

Parkhurst Services Operations Plan

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Section I: Operations Statement

1. Inventory

We will produce 100% of the products sold in-house. We will utilize the state sanctioned Metric system as well as a third-party, point of sale software that is designed to integrate with the Metric system. A physical inventory count will be made daily to ensure accuracy within the system.

2. Sale Process

A limited amount of product is kept in the product consultation room. Point of sale inventory software will track product sales and will flag floor inventory shortages. The manager on duty will be responsible for stocking floor inventory from the product safe. Any product transferred from the safe to the consultation floor will be recorded into the point of sale software. Cash on the consultation floor will be monitored by the point of sale software. When the cash in the register exceeds \$1000, the manager on duty will be notified. The manager will move the excess cash to the safe room where it will be counted and inventoried into the point of sale system. After it is counted and inventoried, cash is deposited into the cash safe, also located inside the safe room.

3. Customer Flow Plan

Customers will be under surveillance via a 24-hour closed circuit TV system from the time they reach the front, exterior door of the facility, until they leave the building.

- 1) Customer will enter the building into a waiting room that is secure from the rest of the building.
- 2) Access will be denied to the patient via a remote locking switch if they appear to pose a threat to the facility or have been previously banned from the premises.
- 3) Patient will be asked for their name and if they are a new or returning patient immediately upon entrance into the facility.
- 4) New Customer Process:
 - i. Customer presents photo identification (Driver's license, State ID, or Passport)
 - ii. Customer verifies card is valid
 - iii. Customer info is entered into patient database
- 5) Customer is allowed access to sales floor by host.
- 6) Returning Customer Process:
 - i. Photo ID is presented to host
 - ii. Customer verifies card is valid and information is up to date
- 7) Customer is allowed access to restricted consulting room by host,
 - i. Customer enters restricted consultation room, and is greeted by cannabis consultant
 - ii. Consultant and Customer discuss desired effect, previously used form of cannabis and dosage
 - iii. Customer places order
 - iv. Customer pays for order
 - v. Order information is entered into Metric and point of sale systems
 - vi. Customer receives product in child-proof container with appropriate warning and usage labels
 - vii. Customer is escorted by consultant out of restricted consulting room
 - viii. Customer leaves facility

Section II: Security Plan

Due to the public nature of this response sheet, much of the security plan will remain private. A detailed plan of the security plan is available to the planning commission at their request.

1. Secure Facility

Public access to the building during business hours will be restricted using a remote locking door system. The building will utilize deadbolt locks at all exterior doors. Rooms such as the "secure storage room" and consultation room will be locked be further secured using a secondary lock system. A central station alarm system secures the building and includes door sensors, motion detectors, glass break sensors, and panic buttons. It is monitored 24 hours a day by Allstar Alarm. A 32 channel indoor and outdoor camera surveillance system has been installed which has both internal storage and cloud capabilities. All video stored in the system is available for 60 days.

2. Employees

All employees will be screened to ensure they are legally eligible to work in a retail cannabis facility. All employees bags will be checked before leaving the facility. Due to the sensitive nature of the facility, there will be a zero-tolerance policy on employee theft.

3. Secure Storage Room

We will store all cash and cannabis products overnight in a locked “secure storage room”. The room will be accessible only via a door with a lock separate from all other locks in the facility. Only the manager-on-duty and the business owner will have access to the room. This room will have no windows or other possible access points. A camera and a door sensor will further protect this room.

4. Neighbors

Parkhurst Services has operated as a marijuana related business for three years with no complaints from neighbors. We will continue this reputation as a good neighbor by keeping regular business hours, maintaining the building and grounds, not allowing any offensive odors to be detected by the public, not allowing consumption of cannabis in the building or on the premises and addressing any issues immediately, should they arise.

Section III: Odor Control Plan

All product on display or in storage will be in air tight containers to keep smell to a minimum. Every room in the facility will be equipped with activated carbon filters properly sized for the room and level of odor. Charcoal canister pre-filters will be cleaned on a regular basis. All carbon canisters will be replaced on a 6-month basis. All air brought into the facility is cleaned with HEPA filters that are regularly maintained.

Section IV: Trash Disposal

We will dispose of any and all marijuana products in a manner that meets both state and city regulations. Any cannabis related product that is to be destroyed will be rendered into an unusable and unrecognizable form using a mill shredder. It will be mixed with 50% organic material (such as dirt or other non-cannabis trash). We will then store this trash in a locking waste receptacle until it is delivered to a solid waste landfill.

Section V: Days and Hours of Operation

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10am-8pm	10am-8pm	10am-8pm	10am-8pm	10am-8pm	10am-8pm	11am-7pm

Employees will arrive one hour before the store opens for daily preparation. They will stay for one hour after closing for closing procedures.

The store will be closed for the following holidays:

- New Year's Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day