



CITY OF PORTLAND MARIJUANA CONTROL PLAN

Business Information				
Entity Name	Must match Secretary of State Business Registry Sweetleaf Portland, LLC			
Trade Name (DBA)	Sweet Leaf Portland			
Facility Address	Street 2367 SE 122nd Avenue	City Portland	State OR	Zip 97233
Mailing Address	Street 124 N Yuma Street	City Denver	State CO	Zip 80223
Phone Number:	971-703-4552		Email: licensing@sweetleafmail.com	
Website:	sweetleafmarijuana.com		Facebook Link: Optional	

1. Please describe how your business will ensure that no one under the age of 21 is admitted, and how your business will educate patrons on the risks of marijuana use by minors.

Minor Control Plan/Age Verification Plan

TRAINING: All Sweet Leaf employees, including security personnel and managers, are trained to understand all laws related to age verification, false identification, and age requirements for marijuana sales. Training occurs through in-house employee training. At these trainings, the instructors point out the mechanics of spotting a fake ID, as well as the accompanying body language, behavior, and appearance of the individual who is attempting to purchase marijuana underage. All employees are trained and put on notice that he or she may be subject to criminal charges if he or she sells marijuana to an underage customer.

QUALIFICATIONS: All Recreational consumers must be twenty-one years of age or older to purchase Recreational Marijuana. Medical Marijuana patients must have proper Oregon Medical Marijuana Program Card and are only allowed to view medical grade items and flower. All consumers must have a valid government-issued photo identification card which states the customer's date of birth. The photo on the identification card must unequivocally be of the customer. The identification card must not be expired. The physical character of the identification card must be one that has not been tampered with, hole-punched, or damaged in any way. Sweet Leaf will not accept 'vertical IDs,' which are IDs that were issued when the individual was under 21 years of age. All identifications must be verified through the electronic identification scanner discussed below.

CHECKPOINTS: A security guard stands outside the front door of the licensed premises to check each customer's identification to verify the customer's age is at least 21 years old if not a OMMP card holder. Once inside the building, the customer then passes his or her valid government identification through the receptionist's window. The receptionist visually inspects the identification to verify the age and that the customer is also the individual in the identification photograph. The receptionist may bend the identification and may hold the identification under a UV lamp that is attached to the Honeywell electronic identification card scanner that is integrated into their FlowHub POS system. The receptionist scans the identification which verifies the validity of the identification, logs the customer into the POS system, and alerts the receptionist whether the customer is a first-time visitor or has had any issues in the past that were documented by any of the Sweet Leaf stores. The receptionist also has access to state-by-state and world identification guides in case he or she still suspects the identification is not authentic. If the customer at any time is deemed to not be 21 years of age or the identification is deemed to not be an acceptable or authentic form of identification, the security guard is paged to assist in the removal of the individual from the premises.

SIGNAGE: Sweet Leaf posts all the required signage relating to the exclusion of minors from the premises.

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2. Please describe how your business will prevent cannabis products from being consumed around or near your business.

Sweet Leaf utilizes its security and surveillance system in addition to its employee personnel to monitor both inside and outside the licensed premises to prevent the consumption of cannabis products around the dispensary.

Sweet Leaf's policy prohibits the consumption of cannabis products anywhere on or around the licensed premises. If an individual is found to be using marijuana product onsite, in the parking lot or in the surrounding areas of the licensed premises Sweet Leaf staff will first notify the individual of the limitations enforced regarding consumption locations, warning that individual to cease the action, if the individual does not cease the prohibited action they will be banned from the dispensary and the appropriate authorities will be notified.

Sweet Leaf also posts all required signage and information regarding the laws and rules governing public cannabis consumption in Oregon to which all employees are trained and educated so each is equipped to disseminate that information to patrons and the public.

3. Please describe how your business will prevent and address potential negative impacts to neighborhood livability such as noise, parking, garbage, or loitering from your patrons.

As mentioned above, Sweet Leaf monitors the entire licensed premises both inside and out. Sweet Leaf Staff continuously watch the security monitors to minimize the potential negative impacts to neighborhood livability and to prevent loitering, littering and unnecessary noise. Sweet Leaf posts signs informing the general public of surveillance cameras and recording systems. Sweet Leaf also informs neighboring business of its surveillance systems and offers the use of footage in case of neighborhood crime or incident. Additionally, Sweet Leaf employs security personnel at its location and plans to offer their security personnel's services to neighboring businesses who may need the security assistance with issues related to parking, traffic, events, or general commotion in the neighborhood.

Our location has ample offstreet parking available to its patrons which helps to minimizing street congestion.

Sweet Leaf is dedicated to keeping the neighborhood clean. Employees perform daily perimeter clean ups, where staff, with trashbags and trash picks in hand, walk around the licensed premises, parking lot and surrounding streets picking up any garbage they may see. Any person observed to improperly disposing garbage will first be issued a warning and asked to kindly dispose the garbage in the trash bins provided. As second offense will result in a ban from the dispensary.

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4. Please briefly describe your business's process to respond to and resolve complaints and/or concerns from neighboring businesses or residences.

To date Sweet Leaf Portland has not received a single complaint from any neighbor regarding noise, parking, garbage or any other issue related to neighborhood livability. However, the even that there is a complaint maid our employees are trained on the companied policies and procedures for addressing those complaints promptly as breifly decribed below.

1. Receipt of Complaint and Proper Documentation

a. Receipt of Complaint: The employee who receives complaint from neighborhood resident or business representative ("Complainant") shall immediately refer the complaint to the on-duty store manager. Anyone communicating with the Complainant shall act and speak respectfully to Complainant and listen thoroughly to Complainant's concern(s). Employee shall provide Complainant with contact information of store manager and Company's vice president. Employee shall not make any decisions, promises or assurances without first speaking about the complaint with store manager.

b. Proper documentation: Employee who receives complaint shall document in a written report the following: Date of Complaint, Time of Complaint, Name of Complainant (and organization represented if any), brief narrative of the Complaint

c. Notification of Complaint: EE shall notify store manager of the complaint; store manager shall notify company Vice President.

2. Vice President's receipt of Complaint

a. Assessment of Complaint: VP shall assess the complaint and shall conduct an investigation into the merits of the complaint in a timely fashion. Such investigation may include, but is not limited to: discussion with employees, store manage, complainant, company ownership and witnesses; review of written report by store employee; review of video surveillance footage; and any other method of investigation that might benefit the VP's understanding of the complaint

b. communication with Complainant: VP shall discuss the complaint with Complainant, this may be conducted in person or by phone

3. Company's Response: VP shall, with the advice of the company ownership, make the decision and commence that plan of action that she/he deems most appropriate to resolve the concerns or complaints of the Complainant. Such response will be determined on a case-by-case basis and may include, but is not limited to: (a) further discussion with Complainant of others affected or concerned; (b) specific action taken by company to remedy the concern or complaint; and (3) any other action necessary to resolve the concerns or complaints of Complainant.

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