(s) and provide supporting documents if available:

- ~~Owner (provide copy of deed)~~
- ~~Tenant (provide copy of lease)~~
- ~~Intent to Lease/Purchase (provide letter of intent)~~
- **Not yet secured a location**

If Applicant is not the owner of the proposed location, provide following information for the current property owner:

- Full name,
- Residential address,
- Phone,
- Email,
- Proof of consent to operate a commercial cannabis business at the location.
- **The Applicant will provide the required information upon securing a location.**

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## AUNTY HONEYS COMMERCIAL CANNABIS RETAIL APPLICATION BUSINESS PLAN AND OPERATION

### OPERATIONS

#### Company Overview and Vision

Aunt Honey, 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. Aunt Honey 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, Aunt Honey is a collaborative group of individuals working for the common good, similar to a beehive. At the center of this hive is the Aunt, a warm and caring leader with open arms and a familiar presence. CEO Esther Lopez is the human embodiment of this Aunt, 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, Aunt Honey will become a successful dispensary that balances contributing to the community with generating reasonable profits.

#### Day-to-Day Operations

Aunt Honey, 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).

Aunt Honey 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, Aunt Honey is committed to implementing the following goal in day-to-day operations:

- **Providing high-quality products at a reasonable price:** Aunt Honey 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

### Projected capital expenditures

As shown in the attached Proof of Capitalization, Aunty Honeys has additional reserves available to cover contingencies.

Phase 1 Costs & Consulting Fees	\$30,000.00
Application Fees (State & Local)	\$10,000.00
Accounting Fees	\$20,000.00
Pre-operational Payroll	\$50,000.00
Benefits	\$18,000.00
Staff Training	\$20,000.00
Property Lease Deposit and Fees	\$60,000.00
Site Remodel	\$200,000.00
Furniture, Fixtures & Equipment	\$100,000.00
Utilities	\$7,500.00
Security	\$75,000.00
Insurance	\$10,000.00
Website/Marketing	\$75,000.00
Administrative & Financing Fees	\$50,000.00
Cash Reserves (3-month operation)	\$200,000.00
	<b>\$925,500.00</b>



Operational costs and revenue

	Q1	Q2	Q3	Q4	Y1 TOTAL
<b>Revenue</b>					
Dry Flower	\$ -	\$ -	\$ -	\$ 779,333	\$ 779,333
Products	\$ -	\$ -	\$ -	\$ 334,000	\$ 334,000
<b>Total Sales</b>	\$ -	\$ -	\$ -	\$ 1,113,333	\$ 1,113,333
Dry Flower	\$ -	\$ -	\$ -	\$ 259,549	\$ 259,549
Concentrate/Manufactured Products	\$ -	\$ -	\$ -	\$ 167,000	\$ 167,000
<i>Card Processing Fees</i>	\$ -	\$ -	\$ -	\$ 26,631	\$ 26,630.93
<b>Total Cost of Goods Sold</b>	\$ -	\$ -	\$ -	\$ 453,180	\$ 453,180
<b>Total Gross Margin</b>	\$ -	\$ -	\$ -	\$ 660,154	\$ 660,154
<i>State and Local Sales Tax (30%)</i>	\$ -	\$ -	\$ -	\$ (198,046)	\$ (198,046)
<b>Total Net Revenue</b>	\$ -	\$ -	\$ -	\$ 462,107	\$ 462,107
<b>Expenses</b>					
Rent	\$ -	\$ -	\$ -	\$ 15,000	\$ 15,000
Manager and Staff Payroll	\$ 7,200	\$ 9,600	\$ 14,400	\$ 16,800	\$ 48,000
Benefits, payroll processing, tax	\$ 2,520	\$ 3,360	\$ 5,040	\$ 5,880	\$ 16,800
Security contractor	\$ -	\$ -	\$ -	\$ 20,000	\$ 80,000
Security monitoring & maintenance	\$ -	\$ -	\$ 3,000	\$ 3,000	\$ 6,000
Inventory control software	\$ -	\$ -	\$ 3,000	\$ 3,000	\$ 6,000
Marketing & Advertising	\$ -	\$ -	\$ 11,133	\$ 11,133	\$ 22,267
Office expenses	\$ -	\$ -	\$ 1,500	\$ 1,125	\$ 2,625
Equipment	\$ -	\$ 1,500	\$ 1,500	\$ 1,500	\$ 4,500
Repairs and maintenance	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000	\$ 12,000
Janitorial	\$ -	\$ -	\$ -	\$ 5,000	\$ 5,000
Utilities & phone	\$ -	\$ -	\$ 2,500	\$ 2,500	\$ 5,000
Business insurance (2% gross sales)	\$ -	\$ -	\$ -	\$ 22,267	\$ 22,267
Industry memberships	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 6,000
Professional services	\$ 7,500	\$ 7,500	\$ 7,500	\$ 7,500	\$ 30,000
Community Benefit					\$ 50,000
<b>Total Overhead Expenses</b>	\$ 21,720	\$ 26,460	\$ 54,073	\$ 119,205	\$331,458
<b>Operating Income (EBITDA)</b>	\$(21,720)	\$(26,460)	\$(54,073)	\$ 342,902	\$130,649
<i>30% Provision Federal Taxes</i>					-\$ 39,195
<b>Net Profit</b>	\$(21,720)	\$(26,460)	\$(54,073)	\$ 342,902	\$91,454

Pricing: \$50 per eighth and 100 percent markup on concentrates/manufactured products.

## PROOF OF CAPITALIZATION

Aunty Honeys has over \$80,000 in liquid assets and \$1.5 million available in financing, primarily from residential building equity. The attachments include a cover page detailing the enclosures and clearly describing where the funding will come from.

## THREE-YEAR FINANCIAL PRO FORMA

The included financial pro forma is based on the following assumptions, designed to be realistic with respect to costs and conservative with respect to revenue:

- **Revenue:** Revenue projections are based on the assumption that Aunty Honeys will capture 26% of Hayward's projected cannabis market, as described above in Projected Customer Base. See three-year sales projections below; first year sales will start in Q4. Note that these estimates are very conservative and are based on the City of Hayward's cannabis market projections. Revenue could easily be double or more: Aunty Honeys is prepared to scale to meet demand.
- **Customer volume:** If three Hayward-based dispensaries are licensed, Aunty Honeys assumes 175 daily transactions.
- **Product costs:** Aunty Honeys assumes manufactured products will cost 50% of their retail sales price. Aunty Honeys assumes dry flower will cost approximately \$2,100/pound in Year 1, including packaging.
- **Compensation of employees:** Aunty Honeys shall compensate all employees at rates above the local living wage: hourly employees \$17.50-30; managers \$55-70,000; and directors \$70-100,000. Staff payroll expenses scale as the business grows.
- **Equipment costs:** Aunty Honeys anticipates approximately \$100,000 in equipment costs as well as \$200,000 in site remodel expenses. Aunty Honeys anticipates approximately \$12,000 annually in track and trace costs.
- **Utility costs:** Aunty Honeys anticipates annual utility costs to be approximately \$10,000.
- **Other costs:** Applicant shall utilize contract security guards and expects this cost to be \$80,000 annually, in addition to \$12,000 in annual security monitoring and maintenance. The Applicant has an annual marketing budget of 2% of gross sales.

Three-year sales projections	2018 (Q4)	2019	2020
	Year 1	Year 2	Year 3
TOTAL Dry Flower Sales (retail)	\$2,922,500	\$11,690,000	\$12,274,500
TOTAL Manufactured Sales (retail)	\$1,252,500	\$5,010,000	\$5,260,500
<b>TOTAL CANNABIS SALES</b>	<b>\$4,175,000</b>	<b>\$16,700,000</b>	<b>\$17,535,000</b>
<b>TOTAL LOCAL SALE TAX (15%)</b>	<b>\$626,250</b>	<b>\$2,505,000</b>	<b>\$2,630,250</b>
Delivery Dispensary Sales (20% of total)	\$835,000	\$3,340,000	\$3,507,000
Brick and Mortar Dispensary Sales	\$3,340,000	\$13,360,000	\$14,028,000
# Brick and Mortar Dispensaries	3	3	3
<b>Annual Revenue Per Dispensary</b>	<b>\$1,113,333</b>	<b>\$4,453,333</b>	<b>\$4,676,000</b>



### Three-year operational costs and revenue

Projected Income Statement:	Y1 (2018 Q4)	Y2 (2019)	Y3 (2020)
<b>Revenue</b>			
Dry Flower	\$ 779,333	\$ 3,117,333	\$ 3,273,200
Products	\$ 334,000	\$ 1,336,000	\$ 1,402,800
<b>Total Sales</b>	<b>\$ 1,113,333</b>	<b>\$ 4,453,333</b>	<b>\$ 4,676,000</b>
Dry Flower	\$ 259,549	\$ 1,038,196	\$ 1,090,105
Concentrate/Manufactured Products	\$ 167,000	\$ 668,000	\$ 701,400
<i>Card Processing Fees</i>	<i>\$ 26,631</i>	<i>\$ 106,524</i>	<i>\$ 111,850</i>
<b>Total Cost of Goods Sold</b>	<b>\$ 453,180</b>	<b>\$ 1,812,719</b>	<b>\$ 1,903,355</b>
<b>Total Gross Margin</b>	<b>\$ 660,154</b>	<b>\$ 2,640,614</b>	<b>\$ 2,772,645</b>
<i>State and Local Sales Tax (30%)</i>	<i>\$ (198,046)</i>	<i>\$ (792,184)</i>	<i>\$ (831,793)</i>
<b>Total Net Revenue</b>	<b>\$ 462,107</b>	<b>\$ 1,848,430</b>	<b>\$ 1,940,851</b>
<b>Expenses</b>			
Rent	\$ 15,000	\$ 60,000	\$ 60,000
Manager and Staff Payroll	\$ 48,000	\$ 540,000	\$ 540,000
Benefits, payroll processing & tax	\$ 16,800	\$ 189,000	\$ 189,000
Security contractor	\$ 80,000	\$ 80,000	\$ 80,000
Security monitoring & maintenance	\$ 6,000	\$ 12,000	\$ 12,000
Inventory control software	\$ 6,000	\$ 12,600	\$ 13,230
Marketing & Advertising	\$ 22,267	\$ 89,067	\$ 93,520
Office expenses	\$ 2,625	\$ 2,625	\$ 2,625
Equipment	\$ 4,500	\$ 4,500	\$ 4,500
Repairs and maintenance	\$ 12,000	\$ 12,000	\$ 12,000
Janitorial	\$ 5,000	\$ 20,000	\$ 20,000
Utilities & phone	\$ 5,000	\$ 5,250	\$ 5,513
Business insurance (2% gross sales)	\$ 22,267	\$ 89,067	\$ 93,520
Industry memberships	\$ 6,000	\$ 10,000	\$ 10,000
Professional services	\$ 30,000	\$ 30,000	\$ 30,000
Community Benefit	\$ 50,000	\$ 60,000	\$ 75,000
<b>Total Overhead Expenses</b>	<b>\$ 331,458</b>	<b>\$ 1,216,108</b>	<b>\$ 1,240,908</b>
<b>Operating Income (EBITDA)</b>	<b>\$ 130,649</b>	<b>\$ 632,321</b>	<b>\$ 699,944</b>
<i>30% Provision for Federal Taxes</i>	<i>\$ (39,195)</i>	<i>\$ 189,696</i>	<i>\$ 209,983</i>
<b>Net Profit</b>	<b>\$ 91,454</b>	<b>\$ 822,018</b>	<b>\$ 909,927</b>

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

### PROOF OF CAPITALIZATION COVER PAGE

Bank statements, Pre-Approval letters, and Letters of Commitment are included for each investing member of the Applicant Team. Find below a breakdown of documents attached.

#### **Esther Lopez**

*Applicant and sole Owner of Aunty Honeys & Chief Executive Officer*

1. Bank Statement, Wells Fargo
  - a. Acct Ending 4598 total \$4316.91
  - b. Acct Ending 3132 total \$440.18
2. Bank Statement, Wells Fargo\*
  - a. Acct Ending 2811 total \$6429.90
  - b. Acct Ending 6522 total \$565.46
3. Bank Statement, Wells Fargo
  - a. Acct Ending 2829 total \$2300.72
  - b. Acct Ending 6514 total \$508.94
4. Bank Statement, Wells Fargo, Acct Ending 50282 total \$14802.61
5. Pre-Approval Letter, Guild Mortgage Company, Mortgage Loan total \$544,000.00
6. Pre-Approval Letter\*\*, Guild Mortgage Company, Mortgage Loan total \$376,000.00
7. Letter of Commitment

#### **Melba Khan**

*Financial backer of Aunty Honeys with no operational role*

8. Bank Statement, Citibank
  - a. Money Market Plus Account total \$7941.19
  - b. Credit Line total \$50,000.00
9. Pre-Approval Letter\*\*, Guild Mortgage Company, Mortgage Loan total \$640,000.00
10. Letter of Commitment

\* Ms. Lopez and Dawood Khan are both owners of this account. Upon request from the City of Hayward, Mr. Khan will attest to granting unrestrained consent for utilizing any and all funds represented, and will also provide a Live Scan.

\*\* Dawood Khan co-owns these properties. However, Ms. Lopez and Ms. Khan are the investors in Aunty Honeys. Upon request from the City of Hayward, Mr. Khan will also provide a Live Scan.

**ESTHER J. LOPEZ**

1164 W Tennyson Hayward, Ca 94544 | 510-457-8393 | Taxtender@yahoo.com

**01/09/20018**

GREAM INC DBA AUNTY HONEYS

1164 W Tennyson Hayward, Ca 94544

**Dear Aunty Honeys**

This letter acknowledges that, upon Aunty Honey's procurement of local and state licensure, as issued by the City of Hayward and California's Bureau of Cannabis Control. I, Esther J. Lopez ("Investor") intend to provide an unrestricted cash loan to Aunty Honeys in the minimum amount of \$210,000.00 to be used for startup costs and operations of the dispensary facility, as needed.

It is acknowledged and understood that Aunty Honeys will repay this loan pursuant to the terms of a Loan Agreement between Investor and Aunty Honeys.

This agreement is made in good faith demonstrated by all parties. It is understood that all efforts possible will be made to turn Aunty Honeys into a sustainable venture enabling repayment of the loan with standard interest.

Attached is a copy of BANK STATEMENTS/LENDER APPROVAL LETTER demonstrating externally verified proof of such funds.

Sincerely,

**Esther J. Lopez**



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**MELBA KHAN**

01/09/20018

GREAM INC DBA AUNTY HONEYS

**Dear Aunty Honeys**

This letter acknowledges that, upon Aunty Honey's procurement of local and state licensure, as issued by the City of Hayward and California's Bureau of Cannabis Control. I, Melba Khan ("Investor") intend to provide an unrestricted cash loan to Aunty Honeys in the minimum amount of \$390,000.00 to be used for startup costs and operations of the dispensary facility, as needed.

It is acknowledged and understood that Aunty Honeys will repay this loan pursuant to the terms of a Loan Agreement between Investor and Aunty Honeys.

This agreement is made in good faith demonstrated by all parties. It is understood that all efforts possible will be made to turn Aunty Honeys into a sustainable venture enabling repayment of the loan with standard interest.

Attached is a copy of BANK STATEMENTS/LENDER APPROVAL LETTER demonstrating externally verified proof of such funds.

Sincerely,

**Melba Khan**

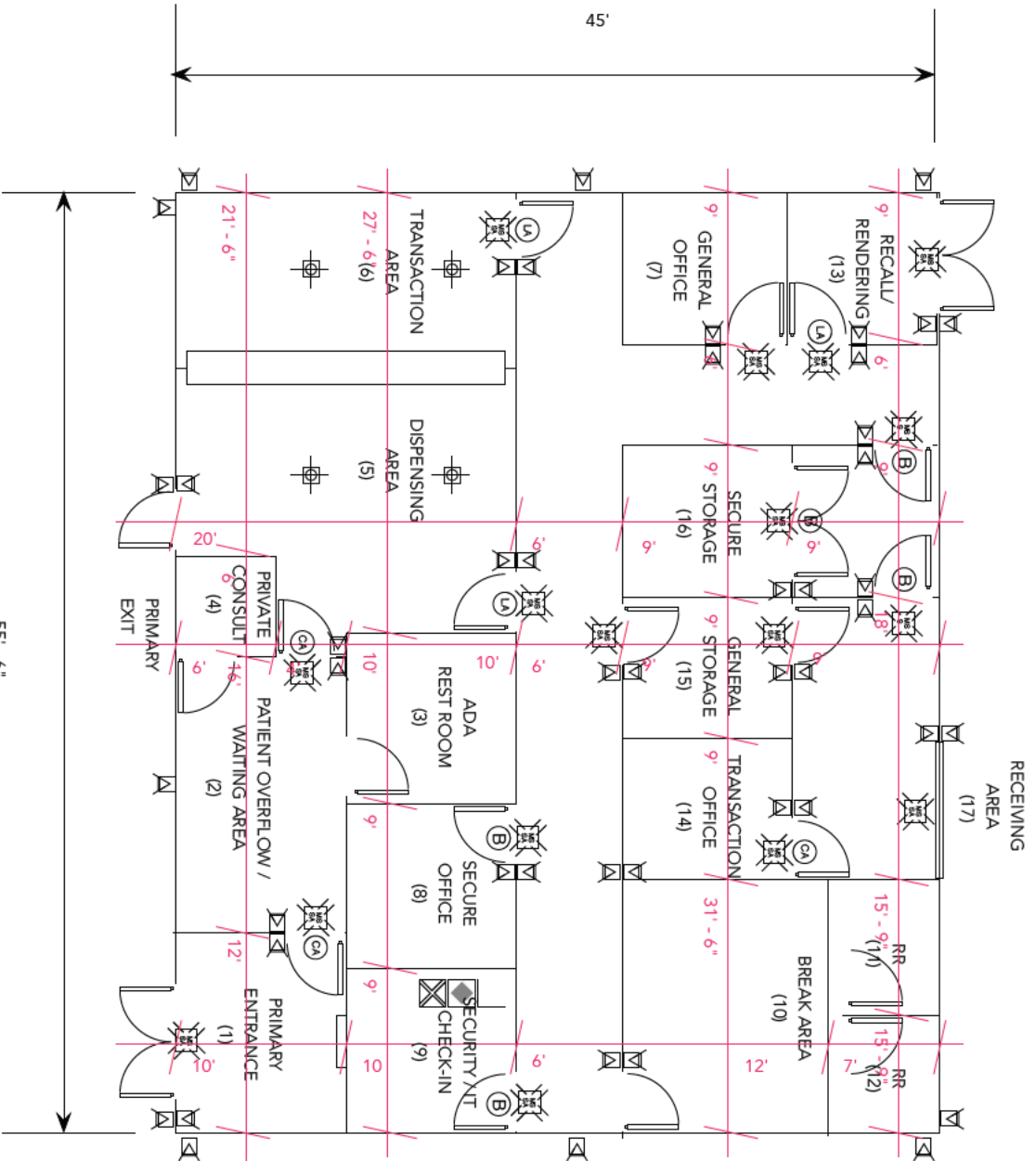



The following documents are hereby segregated as Confidential – Proprietary Trade Secret Information and are exempt from disclosure pursuant to the Public Records Act

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**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.



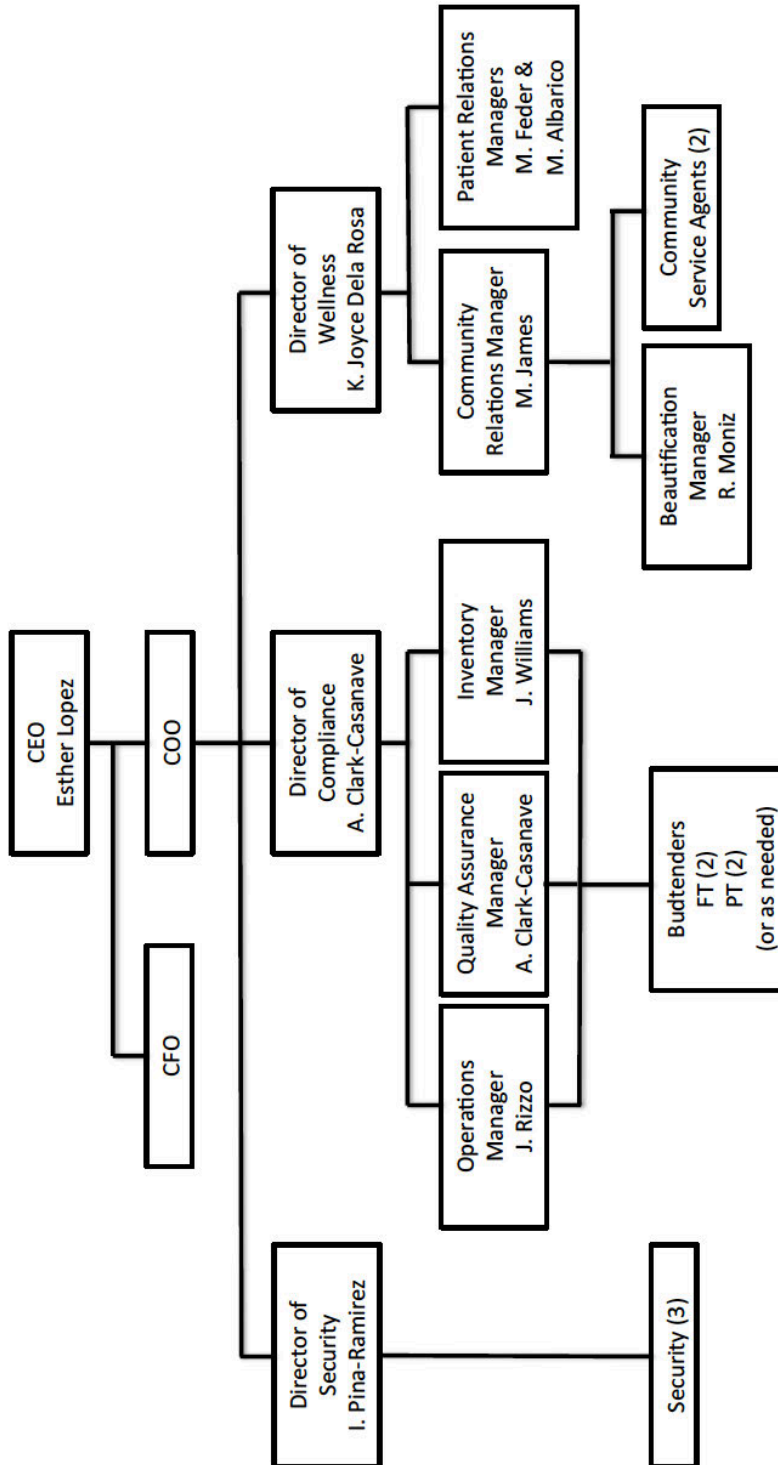
<input checked="" type="checkbox"/> BACKUP POWER	SECURITY ALARM SYSTEM	<input type="checkbox"/> SECURE SERVER / DATA STORAGE	CLIENT: ESTHER LOPEZ		
<input type="checkbox"/> BIOMETRIC ACCESS	<input type="checkbox"/> CONTROLLED ACCESS	<input type="checkbox"/> LIMITED ACCESS			
<input checked="" type="checkbox"/>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



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## AUNTY HONEYS COMMERCIAL CANNABIS RETAIL APPLICATION MANAGEMENT EXPERIENCE

### COMPANY STRUCTURE & ORGANIZATIONAL CHART



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 Auntie 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 Auntie 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 Auntie 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 Auntie 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 Auntie 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

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## **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

# Esther Lopez

The Business Center



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.

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## Skills

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

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## 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 Greenerside, 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.

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## 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

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## OBJECTIVE

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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

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- |           |   |
|-----------|---|
| 2001-2015 | Community Service Officer, <i>Hayward Police Department</i><br><br>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, <i>United States Navy Reserves</i><br><br>4 Deployments<br>(Japan 2001-2002, Kuwait 2003-2004, Bahrain 2005-2006, Kuwait 2008-2009)<br>Various areas visited while inconus (In Country).<br>Each deployment was mission oriented as well as the training.<br>Honorably Discharged  |

## EDUCATION

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- |      |  |
|------|--|
| 2016 | Bachelors of Science, Management, <i>University of Phoenix</i> |
| 2017 | Master Degree, Business, <i>University of Phoenix</i>          |



**Kathleen Joyce Dela Rosa**

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**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 FEDDER

1749 San Gabriel, Modesto, CA 95205 • (202) 744-1111 • mofeder@visitingangels.com

# Roberta Moniz

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## 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.

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**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

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**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 Worlwide    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.

### 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**

### OBJECTIVE

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



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

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*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

### 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

### CONTACT

916 692 6116

A.delacruz0218@gmail.com

310 Caswell Ave Oakland CA, 94603



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## **AUNTY HONEYS COMMERCIAL CANNABIS RETAIL APPLICATION SAFETY AND SECURITY PLAN**

### **OVERVIEW**

Aunty Honeys' Safety and Security Plan is designed to keep all employees, clientele, the community, and cannabis materials safe and secure. To that end, it complies with all aspects of California state cannabis law and regulation; OSHA standards; Hayward Municipal Code Chapters 10-1.3600 and 6-14; and best practices in dispensary security management.

Aunty Honeys' Director of Security, Isabel Pina-Ramirez, will coordinate with the Hayward Police Department on safety and security. She will also be responsible for updating the Safety and Security Plan with site-specific details once a final location is determined, as well as in the event of changes in state or local regulation, new information on best practices, or feedback from the Hayward Police Department or other law enforcement agencies.

In addition, in accordance with Hayward Municipal Code Chapter 6-14.13, Aunty Honeys shall have an on-site manager during all times that employees are conducting operations. All on-site managers shall work closely with the Director of Security to ensure that all elements of the Safety and Security Plan are consistently and correctly implemented.

### **GENERAL SAFETY POLICY AND PROTOCOLS**

Aunty Honeys is laying the groundwork to provide a safe environment for employees, clientele, vendors, and the surrounding community. By designating senior staff members with clear responsibilities for emergency situations and for preventing and eliminating hazards, Aunty Honeys strives for an incident-free workplace. The Director of Security has primary authority over safety and security issues, but will be supported by all supervisors and employees, all of whom will have clear responsibilities detailed in the employee handbook and covered during initial and annual employee training.

In particular, Aunty Honeys will:

- Develop fliers to distribute to the City Manager, Hayward Police Department, and all residents, businesses, and property owners within 100 ft of the dispensary. These fliers will include contact information (phone, secondary phone, and email) for the Community Relations Manager.
- Designate a contact person, either an employee such as the Director of Security or a security vendor, who will be available 24/7 for City inquiries, emergency access, or security concerns. This information will be provided to the City Manager and Hayward Police Department.
- Designate on-site managers, at least one of whom shall be present during all operating hours, and provide their contact information to the City Manager
- Contract with experienced security firms to install, monitor, and maintain security equipment and provide security guards as appropriate. Initially, Aunty Honeys will

contract with OnView Security Services, a Fremont-based security firm Aunty Honeys has already reviewed with Hayward Police Department and that has signed a letter of intent to provide these services. Prior to changing companies, Aunty Honey will notify the City of Hayward and Hayward Police Department.

- Maintain on-site the current contact information for the security alarm company. This will be kept current and available for inspection at all times.

#### Fire Prevention, Detection & Response

As a retail dispensary, Aunty Honeys does not have comparable fire hazards to the lighting in a cultivation facility or the chemicals in a processing facility. As a result, Aunty Honeys will follow fire safety management protocols typical of a retail environment: designating and training persons who will be on-site and in charge of fire safety management (primarily the Director of Security and on-site managers); performing and documenting an annual fire risk assessment; generating and updating a Fire Safety and Emergency Response Plan; maintaining a fire safety checklist and logbook; performing annual maintenance of fire extinguishers; incorporating fire safety procedures into initial and annual training (including not blocking or holding open fire doors); and additional measures as deemed necessary or recommended by inspectors.

In terms of fire detection, Aunty Honeys will contract with OnView Security Services to install a security alarm system capable of detecting smoke, fire and carbon monoxide. In compliance with National Fire Protection Association recommendations, smoke detectors will be positioned in the center of the ceiling of each room or as necessary in larger rooms. Aunty Honeys will test all fire alarm and notification systems every 30-day period at minimum.

The Director of Security will also be responsible for training all employees on all aspects of the Fire Safety and Evacuation Plan. Fire inspectors may devise or advise on all such training, which will be tailored to the chosen location. During training, staff will be appointed as lead fire safety captains and equipped with conspicuous caps to wear in the event of a fire emergency. Training will include, at minimum: the location of all points of emergency egress, and/or escape routes; procedures to assist individuals that are unable to use the general means of egress and/or escape route(s); proper accounting of personnel following evacuation; and the identification of individuals in need of immediate rescue or medical attention.

The Director of Security will ensure the safety of the facility and personnel by establishing the proper protocol for Emergency Evacuation Drills. All aspects of the Emergency Evacuation Drill will be compliant with California Fire Code Sections 405.1-405.9. All Fire Safety and Evacuation Plans will be made available to the neighboring buildings, businesses and establishments.

#### Employee-Specific Safety Policies and Training

Each employee will undergo safety and security training prior to beginning work. The Director of Compliance will conduct an initial training for all employees based on best practices, regulation, and input from relevant State and local agencies. Trainings will include the following:

- Review of the employee handbook;
- Training for security procedures and SOPs, including building orientation; procedures for access to limited-access areas; and best practices for preventing security incidents; and
- Training for non-medical emergencies, including bomb threats, fires, explosions, chemical release, natural disasters, and raids. Supplemental training will be provided as necessary, including refresher training once per year.

Supervisors and security staff will be trained in CPR, proper use of automatic electronic defibrillators (AEDs), and Red Cross certified adult and pediatric first aid. All personnel will be trained in procedures to use on-site AEDs and to alert authorities in the event of a medical emergency in the facility.

Procedures will be revised and updated as necessary with supplemental trainings. Employees and supervisors will receive refresher training at least once per year, or when regulations or best practices change.

### **GENERAL SECURITY POLICIES AND PROTOCOLS**

The Director of Security will oversee the implementation of all security policies and procedures, and will work with the CEO on security vendor decisions. At this point, Aunty Honeys has contracted OnView Security Services, a qualified security vendor located in Fremont, to provide security services. OnView has provided an estimated cost of services and is willing to provide security services contingent upon Aunty Honeys receipt of a license from the City of Hayward. OnView personnel have twenty-five years of technical experience in private security operations, alarm response protocol, and fire safety. Aunty Honeys will coordinate with OnView to provide security equipment and personnel, as detailed below.

As a condition of employment, employees will undergo a LiveScan background check. Only criminal records that are prohibited under State or local law or regulations will be considered disqualifying. Records will be provided to appropriate State and local agencies if required; in accordance with Hayward Municipal Code Chapter 6-14.12, the LiveScan background check for all on-site managers shall be provided to the City.

#### Transactional Security

Chain of custody is the time of highest security risk for a cannabis dispensary, and Aunty Honeys will therefore take extra precautions during this time. Aunty Honeys will receive shipments of cannabis product only from state-licensed distributors at an entrance not open to or visible to the public. Shipments will be scheduled in advance, and unscheduled or unexpected shipments will not be accepted. All shipments will be checked against a shipping manifest containing information on the identity of the distributor, expected time of delivery, and expected inventory.

When product is in the process of being transferred, the following security protocols will be implemented:

- All transactions will be conducted under video surveillance and with at least two dispensary employees – including one manager – and one security personnel present.

- The distributor will only be accepted on premises if it is in the vicinity of the scheduled delivery time. If not, an employee of the dispensary will record the distributor's information and require the distributor to leave.
- If the distributor is authorized, security will notify a supervisor that the distributor is on-site and record the time, date, distributor identity, and vehicle information.
- Security will verify driver identification prior to entry.
- An employee of the dispensary responsible for chain of custody transactions will verify the transportation and delivery manifest and accept the shipment.
- Upon receipt, all cannabis goods will be transported directly to the secure area. Cannabis products will be kept under video surveillance at all times.
- Access to the secure product area will be limited to supervisors, who will always require a second employee accompany them into the room.

Distributor partners will be expected to follow all security SOPs promulgated by Aunty Honeys. Aunty Honeys will adopt any additional security protocols required by the distributor.

#### Customer Security

Aunty Honeys customer security protocols are designed to prevent and deter theft inside the facility, as well as ensure customer safety inside and within the vicinity of the dispensary. Customers will only have access to a single main entrance clearly marked on the exterior of the facility. A security guard will be posted at the main entrance at all times during operating hours to deter loitering and consumption and prevent incidents outside the dispensary, and will verify date of birth prior to allowing entrance to the dispensary. The security guard will be trained to respond safely and appropriately to any individuals smoking, creating a noise disturbance, loitering, littering, or vandalizing property within the vicinity of the premises; and will also be trained to recognize any potentially offensive odors that require dispensary action.

When a customer enters the dispensary, they will enter a reception area which will be set off from the retail area of the facility by a locked and secure door. A security guard will be present in the reception area to prevent security incidents. The customer will be checked in by an employee, who will verify that the customer is either a) over 21 years of age, or b) over 18 years of age and possesses a valid physicians' recommendation for the medical use of cannabis. In compliance with Section 5402 of Bureau of Cannabis Control (BCC) regulation, the following forms of identification will be accepted:

- A document issued by a federal, state, county, or municipal government that contains the name, date of birth, physical description, and picture of the person;
- A valid identification card issued to a member of the Armed Forces that includes a date of birth and a picture of the person; or
- A valid passport issued by the United States or by a foreign government.

If the customer's identification is sufficient, the employee will remotely unlock the door and allow the customer to enter the retail area. If the customer's identification is insufficient, they will not be granted access to the retail area and will be asked to leave.

Once in the retail area, the customer will not have access to any limited-access areas of the facility. A security guard will be present. Cameras will be strategically placed within the retail area to ensure clear and certain recognition of all persons within the area.

#### Third-Party Contractor Security

Aunty Honeys will minimize the use of contractors aside from security guards and a qualified security company tasked with maintaining the dispensary's surveillance and alarm systems. However, when necessary, Aunty Honeys will work with contractors with appropriate state licensure or permits. Third-party contractors will be granted badges that will offer access to areas of authorized entry on the premises and shall be accompanied by a dispensary employee with authorized access at all times.

#### Product Security

Aunty Honeys will implement strict procedures to protect against burglary or diversion of cannabis product. Aunty Honeys will not store or maintain more cannabis or cannabis products than are required for the normal, efficient operation of the dispensary. Immediately following receipt from a distributor, all cannabis products will be transported to the storage room under video surveillance. The storage room will only be accessible by authorized personnel, and two persons will always be present during access. The number of personnel authorized for access will be the minimum necessary for the dispensary's day-to-day operations. Storage areas will be monitored under video surveillance and secured with a motion detector at all times. Access to the storage area will be limited to hours of operation, which will extend approximately an hour before and after the time in which the dispensary is open to the public (only as long as required for inventory management).

In addition to physical security, stringent inventory management is crucial to preventing diversion of cannabis product. Aunty Honeys will utilize the MJ Freeway API in conjunction with the state-mandated Metrc track and trace system to track all inventory within the facility. MJ Freeway includes a suite of tools for compliant inventory management including automatic recordkeeping, flexibility to adapt to changing state regulations, and tracking each action performed in the system to ensure accountability. Aunty Honeys will designate a track and trace system administrator to receive training from the state for compliant use of track and trace, and the administrator will implement SOPs and train other employees on the track and trace system.

In compliance with Section 5424 of BCC regulation, Aunty Honeys will perform a full inventory reconciliation at least once every fourteen days. If a significant discrepancy in inventory is detected or if there is evidence of theft, diversion, or loss, or any other criminal activity pertaining to the operation of the facility and/or employees of the dispensary, Aunty Honeys will immediately notify the law enforcement and the BCC, within 24 hours, and perform an audit of the track and trace system to identify the cause of the discrepancy. Notification will include all information required by state and local law.

### Delivery Security

Aunty Honeys will consider delivery services once it receives a state license and has established its business. Aunty Honeys procedures for security during delivery operations are modeled on best practices for delivery security and BCC regulations as described in Sections 5415-5421 of emergency regulation. All deliveries will be performed by a direct employee of the dispensary who is at least 21 years of age and who has been thoroughly trained on delivery SOPs.

Procedures for delivery security will include the following:

- Delivery vehicles will not be marked in any way to suggest that it is transporting cannabis products.
- Delivery vehicles will be fully enclosed. No product will be visible from the exterior of the vehicle.
- Delivery vehicles will be equipped with an active vehicle alarm system that will activate upon any unauthorized entry.
- Delivery vehicles will be equipped with a GPS capable of tracking the vehicle's location at all times.
- At all times when not in active transfer to a customer, cannabis products will be locked in a box that is secured to the inside of the vehicle.
- Delivery vehicles will not carry in excess of \$3,000 of cannabis goods at any time.
- Delivery vehicles will take the most direct possible route to their destination, except for necessary breaks for rest, fuel, repair, or temporary traffic detours due to construction or an accident.

For each delivery, Aunty Honeys will prepare a manifest that includes the name, address, phone number, and intended method of payment for the customer and verify that this information remains accurate. Any suspicious activity or previous incidents involving that customer or location will be noted. Delivery drivers will keep a minimal quantity of cash in the delivery vehicle and will not accept large bills from customers.

### Ingress and Egress

Points of ingress and egress will be determined partially by the final location that Aunty Honeys secures. In principle, Aunty Honeys anticipates having three entrances and exits: a main entrance for customers and employees; an exit leading out of the retail area, primarily for customers who have completed a purchase; and an accessory entrance for receiving wholesale purchases from a distributor, which will not be publicly accessible and will be enclosed by a secure gate.

Customers will only be permitted to enter the dispensary through a main entrance that opens into a patient intake area, where their identification, age, and medical status (if applicable) will be verified prior to granting entry to the retail area. The flow of customers through the facility is described in greater detail in the "customer security" section below. Procedures related to the receiving entrance are described in greater detail in the "transactional security" section above.



All points of ingress and egress will be secured with building code compliant commercial-grade, non-residential door and window locks. Outside of public operating hours, all entrances and exits from the premises will be locked and secured with an active alarm system. Access outside of operating hours will be limited to specifically authorized employees and security contractors.

Aunty Honeys shall ensure emergency access is provided to the Hayward Police Department and Hayward Fire Department for all areas on the premises at all times in the case of an emergency. This shall be ensured by designating a contact person who is an employee or contractor with access to all areas on the premise, including limited access areas in the facility, who will be on-call 24/7 to authorize and enable egress to Hayward Police and/or Fire Departments.

#### Perimeter Security

Surveillance cameras will provide a three hundred and sixty degree view of all points outside the facility, with clear and certain facial recognition of all persons within at least twenty feet. Exterior cameras will be capable of operating under all lighting conditions; however, to ensure that they are as effective as possible and meet state security requirements, Aunty Honeys will also install motion-activated lighting that enhances the range and resolution of surveillance cameras. Motion-activated lighting will also serve to deter break-ins outside of operating hours. All publically-accessible entrances and exits will also be lighted consistently outside of operating hours. As described above, all points of ingress and egress, including windows, will be locked and secured with an active alarm system sensors monitored at all times by a third party security company.

Aunty Honeys will assess the specifics of its final location to determine if and where it will be necessary to install gates or fencing. Aunty Honeys will plan to install gates or other physical barriers around the shipping and receiving area to ensure physical security during chain of custody transactions. Aunty Honeys will also consider installing gates to limit access to the employee parking area.

During operating hours, a security guard will be posted outside the main entrance at all times and will deter loitering, public consumption, or other nuisances in the vicinity of the facility.

#### Internal Security Measures and Controlled Access

Access to the patient intake area and retail area will be limited according to the procedures in the “customer security” section above. Areas outside of the patient intake area and retail area will be designated “limited-access” and will only be accessible to employees, contractors or authorized visitors who will be accompanied by an employee at all times. All limited-access areas of the dispensary will be kept under video surveillance at all times.

Limited-access areas will be accessible on an as-needed basis to employees and contractors: if there is not a reason for personnel to have access to an area, they will not have access to it. Employees will be issued an employee badge and key fob that will selectively grant access to those areas that are authorized for each employee.

Sensitive areas, including vault and storage areas will be secured with additional measures. Entry to these areas will be secured with a biometric lock system in addition to an employee badge and key fob. The system will log the time, date, and identity of each attempted entry. These rooms will also be equipped with an active alarm system. Employees will be required to wear, at all times, laminated or plastic coated badges that conform to all BCC requirements.

#### Security Systems, Equipment & Maintenance

Aunty Honeys will use security systems and equipment recommended by OnView Security Services. To ensure that all equipment remains in working order, Aunty Honeys will establish a contract for regular maintenance that includes monthly inspections and on-call repair or replacement. Equipment will be replaced on a regular basis, in accordance with manufacturer recommendations or in the event that state or local regulations require specifications that are not met with the existing equipment. Any necessary repairs will be conducted promptly once a concern is identified. Monthly inspections will include verifying proper operation of surveillance cameras and recording devices, testing door alarms and locks, and verifying the proper operation of motion sensors. In addition, as part of the evening routine, a security guard will verify that lighting works properly each day.

#### Lighting

Aunty Honeys will install motion-activated lights that will activate in the event of persons in the vicinity of the dispensary outside of operating hours. These lights will serve to both enhance the capabilities of exterior cameras, and deter burglary. All entrances and exits will be lighted at all times outside of operating hours. Lights will activate 30 minutes before sunset and deactivate 30 minutes after sunrise.

#### Surveillance Equipment

Surveillance cameras will be installed at the following locations:

- Any area where loading or unloading of cannabis products occurs;
- Any area where cannabis products are transported into or through the facility;
- All limited-access areas;
- All storage areas;
- The patient intake area;
- All entrances and exits, including windows; and
- At multiple points at the point of sale in the retail area, so to be able to clearly identify all individuals in the area, including staff and customers.

Surveillance cameras will meet the following standards for resolution, clarity:

- Interior security cameras will have a resolution of 2.0MP, and exterior security cameras will have a resolution of 4.0MP. These standards will produce a resolution well in excess of the state-required 1280x720 pixels.

- All cameras will be IP enabled, use standard industry format to support criminal investigations, and allow for remote access by the Hayward Police Department or state agencies as required (including using TCP protocol).
- Exterior cameras will have the capacity to clearly record activity occurring within twenty feet of all points of entry and exit of the facility.
- All recordings will be recorded onto a digital device and retained for a minimum of 90 days in compliance with state regulation. Recordings will be secured in a locked room accessible only to authorized personnel.
- Cameras will be equipped with night vision and capable of operating under any lighting condition.
- Cameras will remain active and recording 24 hours per day, 365 days per year.
- Cameras will be oriented to provide clear and certain identification of all individuals within each area.
- Cameras will operate at a minimum of 15 FPS.
- Recorded images will clearly and accurately display the time and date.
- The surveillance system will include failure notification system that provides notification of any interruption or failure of the video surveillance system or storage device.

#### Alarm System

Aunty Honeys will work with OnView Security Services to install, monitor, and maintain a comprehensive electronic security system, including security alarms. The alarm system will include sensors to detect entry and exit from all secure areas and all windows, exterior walls, interior storage and vault areas, and security gates. Aunty Honeys Director of Security will serve as the point of contact for all security and alarm issues. The alarm system will include a fully redundant back-up alarm system in case of a power or technical failure.

Contact information for OnView Security Services, or any other licensed security company which Aunty Honeys contracts with for alarm system and monitoring, will be maintained on Aunty Honeys premises and made available to the City or law enforcement on request.

#### Locks

Outside of operating hours, all limited-access areas, windows, and points of entry and exit will be securely locked using commercial-grade, nonresidential door or window locks. In patrols before and after operating hours, a Security Guard will walk the perimeter and verify that all locks are engaged. During opening, in the event that any lock is not engaged, they will immediately notify law enforcement and the dispensary supervisor and follow security procedures for a potential theft.

#### Security Personnel

Aunty Honeys will contract with a qualified local security vendor, such as OnView Security Services, to provide security personnel necessary to secure 1) the exterior of the dispensary near the main public entrance, 2) the retail area of the dispensary, 3) the shipping and receiving area

during transactions with a distributor, and 4) the dispensary parking lot. All security personnel will possess a valid Department of Consumer Affairs Security Guard Card and will operate in compliance with private security requirements contained in Chapters 11.4 and 11.5 of Division 3 of the California Business and Professions Code.

#### Diversion Prevention & Track and Trace

The primary methodology for preventing diversion is correctly using the track and trace system, with sufficient supervisor oversight, in combination with physical checks on inventory. Aunty Honeys will be implementing the state-mandated Metrc system in addition to MJ Freeway. All persons using these systems will receive appropriate training, and the on-site managers will monitor or spot-check transactions to verify the procedures are followed correctly. They will also perform daily reconciliation of inventory removed from or returned to the secure product area, to verify that physical totals of this subset of the total inventory matches the expected amount in the track and trace system.

In addition, as described in the attached sample policy and required under Section 5424 of Bureau of Cannabis Control (BCC) regulation, Aunty Honeys plans to perform physical audits of the inventory on a bi-weekly basis. The attached sample policy also describes Aunty Honeys' robust investigation policy in the event of any discrepancies.

#### **HAZARDOUS MATERIALS**

As Aunty Honeys is a proposed commercial retail dispensary, no hazardous materials (except cleaning supplies used and stored according to manufacturer recommendations) will be used.

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

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**SAMPLE SECURITY POLICY COVER PAGE**

Enclosed is a sample written policy for Aunty Honeys. The current proposed table of contents for the standard operating procedures (subject to change as these are developed in more detail) is enclosed first for context, followed by the details of the proposed Aunty Honeys Tracking procedures. These procedures are the core of the system that will be used to track and monitor cannabis on-site in order to prevent diversion.

## **STANDARD OPERATING PROCEDURES**

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1. Receipt
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  - 2.2. Storing Cannabis in Display Cases
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  - 4.1. Maintaining a Clean, Orderly, and Sanitary Facility
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5. Tracking
  - 5.1. Reporting Suspected Theft or Diversion
  - 5.2. Auditing the Physical Inventory
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6. Dispensing
  - 6.1. Dispensing Cannabis at the Dispensary
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  - 6.5. Declining to Dispense Cannabis
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  - 7.1. Cannabis Disposal
8. Complaints and Adverse Events
  - 8.1. Responding to Complaints and Adverse Events
9. Maintaining Standard Operating Procedures
  - 9.1. Creating New SOPs
  - 9.2. Updating SOPs
  - 9.3. Monitoring Regulations



## 5. TRACKING

### 5.1. Reporting Suspected Theft or Diversion

Revision #: 000	Effective Date:	Overseen by: Operations Manager (OM)
Cause of Revision: <input type="checkbox"/> Regulatory change <input type="checkbox"/> Equipment change <input type="checkbox"/> Efficiency improvement <input type="checkbox"/> _____		Approval Authority: Name: ID: Date:  Signature upon approval:
Review Required: <input type="checkbox"/> Legal/Compliance <input type="checkbox"/> Subject Matter Expert <input type="checkbox"/> Owner <input type="checkbox"/> _____	Reviewer approval [initials]:	Next Scheduled Review: Date: Authority Required: OM

#### Regulatory references

Bureau of Cannabis Control Proposed Emergency Regulation Article 3 Section 5036: Notification of Theft, Loss, and Criminal Activity

#### Purpose

To promptly document and report any actual or suspected loss or theft of cannabis from the dispensary to the appropriate law enforcement agency, the City Manager of Hayward, and the BCC within 24 hours.

#### Responsibility

##### Inventory Manager (IM)

- To consistently monitor the dispensary inventory and verify any discrepancy or loss
- To oversee all shipments and, if applicable in the future, deliveries
- To report suspicions to the DOC or OM

##### Director of Compliance (DOC)

- To oversee all investigations and verify compliance with requirements
- To liaise with law enforcement, the City Manager of Hayward, and the BCC
- To report suspicions to the IM or OM

##### Operations Manager (OM)

- To initiate internal investigations
- To liaise with law enforcement, the City Manager of Hayward, and the BCC
- To report suspicions to the IM or DOC

Budtenders

- To report suspicions to the IM, DOC, or OM

## Procedures

### *Initial investigation of suspected theft or diversion*

If an employee finds evidence of suspected theft or diversion, the employee shall immediately notify the OM, IM, or DOC. If the DOC, OM, or IM finds evidence of suspected theft or diversion, or upon notification by a employee, they shall immediately notify each other.

The OM shall immediately initiate an investigation to confirm or rectify the suspected theft or diversion:

1. Review the details presented by the employee reporting the issue
  - a. Create an initial incident report detailing the date, incident or discrepancy description, identification of any licensees or employees involved, and chain of events
2. Investigate the possibility of an inventory maintenance error
  - a. If an employee is deemed responsible for an error, the OM shall log the error, add a note to the file of the employee, and have the employee retrained by the IM on proper inventory maintenance
3. If the OM confirms theft or diversion or has reason to suspect theft or diversion, the OM shall report to the City Manager of Hayward, the BCC, and law enforcement within 24 hours of the initial notification by the employee
4. The DOC shall follow up with the OM at regular intervals, not exceeding six hours or the end of the business day, whichever comes first, in order to ensure the investigation proceeds in a timely fashion and that the City Manager of Hayward, the BCC, and law enforcement are notified promptly

### *Formal incident investigation*

Upon discovering or being notified of a problem at the facility, the OM shall:

1. Initiate investigation: The OM completes the initial investigation of suspected theft or diversion, as described above. In the event that the initial investigation confirms a security incident, the OM will continue with the remainder of this protocol.
2. Preserve evidence: The OM will take immediate action to secure and protect, from destruction or interference, any relevant accounting, administrative, or security records. If deemed necessary, the OM may suspend an employee(s) if there is evidence of misuse of resources or if the employee's continued presence may interfere with the investigation.
3. Determine roles/responsibility: During the initial meeting, the OM will propose a course of action for the investigation, including designating an investigator. In many cases, this will be the OM or the IM. If appropriate, this may include an external investigator or auditor, in the event of financial records issue. In all cases, the investigator, whether internal or external, should have: an ability to investigate objectively; no stake in the outcome; working knowledge of employment and labor laws; strong interpersonal skills and ability to be perceived as neutral and fair; attention to detail; and an appropriate

temperament for conducting interviews. This meeting may also include legal counsel to ensure the dispensary has relevant advice regarding the rights of employees, especially when individuals are at risk of self-incrimination.

4. **Develop investigative plan:** Prior to taking other actions, the investigator will record an investigative plan that includes the outline from Step 1, a proposed witness and expert list, a requested evidence list (including surveillance), planned interview questions, and a process for retention of documentation. The investigator will have the authority to interview employees, contractors, and other witnesses or experts if necessary; to inspect facilities and records; and to request information the investigator deems relevant and necessary to the investigation. If appropriate, a union representative or advisor will be requested to be present during any witness interviews. In all cases, the investigative plan will include a timeline with a final report within 30 business days of the initial incident report.
5. **Conduct investigation:** After receiving approval from the OM, and legal counsel if appropriate, the investigator will implement the investigative plan. The investigator will provide updates to the OM, DOC, IM, and other individuals as required at appropriate time intervals.
6. **Draft report:** The investigator will prepare and review a draft report with the appropriate stakeholders. This report will include the scope and nature of the allegations, including dates and times, a record of how and when the incident came to the company's attention, parties involved, key factual and credibility findings (including sources), interviews conducted, evidence reviewed, employer policies/guidelines and applicability to the investigation, conclusion reached, party or parties responsible for final determination, recommendations, and issues that could not be resolved and reasons for lack of resolution. During this meeting, if the report is deemed sufficiently complete, the group will determine actions.
7. **Actions:** Appropriate next actions by OM may include: disciplinary measures up to and including termination, training programs, modifications to the standard operating procedures, modification to the security and surveillance plan or equipment, or other actions as appropriate. Any disciplinary procedures must be in accordance with any labor agreements and must be reviewed by legal counsel or HR professional prior to the action being taken.
8. **Draft final report:** The investigator will update the report as necessary from Step 7. The final report must include actions taken and must clearly document a good-faith basis for any actions taken during or as a result of the investigation. If this investigation is in response to a reportable event, the final report will be provided to the City Manager of Hayward and the BCC. In all cases, the final report shall be submitted to the City Manager of Hayward and the BCC within 30 business days.
9. **Follow-up:** The OM will follow up as appropriate. This may include reviewing surveillance to ensure new standard operating procedures are being implemented correctly, informing other employees of the outcome of the investigation, asking employees for feedback on the investigation or actions taken, or other follow-up as appropriate. The OM will also review the investigation process and review whether or not

the investigation process should be revised. Any amendments to the SOPs shall follow 9.2 Updating SOPs and shall include appropriate re-training of and notification to all employees.

## *Shipment-related inventory investigation*

In the event that an employee identifies a discrepancy during or after the receipt of a cannabis shipment, the employee will notify the IM and follow the protocol above for the initial investigation of suspected theft or diversion.

In the event that the OM determines that the incident is not merely a solvable inventory discrepancy, the OM shall assign the IM to conduct an investigation:

1. Evaluate incident severity: The IM shall use the initial incident report to evaluate the severity and impact of the inventory discrepancy, and classify it as a low, medium, or high impact incident.
2. Request shipping licensee's assistance: The IM shall send a formal request to the shipping licensee to generate and submit within 7 business days a preliminary report of an investigation of the discrepancy. This report should be submitted to both the City Manager of Hayward, the BCC, and to the DOC.
  - a. The IM shall immediately follow the written request with a phone call to the licensee to ensure the request is received.
  - b. The IM shall immediately notify the City Manager of Hayward and the BCC that the formal report request has been initiated with the shipping licensee.
  - c. The IM shall follow-up in writing and by phone after three business days to check on progress, and after six business days with a reminder of the deadline for report submission.
  - d. Upon receipt of the initial investigation report from the shipping licensee, the IM will phone the shipping licensee to set a deadline for the final incident report from the shipping licensee. The IM will follow this phone call with a formal written request for the final incident report from the shipping licensee that includes the agreed-upon deadline. This deadline will not be more than 20 days after the submission of the initial report. The IM will then notify the City Manager of Hayward and the BCC of the final report request and deadline.
  - e. The IM shall follow-up in writing and by phone one day before the deadline for the final incident report to ensure that the report is submitted on time.
3. Initiate a Root Cause Analysis (RCA) report: The IM shall use the initial incident report, the shipping licensee's preliminary report, and any additional available information to document the factors that contribute to the incident. The RCA report will state a 20-day deadline for resolution of the issue, and it will track the incident, root cause, investigation, and remediation. The RCA will assign an incident number, identify the shipping licensee and related electronic manifest, and detail the date, problem statement, who detected the issue, what area was affected, what product was affected, a chronology of events/timeline, investigative team, investigative method, findings and presumed root cause, and Remediation Plan.

4. Incident investigation: The IM shall follow the steps detailed above in the formal incident investigation, taking the lead role instead of the OM and producing the completed RCA report as its deliverable. Once received, the IM shall integrate findings from the shipping licensee's final report. The IM shall be responsible for ensuring the Remediation Plan is implemented.
5. Notify the City Manager of Hayward and the BCC: The IM shall be responsible for submitting to the City Manager of Hayward and the BCC a copy of the RCA report or a summary of its findings, corrective actions planned or taken based on its analysis, and any preventive actions that will be implemented as part of the SOPs. This report shall be submitted using the method designated by the City Manager of Hayward and the BCC within 30 business days of the discovery of the discrepancy that led to the investigation.

*Notifying law enforcement of suspected criminal activities*

Upon determining that an employee is attempting to deceive or impede a supervisor, investigator, or investigation, or discovering that an employee is engaged in criminal activities, the DOC or OM shall:

1. Halt all internal investigations
2. Notify law enforcement immediately
3. Unless otherwise directed by law enforcement, suspend the employee until the matter is investigated and resolved
4. Preserve all related evidence and resources
5. Notify the City Manager of Hayward and the BCC
6. Follow law enforcement directives

5.2. Auditing the Physical Inventory

Revision #: 000	Effective Date:	Overseen by: Inventory Manager (IM)
Cause of Revision: <input type="checkbox"/> Regulatory change <input type="checkbox"/> Equipment change <input type="checkbox"/> Efficiency improvement <input type="checkbox"/> _____		Approval Authority: Name: ID: Date:  Signature upon approval:
Review Required: <input type="checkbox"/> Legal/Compliance <input type="checkbox"/> Subject Matter Expert	Reviewer approval [initials]:	Next Scheduled Review: Date: Authority Required:

<input type="checkbox"/> Owner		IM
<input type="checkbox"/> _____		

Regulatory references

Bureau of Cannabis Control Proposed Emergency Regulation Article 6: Track and Trace Requirements

Purpose

To deter diversion and to ensure the accuracy of the inventory tracking system

Responsibility

Inventory Manager (IM)

- To oversee opening inventory verification  
Operations Manager (OM)

- To oversee closing inventory verification  
Budtenders

- To accompany the Operations Manager (OM) or Inventory Manager (IM) during the physical cannabis inventory count

Procedures

Close of business inventory count

While returning all cannabis products [that have been removed for access during the day] to the secure storage, the OM and one or more accompanying Budtender(s) shall:

1. Count all cannabis products being returned to the full inventory

Upon completion, the OM shall:

1. Reconcile the physical count with the report from the electronic tracking system
2. Enter a report into the dispensary's recording system, MJ Freeway, which interfaces with the state's track and trace program, Metrc

Start of business inventory count

While preparing cannabis products to be available for Budtender access during the day, the IM and one or more accompanying Budtender(s) shall:

1. Count all cannabis products being removed from the inventory

Upon completion, the IM shall:

1. Reconcile the physical count with the previous evening's count
2. Check the electronic tracking system for items that should be marked unusable, such as those that are past the expiration date



- a. All such products will be recorded in accordance with 2.3 Storing Cannabis Waste and Recalled Cannabis and marked for disposal in accordance with 7.1 Cannabis Disposal
3. Enter a report into the dispensary's recording system, MJ Freeway, which interfaces with the state's track and trace program, Metrc

In the event of a discrepancy

Upon identifying a discrepancy, the OM or IM and accompanying Budtender shall:

1. Verify the physical inventory count
2. Review the day's events and identify any occurrences that could have led to an incorrect record
3. Document all findings
4. Notify all of the OM, IM, and Director of Compliance (DOC) not present
5. Initiate the procedures in 5.1 Reporting Suspected Theft or Diversion

5.3 Auditing Physical Inventory

Revision #: 000	Effective Date:	Overseen by: Inventory Manager (IM)
Cause of Revision: <input type="checkbox"/> Regulatory change <input type="checkbox"/> Equipment change <input type="checkbox"/> Efficiency improvement <input type="checkbox"/> _____		Approval Authority: Name: ID: Date:  Signature upon approval:
Review Required: <input type="checkbox"/> Legal/Compliance <input type="checkbox"/> Subject Matter Expert <input type="checkbox"/> Owner <input type="checkbox"/> _____	Reviewer approval [initials]:	Next Scheduled Review: Date: Authority Required: ICCO

Regulatory references

Bureau of Cannabis Control Proposed Emergency Regulation Article 6: Track and Trace Requirements

Purpose

To reconcile all daily inventory records, to ensure the completeness and accuracy of the inventory control system, and to inform business decisions

## Responsibility

### Inventory Manager (IM)

- To reconcile all inventory records and report on business trends

## Procedures

### Bi-weekly inventory reconciliation

On a bi-weekly basis, the IM shall:

1. Prepare a physical inventory of all cannabis products on-site
  - a. A second employee shall be present at all times and shall verify and initial all counts
2. Compare expected inventory, as listed in the electronic tracking system, with the physical inventory
  - a. Flag any discrepancy or shrinkage for review
3. Review all inventory records
  - a. Review past trends in patient data and identify changes
    - i. Popular items or strains
    - ii. Popular purchasing times and days
    - iii. Average patient basket price (anonymous)
    - iv. Average patient expenditure per month (anonymous)
    - v. Average sales per day and per day of the week
    - vi. Other trends as identified
  - b. Review all investigations into loss or discrepancies
4. Audit the inventory control system
  - a. Verify that no expired products remain on the premises
  - b. Verify that all cannabis that has been marked for destruction or disposal has been dealt with in accordance with 7.1 Cannabis Disposal
  - c. Note all products or strains that have not sold prior to their expiration date
5. Prepare a report for the dispensary records
  - a. Include recommendations for future inventory acquisition
  - b. Include an income statement, balance sheet, summary of weekly cannabis inventory, wholesale costs, and sales summary
  - c. Summarize any inventory discrepancies and investigations initiated

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## **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, Auntie Honey's will have a multiplier effect on the local economy. First, as described above, Auntie Honey's 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, Auntie Honey's 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, Auntie Honey's 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, Auntie Honey's 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

Auntie Honey's 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. Auntie Honey's 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, Auntie Honey's commits to providing opportunities for growth in management and leadership. With the talented leadership team CEO Esther Lopez has brought together, Auntie Honey's 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**

Auntie Honey's 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, Auntie Honey's 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:

Marcella James

27692 E. 16th Street, Hayward, CA 94544

Phone: 510-432-9209

Email: cellajames@aol.com

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## AUNTY HONEYS COMMERCIAL CANNABIS RETAIL APPLICATION PRODUCT TESTING AND SAFETY

### PRODUCT TESTING AND SAFETY

Aunty Honeys will ensure product quality by partnering only with reputable, compliant, and licensed cultivators, manufacturers, and distributors who have had their products tested for biological and chemical contaminants in compliance with California state law. State law assigns state-licensed distributors with primary responsibility for quality assurance and testing. All quality assurance and testing standards must be met before distributors are authorized to transport cannabis goods to dispensaries for final sale.

Given these requirements, Aunty Honeys' role in ensuring product quality is not the direct testing of products, but rather performing due diligence. To that end, Aunty Honeys will adopt several procedures to ensure its products meet or exceed standards required by California state law:

- **Quality assurance:** Aunty Honeys will designate a Quality Assurance Manager responsible for all product testing, safety, quality, as well as responsiveness to customer feedback. Upon receiving cannabis products from a distributor, the Quality Assurance Manager or a designee will:
  - Verify that each product has received a Certificate of Analysis from a licensed testing laboratory certifying that the product meets safety standards required by California state law.
  - Visually inspect incoming products to detect lapses in packaging, labeling, or product quality.
- In accordance with Section 5406 of emergency state regulations, through inventory tracking alerts (if available) and through visual inspection of products at time of sale, Aunty Honeys will verify that cannabis goods have not exceeded their expiration or sell-by date prior to sale to a customer.
- **Responsible supply chain:** Aunty Honeys will only contract with high-quality and reputable licensed distributors, cultivators, and manufacturers, as determined by demonstrated compliance with California law and adherence to Good Manufacturing Practices. Aunty Honeys will cease to do business with any suppliers that demonstrate repeated violations, customer complaints, or poor product quality.
- **Exceeding required testing standards:** Emergency cannabis licensing regulations in the State of California allow a “grace period” in which cannabis products are not required to be tested, so long as the product is labeled to inform the customer of that fact. Given the severe pesticide issues which have been identified over the past several years in California, however – when no testing was required at a state level – Aunty Honeys does not believe it is in the interest of its patients and customers to sell any product that has not been certified as compliant by a licensed testing laboratory. Investigations over the past

year have found significant quantities of cannabis tainted with myclobutanil, a pesticide which is converted to hydrogen cyanide upon combustion. This includes a white paper released by Steep Hill Labs in 2017 which found over 65% of cannabis products tainted with myclobutanil, and over 75% of products containing a level of pesticides that would result in test failure under current state standards. Aunty Honeys firmly believes that all cannabis products should be tested to strict standards, and will only acquire and sell cannabis products with Certificates of Analysis that demonstrate compliance with state safety standards even during the state-allowable grace period.

In addition, all testing standards required by the California Bureau of Cannabis Control (BCC) emergency regulations, and any subsequent state or local requirements, will be met or exceeded for all products carried by Aunty Honeys. This includes testing for cannabinoids, heavy metals, foreign materials, microbial impurities, mycotoxins, homogeneity, moisture content, residual pesticides and solvents, and terpenoids.

- **Return of products:** In the event that a product is defective or does not meet high quality standards, Aunty Honeys will accept returns of cannabis products. Contact information for product complaints will be made available to customers, and quality assurance personnel will promptly respond to complaints. Any product that is required to be destroyed, including all returned products, will be rendered unusable and recognizable and disposed of in compliance with Section 5055 of emergency BCC regulations or the comparable permanent regulation. If a complaint or complaints about a cannabis product indicates that a recall may be necessary, Aunty Honeys will work with state regulators and the vendor to determine if a recall is warranted.
- **Compliance with product recalls:** In the event that a product has been recalled, Aunty Honeys will follow all required steps to return or destroy product in compliance with BCC regulations.
- **Audit of problems:** Quality concerns may be identified through inventory audits, inventory control tracking software, complaints by employees or clientele, or any other means. In the event of such a concern, once the issue has been resolved, the Quality Assurance Manager will review and update policies and procedures to reduce the likelihood that the concern will be repeated; or to ensure that the concern will be caught prior to purchase or sale. Such reviews will take place in a timely manner and at least within one month of the concern being raised.
- **Relationship with Harrens Lab:** CEO Esther Lopez recently toured the Harrens Lab, a Hayward-based cannabis testing facility. Assuming the laboratory receives state and local licensing, Aunty Honeys will maintain a relationship with Harrens Lab. This may include education with respect to testing standards and understanding test results, seeking product testing under unusual circumstances, or recommending a testing facility to local distribution companies.

These procedures will ensure that Aunty Honeys meets and exceeds all state requirements for all cannabis products, including flower, concentrates, topical, and edibles. In doing so, Aunty

Honeys will also, in most cases, substantially exceed federal safety standards for analogous products. Although the federal government does not promulgate testing standards for cannabis products, state standards developed by the Bureau of Cannabis Control rely on a combination of cannabis-specific research and existing federal standards for food, drugs, and tobacco. The BCC considered existing standards from the U.S. Pharmacopeial Convention (USP), the National Institute for Occupational Safety and Health, and the American Conference of Governmental Industrial Hygienists in addition to Cal/OSHA and the California Department of Industrial Relations in determining their acceptable allowances for pesticides, contaminants, and residual solvents. In most cases, BCC standards are set at the limits of detection: meaning, effectively, at zero. These standards are more stringent than those typically applied to food products, and substantially more stringent than pesticide standards applied to tobacco, which is not heavily regulated for biological and chemical contaminants.

Aunty Honeys will store all cannabis products in a designated and secure storage area, with access limited to authorized personnel. To ensure product safety and prevent degradation, all cannabis and cannabis products will be stored in accordance with the standards set by USP 34, Section 10: Preservation, Packaging, Storage, and Labeling. The USP describes in detail best practices for storage of prescription drugs, including climate control, humidity control, and protection from light. Temperature and humidity will be selected to promote product stability and to avoid any sudden changes that may lead to condensation, bacterial growth, or other problems. The storage area will have sufficient lighting and ventilation to support the desired temperature and humidity conditions. The Quality Assurance Manager and Inventory Manager will work with distributors and other supply chain partners to implement any other controls necessary to ensure safe storage for specific products.

## **INVENTORY MANAGEMENT PLAN**

Aunty Honeys will utilize the state-mandated Metrc track and trace system, in conjunction with the MJ Freeway API, to facilitate its inventory management. MJ Freeway will enable Aunty Honeys to supplement Metrc's protections against unlawful diversion of cannabis product with automated systems for compliance, accounting, tax remittance, auditing, and data collection. Each of these systems are capable of tracking cannabis batches and lots from seed to sale with unique identifiers, including the verification of weight, amount, and valid movement through the supply chain.

Aunty Honeys will designate an owner as the state-required account manager for operation of the Metrc track and trace system. The account manager will be responsible for promptly attending state mandated track and trace training on proper usage of the Metrc system. Once training is completed, the account manager will designate a limited number of employees as users who will each create unique logins. Each user will only be authorized to enter into the track and trace system under their own username and password, ensuring that all entries into the system will be tied to a responsible party.

Authorized track and trace users will enter all events required by Section 5049 of BCC regulation into the track and trace system, including: receipt, return, destruction, spoilage, or sale of cannabis goods; identity of the cannabis or cannabis product; and information associated with



the time, date, and identity of incoming shipments from a distributor. All track and trace information will be entered promptly for each transaction, in most cases immediately. If feasible, Aunty Honeys will use transportation and delivery manifests for verification and automatic updating of the track and trace system. In all cases, track and trace information will be fully updated by 11:59pm on the day that a transaction occurs. All records will be kept for seven years in compliance with state law.

In compliance with Section 5424 of BCC regulation, Aunty Honeys will perform a full inventory reconciliation at least once every fourteen days. If a significant discrepancy in inventory is detected or if there is evidence of theft, diversion, or loss, Aunty Honeys will immediately notify law enforcement and the BCC and perform an audit of the track and trace system to identify the cause of the discrepancy.

Aunty Honeys will designate a Quality Assurance Manager who will oversee all inventory control procedures, including those detailed above. The QA Manager will also be responsible for training other employees on these procedures and on safe product handling and storage procedures, and verifying compliance with these best practices.

Designated employees will receive training on MJ Freeway and Metrc with the purpose of monitoring the misuse and diversion of cannabis. This will include training on the information required to be submitted, transmitting information as specified by California's Bureau of Cannabis Control rules and regulations, time limits on information transmittal, and contingency solutions if the dispensary suffers a mechanical or electrical failure or is unable to meet transmittal deadline for other reasons beyond its control. Specific transmittal information will include dispensary identification, patient identification, physician recommendation date and identification, date, quantity, and number of days' supply of dispensation, and originating source of cannabis. Employees will receive training on patient confidentiality within the database as well.

## **PRODUCT LABELING STANDARDS**

California state law limits dispensaries' responsibilities for packaging and labeling, and assigns most of these responsibilities to cultivators, manufacturers, and distributors. In compliance with Section 5412 of BCC regulations, Aunty Honeys will not accept any cannabis goods that are not in their final packaged form, and will not repackage or relabel any cannabis goods following receipt from a distributor, except where explicitly provided for by California state regulations.

The California Department of Public Health and California Department of Food and Agriculture have developed product packaging and labeling standards and will enforce these standards for products developed by manufacturers and cultivators. Labeling standards for manufactured products are described in Sections 40400-40415 of the DPH regulations and include prescribed caution labels; potency information; a universal symbol indicating THC content; information on the manufacturer and date of manufacture; applicable expiration dates; ingredient and allergen information; and restrictions on packaging or labeling contents that would appeal to children. Labeling standards for non-manufactured cannabis products are outlined in Sections 26070, 26120, and 26121 of the Business and Professions Code.

Upon receiving inventory from a distributor, the Quality Assurance Manager or a designee will inspect products to ensure there are no visible breaches in packaging, non-compliant labeling, or other apparent issues in quality. Later, when products are sold to a customer, retail employees will perform a second quality assurance check. In compliance with Section 5413 of BCC regulations, all cannabis products will be placed in an opaque exit package at the point of sale.

Prior to employees beginning work at the dispensary, they will undergo training to ensure all packaging and labeling protocols are understood and followed. Additional packaging and labeling training information is described in the Labor and Employment Practices plan in this application.

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## AUNTY HONEYS COMMERCIAL CANNABIS RETAIL APPLICATION ENVIRONMENTAL PLAN

### NEIGHBORHOOD IMPACT AND NUISANCE MITIGATION

Aunty Honeys is committed to having a net positive effect on the surrounding community and contributing to a vibrant and attractive Downtown Hayward. Aunty Honeys has designated a Community Relations Manager, Marcella James, responsible for proactively dealing with potential nuisance issues. The Community Relations Manager will also be responsible for promptly responding to and resolving complaints from customers, neighbors, or city officials.

Upon securing a properly zoned and compliant location, the Community Relations Manager will make every effort to speak with all businesses and neighbors within 100 feet of the facility, as well as passing out fliers. Fliers will include the name, phone number, secondary phone number and e-mail address of the Community Relations Manager. When this contact information changes, the Community Relations Manager will provide updated fliers in a timely manner.

#### Noise Mitigation

Under normal operational practices, the Dispensary should not produce excessive noise. Aunty Honeys will ensure that excessive crowds of customers will not congregate within or outside the dispensary at any time in order to minimize the risk of a noise disturbance. To prevent large crowds from gathering, Aunty Honeys will provide sufficient overflow space inside the dispensary, and temporary barriers outside if required and in accordance with City of Hayward regulations. As described in greater detail in the Security Plan, security personnel outside the dispensary will deter and address any disturbances or nuisances in the vicinity of the facility. Furthermore, Aunty Honeys will provide signage to remind customers, vendors, visitors, and employees to maintain a quiet presence in and around the perimeter of the facility, including entrance points and parking areas.

#### Foot and Vehicle Traffic

Aunty Honeys does not yet have a specific location, but will prioritize options which either have dedicated parking or are close to parking such as the City of Hayward Parking Lot. Aunty Honeys will implement efficient procedures within the dispensary, which will both reduce the length of time public parking spaces would be used and reduce the likelihood of excessive patrons interfering with foot traffic.

If for any reason the interior waiting area becomes full, Aunty Honeys will provide a retractable temporary barrier to prevent customers who are waiting for entrance from interfering with other foot traffic. Such barriers would be established in accordance with the City of Hayward Municipal Code and other provisions.

Aunty Honeys is also planning to provide delivery service at a later stage, using energy efficient vehicles. By offering delivery, Aunty Honeys can not only provide services to customers without easy access to the retail storefront, but also reduce foot and vehicle traffic near the proposed dispensary.

#### Waste Production and Water Usage

Aunty Honeys does not anticipate an increase in waste production or water usage as part of its dispensary operations as compared with a typical retail operation. However, Aunty Honeys is committed to water conservation and responsible discharge of cannabis and other waste. Procedures for each of these are discussed in greater detail below.

#### Safety Concerns

Aunty Honeys takes safety and security very seriously, as detailed in the Security Plan. With proper security procedures in place, Aunty Honeys does not anticipate that the dispensary's operations will result in increased safety concerns for the surrounding area. An April 2016 report generated by the City of Oakland summarized Oakland's experience with safety in the vicinity of dispensaries, finding that:

*“crime statistics suggest licensed medical cannabis facilities have zero to negative impact on crime. For example, on average, calls for service to the Oakland Police Department went down 2.5 percent within 500 feet of a City Of Oakland licensed dispensary the year after the dispensary opened compared to the year prior.”*

Academic studies published in peer reviewed journals including PLoS One, the Journal of Economic Analysis & Policy, and the Journal of Studies on Alcohol and Drugs have also consistently found a decrease in crime in the areas surrounding new dispensaries. These studies were conducted in demographically and geographically diverse locations including Sacramento, Los Angeles, and Denver, and tend to attribute decreases in crime to well-executed dispensary Security Plans.

As detailed in the Security Plan, if an incident does occur in or around the dispensary, the Director of Security will collaborate with City of Hayward police to prevent or deter recurrence.

#### Neighborhood Beautification and Blight Abatement

Aunty Honeys is committed to being a proud Hayward institution. Maintenance of a clean and attractive exterior is central to both Aunty Honeys branding and marketing strategy and its commitment to the overall vitality of the neighborhood. Aunty Honeys will engage in landscaping, maintenance, and periodic re-paintings to ensure that the facility remains in pristine condition. A prominent East Bay artist, Norman Chuck (aka Vogue), will also be commissioned

to create a mural on the building's exterior. Vogue has produced iconic works in the Bay Area, including one to honor the lives lost in the Ghost Ship fire.

Aunty Honeys will participate in Hayward's Adopt-A-Block program to ensure that the area surrounding the dispensary is kept free from litter, graffiti and blight. All graffiti in the vicinity of the premises will be removed within 48 hours.

## **WASTE DISPOSAL**

As a retail business, Aunty Honeys does not anticipate generating industrial waste. In some cases, however, it will be necessary to dispose of cannabis waste. Reasons for disposal of cannabis waste include return of product from a customer, or products in inventory that have passed their "sell by" date or otherwise do not meet quality assurance standards. All cannabis waste will be disposed of pursuant to a process managed by the Quality Assurance Manager following strict SOPs that are designed in compliance with California state regulations.

In compliance with Section 5054 of BCC regulation and federal guidance for disposal of controlled substances, all cannabis products will be removed from their packaging and rendered unrecognizable and unusable prior to disposal. All cannabis waste will be directly disposed of and cannabis waste will never be sold. An employee will mark cannabis products for disposal and supervise the segregation of the material from viable cannabis product in the storage area marked for cannabis disposal. Cannabis marked for disposal will be stored in a secured and covered disposal bin. The room in which the disposal bin is stored will be secured and will be limited to access by authorized personnel, and the storage area will be covered by video surveillance at all times.

Prior to initiating the destruction of cannabis marked for disposal, a manager will verify that all surveillance cameras covering the designated destruction area are functioning correctly. After being rendered unusable, all cannabis waste will be transported directly to a waste disposal facility. All destruction of cannabis and cannabis waste disposal will be entered into the track and trace system and all records will be maintained for a minimum of seven years.

## **WATER CONSERVATION**

As a retail business, Aunty Honeys does not anticipate substantial water usage. For marginal water usage on site, however, Aunty Honeys will follow retail industry best practices and City of Hayward guidelines for reducing water consumption, including the following:

- Regularly scheduling maintenance on HVAC systems;
- Monitoring water bills to detect excess water usage or leaks;
- Installing high-efficiency toilets;
- Installing rain barrels to collect excess rainwater;

- Landscaping using low-water usage techniques, consistent with guidelines in the Hayward Lawn Conversation Rebate Program and Hayward Water Efficient Landscape Ordinance;
- Conforming to all design guidelines, as applicable based on location; and
- Installing faucet aerators.

## **ODOR CONTROL**

As a dispensary, Aunty Honeys will have a substantially lower risk of odor issues than a cultivation or distribution operation. Given that state law requires all cannabis products to arrive at a retailer in final packaged form, cannabis products will not be exposed to open air and therefore are not likely to generate detectable odor, either inside or outside the facility. Unlike a cultivation facility, then, Aunty Honeys will not require systematic, large-scale carbon filtration to prevent odors generated by normal business operations.

Aunty Honeys' Odor Control Plan seeks to identify and mitigate any unpleasant odor which does occur. Key policies include: preventing on-site consumption of cannabis; training employees not to remove any cannabis product from its packaging; and training employees and contracted security personnel to detect and report unacceptable odors both inside and outside the facility.

Storage areas that contain large amounts of packaged cannabis product may conceivably generate some odor. If necessary, Aunty Honeys will install activated carbon filters and fans in storage areas with sufficient CFM capacity to fully eliminate these odors. All atmosphere that is purged from the storage area will also undergo HEPA filtration to ensure that no detectable odors leave the vault area and that all mold and contaminants are removed from the airstream.

Aunty Honeys does not anticipate significant cannabis odors will be generated from the retail area of the facility. This air will be exhausted continually.

Each of the above odor control strategies will be subject to immediate change if undesirable odors are detected at any point inside or outside the facility. If necessary, Aunty Honeys will install additional filters and fans with sufficient CFM to fully scrub odor from air in any portion within the facility prior to exhaust outside of the facility. In the event that odors are detected despite existing filters and fans, the Quality Assurance Manager or designee (including appropriate vendor) will inspect all odor control equipment to ensure proper operation and to promptly resolve any issues. All fans will be inspected visually each week to ensure proper functionality and all carbon filters will be replaced each quarter. Records of repair and replacement will be retained for at least three years and will be made available to local or state authorities as requested.



## **ENERGY EFFICIENCY, SUSTAINABILITY, AND RECYCLING**

Aunty Honeys views energy efficiency as essential for both its long-term financial sustainability and for its benefits to the environment. Upon identifying a location, Aunty Honeys will conduct a full assessment of the proposed facility's existing energy usage to determine priorities for improvement. In this process, leadership will work closely with the Hayward Building Division to screen all proposed energy efficiency improvements and to identify the most pressing needs. Aunty Honeys will also identify priorities using the Hayward Climate Action Plan, California Building Energy Efficiency Standards, and assessment by East Bay Energy Watch.

While Aunty Honeys cannot commit to specific improvements prior to finalizing a location, the following improvements will be strongly considered:

- Installing high-efficiency lighting;
- Reducing lighting use through motion-activated internal and external lighting;
- Installing high-efficiency toilets;
- Installing faucet aerators;
- Monitoring water bills to detect excess water usage or leaks;
- Installing rain barrels to collect excess rainwater, to supplement landscape irrigation;
- landscaping with native, drought resistant plants;
- Landscaping using low-water techniques, consistent with guidelines in the Hayward Lawn Conversation Rebate Program and Hayward Water Efficient Landscape Ordinance;
- Conducting a review of building insulation;
- Conducting routine maintenance on HVAC systems;
- Pursuing Hayward Green Business Certification;
- Encouraging employees to make responsible energy choices, including recycling and mitigation of water and energy usage;
- Encouraging employee carpooling and use of public transit;
- Installing bicycle parking in the vicinity of the facility, if not already available;
- Conducting a review of building insulation, including windows;
- Prioritizing local vendors, distributors, and testing laboratories to reduce transportation energy usage;
- Prioritizing vendors with certified environmentally responsible practices, particularly cultivation businesses who demonstrably mitigate energy and water consumption; and
- Assessing the feasibility of LEED certification.

Aunty Honeys will fully comply with Hayward business recycling mandates for disposal of recyclable materials and organic non-cannabis waste. Employees will be trained in SOPs for recycling and customers will be encouraged to recycle inside the facility. Aunty Honeys will also pursue relationships with packaging vendors to ensure that exit packages will be recyclable.

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## **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
<b>Director</b>	\$70,000 (annual)	\$100,000 (annual)
<b>Manager</b>	\$55,000 (annual)	\$70,000 (annual)
<b>Hourly Staff</b>	\$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

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**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**

*County 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



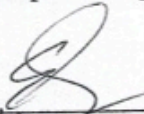
law to confirm and/or enforce an award issued under this agreement, the losing party shall be liable for payment of reasonable attorneys' fees and costs incurred to enforce and obtain compliance with the award.

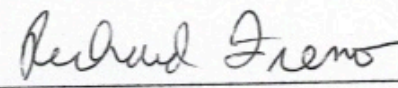
**D. Resolution of Bargaining Impasse.** In the event the parties reach an impasse with respect to their collective bargaining obligations, the parties shall engage the arbitrator, or another arbitrator selected in accordance with the procedures above, to resolve any outstanding contract terms. The parties 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 Ferno  
Title: Trustee  
For the Union





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**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)

Auntie Honey's

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 Auntie 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

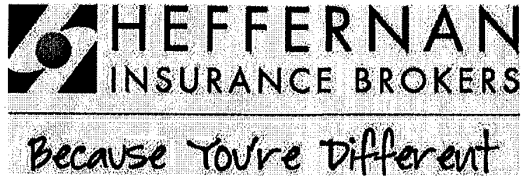
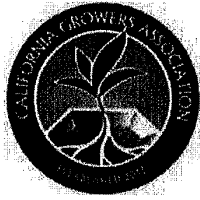
(Title)



(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 "Auntie 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, appearing to read "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 INCFEIN # (Tax ID): 82-1357462DBA(s): Aunt HoneyYears in Business: 2017Summary of Operations: Retail Cannabis1164 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:



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**APPLICANT CERTIFICATION COVER PAGE**

Enclosed is the Signed Applicant Certification

## Applicant Certification

I certify under penalty of perjury under the laws of the State of California, that I have personal knowledge of the information contained in this application, and that the information contained herein is true and correct.

Signature:  \_\_\_\_\_ Date: Jan. 11, 2018

*The information contained on this document is subject to disclosure under the Public Records Act.*