



**SECTION 01
BUSINESS OPERATIONS PLAN**

building will be converted into a perfect example of a cannabis retail operation. With facade improvements, security improvements, the addition of artistic elements, a complete remodeling of the interior and an extensive re-landscaping with drought tolerant plants, this little known building will become a shining star in its neighborhood. Please see Section 6: Site and Floor Plans.

Proposed Hours of Operation

SloCal Roots will be open from 10am to 8pm daily.

Environmental Benefits

SloCall Roots proposes the following environmental benefits:

- Energy Efficient Appliances
- Bike racks for at least 8 bikes
- LED Lighting
- Employee Competition for Least amount of miles driven and financial rewards for riding bikes to work.
- SloCall Roots will apply for a green building certification.

Community Benefits Commitments

It is an important part of SloCall Roots corporate culture to treat all individuals with equal respect and provide equal opportunity for all people regardless of race, color, ancestry, age, genetics, gender, marital status, veteran status, medical condition, disease, sexuality, religion, or any other class of individual. SloCall Roots also plans many social outreach programs including educational outreach programs, neighborhood outreach programs, public health outreach programs, and more. (See section 2.0 Community Benefit)

Employee Compensation Commitment

SloCal Roots promises to provide a rate of pay for entry level and mid level positions that is at least 40% more than the median local income for similar positions in other mainstream businesses. SloCal Roots will exceed minimum wage by at least \$3.00/hr. SloCal Roots is obligated to allow "labor peace agreement" at 20 or more non-management employees.

Advertising and Messages

SloCal roots maintains a goal of education. This goal will lead us to work on messaging campaigns to inform the public about the dangers of cannabis and minors as well as the danger of Cannabis Use Disorder. SloCal roots will make all reasonable efforts to prevent persons under the age of 21 from having access to cannabis. No customer or member of SloCal Roots may provide cannabis to anyone under the age of 21. SloCal Roots will ensure that all advertising and media is directed at audiences 21 years of age and older. Cartoons or other images and themes that are appealing to children will not be used in any part of SloCal Roots operations, neither will the words "candy" and "candies" be used.

Operations, Best Practices, and Regulatory Compliance

SloCal Roots seeks to establish a cannabis dispensary operation in the City of San Luis Obispo. As one of three dispensaries in the City, SloCal Roots will have the chance to demonstrate itself as a regulatory compliance leader by operating its dispensary the industry best practices found in the industry.

SloCal Roots' operations plan (OP) is rooted in providing amazing customer service and fulfilling all regulatory compliance. As industry best practices dictate, the Manager will oversee and maintain an inventory control system and a staff organization system. Managers will make sure that employees use the industry best practices identified in this document throughout all operations. SloCal Roots will separate and designate the dispensary's staff in accordance with various operational groups, including: reception, customer service, management, security, facility management, and inventory tracking.

SloCal Roots has developed exhaustive operating procedures and policies concerning the dispensing of cannabis to qualified adults 21 years of age and older in the City of San Luis Obispo. Dispensing cannabis will require a few key positions, including: Receptionist, Budtender, Manager, Assistant Manager, and Security.

Reception Operations

Receptionists are the brand ambassadors for SloCal Roots. They are our first chance to welcome customers and greet the public. To best respond to all public inquiries, Receptionists will be highly knowledgeable of California state laws and the San Luis Obispo Municipal Code. Concurrently, Receptionists will be competent in informing the public and customers about SloCal Roots' products. Receptionists will maintain customer accounts in our secure business platforms. Receptionist be able to find proper identification documents for customers. Receptionists will act as a liaison to customers and Budtenders during all forms of communication whether they are in person, online, fax, phone, or mail. Receptionists will improve community ties to SloCal Roots by posting daily on our various social media accounts including facebook and instagram and responding to customers via email and messaging boards and whatever other form the customer has reached out to us in.

SloCal Roots' Manager will ensure that receptionist job tasks are done in a compliant, and effective manner. Receptionists will do the following when a member of the public or a customer arrives:

- Greet them as they enter the dispensary
- Verify their identities
- Add them in the queue
- If they qualify to purchase cannabis, give them access to the dispensing room
- Manage the waiting room

As a the primary connection between customers and Budtenders, the Receptionist's primary duty is communicating information about the company, its products, and its values to customers and the public. The Manager will train Receptionists in different forms of communication,

including but not limited to: phone calls, facebook, weedmaps, instagram, twitter, and email correspondence. Receptionists will have digital or physical product menus around their work area in order to quickly ascertain product availability and pricing information. Receptionist will keep reception areas in a tidy state at all times.

Customers and members of the public must agree to behave and follow all state and city regulations while on SloCal Roots' dispensary premises. New customers will need to complete a customer agreement form. Receptionist will then take this form and enter the information into our secure platform. New customer forms require that the individual provide their phone number and email address, the form will ask the individual if they would like to receive text alerts and/or email notifications from SloCal Roots. Receptionists will ask all customers to include a phone number on their new customer form, this will be explained to the customer that it is in case of emergency, or product recall.

SloCal Roots aims to protect its customers information when reasonably possible. SloCall Roots will work to prevent compromising customer information by doing the following:

- Receptionists will never keep customer- identifying documentation upward-facing on desks.
- Receptionists will promptly enter new customer form information into our secure platforms then file paper or tangible documents in a locked filing cabinet.
- Receptionists will only open locked filing cabinets and use them to file completed new customer forms.
- Receptionists will ensure that computer screens are not visible to the public.

Prior to filing in the locked filing cabinet, Receptionists will review new customer forms for completion, consequently verifying that every customer is aware of our policies before being entering the retail space. One other requirement to protect customer privacy is that Receptionists will logout of all computers whenever the reception area is to be left unattended.

In order to limit access and limit liability, SloCall Roots Receptionists will only have access clearances that allow them to operate as required, but Receptionists will not have access to inventory storage areas including the Vault. Similarly, Receptionists will be restricted to what kinds of data they can access. For example, the Receptionists will have data-access privileges to see inventory levels, but will not be able to edit them. SloCal Roots Receptionists may assists in directing vendors and wholesalers to the shipping and receiving area. Receptionist must notify the Manager of the arrival of any vendors or wholesalers.

Another main duty of Receptionists is to enforce the policies of SloCal Roots. Receptionist will not let individuals under the age of 21 into the retail area. Receptionist will do this by verifying a government issued ID and checking the DOB and the Expiration date of that ID before allowing the potential customer into the retail space. Under no circumstance is cannabis to be dispensed from the reception areas. Unless allowed by the City, SloCal Roots will prohibit the onsite consumption of cannabis at its premises. In order to prevent chaos in the retail space,

Receptionists must limit the number of customers entering the retail area to match the number of Budtenders on duty. Customers will be granted permission to enter the retail space in the order in which they arrived.

Proficiency in technology and data processing will be a condition of hiring when considering hiring Receptionist. These skills will help Receptionist and SloCall Roots in maintaining strong communications with the public. Whenever there is a change of menu, pricing, upcoming events, closures, or exciting news, Receptionist will take the charge in updating the various platforms, including paper, to and media outlets to ensure that the public can be well informed. Budtenders and Receptionists will be able to enter comments and other various information into each customer's profile through our platforms. This will help facilitate a better customer experience and will be able to inform staff members of any special requirements, nicknames, and preferred products and strains for that customer.

Sanitation and cleaning are a part of all staff job descriptions. No employee will be exempt from their share of maintaining cleanliness. Receptionists will keep maintain a tidy workspace, reception room and other shared areas including employee break areas. Cleanliness and tidiness is achieved by being active throughout the day.

Closing duties for Receptionists include:

- Finish any customer data entry from the day's operations.
- Files and information will be secured.
- Log out and shut down computers.
- Clean work areas.
- Turn off electric appliances not in use.

Budtender

Budtenders will be the heart and soul of SloCal Roots retail operations. Budtenders will be carefully selected for professionalism, knowledge, passion, hygiene, and friendliness. Once hired, an intensive training program will begin to ensure that Budtenders have knowledge of various strains, cannabis infused products including edibles, concentrates, topicals, cannabinoids, customer service, and operating procedures. The customer experience when working with a Budtender will be akin to having a private consultation on cannabis as the Budtenders will be proficient in cannabis and properly prepared to answer most questions that customers may have.

In our effort to be excellent customer service providers, Budtenders will follow best customer service practices. They will greet the customer with a smile and say "Hello! Welcome to SloCall Roots. My name is (insert name) and I will be assisting you today. How can I help you?" This will all be done in a friendly and pleasant manner that is appropriate to the energy and the tone of the customer. Budtenders will be able to see if a customer has a new profile or not. If it is the customer's first time in, the Budtender will explain the process and offer as much information as possible. The Budtender will then discuss with the customer about what the customer uses

cannabis for, this will help the Budtender recommend products. Budtenders will suggest products at that have different levels of pricing and will not pressure customers, instead Budtenders will be sources of knowledge and the customers liaison to cannabis.

Educating the public is an important part of SloCal Roots mission. Budtenders will be consistently acting as educators in each transaction. Budtenders will be highly trained and knowledgeable, in addition handouts, and publications on available on display at SloCal Roots. This is the best way to inform customers of the benefits and risks of cannabis, including the risks associated with Cannabis Use Disorder also known as C.U.D. To help customers in preventing C.U.D., SloCal Roots will offer to create user determined quotas. This will be achieved by asking customers what their preferred and current level of cannabis use are. Once the quota has been determined, the Budtender will enter the quota into the customers profile so that the quota can be checked against the customers sales transactions.

Although SloCal Roots will make extensive efforts to train Budtenders in a way that transforms them into cannabis experts, sometimes a question may arise that they don't know the answer to. In this case the Budtenders will seek the assistance of a manager or an inactive budtender.

Once the Budtender and the customer have finalized the order, the Budtender will start assembling the order on the back counter out of reach from customers. The order will then be entered into the POS which is linked to METRC, the State's Track and Trace compliance system. Once the order is entered into the POS the customer will be given a total for their purchase and the Budtender will transact the purchase and offer a receipt. Before handing the products to the customer the Budtender will make sure the customer understands the recommended dosage or amount for use of each product. The Budtender will also offer to answer any questions the customer has about the product. Upon returning with the product, the Budtender will ask the customer if they have any questions relating to applying or consuming it. The Budtender will then thank the customer and say goodbye.

Budtenders will maintain separation of active retail inventory and backstock inventory. All inventory will be stored in appropriately sized containers on shelving that can organize the inventory in an accessible manner. Budtenders will all be accountable for maintaining the cleanliness of the retail area. Floors will be swept at least once per day and glass cleaner will be available to clean counters and displays.

Budtender opening duties include but are not limited to:

- Cleaning retail area
- Stocking essential items
- Turn on lighting
- Turn on music
- Creating displays
- Prepping inventory
- Checking in with management

Budtender closing duties include but are not limited to:

- Cleaning retail area
- Stocking essential items
- Turn off lighting
- Turn off music
- Putting away displays
- Prepare inventory reconciliation logs
- Checking in with management

Management

Stable management is a core value of SloCall Roots. A Manager and Assistant Managers are in charge of day to day operations which include but are not limited to: managing sales, addressing staff issues, inventory tracking, and compliance. Assistant managers will have a core presence in the retail area where they will oversee Budtenders and Assist Customers. Assistant Managers are expected to possess the most knowledge related to our operations and therefore can be essential when a Budtender Is unable to answer a question. Assistant Managers will have a higher level of access to the POS and other systems. Assistant Managers will have access to inventory controls to enable them to reconcile inventory levels, fix user-errors in the point of sale system, and purchase order bulk product into business management platforms.

Assistant Managers will do physical counts of inventory at least every 14 days and they will keep records for active retail inventory and back stock and report discrepancies to the Manager. At the end of each business day, the Assistant Manager will review the inventory reconciliation logs prepared by the Budtenders. The Assistant Manager will then investigate discrepancies in physical and digital inventory levels. For inventory discrepancies greater than \$40 the Assistant Manager will flag the item, investigate, and report their findings to the Manager.

The Manager will be an expert in cannabis operations and customer service. The Manager will oversee the daily operation of the dispensary. The Manager will review all inventory reports and serve as the contact point for city officials, law enforcement officers, and state regulators. The Manager will review daily inventory reports and any flagged items with irreconcilable discrepancies. The Manager will report discrepancies in inventory to the City along with a description of the incident, probable causes, and with an explanation that the event did not occur because of unlawful diversion. The Manager will also handle reporting thefts and suspicious behavior to the City. The Manager will schedule inspections, building maintenance to ensure the dispensary is in good operational condition.

Hiring, firing, and other employment decisions will be made at the discretion of the Manager. SloCal Roots will keep 180-day performance reviews for all employees. It is the duty of the Manager to train employees on operations best practices and all company policies, since this is an extensive subject training will be an ongoing effort. The Manager will be in charge of

scheduling employee shifts. The Manager will relay pertinent employment issues, concerns, violations, or changes in status to the designated Employee Manager.

Only the Manager and designated officers will have access to the vault and the safe. The Manager will be in charge of the day to day cash handling. The Manager will be required to collect the deposits from the previous day and count the cash and prepare it to be transferred to our bank. The Manager will coordinate cash management and transportation services, including scheduling cash pick-ups from an armoured car service. Managers at SloCall Roots will be required to keep a cash log of all cash movements that are not individual retail transactions. A separate cash deposit verification form will be created and the Manager will require the cash services representative to sign the deposit verification form to verify the total deposit amount. Only Managers will transfer money to cash service providers. The Manager submit cash logs and cash deposit certification forms each month to the SloCal Roots' financial manager. The Manager will be required to be consistently available 24/7 as needed to respond to officers, emergencies, financial managers, banks, or other time sensitive matters.

Best Practice and Regulatory Compliance

SloCal Roots will operate its dispensary in full compliance and in spirit with the San Luis Obispo Municipal Code, the *Medical and Adult-Use Cannabis Regulation and Safety Act (MAUCRSA)*, and any other local or state ordinance regulating the safe dispensing of cannabis.

Reporting and Tracking Product and Sales

As discussed in further detail below, SloCal Roots will have a point of sale (POS) tracking system in place to track and report on all aspects of inventory and sales. The Manager will ensure that such information is compatible with the City's recordkeeping systems. The system will have the capability to produce historical transactional data for review by the City or other regulating agencies.

SloCal Roots will use both digital and physical inventory control methods. SloCal Roots will use the POS to act as both the point-of-sale and inventory control and reporting system required by the City and State and to comply with the electronic database requirements of *Article 7.5. Unique Identifier and Track and Trace Program* by the Department of Food and Agriculture. Inventory SOPs will include instructions for the recall of cannabis and cannabis products, and its destruction.

Recordkeeping

SloCal Roots will establish record keeping protocols that ensure data is collected, inputted, and tracked in a system that is responsibly maintained. SloCal Roots will retain all dispensary records onsite for seven years, in compliance with *Business and Professions Code 19327* in MAUCRSA. The Manager will ensure that electronic records storage systems adhere to State and City regulations. Dispensary employees will use the point of sale tracking system and other business management platforms to record all dispensary activity, including but not limited to:

- License information;

- Accounting data;
- Advertising;
- Approved vendors;
- Criminal and policy violation investigations;
- Employment data, including background checks and employee training records;
- Regulatory inspections;
- Standard operating procedures, including updates and accessibility;
- Recall data;
- Visitor logs;
- Inventory reconciliation logs;
- Safety Data Sheets (SDS) for all chemicals (cleaning agents); and
- Waste management and product destruction.

SloCal Roots will create and keep written and electronic records of all inventories. Records will include: the date of the inventory, a summary of the inventory findings, and the employee, and titles of the individuals who conducted the inventory review. Employees will use the point of sale tracking system to manage all inventory from the time it enters the dispensary to the time it is sold to customers. The tracking system will record all inventory levels. As part of closing procedures, Budtenders and Assistant Managers will fill out inventory reconciliation logs and compare physical inventory with digital inventory.

Visitor Logs

SloCal Roots defines visitors as any person on the premises that is not employed by SloCal Roots, including a registered customer or person certified to work in a licensed cannabis facility. An employee will accompany visitors at all times while the visitors are on the premises. When arriving all visitors must check in with the receptionist. The Receptionist will require that the visitor present their government issued photo ID. Every visitor will write their name, signature, and time and date of arrival, and purpose of visit, in a visitor log form. This log will show the name, time of arrival, and purpose of each visitor. After completing the visitor log, the Receptionist will give visitors a visitors' badge if they are going to enter any part of the premises other than the reception area, the retail area, or the bathroom.

Financial Records

SloCal Roots knows the value of good bookkeeping. SloCal Roots has used and will use a certified public accountant (CPA) to manage company financial records. SloCal Roots will keep financial records for a minimum of seven years.

Packaging and Labels

SloCal Roots' Cannabis product packaging cannot resemble traditionally available food packages and must be tamper-evident, re-sealable if the product includes multiple servings, and child-resistant. In addition, packaging for edibles must be opaque. All manufactured products must be packaged according to regulatory standards before they are released to a distributor.

Cannabis product labeling may not refer to the product as a candy, be attractive to children, make health claims or include cartoons. The labeling requirements fall into two categories: primary panel requirements and informational panel requirements.

The *primary panel* is the portion of the label that is most likely to be displayed to the consumer at retail. The *informational panel* can be located anywhere else on the package.

Cannabis product packaging cannot resemble traditionally available food packages and must be tamper-evident, re-sealable if the product includes multiple servings, and child-resistant. In addition, packaging for edibles must be opaque. All manufactured products must be packaged according to regulatory standards before they are released to a distributor.

Compliance requires that labels will contain the following information; prominently displayed and in a clear and legible font:

- The cultivation and manufacture date and source of cannabis;
- The statement, "SCHEDULE I CONTROLLED SUBSTANCE";
- The statement, "KEEP OUT OF REACH OF CHILDREN AND ANIMALS" in bold print;
- The statement, "FOR ADULT USE ONLY";
- The statement, "THE INTOXICATING EFFECTS OF THIS PRODUCT MAY BE DELAYED BY UP TO TWO HOURS"
- The statement, "THIS PRODUCT MAY IMPAIR THE ABILITY TO DRIVE OR OPERATE MACHINERY. PLEASE USE EXTREME CAUTION"
- For packages containing only dried flower, the net weight of cannabis in the package;
- A warning if nuts or known allergens are used in the manufacturing of the cannabis products;
- A list of ingredients and pharmacologically active ingredients, including but not limited to, tetrahydrocannabinol (THC), cannabidiol (CBD), and other cannabinoid content, the THC, CBD, and other cannabinoid amount in milligrams per serving, servings per package, and the THC, CBD, and other cannabinoid amount in milligrams for the package total.
- A clear indication, in bold type, that the product contains cannabis;
- Any other requirement set by the bureau or the California Department of Public Health; and Information associated with the unique identifier issued by the California Department of Food and Agriculture pursuant to Section 11362.777 of the Health and Safety Code.
- Budtenders will offer educational materials regarding dosages.

It is a primary goal of SloCal Roots to ensure that all customers are fully informed about their cannabis products. Doing this will prevent customers from having unpleasant and stressful experiences from the over consumption of cannabis.

Quality Control

SloCal Roots maintains comprehensive Quality Control Procedures. These include but are not limited to: definitions of quality, detecting defective products, and verifying product labeling

compliance. Every employee handling cannabis products throughout the supply chain including Budtenders will check for compliance as they handle products. The Manager will review inventory records to ensure that product is being properly handled including rotation. Even SloCal Roots Quality Control operating procedures are subject to review and change. SloCal Roots will review and change operating procedures as required by State and City regulations.

All employees of SloCal Roots should be constantly monitoring their inventory. In addition to the inventory reconciliation logs provided by the Budtenders and the inventory procedures by the Assistant Manager, the Manager will also perform compliance tasks related to inventory including but not limited to:

- Random verification of batches of live inventory and backstock inventory against the POS.
- Random verification of transactions to ensure that no customer is being overcharged and that no diversion can occur.

When a customer complains to any employee or through any medium including social media, the Manager or an assistant manager will attempt to contact the individual through the appropriate means. When available, such as on on yelp, the Manager will write a public response. The Manager will review the complaint and potentially take disciplinary action and adjust operating procedures to prevent the recurrence of such challenges.

If a bigger problem than a customer complaint arises, SloCal Roots will respond to any challenges it faces. When necessary, the Manager will review the problem then potentially take disciplinary action and and adjust operating procedures to prevent the recurrence of such challenges.

SloCal Roots is committed to maintaining close ties with customers. When filling out the new customer form, customers will be able to opt-in to receive email alerts, updates, newsletters, voicemail-broadcasting recall alerts, and text message alerts. Not only will this keep customers informed about SloCal Roots, cannabis, regulations, and more, it will also give SloCal Roots a powerful way to notify customers of product recall. When communicating with the press, only Officers and Managers will make prepared statements.

If the City or the California Department of Public Health issues a recall notice for a product, the Manager will ensure that all of that recalled product is removed from active and back stock inventories. The secure storage room will contain a box designated for recalled product known as the Dead Product Box. Assistant Managers will place products that are expired, damaged, deteriorated, mislabeled, contaminated, recalled, or whose containers or packaging have been opened or broken in this storage area. All products meeting these requirements will be tagged with a bright orange label with the message NFS (Not For Sale). When moving cannabis into or out of the Dead Product Box, all changes will be entered into the POS.

Dead Product Box products must meet the following conditions before being relocated:

- The product is being moved to be destroyed or disposed in accordance with all laws;
- The product is being returned to a compliant distributor with the required identification and shipping manifest, who represents the originating facility of the recalled product and who has arrived onsite to take custody of the unsellable items; and

Storage and Limited Access

Access control is an essential component in all of SloCal Roots' operations. Our access control operating procedures provide key components for the prevention of product diversion including theft. It also makes sure internal inventory loss is preventable and that there is no human threat to the quality of the product by limiting the number of persons with access to cannabis products. Our premises are broken down into three areas:

- public access
- limited access
- and restricted access areas

In addition to the following, please refer to the floor and site plan for a layout of the building showing how access will be controlled and physically separated. The following are points of control regarding the accessibility of the premises:

- Public Access
 - the property perimeter
 - retail area
 - reception area
 - bathroom
- Limited access areas
 - Office
 - Employee break area
 - Administrative areas
 - Behind the counters
- Restricted access area
 - Secure storage room
 - Vault

This separation is created because not all employees will be given access to all areas of the premises just as members of the public will be confined to the public access areas. This gives SloCal Roots the highest level of control in regard to access so that access to security recording and monitoring apparatuses, cannabis product, and material awaiting destruction and disposal is limited.

SloCal Roots will strive to continually make its inventory systems more efficient and accurate. Budtenders, Assistant Managers, and Managers will keep packaged product in storage bags or bins, each of which will be marked on the outside to identify contents with date, vendor, product, etc. This system will prevent product spoilage and degradation, and will also enable Assistant Managers and Managers in conducting inventory counts. Budtenders will check physical counts against computer counts with the use of a barcode scanner – all within the confines of the vault room. SloCal Roots will define categories of product to be stored according to the following categories:

- Sealed Product will be the majority of the products that SloCall Roots stores. These products will have arrived from licensed distributors and will be checked for compliance before entering the inventory. These products will arrive sealed and ready for retail.
- Recalled Products are products that have entered the regulated supply chain but have been discovered to be non-compliant. SloCal Roots will make all reasonable efforts to recall the products from the customers to whom it was sold and will credit the customer for an exchange. Depending on who issued the recall notice, the City or the State will provide instruction on whether to destroy the product or of any other procedure the City or the State decide upon. The Manager will return products suitable for reprocessing to the originating license holder.
- Returned Product are products being returned from a customer and will be admitted under very strict circumstances. Only the Manager or Assistant Manager will determine if products can be accepted for return. SloCal Roots will either return product that are not able to be resealed to the manufacturer or distributor for reprocessing or slot the items for destruction. SloCal Roots' policy does not allow for the return of product after sale except:
 - When those items that were incorrectly sold because of company error (e.g. the wrong item was packaged and sent out with the customer).
 - The product has been recalled.
- Misbranded Products are a potential area for concern. SloCal Roots will train its managers to identify potential misbranded products are those that have been manufactured or cultivated in an unlicensed site, with false labeling, or in packaging that does not conform to compliance requirements as previously discussed. SloCal Roots will not sell misbranded products, and will abide by the Department of Public Health to place an embargo on the product, indicated by a tag. Products identified as misbranded will be entered into the Recalled Product procedures.
- Budtenders will notify a manager of any products that are expired, damaged, deteriorated, mislabeled, contaminated, recalled, or whose containers or packaging have been opened or broken.

Maintaining a high level of customer experience and a high level of efficiency is key to the operations of SloCal Roots. SloCal Roots will control the quality of its employees by conducting employee reviews every 180 days. In our efforts for continual improvement, SloCal Roots will

identify each process in the dispensing operation and remove, edit, or reassign any process that fails to meet the measure of improvement.

Employees will have consistent access to employee resources that provide them with the tools to greater enhance their position and ability within the operation. The designated Employee Manager will provide employee tools, including: employee handbooks and training manuals, training, administrative services, coaching, and advice. The designated Employee Manager's goal will be to assist all personnel in reaching their potential within the company. Daily monitoring of job performance and regular evaluations will empower SloCal Roots to be the best dispensary in the area.

Discrimination

SloCal Roots will welcomes people of all backgrounds and groups. SloCal Roots is committed to providing a safe workplace for all individuals regardless of ancestry, genetics, veteran status, color, nationality, marital status, disease, race, age, gender, gender identity, sexual orientation, or ability. The company maintains a zero-tolerance policy for discrimination and employees are encouraged to report any and all occurrences of workplace discrimination. The designated Employee Manager will supervise staff for discrimination in the workplace and immediately address any discovery of discrimination. SloCal Roots will train employees to identify workplace discrimination. Employees who discriminate will be disciplined up to and including termination. SloCal Roots will train employees to recognize overt discrimination such as verbal or written threats, intimidation, harassment, or assault. SloCal Roots will also train employees to recognize covert discrimination. An example of covert discrimination is when a Male colleague treats their female counterparts differently, by being extra polite or chivalrous with them. All types of discrimination that puts individuals at a disadvantage in the workplace. SloCal Roots recognizes that culture and society are ever evolving and consequently SloCal Roots will reevaluate its operating procedures each year. Also SloCal Roots will encourage employees to suggest changes to standard operating procedures if they feel those company processes are even in the slightest discriminatory to themselves or any diverse individual.

SloCal Roots will implement hiring policies that aim to prevent the occurrence of discrimination. During the hiring process, Managers will develop a list of skills and qualities that are required for the job. Resumes will the be reviewed and selected for interviews based on this list. SloCal Roots may also subject the applicant to tests of knowledge and skill.

Harassment

SloCal Roots will work to create a workplace that is free of sexual harassment and harassment. The designated Employee Manager along with other managers and supervisors, will watch staff for proper workplace conduct. There are many ways in which SloCal roots will seek to prevent harassment such as harassment awareness training sessions and sensitivity workshops, which will be required of all employees. Not only will employees be trained to not engage in harassment themselves, they will also be trained to recognize and acknowledge when harassment occurs around them. Employees will be trained to report any behavior that is

harassing, distracting or that interferes with operations. SloCal Roots will not tolerate sexual harassment of any kind, and violators may face immediate job termination and possible legal prosecution.

Drug-Free Workplace

SloCal Roots intends to help provide a safe and drug-free work environment for our clients and our employees. With this goal in mind and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future employees.

SloCal Roots explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on Company or customer premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from SloCal Roots or customer premises, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk SloCal Roots' reputation.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from SloCal Roots or customer premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk SloCal Roots' reputation.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of SloCal Roots or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

SloCal Roots will conduct drug and/or alcohol testing under any of the following circumstances:

- **RANDOM TESTING:** Employees may be selected at random for drug and/or alcohol testing at any interval determined by SloCal Roots.
- **FOR-CAUSE TESTING:** SloCal Roots may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

- **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way.

If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, or if an employee refuses a request to submit to testing under this policy, the employee may be subject to appropriate disciplinary action, up to and possibly including discharge from employment. In such a case, the employee will be given an opportunity to explain the circumstances prior to any final employment action becoming effective.

Employee Benefits

SloCal Roots recognizes that maintaining a quality workforce requires a balance of management, pay, training, corporate culture, and employee benefits. Every employee will be employed at will. SloCal Roots will ask employees at the time of their interview what their availability is, managers will only schedule employees during their available times. If an employee has a change of availability, Management will do its best to accommodate these changes while maintaining the number of shifts for that employee when possible. SloCal Roots corporate culture dictates that we are a team and as such every team member is treated with equal value. Another benefit of SloCal Roots will compensate employees with a determined amount of sick leave hours and paid time off (PTO) depending on their occupation. SloCal Roots corporate culture of loyalty dictates that we try to hire from within. Employees such as Budtenders and Receptionist will be given opportunities to prepare themselves for promotion to a supervisory role. Employees will also be paid at least \$3.00 over minimum wage and for entry level and mid level jobs, at least 40% more than similar positions in other industries.

Employee Training

SloCal Roots employee training program will be extensive and exhaustive. Employees will receive training on regulatory compliance, customer service, safety, communications, cannabis, and so much more. The Manager and Assistant Managers will be responsible for the training of employees. These training programs are mandatory for all staff before they begin interacting with the public or other entities. Employees will be required to perform all tasks in accordance with their training and the operating procedures of SloCal Roots. SloCal Roots will continually work to reevaluate and refine training programs and materials. The Manager will conduct performance reviews to ensure that employees are being effectively trained. SloCal Roots will post safety precautions around the premises when needed.

Employment Terms and Conditions

Employees will sign that they have received and acknowledged the employment terms and conditions offered by SloCal Roots. These conditions will include the terms of pay. SloCal Roots

will require each employee to agree to a nondisclosure agreement by which each employee will agree to not share or distribute or disperse any intellectual property of SloCal Roots. All products and materials pertaining to cannabis or SloCal Roots activity while on the premises of the licensed facility will be the property of SloCal Roots, including: strain information, plant material, facility equipment, dispensing techniques, written work, photographs, and social media engagements.

Employee Records

The designated Employee Manager will maintain accurate employee records for a minimum of seven years for each employee. Employee records include:

- Tax verification forms;
- Job descriptions;
- Contract terms;
- Training documents;
- Certifications;
- Performance evaluations;
- Drivers licenses;
- Car insurance (for deliveries); and
- Disciplinary actions.

The designated Employee Manager will keep employee logs and hiring records. Logs will include:

- Emergency contact information;
- Registration number;
- Access credentials;
- Hire date;
- Separation date;
- Reason for separation;
- Resume;
- Salary and wages;
- Verification of references; and
- Background checks.

SloCal Roots will use a performance reviews to track, and monitor employee performance training. The facts derived from these reviews will give managers the comprehension required when making decisions related to discipline, recognition, and promotion. The Manager will use the performance reviews to examine employees for core strengths.

Inventory Tracking and Monitoring

Prevention of diversion is one of SloCal Roots' top priorities. SloCal Roots has developed an inventory control plan. As previously mentioned, the Manager will divide sellable inventory into two separate types: active and back stock. The Manager will do their best to only put as much

inventory as necessary in the active designation so as to limit liability. Most of the inventory will be in the backstock. The backstock inventory is to be accessed only by managers to restock the active inventory. In line with regulations, SloCal Roots managers will do an inventory count and review every 14 days. Additionally, managers will do a comprehensive review of cannabis products and all products at the premises. SloCal Roots will only conduct inventory procedures outside of hours when we are open to the public so to ensure that no products are being sold or moved during the inventory procedure.

Our POS will reflect in real time all sales and movement of inventory. Budtenders and managers are required to input any transaction into the POS. Inventory reconciliation logs will be required to be filled out by Budtenders daily as a part of closing procedures; this involves physically counting the inventory. Budtenders will prepare an inventory of their physical active inventory to create their inventory reconciliation log. An Assistant Manager will supervise and authenticate Budtender reconciliation logs with digital inventory.

A key component for our POS is the ability to do inventory reconciliations and enter reasons for why there exist any discrepancies. If a significant discrepancy is found as defined below, then SloCal Roots will notify the State and the City as well as launch its own investigation. A significant excess is defined as a difference in actual inventory compared to records pertaining to inventory of at least \$5,000 or 2 percent of the average monthly sales, whichever is less. For the purposes of this section, average monthly sales will be calculated by taking a per month average of the total sales for the previous 6 months. If SloCal Roots has not been in operation for at least 6 months, only the months in which the licensee was operating will be used in determining average monthly sales. The SloCal Root's acquisition price will be used to determine the value of cannabis products in its inventory.

As part of SloCal Roots inventory reconciliation procedure, the Manager will keep in mind types of acceptable loss such as breaking or spoiling. SloCal Roots acknowledges that it is a team effort to prevent diversion and therefore all staff will be trained to identify suspicious activity. In the event that the discrepancy cannot be resolved, the Assistant Manager will report any known or suspected diversion, theft, loss, or criminal activity to the Manager. The Manager will then investigate and report the discrepancy to the State and the City and potentially the police, within 24 hours, in compliance with state law. When there is suspected diversion or losses caused by employees, the public, customers, or vendors, the Manager will report these suspicions to local law enforcement. Whenever a discrepancy or instance of diversion has been identified, the Manager will seek to discover the cause of the problem by reviewing documentation, the POS, and any relevant security footage. Once the cause has been identified, the Manager can take action to prevent a similar occurrence.

Each day before opening, Assistant Managers will check and make sure sufficient product is stocked in active inventory. Whenever an item in active inventory depletes, a manager will replenish the stock from the vault. At the end of the day, Budtenders will assist managers in making sure the inventory is stored in a way that is easily accessible.

Point-of-Sale (POS) and Live Tracking

SloCal Roots will use a cannabis industry-specific POS to manage inventory.. This system will track all sales, transfers, movements, and purchases of cannabis within the premises. The POS will allow SloCal Roots to monitor changes in inventory levels, product movement, and sales as they occur. The POS will allow the Manager to create employee logins so that each transaction is accountable by a single employee.

All employees must be trained in the use of the POS. All employees will be proficient in entering all data into the POS as needed. SloCal Roots will use the POS to monitor the receipt, movement, sale, transfer, recall, and destruction of cannabis and products within the facility. SloCal Roots high level of management and training will ensure that the POS is being properly used at all times.

Proficiency in using the POS will be required before any employee is approved to interact with the public and conduct sales. The successful implementation of a POS system is an invaluable resource for SloCal Roots as it will allow the Manager to oversee remotely and on the premises the sales trends and keep a close eye on possible diversion.

Inventory Auditing

In order to maintain the accuracy of SloCal Root's POS and records, regular inventory audits will be conducted. The Manager will make sure that all employees are entering all information into the POS. The Manager will perform audits on a regularly. In addition to regular audits, SloCal Roots' Manager may conducts additional audits when events require, such events may include, termination of an employee, a diversion incident, or an inspection.

It will be the duty of the Manager to further develop their inventory and auditing operating procedures and do so in a way that creates hard and electronic copies of their findings. SloCal Roots will maintain these records for use by law enforcement and regulatory officials for at least seven years. These records will include the date of inventory, amount of cannabis on hand, amount of cannabis sold since the last weekly audit, disposal of cannabis, summary of inventory findings, and the information on the employee conducting the audit, in compliance with all track and trace program requirements.

Inventory Records

To maintain relevant inventory records, the Manager will update the POS as required particularly after inventory counts, reconciliations, and audits. SloCal Roots will create and keep written and electronic records of all inventories in compliance with State law. SloCal Roots anticipates creating almost no cannabis waste, however the Manager will keep detailed records of any cannabis waste originating from the premises.

Records Back-Up System

In order to prevent the loss of data, SloCal Roots will responsibly and accurately maintain data. SloCal Roots will utilize a 256 bit encrypted cloud-based platform to back-up and record all electronic data. In addition to backing-up on the cloud, SloCal Roots will collect, file, and archive both physical and digital records. SloCal Roots will keep digital records, in duplicate, on both the POSTS and a cloud-based platform or local drive. SloCal Roots will keep records for no less than seven years.

SloCal Roots operating procedures are comprehensive and are will successfully control inventory to prevent diversion and ensure full compliance with all applicable local and state regulations. The managers and staff will maintain accurate physical and digital records of operations within SloCal Roots' facility. SloCal Roots will maintain all records on the premises for at least seven years.

Schedule and Timeline for Dispensary Opening

SloCal Roots maintains the goal of opening its doors within three months of being selected in the application process.

Banking Practices

SloCal Roots will hire a third-party business management company to handle cash and bill payments for SloCal Roots. This company will manage all revenue generated by SloCal Roots in full compliance with the law. The cannabis industry faces many unique challenges, SloCal Roots will always seek professional advice from experts whenever faced with a problem they are unable to solve.

Neighborhood Compatibility

SloCal Roots strives to be a good neighbor. We will take many steps to mitigate any potential negative impacts that our operation may have on not only our neighborhood, but the City as a whole. Not only will we mitigate any impacts, we will go above and beyond to be the best neighbor and business anyone could ask for. Our procedures and plans to mitigate impact include reasonable store hours, compliant packaging & labeling, diversion prevention, ethical advertising, proper signage, neighborhood watch participation, odor reduction, and noise reduction. SloCal Roots strives to be a leader in its community, as such SloCal Roots will work closely with local the City, its neighbors, and law enforcement. This will allow SloCal Roots to "nip it in the bud" so to speak when it comes to arising of potential problems. It is the continued interaction with our community that will be the core of our neighborhood compatibility plan.

Good Neighbor Standards

SloCal Roots understands that each neighborhood is unique and diverse in its own way and SloCal Roots will be accepting and inviting. By following the golden rule, being kind and giving, improving the building, and being mindful of noise and parking, SloCal Roots hope to raise the bar on what it means to be a good neighbor. This commitment informs every aspect of SloCal Roots' operations from our interactions with customers to our interactions with the City. SloCal

Roots will work to ensure that its presence is a positive for the community. Won't you be our neighbor?

Location

A new cannabis dispensary has the potential to impact a community in various ways. SloCal Roots has extensively reviewed the City's cannabis zoning maps and chosen a location with excellent neighborhood compatibility which will be a powerful factor in mitigating potential impacts. The nearest residence is over 600' away. The building is surrounded by a mix of retail, commercial services, and manufacturing. After careful review, the principals selected their facility location at 3535 South Higuera in order to uphold the City's ordinance, their own plans for their business, and the interests of the community.

Design & Construction

Our commitment to be a good neighbor has also influenced our plans and designs for the premises at 3535 South Higuera. Design factors such as security, aesthetics, and appearance, have been developed based on their compatibility with the neighborhood and the community. These designs will achieve excellent compatibility while at the same time allowing SloCal Roots to operate in manner that it can achieve its goals while remaining compliant with state and local regulations. By using an existing building, SloCal Roots will be able to operate sooner therefore generating revenue for the City sooner and at the same time have significantly less impact from construction. SloCal Roots will only generate noise associated with construction, during the hours of 7AM and 7PM, Monday through Friday, or during the hours of 8AM and 5PM on Saturday or Sunday, this commitment exceeds the City's noise ordinance standards. All construction and renovations will be done in compliance with all city and state regulations including following building code, obtaining building permits and any other requirements set forth. Additionally, SloCal Roots commits to maintaining a tidy jobsite that will take all reasonable measures to mitigate construction impacts on its neighbors.

Community Involvement and Benefit

SloCal Roots will be a dedicated member of the community. Please see Section 2: Community Benefit.

Good Neighbor Procedures

The following procedures will aid to mitigate any potential impacts SloCal Roots operations may have on the community.

Store Hours

Some potential impacts SloCal Roots may have on its neighbors are increased traffic and noise during our hours of business. SloCal Roots proposes to be open to the public during the hours of 10AM and 8PM, seven days a week, closed some holidays. This is in compliance with state law. Keeping these regular and limited business hours will help make SloCal Roots a more compatible operation with its neighbors. Outside of SloCal Roots open hours, SloCal Roots will have ongoing operations for administrative and security purposes. Employees working outside

of these hours will be trained to be quiet and respectful so as to not impact the neighborhood. SloCal Roots' will meet the City's requirements for parking at the premises. SloCal Roots' hours are subject to change if there were to be concerns or changes in regulations.

Packaging & Labeling

SloCal Roots will only purchase compliant product from licensed distributors or manufacturers in compliance with all state and local regulations. Such product will be inspected by a manager prior to accepting it to ensure that it is properly labeled and compliant with state and local regulations. No product that is deemed incorrectly labeled by a manager shall be sold by SloCal Roots. Such product will be returned to the distributor or manufacturer. Although the regulated market has many points of inspection, SloCal Roots will make additional efforts to ensure that the products that end up in the public's hands are fully compliant and correctly labeled. This is one more way that SloCal Roots will be an excellent Neighbor.

Diversion Prevention

As previously discussed SloCal Roots has many operating procedures in place that will work to prevent diversion. Ensuring that cannabis is only dispensed to qualifying persons over the age of 21 is an essential part of being a good neighbor. An extensive and powerful security system will be installed that will meet the requirements all local and state regulations. Please see Section 6 of this application. The POS that SloCal Roots will implement is another tool that is essential in the prevention of diversion. SloCal Roots' managers will perform physical inventory audits to confirm records in the POS and will notify San Luis Obispo Police Department (SLOPD) and the State within 24-hours of identifying a discrepancy. Security personnel will verify the age of every person before they enter the building. Cameras on the exterior of the building and routine patrolling of the premises will deter unlawful behavior. SloCal Roots will update all diversion prevention practices to maintain compliance with the law and address any further concerns expressed by the public.

Advertising

All advertising and promotions sponsored by SloCal Roots will be directed at persons 21 years and older. Any direct contact marketing will require the use of age verification to verify that the recipient is 21 years of age or older, this will be done before the advertising is commenced. All advertising and messaging will be labeled for 21 years and older only. No products, advertising, or branding will be attractive to children—This includes using cartoons, images popularly used to advertise to children, imitating candy labeling, and using the words “candy” or “candies” anywhere on the label. SloCal Roots commits to make all advertising tasteful and relevant with an emphasis on information. Billboards will not be used for SloCal Roots advertising and messaging. SloCal Roots understand the power of social media and commits to handling its social media in a way that informs and benefits the community. SloCal Roots commits to working with regulators and the City if there were to be any concerns about SloCal Roots' advertising or messaging. Exterior signage will also be done tastefully. Please see Section 6: Site and Floor Plans, for elevations depicting proposed signage. SloCal Roots will always seek guidance from the City when proposing new signage.

Crime Prevention Efforts

SloCal Roots will report all significant inventory discrepancies; diversion, theft, loss, or any criminal activity involving the business or employees; loss or alteration of records related to cannabis, employees, or agents of the business; and any other breach of security to the SLOPD and the State within 24 hours of discovery. Security cameras will be supervised by an offsite or onsite security guard. Security cameras will alert the security guard of motion and the security guard will have the ability to speak over a speaker attached to the camera to anyone on the premises. Security guards will also at times actively patrol the facility grounds to monitor activity and maintain an active security presence at the facility. SloCal Roots will also be a contributing member to its local neighborhood watch group and will coordinate with the group so as to have a larger impact on crime in the community as a whole. SloCal Roots will review its procedures for crime prevention and update them as guided by management as well as local input.

Noise Reduction

SloCal Roots' retail operations will not be a consistent or interfering source of noise. Noise expected from this operation includes increased traffic, hvac and air filtration systems, and routine deliveries. SloCal Roots will only use appliances that emit noise that is not readily noticeable at a distance of 20 feet. All equipment and fixtures will be maintained regularly so that they do not increase in noise. SloCal Roots will address any noise complaints within 24 hours of notice.

Community Relation Plan

Please see Section 1.2: Community Relations Plan

Odor Control

Please see Section 8: Odor Control.

Local Financial Benefit

SloCal Roots will hire upwards of 20 individuals to work in the dispensary and all of the employees will be residents of San Luis Obispo County with a preference for residents of San Luis Obispo. By hiring only locals, SloCal Roots employees will have an understanding of the community, this will also ensure that the business can operate in an more environmentally friendly way if employees can commute less. SloCal Roots will encourage and incentivize its employees to use public transportation or ride their bikes.

SloCal Roots will create sought after jobs that can support individuals and families in our community, please see "Employee Compensation Commitment" section above. Other benefits of SloCal Roots operations will be its need for support from a long list of other local businesses including but not limited to: contractors, construction, transportation, security, accounting, cleaning, document handling, and systems. SloCal Roots will make it a priority to engage and work with local contractors and ancillary businesses whenever possible. SloCal Roots strives to be a driving force for improvement and economic activity in our community.

Summary

SloCal Roots' efforts are founded upon Austen Connella's extensive experience, efforts, and demonstrated success in the cannabis space and in regulatory change. Austen has a demonstrated history of compliance and ability to work side by side with officials. Austen will lead SloCal Roots' with a philosophy of compliance and compatibility that will permeate the corporate culture. From the tax revenue the operation will generate to our commitments to compliance and the community, the sum of SloCal Roots' operations will be an immeasurable positive to the community.



**SECTION 01
BUSINESS OPERATIONS PLAN**

**Sub Section 1.8
Products and Services**

SloCal Roots Products and Services

Sub Section 1.8

Products and Services

SloCal Roots will offer an array of products that will fulfill the needs of the public in San Luis Obispo County. SloCal Roots will offer high CBD products, concentrates, tinctures, topicals, vapes, flowers, pre-rolls, edibles, and any other form of cannabis that demand may exist for.

High CBD Products

Cannabidiol or CBD is a component of the cannabis plant that appears to have enormous therapeutic potential. Although it doesn't make people feel high like THC, CBD is causing quite a buzz among scientists, health professionals, and medical marijuana patients who are using CBD-rich products to treat a wide range of conditions—including chronic pain, cancer, Crohn's, diabetes, rheumatoid arthritis, PTSD, cardiovascular disease, anxiety, antibiotic-resistant infections, multiple sclerosis, schizophrenia, and more. Carrying an strong variety of high CBD products will ensure that customers suffering from these conditions can have access to the products they need.



Concentrates

From brownies to medicated muscle creams, you can find cannabis concentrates in hundreds of products.

Concentrates are products made from the cannabis plant that have been processed to keep only the most desirable plant compounds (primarily the cannabinoids and terpenes), while removing excess

plant material and other impurities. Ounce for ounce, cannabis concentrates have a greater proportion of cannabinoids and terpenes when compared to natural cannabis flowers.

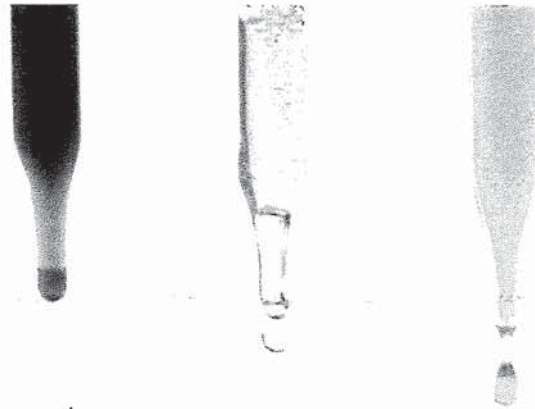
Concentrates can also help increase the potency of your flower. The next time you pack a bowl with cannabis flower, try sprinkling kief on top, or add drops of concentrate oil to cannabis flower before rolling your joint. Cannabis concentrate products can also be consumed on their own. For example, concentrates can be vaporized using a portable vaporizer or dab rig (this activity is referred to as "dabbing"). Dabbing has quickly become one of the most popular consumption methods in the market.

Concentrates let you experience cannabis in a multitude of ways; they come in a variety of textures and can be consumed using several different methods. The look and feel of a concentrate doesn't necessarily indicate its level of quality (effects, flavor, potency); these are simply aesthetics that can help you keep track of your personal preferences.

One of the leading benefits of concentrates is the rapid onset time and the ability to yield a high more potent than consuming cannabis flower. Concentrates have a high bioavailability, meaning the effects you feel and experience, as well as the rate of absorption into your body, happen almost immediately. The effects of a cannabis concentrate can last anywhere from 1 to 3 hours, depending on the person.

Tinctures

What are tinctures? By definition, a tincture is an herbal solution made with alcohol as the primary extraction solvent. In the cannabis product realm, the term tincture is being used to define concentrated liquid preparations that are meant to be applied topically or orally. Tinctures are versatile and allow for accurate dosing and titration.



Cannabis tinctures can be made from the raw cannabinoids THCA and CBDA or can be heated (a process known as decarboxylation) to convert the raw cannabinoids to THC and CBD. Most preparations are labeled with the main cannabinoids.

Average Tincture Onset Times

Alcohol-Based vs. Oil-Based Tinctures



15 minutes - 3 hours



30 minutes - 3 hours

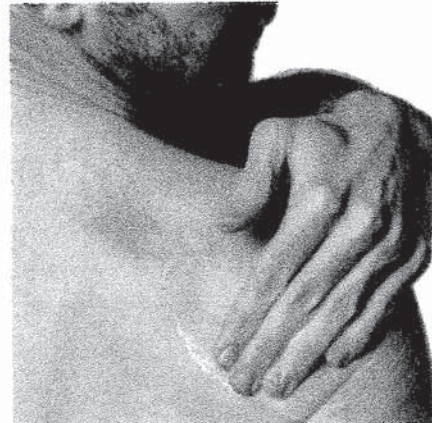
How do tinctures work? When applied sublingually, tinctures are absorbed through the body via blood vessels located under the tongue. This allows for relatively fast delivery directly into the bloodstream, where the cannabinoids can then be distributed to the cannabinoid receptors throughout the brain and body. Sublingual absorption provides onset as quickly as 15 minutes. Cannabinoids not absorbed

under the tongue will travel with the carrier liquid through the digestive tract, where they'll be absorbed like an edible — so, tinctures can present delayed onset of effects as well. When blended with food or drink, tinctures act in much the same way as edibles.

The appropriate dose of a tincture depends on a variety of factors, including a person's individual endocannabinoid makeup and the desired effects they wish to receive. In tincture applications, a method called "self titration" is recommended to determine your optimal dosage. Titration essentially means working up to the desired effect, starting with a low dose and adding gradually until the desired effect is reached.

Topicals

Lotions, balms, and transdermal patches are applied to the surface of the skin, allowing cannabinoids to penetrate the dermal and subdermal layers. These layers of the skin provide pathways for relief that allow the cannabinoids to meet and bind with receptors located in the skin and throughout the body. These receptors regulate how one experiences sensations like pain and discomfort.



Topicals are used for relief from symptoms of injuries and inflammatory conditions that result in bone, muscle, ligament, and tendon pain. To provide relief from inflammation in a localized area, balm is applied directly to the surface of the skin on the affected area. Transdermal patches are another option for those in search of localized relief and have shown promise in providing systemic pain relief through prolonged administration.

Dosage and Duration

The dosage and duration of topical use varies as this versatile category is used by consumers to alleviate many ailments, from sore muscles to inflammation. It's important to read the labels on these products, as many topical preparations contain other natural ingredients. People with allergies should be vigilant about reading labels to avoid an allergic reaction.

Onset time for topicals can be almost instantaneous with some, while for others it can take up to an hour for a person to feel the effects. Some manufacturers have developed technology for enhanced bioavailability of cannabinoids — how quickly the body can absorb and feel the resulting effects. Products created with this type of technology have faster uptake times for immediate relief to the localized area. When in doubt, read the label. Duration of effects can vary depending on the ingredients, but in general, most people report 4 to 6 hours of relief with topical use.

Vapes

Cannabis vaporization is growing in popularity among people interested in consuming cannabis in an easy, discreet manner that's healthier than traditional smoking methods. Both flower and concentrates can be vaporized using a wide range of devices.



The leading benefit for cannabis vaporization is that it's a healthier alternative to smoking flower, as vapor doesn't release the tar and carcinogens created during combustion (the process of burning flower).

Additionally, portable vaporizers allow for easy and discreet use as the cannabis vapor creates a less potent aroma. Portable vaporizers are easy to use and fit in your pocket. Like flower and concentrates, the onset time is rapid.

The process of vaporization involves heating cannabis flower or concentrates to a temperature that turns the active compounds (cannabinoids and terpenes) into vapor. Vaporization is a healthier alternative to smoking as it occurs at temperatures that do not allow the flower to combust, which releases harmful tar and carcinogens.

There are many methods by which people vaporize cannabis. The three main types are tabletop vaporizers, portable vaporizers and vape pens.

Vape pens are a type of vaporizer designed specifically to vaporize cannabis distillates and oils. They are called pens because the design of the vape device closely resembles that of a traditional pen. A vape pen consists of two pieces: a battery and cartridge.

Vape batteries come in a variety of styles – button or buttonless, cylindrical or rectangular, large or small – there is a shape and style to fit many personal preferences.

Vape cartridges contain a mouthpiece, chamber and heating element, which is activated upon initiated contact with a vape battery. The chamber of a vape cartridge is filled with oil or distillate, which contains concentrated amounts of cannabis cannabinoids and terpenes. When choosing a vape cartridge, it's important to know the type of oil contained within, whether and how it's flavored and what cutting agents, if any, have been used to dilute the solution. This helps you anticipate the type of vaping experience to expect.

Vape cartridges are all filled with cannabis distillate that's designed for optimal vaporization using a portable battery. During the distillation process, the cannabis oil is stripped of all flavor and aromatic compounds. At this point, it can be left in its raw form (flavorless/tasteless), it can be mixed with terpenes for extra flavor, or with some form of glycol (PG, VG, PEG) to give the vapor extra mouthfeel (thin versus thick, smooth versus chalky, dry versus buttery).

Raw Vape Cartridges

While all cartridges contain cannabinoids, not all cartridges contain terpenes. Terpenes are organic compounds that give plants their aroma and flavors. "Raw cartridges" are vape cartridges that do not contain any additional cutting agent or terpenes, just the pure cannabis distillate.

Strain-specific and Natural Terpene Cartridges

The reintroduction of terpenes is common in distillate-filled cartridges, as the distillation process removes the natural plant terpenes and results in an odorless, flavorless viscous liquid. Some extractors have mastered a technique that allows them to remove the terpenes from the plant during the distillation process and reintroduce them prior to filling the vape cartridges. These cartridges are known as strain-specific vape cartridges that use cannabis-derived terpenes to retain the same aroma and flavor of the plant that the oil was derived from.

It's also common for cartridges to be filled with naturally derived terpenes that create exotic flavors that smell and taste like fruits and candies. The reintroduction of terpenes after extraction allows manufacturers to create countless cannabinoid and terpene combinations to suit a variety of needs. These terpenes can also change the viscosity and color of the distillate in the cartridge.

Cutting Agents

Some vape cartridges contain cutting agents that are similar to those used in e-cigarettes to change the intensity of the vapor cloud and mouthfeel of the cartridge. The most common cutting agents include polyethylene glycol (PEG), propylene glycol (PG) and vegetable glycerin (VG).

Polyethylene glycol has many medical, commercial and industrial applications and is used as a cutting agent in vape liquids to maintain an evenly mixed product that produces some vapor cloud.

Propylene glycol is a binding agent that blends with solvents for use in food, hygiene, industrial and lab applications. It's a common cutting agent in vape pen liquids due to its promotion of even draws.

Vegetable glycerin is used as a preservative in the food, pharmaceutical, bath and body and e-cigarette industries, among others. Vegetable glycerin is used in vape liquids to create large vapor clouds.

Flower and Pre-Rolls

Even as new technologies allow manufacturers to create numerous product types that deliver the benefits of cannabis, traditional flower smoking remains the most common and preferred method of consumption around the world.



Flower, also called "bud," refers to the smokable part of the cannabis plant that has gone through the cultivation, harvest, drying, and curing process. Flower continues to be a popular choice for its versatility, offering numerous methods of consumption, such as being smoked using a pipe or bong, or by rolling it into a joint or blunt.

Among the many benefits of smoking flower is its rapid onset. Flower's high bioavailability means you'll feel its effects almost instantaneously. Effects can last anywhere from one to three hours, varying from person to person.



Smoking Methods

While the majority of smokers around the world like to roll their flower into a joint to smoke, there are numerous ways to enjoy cannabis flower. These methods are dependent on the person's preference, environment and given situation.

Rolling A Joint This is the most common method of consuming flower, there are many benefits to rolling a joint. The only tools you need to roll a joint are rolling papers and your flower (a grinder, while helpful, is optional). Rolling papers are inexpensive and easy to purchase (available in most convenience stores).

Rolling A Blunt

While less common, a blunt is the same basic idea as a joint. A blunt is an emptied-out cigar wrapper that's been filled with flower and resealed. For similar reasons as a joint, the benefit of rolling a blunt is that all you need is the blunt wrap (or tobacco leaves) and your flower (a grinder is optional). Most convenience stores sell cigars, allowing blunt making to be possible virtually anywhere. The only potential downside to a blunt is that you're also consuming the tobacco in the cigar wrap.

Pipes

Possibly the easiest, most straightforward way to consume flower is through the use of a pipe. Small, compact, and easy to use, pipes are handheld devices that are used to smoke flower. They require no power or water; simply break apart your flower, fill the bowl and light up. Ideal for traveling or discreet use, pipes are practical and reliable tools for cannabis consumers.

Bongs

Another common method of flower consumption is the use of a water pipe, or "bong." Bongs are a filtration device structurally comprised of a chamber, which is partially filled with water, and a downstem that connects the water chamber and holds a bowl (which holds the cannabis). Bongs are ideal for calming the heat and harshness of inhaling smoke. The liquid in the water chamber helps filter particles from the smoke. As the smoke makes it way through the bong, the length of the pipe also aids in the cooling action.

Dosing

Unlike other methods of cannabis consumption, flower doesn't have a standard dosing structure. Potency is measured by the total concentration of cannabinoids (chemical compounds that act on our endocannabinoid system to stimulate psychoactive and physical effects) and is

expressed in percentage of mg/g. For example, a menu item of Hardcore OG might read as 18.84% THC, which indicates that there are 188.40 milligrams of Tetrahydrocannabinol (an intoxicating cannabinoid) per gram of flower.

Edibles

Edibles are food items made with cannabis flower or concentrates. Thanks to advances in the cannabis culinary arts and the emergence of distillate, you can find a wide selection of high-quality baked goods, beverages, and treats that provide the desired effects of cannabis.

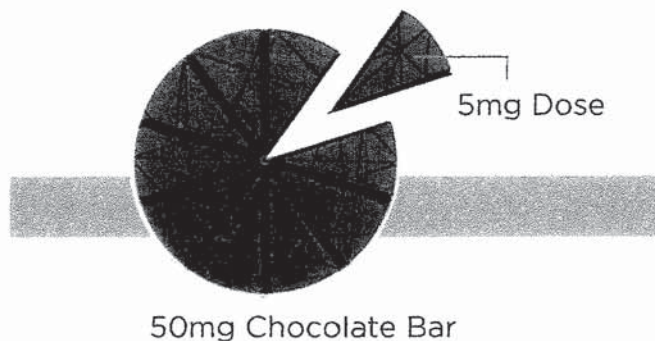


The benefits of consuming cannabis-infused edibles is the ability to feel the effects of cannabis without having to smoke flower or vaporize concentrates. Consuming is easy and intuitive — we all know how to eat and drink.

The disadvantage of consuming cannabis-infused edibles is that they're absorbed through the digestive system, which means the effects may take hours to set in and the potency of effects gradually increases. The effects may onset as quickly as 45 minutes or can take up to 3 hours to onset and the duration can last between 4 and 6 hours. It is possible to feel the effects as early as 20 minutes.

Onset and Duration

Edibles are absorbed through the digestive system, which results in delayed onset as compared to inhalation and sublingual delivery (administered underneath the tongue). While it can take anywhere from 45 minutes to 3 hours to feel the effects, edibles provide a longer duration of effects when compared to other consumption methods.



What is a Dose?

The potency of an edible is measured differently than cannabis flower or concentrate. Instead of stating the percentage of cannabinoid strength, the potency of an edible product is indicated by the milligram (mg) amount of cannabinoids contained in the product. An edibles package will typically state both the milligrams per serving and the milligrams in the entire package. For example, an entire

chocolate bar may have 50 mg of THC. If the desired dose is 5 mg, the bar can be divided into ten 5-mg doses.

Edibles have a wide variety of CBD: THC ratios. Ratios with a higher concentration of CBD tend to be less intoxicating than edibles with no CBD. However, intoxication is entirely dependent on how much THC you consume. No matter what the edible contains, it's recommended that the THC dose dictate how much is consumed.

Finding the Right Dose

Knowing the accurate dosage of an edible product and consuming at a measured pace is extremely important due to the delayed onset time and variable dosage options. The recommended dose for beginners is 1 to 5 mg of THC.

Beginners should start with an initial dose of 5 mg then wait 24 hours to evaluate the effects. Increase the dose by 2.5 or 5 mg every 24 hours until you feel the effects. This will be your minimum effective dose.

Because so many factors affect how your body might interact with cannabinoids found in edibles, dosing recommendations contain ranges rather than definitive quantities.

How Edibles Work

Edibles enter the body through the mouth and are absorbed through the gut. The absorbed compounds are metabolized in the liver. THC is metabolized in the liver into a compound called 11-hydroxy-THC. This compound is more potent than THC, has a longer half-life and can be very sedating. It's this mechanism in the liver that causes edibles to have a different effect in most people. This entire process can take between 45 and 180 minutes.

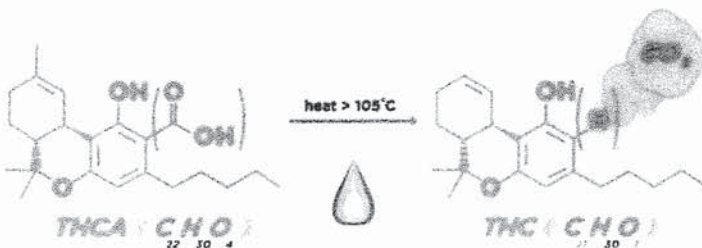
How Edibles are Made

When it comes to anticipating the effects of edibles, it's important to understand how they're made. The ingredients used and the method of production have an impact on the resulting product, onset time and duration of effects.

Infused edibles found in the marketplace are made using hashish, cannabis distillate — an odorless and flavorless oil — or pure cannabinoid crystals, which are infused into a food product made using a fat, like butter or oil. It's important to recognize what form of cannabis concentrate

was used to create your edibles as they can yield different effects.

Decarboxylation reaction of Δ^9 THC



Decarboxylation plays a key role in determining the type of effects an edible may present.

Decarboxylation is a process by which THCa, present in the raw form of cannabis, is slightly

heated and changed into the psychoactive compound THC. The human body cannot convert THCA to THC.¹

Distillate is used for edibles that are meant to produce a psychoactive effect. They're popular among commercial edible producers because the cannabinoids are completely decarboxylated during the distillate production process.

Crystalline is popular because it contains a single cannabinoid — usually CBD or THCA. Crystalline can be sprinkled on foods or blended with dry or wet ingredients during the cooking or baking process, while distillate can be blended with other moist ingredients or mixed directly into liquids. Should you decide to bake your edibles with THCA crystalline, decarboxylation will take place during cooking or baking and the THCA into the intoxicating THC.

Making Edibles at Home

Cannabis-infused butters and oils can be made from scratch at home using dry flower. The overall concept of infusing butters and fats with cannabis involves submerging the dry material in the desired carrier (fat) and gently heating it to slowly extract the cannabinoids from the plant material. The mixture must then be strained to remove any remaining plant material. The infused fat or oil can then be substituted at a 1:1 ratio in any food recipe.

It's pretty easy to make homemade edibles, but can be very difficult to dose properly. For consistent dosing, effects, and taste use manufactured edibles and check the labels for cannabinoid contents to find what product suits your need.

¹ This document is derived from WeedMaps.com on 1/28/19
<https://weedmaps.com/learn/products-and-how-to-consume/>



SECTION 02
COMMUNITY BENEFIT

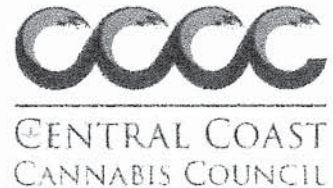
Community Benefit

Local Hiring

SloCal Roots commits to employ at least 90% SLO County residents. SloCal Roots will give preferential hiring to job applicants who reside within SLO city limits.

Record of Community Support

SloCal Roots owner, Austen Connella, grew up in San Luis Obispo and is a second generation cannabis farmer. He has been a cannabis activist for more than 20 years, founding and serving on the board of the SLO Chapter of NORML, and helping to found and sit on the Board of the Central Coast Cannabis Council.



Austen and his organizations' efforts have been instrumental in shaping local policy throughout SLO County. Austen was the very first commercial cannabis retail permit applicant in SLO County. His Templeton-based *North County Resource Center* received an approval for permit in January of 2008. However, the approval was appealed.



Austen spent 2 years working closely with the Board of Supervisors, which resulted in the passing of a land use ordinance, for which Austen was the first applicant.

As a result of his work with the County Board of Supervisors, Austen now serves on the board of the SLO County Cannabis Advisory Group, and advises County Planning staff throughout the local cannabis ordinance formation and implementation process.

Proposed Community Benefit

SloCal Roots proposes to source at least 80% of its supplies and equipment used from businesses within 90 miles:

- This application was printed locally in the City of SLO
- All dispensary construction will be done by contractors who are based in the City of SLO
- SloCal Roots works with local industry professionals, including Ten Over Studio and Morris & Garritano Insurance.
- Additionally, SloCal Roots will source much of its cannabis products from local producers. SloCal Roots owners have also submitted applications for cannabis cultivation at 3 sites in SLO County. SloCal Roots cannabis retail store will carry the

cannabis cultivated by its owners as well as cannabis cultivated by other local growers. SloCal Roots owners are part of a well-connected group of local cultivators, manufacturers, and distributors from whom it will source product.

SloCal Roots ownership team and employees pledge 30 hours of work every month towards community benefit programs in the City of SLO. Hours will be spent on activities such as:

- Neighborhood Improvement Projects
 - Graffiti removal
 - Trash cleanup
 - Beautification projects

- Serving the Homeless
 - Prepping, cooking, and serving meals
 - Clerical support, office assistance
 - Client companion

- Environmental Restoration Projects
 - Habitat restoration
 - Trail maintenance
 - Creek cleanups

SloCal Roots also proposes to donate \$1,500 per month to community benefit programs in the City of SLO. This support will be dispersed across a variety of organizations and causes important to Austen, or ones that played a significant role in his life.

Austen's true passion lies in farming the products. It is his vision to see the current practices advance as the industry grows as a result of more mainstream acceptance and exposure.

The access Austen had to a higher education is what enabled him to learn the regenerative-agricultural and biodynamic-farming techniques that have advanced his cannabis cultivation. His scholarships for Cal Poly and Cuesta College students studying to become teachers, and those pursuing a degree in the agricultural industry, will ensure that these farming and cultivation techniques are studied and continue to benefit the cannabis industry.

Austen's family has sponsored the water well-drilling program, Life Water, through their church, Atascadero Bible Church, for years. Through their support, dozens of villages throughout Nigeria have received the gift of clean water, which provides not only a steady supply of clean drinking water, but also enables a more stable and sustainable farming practice for these villages and their future generations.

SloCal Roots Pledges to Support Future Generations via Educational Scholarships to:

- Cal Poly students studying Liberal Studies, Agribusiness, BioResource and Agricultural Engineering, Experience Industry Management, Horticulture and Crop Science
- Cuesta College students studying under the fields of Early Childhood Education, Agriculture Business, and Agriculture Plant Science

When Austen was growing up and living with his mom, they were many times food insecure and dependent on food-assistance programs. Once living with his dad, Austen volunteered serving food at homeless shelters. Experiencing the hardship first hand, Austen will be supporting food-assistance programs throughout San Luis Obispo County, including:

- Food Bank Coalition of SLO County
- Meals That Connect home food delivery
- School and holiday food drives

Seeing the critical role that Hospice and assisted-living centers played in both his Grandmother's and Great-Grandmother's lives, Austen will support senior programs and Hospice programs that serve SLO's senior community. These programs include:

- SLO Senior Center
- Hospice of SLO County
- Project Lifesaver of SLO County

SloCal Roots pledges to have an average pay rate for entry and mid-level positions of at least 40% more than the median local income for similar positions in other mainstream businesses.

SloCal Roots pledges to allow peace agreements at 20 or more non-management employees



SECTION 03
EDUCATION PLAN

Education Plan

Promotion of Safe & Responsible Use

- Keeping it away from kids and pets
 - Make literature available to consumers regarding second-hand smoke and children.
 - Provide child-proof packaging.
- Cannabis use and developing brains
 - Make literature available to consumers about the potential negative effects of cannabis on developing brains from sources such as the American Medical Association, American Addiction Centers and others.
- Regulated self-dosing
 - Cannabis affects each user differently, however, the quantity of THC is the key factor in the strength of the effects. Because the amount of THC varies from strain to strain, SloCal Roots recommends that users start with a low dose (between 2.5 – 5 milligrams of THC) and wait two hours before consuming any more of the product. This will allow the user to feel the desired effect, while minimizing potential negative side effects.
- Right to refuse sales
 - SloCal Roots employees reserve the right to refuse cannabis sales to anyone appearing to be impaired by or abusing cannabis, alcohol or any other controlled substance.
 - Employee training will instruct dispensary employees to assess customers and patients and watch for signs of impairment.
 - Any sign of cannabis abuse or inappropriate, disruptive or dangerous behavior, will result in refusal of sale.
 - Employees will be trained on the fact that some patients may exhibit signs of impairment (including slurred speech, confusion, or lack of coordination) as a result of medical conditions.
 - Before dispensing, employees will always look for patients to demonstrate a clear understanding of the medicinal cannabis product they are receiving.

Product Education

- Information on methods of ingestion will be made available to consumers:
 - Smoking and Vaporizing
 - Ingestibles (infused baking goods and edibles)

- Tinctures, teas and sublingual
- Topicals (lotions, salves, patches)
- Concentrates (waxes, shatter, dabbing)
- Information on varieties of cannabis and their components
 - Cultivars
 - Sativas
 - Indicas
 - Hybrids
 - THC (tetrahydrocannabinol)
 - CBDs (cannabidiol)
 - CBNs, CBGs, and other cannabinoids
 - Terpenes
- Product selection
 - Increased awareness of the therapeutic benefits of CBD has led to an emerging segment of customers. Patients are seeking out CBD-only products to use in the treatment of pain management, cancer, neurological and seizure disorders, and more.
 - Our budtenders will receive education and training of the varied uses and benefits of our products for a range of patient needs.

Communications Materials

- Digital
 - Utilize social media and videos on website
 - We will use available digital methods to reach our customers, providing information on cannabis use disorder, educational material, use guidelines, product information, and more.
- Print materials
 - SloCal Roots will generate and make available to patients, customers and staff printed content (brochures, fliers, handouts, etc.) about such things as responsible use guidelines, product education, and cannabis use disorder.
 - All print material will be routinely updated and maintained by SloCal Root's medical consultant.
 - Staff will be trained on all material content and dissemination during required employee educational courses.

Cannabis Use Disorder

- Available information
 - We will have posted information about cannabis use disorder (including risks, effects, symptoms, and treatments) in the shop.
 - Our website and social media platforms will contain information about cannabis use disorder.

- When customers call our shop, there will be a touch prompt option available to direct them to more resources and information about cannabis use disorder.
- All staff will be educated on cannabis use disorder, and will have both printed literature, and contact information, available to provide to customers.

Community Outreach

- Local media
 - We will leverage our local media connections to participate in TV and radio programs, print news stories, podcasts, etc.
- In-store workshops
 - We will host in-store educational workshops to provide customers with information about cannabis, our products, and about the cannabis industry as a whole.
- Speaking engagements
 - Our community outreach staff will be available to attend community events, speak to community groups, and provide assets and literature that will further educate people about the cannabis industry.

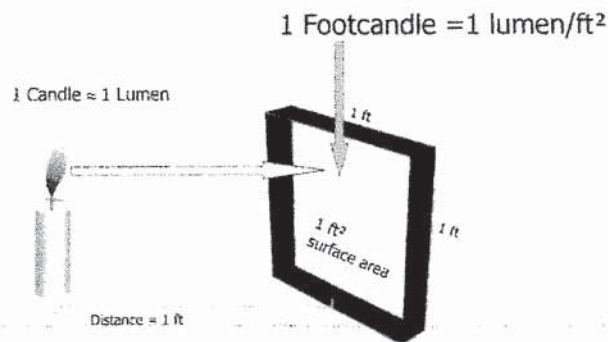


SECTION 05
LIGHTING PLAN

SloCal Roots Lighting Plan

Well-Lit Retail Space and Workspace

SloCal Roots will maintain a well-lit environment for its customer and employees. A well-lit retail space is essential for a positive customer experience. An established standard of 2 foot candles measurement of light will be maintained inside the dispensary at all times during operating hours.

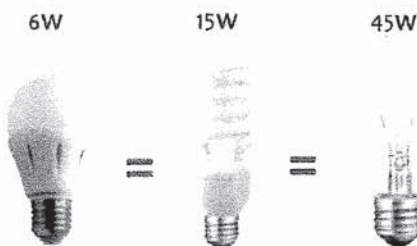


Outdoor Lighting

SloCal Roots will install outdoor lighting. The parking lot will be well-lit so customers and employees will be able to see clearly and feel safe as they enter and exit the dispensary.

Energy-Efficient Lighting

In order to minimize energy consumption, SloCal Roots will replace all existing light fixtures with energy-efficient LED bulbs.



Non-Operating Hours

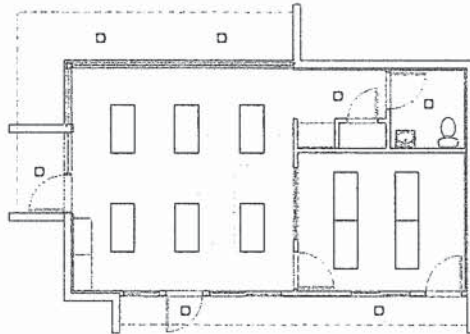
Afterhours, SloCal roots will turn off all excess lights—except for those which will remain on for safety and security.



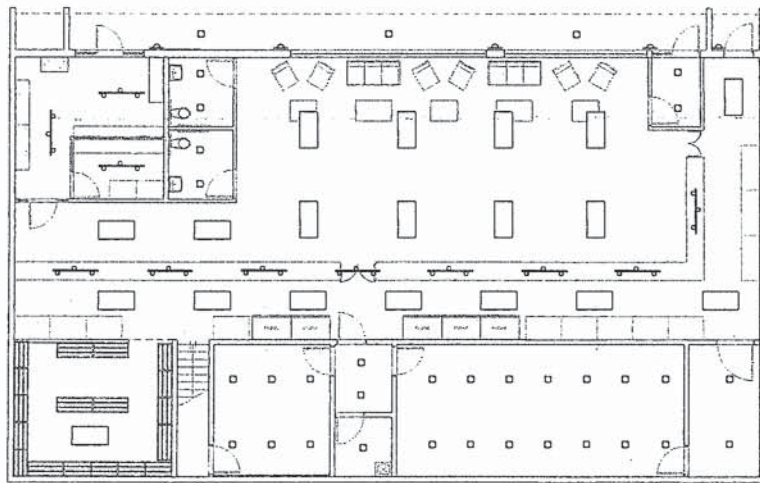
LIGHTING FLOOR PLAN

SCALE: 3/8" = 1'-0"

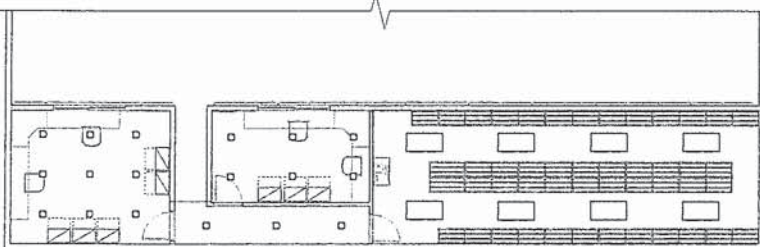
(A) SECURITY BUILDING
SCALE: 3/8" = 1'-0"



(B) CALIFORNIA ADVISORY BOARD
SCALE: 3/8" = 1'-0"



(BA) DISPERSED MEZZANINE
SCALE: 3/8" = 1'-0"



LIGHTING KEY

- FLOURESCENT LIGHTING
- LED CAN LIGHT
- LED TRACK LIGHTING
- EXTERIOR LED LIGHT DARK SKY

CRSA © 2013

A-1.3

NO. OF SHEETS	13
TOTAL SHEETS	13
DATE	08/20/13
PROJECT	NATURAL HEALING CENTER

LIGHTING FLOOR PLAN

NATURAL HEALING CENTER
HELJOSE DAYSPRING
7510 LOS OSES VALLEY ROAD
SAN LUIS OBISPO, CA 93405

SLOCAL ROOTS
3535 SOUTH FIGUERA STREET
SAN LUIS OBISPO, CA 93401



David Whelan is the holder of the professional seal and the project architect for the project. He is a member of the California State Board of Architecture and is duly licensed to practice architecture in the State of California. He is also a member of the International Brotherhood of Architects and is duly licensed to practice architecture in the State of California.



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**SECTION 07
WATER EFFICIENCY PLAN**

SloCal Roots Water Efficiency Plan

Water scarcity is a growing concern, especially in San Luis Obispo County. SloCal Roots understands its responsibility to minimize its impact on our rapidly depleting water supply.

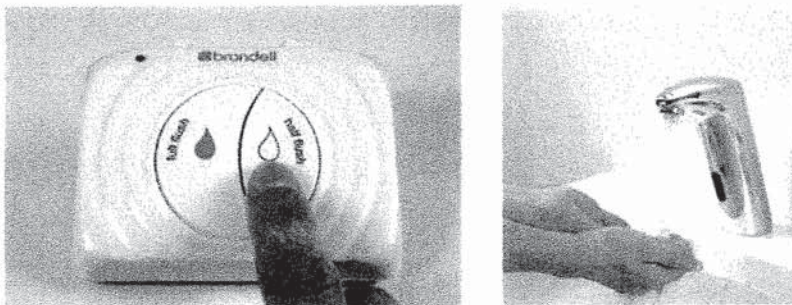
Water-Wise Landscaping

SloCal Roots dispensary will have a water-wise landscaping plan. Landscaping will include drought-resistant plants. Landscaping will be watered with by a drip-irrigation system to reduce water waste.



Water-Saving Fixtures

SloCal Roots will replace all existing fixtures with low-flow fixture. Bathrooms will be equipped with dual flushing toilet and motion-sensing faucets.



Consistent Oversight

SloCal roots will regularly measure water-usage to be sure water efficiency goals are met. SloCal Roots facility will be well-maintained so as to prevent water loss through leaks and other possible equipment malfunctions.



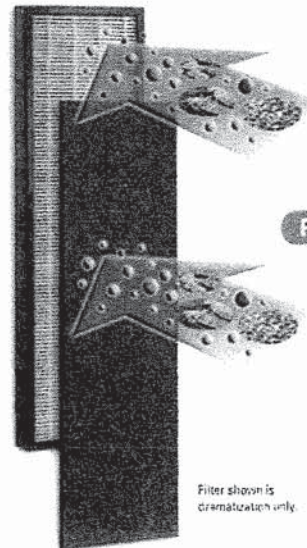
SECTION 08
ODOR CONTROL PLAN

SloCal Roots Odor Control Plan

Relative to cannabis cultivation and cannabis manufacturing operations, cannabis retail operations produce a minimal amount of odor. This is because the cannabis and cannabis products to be retailed arrive at the premises already sealed and packaged.

For cannabis flower samples, patients prefer to be able to smell the product; to provide for this while still maintaining the security of the sample, we will use Sensory Pod™ from Bud Bar Displays. These pods secure the product while offering a closable area of small holes so that the cannabis product can share its aroma. All Sensory Pods™ from Bud Bar Displays will remain closed when not actively being smelled.

Countertop or portable carbon air filtration systems have been proven effective in controlling odors produced by retail cannabis operations. SloCal Roots will operate and maintain at least one GermGuardian AC4825 3-in-1 Air Purifier with True HEPA Filter and UV-C Sanitizer in every room where cannabis and cannabis products are stored, handled, sold, or present. Rooms over 400 square feet will have at least 2 GermGuardian AC4825 3-in-1 Air Purifier with True HEPA Filter and UV-C Sanitizer.



True HEPA Filter

Captures dust mites, pollen, pet dander and many other allergy triggers.

Pre-Filter and Charcoal Layer

Captures large dust particles and pet hair, extending filter life.

Activated Charcoal absorbs household odors from pets, cooking, smoking and more.

One complete filter system is included with product.

Replacement Filter:

FILTER B

SloCal Roots will maintain proper weather striping on all doors and, if necessary, windows so as to prevent air from freely moving in to and out of the premises.

SloCal Roots' Odor Control Plan will be evaluated after its initial implementation and re-evaluated weekly by a manager, officer, or owner. Evaluation will be conducted by walking the perimeter of the building completely while actively paying attention to any odor being produced by the cannabis operations. If any odor generated inside the location of the commercial cannabis operation is detected outside the building, on adjacent properties or public rights-of-way, or within any other unit located within the same building as the commercial cannabis operation, SloCal Roots will implement more severe odor control methods such as expanding the number of portable air filters or creating negative pressure inside the building by exhausting air outside with an inline carbon filter as is commonly used in cultivation odor mitigation methods.



SECTION 09
HAZARDOUS MATERIALS PLAN

Hazardous Materials Emergency Response Plan

PREFACE

SloCal Roots retail operations will have a very low risk for being the cause of a hazardous materials incident. However, SloCal Roots has prepared this Hazardous Materials Emergency Response Plan to address any potential incidents cause by SloCal Roots or others.

APPROVAL & IMPLEMENTATION

SloCal Roots has developed the Hazardous Materials Emergency Response Plan (ERP) to identify and implement hazardous materials emergency preparedness and response responsibilities.

The ERP details the purpose, policy, concept of operations, direction/control, actions and responsibilities of primary and support agencies to ensure a mutual understanding and a coordinated plan of action is implemented with appropriate agencies within San Luis Obispo County.

SloCal Roots directs each office, department and agency to study the ERP and prepare or update, as needed, the supporting plans and operating procedures needed to implement the ERP in the event of a hazardous material event.

SloCal Roots is responsible for publishing and distributing this ERP and will issue changes as required.

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INTRODUCTION

Purpose

This plan establishes the policies and procedures under which SloCal Roots will operate in the event of a hazardous materials incident, oil spill, or other release. This plan is designed to prepare SloCal Roots and its subdivisions for incident response and to minimize the exposure to or damage from materials that could adversely impact human health and safety or the environment. This document outlines the roles, responsibilities, procedures and organizational relationships of government agencies and private entities when responding to and recovering from a hazardous materials event.

The plan provides guidance for hazardous materials incident planning, notification and response as required by SARA Title III of 1986, also known as the Emergency Planning & Community Right-to-Know Act, which shall hereafter be referred to as EPCRA.

SITUATIONS & ASSUMPTIONS

Situations

Hazardous materials are commonly [*stored, used, transported, or manufactured*] in the local area. This creates potential for incidents.

San Luis Obispo PD and San Luis Obispo Fire will be the primary contacts for Hazardous Materials incidents.

Assumptions

An accidental release of hazardous materials could pose a threat to the local population or environment.

A hazardous materials incident may be caused by or occur during another emergency, such as flooding, a major fire or earthquake.

A major transportation hazardous materials incident may require the evacuation of citizens from any location in San Luis Obispo.

The length of time available to determine the scope and magnitude of a hazardous materials incident will impact protective action recommendations.

Wind shifts and other changes in weather conditions during the course of an incident may necessitate changes in protective action recommendations.

If an evacuation is recommended because of the hazardous materials incident, 80 percent of the population in an affected area will typically relocate voluntarily when advised to do so by local authorities. Some residents will leave by routes other than

those designated by emergency personnel as evacuation routes. Some residents of unaffected areas may also evacuate spontaneously. People who evacuate may require shelter in a mass care facility.

Residents with access and functional needs may require assistance when evacuating.

Hazardous materials could possibly enter water or sewer systems and necessitate the shutdown of those systems.

Limitations

This plan does not imply, nor should it infer or guarantee a perfect response will be practical or possible. No plan can shield individuals from all events.

Responders will attempt to coordinate the plan and response according to standards.

Every reasonable effort will be made to respond to emergencies, events or disasters; however, personnel and resources may be overwhelmed.

There may be little to no warning during specific events to implement operational procedures.

The success or failure of all emergency plans depends upon effective tactical execution.

Successful implementation of this plan depends on timely identification of capabilities and available resources at the time of the incident and a thorough information exchange between responding organizations and the facility or transporter.

Each agency, facility and jurisdiction will respond within the limits of their training, capabilities and qualifications.

CONCEPT OF OPERATIONS

General

The authorized representative of the regulated facilities and transportation companies involved in an actual or suspected release of a hazardous material will promptly notify the Public Safety Answering Point (911) and/or appropriate response agency(s).

Agencies responding to the release will do so only to the extent of their personnel's training and qualification, available resources and capabilities. The Incident Commander will request the assistance of regional, mutual aid partners when the size and scope of the hazardous materials incident exceeds the response capabilities of San Luis Obispo's responders. [

The first priority of the incident commander will be to determine the appropriate protective action for the public, disseminate such recommendations, and implement them.

All responders will assist with the identification of the party responsible for the

hazardous materials incident through the collection and reporting of relevant information related to their response activities. Incident-related information should be reported to the Incident Commander or appropriate agency.

Direction and Control

Incident Command (IC) for a hazardous materials incident will be performed in accordance with RCW 70.136.030, applicable code, ordinance or agreement.

The Incident Commander will direct the activities of deployed emergency response elements through the Incident Command Post (ICP). The response will initially concentrate on the immediate needs at the incident site by isolating the area, implementing traffic controls, containing the spill and formulating and implementing protective actions for emergency responders and the public at risk.

The Public Information Officer (PIO) will convey protective measures to the public.

The San Luis Obispo Emergency Operation Center will activate when requested to support IC actions. Effective exchange of critical information between the EOC and ICP is essential for overall response efforts to succeed.

Release Identification

The methods and procedures for determining a release occurred and the affected areas vary by location and personnel qualifications.

The recognized methods and procedures of San Luis Obispo County responders will use to identify the release of hazardous materials vary by training and qualification. First responders will limit their actions to identify the occurrence of a release to those protocols specified for the hazardous materials response qualification level to which they are trained and currently qualified.

Releases of hazardous materials in transit will most likely be observed by the transport agent, citizens and/or responders. The methods and procedures used to determine a release occurred will also vary by the qualification of the responder and the resources available to the transport agent.

Notification

Hazardous materials release notifications come from multiple sources. The most reliable notifications come from the individual regulated facilities or responders. The facility is responsible for immediately notifying the local Public Safety Answering Point/ 911, the SERC and the National Response Center of any releases of hazardous materials on their site. The facility emergency coordinator, authorized representative or responsible party will normally provide reliable, effective and timely notification of a release by contacting local emergency agencies.

Response agencies and responders will be notified of a hazardous materials release

by calling 911.

The public will receive emergency warning and notification of a hazardous materials release through multiple channels of communication.

Emergency Response

The methods and procedures used to respond to the release of hazardous materials conform to the standards set in National Fire Protection Association (NFPA) 472 - Standard for Professional Competence of Responders to Hazardous Materials Incidents and only vary by training and competency. First responder competencies, like training, are defined at the awareness, operational and hazardous materials technician levels.

Awareness level personnel shall be able to perform the following tasks when on scene of a hazardous materials/WMD incident:

Analyze the incident to determine both the hazardous materials/WMD present and the basic hazard and response information for each hazardous material/WMD agent by completing the following tasks:

Detect the presence of hazardous material/WMD.

Survey the hazardous material/WMD incident from a safe location to identify the name, UN/NA identification number, type of placard or other distinctive marking applied for the hazardous material/WMD involved.

Collect hazard information from the current edition of the DOT Emergency Response Guidebook.

Implement actions consistent with the emergency response plan, the standard operating procedures and the current edition of the DOT Emergency Response Guidebook by completing the following tasks:

Initiate protective actions.

Initiate the notification process.

Operations level responders shall be able to perform the following tasks when responding to a hazardous materials/WMD incidents:

Analyze a hazardous materials/WMD incident to determine the scope of the problem and potential outcomes by completing the following tasks:

Survey the hazardous materials/WMD Incident to identify the containers and materials involved, determine whether hazardous materials/WMD have been released and evaluate the surrounding conditions.

Collect hazard and response information from MSDS, CHEMTREC/CANUTEC/SETIQ; local, state and federal authorities and shipper/manufacturer contacts.

Predict the likely behavior of a hazardous material/WMD and its container.

Estimate the potential harm at a hazardous material/WMD incident.

Plan the initial response to a hazardous materials/WMD incident within the capabilities and competencies of available personnel and personal protective equipment by completing the following tasks:

Describe the response objectives for the hazardous materials/WMD incident.

Describe the response options for each objective.

Determine whether the personal protective equipment provided is appropriate for implementing each option.

Describe emergency decontamination procedures.

Develop a plan of action, including safety considerations.

Implement the planned response for a hazardous materials/WMD incident to favorably change the outcomes consistent with the emergency response plan and/or standard operating procedures by completing the following tasks:

Establish and enforce scene control procedures, including control zones, emergency decontamination and communications.

Where criminal or terrorist acts are suspected, establish means of evidence preservation.

Initiate Incident Command System (ICS) for hazardous materials/WMD Incidents.

Perform tasks assigned as identified in the incident action plan.

Demonstrate emergency decontamination.

Evaluate the progress of the actions taken at a hazardous materials/WMD incident to ensure the response objectives are being met safely, effectively and efficiently by completing the following tasks:

Evaluate the status of the actions taken in accomplishing the response objectives.

Communicate the status of the planned response.

Hazardous materials technician level responders shall be able to perform the following tasks when responding to a hazardous materials/WMD incidents:

Analyze a hazardous materials incident to determine the magnitude of the problem in terms of outcomes by:

Surveying the hazardous materials incident to identify special containers involved, to identify or classify unknown materials, and to verify the presence and concentrations of hazardous materials through the use of monitoring equipment.

Collecting and interpreting hazard and response information from printed resources, technical resources, computer databases, and monitoring equipment.

Determining the extent of damage to containers.

Predicting the likely behavior of released materials and their containers when multiple materials are involved.

Estimating the size of an endangered area using computer modeling,

monitoring equipment, or specialists in this field.

Plan a response within the capabilities of available personnel, personal protective equipment, and control equipment by:

Identifying the response objectives for hazardous materials incidents.

Identifying the potential response options available by response objective.

Selecting the personal protective equipment required for a given action option.

Selecting the appropriate decontamination procedures.

Developing a plan of action which includes safety considerations, is consistent with the local emergency response plan and the organization's standard operating procedures, and is within the capability of the available personnel, personal protective equipment, and control equipment.

Implement the planned response to favorably change the outcomes consistent with standard operating procedures and site safety and control plan by completing the following tasks:

The following site safety and control plan considerations are from the NIMS Site Safety and Control Plan (form ICS 208HM)

Site description.

Entry objectives.

On-site organization.

On-site control.

Hazard evaluation.

Personal protective equipment.

On-site work plans.

Communication procedures.

Decontamination procedures.

Site safety and health plan.

Perform the duties of an assigned hazardous materials branch position within the local incident management system (IMS).

Don, work in, and doff personal protective clothing, including, but not limited to, both liquid splash- and vapor-protective clothing with appropriate respiratory protection.

Perform the control functions identified in the plan of action.

Perform the decontamination function identified in the Incident Action Plan.

Evaluate the progress of the planned response by evaluating the effectiveness of the control functions.

Evaluate the effectiveness of the control functions.

Evaluate the effectiveness of the decontamination process.

Terminate the incident by:

Assisting in the incident debriefing.

Assisting in the incident critique.

Providing reports and documentation of the incident.

Public Safety

The primary objective of every hazardous materials response is to protect the people at risk. This includes the employees of the affected facility and/or transportation company as well as citizens and visitors in the immediate area of the release and/or the projected plume. Protection of the public during a chemical emergency is a complex undertaking. Evacuation is the recognized standard for population protection; however, recent research indicates shelter-in-place should be considered as a better alternative for many hazardous materials incidents.

Each strategy (evacuation or shelter-in-place) has inherent advantages and disadvantages.

The advantage of evacuation is it removes employees, citizens and visitors from the present and any future risks in the affected area. The concept of removing the population from risk is also an acceptable and preferred strategy for many members of the public. Evacuations are however highly disruptive events which create other challenges such as traffic control and sheltering. An effective evacuation may take hours to complete, during which evacuees may be exposed to unsafe concentrations of the toxic substance they are attempting to avoid.

Shelter-in-place can be instituted in a relatively short period of time. The population does not have long distances to travel and they are, for the most part, familiar with their surroundings. The speed with which a shelter-in-place effort can be implemented may make it the only reasonable short-term protective option for hospitals, nursing homes and corrections facilities. However, the concept of shelter-in-place is a foreign notion to many citizens who will self-evacuate. Training and exercising sheltering-in-place plans for those facilities where it might prove useful will facilitate its use when it is needed. It should be considered only for incidents expected to last for a short duration.

No single protective strategy is applicable in all situations whereas some incidents may be suited to either evacuation or shelter-in-place. The two strategies are not mutually exclusive and may be combined to achieve the maximum population protection in some situations. For example, shelter-in-place for the public in an appropriate radius around a toxic release, combined with evacuation of downwind populations, might result in the best protection potential for the greatest number of people.

The decision to evacuate or order shelter-in-place should be based upon known data or perceived risk when insufficient data is immediately available. Reference materials and resources which will aid the decision making process include:

Emergency Response Guidebook (Current Edition), HYPERLINK "<http://www.phmsa.dot.gov/portal/site/PHMSA/menuitem.ebdc7a8a7e39f2e55cf2031050248a0c/?vgnextoid=ebfeca57e196d110VgnVCM1000009ed07898RCRD&vgnnextchannel=d248724dd7d6c010VgnVCM10000080e8a8c0RCRD&vgnnextfmt=print>" <http://www.phmsa.dot.gov/portal/site/PHMSA/menuitem.ebdc7a8a7e39f2e55cf2031050248a0c/>

[vgnextoid=ebfec57e196d110VgnVCM1000009ed07898RCRD&vgnextchannel=d248724dd7d6c010VgnVCM10000080e8a8c0RCRD&vgnextfmt=print](http://www.osha.gov/dsg/hazcom/msdsformat.html)

Material Safety Data Sheets (MSDS), HYPERLINK "<http://www.osha.gov/dsg/hazcom/msdsformat.html>"

Chemical Transportation Emergency Center (CHEMTREC), HYPERLINK "<http://www.chemtrec.com/>"

AIHA Emergency Response Planning Guidelines, HYPERLINK "<http://www.aiha.org/INSIDEAIHA/GUIDELINEDEVELOPMENT/ERPG/Pages/default.aspx>"

NIOSH Pocket Guide to Chemical Hazards, HYPERLINK "<http://www.cdc.gov/niosh/npg/>"

CAMEO Chemicals, HYPERLINK "<http://cameochemicals.noaa.gov/>"

Areal Locations of Hazardous Atmospheres (ALOHA), HYPERLINK "<http://www.epa.gov/oem/docs/comeo/ALOHAManual.pdf>"

Mapping Applications for Response, Planning, and Local Operational Tasks (MARPLOT), HYPERLINK "<http://www.epa.gov/oem/docs/comeo/MARPLOTManual.pdf>"

The Incident Command (IC) is authorized to order the protective measures appropriate to the type of threat, current weather conditions, condition of population at risk, response capabilities and timeliness, available transportation resources, time of day and ability to communicate with the at risk population. The procedures for implementing the evacuation and shelter-in-place strategies are found in Appendix C - Public Safety Procedures.

Regulated facilities are required to have evacuation plans for employees and visitors. The facility emergency action plan includes, at a minimum:

- Evacuation procedures and route assignments;

- Procedures for employees who remain to operate critical plant operations before they evacuate;

- Procedures to account for all employees after emergency evacuation has been completed;

- Rescue and medical duties for those employees who are to perform them;

- The preferred means of reporting fires and other emergencies; and

- Names or regular job titles of persons or departments who can be contacted for further information or explanation of duties under the plan.

Responder Safety

It is essential on-scene response personnel are protected from the adverse effects of

hazardous materials contamination to safely perform their role in protecting the public and mitigating the incident. The safety of response personnel is a priority of the IC system. A Safety Officer will be appointed to the Command Staff to assist the Incident Commander (IC) with responder safety. If the IC does not appoint a Safety Officer for some reason, the IC assumes the responsibilities of the Safety Officer. The Safety Officer shall be assigned to monitor operations, identify potential safety hazards, correct unsafe situations and develop additional methods and procedures to ensure responder safety. The Safety Officer will be given authority to alter, suspend or terminate any activity he/she deems is unsafe. Safety Officers must be trained to the level of the incident, i.e., an operations level incident (gasoline spill) requires a Safety Officer trained to the operations level.

All responders to a hazardous materials incident will:

Adhere to applicable local, state and federal laws, statues, ordinances, rules, regulations, guidelines and established standards pertaining to responder safety.

The minimum procedures by responder certification level are:

Awareness level responders are individuals who are likely to witness or discover a hazardous substance release and who have been trained to initiate an emergency response sequence by notifying the proper authorities of the release. They will not take any further action beyond notifying the authorities of the release.

Operations level responders are individuals who respond to releases or potential releases of hazardous substances as part of the initial response to the site for the purpose of protecting nearby persons, property or the environment from the effects of the release. They are trained to respond in a defensive fashion without actually trying to stop the release and as such will maintain a safe distance, keep the release from spreading and prevent exposures.

Hazardous materials technicians are individuals who respond to releases or potential releases for the purpose of stopping the release. They assume a more aggressive role than a first responder at the operations level in that they will approach the point of release in order to plug, patch or otherwise stop the release of a hazardous substance. As such they will be able to:

Perform advance control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available with the unit.

Understand and implement decontamination procedures.

Hazardous materials specialists are individuals who respond with and provide support to hazardous materials technicians. Their duties parallel those of the hazardous materials technician, however, those duties require a more directed or specific knowledge of the various substances they may be called upon to contain. As such they will be able to:

Select and use proper specialized chemical personal protective equipment.

Perform specialized control, containment, and/or confinement operations within the capabilities of the resources and personal protective equipment available.

Determine and implement decontamination procedures.

Develop a site safety and control plan.

Containment / Clean-Up

Coordination of spill containment and clean-up is the responsibility of the designated Incident Command agency. Responding agencies will:

Identify, contain, recover and properly treat or remove hazardous materials and dispose of at state permitted site.

Limit incident site entry to trained personnel with appropriate personal protective equipment.

Follow decontamination procedures to limit area of contamination and restrict further spread of hazardous materials.

Plan for restoration and mitigation of damage to the environment.

RESPONSIBILITIES

San Luis Obispo Agencies

San Luis Obispo Fire Departments/Districts/Regional Fire Authorities

Provide a limited initial response to hazardous materials incidents based on responder training and expertise.

Act as incident commander

Notify the appropriate dispatch agency when the magnitude of the incident exceeds the expertise of the initial responder(s).

Identify hazardous material(s) without compromising safety (placard number, shipping documents, driver comments, etc.).

Provide for the safety of the public by whatever means necessary (evacuation, shelter-in-place).

Isolate the affected area in accordance with the Emergency Response Guidebook or other appropriate resource information.

Effectively deploy all necessary and available fire jurisdiction equipment and manpower.

Deploy mutual aid, as requested.

Support HAZMAT Teams with personnel, equipment, and other assistance, as required.

Provide coordination and control of manpower and equipment through the communications center and at a command post near the scene.

Provide manpower and equipment for decontamination and emergency medical aid at the scene of a hazardous material incident.

Provide manpower and equipment for control and containment of a hazardous material release or fire involving hazardous materials, whenever possible.

Provide emergency medical care and transportation for those injured in a hazardous material incident.

Perform other operations which may be appropriate in accordance with training.

HAZMAT Team

Respond in support of first response agencies when requested.

Assess actions taken by first-in units.

Provide a technical level response to hazardous materials incidents.

Provide scene management expertise and equipment.

Evaluate/establish exclusionary zones.

Perform substance identification testing via HAZCAT testing, hazard ID analysis and/or radiological testing.

Determine the proper level of personal protective equipment, emergency medical treatment, decontamination techniques and additional authorities requiring notification.

Perform duties as directed by incident command.

Coordinate with representatives from the [jurisdiction name] Office/Department of Emergency Management or Emergency Management Department/Division.

San Luis Obispo Office/Department of Emergency Management or Emergency Management Department/Division

Designate a coordinator to work with the Local Emergency Planning Committee (LEPC).

Function as lead agency for the [emergency planning district name] LEPC.

Provide public education materials to the public and businesses on hazardous materials and preparedness.

Provide public information on response activities and public safety as necessary during major incidents.

Provide emergency management or emergency operations center (EOC) support for the logistical requirements of hazardous materials emergency response.

The emergency management staff will as necessary:

Provide notification of agencies and organizations as requested by either the facility representative or first responders.

Open the [jurisdiction name] EOC when indicated.

Provide on-scene liaison when requested by incident/unified command.

Script and transmit emergency alert system (EAS) messages when requested and appropriate.

Attempt other methods of notification to the public, as necessary.

Support first response agencies and incident command with information and resource coordination as required.

Assist with federal, state and other notifications.

Provide public information as to areas to avoid, alternate routes of travel, shelter-in-place or evacuation or other information as required.

Assist incident command in determining need for evacuation or shelter-in-place.

San Luis Emergency Medical Services

Provide advanced and basic life support services to hazardous materials exposure victims when requested.

San Luis Obispo Sheriff/Police Department

Coordinate law enforcement resources during a hazardous materials emergency.

Provide for traffic control and maintenance of evacuation during a hazardous materials emergency.

Ensure law enforcement personnel are familiar with procedures for the identification and movement of essential personnel during a hazardous material emergency.

Perform evacuation within parameters established for specific incident action plans.

Assist where necessary in the rapid dissemination of warning and evacuation information to the public.

Assist with investigation of possible criminal acts involving hazardous substances and/or their intentional release.

San Luis Obispo Health Department

Take such measures as the Health Officer deems necessary to promote and protect the public's health.

Assess the public health implications of a hazardous materials incident and take appropriate actions.

Direct the closure of contaminated sites, as necessary

Provide information to the public on the health effects of, and how to avoid contamination from a hazardous materials release as needed.

Make a final determination on when contamination no longer poses a public health risk.

Initiate actions to reopen sites once contaminated when the threat is properly mitigated.

San Luis Obispo Public Works

Provide equipment and manpower to assist in the containment of a hazardous material release.

Provide equipment and manpower to repair essential, jurisdictional facilities damaged as a result of a hazardous material release.

Provide assistance to law enforcement with regard to traffic control on evacuation

routes and at the incident scene.

Implement protection/mitigation measures to ensure safety and integrity of drinking water and waste water systems.

Non-Governmental Agencies

American Red Cross

Provide for temporary shelter, feeding, welfare inquiries and information services.

TRAINING

Hazardous materials response training requirements meet or exceed the Occupational Safety and Health Administration (OSHA) standards in 29 CFR 1910.120. In addition, the National Fire Protection Association (NFPA) established a standard (NFPA 472) of professional competence for responders to hazardous materials incidents.

All hazardous materials incident emergency responders and workers at hazardous materials facilities, transport companies, waste treatment facilities, storage facilities and disposal facilities will be provided training which meets federal and state standards. Such training will be commensurate with their employers or organization's plan and policies.

Responder Training:

Awareness Level

Awareness level responders are those personnel who, in the course of their normal duties, could encounter an emergency involving hazardous materials/ weapons of mass destruction (WMD) and be expected to recognize the presence of the hazardous materials/WMD, protect themselves, call for assistance and secure the scene.

Awareness Level First Responders competencies:

Understand what hazardous substances are and their associated risks.

Recognize the presence of hazardous substances in an emergency.

Can identify the hazardous substances, when possible.

Understand the potential consequences of hazardous substances in an emergency.

Understand the role of a first responder at the awareness level as described in:

The employer's emergency response plan, including site security and control.

The United States Department of Transportation's Emergency Response Guidebook.

Can use the Emergency Response Guidebook.

Recognize the need for additional resources and the need to notify the incident's communication center accordingly.

Operations Level

Operations level responders are personnel who respond to hazardous materials/WMD incidents for the purpose of implementing or supporting actions to protect people, property and the environment from the effects of a release. They are trained to respond in a defensive fashion, which may include attempts to confine, contain or otherwise control the release without coming into contact with the material/product.

First responders at the operations level must receive at least eight hours of training and demonstrate awareness level competencies as well as the competency to:

- Know basic hazard and risk assessment techniques.

- Select and use personal protective equipment (PPE) appropriate for first responder operations level.

- Understand basic hazardous materials terms.

- Perform basic control, containment, and/or confinement operations within the capabilities of the resources and PPE available.

- Implement decontamination procedures to their level training.

- Understand relevant standard operating and termination procedures.

Technician Level

Technician level responders are personnel who respond to a hazardous materials/WMD incident using a risk-based response process to analyze the situation involving hazardous materials/WMD, select applicable decontamination procedures and control the release using specialized protective clothing and control equipment.

First responders at the technician level must receive at least 24-hours of training and demonstrate operations level competencies as well as the competency to:

- Implement an employer's emergency response plan.

- Function within their assigned role in the incident command system.

- Understand hazard and risk assessment techniques.

- Understand basic chemical and toxicological terminology and behavior.

- Use field survey instruments and equipment to classify, identify, and verify materials at the incident.

- Select and use personal protective equipment (PPE) appropriate for hazardous materials technicians.

- Perform advance control, containment, and/or confinement operations within the capabilities of the resources and PPE available.

- Implement decontamination procedures to their level of training.

- Understand termination procedures.

Specialist Level

Specialist level responders are personnel who respond with and provide support to hazardous materials technicians. Their duties parallel those of hazardous materials technicians but require a more specific knowledge of the various substances they may be called upon to contain. Hazardous materials specialists also act as site liaisons with federal, state, tribal and local government authorities with regard to site activities.

First responders at the specialist level must receive at least 24-hours of training and demonstrate technician level competencies as well as the competency to:

- Implement the local emergency response plan.

- Know of the state emergency response plan.

- Develop a site safety and control plan.

- Understand chemical, radiological and toxicological terminology and behavior.

- Understand in-depth hazard and risk techniques.

- Use advanced survey instruments and equipment to classify, identify and verify materials at the incident.

- Select and use proper specialized chemical PPE given to hazardous materials specialists.

- Perform specialized control, containment and/or confinement operations within the capabilities of the resources and PPE available.

- Determine decontamination procedures.

Incident Commander

The Incident Commander (IC) is the person responsible for all incident activities, including development of strategies and tactics and ordering and release of resources.

Incident commanders, who assume control of a hazardous materials incident from the responders first on the scene, must receive at least 24-hours of training and demonstrate operations level competencies as well as the competency to:

- Know of the state emergency response plan and the Federal Regional Response Team.

- Implement the local emergency response plan.

- Implement the employer's emergency response plan.

- Have knowledge of the incident command system (ICS) and understand how they relate to it.

- Implement the employer's ICS.

- Understand the hazards and risks associated with employees working in chemical protective clothing.

- Understand the importance of decontamination procedures.

EPCRA REPORTING

All facilities within *[emergency planning district name]* receiving, storing and/or using extremely hazardous substances (EHS), reference 40 CFR Part 355, must notify the SERC and LEPC in accordance with Section 302 – Notification of Extremely Hazardous Substances.

Facilities must submit Material Safety Data sheets (MSDS) or a MSDS list of the hazardous chemicals present on-site in excess of threshold levels to the SERC, LEPC and local fire department/district in accordance with Section 311.

Facilities storing chemicals must provide specific information about chemicals on site to the SERC, LEPC and local fire department/district using the Tier II Form in accordance with Section 312.

A facility must notify the SERC and LEPC, per Section 304, of a release at the facility in excess of the reportable quantity for the substance and when the release could result in exposure of person outside the facility. A verbal report must be submitted immediately and followed up with written report with 14-days.

DEFINITIONS

ACCIDENT SITE - The location of an unexpected occurrence, failure or loss, either at a regulated facility or along a transportation route, at which a release of listed chemicals occurs.

ACUTE EXPOSURE - Exposures, of a short duration, to a chemical substance that results in adverse physical symptoms.

ACUTELY TOXIC CHEMICALS - Chemicals that can cause both severe short-term and long-term health effects after a single, brief exposure of short duration. These chemicals can cause damage to living tissue, impairment of the central nervous system and result in severe illness. In extreme cases, death can occur when ingested, inhaled or absorbed through the skin.

AEROSOL - Fine liquid or solid particles suspended in a gas such as fog or smoke.

CHEM-TEL - A private company listed in the Emergency Response Guidebook that provides emergency response organizations with a 24-hour phone response for chemical emergencies.

CHEMICAL ACCIDENT/INCIDENT RESPONSE AND ASSISTANCE (CAIRA) PLAN - The plan describes how an Army installation handles chemical material events. This on-post plan must be integrated with off-post plans.

CHEMICAL AGENT - A chemical substance intended for use in military operations to kill, seriously injure or incapacitate people through its physiological effects. Excluded from consideration are riot control agents, smoke, and flame materials. The agent may appear as a vapor, aerosol or liquid. It can be either a casualty/toxic agent or an incapacitating agent.

CHEMICAL TRANSPORTATION EMERGENCY CENTER - a centralized toll-free telephone service providing advice on the nature of chemicals and steps to be taken in handling the early stages of transportation emergencies where hazardous chemicals are involved. Upon request, CHEMTREC may contact the shipper, or manufacturer of hazardous materials involved in the incident for additional, detailed information and appropriate follow-up action, including on-scene assistance when feasible.

COLD ZONE - The area outside the Warm Zone (contamination reduction area) that is free from contaminants.

DECONTAMINATION - The process of making people, objects or areas safe by absorbing, destroying, neutralizing, making harmless or removing the hazardous material.

DIRECTION AND CONTROL EXERCISE - An activity in which emergency management officials respond to a simulated incident from their command and control centers. It mobilizes emergency management and communications organizations and officials. Field response organizations are not normally involved.

EMERGENCY - An event or set of circumstances which: (1) demands immediate

action to preserve public health, protect life, protect public property, or to provide relief to any stricken community overtaken by such occurrences or (2) reaches such a dimension or degree of destructiveness as to warrant the Governor proclaiming a state of emergency pursuant to RCW 43.06.010.

EMERGENCY ALERT SYSTEM (EAS) - Established to enable the dissemination of emergency information to the public via the Commercial Broadcast System by the President and federal, state and local jurisdiction authorities. Composed of amplitude modulation (AM), frequency modulation (FM), television broadcasters, and the cable industry. Formerly known as the Emergency Broadcast System (EBS).

EMERGENCY OPERATIONS CENTER (EOC) - The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county), or some combination thereof.

EMERGENCY SUPPORT FUNCTION (ESF) – The functional approach that groups the types of assistance a state and/or local jurisdiction is most likely to need, (e.g. mass care, health and medical services) as well as the kind of federal operations support necessary to sustain state response actions (e.g., transportation, communications). ESFs are expected to support one another in carrying out their respective missions.

EXTREMELY HAZARDOUS SUBSTANCES - These are substances designated as such by the EPA. EHS inventories above certain threshold quantities must be reported to the SERC, or TERC, and local fire department pursuant to Sections 302, 304, 311 and 312 of EPCRA. EHS releases which exceed certain quantities must be reported to the National Response Center, the SERCs, TERCs, LEPCs, and local fire departments that may be affected, pursuant to EPCRA Section 304. The EHSs and pertinent, reportable quantities are listed in 40 CFR 355 and EPA Consolidated List of Lists.

FACILITY - Fixed-site required to report under EPCRA.

FULL-SCALE EXERCISE - An activity intended to evaluate the operational capability of emergency management systems in an interactive manner over a substantial period of time. It involves the testing of a major portion of the emergency plan and organizations in a highly stressful environment. It includes the mobilization of personnel and resources to demonstrate coordination and response capabilities. The SEOC is activated and field command posts may be established. A full-scale exercise is always formally evaluated.

FUNCTIONAL EXERCISE - An activity designed to evaluate the capability of individual or multiple emergency management functions. It is more complex than a tabletop exercise in that activities are usually under time constraints and are followed by an evaluation or critique. It usually takes place in some type of coordination or operating center. The use of outside resources is often simulated. No field units are used.

HAZARD - The chance that injury or harm will occur to persons, plants, animals or property.

HAZARD ANALYSIS - The use of a model or methodology to estimate the movement of hazardous materials at a concentration level of concern from an accident site, either

at fixed site or on a transportation route to the surrounding area in order to determine which portions of a community may be affected by a release of such materials.

HAZARDOUS CHEMICALS OR SUBSTANCES - Chemicals, mixtures, and other chemical products determined by US Occupational Health and Safety Administration (OSHA) regulations to pose a physical or health hazard. No specific list of chemicals exists, but the existence of a Material Safety Data Sheet (MSDS) for a substance indicates it may be reportable under EPCRA. Reporting information software and current LEPC contact information is available at www.ecy.wa.gov/epcra.

HAZARDOUS MATERIAL - A substance in a quantity or form posing an unreasonable risk to health, safety, property, and/or environment when manufactured, stored, or transported in commerce. A substance which by its nature, containment, and reactivity has the capability for inflicting harm during an accidental occurrence, characterized as being toxic, corrosive, flammable, reactive, an irritant, or a strong sensitizer and thereby posing a threat to health and the environment when improperly managed. Hazardous materials include extremely hazardous and hazardous substances of oil and other petroleum products. Other toxic substances include some infectious agents, radiological materials and materials such as industrial solid waste substances.

HAZARDOUS SUBSTANCE - Chemicals, chemical mixtures, and other products determined by US Occupational Health and Safety Administration (OSHA) regulations to pose a physical or health hazard. No specific list of chemicals or substance exists, but the existence of a Material Safety Data Sheet (MSDS) for a product or substance indicates it may be reportable under EPCRA regulations. Facilities that store 10,000 pounds or more of a HS at any time are required to report chemical inventories annually to the SERC, or TERC, LEPC, and local fire department in accordance with EPCRA regulations. Substances can also be designated as such by the EPA pursuant to the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA). HS releases above certain levels may need to be reported to the National Response Center and must be reported to the SERC, TERC, and local agencies pursuant to CERCLA, Section 304 of EPCRA, and related state regulations.

HOT ZONE - The area surrounding a particular incident site where contamination does or may occur. All unauthorized personnel may be prohibited from entering this zone.

INCIDENT COMMANDER - The IC is the overall coordinator of the response team. Responsible for on-site strategic decisions and actions throughout the response phase and maintains close liaison with the appropriate government agencies to obtain support and provide progress reports on each phase of the emergency response. Must be trained to a minimum of Operations level and certified in the Incident Command System.

INCIDENT COMMAND SYSTEM (ICS) - An all-hazards, on-scene functional management system that establishes common standards in organization, terminology and procedures. ICS provides a means (unified command) for the establishment of a common set of incident objectives and strategies during multi-agency/multi-jurisdiction operations while maintaining individual agency/jurisdiction authority, responsibility and accountability. ICS is a component of the National Interagency Incident Management Systems (NIMS).

JOINT INFORMATION CENTER (JIC) - A facility that may be used by affected utilities, state agencies, counties, local jurisdictions and/or federal agencies to jointly coordinate the public information function during all hazards incidents.

LOCAL EMERGENCY PLANNING COMMITTEE (LEPC) - The planning body

designated in the Superfund Amendments and Reauthorization Act Title III legislation as the planning body for preparing local hazardous materials plans.

NATIONAL RESPONSE CENTER - Interagency organization, operated by the US Coast Guard, which receives reports when reportable quantities of dangerous goods, hazardous and/or extremely hazardous substances are spilled. After receiving notification of an incident, the NRC will immediately notify appropriate federal response agencies, which may activate the Regional Response Team or the National Response Team.

ON-SCENE - The total area that may be impacted by the effects of a hazardous material incident. The on-scene area is divided into mutually exclusive on-site and off-site areas.

PLUME - A vapor cloud formation that has shape and buoyancy. The cloud may be colorless, tasteless, or odorless and may not be visible to the human eye.

PRIMARY AGENCY - An agency assigned primary responsibility to manage and coordinate a specific ESF. Primary agencies are designated on the basis of who has the most authorities, resources, capabilities or expertise relative to accomplishment of the specific Emergency Support Function (ESF) with assistance, if requested, from the EOC. An example of a primary agency is the Department of Transportation for ESF 1 - Transportation.

REGULATED FACILITY - A site where handling and transfer, processing, and/or storage of chemicals is performed. For the purposes of this document, regulated facilities produce, use, or store EHSs in quantities which exceed threshold planning quantities or they store one or more HS in a quantity of 10,000 pounds or more at any one time. Facilities that meet either criterion must annually report their chemical inventories of such materials to the SERC, LEPCs, local fire department. When appropriate, the tribe must be reporting to the Tribal Emergency Response Commission (TERC).

REPORTABLE QUANTITY - The minimum quantity of hazardous substances released, discharged, or spilled that must be reported to federal, state, local and/or tribal authorities pursuant to statutes and EPCRA regulations.

RESPONSE - Actions taken immediately before, during or directly after an emergency occurs to save lives, minimize damage to property and the environment and enhance the effectiveness of recovery. Response measures include, but are not limited to: emergency plan activation, emergency alert system activation, emergency instructions to the public, emergency medical assistance, staffing the emergency operations center, public official alerting, reception and care, shelter and evacuation, search and rescue, resource mobilization and warning systems activation.

RISK MANAGEMENT PLAN - Pursuant to Section 112r of the Clean Air Act (CAA), facilities that produce, process, distribute or store certain toxic and flammable substances are required to have a RMP that includes a hazard assessment, accident prevention program, and emergency response program. A summary of the RMP must be submitted to the EPA. RMP guidance is available at [HYPERLINK "http://yosemite.epa.gov/oswer/ceppoweb"](http://yosemite.epa.gov/oswer/ceppoweb) <http://yosemite.epa.gov/oswer/ceppoweb.nsf/content/RMPS.htm>.

SUPPORT AGENCY - An agency designated to assist a specific primary or joint primary agency with available resources, capabilities or expertise in support of Emergency Support Function (ESF) activities under the coordination of the primary or joint primary, agency.

TABLETOP EXERCISE - An activity in which officials, key staff and/or others with emergency responsibilities gather to informally discuss simulated emergency situations. It is designed to elicit constructive discussion by the participants without time constraints. Participants evaluate plans and procedures and resolve questions of coordination and assignment of responsibilities in a non-threatening format under minimum stress.

TITLE III - Public Law 99-499, Superfund Amendment and Reauthorization Act (SARA) of 1986, Title III, Emergency Planning Community Right-to-Know Act (EPCRA), requires the establishment of state and local planning organizations, State Emergency Response Commission (SERC), a subcommittee of the Emergency Management Council, and Local Emergency Planning Committees (LEPCs) to conduct emergency planning for hazardous materials incidents. The law requires site-specific planning for extremely hazardous substances, participation in the planning process by facilities storing or using hazardous substances and notifications to the SERC or LEPC of releases of specified hazardous substances. It also provides a mechanism for information sharing on hazardous chemicals and emergency plans for hazardous chemical events to the public.

TOXIC SUBSTANCES - Toxic substances are chemical or compounds which may present an unreasonable threat to human health and the environment. Human exposure to toxic substances can cause a variety of health effects including long-term adverse health effects. Certain facilities which have 10 or more full-time employees and manufacture, process or use a toxic substance in excess of threshold amounts during the calendar year are required to submit a Toxics Release Inventory Report annually to the US EPA. A current list of substances covered, reporting guidance, and software is available at the US EPA TRI website at www.epa.gov/tri.

TOXICITY - A measure of the harmful effect produced by a given amount of a toxin on a living organism. The relative toxicity of an agent can be expressed in milligrams of toxin needed per kilogram of body weight to kill experimental animals.

VULNERABLE FACILITIES - Facilities which may be of particular concern during a HAZMAT incident because they 1) are institutions with special populations that are particularly vulnerable or could require substantial assistance during an evacuation (schools, hospitals, nursing homes, day care centers, jails), 2) fulfill essential population support functions (power plants, water plants, fire/police/EMS dispatch center), or 3) include large concentrations of people (shopping centers, recreation centers).

WARM ZONE - An area over which the airborne concentration of a chemical involved in an incident could reach a concentration that may cause serious health effects to anyone exposed to the substance for a short period of time.

Appendix B – Incident Command Agency

<i>Agency</i>	<i>Phone Number</i>	<i>Notes</i>
<i>San Luis Obispo Fire Dept.</i>	<i>(805) 781-7380</i>	
<i>County Fire Dept.</i>	<i>(805)543-4244</i>	
<i>CHP</i>	<i>(805) 594-8700</i>	
<i>County Sherriff</i>	<i>(805) 781-4540</i>	
<i>SLO PD</i>	<i>(805) 781-7317</i>	
<i>San Luis Ambulance Service</i>	<i>(805) 543-2626</i>	
<i>County Dispatch</i>	<i>911</i>	
<i>French Hospital Medical Center</i>	<i>(805) 543-5353</i>	
<i>Sierra Vista Regional Medical Center</i>	<i>(805) 546-7600</i>	
<i>SLO County Public Works</i>	<i>(805) 781-5252</i>	
<i>County Public Health Service</i>	<i>(805) 781-5500</i>	
<i>County Emergency Management</i>	<i>(805) 781-5011</i>	
<i>National Response Center</i>	<i>1-800-424-8802</i>	

Appendix C - Public Safety Procedures

Shelter-in-Place

The term, shelter-in-place, means to seek immediate shelter and remain there during an emergency rather than evacuate the area. Evacuation is the preferred public safety option. Therefore, shelter-in-place should only be used when an evacuation is not safe. The decision to shelter-in-place will be made by the designated incident officer in consultation with a hazardous materials technician or specialist, when possible. Once the decision to shelter-in-place is made, the designated incident officer will instruct the affected population to shelter-in-place. This notification will be made using all means of communication available.

In the event of a critical incident where hazardous (including chemical, biological or radiological) materials may have been released into the atmosphere either accidentally or intentionally, a decision to shelter-in-place may be the preferred method of safely waiting out the release. Consider providing the following instructions to citizens during a shelter-in-place situation:

Turn-off heating, cooling and ventilation system to prevent drawing in outside air.

Get disaster supply kit, pets and their food and water.

Move to a small, interior room above ground level and close doors and windows, rooms having little or no ventilation are preferred. Seal air vents, cracks around doors and windows with blankets, sheets, towels, plastic sheeting, duct tape or other materials.

Do not use the fireplace or wood stove, extinguish all burning materials and close dampers.

Notify those around you, and encourage others to remain in your room/ office rather than to try to leave the building.

Do not use the telephone unless you have an emergency.

Listen to your local radio or television stations for further instructions.

Stay in your rooms/ offices/ classrooms and only come out when you are told that it is safe.

It is important following a shelter-in-place event the public take reverse actions. When outside toxic levels fall below those inside structures, directives should be given to begin ventilating buildings by restarting heating, cooling and ventilation systems and opening windows and doors. This is a critical component of the shelter-in-place concept but one where public compliance may become an issue.

Evacuation

The public is more likely to respond positively to an evacuation directive when they are well informed of the threat and appropriate action to take. It is very important the IC get the shelter-in-place or evacuation order out to the public as expeditiously as possible to minimize the potential of a wholesale self-evacuation. Uninformed, self-evacuees could frustrate response operations and compromise the traffic control plan.

The IC is responsible for determining the need to evacuate, executing the evacuation order and communicating evacuation procedures to the public. At a minimum, an evacuation directive should include:

Location of the hazard.

Description of the hazard.

Description and boundaries of the evacuation zone.

Name and address of shelters/reception centers.

Primary evacuation routes to be used.

Information on how special groups, i.e., schools, nursing homes, the functionally challenged, within the evacuation zone will be evacuated/assisted.

Information on available public transportation system and pick-up points.

Details on what to bring and not bring to the shelter/reception center.

Information on security within the evacuation zone.

Estimated time the zone/area will need to be evacuated.

Information on how evacuees will receive instructions on when to return to the evacuation zone.

Evacuees should also receive instructions to, time permitting:

Gather and pack only what is most needed, with particular attention given to medications, materials for infant care, essential documents, etc.

Turn off heating, ventilation and cooling systems and appliances, except the refrigerator.

Leave gas, water and electricity on unless damage is suspected, there is a leak, or advised to do so by authorities.

Lock the house or building prior to leaving.

Do not use the telephone unless it is an emergency.

Car-pool or take only one car and drive safely. Keep all vehicle windows and vents closed, turn on local radio station for evacuation routes and up-to-date information.

Follow directions given by officials along the evacuation route(s) and be prepared to provide the right-of-way to emergency response vehicles.

Do not call your school or go to pick-up children. The children will be moved if an evacuation is necessary at their location. The parents of evacuated children will be notified where to pick-up children.

Evacuation plans are specific to the individual facility and possibly to the specific chemical. They will include special provisions and instructions for facilities in the impacted area, especially those with captive or high risk populations, i.e., schools, hospitals, nursing homes, prisons, etc. Provisions will be made to evacuate the elderly and physically challenged who require assistance to comply with evacuation directive. Precautionary evacuation of certain, high-risk members of the affected population may be recommended even when no other segments of the population are evacuated. This could include infants, pregnant women, persons with respiratory illnesses and the elderly.

Once an evacuation is complete, no access to the evacuated area will be allowed without the express permission of the IC, in coordination with the chief law enforcement officer. Once the area is deemed safe, the orderly return of evacuees to the evacuated area will be authorized through the IC. Return will be coordinated using predetermined procedures through designated checkpoints.

Local and state law enforcement agencies will use common traffic control procedures to keep evacuation routes open. The IC will determine the evacuation routes. The following major thoroughfares will be utilized whenever possible to expedite the flow of evacuees.

Hwy 227

Hwy 101

The Interstate and state routes should be considered first as evacuation routes in San Luis Obispo County; however, numerous county roads should also be considered based on the location of the hazardous materials incident. State routes include:

Hwy 41 going north/east

Hwy 46 going east

Hwy 101 going north or south

Hwy 168 going east

Any combination of the following modes of transportation will be utilized to transport evacuees from the evacuation zone to shelters/reception centers.

Walking: When the evacuation is expected to be of short duration, evacuation zone is limited to a small area and weather conditions are acceptable, able-bodied persons may be asked to walk to a nearby shelter/reception center (school, parking lot, church, field, etc.). If the hazardous material is highly flammable and ignition sources need to be eliminated or surface arterials are in gridlock, walking would be the chosen mode for evacuation until a safe area is reached where follow-on transportation to a shelter/reception center is available.

Private vehicle (car, van, pick-up truck, etc.): When walking is not an option, use of private vehicles is a viable alternative as long as the vehicle is in the area to be evacuated, fueled, and in operating condition. Use of personal vehicles can be quick and convenient and a community resource for transporting neighbors without access to their own vehicle or persons with physical challenges that do not require EMS level transportation.

Public Transit (city/county bus, school bus): This mode minimizes the stress on surface arterials and provides a means of evacuation for individuals without a vehicle or immediate access to a vehicle when the distance to clear the evacuation zone is too far to walk. It is also an excellent alternative for institutions such as hospitals and those housing the elderly. San Luis Obispo Transit can be dispatched to support an evacuation order when authorized/notified by officials. School buses can be used to augment the overall evacuation once students at risk have been evacuated.

EMS vehicles (ambulance or handicap equipped vehicle): This mode is primarily used to transport the sick, infirmed or disabled from the evacuation zone to a shelter/reception center or other, more appropriate facility.

Public school buildings are normally used as evacuation shelters/reception centers when the evacuation is projected to last for an extended period of time; however, any large building outside the evacuation zone with adequate facilities could be utilized as long as the owner agrees to its use. Every effort will be made to ensure each shelter/reception center is accessible to all evacuees, including the physically challenged and elderly. This may not be possible in every situation. In these instances, assistance will be provided and/or alternative facilities will be identified. Alternative facilities outside San Luis Obispo may be required to accommodate the special needs population, hospital patients or jail/prison inmates.

The American Red Cross (ARC), in conjunction with [faith based organization, Salvation Army, etc.], operates shelters/reception centers in San Luis Obispo County. The services provided in these shelters/reception centers will be in accordance with ESF 6 – Mass Care, Emergency Assistance, Housing and Human Services of the San Luis Obispo Comprehensive Emergency Management Plan.

Law enforcement personnel will be assigned to secure the perimeter of the evacuation zone and, when environmental conditions permit, periodically patrol the interior of the evacuation zone. Law enforcement personnel may also be dispatched to shelter/reception center locations to provide security. The San Luis Obispo EOC will request state assistance when the duration of the evacuation and/or size of the evacuation zone exceeds the capabilities of local law enforcement.

Law enforcement is responsible for verifying the identity of non-uniformed personnel requiring access to the evacuation zone to conduct business (local and state government, utilities, business owners, etc.) and maintaining a log recording when these individuals enter and exit the evacuation zone.

Sample Evacuation Warning Message

ATTENTION! (Lead law enforcement / Executive / Mayor / City Manager) of _____, and the _____ Fire Department / District have issued the following emergency bulletin at (time) this morning / afternoon / evening: A chemical leak of _____ occurred at (time) this morning / afternoon / evening at location. This is a highly poisonous chemical and you are in immediate danger if exposed. No leak of the chemical is occurring at this time, I repeat there is no leak at this time, but a leak is possible while workers repair _____. You are directed to follow these emergency instructions now!

All persons within the area bounded by _____ Street / Avenue / Road / etc. on the north, _____ Street / Avenue / Road / etc. on the east, _____ Street / Avenue / Road / etc. on the south and _____ Street / Avenue / road / etc. on the west are directed to evacuate immediately. Tie a white cloth or towel to the outside front door knob to indicate the premises are vacated. Police will secure the area vacated and no one will be allowed to enter/reenter.

Use _____ Street / Avenue / Road / etc. to the north and _____ Street / Avenue / Road / etc. to the east as evacuation routes. Public shelters are set up at (name and address of facility) and (name and address of facility), if you need shelter. The (public transit system) buses will provide transportation for residents of (location / sub-division / community / facility name). School children from _____ School will be evacuated to (facility name) by their school buses. **DO NOT** go to the school to pick them up.

If you need transportation or special help, call (telephone number). **DO NOT** call 9-1-1 for assistance or information. Emergency workers are in the area to assist. Stay tuned to this (radio or TV) station for further instructions and for the "All Clear" to be issued.

Appendix G – Incident Report

HAZARDOUS MATERIALS INCIDENT REPORT

INITIAL CONTACT INFORMATION

(Check one): _____ REPORTED/ACTUAL INCIDENT _____ DRILL/
EXERCISE

Date/Time of Notification: _____ Report received by:

Reported by (name & phone number or radio call signs):

Company/agency and position (if applicable):

Incident address/descriptive location:

Agencies at the scene:

Known damage/casualties (do not provide names over unsecured communications):

CHEMICAL INFORMATION

Nature of emergency: (check all that apply)

____ Leak ____ Explosion ____ Spill ____ Fire ____ Derailment ____
Other

Description:

Name of material(s) released/placard number(s):

Release of materials:

Has ended _____ Is continuing. Estimated release rate & duration:

Estimated amount of material which has been released:

Estimated amount of material which may be released:

Media into which the release occurred: _____ air _____ ground _____
water

Plume characteristics:

a. Direction (Compass direction of plume): _____ c. Color:

b. Height of plume: _____ d. Odor:

Characteristics of material (color, smell, liquid, gaseous, solid, etc)

Present status of material (solid, liquid, and gas):

Apparently responsible party or parties:

Note: THIS INCIDENT REPORT IS ONLY AN EXAMPLE. IT CONTAINS SOME OF THE INFORMATION REQUIRED TO REPORT AN INCIDENT TO THE SERC. Go to HYPERLINK "http://www.ecy.wa.gov/epcra"www.ecy.wa.gov/epcra to obtain a reporting form for businesses to submit to the SERC. This form can be used at an incident, if applicable.

ENVIRONMENTAL CONDITIONS

Current weather conditions at incident site:

Wind From: _____ Wind Speed (mph): _____ Temperature (F):

Humidity (%): _____ Precipitation: _____ Visibility:

Forecast:

Terrain conditions:

HAZARD INFORMATION

(From ERG, MSDS, CHEMTREC, or facility)

Potential hazards:

Potential health effects:

Safety recommendations:

Recommended evacuation distance:

IMPACT DATA

Estimated areas/ populations at risk:

Special facilities at risk:

Other facilities with HAZMAT in area of incident:

PROTECTIVE ACTION DECISIONS

Tools used for formulating protective actions

- _____ a. Recommendations by facility operator/responsible party
- _____ b. *Emergency Response Guidebook*
- _____ c. Material Safety Data Sheet
- _____ d. Recommendations by CHEMTREC
- _____ e. Results of incident modeling (CAMEO or similar software)
- _____ f. Other:

Protective action recommendations:

____ Evacuation ____ Shelter-In-Place ____ Combination ____ No Action
____ Other

Time Actions Implemented

Evacuation Routes Recommended: Highway 101 North or South.

EXTERNAL NOTIFICATIONS

Notification made to:

- National Response Center (Federal Spill Reporting)
1-800-424-8802
- CHEMTREC (Hazardous Materials Information)
1-800-424-9300
- RRC (Oil/gas spills - production facilities, intrastate pipelines)
- State Emergency Response Commission (state spill reporting)
1-800-258-5990
- SERC written follow-up forms available at—www.ecy.wa.gov/epcra,



SECTION 10
ENERGY EFFICIENCY PLAN

Energy Efficiency Plan

Introduction

There are many elements that SloCal Roots will implement to achieve energy efficiency.

Lighting

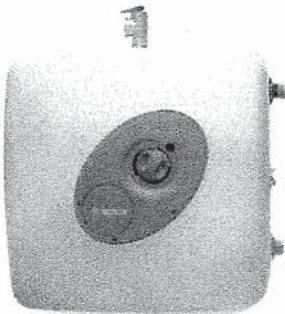
SloCal Roots will use only LED lighting in its facility. Light will not be left on when not in use. Lighted exit signs and emergency signs will also be lit using LED.

Environmental Controls and HVAC

The environmental controls and HVAC systems that SloCal Roots utilizes will be the most energy efficient systems available on the market at the time of this application.

IT/Computer Energy Use

Employees will be careful to turn off computers and other IT equipment when not in use.



Hot Water System

The hot water system will be an instant hot water heater and will be of a scale that is suitable for the operations of SloCal Roots.

Building Efficiency

Dual pane glass and sufficient insulation will be used to reduce the carbon footprint of the building. Any remodeling or construction at the premises will be done following green practices.

Human Controls

Employees will be encouraged to be energy aware throughout their lives. At work employees will be expected to turn off electric devices when they are not in use.

Solar and Net Zero

SloCal is committed to improving the environment by being a net zero business and will implement solar panels to achieve this.

