



### MARIJUANA CONTROL PLAN MEDICAL DISPENSARIES AND MARIJUANA RETAILERS

<b>Business Information</b>				
Entity Name	Must match Secretary of State Business Registry PEARLSERV ENTERPRISES, LLC			
Trade Name	DBA			
Facility Address	Street 510 NW 11TH AVENUE	City PORTLAND	State OR	Zip 97209
Mailing Address	Street 8330 SW RIVER ROAD	City HILLSBORO	State OR	Zip 97123
Phone Number: 828-310-9333		Email: rhblake828@gmail.com		
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<b>Primary Business Contact Information</b>		
Contact	First Name Robert H	Last Name Blake III
Title	President	Email: rhblake828@gmail.com

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

Please see attached document: "Marijuana Control Plan Responses."

INTERNAL USE ONLY

Application No. MRL 412

OHA Reg. No. / OLCC Lic. No. \_\_\_\_\_

MRLA\_MCP\_ONI 11/23/2015



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

Please see attached document: "Marijuana Control Plan Responses."

**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.**

Please see attached document: "Marijuana Control Plan Responses."

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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.**

Please see attached document: "Marijuana Control Plan Responses."

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

Please see attached document: "Marijuana Control Plan Responses."

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

Please see attached document: "Marijuana Control Plan Responses."

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

Please see attached document: "Marijuana Control Plan Responses."

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**MRLA\_MCP\_ONI 11/23/2015**

**Marijuana Control Plan Responses**  
**City of Portland – Marijuana Policy Program**  
**PearlServ Enterprises, LLC**

Please find below responses to each question proposed by the City of Portland for the Marijuana Control Plan.

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

1. High definition day/night cameras are installed throughout the interior and exterior service areas of the PearlServ Enterprises ("PearlServ") dispensary/retail sales facility that provide visual, recorded coverage of all activity, including patient check in, sales transactions, vendor transfers, and other interactions. The surveillance system includes the following components:

- At least twenty (20) high definition ("HD") Digital Surveillance Cameras (1280x720p Native Resolution)
- Two (2) Upgraded DVRs (Digital Video Recorder) with three (3) x six (6) TB storage
- Remote Live View Access
- Computer Monitor
- Mouse
- Three (3) Battery Back-Up Units

PearlServ will be able to monitor live and recorded footage inside and around the facility so that robberies, burglaries, and shoplifting are mitigated or prevented entirely. The surveillance system contains battery back-up and off-site encrypted back-up of footage for up to 90 days. If signal loss occurs on any of the cameras, PearlServ's manager/PRD will be notified within one hour by the third party security/alarm company.

2. The alarm system will provide coverage of doors, windows, and motion in rooms on the licensed premises. Law enforcement, the manager/PRD, and the third party security company are notified in the event of unauthorized access to the property. If, while the facility is open, someone attempts to rob the dispensary, there will be panic buttons installed that employees can trigger to signal law enforcement. The manager/PRD will have access to all security system codes. In the event that power is lost to the facility, the third party surveillance/alarm system vendor and manager/PRD will notified within one (1) hour.
3. Cash and cannabis inventory will be securely maintained in a locked vault or locked refrigerators.
4. To prevent shoplifting when the facility is open and product is available for sale, cannabis products will be maintained on display and will only be accessible by employees or by customers under the direct oversight by employees.

5. To prevent theft when the facility is closed, all cannabis products will be kept in a locked vault or locked refrigerators. A surveillance camera system will monitor all activity inside the vault and all areas within the facility so that there are no "blind spots."
6. When a customer is in the retail sales area, or a vendor is allowed into the facility for product transfer, an employee will monitor their activity and will never leave any visitor unattended.
7. Customers are required to present appropriate identification upon entry to the facility.
8. All visitors and contractors on premises will be registered into a visitor log that will be maintained on paper and digitally stored.
9. All exterior doors are equipped with commercial grade non-residential door locks. The manager/PRD, licensee, and licensee representatives will maintain all keys and codes only.
10. Required signage will be used to advise minors to avoid entry and to identify Limited Access Areas. The objective is to deter/avoid customers from entering non-approved access areas.
11. PearlServ reserves the right to refuse sale to intoxicated persons.

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

1. PearlServ will adhere to OHA/OLCC rules regarding access to restricted and limited access areas of the dispensary/retail sales facility, including the dispensing/retail sales room. Customers will be required to present identification upon entry to the facility. Customers also will be required to present a government approved photo identification ("ID") at the time of entry. All customers will be greeted in the lobby by an employee where their photo ID's will be physically checked EVERY TIME for EVERY VISIT, even if they are regular customers. Anyone who does not have her/his photo ID, or who refuses to provide it to PearlServ, will not be allowed entry. Further, the door from the lobby into the dispensing/retail sales room is locked and accessible via PearlServ approval at all times.
2. At no time will PearlServ permit anyone who does not meet the age 21 requirement, or who does not provide a photo ID, entry into the facility.

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.**
  1. PearlServ will sell cannabis products that are packaged in child-resistant containers and that have warning labels that state: **“WARNING: For use only by adults 21 and older. Keep out of reach of children. It is illegal to drive a motor vehicle while under the influence of cannabis.”**
  2. All customers will receive a Marijuana Information Card with each purchase. This information card contains warnings about the risk to children’s health and safety in regard to cannabis products, recommends that the users keep cannabis products locked out of sight and reach of children, and advises against the use of cannabis when children are present.
  3. PearlServ will post appropriate “Educate Before You Recreate” and other posters and signs within the facility. PearlServ will advise all customers to familiarize themselves with these policies upon sale and prior to consuming cannabis products.
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.**
  1. As long as a customer is on the PearlServ premises, she/he will be continuously monitored by employees in person and potentially via the video surveillance system. A customer in the dispensing/retail sales room or the lobby will always be in the presence of a PearlServ employee who will ensure that the customer does not attempt to sample or somehow consume a cannabis product during their visit.
  2. As customers exit the dispensary/retail facility, but are still within sight of the facility property, they can be observed by PearlServ staff via the camera surveillance system. PearlServ managers and employees will be monitoring the cameras throughout daily operation. If a person is no longer inside the facility, but still attempts to consume in the immediate vicinity, staff immediately will inform the person that they are not allowed to consume in public and are asked to leave the surrounding area and will be instructed that they should consume only once they have reached their home or an appropriate private location.
  3. PearlServ will use “Educate Before You Recreate” posters and other signage. Staff advises all visitors to familiarize themselves with these policies prior to leaving the facility and consuming cannabis products.

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

PearlServ and its management continuously will strive to reduce any negative impacts to neighborhood livability by putting policies and procedures in place to mitigate such negative impacts. These activities will include, but will not necessarily be limited to:

1. Not playing store music at inappropriate levels;
2. Having odor reducing equipment and processes in place so that there is no odor related to cannabis that emerges from the facility's retail sales area and storage areas of cannabis products;
3. Discouraging customers from gathering or loitering outside the dispensary/retail facility;
4. Providing parking spots for customers that are available after 6:00 P.M. in a well-lit parking lot. There also is additional paid street parking near the facility, as well as easy access via private and public transportation with a street car stop across the street;
5. Having garbage and recycling containers maintained and regularly emptied (and never containing any cannabis product);
6. Performing exterior property "walk arounds" throughout the day to check for unwanted guests or loitering; and
7. Performing exterior maintenance of the facility grounds.

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

1. PearlServ's management takes a collaborative and transparent approach to operating a dispensary/retail sales facility in this community. PearlServ encourages feedback from the community and will take all complaints very seriously. If a neighboring business or resident lodges a complaint directly, management will take every possible step to address the complaint with appropriate corrective action. An on-going follow up compliance review and corrective action process will be in place.
2. All neighboring business owners have direct contact information for PearlServ to ensure "good neighbor" policy initiatives.
3. If a complaint is made to the OHA, OLCC, or the City of Portland, PearlServ and its management are committed to working with the appropriate agency(s) to address the complaint and make all necessary changes to ensure corrective action and prevent future occurrences. Management and staff are always prepared to take corrective actions, document the actions in a report, and provide a summary report the appropriate agency.



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

The management and staff of PearlServ understand that operating a cannabis dispensary/retail sales facility is a privilege. We take this responsibility seriously. We look forward to continuing to operate a compliant cannabis business that respects the neighborhood and the community of Portland as a whole.

PearlServ will have a specific individual designated as a compliance officer to support the manager/PRD. This compliance officer will be responsible for being up to date with all local, state, and federal regulations related to cannabis business operations.