

City of Santa Rosa

Aloha Aina, Inc.

Cannabis Retail Dispensary and Delivery Service (Type 10)

Date	April 20, 2018 (Updated 10/31/2018)
Applicant	Aloha Aina, Inc.
Responsible Person	Marvin Otsuji, CEO
Project Site Address	1954 Piner Road
Permit Type	Retail Dispensary and Delivery Service (Type 10)
Zoning	CG (General Commercial)
General Plan Designation	Retail/Med Residential

PROJECT NARRATIVE

Applicant: Aloha Aina, Inc.
Address: 1954 Piner Road
APN: 036-011-059
Zoning: CG
Lot Size: 0.68 acres
Unit Size: Approximately 2,134 square feet
CUP: Retail Dispensary and Delivery Service, Type 10 Permit

STATEMENT PURPOSE

The purpose of this statement is to support the medical and adult-use cannabis retail dispensary Conditional Use Permit (“CUP”) filed by Aloha Aina, Inc. (the “Aloha Aina”). This statement provides details about the proposed retail dispensary site which complies with the City of Santa Rosa Ordinance Number ORD-2017-025 (the “Ordinance”) and with the Bureau of Cannabis Control (“BCC”) Emergency Regulations (the “Regulations”). Aloha Aina will be followed and constantly reviewed to ensure that Aloha Aina remains in compliance and current with any changes to City or state law.

PROPOSAL SUMMARY

Aloha Aina proposes a commercial, medical and adult-use retail dispensary and delivery cannabis operation within a 2,134 square foot facility on a .68-acre CG zoned parcel located at 1954 Piner Road in the City of Santa Rosa.

PROPERTY OWNER CONSENT

The property owner, Hassan Kazemini, supports this operation as evidenced by his signature on the Conditional Use Permit document.

LOCATION ELIGIBILITY

The Premises is not within 600 feet of any K-12 school, day care center, or youth-oriented facility. [See Exhibit A – Potential Cannabis Dispensary Map].

DESCRIPTION OF EXISTING USE AND PROPERTY

The proposed project site is located at 1954 Piner Road, in the City of Santa Rosa. The two buildings at the Project Site are under construction and are expected to be completed by June of 2018. Aloha Aina intends to occupy Building B. Currently. The entire Building B measures approximately 2,449 square feet. Aloha Aina will divide Building B into two separate areas and operate the dispensary out of the part of the building without the drive thru which measures 2,134 square feet (the “Premises”). The remainder of the building will be a drive-thru coffee shop. [See Exhibit B – Architectural Plans and Drawings and Exhibit D – Neighborhood and Location Maps]. The coffee shop is not a part of the current application.

The City’s general plan designation for the Premises is Retail/Medium Residential – Retail Business Services/Neighborhood Shopping Center, which accommodates retail and service

enterprises, offices, and restaurants. There is a Walgreens Pharmacy currently operating on the parcel. Once construction on Building A is completed, a yogurt shop and other restaurants or retail businesses will occupy that neighboring building. The design, location, size and operating characteristics of Aloha Aina's retail cannabis business is compatible with the existing and future land uses in the vicinity.

CEQA COMPLIANCE

Because the City of Santa Rosa has adopted a specified ordinance that requires discretionary review and approval of permits to engage in commercial cannabis activity, and the ordinance requires zoning clearances and conditional use permits prior to engaging in commercial cannabis activity, Aloha Aina is exempt from CEQA and is deemed to be compliant.

GENERAL OPERATING REQUIREMENTS

The proposed project complies with the applicable general operating requirements outlined in Section 20-46.050 of the Ordinance.

1. **Minor.** To purchase adult-use cannabis and cannabis products, Aloha Aina shall only allow persons who are 21 years of age or older, and who possess a valid government-issued photo identification card onto the Premises. All employees will be 21 years of age or older. Notwithstanding the above, in accordance with Santa Rosa's ordinance No. ORD-2017-025 Section 20.46.050(B), Aloha Aina shall only allow on the premises a person who is 18 years or older and who possess a valid medical card and government-issued photo identification.
2. **Employee Register.** Aloha Aina will maintain an employee register which will include each employee's full name, social security or individual tax-payer identification number, date employment begins, and date of termination of employment, if applicable. Aloha Aina will also maintain training records for its employees including but not limited to the content of the training provided and the name of the employee who received the training. Aloha Aina will maintain these records for at least seven years.
3. **Display of Permit.** The local permit issued to Aloha Aina will be on display at the entrance of the Premises so that it may be readily seen by all persons entering the Premises. Aloha Aina will also prominently display its state cannabis retail dispensary license, and any other business permits and licenses.
4. **Inventory and Tracking.** Aloha Aina will operate in a manner to prevent the diversion of cannabis or cannabis products and will participate in and comply with Metrc, the state's track and trace program. Until the state track and trace program is implemented, Aloha Aina will keep and maintain up-to-date records regarding any transfer of cannabis or cannabis products.

Upon receipt of cannabis goods or products from a distributor, Aloha Aina will maintain a sales invoice/shipping manifest that has the date and time of the transfer, the name and

address of the distributor, the amount, form, type, batch, and lot number of the cannabis transferred, the time of arrival at the dispensary and the name of the employee receiving the product at the dispensary.

Aloha Aina will create and maintain an active and functional account within the track and trace system. Aloha Aina will designate one individual owner as the track and trace system account manager. The account manager will attend and successfully complete all required track and trace system training, including all orientations and continuing education. The account manager will have his own unique log-on and will only use his own log-on to access the track and trace system. The account manager will maintain a complete, accurate, and up-to-date list of all track and trace system users, consisting of their full names and usernames. Aloha Aina will monitor all compliance notifications from the track and trace system and timely resolve the issues detailed in the compliance notification.

Aloha Aina will record all commercial cannabis activity in the track and trace system including any packaging of cannabis goods, sale of cannabis goods, transportation of cannabis goods to a licensee, receipt of cannabis goods, return of cannabis goods, destruction and disposal of cannabis goods and laboratory testing and results.

Aloha Aina will record the following information into the track and trace system: name and type of the cannabis goods, unique identifier of the cannabis goods, amount of the cannabis goods by weight or count, date and time of the activity or transaction, name and license number of other licensees involved in the activity or transaction and any other information as required by local and/or state regulations.

Upon receipt of cannabis goods, Aloha Aina will ensure the cannabis good received are as described in the shipping manifest and will record acceptance and acknowledgement of the cannabis goods in the track and trace system. If there are any discrepancies between the type or quantity specified in the shipping manifest and the type or quantity received by Aloha Aina, Aloha Aina will record and document the discrepancy in the track and trace system and in its own records.

If cannabis goods are being destroyed or disposed of, Aloha Aina will record the name of employee performing the destruction or disposal, the reason for destruction or disposal, and the name of the entity being used to collect or process the cannabis waste in the track and trace system.

If Aloha Aina loses access to the track and trace system, it will prepare and maintain comprehensive records detailing all commercial cannabis activities that were conducted during the loss of access. Aloha Aina will document and notify the BCC when access to the system is lost, when it is restored and the cause for the loss of access. When it is restored, all information documented will be entered into the track and trace system. Aloha Aina will not transport, transfer or deliver any cannabis goods until access is restored and all information is recorded into the track and trace system.

Aloha Aina will reconcile the physical inventory of cannabis goods at its location with the records in the track and trace system every 14 days. If there is discrepancy, Aloha Aina will perform an internal audit and notify the BCC of any substantial loss, theft, or diversion.

5. **Multiple Cannabis Permits Per Site.** The Aloha Aina will only hold the retail dispensary permit at the Premises.
6. **Building and Fire Permits.** Prior to any building or activity that requires permitting, Aloha Aina will apply for all required permits from the City of Santa Rosa. Aloha Aina will obtain a building permit to conform with the appropriate occupancy classification and compliance and will obtain annual operating fire permits with inspections prior to operation. Aloha Aina will comply with all applicable H&SC and California Fire Code requirements related to the storage, use, and handling of hazardous materials and the generation of hazardous waste. The entirety of the building of the Premises is equipped with fire code sprinklers that meet all state and local requirements. Fire extinguishers will be mounted in every room, and functioning smoke and fire alarms will be placed throughout the Premises in compliance with local and state law. Aloha Aina will also obtain all required Certified Unified Program Agency (CUPA) Permits and be compliant with California Environmental Reporting System (CERS). Building exits will be clearly marked and up to code and employees will be trained and familiar with an escape plan. The Aloha Aina will provide a Fire Department lock box for keys to gates and doors of the Premises. Upon receipt of the cannabis permit from the City, the Aloha Aina will install fire sprinklers and ensure that the Premises meets all accessibility, electrical code, mechanical code, plumbing code, energy code, and CALGreen Code requirements.
7. **Security Plan.** Please see attached Security Plan.
8. **Odor Control Plan.** To minimize odors and protect employees, Aloha Aina will install an air filtration system. A licensed engineer will be hired to install the odor mitigation system and create a customized air filtration system to eliminate cannabis odors and scrub all air exiting the building to ensure that cannabis odors are not detectable outside or from adjacent businesses or properties. The odor mitigation equipment will be maintained and kept functioning, and staff will be trained on its use and maintenance. Activated carbon filtration systems are the most popular odor control option on the market because they are highly effective, widely available, and easy to maintain. A carbon filter is a round, hollow device with a membrane that contains activated charcoal (carbon). Odor or contaminated air passes through the carbon filter and clean, odorless air exits the other side. Inline high-powered fans will be used in conjunction with large inline carbon filters, along with floor mount oscillating fans to create air circulation within the building to avoid eliminate stagnant areas where odors can collect. Granular Activated Carbon, activated charcoal is so effective because of its high degree of micro-porosity, just 1 gram of activated carbon has a surface area in excess of 500m². Good inline air fans are very

quiet, and carbon filters are low maintenance and with a proper pre-filter we will only have to change the activated carbon every 6-9 months. The air filtration system will be properly maintained to ensure air quality and employees will be trained to detect issues or inefficiencies with the air ventilation systems and make timely reports of problems to management for prompt remediation. Each vent in the Premises will contain a carbon filter. [See Exhibit B – Architectural Plans and Drawings].

As part of our odor mitigation plan Aloha Aina will receive to our dispensary only packaged, sealed products in child-proof containers. This packaging acts as an odor prevention method. Packaging will take place off-site. Packaging of cannabis plant flower is received to the dispensary, and in course transferred to customers in plastic bottles the same as that you would receive Rx from a pharmacy, and these plastic bottle work greats keeping air inside the container.

The Odor Mitigation System will be mounted above the ceiling, with the carbon filter hanging from and mounted to the framing trusses using construction grade materials capable of supporting a weight far in excess of the weight of the large filter. Additionally, we will attach a safety cable to the filter for added safety.

Intake for air filtration will commence through ceiling mounted vents, into air ducting and then through high powered inline cannister fans, pushed through large carbon air filters. Air ducting will run from the air filter on the exhaust end of the filter to an exit vent on the wall exiting to the outdoors. All ducting, inline fans, large carbon air filters, and processes coming off the filter to the outdoors will be mounted out of site above the ceiling tiles.

Floor fans stir the air within the rooms to help maximize the efficiency of this process. Three 18inch x 60inch filters, and three 10inch port inline Vortex high-output cannister fans producing an air-flow of 3024 CFM will be used to drive the Air Mitigation System. The system would operate so that the building would have a negative pressure, therefore when any exterior building door is opened air would flow into the building, not out of the building.

This system will surpass requirements to eliminate odor leaving the building, but in the event this system was not 100% effective management would immediately contact our Odor Mitigation Professional and would promptly solve the problem.

9. **Lighting.** The premises are currently under construction and the building includes comprehensive interior and exterior lighting plans approved by the City. Upon receipt of a permit, the lighting plans will be re-evaluated with the Building Department to ensure they meet the requirements of the proposed project, are consistent with security plans for the premises, and are compliant with Section 20-30.080 of the City's Building Code. Any additional or proposed exterior lighting will be a maximum height of 16 feet, downcast and shielded to limit light exposure to surrounding areas and will utilize energy

efficient fixtures/lamps. All lighting fixtures will be carefully maintained, and the Applicant will ensure that foliage or landscaping will be properly maintained to make sure light is not blocked.

Interior and exterior lightning will be designed so that zero direct-beam illumination leaves the Premises to avoid any light pollution, in accordance with CALGreen Section 5.106.8. The inside Premises will be well illuminated throughout the various spaces with recessed can lighting and LED florescent lighting. [See Exhibit B – Architectural Plans and Drawings]. The interior light systems will be fully shielded, and the Premises will have adequate coverings on windows that will confine the light to the interior of the structure. All interior lighting will be maintained. All exits and entrances will be well lit and will have appropriate and illuminated signage.

- 10. Noise.** The proposed operations will not exceed 55 decibels in accordance with City of Santa Rosa Code Chapter 17-16.030. Generators will not be used at the Premises unless needed in a temporary emergency situation. Aloha Aina will prohibit customers or others from loitering in the area to avoid creating any additional noise in the surrounding areas.

PROPOSED CANNABIS USE AND OPERATIONAL PLAN

STOREFRONT

Aloha Aina will comply with all of the following retail storefront operating requirements imposed by the City and the state.

Employees

Aloha Aina will maintain a current register of the names of all retail employees and shall disclose such register for inspection by any City officer or the BCC.

Employee Training & Customer Interaction

Aloha Aina will utilize various training methods to ensure its customers receive the best service and education at the dispensary. Aloha Aina will utilize a combination of online, written, and in-person training for its customer-facing employees. Aloha Aina intends to have sales team meetings every morning before the dispensary is open to discuss new products or inventory changes and will encourage these employees to attend off-site vendor presentations about particular products. Aloha Aina will also provide training for the sales associates that covers common uses for cannabis that include treating health conditions and symptoms, and provide training on how to assist customers without providing medical advice while still answering customer's questions in a compassionate, understating way.

Sales associates will greet customers, make eye contact, use friendly body language and share extensive product knowledge including how products are cultivated, processed or manufactured, and the lab testing that the products undergo. Sales associates will educate customers on proper safety techniques to store cannabis in their homes and ways to ensure children do not obtain access to cannabis or cannabis infused products. Aloha Aina will ensure that each sales associate

knows and understands the maximum amount of cannabis or cannabis products that can be sold to an individual in one day.

Recordkeeping

Aloha Aina will maintain an accurate record of its inventory which will prevent unauthorized access to cannabis. Aloha Aina will keep a record of the following information for all cannabis goods in its inventory: a description of each item so that it can be easily identified; an accurate measurement of the quantity of the item; the date and time the cannabis goods were received by Aloha Aina; the sell-by or expiration date on any cannabis goods, if any; the name and license number of the licensee that delivered the cannabis to the Aloha Aina; the name and license number of the distributor that provided the cannabis goods to Aloha Aina; and the price Aloha Aina paid for the cannabis goods, including taxes, delivery costs, or any other costs.

Aloha Aina will perform a reconciliation of its inventory every 14 days and will verify that its physical inventory matches its inventory records. The results of the inventory reconciliation will be maintained on-site and will be available for inspection by the BCC or City of Santa Rosa.

If any theft, diversion, or loss is identified, Aloha Aina will notify the BCC and Santa Rosa Police Department within 24 hours of the discovery. If there is a discrepancy in inventory of \$5,000 or more, or 2% of Aloha Aina's average monthly sales, Aloha Aina will also notify the BCC and the Santa Rosa Police Department within 24 hours of this determination.

Access to the Retail Space

Aloha Aina will only allow customers into the dispensing area of the Premises if they possess and present government issued photo identification indicating that they are at least 21 years of age. If a medical patient, Aloha Aina will only allow access to the individual by providing a valid doctor recommendation or Medical Marijuana Identification Card (MMID) card and a valid government issued photo identification indicating that they are at least 18 years of age.

Customer Membership Agreement

Aloha Aina will have every customer sign a Membership Agreement prior to entering the dispensary. The Membership Agreement will provide guidelines that customers must adhere to in order to purchase cannabis or cannabis products from the dispensary. The Membership Agreement will require compliance with all state and local rules and regulations, and will inform customers that loitering in the area and on-site consumption is prohibited. Aloha Aina will maintain update the Membership Agreement as issues arise or as needed.

Customer Returns

Aloha Aina may accept customer returns. The customer must show proof of purchase and the return must be made within 15 days of purchase in order to receive a refund. Aloha Aina cannot resell the returned cannabis goods and must destroy all cannabis goods that have been returned.

Hours of Operation

Aloha Aina will operate the retail portion of its business between the hours of 9:00am and

9:00pm, 7 days a week.

Limited Access Areas

Aloha Aina will establish limited-access areas and will allow only authorized individuals to enter these areas. Authorized individuals include Aloha Aina's employees as well as any outside vendors, contractors or other individuals conducting business that require access to the limited-access area. An individual in the retailer limited-access area who is not employed by Aloha Aina must be accompanied by Aloha Aina's employee and must be at least 21 years of age or if a medical patient 18 years of age. Aloha Aina will maintain a log of individuals who are not employees that enter these limited-access areas. Aloha Aina will identify staff members in the dispensary directly responsible for helping a customer choose the cannabis product that is best for them. A budtender will open the secured and locked door from the lobby area and announce the name of the customer he or she is ready to help. The budtender will lead the customer back into the dispensary main room. The budtender will greet and quickly develop a friendly rapport with the customer leading into asking questions of the customer to determine what the customer is using cannabis for or what type of product they are looking for.

If the customer is trying to alleviate a medical issue that they feel cannabis helps with then the budtender will suggest different products that are most likely to help the customer with that condition. Once the customer has made their selection, the budtender will put the items the customer is purchasing into an opaque exit bag.

The budtender would then enter into the dispensary's cannabis computer database and file under the customer's name and account exactly what products the customer is purchasing. This database then records the date and time of the purchase, the name of the customer, and the product they purchase becomes part of the track and trace program. This database also helps to ensure that a customer does not purchase more than their daily limit and the program would alert another budtender at the dispensary if more than the daily limit was attempting to be purchased. For example, if a customer had made a purchase in the morning, and then came back later in the day to make another purchase, the database would alert the budtender that the customer was exceeding their daily limit.

Once the sale is complete and the budtender has recorded the purchase of the products into the computer database and into the track and trace system, the program immediately calculates the tax to be charged to the customer. The customer would then pay the budtender, and the budtender will escort the customer happily out of the dispensary room and into the reception room where the security guard would supervise their exit and safe travel to their vehicle.

Daily Limits

Aloha Aina will not sell more than 28.5 grams of cannabis flower, no more than 8 grams of concentrated cannabis products, and no more than 6 immature plants to one customer in one day. There will be a posting of these limits behind the sales counters for the sales associates to reference.

Secured Products

Cannabis and cannabis products that are not used for display purpose for immediate sale will be stored in a secured and locked room, safe, or vault, and in a manner reasonably designed to prevent diversion or theft on Aloha Aina's Premises.

No Cannabis Paraphernalia Sold

Aloha Aina will not sell or display any cannabis related paraphernalia or any implement that is used to administer cannabis or cannabis products.

No Onsite Physician

Aloha Aina will not have an on-site or on-staff physical to evaluate patients and provide a recommendation for cannabis.

No Drive-Thru

Aloha Aina will not have a drive-thru window or walk-up window at the Premises. Although the retail unit next to the Premises does have a drive-thru and walk-up window, Aloha Aina or its employees will not have access to this area.

Site Management

Aloha Aina's operations manager will take all reasonable steps to avoid objectionable situations that may constitute a nuisance in the areas surrounding the dispensary, including parking, sidewalks, and adjacent businesses, if related to patrons of the dispensary. Should any issues arise, the operations manager will either remedy the issue or if safety is a concern, the operations manager will promptly contact and notify the Santa Rosa Police Department. [Please see "Site Management" section below for additional information].

Advertising and Signs

Aloha Aina will not advertise or market cannabis or cannabis products on an advertising sign within 1,000 feet of a day care center, school providing instruction in kindergarten or any grades 1 through 12, playground, or youth center. Signage on the Premises advertising will be minimal. Any signage will not obstruct the entrance or windows, and window coverings will be utilized to prevent visibility into the Premises when closed.

Display of Permit

The local permit issued for Aloha Aina will be on display at the entrance of the retail space so that it may be readily seen by all persons entering the Premises. Aloha Aina will also prominently display its state retail license, and any other business permits and licenses.

No Onsite Consumption

Onsite consumption will not be allowed on Aloha Aina's Premises. Both English and Spanish notices shall be posted in the retail space of the Premises indicating that smoking, ingesting or consuming marijuana on the premises is prohibited. If Aloha Aina's employees witness such behavior, security personnel will ask the violating individual to leave the Premises and contact local authorities if necessary. Aloha Aina will ensure that all employees are aware that they

cannot consume cannabis onsite and it will be grounds for termination if they do.

Exit Packaging

All cannabis and cannabis products will be placed in a child-resistant opaque exit bag before leaving Aloha Aina's premises.

No Cannabis Special Events

Aloha Aina will not be holding cannabis special events, nor will Aloha Aina be applying for temporary special event permits or licenses.

DELIVERY

Aloha Aina understands the importance of offering delivery to its customers and will follow safe delivery operating procedures while providing excellent customer service to its customers. Aloha Aina's delivery service will be a function of and based out of the storefront retail dispensary located at the Premises. All of Aloha Aina's delivery will be performed by a delivery employee of Aloha Aina who is at least 21 years of age. Aloha Aina's delivery employee will carry a copy of the Aloha Aina's current permit and license, the employee's government-issued identification and employee badge. Aloha Aina will maintain an accurate list of its delivery employees.

Telephone orders will be taken by a trained dispatcher who will confirm the customer has a valid California identification, scrutinize the order allowed by the customer regarding legal quantities, and confirm the address provided is a physical location. The telephone dispatcher will ask the customer to text a picture of their California identification card to be inspected before a delivery driver is to commence the delivery. Telephone dispatcher will be responsible for inputting the sale into our computer cannabis sales program.

Aloha Aina's vehicles used to deliver the cannabis goods will be equipped with a dedicated Global Position System (GPS) and cannabis goods will not be left in an unattended vehicle unless the vehicle is locked and equipped with an active vehicle alarm system.

Aloha Aina will deliver cannabis goods between the hours of 9:00 am and 9:00 pm, seven days a week. Delivery service drivers will be given inventory to fill their orders provided to them by management of dispensary storefront. Delivery service drivers leaving the storefront with product for delivery will have that inventory recorded to a delivery manifest and will be supervised by security to the delivery vehicle. The cannabis and cannabis products that are to be transported to the customers for delivery will be kept in a locked tamper-proof box within the delivery vehicle.

All deliveries will be made to a physical address in California and be made in person. Aloha Aina's delivery employee, carrying cannabis goods for delivery, will only travel in an enclosed motor vehicle operated by a delivery employee of the Aloha Aina and will not carry more than \$3,000 worth of cannabis goods. Aloha Aina's delivery employees will not consume cannabis goods while delivering cannabis goods to customers.

Drivers will always require seeing the customer's California identification and if a medical patient, check the patient's recommendation or Medical Marijuana ID card, before the transacting the sale of the cannabis product. Delivery service drivers will be in close contact with management, will only go to meet customer at the pre-determined recorded destination, will alert management once they have arrived to the delivery destination before they meet with the customer, and then immediately following having finished with a customer and returned to their vehicle they will again alert management that the delivery was made safely and they have left safely and are returning to the storefront. A timeline recording will be kept of all key points of this process.

Aloha Aina's management will prepare a delivery request receipt for each delivery of cannabis goods which will contain Aloha Aina's name and address, the name and employee number of delivery employee who delivered the order for delivery; the name and customer and a retailer assigned customer for the person who requested the delivery, date and time the delivery request was made; the delivery address; a detailed description (like weight, volume etc.) of all cannabis goods requested for delivery; the amount paid; time of delivery; and customer signature. The delivery employee will provide the customer with a copy of the delivery request receipt and will keep a copy for his records.

STAFFING AND LOCAL HIRING PLAN

All employees hired by the Aloha Aina will be over 21 years of age. Aloha Aina will prioritize the hiring of local employees and will begin by having at least 75% of its management and customer service team be Santa Rosa residents. Aloha Aina appreciates the importance of employing individuals of various ethnic races and backgrounds and will operate as an equal opportunity employer. Aloha Aina will hire employees with experience in the cannabis industry and will give precedence to applicants who have some knowledge of the products, experience in customer service, and an appreciation for security procedures. Aloha Aina intends to provide significant training for each employee, so even applicants without this experience will be considered for positions at the dispensary. Aloha Aina will follow all local and state laws regarding hiring and termination procedures of his employees.

EMPLOYEE HANDBOOK AND TRAINING

Aloha Aina intends to have a comprehensive employee handbook which will clearly outline the business rules and performance standards of the dispensary, encourage best practices and behaviors, and will outline employee benefits. Specifically, the handbook will provide information about how employees can request time off, take breaks, report theft or diversion, maintain confidential customer information and report pay issues. The handbook will also provide instructions for how employees should operate to ensure all local and state requirements are satisfied. All staff will receive thorough and on-going training on operations, workplace safety, track and trace, and security protocols.

Twice a week, Aloha Aina will hold morning business meetings to refresh employees on the operating rules, provide any updates to the local or state rules, and convey tips for professionalism and optimum customer services. Newer employees will be partnered with a

more experienced employee to provide on the job mentorship and training.

All employees will be required to wear names tags and be required to follow a strict dress code and hygiene policy. The employee badge will be laminated and will include the Aloha Aina'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 of the employee that clearly shows the full front of employee's face.

Every employee will be required to participate in training to learn the Aloha Aina's security and safety protocols required for continuous employment. Aloha Aina will mandate that all employees be well versed in all security procedures. Aloha Aina's management, will be available on-call 24 hours per day, seven days per week to address any operational or emergency issues. In addition to state licensing requirements related to staffing, Aloha Aina will diligently follow all applicable labor and employment laws.

VEHICLE AND BICYCLE PARKING ANALYSIS

The Ordinance provides for cannabis dispensary/retail parking with 1 vehicle parking space per 250 square feet and 1 bike parking space for every 5,000 square feet. Thus, Aloha Aina must provide at least 10 vehicle parking spaces and 1 bicycle parking space for customers. There are 93 common use parking spots available for the shopping center. Five vehicle parking spaces located along the storefront, and 14 more spaces are provided in a double loaded parking aisle adjacent to the storefront, all of which are available for Aloha Aina's customers.

Aloha Aina will construct and provide at least 1 bicycle parking space at the Premises. [See Exhibit B – Architectural Plans and Drawings]. Aloha Aina will work with the City to ensure that there is at least one ADA compliant parking space in front of the dispensary that is positioned as close to the entrance of the dispensary as possible. Aloha Aina will have a comprehensive parking survey conducted in order to address, remedy and improve the parking at the Premises.

The Premises is ideally located on two main thoroughfares, Piner Road and Marlow Road. There is a transit stop in front of the Premises that provides service to the City of Santa Rosa Transit system through the number 6 bus line. [See Exhibit E – Transit Map and Transit Stops].

TRAFFIC ANALYSIS

A traffic study was completed for the development of the project. [See Exhibit C – Traffic Study]. The trip generation analysis in the study was prepared for a high-intensity food service and drive-thru use. The proposed operations are consistent with the use and findings of the approved study.

SITE MANAGEMENT

Reception/Waiting Room

The entrance door to the outside of the dispensary will be unlocked to comply with fire code requirements yet supervised by a security personnel during business hours. Once the customer enters they will find themselves within a reception room. Within the reception area there will be

customer seating and tables for convenience of customers articles and flat screen TVs on the wall for providing an enjoyable experience. The reception room will have a locked secured door leading into the dispensary keeping customers or others from having access into the rest of the dispensary where product is displayed and stored.

Within this reception area will be a receptionist person behind a security glass who will greet the customer and then immediately ask for their government issued identification to verify age. The receptionist will be responsible for recording their name and information on the state ID into the dispensary's computer program. This database can also be used for storing details about a previous customer, recording details about a customer who has created a problem in the past, for example.

Additionally, to be applicable as a Medical cannabis member the person must possess a California state doctor's recommendation or Medical Marijuana Identification which is current and not expired. The receptionist will confirm the recommendations validity by checking it with the online doctor's recommendation verification website to confirm if it is indeed valid and not expired. The receptionist will be trained on this process and additionally if the verification website is not operational the receptionist will call the doctor's office to complete the verification process. If the verification can be verified, the receptionist will check the valid government-issued identification to confirm the person is at least 18 years of age. If verification cannot be established the customer will be subject to city and state cannabis THC limits and quantities. If the customer which was claiming to be a medical recommendation holder cannot be verified as valid and that customer is under 21 years of age, the customer will be asked to leave and supervised by security on his departure.

No person without a state identification card and being confirmed 21 years or older, or without both a valid recommendation or MMID and a state identification card confirming the patient is 18 years of age or older, and no person at all under the age of 18 years old will be able or allowed to enter the dispensary past security personnel, the receptionist, and the locked security door leading into the dispensary. Customers may be asked to wait a short time in the reception area until an available employee will open the locked door, announce the name of the customer to be helped, and escort the, single customer at a time inside. The security guard will politely ask a customer that has a bag or backpack to either leave it outside or have it inspected before coming inside the dispensary room, to safeguard against weapons etc.

Cleaning and Sanitation

Employees will be required to take part in standard cleaning duties. Inside the dispensary, this will include sweeping and mopping, sanitation and cleaning of the display cases and refrigerators and all locations where any product is kept. The restroom will be cleaned daily and more often if necessary. The mop station and cleaning basin will be located in the employee restroom, out of sight of customers and away from cannabis product. Additionally, the main office and the reception room will be cleaned regularly, as well as the outside entrance to the dispensary. TV monitors, cameras, surface tops, windows etc. will all be kept clean.

Product and Display

Aloha Aina will sell edible cannabis products and will obtain a Sonoma County Health Permit and comply with the Health and Safety Code. All product that is on display for the customers to see will be kept in a locked, glass display cases that are well lit with LED lighting.

Access to the interior of these display cases will only be possible from the back which is in front of the budtender. For customer convenience, two flat screen monitors will be wall-mounted to showcase menu, prices, and specials.

Inside the display cases will only contain a sample jar of each cannabis strain or display samples of the other products which will be sold to customers. These other products will include cannabis concentrates, cannabis edibles, vape pen cartridges, seeds, pre-rolled joints, tinctures, balms and topicals, etc. There will be shelves out of reach of the customer that will hold cannabis plant clones.

Additionally, edibles and cannabis drinks will also be on display in a glass door refrigerator. In addition to the product that will be on display in the display cases, all extra product will be kept in a large heavy duty safe in the locked management office.

All display product will be locked up in the safe at the close of business, and when business opens the next morning the display product will be taken out of the safe by management and restocked into the display cases. The combination to the safe will only be available to owners and managers. Contents entering the safe and leaving the safe will be recorded on a manifest to keep track of the product, and to prevent theft and loss. A complete audit of all product in the dispensary will be conducted by management daily and that audit of product will be recorded to the inventory manifest.

All products entering the dispensary will arrive to the building in sealed containers to prevent odor. All products that the dispensary will purchase will be from California State permitted vendors.

COMMUNITY SERVICE AND OUTREACH

Aloha Aina will appoint a Community Awareness Officer (“CAO”) who will be responsible for determining what is going on in the neighborhoods around the Premises and the local community. The CAO will identify nearby community problems that the Aloha Aina may be able to assist with and to detect any negative impacts that the presence of the dispensary may be causing to immediate neighborhoods. The CAO will be responsible for uncovering or accepting feedback regarding complaints and or suggestions from businesses or residential local neighborhoods. The CAO will alert other staff of his or her findings during company meetings and as a team all staff will take parts in suggesting remedies to amend potential issues.

At the proposed Premises, Aloha Aina will give back to the community and help to increase the aesthetics of the community and nearby neighborhoods. Aloha Aina has many creative ideas to do so including but not limited to assistance with illegal cannabis grow site cleanup, repairing

landmarks in public view, improving nearby landscaping, assistance with building or improvements to nearby parks or playgrounds, feed the homeless projects, road or highway cleanup programs etc. Aloha Aina strives to set an example for other cannabis dispensaries to follow in giving back to the community and showing appreciation to the city of Santa Rosa and its customers.

NEIGHBORHOOD MEETING

Aloha Aina understands that a neighborhood meeting will be required as a part of the CUP. Aloha Aina is prepared to address any concerns from neighbors or from the general public. Aloha Aina will be taking affirmative steps to reach out to the neighboring residences to provide information about the Aloha Aina's retail dispensary, educate about the uses of cannabis, and mitigate any public relations issues with the Aloha Aina's proposed use.

BUSINESS STRUCTURE & OWNERSHIP

Aloha Aina, Inc., a California C-Corporation, will be doing business as Aloha Aina and will be filing the necessary paperwork, if any, for the "dba" with the County. The entity was formed for the purposes of this application and the business is in good standing with the California Secretary of State. Marvin Otsjui is currently the only owner of Aloha Aina, Inc.

ALOHA AINA'S BACKGROUND

Marvin Otsuji, co-owner of Aloha Aina, Inc., has a very robust background in sales and business operations. Otsuji has been an owner-operator of Sea Sport Divers for 32 years, manages 45 employees, and operates four different locations which yield 3 million dollars annually. All four operations have been operated under and compliant with federal regulations with United States Coast Guard. This business has dealt with an estimated 140,000 customers annually. Sea Sport Divers business is constantly under scrutiny by the U.S. Coast Guard and local government to follow stringent regulations, a legal code of safety, and a complex operations plan. Sea Sport Divers has in-house contracts with Kauai Grand Hyatt, Kauai Marriott, and Lanai Four Seasons Resorts. Marvin is also President of Kainani Corp. with 2 locations and 25 employees.

Otsuji has provided community service as an Executive board member for the Poipu beach resort, Koloa Community Board, Lawai Kai advisory, Hawaiian Island Scuba Association, Koloa Canoe Club. Marvin is currently providing community service for Kaiola Canoe Club, Kukuila Canoe Club.