

City of Santa Rosa  
Planning & Economic  
Development Department  
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4040 Sonoma Highway  
Santa Rosa, CA 95409

# SECURITY PLAN

# Security Plan

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*20-46.050 (G) Security*

## **INTRODUCTION**

Jane Dispensary is applying for a license to operate a retail cannabis business at 4040 Sonoma Highway, Santa Rosa, CA 95409

Jane Dispensary has designated Leigh Anne Baker, Director of Operations, as the primary security representative/ liaison to the City of Santa Rosa. Leigh Anne will be available to meet with the City Manager and the City's Chief of Police (or their designees) regarding any security-related matters or operational issues.

Leigh Anne Baker  
Director of Operations  
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The following source materials were used in the preparation of the Plan:

- City of Santa Rosa Municipal Code §20-46.050 (G)
- California Code of Regulations Title 16 Division 42 §5045
- Best practices and standards according to ASIS International Security Trade Organization, including Facilities Physical Security Measures Guideline GDL FPSM-2009 and Security Management Standard: Physical Asset Protection ANSI/ASIS PAP.1-2012.

To most clearly address certain specific detailed requirements set forth in §20-46.050 (G) and included in the published Application form, we have referenced our responses with applicable page numbers in the table below.

Santa Rosa Municipal Code	Requirement	Page Number
§20-46.050 (G)1	Security Cameras	16-18
§20-46.050 (G)2	Alarm System	18-20
§20-46.050 (G)3	Storage and Waste	10
§20-46.050 (G)4	Transportation	16
§20-46.050 (G)5	Locks	8
§20-46.050 (G)6	Emergency Access	19

## OVERVIEW

Jane Dispensary is committed to providing our patrons, staff, and community with a safe and secure operational setting. To support our execution of this commitment, we have developed a comprehensive Security Plan, which includes the following highlighted elements:

- A comprehensive Risk Identification, Mitigation and Response Protocol.
- A state-of-the-art video surveillance system electronically monitored and recorded twenty-four hours a day, seven days a week by contracted security professionals. This system utilizes conspicuously placed video cameras to provide a highly visible deterrent, while protecting the interior and exterior of the facility. The system automatically records all activity to a digital server for future viewing as needed.
- A state-of-the-art integrated security alarm system, incorporating door and window sensors, fixed/remote panic switches, accompanied by 24/7 live monitoring by contracted outside security professionals.
- A state-of-the-art card key system, programed for specific staff member to authorized areas of the facility. The issuance of card keys to each staff person ensures electronic access only to authorized secure areas, while providing digital evidence of the cards use for future review. Deactivation of the card keys is immediate when authorized by facility management.
- An industrial-grade safe, with access allowed only to the General Manager and other designated Managers, will be utilized for product and cash storage. Proposed model is the 1,481 lb. “Commander” model from Cannon Safe Co.
- A General Manager assigned to oversee a staff of internal Security Staff members, including Team Leads, with training specific to the special needs of our Patients, Guests,

and staff. The Security Staff members may be equipped with nonlethal implements and incorporate nonconfrontational, high profile techniques to deter robbery, theft, and disturbances. Each Manager, Team Lead, and Security Staff members will have been certified under the California Guard Card training program, per California Chapters 11.4 of Division 3 of the Business and Professions Code.

- The Security Staff members are trained to support and extend the security expertise of our contracted third-party security company, All Guard, a firm that specializes in cannabis facility security. All Guard is headquartered at 1306 Stealth Street, Livermore, CA 94551. Their phone number is (800) 255-4273.
- Importantly, we have secured debit card processing ability. Thus, we anticipate patient cash transactions to be no more than 20% of total projected activity, limiting the potential risk from maintaining large amounts of cash on-hand.

## **OVERALL SECURITY RISK MITIGATIONS**

The Plan is based on the standard security industry best practices of “Concentric Circles of Protection” and “Checks and Balances Security.”

Concentric Circles of Protection practice requires that there be multiple layers of protection that a perpetrator would need to defeat to reach the protected assets. This gives responders time to react to thwart the attempt and prevent the loss.

Checks and Balances Security requires that no single individual be allowed unrestricted access to assets. This not only prevents insider theft but also avoids situations where that single individual is taken hostage and coerced to provide access to unauthorized person(s).

## SPECIFIC RISK IDENTIFICATION, MITIGATIONS, AND RESPONSES.

Risk	Mitigation Strategy	Response
<b>Penetration of the perimeter while the facility is unoccupied</b>	As a matter of protocol, all doors are locked and alarmed; all windows are alarmed with glass break sensors. The interior has "four-step" motion detection, in case of a break in or a hidden intruder manages secretion before closing. Video surveillance will capture all internal and external activity 24/7.	Alarm activation will result in the alarm company notifying CPD. A secondary call to the General Manager and Security Manager will also be made so that a staff member with keys and knowledge of the premises responds immediately to assist CPD and provide assistance with walkthroughs, video accessibility, etc.
<b>Penetration of the perimeter while the facility is occupied</b>	Security personnel provide vigilance and deterrence through high visibility, face-to-face contact with visitors and passersby, and constant communication with fellow staff, both while on patrols or at fixed posts. Security personnel and other authorized staff are equipped with hand-held radios, fixed, remote alarm triggers, and non-lethal devices. A state-of-the-art video surveillance and alarm system is used.	Security personnel and staff will trip fixed and remote alarms to alert CPD via the alarm company. Security personnel will evaluate the threat of the intruder and make contact as appropriate to determine the threat level and segregate the intruder from clients and staff if possible. Staff and security personnel will follow the established protocol for robberies and hostile encounters.
<b>Public disturbance or unrest along the Commercial Corridor</b>	When the facility is closed, all doors are locked and alarmed and all windows are alarmed with glass break sensors. The interior has "four-step" motion detection in case of a break-in. Video surveillance will capture all activity. While open for business, security officers provide vigilance and deterrence through high visibility, face-to-face contact with visitors and passersby, constant communication with colleagues/staff, along with facility patrols. Security Officers and Security staff are equipped with hand-held radios, fixed, remote alarm triggers, and non-lethal weapons. The Security Manager will maintain a liaison with CPD in the event of unrest or a demonstration is imminent.	At the discretion of the manager-on-duty, the building can be closed and secured. In the event the business remains open, Security Officers will be on heightened alert for disturbances that may affect the safety of the patrons/staff and maintain communication with the manager-on-duty. The Security Manager will maintain a liaison with CPD and utilize discretion in closing the business or taking heightened security measures to ensure patron/staff safety. Should an unforeseen disturbance arise, Security Officers will enter the facility, encourage all patrons and staff to remain inside, and set all perimeter alarms. The manager-on-duty will notify CPD and advise them they are secured in the facility. The Security Officers will maintain vigilance of doors and windows and utilize hand-held video recorders as a deterrent to potential vandals.
<b>Unauthorized personnel entering through main entry or rear delivery door</b>	During normal business hours, the Security Officer posted outside the main entrance door maintains ingress control to the facility. During deliveries, two Security Officers are posted in the rear and control ingress to the rear delivery door. Hand-held radios, fixed/remote alarms, and a high visibility security presence are utilized to proactively protect the entries.	In the event an unauthorized person makes entry through the front doors, the Security Officer will intercept and ask the intruder to leave the premises. Should the intruder refuse to leave, the intruder will be told they are trespassing and will be arrested. The Security Officer will consider patron/staff safety when deciding to affect an arrest and may elect to restrict the intruder's movement and call CPD for assistance. Should the Security Officer decide, the facility will be locked down until the incident is under control and no ingress or egress should occur.



<p><b>Employee theft of inventory or proceeds from storage</b></p>	<p>Inventory and proceeds will be secured in safes and vaults with limited access by authorized staff. Authorized staff will follow strict protocols for access, removal and return of inventory to storage and proceeds to safes, vaults and registers. Audits will be performed to ensure the accuracy of inventory and proceeds, as per protocols. Security cameras and alarms strategically placed throughout the facility act as a theft deterrent and will be randomly reviewed for employee integrity. A state-of-the-art card key system protects locked areas and identifies which staff member has utilized the card.</p>	<p>Should an employee theft be discovered the Security Manager would conduct an internal investigation to determine the circumstances of the incident, gather all evidence, interview staff and complete a report of the findings. management will review the findings and determine the next course of action, should the evidence indicate an employee has been involved in a theft. Disciplinary action may result in a warning or escalate to termination and notification to law enforcement at the discretion of management.</p>
<p><b>Tampering of security systems by a staff member</b></p>	<p>Security cameras and alarm systems are tamper-proof and monitored 24/7. All security systems will be maintained and serviced regularly as per contract with the alarm vendor.</p>	<p>Should employee tampering of the security system be discovered, the security director will conduct an internal investigation to determine the circumstances of the incident, gather all evidence, interview staff and complete a report of the findings. management will review the findings and determine the next course of action, should the evidence indicate an employee was involved in security system tampering. Disciplinary action may result in a warning or escalate to termination and notification to law enforcement at the discretion of management.</p>
<p><b>Power, phone or network power is cut to facility</b></p>	<p>The security system is protected against a power failure by a redundant landline phone and cellular transmitter. In case of power loss, the landline transmitter will back-up the cellular signal to ensure uninterrupted coverage. The facility is equipped with a back-up generator, which will start immediately after any disruption of normal power. The generator will be inspected and tested monthly.</p>	<p>Should a power interruption occur, normal business should not be affected due to back-up systems. Security Officers will be vigilant of any suspicious activity that may occur due to an unexpected power loss and report any unusual activity. Should a total failure occur, ingress and egress should be halted and entry-exits be secured by uniformed security. Patrons may be asked to remain until security is confirmed; however, they will be escorted out of the facility upon request.</p>
<p><b>Generator fails to operate in event of power failure</b></p>	<p>The generator will be inspected and tested monthly.</p>	<p>protocols for a power failure will be followed.</p>
<p><b>Attempted takeover at opening, closing or during normal business hours</b></p>	<p>Security personnel provide vigilance and deterrence through high visibility, face-to-face contact with visitors and passersby, constant communication with colleagues and staff, while on patrols or posts. Security Officers and authorized staff are equipped with hand-held radios, fixed, remote alarm triggers, and non-lethal weapons.</p>	<p>The preservation of life and public safety is paramount; product and proceeds are secondary. Should security be breached and subjects execute a "take-over" style robbery, all security personnel and staff will react in a manner that does not escalate the threat or injury to staff or clients. Staff will follow protocols for armed robberies, which place life and safety over product and proceeds.</p>
<p><b>Cash transfer interruption</b></p>	<p>80% of patients' payments will be conducted via debit or credit card.</p>	<p>follow internal cash handling protocols that address remaining cash and deposit to a nearby bank branch, via a secured cash pick-up service, as needed.</p>

## **SECURITY CULTURE**

Jane Dispensary's management team understands the importance of creating an organization-wide security culture to assist in the overall success of the Security Plan and will continually reinforce the importance of security to all employees. Team Leads and managers will follow all security policies and procedures to set an example and promote a security-aware, compliance-focused operating culture.

In a broad sense, every employee of Jane Dispensary should be considered a part of our security effort. Through our ongoing security awareness initiative, employees will be taught to understand the relationship between security and the organization's success, learn their obligations under the security program, understand how various security measures support security program objectives, and become familiar with available resources to help with security concerns.

## **GENERAL SECURITY POLICIES FOR THE FACILITY**

Jane Dispensary will implement a detailed Operations and Security Policy & Procedure Manual and all employees will be required to sign acknowledging receipt and understanding of this manual.

The manual will detail general policies to be followed by all employees but will also have specific procedures to be followed for each role at the business. New employees will receive extensive training on the measures contained within, and continuing employees will receive periodic training to reinforce existing policies and to support the implementation of any changes and improvements.

## **DESIGNATED RESPONSIBLE PARTY**

Jane Dispensary will designate Leigh Anne Baker, Director of Operations, as the Security Responsible Party for the site. She will ultimately have the responsibility of overseeing security systems, policies, procedures, and other security personnel assigned to the site on all shifts. Leigh Anne will understand the compliance requirements regarding cannabis security activities as well as be knowledgeable in the issues that could arise, including the legal aspects of staff selection and screening, authority to detain or arrest, and use of force as it applies to Jane Dispensary enterprise.

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The designee's responsibilities may include, but are not limited to the following:

- Physical security of the organization's assets.
- Development and enforcement of security policy and procedures.
- Security Officer recruitment and selection.
- Candidate pre-employment screening.
- Crisis management.
- Investigation of security incidents.
- Employee security awareness.
- Law enforcement and governmental liaison.
- Information protection.
- Workplace violence prevention.
- Termination support for Jane Dispensary HR/management.
- Security Officer employment and supervision.
- Security systems management; and
- Conduct monthly security audits of the site.

Jane Dispensary will always have a manager on the premises during hours of operation. In addition, Jane Dispensary will provide the City Manager and Chief of Police with the name, telephone number (land line and/or mobile, if available) of an on-site manager or owner to whom emergency notice may be provided at any hour of the day. In addition, Jane Dispensary will designate a neighborhood liaison and prominently post a phone number and email address for the premises to address and receive complaints from neighboring residents and businesses.

## **SALE/CONSUMPTION PROHIBITIONS**

Importantly, the consumption of cannabis or the sale or consumption of alcohol on the business premises is strictly prohibited. Employees and agents of Jane Dispensary are prohibited from soliciting or accepting any cannabis or alcohol products from any customer or vendor while on the business premises. All employees, at the time of their hiring, are required to sign a Drug Policy form indicating that they have read and understood the terms and conditions that drug usage on site, is strictly prohibited and grounds for termination.

## **TRANSACTIONAL SECURITY**

Jane Dispensary will minimize the number of cash transactions that take place on site by conducting those exchanges at other locations such as banks and private safe deposit vaults and through licensed couriers. The amount of cash kept on hand will also be kept to a minimum to



reduce the risk of theft or robbery. Any cash that is kept on site will be stored in a vault and in a manner that reduces risk of robbery or the risk to employee safety and will only be removed by armored vehicle to prevent the risk of assault during loading.

Any transactions that do take place will be recorded using Track and Trace POS systems and will be done in full view of camera systems.

## **CONFIDENTIAL INFORMATION SECURITY**

Jane Dispensary prioritizes the safekeeping of confidential information. Confidential information will be handled and stored with a high degree of caution and security. Jane Dispensary staff will be trained to adhere to the following procedures:

- All digital and paper files are to be always secured. This may include user passwords and encryption on computers and locks or other access control for paper files.
- All documents that to be discarded or recycled are shredded.

## **PROCEDURE FOR ALLOWING ENTRY**

Together with uniformed third-party Security Officers, Jane Dispensary will employ a multilayer approach to controlling entry access to the facility. First, all individuals seeking entry will be greeted by a Security Officer, receive a visual review, and if not seen as representing potential disturbance or are visibly underaged will be allowed to proceed through the main entrance. Those who have entered will then present themselves to the Security Staff Member at the Security Staff Reception Desk for further visual examination of their fitness, of ID documents via VeriScan, and verification of their existing Patient/Guest record in the LeafLogix POS database. Weapons and firearms are strictly prohibited on the property. New Patients and Guests will be directed first to the Member Reception Desk for membership sign-up and acceptance of House Rules. Existing Patients and Guests will proceed directly to the Waiting Area for the next available Cannabis Consultant; new Patients and Guests will do the same following membership sign-up.

## **BEST PRACTICES TO MINIMIZE RISK OF SELLING CANNABIS PRODUCTS TO UNDERAGE INDIVIDUALS**

Jane Dispensary is committed to dispensing cannabis products only to qualified Patients and adult-use Guests who are 21 years and older. The presentation of a valid ID is required to enter our retail facility and purchase cannabis products. Our multilevel approach involving rigorous visual screening, use of VeriScan age-verification software, and confirming active membership status in our database of every individual who seeks to make a purchase.

## **PRODUCT RECEIVING SECURITY PROTOCOL**

All cannabis products delivered to the premises will be ordered from a California licensed vendor and arrive in a secured sallyport system.

- Before registering as a vendor with Jane Dispensary, an organization must make an appointment with the Inventory Manager to provide all necessary forms and documents demonstrating that their operation follows State and local laws and regulations.
- Upon registration, the vendor's identifying information is entered into a secure database, and the vendor is given a special phone number and email address with which to make vending appointments.
- Vending appointments must be requested and confirmed via email 24 hours in advance.
- Upon arriving at the site preferably ten minutes prior to their appointment, the vendor (or registered representative) will park in one of two designated parking spots.
- Vendor checks in with the Security Staff member at the building exterior.
- Using his Daily Vendor Appointment Schedule, the Security Staff member checks the vendor ID, verifies that the vendor has an appointment, and notifies the Inventory Manager to confirm readiness to receive product.
- If the vendor does not have an appointment, he/she will be asked to leave.
- If the vendor is early, or if the Product Manager is not ready, the vendor will be asked to wait in their vehicle.
- When ready, one of the two Security Staff members and the Product Manager will greet the vendor, and provide escort to the Vendor Reception Area.
- In the Vendor Reception Area, the Product Manager will examine the vendor's product.
- Jane Dispensary management will verify product versus the state manifest Track and Trace System.
- The Product Manager will recount the funds and issue the vendor a receipt.
- Once the transaction is complete, the vendor is escorted to the front of the building. Upon exit, the Security staff member will escort the vendor to the vendor's vehicle and monitor departure from the designated parking spot.
- If the product does not meet Jane Dispensary standards, Jane Dispensary will return it to the vendor without payment and escort the vendor to their vehicle in the same manner as above.

## **Storage of Inventory and Cannabis Waste**

All inventory stored on the licensed premises shall be secured in a limited-access area. Cannabis goods cannot be stored outside. Employee break rooms, changing facilities, and bathrooms shall be separated from all storage areas.

Licensees shall not dispose of cannabis goods, unless disposed of as cannabis waste. Cannabis goods intended for disposal shall remain on the licensed premises until rendered into cannabis waste. The licensee shall ensure that:

Access to the cannabis goods is restricted to the licensee, its employees, or agents; and Storage of the cannabis goods allocated for disposal is separate and distinct from other cannabis goods.

To be rendered as cannabis waste for proper disposal, including disposal as defined under Public Resources Code section 40192, cannabis goods shall first be destroyed on the licensed premises. This includes, at a minimum, removing or separating the cannabis goods from any packaging or container and rendering it unrecognizable and unusable. Nothing in this subsection shall be construed to require vape cartridges to be emptied of cannabis oil prior to disposal, provided that the vape cartridge itself is unusable at the time of disposal.

Cannabis waste on the licensed premises shall be secured in a receptacle or area that is restricted to the licensee, its employees, or an authorized waste hauler. A licensee shall report all cannabis waste activities, up to and including disposal, into the track and trace system. We will contract with Gaiaca Waste Revitalization for any cannabis disposal needs.

## **SECURITY OFFICER POLICIES AND PROCEDURES**

All Security Officers assigned by our third-party security contractor, All Guard, to security detail at our site will be able to show proof of current state guard card (or PC 832 card if applicable); and current first aid/CPR certification. All Security Officers hired shall be subject to prior review and approval of the Chief of Police or his or her designee. This requirement may include Department of Justice clearance of individuals.

Security Officers will staff the site 30 minutes prior to the start of operations in the morning to prepare the business for opening and to ensure that doors and any other are unlocked. Officers will also stay 30 minutes after close of operations to ensure that all loose product is secured, doors and gates are locked, alarms are activated, and employees are safely escorted to their vehicles.

Daily security logs will be completed by security personnel and will include employee name, ID number, date and time, and all areas patrolled/monitored daily as well as incidents or events that need to be documented.

All issues pertaining to the health and or safety of the facility and/or the public or acts that are or may be considered criminal in nature are mandatorily ordered to be reported to site management, Santa Rosa Police Department, and/or fire department.

## **SECURITY OFFICER DUTIES AND RESPONSIBILITIES**

All Security Officers will be directly supervised by the General Manager.

Security Officers will carry out various responsibilities including, but not limited to:

- Controlling access to the facility at all access points.
- Monitoring security and life safety equipment.
- Conducting patrols inside of the premises and along the perimeter.
- Monitoring employee conduct on the premises and within the parking areas under Jane Dispensary's control to assure behavior does not adversely affect or detract from the quality of life for adjoining property owners and businesses. All concerns or issues will be brought to Jane Dispensary management in a timely manner.
- Actively discouraging illegal, criminal, or nuisance activity on the premises and any parking areas which have been made available or are commonly utilized for employee parking.
- Ensuring that no loitering is permitted on or around the premises or the area under control of Jane Dispensary.
- Ensuring no consumption of cannabis products occurs on business premises, the parking lot, and the public areas directly adjacent to the business premises.
- Ensuring the property and all associated parking, including the adjacent area under the control of Jane Dispensary and any sidewalk or alley, is maintained in an attractive condition, and kept free of obstruction, trash, litter, and debris always.
- Responding to security incidents.
- Documenting incidents.
- Ensuring that sales of cannabis do not occur on or near the premises.
- Escorting visitors.
- Assisting with parking issues.
- Inspecting packages and vehicles.
- Utilizing various security measures (doors, locks, alarms, video surveillance cameras, lighting, etc.); and
- Notifying Santa Rosa Police Department in case of an emergency or incident.

As addressed by the above measures, loitering, congregating, or other nuisance behavior will not be permitted.

## **TRACK AND TRACE/INVENTORY/RECORD KEEPING**

A Track and Trace system and/or other platforms as approved by the Chief of Police and the State of California will be implemented and strictly followed to maintain records of all cannabis product movement and make those records available for audit.

At the end of each day product that is vulnerable to diversion or theft will be stored securely. All products will be placed in a secure room that is locked and designated as a high security, restricted access area. Security officers will not have access to this room when operations personnel are not on site as a checks and balances measure.

Jane Dispensary will always meet all Track and Trace System requirements of the State of California.

Jane Dispensary Inventory Tracking and record keeping system will ensure that:

- Jane Dispensary will register/record any incoming cannabis material, which includes entering the ID numbers into the tracking system software.
- Jane Dispensary will record each cannabis sale or transfer transaction.
- All products will be tracked via standard inventory control protocols through the tracking system software from receipt to shipment and in accordance with requirements set forth by the City of Santa Rosa.
- Any cannabis product that is considered waste during the process will be recorded and entered in the tracking software along with a daily disposition of how these were disposed of, if any. The process of destroying cannabis waste: Rendered unusable by grinding and combining with other materials as required by regulations. Picked up by an authorized Hemp/Marijuana recycler, or as allowed by statute.

A daily audit will be conducted at the end of each shift by Jane Dispensary operations personnel, to include:

- Total amount of product on site.
- Total product received.
- Total product sold; and
- Missing product (if any).

Security Officers will not have access to the secure storage rooms without operations personnel present as a checks and balances measure.

## **REPORTING RESPONSIBILITY**

Jane Dispensary will notify the Santa Rosa Police Department upon discovery of any of the following situations:

- The discovery of a significant discrepancy in its inventory.
- Confirmed or suspected diversion, theft, loss, or any other criminal activity pertaining to the operation of the business.



- Confirmed or suspected diversion, theft, loss, or any other criminal activity by an agent or employee pertaining to the operation of the business.
- Confirmed or suspected loss or unauthorized alteration of records related to cannabis goods, registered medical cannabis patients or primary caregivers, employees, or agents; or
- Any other suspected breach of security.

## **FACILITY SECURITY**

The main entrance will be the primary access/egress to the building. Individuals wishing to enter the building will approach the main entrance to be identified by surveillance camera and/or access control device and be allowed to enter. The main entrance will be monitored during business hours by an unarmed, uniformed Security Officer posted outside the main entrance, and a Security Staff member posted at the Administrator's desk. All other doors will be secured and alarmed, and only opened from the inside in the event of an emergency.

## **SECURITY LIGHTING/ILLUMINATION OF EXTERIOR AREAS**

Jane Dispensary site's outdoor security lighting will be designed to augment other security measures such as physical barriers, intrusion detection systems, video surveillance, and security personnel activities.

The security lighting system will provide advantages such as:

- Staff peace of mind when using the site after dark.
- Possible deterrence of adversaries and suspicious activities.
- Improved surveillance and security response.
- Reduced liability.
- Witness potential.
- Enhanced observation; and
- Allow officers to respond visually to alarms at night.

Outdoor security lighting will be an important part of the Jane Dispensary outdoor security intrusion detection system. The following elements will be incorporated into the security lighting system design:

- The camera fields of view will be illuminated with an Infrared (IR) or white-lighting system which will significantly improve the performance of the camera and allow the officer who is monitoring the IP cameras to respond visually when suspicious activity is detected.

- All exterior portions of the premises will be adequately illuminated in the evening as to make discernible the faces and clothing of persons utilizing the space.
- The front pedestrian walkways will be well lit to allow security officers to view anyone approaching during low light conditions.
- The parking area will be well lit to provide lighting for employees or who are coming or going at night.
- Some lighting may be controlled by motion sensors to: Save energy, Deter intruders, Alert Security Officers
- Lighting will be designed so as not to create a nuisance for neighbors after dark. To this end, outdoor lighting will be shielded and directed onto the site, such that the light source cannot be seen by persons on adjacent properties or from the public right-of-way.
- Lighting fixtures will be used that are aesthetically pleasing and will not create a hazard for drivers on nearby streets.
- Security personnel will conduct regular inspections of all outdoor security lighting equipment and either replace immediately or notify maintenance. In that process, they will do the following:
  - Ensure proper lamp functionality.
  - Ensure that lamps are kept clean and maintain their proper lighting angle.
  - Ensure that the lighting intensity continues to meet security requirements.
  - Ensure that batteries are charged for emergency lighting in compliance with regulations.

Outdoor lighting and controls will be designed to comply with the California Building Energy Efficiency Standards with astronomical time clocks and motion sensors.

## **SIGNAGE**

“No Loitering, Public Drinking, or Public Smoking/ Consumption of Cannabis” signs will be posted in and outside of Jane Dispensary premises.

## **GRAFFITI**

All graffiti on the site will be removed or painted over to match the color of the surface to which it is applied within 24 hours of its occurrence.

## **ACCESS CONTROL**

A comprehensive access control program is an important part of a secure commercial cannabis operation. The term access control refers to the practice of restricting entrance to a property, a building, or a room to authorized persons. Physical access control barriers refer to the use of

walls, doors, locks, bars, etc., to secure an area. Electronic access control is performed by technological means using a network that stores authorizations and mechanical means by controlling an electric strike, or door lock. The system decides whether to allow access to a particular person based on authorization permissions previously granted and entered in the system by an administrator. Access to Jane Dispensary, site, entry and exit to all limited access areas will have electronic access control requiring identity verification that records the movements of employees. Jane Dispensary will ensure that the limited-access areas can be securely locked using commercial grade, nonresidential door locks in accordance with this security plan. Jane Dispensary will also use commercial-grade, nonresidential locks on all points of entry and exit to the premises.

In addition, the following measures will be put into place:

- The spaces on Jane Dispensary site will be separated into zones and classified according to security levels based on risk;
- Facility security systems will limit access to areas where product and/or cash is stored or handled;
- No single individual will be allowed unrestricted access to assets.
- Employees will be issued electronic access cards and these electronic badges will be needed to gain access to restricted areas.
- Electronic log shall be maintained with all exit/entry movements of employees; and
- Security system will restrict access to afterhours entry in vital areas of facility.

## **LIMITED ACCESS KEY CARDS**

Access to different areas on the site will be compartmentalized and employee access credentials will be determined according to “need for access.” Not all employees will be allowed into restricted access areas, including security personnel.

It is important that access credentials be updated by managers on a constant basis to:

- Prevent current employees from entering areas they are no longer allowed to access.
- Update employee access according to changing schedules and roles; and
- Prevent former employees from having access to the site.

Key cards will only be issued to authorized persons and a strict inventory will be maintained of such cards.

- Tailgating or piggybacking is prohibited, each employee must swipe their own card.
- Sharing of access cards will be prohibited.
- Lost cards will require the filing of a security incident report and/or police report.

All doors leading into high security areas will have electronic access control and emergency egress capabilities, and an alarm will always sound when the door is opened without the use of a keycard or biometric identification.

## **IDENTIFICATION BADGES**

All employees or other persons acting for Jane Dispensary will clearly display a laminated badge, issued by Jane Dispensary at time of hire, always while engaging in retail cannabis activity and while on-site.

- Employees must challenge others who are not displaying a badge.
- Lost badges will require the filing of a security incident report and/or police report; and
- Credential tampering will not be tolerated.

ID badges will be stored in a secured cabinet and arranged alphabetically by last name. Cards must be returned to the cabinet at the end of each employee's shift.

Employees will be informed at time of badge issuance, during on-boarding, and through signage posted above the secured cabinet that unauthorized removal of badges from the cabinet or premises is an offense that can lead to termination.

## **EVENT LOGGING**

Jane Dispensary access control system will have event logging capabilities that record successful entries as well as unsuccessful attempts to access an area. This is important in the event a person is attempting to gain access to an area they should not have access to. All entry/exit events will be logged and retained in the system for more than 90 days.

## **POWER OUTAGE PREPAREDNESS**

Jane Dispensary's security measures will have the capability to remain fully operational in the event of a power outage.

## **SURVEILLANCE CAMERA AND VIDEO SYSTEM**

Jane Dispensary's digital security camera and monitoring system will be an important part of maintaining security at the site as well as compliance with the City of Santa Rosa's security requirements. The installation of security technology will be done by a licensed California company according to best practices and standards. Both systems will have a failure notification

system. The General Manager will maintain a list of authorized employees who have access to the system.

Jane Dispensary will install and maintain a fully operational digital video surveillance and camera recording system. At minimum, the digital video surveillance system will support a camera resolution of 1280 x 720 pixel and will record at a minimum of 15 frames per second. The surveillance-system storage device or the cameras will be transmission control protocol/TCP/capable of being accessed through the internet. All areas recorded by the video surveillance system will always have adequate lighting to allow the surveillance cameras to effectively record images. Cameras must be immobile and in a permanent location. Cameras will be placed in a location that allows the camera to clearly record activity occurring within 20 feet of all points of entry and exit on the business premises and allows for the clear and certain identification of any person and activities in all areas required to be filmed.

The IP-based camera system will have the following features:

- All cameras will be day/night cameras for maximum definition, resolution, and recording in any light conditions and will have memory and power backup capabilities.
- Be of adequate quality, color rendition, and resolution to allow the ready identification of any individual committing a crime anywhere on or adjacent to the exterior of the property.
- There will be 24-hour surveillance camera coverage, even inside the building.
- A minimum of 90 consecutive days of archival footage will be maintained. The recordings will clearly and accurately display the date and time (Time as measured in accordance with the United States National Institute Standards and Technology standards). The physical media or storage device on which surveillance recordings are stored will be secured in a manner to protect the recording from tampering or theft.
- Access to camera views and footage will be restricted to authorized personnel only and will be made available remotely from any computer with internet access for authorized personnel.
- A live feed of camera views will be available remotely on a secure, password-based platform, and accessible by the Police Chief or their designee/s.
- Historical footage will be available to the Police Chief in case there is a need for an investigation. Videos will also be made available for inspection by the Santa Rosa Police Department upon request.
- A sign will be posted in a conspicuous place near each monitored location on the interior or exterior of the premises which will be not less than twelve (12) inches wide and twelve (12) inches long, composed of letters not less than one (1) inch in height, stating "All Activities Monitored by Video Camera" advising all persons entering the premises that a video surveillance and camera recording system is in operation at the facility and recording all activity.



- The system will have the ability to print color images from video freeze frames and to copy video clips to portable storage media for investigative purposes.
- Outdoor cameras will be designed for weather resistance.
- Technical issues with any of the cameras or recording devices will be reported to managers and dealt with immediately.

The system shall monitor no less than:

- The front and rear of the property.
- All areas where cannabis goods are weighed, stored, quarantined.
- Areas where cannabis is destroyed.
- Limited access areas.
- Security rooms.
- Areas storing a surveillance-system storage device with at least one camera recording the access points to the secured surveillance recording area.
- Entrances and exits to the premises, which shall be recorded from both indoor and outdoor vantage points.
- Within 20 feet of all points of ingress and egress at the business.
- Entrances and exits to the premises will be recorded from both indoor and outdoor vantage points.
- Areas where product will be handled will have extra coverage to prevent diversion.
- All doors leading into high security areas will have electronic access control and emergency egress capabilities, and an alarm will always sound when the door is opened without the use of a keycard or biometric identification.
- In the hallway recording anyone attempting to access the vault/secure room.
- In the vault/secure room recording individuals accessing the room and recording individuals who are accessing the safes; and in
- All point-of-sale areas and areas where cannabis goods are displayed for sale. At each point-of-sale location, camera placement will allow for the recording of the facial features of any person purchasing or selling cannabis goods, or any person in the retail area, with sufficient clarity to determine identity.

## **ALARMS**

The entire building will be equipped with a fire and burglar alarm system that is monitored by a third-party professional company, Bay Alarm, that is staffed 24 hours a day, 7 days a week. Intrusion and motion detection devices will be a part of the system that will sound an alarm and notify on site security in case of an unauthorized intrusion. The site will also have a fire alarm system that meets or exceeds City of Santa Rosa requirements. Jane Dispensary will maintain the

alarm system in accordance with this security plan as required by the State of California. Jane Dispensary will ensure a licensed alarm company operator or one or more of its registered alarm agents installs, maintains, monitors, and responds to the alarm system.

- The system will be monitored by a UL 24/7 Central Monitoring Station and supervised by our onsite Security Team via internet, analog, or cellular communications, in the event any of the three should have a communication failure.
- The systems main control panel will be in a secured room, accessible by management or the Security team only.
- For ease of access, the systems keypad for local alarm annunciation, building arming and disarming will be located at the main front entrance with a secondary control panel in the equipment room.
- All building perimeter entry doors will be provided with door position switches to monitor door status, in addition to the standard alarms contact switch which would activate immediately upon unauthorized or forced entry.
- Main corridors will be provided with interior ceiling or wall mounted motion detectors that will detect activity after the building has been secured; and
- Panic buttons shall be installed and insured to be always operational.

## **INTRUSION DETECTION**

Intrusion detection is defined as the detection of a person or vehicle attempting to gain unauthorized entry (directly or remotely) into an area that is being protected by someone who is able to authorize or initiate an appropriate response. Jane Dispensary intrusion detection will consist of visual detection and intervention by any employee or by security personnel.

The electronic intrusion detection system (burglar alarm) consists of devices that will detect an intrusion and then initiate an early warning to enable a response to an attempted or unauthorized entry onto the site or into a high security area. The system will provide the protective elements of deterrence, detection, and delay, allowing time for the appropriate response by security personnel and/or Santa Rosa Police Department personnel.

The technical components of the Jane Dispensary intrusion detection system will be comprised of the following three elements:

- An alarm sensor -- a device specifically designed to sense and respond to a certain change in its environment's conditions.
- A circuit or sending device -- a device that transmits the changes in the condition of the alarm sensor to another location where it can be assessed by the specific responder forces.
- An enunciator or sounding device -- a device that alerts a change in the alarm condition.

## **SECURITY INTEGRATION**

The intrusion detection system will be integrated with barriers, entry control devices, video surveillance systems (video alarm assessment), and alarm communications systems to provide an integrated systems alarm assessment. Video alarm assessment means that if an alarm is activated on-site security personnel, off-site Jane Dispensary management, and Santa Rosa Police Department personnel can check video to see if an incident requiring response has occurred or if it was a false alarm activation. Jane Dispensary security personnel and operations management will do everything possible to avoid false alarms which generate costly and repeated use of Santa Rosa Police Department resources and personnel.

## **METAL KEYS**

All doors that are electronically controlled must have a key lock that can open the door in case of an emergency. Jane Dispensary will maintain a key management system with strict protocols and allow limited access to the keys and master keys. Jane Dispensary managers will conduct initial and periodic inventories of keys, maintain records of who has which keys, and maintain a secure key storage safe or lockbox.

## **Emergency Access**

When access to a structure or area is unduly difficult because of secured openings the Fire Chief is authorized to require a key box be installed in an accessible location. The key box shall be of a type approved by the Chief. The Santa Rosa Fire Department accepts approved products from the Knox Company or Supra Company. The Santa Rosa Fire Department has the only master key to access key boxes. The Department maintains strict security of the key box keys carried on fire apparatus. The Fire Department shall approve the location and number of key boxes. Typically, the key box shall be placed to the right of the main entrance or near where any control valve or fire alarm panel is located. They key box shall normally be located at seven (7) feet above grade, high enough to be difficult for any vandalism but low enough to be reached by Firefighters.

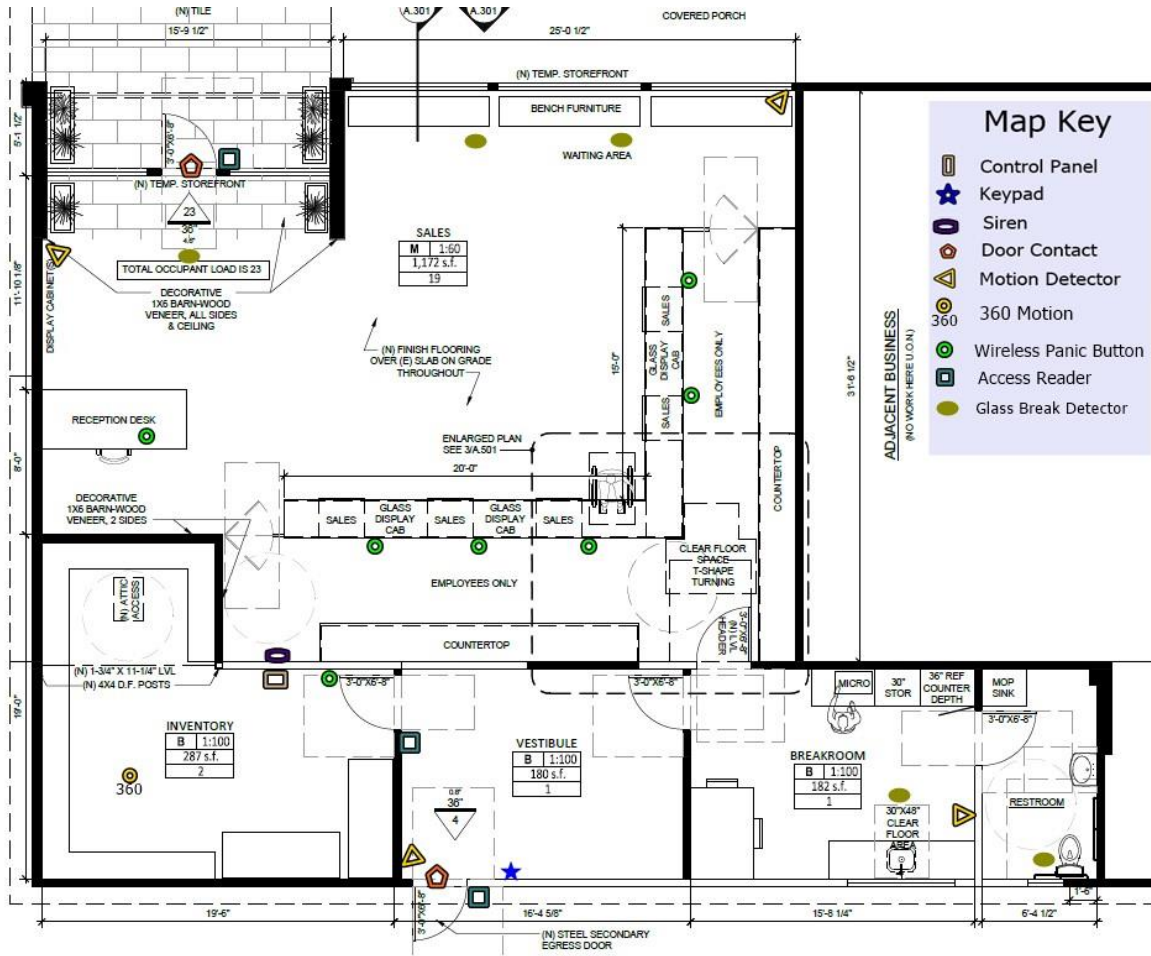
## **Currency to and From the Business**

All currency will be transported by armored vehicle. City tax payments will be submitted via check in-person. The General Manager or other Responsible Party will schedule an appointment with the city by calling (707) 665-4236.



# Supplemental Attachments

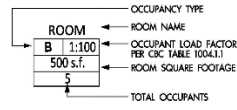
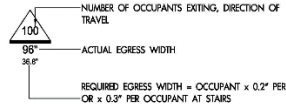
## Security System Design



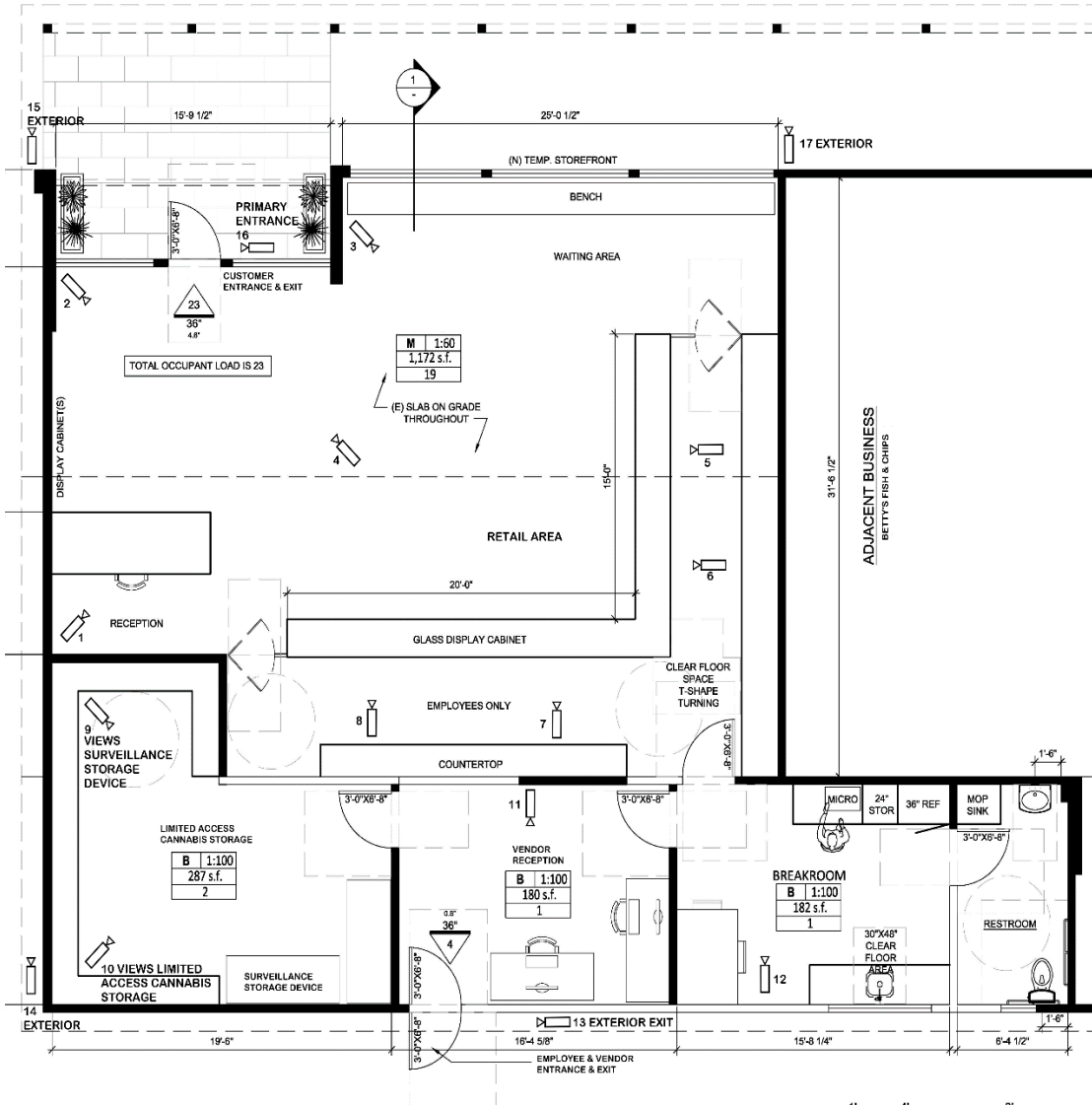
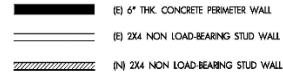


# Surveillance System Design

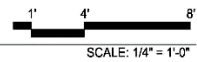
## EGRESS LEGEND



## WALL TYPES



PROPOSED FLOOR PLAN





1016 Clegg Ct.  
Petaluma, CA 94954  
LA 28, Contractor's License #261003

(707) 761-9261  
FAX: (707) 776-2919

August 11, 2021

City of Santa Rosa  
RE: Jane Dispensary  
4040 Highway 12  
Santa Rosa, CA 95249

To whom it may concern,

Bay Alarm company provides security for Jane Dispensary at their current location and will be handling the security & fire alarm requirements for the new location at the above referenced address. We will be designing systems to meet or exceed NFPA 72 regulations covering fire and local/BCC regulations concerning security.

Bay Alarm is an industry leader and has provided hundreds of fire and security systems for the Cannabis Industry. We are a full service security provider with our own Northern California employee staffed central station. We also have a large staff of trained local service technicians who are available 24/7/365 as needed.

Feel free to reach out to me for any additional information.

Regards,

**Mark Cook**

Commercial Sales Representative  
Bay Alarm Company  
Petaluma Branch  
1016 Clegg Court | Petaluma | CA | 94954  
(707) 761-9261 [Mark.Cook@bayalarm.com](mailto:Mark.Cook@bayalarm.com)

