



# MARIJUANA CONTROL PLAN MEDICAL DISPENSARIES AND MARIJUANA RETAILERS

Business Information				
Entity Name	Must match Secretary of State Business Registry JIMS LLC			
Trade Name	DBA SILVER STEM			
Facility Address	Street 1926 NE 40TH AVE	City PORTLAND	State OR	Zip 97212
Mailing Address	Street 1926 NE 40TH AVE	City PORTLAND	State OR	Zip 97212
Phone Number: 503-208-2074		Email: silverstempdx@gmail.com		
Website: www.silverstemcannabis.com		Facebook Link: silverstemoregon		

Primary Business Contact Information		
Contact	First Name MICHAEL	Last Name CHAPPELL
Title	OWNER	Email: silverstempdx@gmail.com

**1. Please describe your plan to prevent theft at the licensed premises, including robberies, burglaries, and shoplifting.**

During business hours there is only one way to enter the dispensing room. The reception area has an extremely secure metal door with an electric strick lock. Only an employee can unlock this door. Furthermore, all of the walls in the reception area are reinforced with 1/4 inch steel. A person who intends to enter the dispensing room must present an identification card at a bullet-proof glass widow. The person identification card is presented at this window to verify the person’s age and the validity of their card. Once the person is entered into our system the receptionist can buzz the customer into the dispensing area. The only way to enter the dispensing room is by checking in. If someone were to attempt a robbery it would be impossible for them to get past the reception area. We have a full time security company that provides guards to over see check-ins are done properly. The security guards main job is to ensure the security of the property, the safety of our employees and make sure there is no theft. The guards are trained for all potential situations and know how to handle them effectively.

Employee theft is another large concern that needs to be addressed. To prevent employee theft, our company policy is to conduct inventory audits daily. These audits ensure the accuracy of our inventory and can expose employee theft in real time. If there is a discrepancy we will review our tapes to find the culprit.

In the event of any theft we will immediately contact the Portland Police Department and have the person arrested.

When the facility is closed we rely on our cameras and our state of the art security system.

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**2. Please describe your plan to control access to your establishment and ensure that no one under the age of 21 is admitted.**

We have many policies in place to ensure that no person under 21 will be permitted to enter. On the front door we have clear signage that no person under 21 is allowed to enter the facility. Furthermore, our security companies, as well as, our employees, are trained to rigorously check identification cards for birthdates and expiration dates. Receptionists (security or employees) have an identification card booklet to ensure that fake identification cards will not be used. Once an identification card is verified, the customer's info is entered into our POS software. This info is only in the system for the day to ensure that a customer cannot purchase more than their daily allotment. Also, our POS system is set up to block any attempt to purchase more products than the state mandated limit.

All employees, security and management are also trained to ensure that a customer is not buying products for an underage person outside. If we feel that this may be happening we will refuse to serve the customer in question.

**3. In order to reduce the possibility of underage persons, as established by law, from gaining access to marijuana products sold at the licensed premises, please describe your plan to educate patrons on the risks of marijuana use by minors.**

In addition to the state mandated exit cards mandated by the OHA and OLCC, our employees go through a rigorous training to ensure that are customers are informed about the products they are purchasing and the risks associated with using these products. All products leaving the facility are in childproof containers that explicitly communicate that they are not for consumption by anyone under 21 years of age. Our exit packaging also highlights that these products should be kept away from children. Consumption of these products is intended for responsible adults in the privacy of their home. If we feel that these products are being consumed with and/or in close proximity to minors, we will not sell to this person.

Our company understands that marijuana consumption by minors is extremely serious and could have very serious long-term consequences. Communicating this message is an intrinsic part of every sale we make.

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**4. Please describe your plan to ensure that marijuana products sold by your business are not consumed irresponsibly in public or in the immediate vicinity of the license premises.**

Our security companies, as well as, our employees, are trained to ensure the security of our property. If consumption in the vicinity of the property is suspected, the person will be removed from the property immediately. In addition to this, we have signage on both exit doors that explicitly communicated that consumption of marijuana is intended for the use in the privacy of your own home. We ask that all customers leaving our location are respectful of the neighborhood. Consumption of our products is not allowed within 1000 feet of our facility. In addition to constant monitoring from our security guards and employees, "no trespassing" and "no loitering" signs have been placed in the parking area to ensure there is no consumption in vehicles or in the parking lot.

**5. Please describe your plan to avoid potential negative impacts to neighborhood livability such as noise, parking or garbage from your patrons.**

Silver Stem does not allow consumption of our products within 1000 feet of the facility. Also, we are constantly monitoring trespassing, purchasing for minors, consumption on site and noise from vehicles in our parking lot. SOP's are in place to make sure that our employees are checking the parking lot hourly and cleaning it if needed. Neighborhood involvement is something that is intrinsic to our businesses success and paramount to our longevity. Communication with local residents and local business owners on all issues, positive or negative, is necessary to the success of our business. Our facility has been designed to fit in with the neighborhood. We have not interest in being a boisterous marijuana business. Community involvement is something that is extremely important. If there are any complaints from the neighborhood, I will do everything in my power to communicate and solve the issue.

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**6. Please describe the process to respond to complaints from neighboring businesses and residents regarding the licensed premises.**

Communication is the key. I feel that I have already created an environment that makes the community feel comfortable with speaking to me about conflicts. Since opening in May, we have had many positive interactions with the local businesses and residents. Feedback for our business has been 100% positive. That said, I will do whatever it takes to better the neighborhood to ensure they see us in a positive light. Whether this is a meeting with neighboring businesses or setting up a meeting with a local home owner that has an issue, communication is the key to solving problems. The Hollywood neighborhood is extremely important to me and I will do whatever it takes to keep the communities view of us positive.

**7. Please include any other pertinent information related to the licensed premises.**

Silver Stem strives to be the most professional cannabis business in the city. Our goal is to enhance the Hollywood neighborhood while providing a safe and reliable location to purchase retail marijuana. Our company has set the standard for compliance and will continue to follow all current/future state laws.

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## Educate Customers on Marijuana Consumption Being Harmful To Minors

- It is mandatory that each worker hands out a pregnancy warning to every customer
- The shop must always have the state mandated postings for responsible consumption and warnings for minor consumption, use them as tools for educating customers on how to use marijuana products safely and in compliance with Oregon state law.
- All exit labels have print a warning that says *“Keep out of reach of children and animals. The use of marijuana products can be harmful to minors. Please enjoy responsibly with adults ages 21 and over. Marijuana will impair your ability to drive a car and operate heavy machinery.”*
- Advertisements around shop and in media must be tasteful and cannot explicitly target the 21 and under age group. (IE- Bright colors, packaging, verbiage) Also, all advertisements must have disclaimer about recreating responsibly in compliance with Oregon law.

## Neighborhood Inquiries and Complaints SOP

- Under no circumstances is it acceptable for Silver Stem to post marijuana explicit marijuana centric advertising directly outside of the shop
  - No distasteful advertisements in neighborhood are allowed (IE- Pictures of marijuana products, industry verbiage implicating marijuana use)
  - Silver Stem cannot promote marijuana use to the public
  - No political cannabis signs advocating use can be posted near the store
- All advertising near the shop is to be tasteful with discrete verbiage
- The store front must remain clean at all times (swept, cleaned and maintained)
- Patients and customers must be instructed to not flaunt or consume any marijuana products within 1000ft of the store (EXIT BAGS MANDATORY)
- Any part of the store that is visible to street traffic (lobby) must be professionally decorated and discrete.
- Any complaints or inquiries will be answered by a manager within 48 hours