SECURITY PLAN

COMMERCIAL CANNABIS BUSINESS

MEDICAL & ADULT-USE RETAIL SALES w/DELIVERY

JIVA LIFE, LLC
436 CLEMENTINA STREET [STE 303] SAN FRANCISCO, CA 94103

Timothy R Kuchac
249 Alden Lane, Livermore, CA 94550
t (408) 839-2553 tkuchac@live.com

April 18, 2018

Re: Letter of Recommendation for Gaurav Bali

To whom it may concern:

It is my pleasure to recommend my former neighbor and friend, Gaurav Bali, as a Principal of JIVA LIFE, LLC and applicant for a commercial cannabis business. I have known Gaurav for approximately 25 years and can attest to his strength of character, honesty, and integrity. Gaurav would make an outstanding addition to the Santa Rosa business community.

I first met Gaurav when I moved to Fremont. I was working at the San Jose Police Department as a patrol officer. When I retired as a Police Lieutenant in 2015, Gaurav had been practicing law for almost four years. I had the opportunity to see his professional growth and positive impact on the community.

Gaurav and I have kept in touch since I moved from Fremont to Livermore. Recently, he informed me of his partnership with JIVA and asked me to be the Corporate Security Advisor within JIVA's advisory and consultant council. Based on Gaurav's work ethic and transparency, I gladly accepted the offer.

I currently work at V5 Systems, Inc. as a Global Training Director/Facilities Director. I believe my current work experience is directly in line with assisting JIVA as its Corporate Security Advisor.

I am excited for Gaurav's future and look forward to working with him and JIVA. If you have any questions, please do not hesitate to contact me.

Regards,

Tim Kuchac

American Veteran Security

6640 Redwood Dr. Suite 100

Rohnert Park CA 94928

707-971-0659

PPO License # 120235

City of Santa Rosa,

We are pleased for the opportunity to provide on-site security as a 3rd party contractor at 1831 Guerneville Road for JIVA LIFE LLC, whom are applicants for a City of Santa Rosa Commercial Cannabis Permit for retail sales serving the community as a medical and adult-use retail dispensary. We have conducted an assessment and evaluation of the site to provide interior and exterior perimeter security personnel to been employed.

If JIVA is awarded and granted a City of Santa Rosa Commercial Cannabis Permit to operate, American Veteran Security (Licensed, Bonded, & Insured) will serve JIVA and the City of Santa Rosa to ensure a safe and secure establishment for the community. American Veteran Security & Investigation is located at 6640 Redwood Drive, Rohnert Park, California. Our #1 goal is to provide quality Security Services to all our clients and provide a 24-hour customer service commitment. As a member of BSIS we are committed to leading the local private security industry with our integrity, innovation, training, client's satisfaction, and financial strength. As a business, we respect our competitors and other related security businesses, which contribute greatly to our success.

Information on Training, Equipment, and Supervision

American Veteran Security takes pride in preparing security programs to meet a client's individual needs. Determent, high visibility, and the presence of trained security officers are the very essence of any private security company.

- We provide our security officers with 40 hours of training, using various sources, including the Professional Security Training Network (PSTN), a professional, independent, accredited, "security training" program.
- We provide our security officers with eight hours of continuing education annually in our offices. We document this training and retain the documentation in a training file maintained in our corporate office. All training and continuing education we provide for our personnel is recognized by The California Department of Consumer Affairs, Bureau of Security & Investigative Services(BSIS).
- We have supervisors on duty 24 hours a day, 365 days a year. These supervisors ensure security officers are timely, appropriately attired and groomed, knowledgeable of their posts and are properly performing their assigned duties.

- All our posts and patrols can communicate by cellular phone with supervisors and/or management personnel. Clients, on request, can communicate with the security officer on their site, the on-duty supervisor, or a AVS manager at any given time. This is service we offer our clients, at no additional charge.

Listening to our client's needs, training our personnel in response to those needs, and a rapid response to those needs, are assets we offer our clients. Dependability, reliability, and professional performance are qualities we hope our clients recognize in us. We understand, teach, and practice these basic attributes, as well as remain receptive to new ideas and suggestions of clients and employees, making this the foundation of our company's quality performance in the security field.

Daily Activity and Incident Reports

All security officers assigned to the client's premises will submit an individual Daily Activity Report, (DAR) of their daily security functions, as outlined in the Post Orders. This shift reports will contain an accurate detailed account of the time and extent of patrols executed, all duties performed, and conditions on the site; including unsecured premises, (doors, windows or gates) site lighting conditions, and other minor interests. An Incident Report (IR) will be completed and delivered to our client in the event of a major incident such as fire, safety issue or healthhazard, accidents, thefts, property damage, the presence of unauthorized persons/vehicles, etc.

In Conclusion

We are ready to prepare a contract for security services as soon as we receive the City of Santa Rosa's decision of its confirmation that JIVA is a permitted operator for their intended use. It is our policy to have our security operations staff to conduct a secondary evaluation of the location's requirements prior to the start date and put in place interim post orders for the start of our service in accordance and approval of the City of Santa Rosa and JIVA preferences specific to security of a commercial cannabis business.

Thank You,

Michael Arieta/President

American Veteran Security

PPO# 120235

707-971-0659

avssonoma@gmail.com

4/18/18

BAY ALARM
SINCE 1946

April 17, 2018

RE:JIVA LIFE, LLC
Proposed Location:
1831 Guerneville Road
Santa Rosa, CA 95403

To Whom It May Concern,

As a qualified licensed security, fire prevention and suppression commercial sales representative for Bay Alarm serving the North Bay area including Santa Rosa; an assessment of the proposed location has been conducted.

A Security Plan was developed that meets or exceeds all Local and State regulations. This includes Video surveillance of key areas, Access Control, Monitored Security Alarm and Fire Alarm Systems

If and when JIVA LIFE, LLC is granted a Cannabis Retail License, Bay alarm will develop a quote and perform all necessary Security Installations to meet or exceed Local and State requirements in the City of Santa Rosa.

Bay Alarm is the areas most trusted and premier one-stop security provider and is committed and capable to complete the developed security implementation plan.

DESCRIPTION OF COVERAGE

Security Intrusion Alarm includes:
- 24/7/365 Monitoring at our Bay Alarm Employee staffed Northern California Central Station
- Siren and Blue Strobe notification in event of alarm (non-panic)
- All Door contacts and Motions hard wired
- Wireless Panic Buttons near each POS and strategic locations (silent alarm response)
- Wireless Glass Break Detectors ceiling mount to cover window breakage
- Remote ability to remove users immediately from system
- Duress Keypad programming (where allowed by local AHJ)
- 24/7/365 "Full Service" response, unmatched in the industry

Access Control:
- Enterprise Access Control system with full featured interface
- Card Access control to limit access by permissions at limited access doors
- Full accounting of access use by unique user code profiles (times and date)
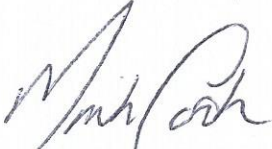- Ability to build unique permissions and schedules with easy access to edit/delete

CCTV Video Surveillance:
- HD video recording 24/7 with 90 days of archived storage for each camera
- Full coverage of exterior/interior entrances and exits and pathways
- Full coverage of POS terminals
- Full coverage of Vault and CCTV equipment
- Coverage of all areas where product is packaged, stored, transported or processed
- Flash drive storage download for easy transfer of information to police agencies
- Connection to High Speed Internet
- TCP (Transmission Control Protocol) for remote viewing and AHJ authorized access

Fire Alarm System:

- NICAT designed fire alarm systems that meet NFPA 72 and local AHJ requirements
- Fire Cellular Radio for secure communications
- Fire Shop Drawings for submittal to AHJ for new systems
- 24/7/365 Monitoring at our Bay Alarm Employee staffed Northern California Central Station
- 24/7/365 "Full Service" response, unmatched in the industry

Security Plan designed for JIVA LIFE, LLC by:

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

www.bayalarm.com

Access Control Made Easy

**Affordable, Scalable, Browser-Based Access Control**

Featuring:

- Faster set-up
- Enhanced features
- Indsustry-leading scalability
- Full-featured, self-contained system
- Easy to use
- Easy to expand
- Low cost of ownership

Ideal for:

- Commercial
- Industrial
- Banking
- Medical
- Retail
- Hospitality
- Businesses that need to secure their facilities, manage access of personell, create and analyze reports, and monitor the system remotely from any browser
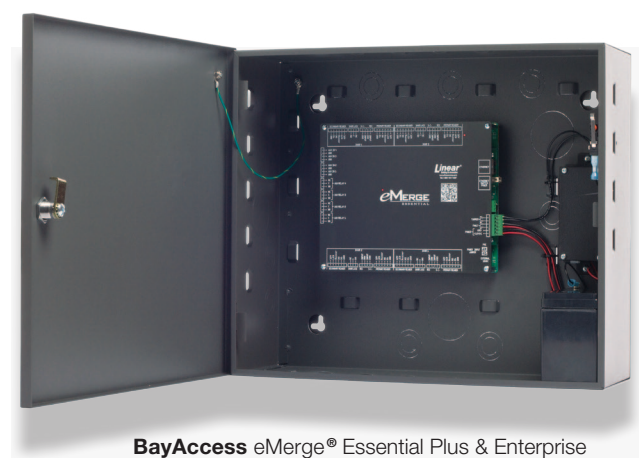
BayAccess eMerge® Essential Plus & Enterprise

BayAccess! Fast, Intuitive, Easy-To-Use

Supported Web Browsers

Not all Access Control Systems are Created Equal

The BayAccess Advantage: Total Cost of Ownership (TCO)

Long-term, total cost of ownership of a BayAccess system is significantly lower than many similar products. Users can realize significant cost reductions when compared to traditional access systems:

How BayAccess Lowers Your Total Cost:

- Browser-based access system is faster to setup, simpler to maintain
- Embedded Linux Operating System (O/S)
    - MVP (Minimized Virus Potential)
    - No Microsoft update dependancies
- Independent network, server, and dedicated workstation hardware are not required
- Includes SQL database engine; no add-on database software licenses required
- No client licenses to load
- Common hardware installation reduces hardware training and inventory cost
- Common software user interface reduces training costs as systems are migrated to more powerful models
- Open platform allows for cost-effective integration with other technologies

PC-based access servers fail, due to moving hard drives. Competitive models will typically require hard drive and server software replacement at least once over the life of their systems

BayAccess's browser-based access system saves time and money!

Overview of System Features

BayAccess supplies the right amount of access control businesses need starting with 1-door / 2-reader capacity, plus immediate expansion capability to 4-doors / 8-readers (no additional hardware needed to expand to 4 doors).

- **License-To-Go™** upgrade key provides more doors
- Housed in a compact plastic enclosure
- Housed in a steel enclosure; includes supervised AC battery back-up
- Easily scalable via software upgrade keys to higher-capacity Enterprise model

Additional Features

- Dashboard
- Graphic floorplans
- Card decoder
- SQL Database
- First-in-unlock rule
- Manager-first rule
- 2-man rule

- Portal unlock scheduling by time
- Multiple holiday schedules
- Multiple language support
- Audit trail
- CSV file import tool
- Custom reports

Capabilities that Outshine Other Systems

Common Features

• Shared hardware and software architecture across BayAccess means easy upgrades and expansion

• Reliable, IT-friendly embedded Linux operating system significantly reduces:

  ◦ Virus/spyware attacks
  ◦ Operating system update dependency

• SQL database with optional API available

• Intuitive quick-start wizard allows for ultra-fast setup, saves hours of time versus traditional systems

• Browser-based management enables system status and updates from any place, on nearly any browser, using any operating system

• Easily upgradable to incorporate future E$_3$ technology integrations via License-To-Go™ software keys. Video, badging, visitor management, asset tracking, etc.

• UL 294 Certification (pending)

Hardware Features

• 100% solid state components for extended service life, providing lowest total cost of ownership

• High-speed, 1GHz processor handles multiple simultaneous users and more than 30 transactions per second

• Compact Micro-SD card included with every controller, for long-term event storage

• Integrated tamper switch and inputs / outputs for additional functionality

• Optional Power over Ethernet (PoE) available on all controllers, expansion nodes, and ACMs allowing for backup power through a UPS

• Controller and Expansion Node enclosure options:

  ◦ Small footprint ruggedized plastic enclosure provides up to 4 doors / 8 reader capacity (does not include power supply)

  ◦ Midsized metal enclosure with key lock includes 60 watt 12VDC PIP. Can house controller and one additional ACM for a total of 8 doors / 16 reader capacity

  ◦ All metal enclosures include supervised AC battery backup system with charging circuit capable of charging two 7 amp-hour batteries (batteries not included)

Software Features

• One common software platform that incorporates configuration keys for each model and upgrade keys for adding additional capabilities

• Optimized for use with iPhone, iPad, Android, tablets, and other mobile devices

• Dashboard displays full system status-at-a-glance including:

  ◦ Event and activity log

  ◦ Customizable door diagrams/floor plans with factory default templates

• Time-saving and convenient features:

  ◦ Integrated card decoder tool   ◦ CSV flat file database import and export
  ◦ Dynamic event filtering   ◦ E-mail, text message notifications
  ◦ Built in audit-trail   ◦ Simple, easy-to-use predefined reports
  ◦ Automatic daily data backup   ◦ Micro SD or FTP-based storage
  ◦ Built-in documentation library

BayAccess is fully optimized for mobile devices.

• Optional software updates for new feature and product enhancements

5-1

Specifications

BayAccess	
Processor	1GHz
On-board RAM	512MB DDR2 (333MHz)
Storage	4 GB Micro SD
Power	12V-DC
Operating System	Embedded Linux
Maximum Administrators	Varies by Model
Maximum Concurrent Administrators	8
Transactions Per Second	30+
Doors/Portals	1 to 4
Maximum Readers	8
Inputs	Up to 12
Outputs	Up to 8
Maximum Users/Cardholders	1,000
Maximum Photos (*additional SD memory required)	1,000
Access Cards	8,000
Cards Per Person	12
Card Formats	32
Total System Access Levels	25
Time Specs (schedules)	25
Holidays	30
Online Transactions	15,000
User Defined Data Fields	5
Enclosure Dimensions	
Compact Plastic (W x H x D):	12.25 in x 11.1 in x 2.23 in (31.1 cm x 28.2 cm x 5.7 cm)
Mid-sized Steel (W x H x D):	17.5 in x 14.25 in x 6.5 in (44.5 cm x 36.2 cm x 16.5 cm)

Specifications subject to change without notice.

1-800-610-1000
www.BayAlarm.com
WHAT HAVE YOU GOT TO LOSE?™

MEGAPIX
IP Cameras

2.1 Megapixel | **WDR** | 2.8–12mm Auto Focus Lens | Smart IR™ | IP66 Rated | **5** YEAR Warranty

Dimensions

unit : inch (mm)

4.9" (125)

3.6" (9)

Summary

MEGApix® IP cameras provide real-time 2.1 Megapixel resolution (1080p, 30fps). Advanced technologies include True Day/Night, 3D Digital Noise Reduction, Wide Dynamic Range (WDR) and Smart IR™ to deliver the best images in any type of environment. Power over Ethernet (PoE) simplifies installation by connecting both power and network through a single cable. All MEGApix® cameras are ONVIF conformant, assuring their successful integration with any open platform solution on the market. The MV82WiA comes in a unique IP66-rated Dome Enclosure with CleanView™ Self Cleaning Technology, reducing installation time and simplifying the configuration process.

Features

- 2.1MP 1/2.7" Image Sensor at Real-time 30fps
- 2.8~12mm Remote Auto Focus P-Iris Lens
- True Wide Dynamic Range (WDR)
- Dual Codecs (H.264, MJPEG) with Simultaneous Streaming
- 100' Smart IR™ with Intelligent Camera Sync
- CleanView™ Hydrophobic Dome Coating Repels Water, Dust and Grease
- True Day/Night Mechanical IR Cut Filter
- Programmable Privacy Zones
- Auto Gain Control (AGC)
- Auto White Balance (AWB)
- Motion Detection
- Micro SD/SDHC/SDXC Class 10 Card Slot for Event and Continuous Recording (Card Not Included)
- Web Server Built-in
- PoE Class 3 / DC12V
- ONVIF Conformant, Profile S
- IP66 Certified Weather and Tampering Resistant
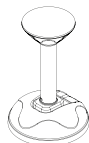- IK10-Rated Impact-Resistant
- 5 Year Warranty

Specifications

IMAGE	
Image Sensor	1/2.7" 2.1MP CMOS
Total Pixels	1928(H) X 1088(V)
Minimum Scene Illumination	F1.4 (30IRE): 0.12 Lux [Color]
	F1.4 (30IRE): 0.0 Lux [B&W]
LENS	
Focal Length	2.8~12mm, F1.4
Lens Type	P-Iris Remote Auto Focus
IR Distance	100ft Range IR
Angle of View	106° ~ 32°
Digital Zoom	x4.2 Optical Zoom
OPERATIONAL	
Shutter Mode	Auto, Manual, Anti-Flickering
Shutter Speed	1/15~1/32000
Smart DNR™ 3D Digital Noise Reduction	0~11
Auto Gain Control	Auto
Wide Dynamic Range (WDR)	On, Off
Day and Night	Auto, Day (Color), Night (B/W)
Privacy Zones	4 Programmable Privacy Zones
Alarm Notifications	Notifications Via E-mail, FTP Server or SD Card Recording
NETWORK	
LAN	802.3 Compliance 10/100 LAN
Video Compression Type	H.264, MJPEG
Resolution	H.264: 1920x1080 ~ CIF
	MJPEG: 1280x720 ~ CIF
Frame Rate	Up to 30fps at All Resolutions
Streaming Capability	Dual-Stream at Different Rates and Resolutions
IP	IPv4
Protocol	ONVIF, TCP/IP, UDP, RTP/RTSP(TCP/UDP), NTP, HTTP, DNS, DDNS, DHCP, FTP, SMTP, ICMP
Security	Password authentication, Multi-level user configuration
Maximum User Access	5 Users
ONVIF Conformance	Yes
Web Viewer	OS: Windows®, MAC® OS, Linux®
	Browser: Internet Explorer, Chrome, Firefox, Safari
Video Management Software	DW Spectrum™ IPVMS
Memory Slot	Micro SD / SDHC / SDXC Card up to 128GB, Card not Included
ENVIRONMENTAL	
Operating Temperature	-4°F ~ 122°F (-20°C ~ 50°C)
Operating Humidity	Less than 90% (Non-Condensing)
IP Rating	IP66 (Protects against dust and high pressure water)
Other Certifications	CE, FCC, RoHS
ELECTRICAL	
Power Requirement	DC 12V, PoE (IEEE802.3af Class 3)
Power Consumption	Auto Focus Working: 7.5W, 625mA
	LED Off: 2.5W, 208mA
	LED On: 4.2W, 350mA
MECHANICAL	
Material	Aluminum Die-casting
Dimensions	4.9 x 3.6 Inch (125 x 92 mm)
Weight	1.87 lb (0.85kg)

Accessories (Optional)

DWC-VFZWM
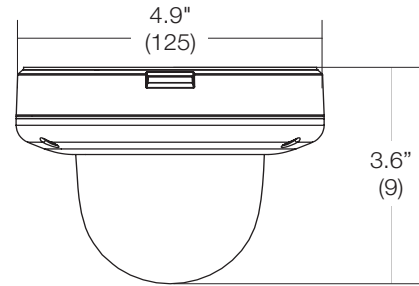Wall Mount for Surface Mount Outdoor Domes and PTZ5X Models

DWC-VFZJUNC
Junction Box for Surface Mount Outdoor Domes and PTZ5X Models

DWC-VFZCM
Ceiling Mount for Surface Mount Outdoor Domes and PTZ5X Models

: 866.446.3595   : sales@dwcc.tv   : www.digital-watchdog.com

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DIGITAL WATCHDOG ®
Complete Surveillance Solutions

ProxPoint® Plus Reader

Value Priced Proximity Card Reader • 6005

HID

ACCESS reliability.

Application

HID's ProxPoint® Plus reader combines multiple configuration options with an attractive, inconspicuous design and economical price. Its secure potted electronics are ideal for both indoor and outdoor applications.

Features

◗ Features a beeper and multicolor LED which can be host-and/or locally controlled.

◗ Enables various beeper and LED configurations, depending on individual site requirements.

◗ Can read HID cards with formats up to 85 bits.

◗ Designed for mounting directly onto metal with no change in read range performance.

◗ Available with either Wiegand or Clock-and-Data (magnetic stripe data) output.

◗ Compatible with all standard access control systems.

◗ Aesthetic design available in two cover designs and in four colors to match any decor.

◗ Includes multilingual installation manual.

ASSA ABLOY

Mounting

Unobtrusive design can be mounted directly onto metal such as door mullions.

Audiovisual Indication

Audiovisual indication: when a proximity card is presented to the reader, the red LED flashes green and the beeper sounds. The multicolor LED and beeper can also be controlled individually by the host system.

Diagnostics

On reader power-up, an internal self-test routine checks and verifies the setup configuration, determines the internal or external control of the LED and beeper, and initializes reader operation. An additional external loop-back test allows for the reader outputs and inputs to be verified without the use of additional test equipment.

Indoor/outdoor Design

Sealed in a rugged, weatherized polycarbonate enclosure designed to withstand harsh environments, providing reliable performance and a high degree of vandal resistance.

Easily Interfaced

Wiegand output model interfaces with all existing Wiegand protocol access control systems. Clock-and-Data (magnetic stripe) model interfaces with most systems that accept magnetic stripe readers.

Security

Recognizes card formats up to 85 bits, with over 137 billion unique codes.

Warranty

Lifetime warranty against defects in materials and workmanship (see complete sales policy for details).

Part Numbers

Base Part No.: 6005B Wiegand Interface
Base Part No.: 6008B Clock-and-Data Interface

Description

Tri-State LED, Pigtail Connection

Options

- CLASSIC series cover in gray, beige, black or white (or)
- Designer series cover in grey, wave blue, black or white
- custom label
- custom embossing in housing

(Please see "How to Order Guide" for a description of options and associated part numbers).

Typical Maximum* Read Range
ProxCard® II card - up to 3" (7.6 cm)
ISOProx® II card - up to 2.5" (6.35 cm)
DuoProx® II card – up to 2.5" (6.35 cm)
Smart ISOProx®/DuoProx® II cards – up to 2.5" (6.35 cm)
Proximity & MIFARE® card - up to 2.5" (6.35 cm)
ProxCard® Plus card - up to 1.0" (2.5 cm)
ProxKey® II keyfob - up to 1.5" (3.8 cm)
MicroProx® Tag - up to 2" (5.1 cm)
*Depending on local installation conditions.

Dimensions
3.135" x 1.720" x 0.660" (7.96 x 4.37 x 1.68 cm)

Material: Polycarbonate UL 94

Power Supply
5-16 VDC
Linear power supplies are recommended.

Maximum Current Requirements
Current (DC)
Average 30 mA, Peak 75 mA

Operating Temperature
-22° to 150° F (-30° to 65° C)

Operating Humidity
0-95% relative humidity noncondensing

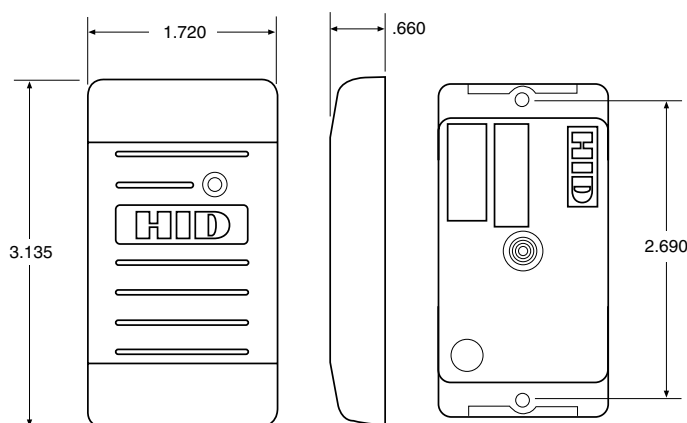## Transmit Frequency: 125 kHz

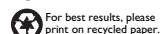## Weight: 2.7 oz. (75 gm)

Certifications
Canada/UL 294 Listed, FCC Certification, United States, Canada Certification, EU and CB Scheme Electrical Safety (EN60950 and IEC60950 ITE Electrical Safety) Fifteen EU Countries under the R&TTE Directive (EN 300 330 - SRD, and ETS 300 683 - EMC), CE Mark, Australia C-Tick, New Zealand, Taiwan, China

Cable Distance
Wiegand or Clock-and-Data interface:
500 feet (150 m)
Recommended cable is ALPHA 1295 (22 AWG) 5 conductor stranded with overall shield or equivalent.

1.720

.660

3.135

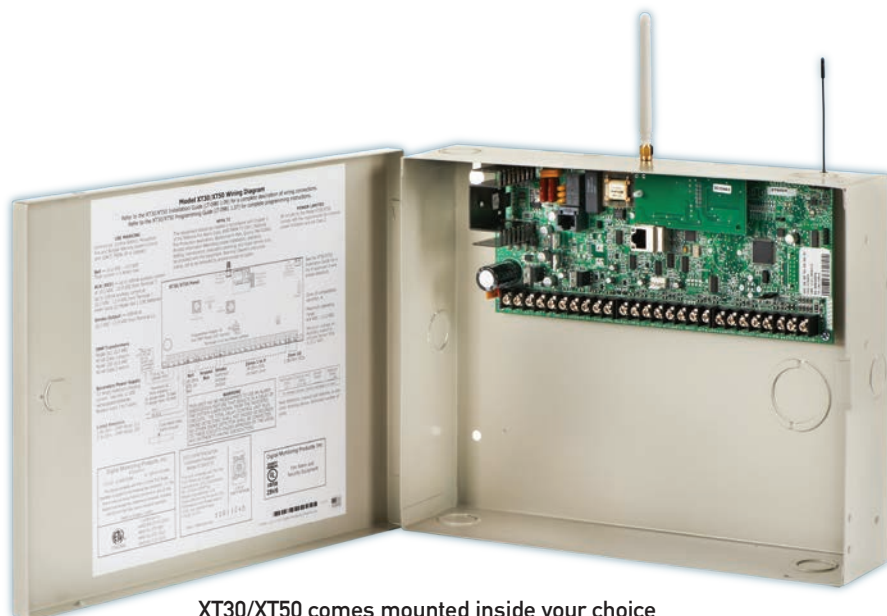2.690

HID

ACCESS experience.

hidcorp.com

ASSA ABLOY

Z-Wave® Compatible

One panel offers everything you want —

Network & Dialer on-board, and Add-On Cellular & Wi-Fi Communicatiors with optional on-board 900 MHz Z-Wave Receiver

XT30/XT50 comes mounted inside your choice of a small or medium gray enclosure

This extremely powerful panel is highly customizable, giving you the flexibility to tailor the panel in a configuration that meets the needs of both you and your customer. You get many of the features and technology expected in a larger panel with all of the quality and innovation you expect from DMP.

- Choose your preferred configuration for on-board communications: Network and/or Dialer
- On-Board Wireless Receiver (XT50)
- Add technology later to expand capabilities, including wireless or cellular (CDMA, HSPA+, or Wi-Fi)
- XT30 supports 10 hard-wired on-board zones and 32 expansion zones — wireless (with 1100D Series) or hard-wired
- XT50 supports 10 hard-wired on-board zones, and up to 32 hard-wired zones. Up to 32 wireless expansion zones when using an external 1100 Series receiver. 48 wireless expansion zones when using the on-board wireless receiver.

XT SERIES™ — BURGLARY/FIRE/DOOR ACCESS CONTROL PANELS

SYSTEM FEATURES

- DMP Network, Cellular, and Wi-Fi Communications
- MyAccess™ - Remote control via SMS messaging
- Virtual Keypad™ App - Compatible with Apple® and Android® smartphones and tablets.
- Late to Open/Early to Close and Traffic Count features for retail installations
- Door Access feature can be added with the 734 Wiegand module or DMP Thinline™, Aqualite™, or 7800 Series Graphic keypads with built-in proximity reader and relay. Codeless arming/disarming with proximity reader
- Eight keypad addresses
- 30 (XT30) / 99 (XT50) 4-digit user codes with authority levels
- All/Perimeter, Home/Sleep/Away or six Area System
- One two-wire smoke detector zone
- Arm only, ambush code, and temporary user code options
- Four on-board and eight wireless outputs for annunciation and control applications
- 16-character zone, user, and area names

- 100-event (XT30) or 200-event (XT50) memory
- Backward and forward compatibility with a variety of DMP products
- Supports DMP LCD keypads including the Thinline, Aqualite,
- Icon, and 9000 Series wireless keypads
- 500mA auxiliary output
- 100mA switched smoke detector
- Built-in English text programming from any LCD (liquid crystal display) keypad
- Open/Close schedules with Closing Check
- Attrition Detection™ monitors system for arming activity
- User Checkin allows you to monitor latchkey children
- Remote program/download with Remote Link™
- Programmable User Inactivity Monitor watches for on-site activity
- EASYconnect™ connection for the Virtual Keypad™ App when used with a network connection

VMAX ip PLUS™
Complete IP Video Solutions

3 Minute INSTALL

16CH / 16× — 16 Channels Total / 16 Channels PoE
DW Mobile Witness™
PathFinder™
CCIP™ Encryption
30fps — Real-Time Monitoring
Auto Device Discovery

Dimensions
Unit: Inch (mm)

16.53" (420 mm)

16.53" (420 mm)

3.46" (88 mm)

15.75" (400 mm)

Summary

The VMAX® IP Plus™ is an easy to use to use PoE NVR that allows you to go from power up to monitoring in less than three minutes! The NVR offers unique features such as CCIP™ camera encryption and internal systems diagnostics, keeping your system healthy, secure and up to date. Combine with the DW Witness™ app to turn the camera on a smartphone or tablet into a surveillance camera that can be viewed and recorded on the NVR.

Available with 16 PoE ports, the NVRs can record and manage single-sensor IP cameras up to 5 Megapixel, with 80Mbps maximum throughput.
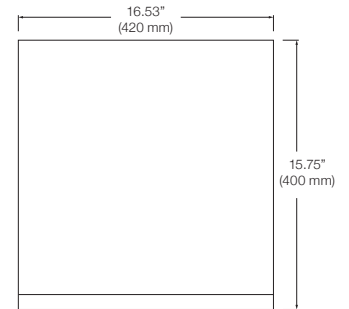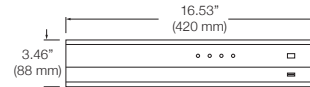
Features

- Simple and easy to navigate VMAX GUI for the most user-friendly solution on the market
- Complete installation, setup and camera configuration in under three minutes!
- Control any ONVIF camera's setup and features remotely
- DW Witness™ turns a smartphone or tablet into an additional surveillance camera
- Pathfinder™ auto port forwarding
- Record and manage single-sensor IP cameras up to 5MP (2592x1920), with 80Mbps maximum throughput (equivalent to 16 2.1MP IP cameras)
- Local power for up to 16 IP cameras via resident PoE switch
- CCIP™ system encryption protects your surveillance system from out of network attacks
- Pivot™ camera management software
- Mobile application for iPhone, iPad, iPod, Android smart phones and tablets and Apple TV
- Automatic device discovery
- Dual stream recording
- Easy drag and drop camera management
- Instant backup during playback
- Full HD (1080p) output for local live & playback display
- Complete system analysis with real-time system, network and PoE status monitoring
- True HD & VGA simultaneous output support
- 4 sensor input, 1 alarm relay output
- Up to 16ch transaction verification via TCP and USB-serial
- Email event notifications with video clip
- Simple & free DDNS support for remote management
- Easy web-based client with multi-user access
- Advanced H.264 linux embedded NVR
- Simultaneous live, playback, recording, back-up, network
- NVR health check with e-mail notification
- NVR calculation and auto recording configuration
- Help menu on major functions
- Auto or manual firmware upgrade available
- Automatic private IP addressing
- NTP (network time protocol)
- Screen saver to protect monitor screen
- Import/export configuration between multiple NVRs
- USB mouse and GUI control
- 5 year limited warranty

Available Models

- DW-VP163T16P – 3TB Internal Storage
- DW-VP164T16P – 4TB Internal Storage
- DW-VP166T16P – 6TB Internal Storage
- DW-VP168T16P – 8TB Internal Storage
- DW-VP1612T16P – 12TB Internal Storage
- DW-VP1618T16P – 18TB Internal Storage
- DW-VP1624T16P – 24TB Internal Storage

Specifications

ONVIF

Operating System		Embedded Linux®
System	Channel	16 channel
	No. of PoE	16 Ch
	Communication Protocol	ONVIF®
	PoE Type	1Gbps, 802.3af
Display	Speed	480fps
	Screen Mode	1, 4, 9 & 16
Max. HDD Bay		4 x SATA HDD
Video-In		IP Camera (Max. 5MP (2592x1920))
Video-Out	Monitor	True HD, VGA and Composite
	Resolution	True HD Output:: 800x600, 1024x768, 1280x1024, 1920x1080
Recording Speed	FPS	360fps
	Resolution	CIF, D1, 1.3MP, 2.1MP, 5MP
	Max. throughput	80 Mbps
Recording Resolution		Dual Stream
Recording Modes		Continuous, C+M, C+S, Scheduled, Sensor & Motion Detection Recording
		Pre Alarm Recording, Emergency Recording, Quick Backup
Playback & Search	Speed	x1, x2, x4, x8, x16, x32, x64, x100
	Function	Intelli-Search by Time Bar, Calendar (Date & Time) and Event Search
Audio Output		1 Ch
Alarm Input / Relay Output		4 Ch / 1 Ch
PTZ Control		RS-485, ONVIF
Transaction Verification		TCP and USB-Serial Interface
LAN		1xGigabit Ethernet (RJ45) – Fixed IP, DHCP & DDNS
Remote Software		Pivot Pro™, Web Client, Mobile Client for Android® & Apple® Smart Phones and Tablets and Apple TV
Backup Device		Local Backup by USB, Network Backup by CMS
System Recovery after Power Failure		Auto-Reboot and Journaling File System
Other Function	Firmware Upgrade	FTP, USB
	Back Up	USB
	Special Features	Local PoE Switch
	Health check	Real-Time System, Network and PoE Status Monitoring
System Operation		IR Remote Controller (Optional), USB Mouse, PTZ Control by Keyboard (Keyboard not included)
Power Requirements		110~240V A/C
Power Consumption		200W Total Power Budget, 8.3A, 15.4W per PoE Channel
Operating Temperature and Humidity		41~104 °F (5~40 °C) / 20~90% RH
Dimension (WxDxH)		16.53 x 15.75 x 3.46 Inch (420 x 400 x 88 mm)
Certification		CE & FCC & KCC & WEEE, RoHS

Accessories (Optional)

DW-VPR19E
19" Rack Mount Ears

: 866.446.3595   : sales@dwcc.tv   : www.digital-watchdog.com

DW DIGITAL WATCHDOG®
Complete Surveillance Solutions

RECEIVER 1 & 2 OPERATION

Select one or two receivers via Network, Cellular or Dialer for messages regarding Alarms, Supervisory/Trouble, Opening/Closing, and Test Reports. Send all messages to both receivers, or identify one receiver for alarms and second for trouble messages to alert only the proper responder.

FLEXIBILITY WHEN ORDERING

Factory-configurable options give you the freedom to order the panels to match your system and customer requirements with dialer and network connection options directly on-board. Knowing in advance what options you require saves time and money, helping make this the most affordable all-in-one security control panel available!

The XT Series™ also offers the freedom to add on a cellular module or connect a wireless receiver and devices to the panel at a later date.

COMMUNICATION FLEXIBILITY IN PROGRAMMING

As the industry's first all-in-one control panel, the XT Series enables you to program up to three different communication paths, including digital dialer, on-board 10/100 Ethernet, or cellular communication to a SCS-1R or SCS-VR Receiver. This provides one primary path and up to two backup communication paths, using the same proven technology that secures countless banks and other high-security applications.

For added flexibility, the Receiver 1 & 2 Operation feature allows specific messages to be transmitted to one of two receivers, or both.

MYACCESS: SMS MESSAGING

DMP MyAccess lets users send commands via text messages to their panel. Residential and smaller commercial users can now remotely control their systems, including the ability to arm or disarm their system, control outputs, retrieve system status, and perform other functions. Each command received by the panel is acknowledged back to the user via return SMS Message.

VIRTUAL KEYPAD™ APP

The DMP App provides users with the ability to access a number of system functions remotely via a cellular or internet connection. As a dealer, the App provides the opportunity to brand it using your company logo.

- At a glance, check system status including programmed areas.
- Arm or disarm the system in an instant
- Tap any programmed outputs to turn them on or off.
- Adjust lighting/thermostats/locks.
- Video capability - up to 6 cameras, remote viewing.
- View, add, edit, and delete system schedules for arming/disarming and favorites, outputs, and doors
- Users can click on the Alarm Push Notification and open the App to view a list of available camera views, giving them the ability to verify the alarm based on the video clips and live thumbnails.
- Users can watch real time device activation when clicking on hotspots embedded in the associated video stream with Rooms with a View

MYVIRTUALKEYPAD.COM

Users can access their security system via internet connection on a tablet or computer. Customers log into myvirtualkeypad.com with their login and system user code.

263 SERIES CELLULAR ADD-ON

Want to add Cellular later? Simply install the 263C or 263H Digital Cellular Communicator plug-on expansion card. There is no additional enclosure, power supply, battery, cabling, or conduit required.
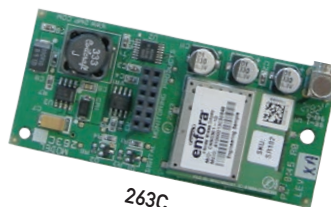
263C

763 WI-FI ADD-ON

Want to add Wi-Fi? Simply install the 763 network communicator to the panel via J6.

ON-BOARD WIRELESS

The XT50 Control Panel offers an 1100 Series Wireless Receiver on-board, supporting 1100 Series Wireless devices. The 900MHz frequency-hopping spread-spectrum 1100 Series wireless features two-way communication for superior operation, supervision, and battery life. Two-way communication minimizes repetitive signaling and helps to quickly identify missing transmitters. Simple keypad access can be used to verify that wireless device zones are in working order.

1100 SERIES WIRELESS ADD-ON

Add any 1100D Series Wireless Receiver for up to 32 wireless zones on the XT30 and XT50, or up to 52 wireless zones with the on-board receiver on the XT50.

7800/9800 GRAPHIC KEYPAD

Provides Touchscreen control for all keypad functions. Slim profile in stylish gloss black or white finish with a 5 inch, full-color display.

Your Logo Here
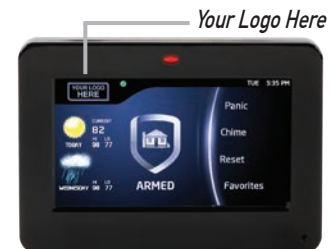
Wired or Wireless Graphic Keypad

9000 SERIES WIRELESS KEYPAD

The 9060 and 9063 Wireless Keypads are fully functioning, supervised keypads that provide installation flexibility. These full-feature keypads include four 2-button panic keys and an internal speaker. The backlit keypad is easy to read, and both the keypad and logo turn Red in alarm conditions, providing a visual alert. Both keypads have a 32-character display, and can be programmed with a 16-character home or business name. The 9063 keypad also includes a built-in proximity reader for codeless arming and disarming.

FIELD PANEL UPDATES

The Model 400 USB Flash Module allows you to easily field update firmware for panels that would otherwise require the use of a computer and a Model 399 Programming Harness.

COMPATIBILITY

Like all DMP products, the XT Series was designed to provide extensive backward and forward compatibility with DMP wired and wireless keypads, expansion modules, and software including Remote Link and System Link.

SIMPLE ARMING

XT Series panels provide multiple arming configurations: Area arming with six separate areas; All/Perimeter arming with perimeter and interior areas; or Home/Sleep/Away arming with perimeter, interior, and bedroom areas. Users can arm the perimeter and interior at night while leaving the bedroom area disarmed.

FALSE ALARM FEATURES

Providing end users with a way to reduce false alarms, both Cancel/Verify™ and the False Alarm Question features prompt end users to validate whether an alarm has occurred after entering their code. In a Home/Sleep/Away or All/Perimeter system, the user can either press VERIFY or YES to manually confirm a valid burglar alarm and an alarm is then sent to the Central Station.

KEYPAD SHORTCUT KEYS

Keypad shortcut keys are provided to simplify operation and allow the user to more quickly arm, check in, monitor, exit, or reset the system. One-button arming creates the simplest keypad available. Use the one-button shortcut keys for common functions.

USER CHECKIN

With User Checkin you can easily monitor latchkey children and know that they are safe at home, checked in by receiving an email/SMS message to your computer, PDA, or cell phone.

USER CODES

Program up to 30 user codes with the XT30, and 99 codes with the XT50 Series panels. Assign a Standard or Master Authority level to control each user's level of access to the system. Additionally, the XT50 provides scheduled and limited users.

ATTRITION DETECTION™ PROMPTS YOU TO CALL YOUR CUSTOMER

The exclusive DMP Attrition Detection feature gives you advance warning that a customer may be preparing to cancel their monitoring contract. With this feature activated, you will receive a notification if there is no system activity for the number of days you select.

CROSS ZONING

This powerful, false-alarm-reduction feature allows multiple zones to be cross-zoned and report alarms only when two or more zones fault within a programmable time of 4 to 250 seconds. Should just one zone trip, only a zone fault report is sent to the Central Station.

EVENT MEMORY

The XT30 logs up to 100 and the XT50 logs up to 200 user and system events that you can view at any time through a keypad User Menu option. The Display Events feature allows users to view stored events such as openings and closings, zone events, user code changes, and supervisory events.

BUILT-IN PROGRAMMER

An internal English-text programmer enables technicians to easily program and test the panel from any keypad. A lockout code restricts access to only authorized persons.

PROGRAMMABLE OUTPUTS

Four open collector outputs can be used for a variety of remote control and annunciation applications. Each output is rated for 50mA maximum. Add the Model 860 Relay Output module to provide four Form C relay contacts.

ZONE INACTIVITY

With Zone Inactivity, you can easily monitor a person living alone. If there is no activity at the premises within the programmed number of hours, the system transmits an email/SMS message to your computer, PDA, and/or cell phone. The Central Station also receives an alert. It's the perfect companion for customers looking after aging adults.

ZONE AUDIT

The Zone Audit feature allows programming the panel to send an alert when the sensor fails to trip within the specified number of days. This feature helps identify potential sensor problems, including sensors deactivated to bypass faults.

REMOTE PROGRAMMING

Remotely program panels using DMP Remote Link software. Upload panel programming, make the necessary programming change, and then download the revised programming into the panel.

DOOR ACCESS FEATURE

Door Access can be added to any XT Series system by using a 734 Wiegand module or DMP keypad containing an on-board proximity reader and relay. These allow users to simply present their proximity credentials to the keypad to gain access to a protected area and provide system door access, arming, and disarming using proximity devices.

FOR RETAIL INSTALLATIONS

Late to Open/Early to Close feature sends a message to the central station if the facility isn't opened on time or closed before the scheduled time. The Traffic Count sends a daily tally of trips for the specified zone.

With the Receiver 1 & 2 operation, Auxiliary 1 & 2 Zone messages can be sent to a specific receiver, enabling retail clients to alert a specific guard station of potential shoplifting in a certain area or other type of notifications.

59

KEYPADS

7000	Series Thinline Keypads
7000A	Series Aqualite Keypads
7300	Series Icon Keypads
7800	Touchscreen Keypads
9000	Wireless Keypads
9800	Wireless Touchscreen Keypads

EXPANSION MODULES

708	Bus Extender
710	Bus Splitter/Repeater
711	Single Zone Exp ansion
712-8	8-zone Expansion
714	4-zone Class B Expansion
714-8	8-zone Class B Expansion
714-16	16-zone Class B Expansion
715	4-zone 2-wire smoke Expansion
715-8	8-zone 2-wire smoke Expansion
715-16	16-zone 2-wire smoke Expansion

CELLULAR

263C	CDMA Cellular Communicator (Verizon)
263H	HSPA+ Cellular Communicator (AT&T, T-Mobile)
380-400	Replacement Level 400 SIM Card
381-12	12' SMA Coax Cable Extension
381-25	25' SMA Coax Cable Extension
383	Rubber Duck Antenna
387-1	3dB Fiberglass Antenna
387-2	2dB Attack Enclosure Antenna
387-3	3dB MEG Antenna

NETWORK

763	Wi-Fi Interface Module

INTRUSION DETECTORS

Sentrol® Contacts and Sensors
Optex PIRs
Potter Contacts and Sensors
Tane Contacts and Water Sensors
Virtually any other Intrusion Detectors

DOOR ACCESS

734	Wiegand Interface Module
OP-08CB	REX Motion Detector
PB-2	Request-to-Exit Button
	Proximity Readers and Credentials
	DMP ProxPatch

CENTRAL STATION RECEIVERS

SCS-1R Security Control Receiver

SCS-105 Single-Line DMP Serial 3 Receiver Compatible with Receivers that accept Standard CID, DMP Serial 3 or Network messaging.

SCS-VR (Virtual Receiver) Software only solution that runs on a server for network IP and cellular communications.

COMPUTER SOFTWARE

Remote Link Programming Software
System Link End-User Management Software
Link Server Application

DMP WIRELESS

1100D	Receiver
1100DI	In-line Receiver
1100DH	High Power Receiver
1100R	Repeater
1101	Universal Transmitter, Internal and External Contacts
1102	Universal Transmitter, External Contact
1103	Universal Transmitter, External Contact
1106	Universal Transmitter, Internal and External Contact
1107	Micro Window Transmitter
1114	Four-Zone Expander
1116	Relay Output
1117	LED Annunciator
1119	Door Sounder
1121	Pet Immune PIR Motion Detector

Two 2 Way

DMP WIRELESS CONT.

1125	PIR Motion Detector
1126C	Ceiling Mount Curtain PIR
1126R	360 Ceiling Mount PIR
1127C	Wall Mount Curtain PIR
1127W	Wall Mount Wide Angle PIR
1129	Glassbreak Detector
1131	Recessed Contact
1135	Siren, 100dB
1135dB	Siren, 110dB
1139	Bill Trap
1141	Wireless Wall Button
1142	Two-Button Hold-up Transmitter
1142BC	Two-Button Belt Clip Hold-up Transmitter
1144-1	One-Button Key Fob
1144-2	Two-Button Key Fob
1144-4	Four-Button Key Fob
1144-D	Dual-Button Key Fob
1148	Personal Pendant
1161	Residential Smoke Detector
1162	Residential Smoke/Heat Detector
1183-135F	Heat Detector
1183-135R	Heat Detector
1184	Carbon Monoxide Detector

OTHER WIRELESS

738A	Ademco 32-point Expansion Module
738I	ITI 96-point Expansion Module
738Z	Z-Wave Interface Module

ACCESSORIES

300	Four-wire Harness
307	Clip-On Tamper Switch
307-S	Screw-On Tamper Switch
335	Intrusion Siren
370	Lightning Suppressor
399	Programming Harness
400	USB Flash Module
861	Power Distribution Module

MOBILE APPLICATIONS

Virtual Keypad™ App
MyAccess™
MyVirtualKeypad.com

ORDERING INFORMATION

X	T	5	0	D	N	S	-	G

ENCLOSURE COLOR
G = GRAY

PANEL
XT30
XT50

DIGITAL DIALER

NETWORK

ENCLOSURE SIZE
S = 340 (Small)
M = 349 (Medium)
A = 349A (Attack)
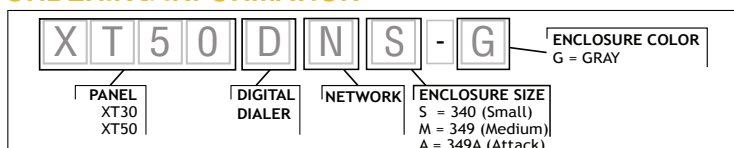
SYSTEM SPECIFICATIONS

Primary Power	16.5 VAC, 40 VA transformer (Model 321)
Secondary Power	12 VDC Battery
Outputs	
Auxiliary	500mA at 12 VDC
Alarm	1.5 Amps at 12 VDC
Smoke	100mA at 12 VDC
Annunciator (4)	50mA each (switched ground)
Enclosures:	
Material	Cold-rolled steel
Model 340 (Gray)	12.5" W x 9.5" H x 2.75" D
Model 349 (Gray)	12.25" W x 11.75" H x 3.125" D
Model 349A (Gray Attack)	13.25" W x 11.3" H x 3.6" D

CERTIFICATIONS

California State Fire Marshal (CSFM)

ANSI/SIA CP-01-2010	False Alarm Reduction
ANSI/UL 1023	Household Burglar
ANSI/UL 985	Household Fire Warning
ANSI/UL 1635	Digital Burglar
ANSI/UL 1610	Central Station Burglar

FCC Part 15 ID: CCKPC0096
FCC Part 68 Registration ID CCKAL00BXT50
Industry Canada ID: 5251A-PC0096

Refer to the XT Series Installation Guide, Programming Guide and specific compliance listings for installation and programming requirements necessary to meet a particular approval.

For additional information, access www.dmp.com and select Compliance.

2500 North Partnership Boulevard
Springfield, Missouri 65803-8877

800.641.4282 | dmp.com
Designed, Engineered & Manufactured
in Springfield, Missouri

SECURITY PLAN

OVERVIEW

OBJECTIVE

Jiva is applying for a Cannabis Retail (Dispensary) and Delivery Permit (Type 10). The overall operational and facility security for the cannabis dispensary will consist of electronic security and surveillance systems, security guards, limited access areas, and a vault/safe room. The entire premises (indoor and outdoor) will be under 24 hour surveillance. Jiva's security team, professionally monitored alarm system company, retired lieutenant with the San Jose Police Department, Tim Kuchac, will oversee the security project. The collective knowledge and expertise of Jiva's security team and consultants will ensure that it will be aligned with all aspects of the security requirements pursuant to Santa Rosa City Code §20-46.050(E). This plan addresses all components in an integrated and comprehensive manner.

Jiva is dedicated to providing a safe, secure, and pleasurable experience for its customers. Jiva will work with local law enforcement to ensure that the facility and daily operations are secure and crime free. If criminal activity is detected, the security staff must contact law enforcement immediately, but no later than 24 hours. Jiva's duty is to protect the neighborhood, customers, and surrounding businesses.

Prior to implementing this security plan, Jiva will seek approval from the Chief of Police of the SRPD and the City Manager.

NARRATIVE

Jive places prime importance on facility and operational security. Jiva's key personnel include seasoned retail operators with security protocol and policy implementation expertise from metropolitan cities such as Los Angeles and Seattle. Collectively, Jiva carries over 20 years of experience within the legally regulated medical cannabis industry.

Jiva is cognizant of the potential sentiments of residents and businesses in the community that the cannabis industry breeds negativity and is scrutinized harshly. As a potentially licensed operator, Jiva will hold itself accountable and responsible to develop strategies relating to safety, community interaction, and active education to sustainably attempt to eradicate the adverse perceptions surrounding the industry while maintaining the integrity of the surrounding community.

Therefore, Jiva understands that it will be incumbent on the operators to develop a rapport with Santa Rosa's local residents and nearby businesses. An integral part of the security plan is community outreach and to help remove the stigma associated with cannabis activity. Safe and responsible use of the product are functions of these efforts.

The goal is to provide a seamless experience for our customers, while providing a high-level of security detail to detect, report, and minimize dangerous situations and criminal activity. A highly visible and capable security staff will help better achieve the goal of building business and community relations.

SECURITY OBJECTIVES

Upon approval by the Chief of Police and City Manager of the site security plan and prior to Jiva opening for business, Jiva's operators shall ensure implementation of the requirements of Santa Rosa City Code §20-46.050(E) as follows:
- ➢ Creating a worksheet and check-list of action items;
- ➢ Site security plan logs that include the date, time, and operator reviewing the action item and verifying implementation of it; and
- ➢ Final site security plan log for use by the city or law enforcement to confirm compliance with Santa Rosa City Code and sign-off on implementation of individual action items.

Once the security plan in implemented, Jiva shall regularly perform security tasks for ongoing verification of compliance by undertaking the following tasks:
- ➢ Maintain comprehensive risk management and response measures for all operations
- ➢ Evaluation of security policies and systems with regular updating
- ➢ Utilize state of the art monitoring and alarm systems to ensure security and tracking
- ➢ Manage zone control and restricted access measures effectively to prevent loss
- ➢ Implement effective security communications and emergency response protocols
- ➢ Oversee the safe handling and secure storage of all cash and product inventories
- ➢ Hire well-trained licensed, uniformed security guards to enforce the policies of the dispensary
- ➢ Create a security culture that is evident and apparent to all staff and members
- ➢ Require heightened attention to detail and organized record keeping standards

Jiva has established a security plan and best practices which shall be implemented to ensure the security of the product, facility, staff, customers, and local businesses. The standards and procedures established here provide a safe working environment while protecting against diversion and theft. All security measures have been adopted from current Best Management Practices (BMPs) pertaining to the securing of a cannabis retail dispensary specific to property and facility. This Security plan applies to all company employees, visitors, vendors, and outside carriers.

SURVEILLANCE

jiva

Jiva shall verify the permits and licenses of companies providing security systems, installing security systems, and security guards, as follows:

a) Verified through the California Bureau of Security and Investigative Services (hereinafter "BSIS") and,

b) Compliant with Business and Professions Code §7583, et seq. (hereinafter "BPC").

PROVISIONS FOR SECURITY CAMERAS

Security cameras and storage of security footage shall be checked every day to ensure that all surveillance systems and storage of data are in good working order. The security cameras shall be running 24 hours per day throughout the calendar year and will be capable of remote viewing from a smartphone, tablet, or desktop. Remote access shall be granted to the Santa Rosa Police Department. All security cameras shall feature sixty (60) day DVR storage. Some security surveillance cameras shall capture audio and video.

The internal and external areas of the site location where cannabis is dispensed shall be under constant video surveillance. The video and image quality of all security surveillance cameras shall be oriented in a manner that provides clear and certain identification of all individuals within those areas and shall be capable of operating under any lighting condition. The security video shall use industry standard format to support criminal investigations.

LOCATIONS OF SECURITY CAMERAS

The perimeter and interior of the site location will be equipped with 2.1mp 1080p HD IP dome cameras providing coverage of entire perimeter including: front entry, secondary entry, and all exterior areas. Interior will have fixed angle cameras in all rooms including lobby, reception, waiting room, dispensary, product storage, buyer's office, shared office, and break room. All areas where cannabis is dispensed shall be under video and audio surveillance.

Video Surveillance of all Exterior Access Points

All exterior access points of the site location shall be under constant video surveillance with a closed-circuit camera system. Remote access of CCTV systems will be provided to law enforcement. All paths directly surrounding the site location and building shall be viewable from security surveillance cameras.

Video Surveillance of all Interior Areas

All interior areas of the site location shall be under constant video surveillance. Remote access of security surveillance cameras will be provided to law enforcement. Interior security cameras shall be oriented to capture every square foot of the premises.

Entry Vestibule

All persons entering the facility will be recorded by a fixed camera in the Entry Vestibule. The camera will stream live video images to a monitor in the staffing area. These images will be stored on DVR for 60 days.

Inventory & Payment - "Path of Travel" Surveillance

Inventory and payment transaction will be under constant video surveillance, as follows:

➢ **Hallway Between Rooms** – All hallways feature 1 fixed camera recording all movement.

- ➢ **Complete Coverage of customer transactions & processing** – Employee and customer interactions to be under video surveillance with fixed angle cameras throughout the facility, making it impossible for anyone to handle inventory or payment without being recorded.
- ➢ **Vault and Cash Handling** – Vault room shall be under 24-hour video surveillance with fixed angle camera in the limited access area.
- ➢ **Storage** – Manager to ensure there are 5 "flash-drives" (thumb drives) onsite capable of 1gb of storage each. In case footage needs to be given to police or others.

PROFESSIONALLY INSTALLED AND MONITORED ALARM SYSTEM

The alarm system will be a state of the art perimeter and interior burglar alarm system with the following features:

- ➢ **Burglar Alarm** – U.L. certified, cellular communication, with door contacts, motion detectors, safe contacts, and wireless panic buttons. The system will be monitored by a Santa Rosa security company central monitoring station.
- ➢ **High Decibel Point of Entry Detection** – All doors and exterior access points will be alarmed for high decibel entry detection. Entry has 30 second delay to accommodate daily opening and closing of operation. All other access points will have immediate alarm detection.
- ➢ **"Panic" Buttons (wireless)** – Premises equipped with 3 wireless "panic" buttons capable of immediately tripping the alarm system when activated.
- ➢ **Door/Window Contacts** – All perimeter doors to be equipped with burglar alarm contacts. Windows will be monitored via ceiling mounted glass break detectors.
- ➢ **Vault Room** – Vault to be secured to floor and equipped with UL Certified safe contacts. In the event vault is tampered with when alarm system is active, alarm will immediately trigger and notify emergency contact list.

The alarm system attached to the entry points, windows, doors, vault room, and limited access areas shall include sensors to detect entry and exit. The alarm systems shall be continuously monitored by an outside alarm monitoring service.

Alarm Permit

Jiva will obtain an alarm permit from the Santa Rosa Police Department prior to installation of the alarm system.

Installation of Alarm System

A licensed and bonded alarm system installation company shall be contracted to install the surveillance system, alarm system, and related apparatus. All devices shall be tested to ensure they are in good working condition. The alarm system installation company shall check the alarms periodically to maintain continuity of service.

Jiva's operators shall keep the name and contact information of the alarm system installation and monitoring company as part of Jiva's onsite books and records. Jiva's operators will also identify a local site contact person who will be responsible for the use and shall provide and keep current full contact

information to the Santa Rosa Police Department dispatch database as part of the alarm permitting process.

POLICE PATROLS AND PERIMETER SECURITY

If circumstances warrant, Jiva will pay for additional police patrols to increase business and neighborhood trust, safety, and ward off potential criminal activity in the area.

SECURE PRODUCT STORAGE AND WASTE

PRODUCT STORAGE

All cannabis products shall be located in a limited access area and stored in a temperature-controlled area to maintain freshness and quality. The controlled and limited access areas will be locked at all times. Only management shall have access to replenish supplies and enter a limited access area. The area designated for product storage shall be safe and secure, equipped with security surveillance cameras that record audio and video.

If there is any suspicion of diversion, theft, loss, hazards, and nuisance, law enforcement shall be contacted immediately. Staff shall also create a critical incident report immediately.

PRODUCT SECURITY

All products to be stored in a temperature-controlled area to maintain freshness and quality. The controlled area will be locked at all times. Only management shall have access to replenish supplies and enter the area.

WASTE

Jiva will be receiving pre-packaged cannabis products. Waste will be limited to everyday business waste such as recyclable materials, compostables, and other landfill items. No hazardous or combustible materials shall be at the site location or in waste receptacles at the site

OPERATIONAL SECURITY

Prior to initiation of business operations, internal security measures will be taken. Specifically, Jiva's operators shall:

1.   Identify critical information that should not be disseminated to employees;
2.   Analyze the threats to Jiva, especially as it relates to product storage and cash on site;
3.   Analyze the vulnerabilities of dealing with product storage and cash in the presence of employees;
4.   Understand the risk of employees' knowledge of vulnerabilities; and,
5.   Apply appropriate countermeasures to minimize or remove the risk.

Permits and licenses of companies working with Jiva shall be provided prior to doing business with Jiva. Jiva shall verify the authenticity of all documents prior to commencing business relationships with other companies.

to provide security systems and guards shall be: a) Verified through the California Bureau of Security and Investigative Services (hereinafter "BSIS") and, b) Compliant with Business and Professions Code §7583, et seq. (hereinafter "BPC").

TRANSPORTATION OF CANNABIS PRODUCTS

Cannabis products shall arrive at the facility prepackaged. As a cannabis retail facility, Jiva will not transport cannabis products unless for delivery. Please see customer delivery section below.

Inventory Delivery Procedures and Delivery Security

Inventory delivery will be limited to one hour before opening, no more than 3 times per week. The Security Guard, a Manager, and one employee are to be onsite for receiving inventory, which will be immediately transferred to the storage area by Employees. The on-site Security Guard will monitor the delivery and will not assist handling product at any time. No delivery service agent will be allowed beyond vestibule. After all product has been delivered, manager and delivery service agent to complete transactional paperwork in Buyer's Office/Delivery Receiving area. Delivery Service Agent will exit building once the Guard has ensured the area is clear.

CASH HANDLING

Jiva shall not remove any cash from the site location unless by armored truck, and directly to a financial institution.

On-Site Safe

The safe shall be in the limited access area. All cash shall be stored in the safe overnight. Cash drawers shall be maintained at minimal levels through the day. If a cash drawer exceeds $500, appropriate operators shall be informed and cash will be put in the safe. Only operators, upper management, and the General Manager shall have access to the safe. This will prevent and minimize theft and diversion. Moreover, cash registers shall be balanced, and accounting shall be reconciled daily.

Transportation of Cash

Jiva will work with the City of Santa Rosa to transport cash deliveries of its tax payments via an armored truck to a financial institution. Jiva will establish a relationship with a credit union or other financial institution for its cash deposits. Cash on site will be limited to $15,000 if possible.

OPENING PROCEDURES

Manager, Security Guard, and one employee must be present before opening. Employees and Guard to coordinate with Manager for precise arrival times to mitigate any "gathering" at Secondary Entry before opening for business. Manager to open Secondary Entry, all appropriate employees including the Guard to enter the building, closing door behind them. Once inside, Burglar Alarm system will be deactivated by Manager. CCTV will continue to record as programmed 24/7/365. Manager and employees to carry wireless "panic" button on their person at all times while on premises.

CLOSING PROCEDURES

Security Guards will ensure remaining customers exit. Entry door to be locked and closed for business. Security Guards will remain onsite and continue monitoring but will not help move product or assist in any other closing procedures. Manager and employees will finalize the day's receipts. Employees to move all inventory left over from the day to product storage room for the night. Upper management shall place all cash in the on-site vault. Jiva staff and the security guard shall wait inside with the manager while the security systems are being activated. All employees including the security guard shall exit the building together. Upon exiting the building, security guards to escort the employees and managers to designated employee parking area.

TRANSACTION SECURITY

Transactions for medical cannabis customers shall be handled at a private counter. Retail transactions shall be handled by staff assigned to registers for that shift.

All cash transactions involving $50 or $100 bills shall be marked with a money marker to detect counterfeit bills. All marked bills shall be kept in a separate drawer. If a fraudulent bill is detected, the Security Guard shall be notified discretely to contact the police immediately.

Credit card transactions shall be conducted on POS machines. A valid identification card must be presented prior to processing any credit card transaction. If an alert of fraud is detected and not resolved by the customer on-site, the customer may not transact business and shall be asked to leave. Depending on the nature of the fraud alert, the credit card may be retained by staff.

FACILITY SECURITY

The areas past the lobby will be where customers can secure product, gather information, receive information on additional services, as well as register for available classes and treatments. All cannabis products will be in compliant packaging and only accessible to Jiva staff.

INSTALLATION OF COMMERCIAL GRADE DOORS AND WINDOW LOCKS

Jiva shall install commercial grade doors and window locks prior to the first day of operation. All doors and window shall be alarmed as described above.

Physical Doors

Perimeter entry door shall be of reinforced steel, along with interior door granting egress to the common retail area, as well as inventory storage and vault room, as well as secondary entrance.
All points of ingress and egress to a Cannabis Business shall be secured with Building Code compliant commercial -grade, non-residential door locks or window locks.

Access Control and Door Locks

Interior and exterior doors to be equipped with electrified door lock-sets and key lock-sets in case of power outage. The doors that will be equipped with RF readers are: front entry, secondary entry, lobby,

reception, waiting room, product storage, offices, and the dispensary (permission to enter office limited to those with credentials granted by management). Doors with electrified door locks and RF reader will be programmed to only open for those with permission. This system will also offer reports of dates, times, and unique user codes of door being accessed. The system will be controllable from administrator's smartphone giving them full control to open and close electrified locks.

All agents, officers, or other persons acting for or employed by Jiva will be over the age of 21, and will display an RF-coded and laminated/plastic-coated identification badge at all times while engaging in commercial cannabis activity. The identification badge will, at a minimum, include the licensee's "doing business as" name and license number, the employee's first name, an employee number exclusively assigned to that employee for identification purposes, and a color photograph sized at least 1 inch in width by 1.5 inches in height that clearly shows the full front of the employee's face. The ID badge will also be required for limited-access areas.

PERIMETER SECURITY AND BUILDING ENTRANCE
Security Guards and Perimeter Security
The security guards' daily duties will include operating the entrance of the facility and maintaining regular patrols. The security guards working at Jiva will carry handcuffs pursuant to BPC §7583, et seq. and any other apparatus as permitted by the Chief of Police.

Security guards will be responsible for the safety of customers, employees, and the premises. If problems arise, the security guards may detain unruly persons only if safe to do so, not putting any other person at harm. Alternatively, security guards may call police first.

Vehicle and Pedestrian Access
Upon arrival customers may park in designated parking spaces, or any available public parking spaces with adherence to all city parking codes. Employees to park in designated parking spaces.

Entrance to Building
The building entrance is manned by a security guard at all times during normal business hours. CCTV with fixed angle camera to record all persons entering and exiting the building. All persons must enter through a single point of entry under video surveillance and recording. There are no other points of entry to this building.

Jiva will have a security guard at the only point of entry of the cannabis dispensary. Patrons must have a valid form of identification to present at the point of entry. No child will be allowed on the premises. Once a customer is granted access, a buzz-in door will be unlocked, and staff will guide the customers upon entry.

Visitor Entrance and Visitor Logs
Upon entry, visitors will be escorted and attended to by staff at all times. At the check-in counter, Jiva staff will create electronic profiles for first-time visitors/customers on Jiva's database. All visits will be logged on customers' profiles. Purchases will also be logged on customers' electronic profiles.

Visitor Security

Front entry door to remain locked from the outside, access to be granted only after guard has checked I.D. of all persons entering facility. Fixed angle CCTV camera will record all faces entering building. Visitors will then check-in with the receptionist and wait in waiting area until Jiva staff escorts them to the appropriate staff member. Customers will be escorted at all times.

SAFE LIGHTING FEATURES

A well-lit facility is a much safer facility. All lighting for the interior and exterior of the building will meet all requirements of the Santa Rosa City Code and provide adequate foot-candle power to ensure safety. The exterior lighting for the facility will have several commercial fixtures on all four sides of the building and commercial pole fixtures that illuminate all areas well and provide visibility without causing a nuisance, enabling the easy view of criminal activity or possible threats in the facility and the parking area. Interior lighting provides adequate lighting in all areas to promote safety and to allow for easy monitoring. All exterior lights will be downward facing to avoid excess light.

POWER OUTAGE CONTINGENCIES

A backup generator will be in place to ensure continuity of business in the event of a power outage. The establishment will remain secure and operational during a power outage and all access doors that are regularly controlled via electronic access panel, will have manual release functionality in case they do not unlock as needed in such situations. If the manual release functionality is used, physical keys shall control the doors. The onsite management team will have the authority to cease sales activities and close the establishment depending on the severity of the situation.

POLICIES AND PROCEDURES FOR FACILITY SECURITY

Jiva's operators will annually update a list of local contacts, state emergency contacts, and local public health officials.

EMERGENCY ACCESS IN CASE OF LOCAL AND STATE STANDARDS

Jiva will provide site access to the Santa Rosa Fire Department and Police Department. Security measures will ensure emergency access in compliance the California Fire Code and Santa Rosa Fire Department standards. The fire department shall have access to a lock box that is located at the site location.

SECURITY GUARDS

Security Guards must follow their training pursuant to California Bureau of Security and Investigative Services (BSIS). All Security Guards must comply with Business and Professions Code §7583, et seq. and have their paperwork on file.

Security Guards are to provide security to the premises and dispensary and report any and all suspicious criminal activity to police immediately upon observation. While a citizen's arrest may be permitted in a situation, Staff should avoid that route to the extent possible. Engaging customers until police arrive is the preferred approach, and not detaining them unless necessary.

A security guard shall be posted on site at all times during business hours. If authorized by the Chief of Police, one armed guard may be posted to the exterior of building and one unarmed guard posted to the interior. Interior guard will physically open front entry door for customers entering the building during business hours. The exterior security guard will check customers' credentials including I.D or driver's license before permitting entry into the building. All persons must show I.D. and check-in with the security guard before entering the lobby and checking in with reception. Security guards will take required breaks and lunches at scheduled times per California labor laws while maintaining complete security coverage of facility. If needed during Security Guard's scheduled breaks, a manager or designated employee will monitor door and check customer's I.D. If guards must attend to an unexpected incident or disturbance, manager or designated employee will guard locked doors.

EMPLOYEE POLICIES

Employee handbooks shall be provided to staff prior to employee training. Jiva staff will be instructed not to intercede or otherwise place themselves in danger during an emergency. Jiva staff will be shown the location of panic button alarms throughout our facility, and instructed to use them only if they can do so safely. These panic buttons will automatically contact emergency services when deployed. Employees will be instructed to keep calm during a crisis, and to remain aware of any criminal activity that is occurring, including noting any details of the perpetrators and any activity that happens.

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state, and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client. Although most safety regulations and company policies are consistent throughout each department, each employee has the responsibility to identify and familiarize themselves with the emergency plan for their working area. The facility shall have a posted Emergency Plans detailing procedures in handling emergencies such as fire, earthquakes, extreme weather conditions, and medical crises.

The employees shall complete accident and incident reports for any issue, even if a customer is not involved. If a customer is involved in an incident not rising to the level of criminal activity, management must be contacted immediately to determine the appropriate action.

EMPLOYEE SAFETY AND TRAINING
The on-site Manager or head of security will be responsible for maintaining the proper functionality of all security and alarm systems, including all surveillance and monitoring equipment. All authorized personnel will be issued a Company identification card. This card will be required to check-in at the security office before entering into the operational areas of the facility. Badges issued to employees will indicate levels of access that have been granted to the individual. Only managerial and director level personnel will be granted access to the secure storage rooms and secure storage vaults located on-site.

Jiva believes in providing safe and healthy working conditions for our employees and customers. However, to achieve the goal of providing a safe workplace, each employee must be safety conscious.

Jiva has established the following policies and procedures that allow us to provide a safe and healthy work environment. Jiva expects each employee to follow these policies and procedures, to act safely, and to report unsafe conditions to a supervisor in a timely manner.

Work Environment Safety Protocol

How to report unsafe conditions or practices: Employees are expected to continually be on the lookout for unsafe working conditions or practices. If an employee observes an unsafe condition, the employee is expected to correct the issue if possible, warn others, and/or report that condition to a supervisor immediately. If a coworker is observed using an unsafe practice, the employee that observes it is encouraged to contact a supervisor immediately.

Maintaining a safe work environment: Jiva expects employees to establish and maintain a safe work environment. This includes but is not limited to the following applications: monitoring security cameras, only buzz customers in if the lobby is secure, do not allow customers to use the security buzzer, wear the supplied security devices at all times (earpieces, radios, etc.), and communicate to all team members if and when a security situation is present

Using safety equipment: Jiva provides safety equipment and devices. Employees are required to use the equipment provided in the manner designated as proper and safe by the manufacturer. Failure to use safety equipment in a proper manner can lead to disciplinary action, up to and including immediate termination.

Reporting an injury: Employees are expected to report any injury, accident, or safety hazard immediately to your supervisor, fill out an incident report, and contact 911 if warranted. Minor cuts or abrasions must be treated on the spot. If not treatable, the employee shall be advised to go to the emergency room or contact their primary care physician and will be sent home. Serious injuries should be reported to a supervisor immediately and an ambulance must be called.

Employee Badges
  ➢ All employees must wear their approved Employee Photo ID Badge when entering Secured or Operational areas.
  ➢ The badge must be worn above the waist and be visible at all times visible to others in the Secured or Operational Areas.
  ➢ Any employee who forgets their badge should immediately advise the supervisor and contact the nearest badge station to obtain a replacement Employee Photo ID Badge.

Neighborhood Liaison
The Applicant will designate a Neighborhood Liaison to interact with the community including, but not limited to, responding to complaints. The name and contact number of the Neighborhood Liaison will be prominently displayed at the dispensary location in a manner that makes it readable from the exterior dispensary.

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Onsite Records & Contact Information

All pertinent names and contact information for the Santa Rosa security company providing monitoring will be kept on site. All guards, managers, and employees will be made aware of where this information is kept. The store manager will also serve as the key local contact and will be responsible for addressing safety and security issues that may arise. The store manager's information will be submitted to the Santa Rosa Police Department for their records.

The Security Plan will be kept in a secure location and shared only on a "need-to-know" basis with appropriate regulatory officials and employees.

GENERAL SAFETY POLICIES AND PROTOCOLS

Jiva believes a highly visible and capable security staff will ensure the ultimate goal of a safe environment. Below is the foundation to our approach to overall safety while visiting the dispensary.

Be Aware – It is important to always be aware of what is happening inside and in the area of Jiva. Most bad behaviors and criminal activity can be eliminated by being an alert presence at all times.

Observe and Report – Security staff will observe the dispensary and its surroundings and report any dangerous or unsavory issues to management, or in the case of an emergency, the proper authority. Critical Incident Reports are used to document all major issues and must be filled out and submitted to the collective leadership in 72 hours or sooner.

Deter and Detect Crime – An outgoing and knowledgeable staff will often deter crime by creating a heightened sense of awareness, thus making the criminal element uncomfortable and less likely to target this location.

Keep Good Public Relations – It benefits Jiva's image and creates good public relations to be friendly, outgoing and display general concern for all that visit or reside near the dispensary. The security position is also a service position that has the same level of respect and compassion for our customer members as is expected from all staffers. Mastering friendly and positive communications helps the organization be a successful and well-respected member of the local community.

Emergencies Response – The security staff will be trained in effective response procedures for all types of emergencies and understand Jiva's proper protocol for handling different emergency situations.

Control Access and Manage Alarm Systems – We expect our security staff to be the gatekeeper of the organization and properly control entrance and exit areas for all security zones of the facility. Upon a person approaching the front door, a security staff will buzz them into the reception area and verify their reason for being there. If they are a registered qualified customer, caregiver, or adult use customer, they will then be granted access to the dispensing area through another buzz in device. Security staff monitors ALL activity coming in and out of the facility. It is the duty of the security staff or manager on duty to manage the alarm systems, disarming them in the morning and ensuring they are armed after closing.

Patrol the Area – Jiva will have set patrol routes for security staff to follow to ensure the Applicant is regularly covering all areas surrounding the collective and ensuring against bad behaviors or dangerous activities. Jiva's security team will patrol regularly and observe any possible threats or unsavory activity. If problems or issues arise while on patrol, security will have radios to communicate to on-site management and head of security so appropriate actions can be taken to manage the situation.

Control Traffic – Security staff will help direct people into appropriate parking spaces and help to alleviate any problems that may arise from traffic congestion as needed.

Locate and Report Safety Hazards – Security team members will understand their duty to be aware of all possible safety hazards that could possibly injure people or interfere with the smooth operation of the Jiva facility. Should major safety issues be discovered, it is the safety staff's responsibility to control the area and take appropriate action to minimize risk of damage or injury until the situation can be rectified.

Protect – People, property, information, confidentiality, and Jiva's intellectual property are all things that the security team is expected to protect in their daily activities and assure that there are no safety or security issues that generate adverse impact.

- ➤ **Fixed Post / Reception:** One guard will greet and grant entrance to all visitors to the Jiva Life dispensary. The security post will be located directly inside of the main entrance, allowing full site visuals of the entire approach to the facility. The guard assigned to manage the reception station is required to stay close to the post to ensure the entrance is always under supervision and to allow for proper access to the dispensary. The fixed post/reception position is also responsible for regular monitoring of the security systems, including ongoing observance of all camera locations. This position will also help customers or caregivers who need assistance entering or leaving the facility when needed.
- ➤ **Security Center and Patrol Post/Rover:** A Security Guard will be assigned to the Security Center to monitor security systems. The Security Guard is expected to patrol the grounds of the property and surrounding areas to ensure compliance with our Good Neighbor Policy and to deter criminal activity and bad behavior. This position is also responsible for overseeing any parking lot activity, and walking customers to their vehicle if the customer needs or requests assistance.
- ➤ **Patrols:** Foot patrols of the complex and surrounding areas are to be done three times an hour at random intervals. Not only does this ensure customer adherence to our code of conduct, but it provides a secure and comfortable environment for safe access.

Post Priority

If an emergency arises, the fixed reception post will (a) assist patrons in exiting in a safe and organized manner, (b) ensure no obstructions to exiting, and (c) manage a calm and responsible evacuation of the facility, should the situation call for it. Other Security Guards and staff members are required to respond directly to the management team if safe to do so or find the collective leadership and follow the direction they put forth.

Proper Assessment and Reaction

A primary security function is to observe and report, not to overreact or assume the worst regarding potential nuisance activity. Jiva's safety team will be cautious and observant regarding these matters. Taking time to assess the situation before reacting is crucial. Difficult customers must be dealt with in a respectful manner; arguing only serves only to aggravate the situation, increasing hostility, and failing to address the conduct in question. Courtesy and diplomacy yield the best results.

Critical Incident Reporting – Reporting Requirements

A *Critical Incident Report* is required in the event of theft, loss, or vandalism of Jiva Life property or private property located on the premises. Any diversion, theft, or vandalism at the workplace must be reported to police immediately, within 24 hours of the incident.

It is also necessary to file a Critical Incident Report and inform law enforcement immediately of misuse of dispensary property or equipment, employee misconduct allegations, or threats to the facility, as well as assaults, attacks, or inappropriate interaction upon employees while on company property or in performance of their work. The purpose of Critical Incident Reporting is to document areas of concern for management, directors, and members of the Board to accurately review, as well as provide information for any decisions being made about an incident. It will assist in the recovery of lost or stolen goods, and document any need for restitution where applicable. The reports will help to develop better security and safety policies in the future. Security staff is required to fill out a Critical Incident Report for all issues and submit it to management during their shift. Law enforcement must be notified within 24 hours of any diversion, theft, or other criminal conduct.

Diversion

Cannabis will be strictly controlled at Jiva. Diversion of cannabis to unauthorized recipients will not be tolerated. Any diversion will be reported to local authorities and will be grounds for immediate dismissal from Jiva. Law enforcement shall be notified immediately, within 24 hours of the incident.

GOOD NEIGHBOR POLICY

The Applicant will include the following Good Neighbor Policy as part of its Standard Operating Procedures for all staff:

"The Jiva Life team and its customers have a responsibility to be the best neighbors possible. Help us to ensure that Jiva Life is perceived as a good neighbor. Always be nice, friendly and respectful and caring of our neighbors. Never let your actions negatively interfere with other activities or happenings. It is important for us to have a great relationship with those in our community, including our neighbors, the city, and law enforcement. Be mindful that you are representing the dispensary and that you are expected to be a good neighbor and a good citizen in your travels in the community.
We expect our customers and staff to be courteous and respectful in their experiences with those in our neighborhood. It is important that we be considerate of those who live and work nearby. Please respect these relationships and avoid activities that could disturb others."

Inspections and Facility Tours

Jiva believes in operating openly and transparently. Santa Rosa City Staff, Fire Department, and Santa Rosa Police Department are always welcome to come by and inspect any areas of the dispensary necessary to remain in compliance. The staff will be happy to show them around and give these agencies access to any and all areas of the collective and applicable documentation. The Applicant asks that inspecting agents make every effort to protect the privacy of our customers and relevant confidentiality standards. All other law enforcement agencies MUST have clearance from the leadership to access the facility without proper documentation.

Any media or visitors that would like to tour the facility will have to be granted permission by authorized management staff. They will be given a temporary ID badge for the duration of their visit and will wear it visibly at all times in the facility. Non-customers are welcome to access the facilities with pre-approved permissions and are to be accompanied by Jiva staff for a tour.

EMERGENCY CONTACTS:

For fire, medical, or other emergency, staff will be directed to dial **911**. For non-emergency needs, the following direct number will be used for the Santa Rosa Police Department: (707) 543-3600 or other number as directed by the city. This will allow Jiva staff to contact local police and describe non-emergency issues as quickly as possible.