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WHISTLER TEMPORARY USE PERMIT - CANNABIS RETAIL

RESORT MUNICIPALITY OF WHISTLER
4200 Dinckworth Way TEL 604-935-8170
Whistler, BC Canada V8E 0X8 TF 1-800-363-1179
whistler.ca FAX 604-935-8149

Application Number
TUP00111 _____
Work Order: _____

Climate Action, Planning and Development Services - Planning Department
Tel 604-935-8170 (direct)
Email: planning@whistler.ca

Application Type: (check applicable boxes)

- Temporary Use Permit – (Cannabis Retail) Temporary Use Permit – amendment or renewal

Please review the [RMOW Cannabis Retail Policy No. G-27](#) and ensure this application complies with requirements and stipulations of the policy.

Subject Property:
Street Address: 9810 Millar Creek Rd Whistler, BC V0N 1B1

Legal Description P.I.D. 014-587-823 / 014-587-815
(● on Land Title Certificate)

Please check the TUP Area the proposed business is located in:

- Creekside Function Junction Nesters Plaza
 The Village Village North

Property Zoning: IS1

Business Information:
Legal Name: Team Cannabis Ltd.

Doing Business As: _____

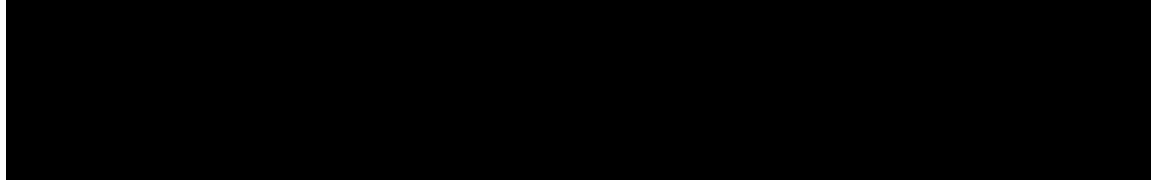
Mailing Address: 520 192nd St Surrey, BC V2Z 9R9

Provincial Application Reference Number: 075134

Name of Applicant/Agent: Holly Mukate



Name of Registered Property Owner: Guy Beaudesne



AUTHORIZATIONS

I 1107147 BC LTD authorize 1358156 BC LTD
(PRINT NAME of registered property owner) (PRINT NAME of agent/person authorized to sign the application)
 to act as agent and sign the application form to the Resort Municipality of Whistler on my/our behalf for the property known as
9 & 10 Millar Creek Road, Whistler BC
(Civic address of property)

[Redacted Signature] February 28, 2023
Signature(s) of Signing Officer(s) of Corporation Date
[Redacted Seal] Feb 28, 2023
Corporate Seal(s), if applicable Date

PROPERTY OWNER'S AGREEMENT

As of the date of this application, I am the registered owner of the lands described in the application. I have examined the contents of the application, certify that the information submitted with it is correct insofar as I have knowledge of these facts, and concur with the submission of the application. I acknowledge that the lands described in the application may be subject to applicable laws, regulations, and guidelines including, but not limited to, the Resort Municipality of Whistler Zoning and Parking Bylaw No. 303, 2015 and the *Local Government Act*. I agree to comply with all provisions of the Resort Municipality of Whistler Zoning and Parking Bylaw No. 303, 2015 and any other applicable legislation, if this application is approved. I understand that approval does not constitute a building permit and that drawings submitted for a building permit must match approved Temporary Use Permit drawings.

[Redacted Signature] February 28, 2023
Signature of property owner Date

DECLARATION

I Holly Mykute, solemnly declare that the statements made
(PRINT NAME)
 by me upon this application are to the best of my belief and knowledge a true and complete representation of the purpose and intent of this application.

[Redacted Signature] March 13/23
Signature of applicant or agent Date

FEE SCHEDULE

TEMPORARY USE PERMITS	Fees	Select
Temporary Use Permit – requiring Council consideration of issuance	\$4,700.00	<input checked="" type="checkbox"/>
Temporary Use Permit – amendments or renewals	\$3,525.00	<input type="checkbox"/>
Other Services By Request		
Land Title Search by Request	\$35.00	<input type="checkbox"/>
CANNABIS RETAIL LICENCE APPLICATION PROCESSING FEE		
New Cannabis Retail Store Licence	\$2,000.00	<input checked="" type="checkbox"/>

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LAND TITLE OFFICE
STATE OF TITLE CERTIFICATE

Certificate Number: STSR3771705

michelle rochon

A copy of this State of Title Certificate held by the land title office can be viewed for a period of one year at <https://apps.ltsa.ca/cert> (access code 496253).

I certify this to be an accurate reproduction of title number **CA8904874** at 22:12 this 8th day of March, 2023.


REGISTRAR OF LAND TITLES



Title Issued Under	STRATA PROPERTY ACT (Section 249)
Land Title District Land Title Office	VANCOUVER VANCOUVER
Title Number From Title Number	CA8904874 BG147669
Application Received	2021-04-08
Application Entered	2021-04-12
Registered Owner in Fee Simple Registered Owner/Mailing Address:	1107147 B.C. LTD., INC.NO. BC1107147 41295 HORIZON DRIVE SQUAMISH, BC V8B 0Y7
Taxation Authority	Whistler, Resort Municipality of

LAND TITLE OFFICE
STATE OF TITLE CERTIFICATE

Certificate Number: STSR3771705

Description of Land

Parcel Identifier: 014-587-815

Legal Description:

STRATA LOT 9 DISTRICT LOT 4119 STRATA PLAN VR. 2457 TOGETHER WITH AN INTEREST IN THE COMMON PROPERTY IN PROPORTION TO THE UNIT ENTITLEMENT OF THE STRATA LOT AS SHOWN ON FORM 1.

Legal Notations

SUBJECT TO PROVISOS, SEE CROWN GRANT J29841L

Charges, Liens and Interests NONE

Duplicate Indefeasible Title NONE OUTSTANDING

Transfers NONE

Pending Applications NONE

This certificate is to be read subject to the provisions of section 23(2) of the Land Title Act(R.S.B.C. 1996 Chapter 250) and may be affected by sections 50 and 55-58 of the Land Act (R.S.B.C. 1996 Chapter 245).

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LAND TITLE OFFICE
STATE OF TITLE CERTIFICATE

Certificate Number: STSR3771704

Michelle Rochon



A copy of this State of Title Certificate held by the land title office can be viewed for a period of one year at <https://apps.ltsa.ca/cert> (access code 808048).

I certify this to be an accurate reproduction of title number **CA8904906** at 22:10 this 8th day of March, 2023.

REGISTRAR OF LAND TITLES



Title Issued Under	STRATA PROPERTY ACT (Section 249)
Land Title District Land Title Office	VANCOUVER VANCOUVER
Title Number From Title Number	CA8904906 BG147670
Application Received	2021-04-08
Application Entered	2021-04-12
Registered Owner in Fee Simple Registered Owner/Mailing Address:	1107147 B.C. LTD., INC.NO. BC1107147 41295 HORIZON DRIVE SQUAMISH, BC V8B 0Y7
Taxation Authority	Whistler, Resort Municipality of

LAND TITLE OFFICE
STATE OF TITLE CERTIFICATE

Certificate Number: STSR3771704

Description of Land

Parcel Identifier: 014-587-823

Legal Description:

STRATA LOT 10 DISTRICT LOT 4119 STRATA PLAN VR.2457 TOGETHER WITH AN INTEREST IN THE COMMON PROPERTY IN PROPORTION TO THE UNIT ENTITLEMENT OF THE STRATA LOT AS SHOWN ON FORM 1.

Legal Notations

SUBJECT TO PROVISOS, SEE CROWN GRANT J29841L

Charges, Liens and Interests NONE

Duplicate Indefeasible Title NONE OUTSTANDING

Transfers NONE

Pending Applications NONE

This certificate is to be read subject to the provisions of section 23(2) of the Land Title Act(R.S.B.C. 1996 Chapter 250) and may be affected by sections 50 and 55-58 of the Land Act (R.S.B.C. 1996 Chapter 245).

To whom it may concern,

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Re: Community Impact Statement

Team Cannabis has been diligent and considerate in creating an operational plan that is consistent with the community's values and policies expressed in the Official Community Plan (OCP).

As these topics are discussed at length in our Business & Operational Plan, we have provided a condensed summary here.

BALANCING RESORT AND COMMUNITY NEEDS

The intent of Whistler's Balance Initiative is to consider the implications of growth in the context of progress toward the achievement of Whistler's vision – such that implications for social, environmental, and economic performance are all considered.

We have gone to great lengths to ensure that the needs of the residents, community, and environment have been the priority in the creation of our operational practices.

Our location is not in the Village, and we do not anticipate that a large volume of tourists will travel to Function Junction. As such, our location caters to the locals – to the area's workforce – to those running their daily errands. We hope that our delivery model will capture some of the village crowd as well as other neighbourhoods of the community. We feel we have taken sufficient steps to counter/offset any negative impact our delivery service may have. Our efforts have been concentrated on areas and initiatives that benefit the overall community and landscape as opposed to being centred around the mitigation of the Village hustle & bustle, demands, and issues. We hope to be able to service both comfortably.

With the benefit of the service we provide, and our engaged and creative approach to the community's priorities, our brand and the local community are a match made in heaven.

COMMITMENT TO A LIVING WAGE

Team Cannabis will strive to provide stable well-paying jobs for our staff. We are currently in the preliminary stages of exploring and obtaining our Certified Living Wage Employer status and membership through the Living Wage for Families BC organization. Team Cannabis will strive to meet and exceed all labour standards, and to provide a safe and fair work environment. We're dedicated to providing our staff with a livable wage for today's Whistler. We intend to have an entry-level wage of \$25/hr that staff will be able to build upon over time. We will also offer extended benefits to staff that qualify after their 3-month probationary period. Over and above the standardized wage and benefits, we will offer our staff other forms of aid including, but not limited to:

- Cash tips
- Provide yearly wage increases.

- Paid vacation.
- Allow for paid sick leave.
- Give holiday bonuses.
- Initiative staff initiatives
- Introduce “Monthly MVP” bonuses.
- Provide staff with yearly transit passes.
- Provide staff with a carpool option.
- Employer Hot Lunch Program
- Offer discounted employee room & board.
- Offer staff discounts.
- Pay for additional industry-related development and training.
- Paid time off, and admission fees, for cultural awareness or sustainability seminars/ workshops.
- Pay for security-related training to obtain BC Basic Security Training License.
- Paid time off for volunteering in the community.
- Hosting a Workplace Wellness Workshop through the WCSS.

Team Cannabis will strive to meet and exceed all labour standards, and to provide a safe and fair work environment. It maintains human resource policies on topics such as workplace safety, code of conduct, harassment, and discrimination.

PROVISIONS FOR EMPLOYEE HOUSING

Living wages are, in part, required as a mitigation tactic to combat inflation and the rising cost of living. Team Cannabis is committed to assisting our staff with housing on our own or through Whistler’s numerous housing programs. There are several options we are exploring at this time: (*As operations would not be starting for quite some time; we have only made preliminary inquiries at this time we feel it is still premature to make any serious inquiries and congest the system.)

We respect and appreciate that accommodations are limited and do not want to hinder anyone who may currently be in need. Some of the options we are exploring and open to include:

1. Exploring the opportunity of Company/ Holly purchasing a private residence. There are currently 213 on the MLS website and 10 private sales on Craigslist. As we are also purchasing the property that our store is located on, we feel that this is the best fit for us as we are relocating to Whistler upon successful approvals.
2. Renting/ leasing a private residence to house our Mgmt team and as many team members as appropriate and allowable. Currently, there are 65 listings on Craigslist.
3. Exploring the opportunity of purchasing a residence through the Whistler Housing Authority Employee Housing Ownership Program solely for staff housing.
4. Exploring any available opportunities through the Home Run program.
5. Ensuring our staff qualify and are supported in exploring the Whistler Housing Authority Employee Housing Rental Program.
6. Provide our staff with a Living Wage which may allow them to find accommodations of their own.
7. Explore residing and commuting from elsewhere in the Sea to Sky Corridor.

8. Provide cash-in-lieu contributions that are consistent with municipal policies.

We are committed, long-term, to finding residency for ourselves and as many team members as we can reasonably assist and provide our staff with a living wage, so they can accommodate themselves.

LEADERSHIP IN SUSTAINABILITY AND CLIMATE ACTION

It's no surprise that Whistler is leading the way when it comes to sustainability practices, climate action mitigation initiatives, and waste management solutions. Just one look at the pure, untouched, immaculate landscape and you're hooked. But like many things, one can ruin it for the many. The entire community must do its part to lessen its footprint and the footprint of the millions of visitors that drive the economy. Although very eco-aware individuals already, Team Cannabis is up for the challenge of joining the larger team of the community! In alignment with Whistler's Climate Action Big Moves Strategy, we will:

As individuals we will practice:

- Veganism (some of us..)
- Utilizing transit, biking, or even jogging to work
- Choosing electric vehicles over gas counterparts.
- Shopping for food locally at the Farmer's Market
- Supporting the elimination of single-use plastic items
- Choosing green cleaning supplies.
- Recycling & composting household waste.
- Gardening (at community gardens)

As a company, we encourage the use of preferred modes of transportation:

- Install bike racks at our location.
- Utilize e-bikes as a mode of operational transportation.
- Provide staff with yearly pre-paid transit passes.

When a vehicle is called for, due to weather, time of day, or distance, we will:

- Utilize small compact battery-operated electric vehicles (BEV) for our personal and operational modes of transportation. We have selected the Chevy Bolt which has a range of 420km.
- Offer a carpool service to our staff in our BEV. When necessary to drive, Mgmt will be offering staff rides to/from home/meeting points. These will take place at 8:30 am and 11:30 pm daily. There is also an opportunity for staff to access a ride to work if there is a delivery in their area.

Just because our industry doesn't directly affect the pattern or frequency of visitors' travel, doesn't mean that we can't have an impact on the overall number of people on the road:

- Our delivery model will reduce the number of cars and trips to our storefront. We anticipate a significant number of deliveries every day. Our delivery model compiles orders for each delivery window which are then dispatched "in bulk". This service will save countless numbers of trips and cars on the road.

The building that will be our proposed store is over 30 years old. It has many deficiencies and is not up to the current RMOW Building Code, nor is it in alignment with the appropriate energy efficiencies, environmentally sustainable methods, or technologies that support the BC Energy Step Code. Energy efficiency standards are one of the most cost-effective tools for achieving greenhouse gas emission reduction and overall energy conservation. Upon possession, we will have an Energy Advisor evaluate our building and we will adopt any/all recommendations (within reason) set forth. Team Cannabis will also make our existing building better by:

- Ensuring the building is up to RMOW code.
- Installing low-flow toilets and low-flow water faucets.
- Installing energy-efficient lighting and solar-powered outdoor lighting
- Installing/having Energy-Star-certified windows
- Purchasing Energy efficient appliances and machinery
- Removing the existing electric baseboard heating and install a heat pump with programmable thermostats.
- Explore small-scale, renewable energy production via the installation of solar panels. (As our property is subject to strata rules, we are unsure if this is allowable currently.)
- Utilize natural building materials in our design and incorporating greenery. (ie. A living feature wall or some large potted plants.) And where possible, encourage the use of native plant species.
- Hopefully, installing EV charging stations in the future.

In harmony with Whistler's Zero Net Waste Action Plan, we:

- Attending Zero Waste Education Workshops hosted by the Association of Whistler Area Residents for the Environment (AWARE).
- Conducting neighbourhood, trail, and highway litter cleanups.
- Urging customer's not to take a bag. If they must, use recyclable paper bags.
- Instead of printing out paper receipts, offer customers electronic receipts via email.
- Initiating an industry first in implementing a monetary-based customer cannabis container recycling program.
- Initiating an industry first in implementing a monetary-based customer vape cartridge/battery recycling program.
- Arranging the outsourcing of recycled cannabis containers as raw material and repurposing.
- Implementing an in-store 4-tiered waste separation/collection program
- Leaning toward sustainable brands and packaging.
- Being an advocate of a circular economy within the industry.
- Educating customers on the effects of cannabis packaging and the numerous actions/options available to them
- Collecting refundable recyclables that might otherwise end up in the landfill for donation.

Possibly the most significant approach to all our environmental-related plans is that of our delivery service fee. Team Cannabis has committed to donating \$0.50 of every delivery fee to climate action mitigation strategies within the Sea to Sky Corridor.

RELATIONS WITH OR SUPPORT FOR COMMUNITY ORGANIZATIONS

Our name is our stamp, and the word team encompasses all that we stand for. Working together is invaluable and irreplaceable, and quite frankly there needs to be more "teamwork" in this society we live in. Team Cannabis encourages our staff to get involved in the community and its events. We urge all staff to participate/ volunteer in at least two community engagements event each calendar year and represent themselves as brand ambassadors.

Team Cannabis has/will be joining forces with an array of organizations and groups which will lead us to a working relationship that will be mutually beneficial to all parties, the residents, the community, and the environment. Some of the entities we will be collaborating with are:

Supporting/ Joining:

- Chamber of Commerce
- Whistler's Women-Owned Biz Directory
- Squamish Lil'wat Cultural Centre

Volunteering:

- Whistler Fire Dept
- Squamish Lil'wat Cultural Centre
- Whistler Food Bank & Food Bank Delivery
- Whistler Search & Rescue
- AWARE Whistler (Association of Whistler Residents for the Environment)
- Whistler Community Services Society.
- Whistler Off-Road Cycling Association
- RMOW "Adopt-a-highway" program.
- Whistler Blackcomb Foundation
- Whistler Health Care Foundation
- Howe Sound Women's Centre

Contributing Donation:

- 100 Women Who Care Whistler
- Whistler Community Services Society.
- Squamish Lil'wat Cultural Centre
- Whistler Blackcomb Foundation
- Varying or TBD climate action objectives

To date, we have contributed \$1500 to the Whistler Community Services Society and \$1500 to the SLCC to go towards the Indigenous Youth Ambassador Program.

CONTRIBUTIONS TO LOCAL ECONOMIC DEVELOPMENT AND FAMILY-FRIENDLY FOUR-SEASON RESORT DESTINATION

Contributions to Overall Community Character –

Whitler is all about its mountain culture! Mountain culture is what this community was built on and, like the environment, it sits in, it needs to be preserved and protected. Team Cannabis, our staff, and our store embody mountain culture:

Appreciation and stewardship of nature:

- Inspired our building design principles.
- Inspired the aesthetic of our window coverings.
- Team members are outdoor enthusiasts.
- Team members and operation are eco-conscious.

Community/Team based:

- Strong community ties and involvement
- Inclusive and supportive
- Proactive and productive

Appreciation and enjoyment of community:

- Music
- Cuisines
- Festivals
- Art

To Inspire and be inspired:

- Art & Creativity
- Indigenous culture awareness
- Adventure-seeking
- Unique and enhanced experiences

Contributions to Family Friendly –

As an age-restricted and highly regulated industry, there's not much we can do to promote Whistler as a family-friendly resort destination. Cannabis use around children should never be encouraged. Consequently, to a certain extent, our hands are tied. However, we will:

- Enact an adequate Nuisance Activity Plan to mitigate the potentially harmful exposure to undesirable negative behaviours related to the industry.
- Ensuring sufficient security measures to deter and protect the store, its staff, customers, and surrounding neighbours from risk or harm.
- Implement our delivery model to keep more drivers, specifically impaired drivers, off the roads making them safer.

- Support community initiatives that facilitate Whistler's family-friendly aura such as Camp Fund
- Be a champion of the environment, helping to preserve the area as a destination.
- Supporting other organizations that are more suitable such as the SLCC.
- Enacting appropriate strategies to ensure that no children or youth are exposed to cannabis in any way and ensuring no minors have access to cannabis. However, our location is not in an area that children frequent.

Contributions to Four-season Resort Destination –

Like alcohol, most people use cannabis to enhance what they're doing whether it's having fun and celebrating or relaxing while on vacation. And, like alcohol, cannabis does not have a "season." It is a product that's consumed year-round without hesitation. Similarly, the cannabis industry has been deemed an essential service by the Government of Canada as people require access to it daily. Whistler has been missing this. We plan on bringing a service that goes above and beyond a regular cannabis store.

People come to Whistler all different times of the year. Sometimes it's in the winter to ski, or it's in the summer to go downhill mountain biking. Regardless of the season cannabis compliments and enhances people's lives and experiences and will resultingly contribute to and support the overall four-season economy. Our operational hours (from 9 am-11 pm 365/year) support the economy year-round.

Contributions to Local Economic Development –

The cannabis industry has long been paralleled to the liquor industry like it's "younger" sibling. But then Covid hit, and our industry blew up. Although it's no surprise that the overall consumption of alcohol and cannabis rose, it could be surprising to hear that (according to a Dec 31, 2020 article in Forbes) cannabis use is outpacing and replacing people's usage of the spirits we've all become so accustomed to. Cannabis is in demand, and like liquor, it isn't going anywhere. Our retail cannabis store can:

- Providing stable year-round creation of good paying jobs for people in the community.
- Assisting in ridding the illicit market and freeing up police resources.
- Generating tax revenue for the community.
- Supporting initiatives that are in alignment with RMOW's growth strategies with fundraising, monetary contributions, volunteer hours, and assisting in improving the quality of life for Whistler inhabitants now and in the future.
- Giving in-store discounts to certain demographics to assist with financial stresses allows them to spend extra money elsewhere; hopefully stimulating spending and the local economy.
- Provide an essential service that many depend on, in turn improving their quality of life and abilities to do things.
- Supporting local indigenous, cultural, and Truth and Reconciliation-inspired initiatives by offering overall awareness, monetary contributions, and volunteer hours to the SLCC.
- A competitive market provides customers with better pricing options, stimulating overall spending.
- Provide recreational cannabis to visitors helping to create a unique and memorable experience.
- Support a thriving and diverse economy. The cannabis industry is a new and emerging industry and there is vast growth potential. The Government of Canada, Health Canada, and the

Provincial Governments are currently looking into the expansion of everything from CBD products being used at spas, to recently adding farmgate stores, and possibly even legal consumption lounges in the future. The sky is the limit.

COMMITMENT TO WHISTLER'S COMMUNITY HEALTH

Overall community health is a multi-faceted phrase. It refers to the many components that make up the whole of the community's well-being. It takes synergy and joint effort in a multitude of areas. As active and healthy individuals, Team Cannabis will help promote a healthier community by:

Donating to the following so they can improve the quality of life of people of all socio-economic demographics:

- Whistler Community Services Society ‘
- Whistler Food Bank
- Squamish Lil'wat Culture Centre (SLCC)
- Whistler Blackcomb Foundation
- Whistler Health Care Foundation

Fundraise for the following so they can improve the quality of life of people of all ages and abilities:

- Whistler Food Bank
- Whistler Health Care Foundation
- Howe Sound Women's Centre

Volunteer with the below, and assist in accomplishing their ideologies and overall strategies:

- Whistler Food Bank & Food Bank Delivery
- Squamish Lil'wat Culture Centre (SLCC)
- AWARE Whistler (Association of Whistler Residents for the Environment)
- RMOW "Adopt-a-highway" program.
- Whistler Off-Road Cycling Association
- Whistler Health Care Foundation
- Howe Sound Women's Centre

Participating in:

- Informational & educational seminars on cannabinoid use hosted by Team Cannabis.
- Participating in WCSS Workplace Wellness Workshop.
- Telus Winter Classic and the Telus Golf Classic as means of donations.

COMMITMENT TO RECONCILIATION AND PROVIDING ECONOMIC OPPORTUNITIES FOR THE LIL'WAT AND SQUAMISH NATIONS

It is through cultural awareness training that we will begin to build a working relationship with the Lil'wat and Squamish Nations and Squamish Lil'wat Cultural Centre. Team Cannabis will then be able to truly support the promotion of local indigenous culture and their economic restitution. Through consistent education and effort, we will show support for the following:

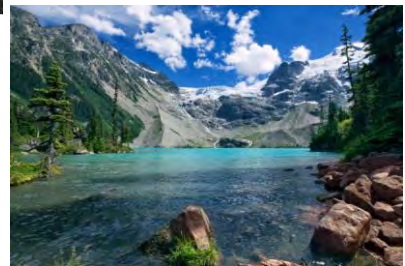
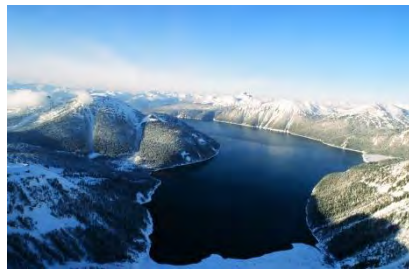
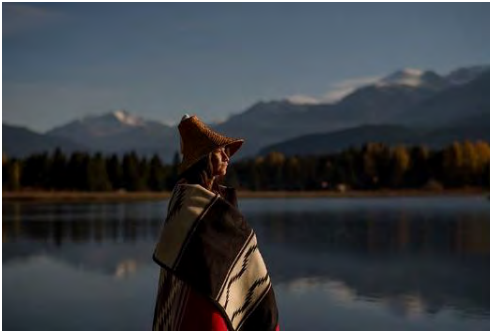
- Pending agreement by the Nations, Team Cannabis is committed to contributing 2% of our top-line revenue to elevating the indigenous footprint.
- Pending agreement by the Nations, become an “ally” of the SLCC
- Supporting the Indigenous Youth Ambassador Program with monetary donations
- Being proactive in having indigenous representation in the workplace
- Highlight products from Indigenous-owned cannabis companies in BC.
- Displaying cultural art for sale in the store.
- Installing a land acknowledgment plaque at the entrance of our location.
- Offering our indigenous patrons a discount on their purchases.
- Observing, honouring, and promoting yearly cultural traditions and events such as National Truth and Reconciliation Day and National Indigenous People's Day.

Team Cannabis hopes to be considered on its merits including context, neighbourhood fit, public interest, and consideration of the principles and evaluation criteria outlined in this policy and associated proposed bylaws.

Team Cannabis

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Whistler Window Inspiration Board



Team Cannabis

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Whistler Interior Design Inspiration Board

Overall Ambiance:



Sales Counter



Product Display Case



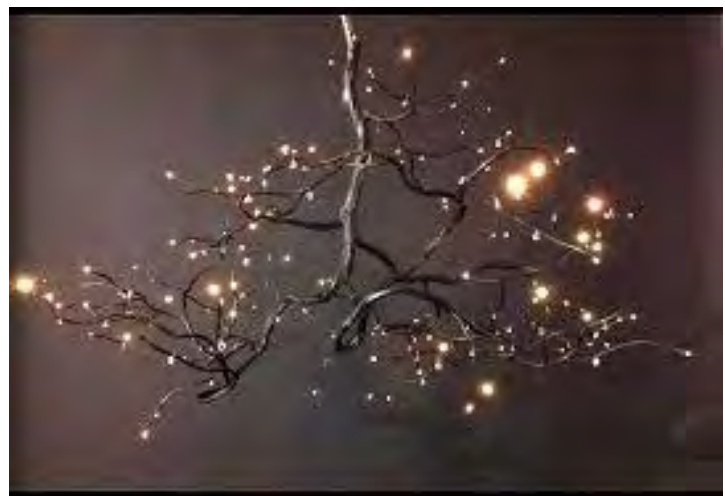
Budbar Displays



Foliage



Décor & Accents



Team Cannabis Floor Plan

The store is approx. 985 sq ft. The space, depicted on the attached floorplan, will be utilized as follows: (As they are quite complex, the security features of this area will be touched on in greater detail in the security section of this plan.) Our floorplan design ensures easy accessibility for people of all abilities.

We have tried to use the principles of biophilic design in our storefront. Not only is it Whistler's "calling card", but the appearance of the natural world is something that is universally appreciated. It also:

- Is visually appealing and changes a shopper's perception of quality and value.
- The therapeutic effect of nature produces positive emotions towards making a purchase.
- Shoppers feel at ease and happier in spaces that connect them to the outdoors.

Public Areas

Lobby/ Sales Area –

As soon as you walk in one of our 2 entrances (we have one located in the front of the building, and another in the rear.) you will be in awe – like looking at a scenic landscape, you will be filled with warmth and comfort. This main area is accessible to the public and all staff during operational hours. It is our "sales floor". There are areas (behind the sales counters) that customers will not be able to access. We have included access controls to limit entry to these areas. As we have decided to go with non-transparent window coverings, our display cases have primarily been fitted for effective storage capacity and efficient storage systems. The cannabis that is stored in said cabinets will be behind lock and key and will only be accessible by staff. We have considered the space of the public and placed our display cases in a manner that facilitates a sale flow, avoiding customer congestion and optimizing our sales space.

Our locked display cases outline the sale floor area, allowing maximum opportunity to display products in a simple and visually pleasing manner. All display cases will be made of wood and will have glass doors. They will have ambient accent lighting to make our simple layout appear more aesthetic. There will be 3 different types of shelving in the room: our bud bar where we display our flower products, low profile floor-to-ceiling shelving where we display the containers of all our other products, and another shelving unit that will house our bong, pipes, and accessories.

The front sales counter, located in the middle of the sales floor area, will be a countertop with lockable storage cabinets and drawers underneath. They will house cannabis and like products for our daily operations. The sales counter will have a rock/stone face with a wood countertop. Our 3 sleek POS units will sit atop. Directly behind the sales counter are wall-mounted TVs that display our digital menu.

We have a vaulted ceiling and will be utilizing the area to showcase a dramatic nature-inspired décor application (like lit tree branches overhead). The floor will be done in either stone or wood vinyl plank. We will be bringing in a lot of plants and installing a living wall. The overall atmosphere will be warm and cozy.

We have a "Education Information Stations" conveniently located by both doors. These house all the mandated, and other, social responsibility posters/pamphlets, product informational handouts related

to specific products, or informative takeaways from some of our working partners or supported initiatives. that customers may take for informational/ educational purposes.

As there is only 3 “service spots” in our store, we will only be allowing 5 customer groups in at one time. Once at capacity, our staff will start the queue line outside where there is weather protection. Not only will we be diligent to follow any security and nuisance protocols, but also keep social distance practices in mind.

Staff Only Areas:

***Any/all guests, tradespeople, inspection officers, delivery persons, etc. will be escorted and supervised by a Responsible Person in Charge.*

Staff Area – (“Staff Only” signage will be visible)

All “Staff Only” designated are accessible to all staff during operational hours.

There are access control features and signage on a high-security door to ensure public/staff area distinction. This doorway grants access to the backside of the store. This reinforced/ alarmed door will remain closed/ locked 24 hrs/a day.

There is an area behind the sales counter on the front side of the store that will be used regularly to service our customers. Staff is separated from the public via our one-sided front sales counter and lockable side gates to the public area.

Management Office Area –

This area will be used by Management only. Access will be granted by key assignment. This area will be used to perform the administrative duties necessary to carry out store operations. This area will have a CCTV monitor for oversight capabilities.

Lunch & Non-Cannabis Related Storage & Delivery Area-

This area is accessible to staff only. This will be where our staff store their belongings and take their breaks. It will house a simple kitchen set-up, table and chairs, and shelving that houses our non-cannabis and common-use items. This area will also be used by staff to perform some of the administrative duties necessary to carry out our delivery operations. This area will also house a computer station to facilitate our in-store pickup and delivery model orders. This area will have a CCTV monitor for oversight capabilities.

Storage Area –

This area is accessible to staff only. This will be our main product storage area. It will house floor-to-ceiling shelving and movable racks. This area will have a CCTV monitor for oversight capabilities. This area will also house our DVR station and store safe.

Washroom –

For security reasons, we will not have a public washroom. We have one washroom with single amenities for staff usage. We will also use the extra shelving space in the bathroom to house common-use items.

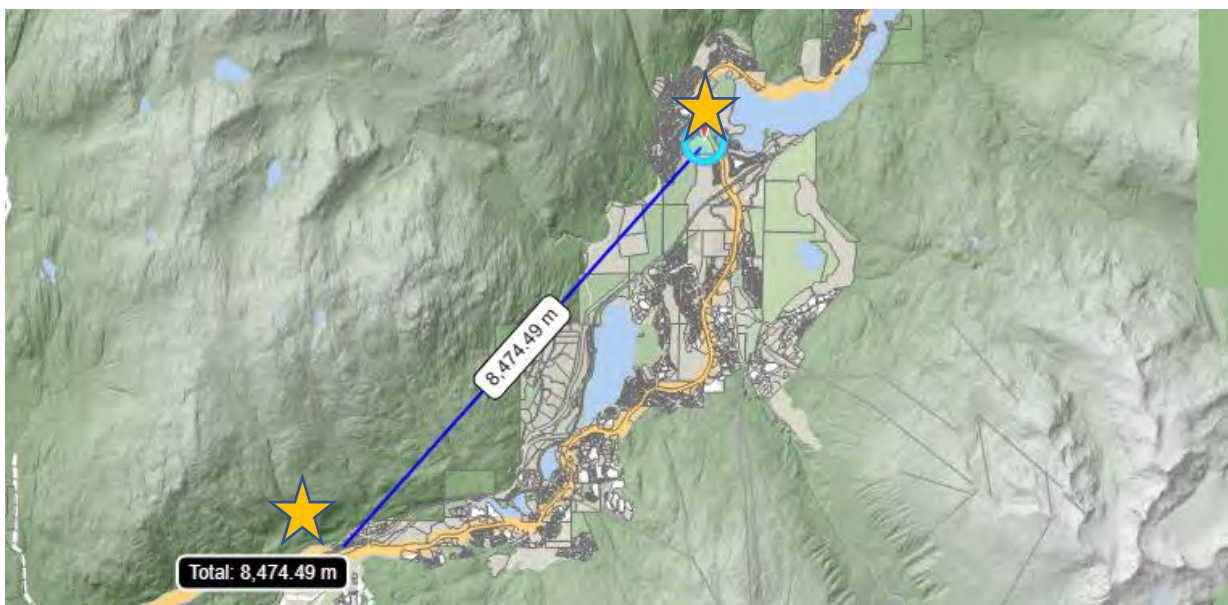
Maps Showing Distances in relation to closest school & Meadow Park Recreation Centre

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SPRING CREEK COMMUNITY SCHOOL

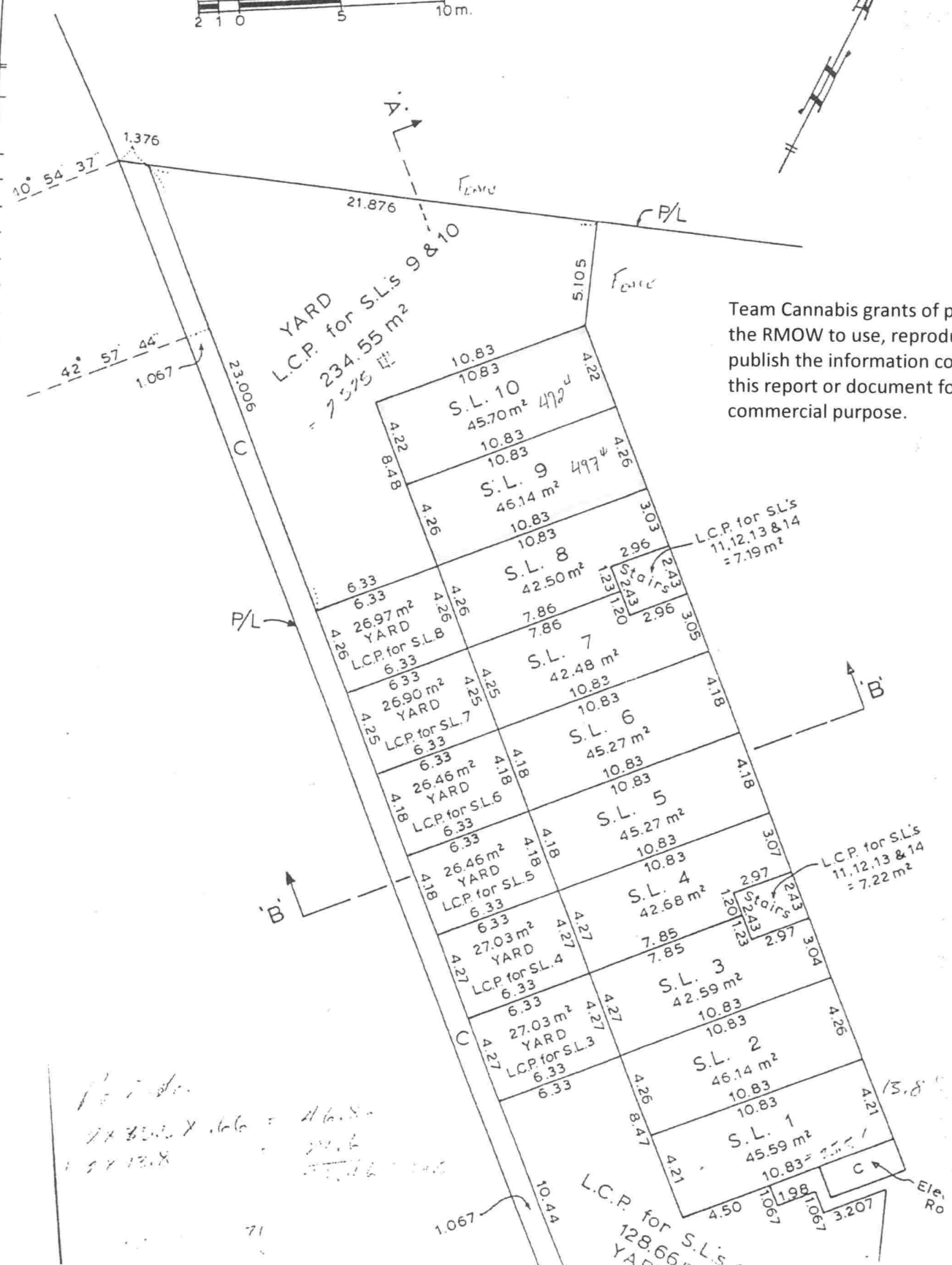
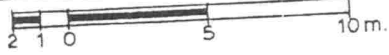


MEADOW PARK RECREATION



FIRST FLOOR

SCALE: 1:200 m.



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Handwritten notes:
1 x 32.2 x 16.6 = 46.8
1.5 x 13.8 = 20.7
37.12 = 24.6

71

L.C.P. for S.L.'s
YARD
128.66 m²



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Burnaby, BC V5C 0J3
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Info@CanadianBlueprint.com
www.CanadianBlueprint.com
CANADIAN BLUEPRINT LIMITED
A DIVISION OF THE GROUP OF THIS PLAN (ANY PART)

NO.	DESCRIPTION	DATE
1	Started preliminary design	14/02/2023
2	Issued for Permit	09/03/2023



Team Cannabis
Tenant Improvement

Unit 9 & 10 -
1100 Millar Creek Road
Whistler, BC V8E 0S9
PLAN VAS2457
LOT 9 & 10 DL
4119 NWD GRP 1
PID: 014-587-815 & 014-587-823

Notes & Site Plan

Project Number	1306
Date	09-MAR-2023
Drawn by	EV
Checked by	TC
Scale	1" = 10'-0"

BP0.0

FIRE SEPARATION REQUIREMENTS

- REQUIRED:**
- ALL INTERIOR WALLS AND PARTITIONS SHALL BE CONSTRUCTED TO MEET THE REQUIREMENTS OF THE BRITISH COLUMBIA BUILDING CODE (BCBC) EXCEPT WHERE NOTED OTHERWISE.
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GENERAL NOTES

- ALL WORKMANSHIP AND METHOD OF CONSTRUCTION TO MEET REQUIREMENTS OF THE CURRENT EDITION OF THE BRITISH COLUMBIA BUILDING CODE (BCBC).
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ABBREVIATIONS

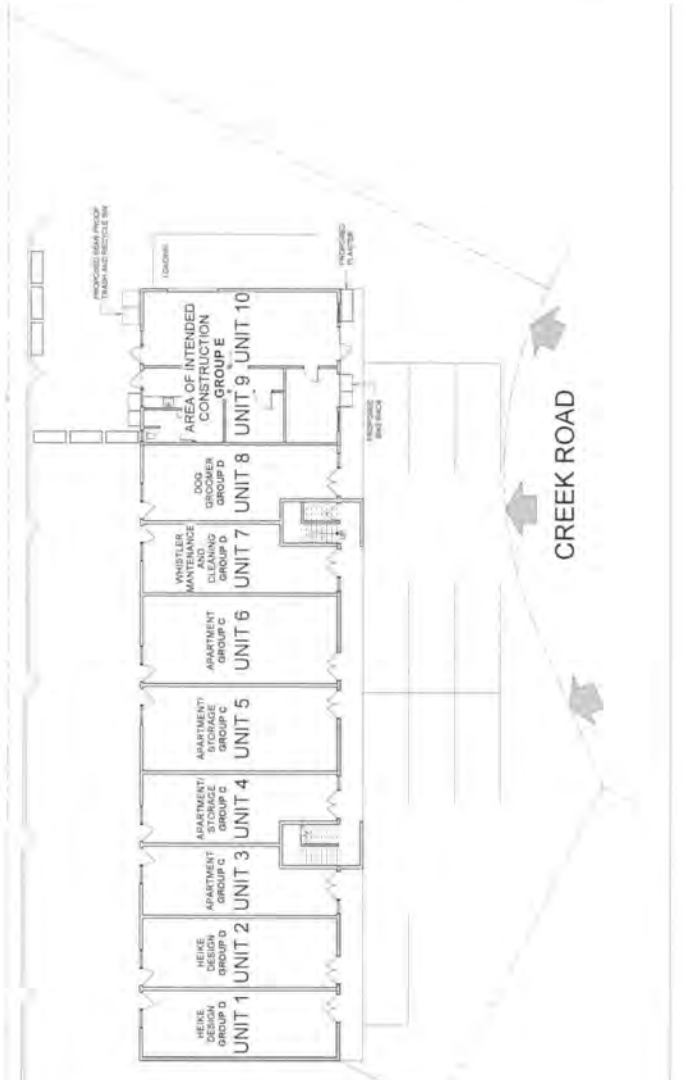
- EX - EXISTING
- P - PROPOSED
- CH - CEILING HEIGHT
- TR - TRAVEL DISTANCE
- U.O. - UNLESS NOTED OTHERWISE
- U.C. - ON CENTER
- U.S. - UNLESS SPECIFIED OTHERWISE
- F.S. - FIRE SEPARATION
- C.M. - COME WITH



NAME	AREA	OCCUPANT DENSITY	PERMITTED	PROPOSED
OFFICE	50 SF	5.50 PER PERSON	2	2
CUSTOMER AREA	40 SF	5.10 PER PERSON	12	8
STORAGE	10 SF	40 PER PERSON	0	0
TOTAL OCCUPANT LOAD				18

SCOPE OF WORK

- REVISION OR CHANGE IN TRADE QUOTE OR SUBMITTALS PROVIDED AS ASSOCIATED WITH THIS WORK.
- NO CHANGES TO BUILDING AREA OR FLOOR AREA IS ASSOCIATED WITH THIS WORK.
- NO CHANGES TO THE BUILDING FIRE RESISTANCE RATING OR EXISTING SYSTEMS ARE ASSOCIATED WITH THIS WORK.
- NO CHANGES TO THE BUILDING EXISTING OR PROPOSED EXISTING SYSTEMS ARE ASSOCIATED WITH THIS WORK.
- NO CHANGES TO THE BUILDING EXISTING OR PROPOSED EXISTING SYSTEMS ARE ASSOCIATED WITH THIS WORK.
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- NO CHANGES TO THE BUILDING EXISTING OR PROPOSED EXISTING SYSTEMS ARE ASSOCIATED WITH THIS WORK.



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1. SITE PLAN
1" = 10'-0"

Sheet List	
BP0 G1 Notes & Site Plan	
BP0 G1 Vacancy Plan	
BP0 G1 Existing & Proposed Floor Plans	
BP0 G1 Proposed Security Plans & Notes	

Revisions		
No	Description	Date
A	Started preliminary design	14/02/2023
1	Issued for Permit	08/03/2023



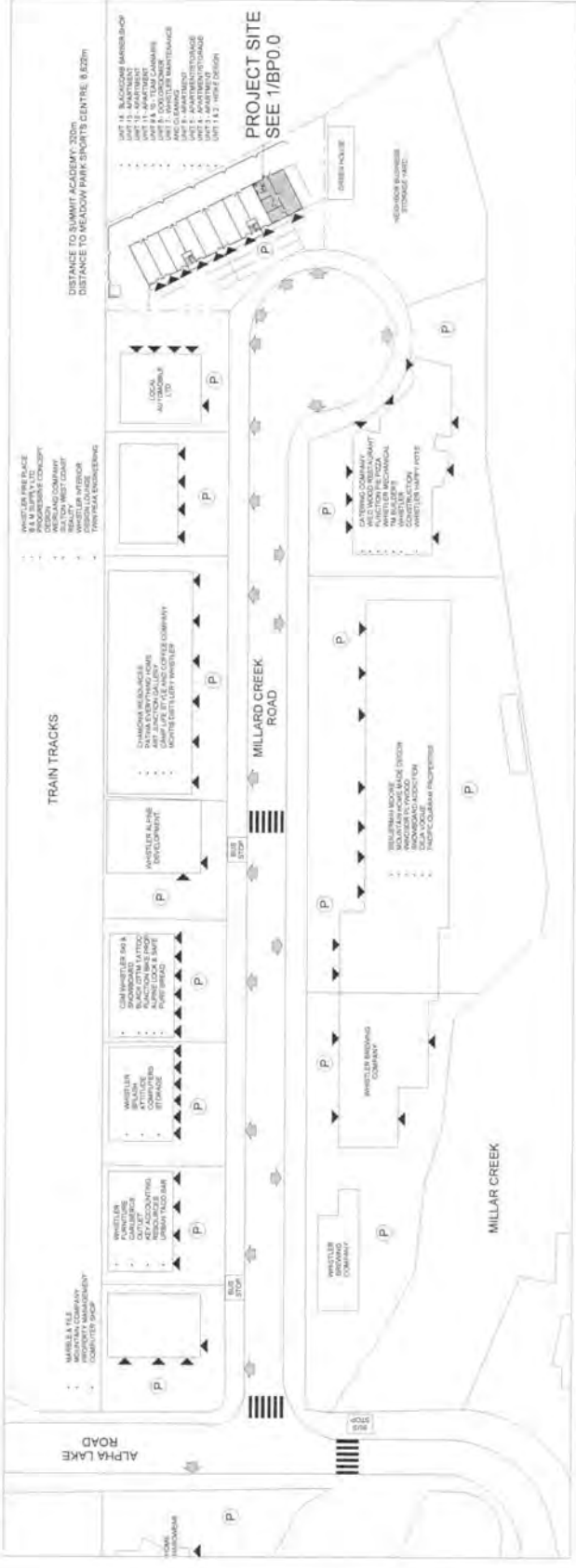
Team Cannabis
Tenant Improvement

Unit 9 & 10 -
1100 Millar Creek Road
Whistler, BC V8E 0S9
PLAN VAS2457
LOT 9 & 10 DL
4119 NWD GRP 1
PID: 014-587-815 & 014-587-823

Vicinity Plan

BP1.0

Project Number	1336
Date	09-MAR-2023
Drawn By	EV
Checked By	TC
Scale	As Indicated



- P PARKING AREA
 - R RESIDENCES
 - D DOORWAYS (ENTRANCE & EXIT)
 - W DRIVEWAY (ENTRANCE & EXIT)
- VICINITY PLAN SYMBOLS

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1 VICINITY PLAN
1:500

2 PROPOSED FRONT OF UNIT 9 & 10
8:1:0"

Sheet List

BP3.0	Notes & Site Plan
BP7.0	Utility Plan
BP8.0	Existing & Proposed Floor Plans
BP9.0	Proposed Security Plans & Notes

Revisions

No.	Description	Date
A	Started preliminary design	14/02/2023
1	Issued for Permit	08/03/2023

Scale

1/4" = 1'-0"



Team Cannabis
Tenant Improvement

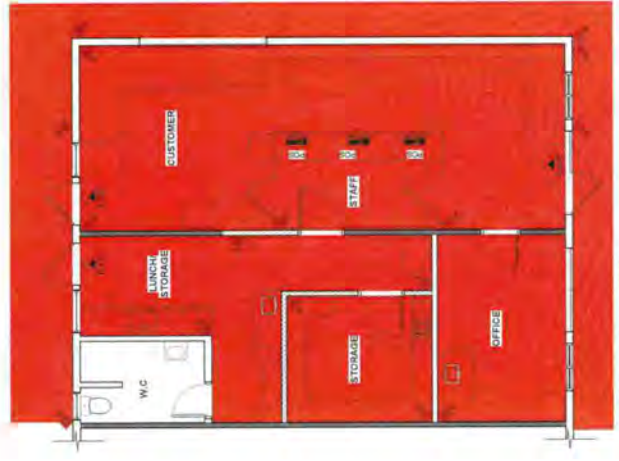
Unit 9 & 10 -
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Whistler, BC V8E 0S9
PLAN VAS2457
LOT 9 & 10 DL
4119 NWD GRP 1
PID: 014-587-815 & 014-587-823

Proposed Security
Plans & Notes

Project Number: 12300
Date: 08-MAR-2023
Drawn By: EV
Checked By: TC
BP3.0
Scale: 1/4" = 1'-0"

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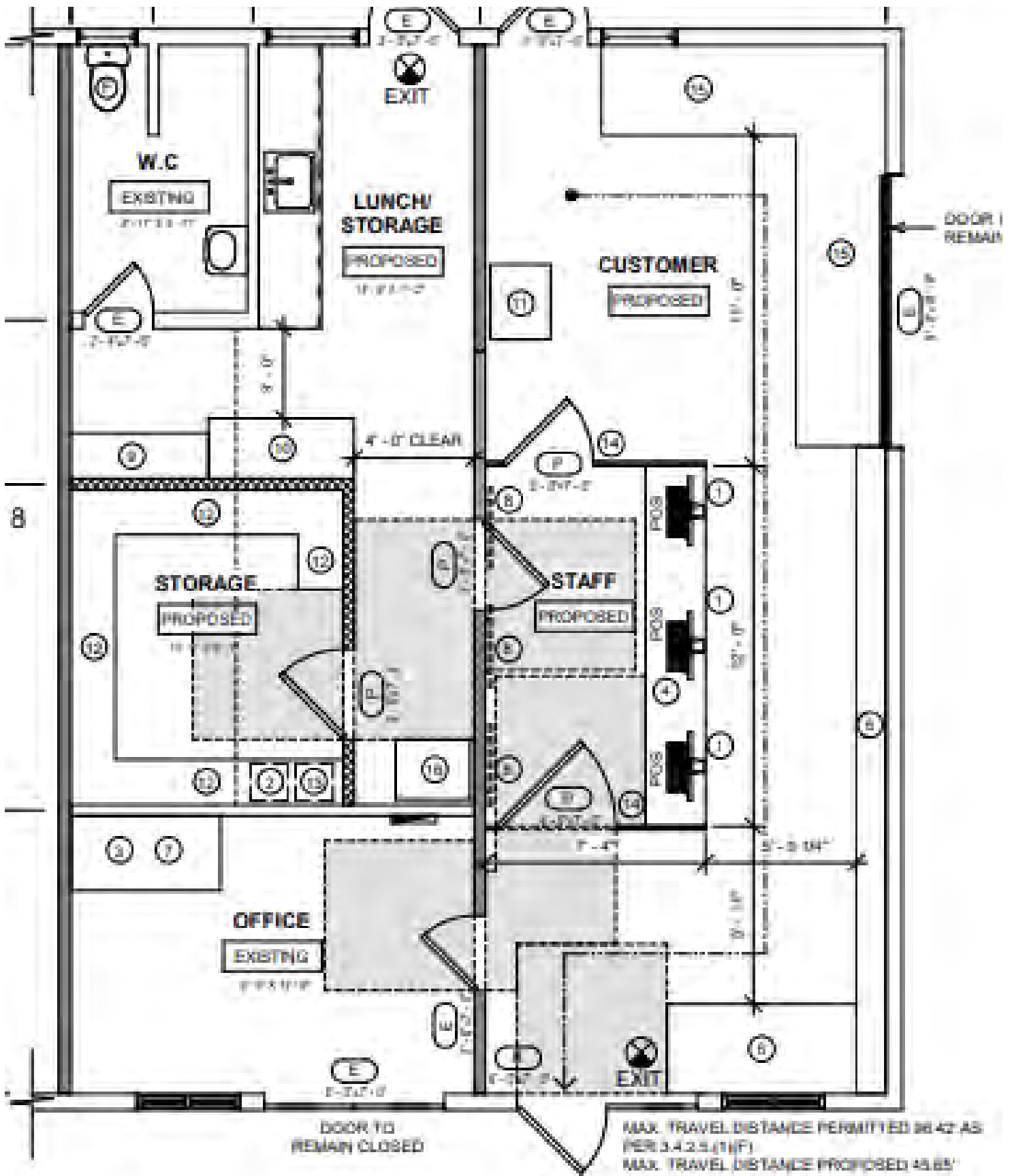
- NOTES FOR INSTALLATION/DESCRIPTION:**
- ALARM CONTACTS, MAGNETIC CONTACTS N.O. SPECIFIED TO BE COMPATIBLE WITH ALARM EQUIPMENT AND TO BE INSTALLED AS PER MANUFACTURE RECOMMENDATIONS.
 - ALL ALARM ZONES TO BE 40CM MIN.
 - WIRE ANGLE PER MINIMUM 90 DEGREE FOV WITH MIN 47 RANGE ON X AND Y AXIS OR BETTER.
 - GLASS BREAK SENSORS TO BE INSTALLED ON ALL GLASS DOORS AND WINDOWS.
 - GLASS BREAK SENSORS TO BE COMPATIBLE WITH ALARM PANEL.
 - GLASS BREAK SENSORS TO BE COMPATIBLE WITH ALARM PANEL.
 - ALARM MONITORING CONTINUOUSLY BY ULIC.
 - ALL USERS TO HAVE INDEPENDENT CODES.
 - MASTER CODE ONLY USED TO ADD AND REMOVE USER CODES.
 - ALL CONTACTS TO BE WIRELESS.
 - FULL PROGRAMMING PRINT-OUT INCLUDING EVENT BUFFER TO BE SUPPLIED BY INTEGRATOR (LESS THE INSTALLER CODES).
 - ALL THE BILLS AND TAMPERS TO BE REPORTED TO CENTRAL STATION.
 - DOORS TO THE STAFF ONLY WORK AREA AND TO THE RESTRICTED STORAGE/SAFE ROOM WILL BE OF MEDIUM CONSTRUCTION AND SOLID CORE WITH LONG THROW DEADBOLTS AND MAGNETIC ALARM CONTACTS.
- NOTES FOR MECHANICAL SECURITY:**
- SECURITY FILM ON FRONT WINDOWS, FILM RATED AND INSTALLED IN FRAME, 3M ULTRACLEAR OR EQUIVALENT.
 - UNIQUE KEYWAY FOR STORAGE/SAFE ROOM DOOR AND THE OFFICE DOOR, UNIQUE KEYWAYS TO THE STAFF ONLY WORK AREA AND TO THE RESTRICTED STORAGE/SAFE ROOM DOORS TO BE OF MEDIUM CONSTRUCTION AND SOLID CORE WITH LONG THROW DEADBOLTS AND MAGNETIC ALARM CONTACTS.
- EXTERIOR GLAZING:**
- ALL EXTERIOR GLAZING TO BE NON-TRANSPARENT/FROSTED HAVE COVERAGE WITH GRAPHIC DESIGN.



- INTRUSION DETECTION SYMBOLS**
- IR CAMERA (STATIONARY)
 - SECURITY FILM
 - SOLID CORE DOOR WITH HIGH SECURITY DEADBOLT
 - RESTRICTED KEYWAY - RESTRICTED
 - RESTRICTED KEYWAY - ALARM
 - MAGNETIC DOOR ALARM CONTACT
 - FIRE MOTION DETECTOR
 - GLASS BREAK SENSOR
 - ALARM BUSH
 - IMPACT DETECTOR
 - IR CAMERA (STATIONARY)
 - REVIEW AND DOWNLOAD STATION
 - NETWORK VIDEO RECORDER
 - 200 PPM RESOLUTION AT 47 DEGREE ANGLE
 - ACQUIRED FROM RESOLUTION FOR ALL OTHER AREAS
 - CAMERA IS ADJUST TO COVERAGE IN ALL LIGHT CONDITIONS (DAY/NIGHT)
 - DUAL CAMERA VIEW
 - SECURITY FILM ALTHOUGH IT IS FILM ON WINDOW (PT-1)
- VIDEO SECURITY SYMBOLS**
- IR CAMERA (STATIONARY)
 - REVIEW AND DOWNLOAD STATION
 - NETWORK VIDEO RECORDER
 - 200 PPM RESOLUTION AT 47 DEGREE ANGLE
 - ACQUIRED FROM RESOLUTION FOR ALL OTHER AREAS
 - CAMERA IS ADJUST TO COVERAGE IN ALL LIGHT CONDITIONS (DAY/NIGHT)
 - DUAL CAMERA VIEW
 - SECURITY FILM ALTHOUGH IT IS FILM ON WINDOW (PT-1)



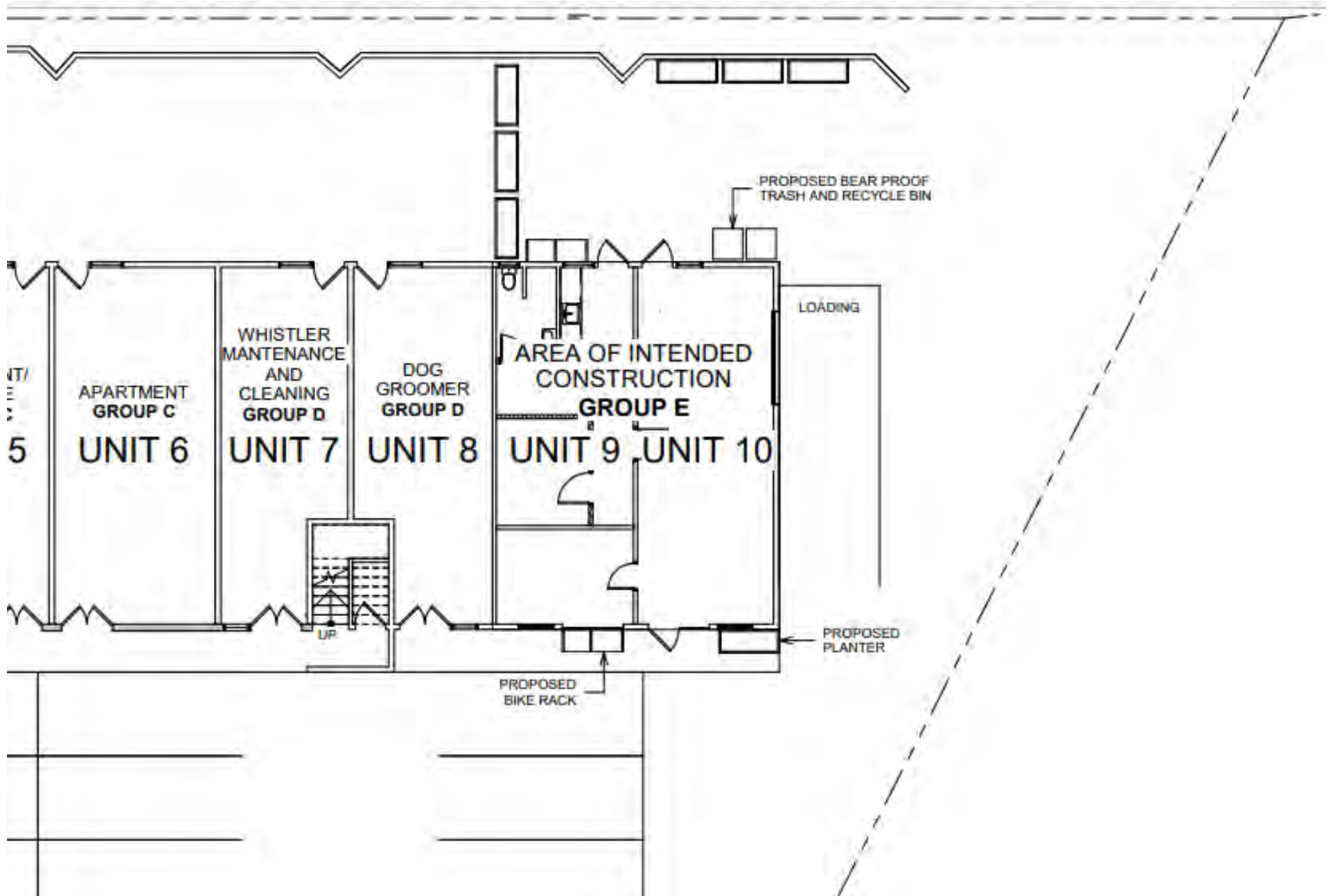
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Exterior Pictures





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Team Cannabis Future Parking Plan

As we only secured our lease on Feb 23rd, it gave us very limited time to solidify any significant changes to get strata approval. Consequently, we are keeping the existing parking plans for the time being. We have included the details of our exterior design/ modifications in our Business Plan but felt it was important to touch on our ideal and intended future plans. Upon TUP approval, we will continue to explore the appropriate avenues to bring our vision to fruition.

Our future plans include:

As we will be removing the front greenhouse to expose the existing loading zone as soon as we take possession of the property, we will be looking to expand on this. We are wanting to extend the “drivable area” to the rear of the building. This will allow us the following opportunities:

- To relocate the loading zone to the rear area of the yard (if allowable) where it will be out of sight and in a more secure space.
- To install additional fencing and a privacy gate at the entrance of the side driveway.
- To create 3 additional parking stalls located on the side of the property.
- To create staff/delivery car parking located in the rear yard when not in use when not being used for deliveries (deliveries are set days, once per week, and take no more than 30 minutes to complete).
- Dedicate one of the parking spots located at the front of the building to a handicapped designation.
- The installation of a public-use wild-life-proof trash/recycling bin on the front side of the building.
- The addition of pedestrian-friendly solar-powered lighting.
- The installation of a Level 2 EV charger “Hypercharger” station at the front of the building would be for communal use along with a dedicated EV parking stall.
- The installation of bollards in the front of the building (in alignment with CPTED principles)

These modifications would require minor land alternations, and there are no trees that would be removed in the process. Team Cannabis will follow all the proper channels and adhere to any/all guidelines set forth by the strata, RMOW and its associated policies & plans.

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 COMPANY, INC. 10000 W. 10TH AVENUE, SUITE 100
 WILLOW GROVE, CO, USA 80201-1000

Sheet List

PP1.0 Future Parking Plan

No.	Revisions	Description	Date
A	Stand	Stand preliminary design	14/07/2023
1	Issue	Issue for Permit	09/10/2023



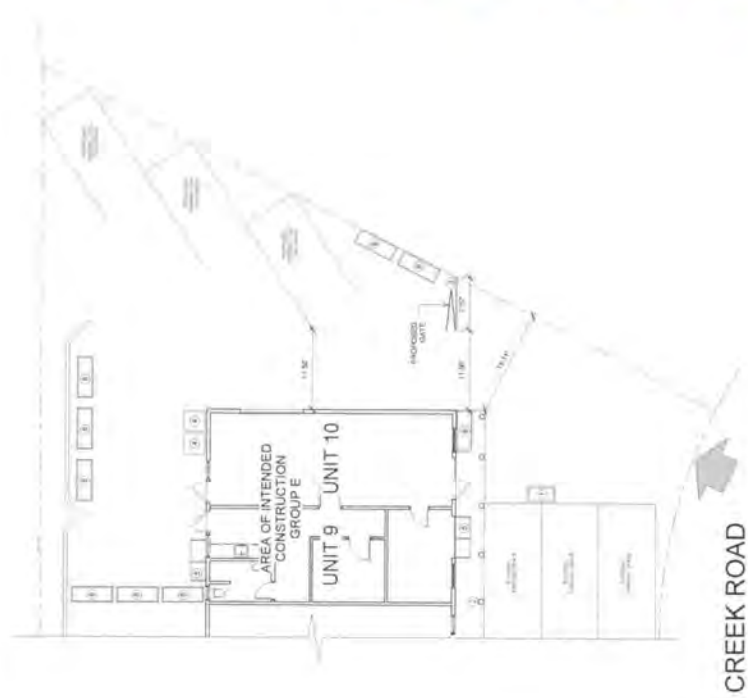
Team Cannabis
 Tenant Improvement

Unit 9 & 10 -
 1100 Millar Creek Road
 Whistler, BC V8E 0S9
 PLAN VAS2457
 LOT 8 & 10 DL
 4119 NWD GRP
 PID: 014-397-315 & 014-587-323

Future Parking Plan

Project Number	1306
Date	09/10/2023
Drawn By	JL
Checked By	TG
Scale	As indicated

PP1.0



1) FUTURE MARKING PLAN
 1/8" = 1'-0"



Whistler TUP Submission

9&10-1100 Millar Creek Rd Whistler, B.C.

TERRITORIAL ACKNOWLEDGEMENT

Team Cannabis acknowledges that the Resort Municipality of Whistler is on the shared, unceded territory of the Lil'wat People, known in their language as Łilwat7úl, and the Squamish People, known in their language as Słwłwú7mesh. We respect and commit to a deep consideration of their history, culture, stewardship, and voice.



Executive Summary

Countless articles discuss the overlap between outdoor recreational sports and cannabis, and unless you've been under a rock, this isn't shocking news. Cannabis enhances our senses, which means that if you're already a nature lover, you'll love the outdoors even more with cannabis. For many consumers, cannabis allows them to be present in the current moment, taking in their surroundings and leaving work and stresses of life behind for a brief moment. Isn't that what vacations are about? No matter what activity you choose to partake in, being present with the help of cannabis can allow you to truly enjoy your adventure without distractions or intrusions. One could say cannabis culture and mountain culture have been naturally connected and intertwined for many years.

Since legalization, the stigma around adults enjoying cannabis as a recreational product is slowly making way for a growing acceptance among society. Cannabis culture is constantly evolving and spanning the entire globe. Cannabis has now evolved its own language, humour, etiquette, art, literature, movies, and music. It's everywhere you turn; cannabis culture is part of our everyday lives and can unite us in many ways.

Mountain culture has that same infectious energy. And Whistler is the epitome of that! It's said that "the skiing makes you book your first trip, but the infectious culture makes you book your second. And third..". To tourists, Whistler is synonymous with mountains and skiing. To locals, the town is so much more than that. It's a town with a thriving entertainment scene and a vibrant cultural landscape. Year-round you can enjoy art exhibitions, street performances, outdoor concerts, culinary events, festivals, and more. People in Whistler love to get up, get out, and get active- and the energy is contagious.

And like cannabis culture in British Columbia where cannabis is referred to as the "universal friendship maker", Whistler Mountain culture is also inclusive of residents and visitors of all ages, identities, abilities, and incomes. Both are so welcoming like you found a new friend, community, or team.

As the resort's success continues to be based on its ability to promote meaningful and vibrant experiences and services. Representing mountain culture, and differentiating itself with unique and authentic character, products, and services; It's no wonder the RMOW is moving to allow retail cannabis into the community. To the rest of the world, British Columbia is synonymous with cannabis, and now legal cannabis. And many look for that to be a part of their experience when they visit Canada and more specifically, B.C.

It is yet another instrument that can be utilized to keep Whistler established as the top destination resort community in the world.

Whether they're locals, seasonal workers, tourists, or whether they're canna-curious to canna-sseurs, people are consuming more cannabis than ever before. However, without the option of licensed storefronts, a significant black market has been able to flourish in Whistler via online delivery systems and local "connections". With the only licensed option being a great distance away, and delivery options being limited, bringing regulated storefronts to the community is the only way to combat this illegal activity and take money away from the illicit market. It's been shown that with the introduction of easier and safer access, more people are turning to legal cannabis more often. Sometimes even replacing the likes of alcohol, to which its industry has been paralleled for many years.

The people who call Whistler home are here because of the way of life it offers Whistlerite's consistently report a strong sense of belonging to Whistler. They have a strong sense of community. Having community offers support which allows us to dream bigger and be inspired. It clarifies what we are collectively trying to achieve. The same can be said about a team. Teamwork is efficient and innovative, it promotes learning and self-monitoring – but most of all, it promotes strong working relationships and the support and dedication to one untied goal. The implementation of retail cannabis is bigger than just a single retailer, or municipality. It requires a broader, stronger, approach. We need to accommodate our community and ever-changing demographic. We need to work together as a team to make our communities safe, educated, and involved when it comes to the benefits and risks associated with cannabis and the various forms of products.

This is what Team Cannabis stands for. From the welcoming construction and style of our storefront to our passion for cannabis, and our relations with our customers, community, and nature. Team Cannabis is all about making people feel safe, comfortable, and welcome. Ensuring a unique level of service, opportunity for education, and making sure we authentically connect with our customers, they'll feel like they're part of our Team when they visit our store.

Business Summary

Team Cannabis is a small, newly incorporated business. However, we have a ton of experience that we bring to our new venture. We are a female-owned and operated company. We currently have several stores in various stages of the municipal processes. Our Vancouver location, set to open in the Summer of 2023, is adjacent to Vancouver General Hospital and right beside the new Oak-VGH Sky Train station. Our second location is in Maple Ridge which is located on the main thoroughfare in the heart of the city and is still in the municipal process. We are passionate about business, and cannabis, and take pride in where we lay our roots. Our team consists of:

Director Holly Mykyte is well-versed in what it takes to run a successful company. She has been managing her interests since 1992 when she started her first sole proprietorship. Although her focus has primarily involved sectors of the real estate business: Realtor in BC and Alberta in the 1980s, residential heritage buildings management in the early 1990s, and then morphing into residential design and decorating in the late 90s. Holly then became a licensed builder in the 2000s and remains today running a renovation company. Although her skill set seems removed from a retail Cannabis establishment, the tasks are quite familiar to her. Managing and deploying the needed materials and labour to accomplish the goals all while ensuring the requirements



of the government and the clients are met. Further, she has long been interested in a healthy lifestyle and alternatives to pain management. Holly believes strongly in the licensed cannabis program - and its ability to improve our neighbourhoods and reduce criminality. Harm reduction and protection of youth and children are critical to realizing our mutual goals of safe and healthy neighbourhoods. Holly and Michelle have known each other for over 20 years as Holly and Michelle's mother are life-long friends. She sees this venture as an opportunity to use her skillset within this new industry, expand her business portfolio, and explore this new era of legal cannabis.

Our Chief of Operations, Michelle Rochon brings with her unparalleled knowledge and experience.



Michelle started her career as a Legal Clerk with the Dept. of Justice and quickly rose to become the Executive Assistant to the Director of Vancouver International Airport for Canada Border Services Agency. She then established herself in this emerging industry as the General Manager of Maple Leaf Greenery since its incorporation in 2018, where her administrative and procedural background harmonized with her passion for cannabis and its newfound industry. Michelle played a pivotal role in every aspect of the licensing and start-up of both of MLG's 2 operational locations in B.C., both being the first to open in their

communities. In New Westminster, her contributions assisted the company in successfully winning the "downtown area" sector store over 7 other applicants (scored 2nd overall in a total of 22 applications received). While managing the entirety of the corporate operations, she also managed the New Westminster location, which is one of the highest volume storefronts in British Columbia and Canada seeing daily invoice counts ranging from 600-950. Their Osoyoos location was in the heart of the community on the main drag, across the street from the most "infamous" Home Hardware in Canada, and 1 block from the main beach on the warmest freshwater lake in our country. The town has a high cultural representation and a tourist-driven economy while operating in an eco-sensitive area. Having played such an integral role in two of the pioneering legal storefronts in British Columbia has provided her with vast firsthand experience in the operations of a licensed recreational store, its demands and requirements, and the foreseeable issues that surround it. Michelle has worked very closely with both Liquor and Cannabis Regulation Branch (LCRB) licensing and inspectors, the BCLDB, municipal levels of government, and communities in which they operate to ensure that Maple Leaf Greenery had a stellar rapport and reputation. She is looking forward to bringing her experience and skill set to the next level as Chief of Operations with Team Cannabis.

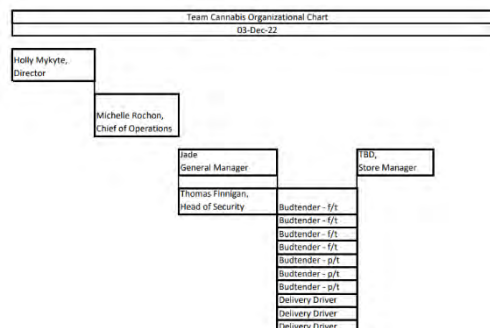
Our General Manager, Jade Andrews, also has a great deal of experience in the retail cannabis environment. After starting 4 years ago with Maple Leaf Greenery, under Michelle's leadership, she quickly rose from a Sales Associate to an Assistant Manager. Currently, she manages an outlet of a retail cannabis franchise in Metro-Vancouver. She is eager to join the team and the new community.



With their individual skillsets and backgrounds, Holly and Michelle bring a unique combination of invaluable knowledge/ experience, proven work ethic, and forward-thinking community-based priorities to our small business and the communities we serve.

Corporate Structure

Team Cannabis has a simple corporate structure. We are not a big franchise. We are still a small independent, woman-owned and operated, startup company. Although we have a company organizational chart, it's not much more than a corporate document to us. In our operational style, we really do take a team approach in all that we do.



Market Analysis Summary

Team Cannabis is in business to service a wide range of customers.

It seems like everyone from your best friend to your grandma is using cannabis in some form or another these days. And that's not far from the truth. It's not all just about catching a buzz anymore. With non-psychoactive products sweeping the market, it's becoming a new-age alternative to pharmaceuticals. With estimates of almost 50% of our population having tried cannabis in some form, British Columbians are no strangers to cannabis use regardless of its source.

Data supports that the provinces:

- youngest adults are more likely to get all their cannabis from a licensed retailer (49%)
- than their counterparts aged 35 to 54 (33%)
- and aged 55 and over (36%). Baby boomers were previously more likely to shun cannabis stores, but their willingness to buy has increased due to the acceptance of cannabinoids like CBD into mainstream uses.

Whistler has attracted friendly, youthful people who not only share a passion for the mountains, and have a sense of adventure, but also take a great deal of pride in living and working, learning, and playing in a hard-working, resourceful, and supportive community. And the area has no shortage of them with almost 14,000 permanent residents and 2,432 seasonal residents. As a resort community, Whistler has a higher-than-average representation of young people. Over 25% of the permanent residents are under the age of 25 with many more seasonal employees, temporary residents, and visitors adding to the numbers of the age demographic. However, Whistler is also made up of young families, artists, businesspeople, and retirees. Currently, approximately 7 % of Whistler's permanent residents are over the age of 65. And, like the rest of Canada, Whistler is expected to see an increase in the number of seniors residing in the community as the baby boomer generation ages. These will be our core customers.

Whistler receives an astonishing 3 million overnight and non-overnight visitors each year. And this comes with its perks and pitfalls. The vast amount of these visitors will stick to the Village and its many activities and amenities. This can create its own obstacles for the stores that occupy this area. These unique sets of problems may result in some service-related issues and open an opportunity for us to capture some of the market with our delivery service.

Combining this with seasonal residents from around the world, it can more than quadruple the local population. Integrating the permanent population, seasonal population, overnight visitors, and day visitors, bring Whistler's total daily population at peak occupancy to an estimated 55,000. These are our target customers.

It will be through our conscious effort, and delivery model, that we will balance community and visitor demand.

Canada, and British Columbia specifically, has the opportunity to be the Napa Valley of the world when it comes to cannabis and cannabis-related tourism, and we have the opportunity here in Whistler to be world-renowned on a whole other level.

The proof is in the pudding, and the retail cannabis model is a very viable and successful business model. However, that is not to say, that it is not a competitive market. Our competition will come from several different streams.

- Firstly, there will be other licensed storefronts in the community. There are currently 5 stores set to be approved in Whistler. However, as they are geographically situated throughout the community, it will in turn ensure that the market is not over-saturated. Allowing the fortunate candidates to thrive and be successful while taking part in a competitive market.
- Secondly, online ordering. As online ordering is now available through any licensed retailer, it will provide the consumer with a much broader range of options and products. Being able to provide customers with this ultimate convenience will be advantageous for us.
- Thirdly, the existing black market. The "underground market" is still here: 18% of cannabis consumers in BC admit that none of their cannabis was purchased from a licensed retailer - and this is only among "polled" participants. The actual number is higher. Especially in communities such as Whistler where the underground economy probably accounts for a much larger portion of the market due to a lack of options. Moreso, users of the unlicensed market are unlikely to be well-represented in such studies. This is the consumer base we hope to capture.

There is always a goal of expanding your customer base. Being able to show consumers that legal storefronts have worthy products at worthy price points, is something we feel passionately about and are driven to do naturally. Many misconceptions still exist about "legal" storefronts. It is our mission to dispel those stereotypes and build a new perspective for those non-believers through elevated education and experience.

Strategy & Execution Summary

In the retail industry, most of the competitive dynamics centre around the selection, price, and quality of products available. However, in this new highly regulated, and mostly centrally distributed, market; the service offered, the location, and the branding of the business now all take a lead role as well. Team Cannabis intends on utilizing the ability to stand out from the crowd with our high standards and values, unique location, distinct personality, superior customer service, expansive knowledge base, proven business model, and overall enhanced customer experience. It really boils down to who does it best!

Why Choose Team Cannabis?

- **Proven Systems & Track Record** – With our experience in the industry, proven track record, and good standing with our customers and neighbours as Maple Leaf Greenery, we are comfortable and confident in our Team Cannabis model. It is through our abilities and these improved and built-upon systems that we will provide a superior experience and service to our customers here in Whistler.
- **Superior Selection** – It is through the previous experience of our Management that we will be able to distinguish viable & worthy products for our customers. Maple Leaf Greenery is known for having the most diverse selection of products in British Columbia. Furthermore, with the implementation of the "Direct Delivery Model" and our already well-established working relationships within the industry, we will be able to offer our customers products that they will not be able to find anywhere else. We will carry a very carefully curated product line that will feature both sustainable, and indigenous, along with a range of other brands for customers to select from.
- **Pricing** – We aim to offer our customers as competitive prices as possible for the best quality of products. It is through our previous experience and close licensed marketer relations that we will be able to determine products that are of value to our customers. We are not in this business solely for financial gain, we want to provide a service and product we believe can truly improve people's lives. Maple Leaf Greenery is known for having some of the most competitively priced products in the Lower Mainland.
- **Location & Ease of Use** – Our store will be an easy, quick, and convenient stop for our customers. It is in an uncongested area, out of the hustle and bustle. Yet, it is conveniently located in an area where residents frequently visit for their day-to-day needs. Having a location that is ideally placed and that is easily accessible, with adequate parking, will encourage customers from all over town to use our store when in the area. Additionally, designing a store layout that promotes a natural sales flow without congestion and interference will enhance the experience and efficiency. Most of all, our delivery model will make it easier than ever for customers to access their products with minimal effort.
- **Efficiency & Timely Service** – Our knowledgeable staff will be able to help navigate customers' needs in a timely fashion. Multiple POS terminals and digital signage will speed up efficiencies. Add to that, a store layout that promotes customer comfort and ease will serve to improve the efficiencies and overall experience. Our delivery service will also be prompt as we will have delivery windows every 2hrs.

- Customer Service / Personalization – Our staff will be what really set us apart from the competition. They embody our brand. They epitomize mountain culture. They personify cannabis culture. Our staff will be positive, approachable, personable, and extremely knowledgeable. We intend to over-deliver on every experience, creating a more than memorable and positive takeaway for every person we encounter (whether in the store or in the streets). Generating personalized relationships with our customers and the community is of great importance as it births a sense of community and ultimately friendships.
- Security – Our location and store will emit a feeling of safety and security. By having taken comprehensive and elaborate security measures and keeping the principles of Crime Prevention through Environmental Design (CPTED) in mind, our customers, employees, and neighbours will feel safe and at ease in and around our store.
- Atmosphere – With a trendy interior décor that speaks to Whistler's mountain culture, our customers will feel comfortable and at ease when frequenting our store. Décor, colour palette, interior/ exterior lighting, music, scent diffusers, and consistent overall store maintenance are part of setting an atmosphere and ambiance. Likewise having the right amount of product display and informational items to engage and stimulate the overall customer experience while ensuring not to overwhelm anyone. The energy and vibe a store emits are one of the most memorable factors in the customer experience.
- Strong Brand Visuals/ Heritage & Provenance – We have taken great time and care in the selection of our company name, logo, and branding. They resonate and are recognizable to the average Canadian (or international tourist) consumer. We feel this will bring an automatic connection and comfort to our brand and storefront. Even down to the use of the maple leaf in our logo, our branding evokes a connection with nature and Canada. Like Team Canada's insignia fills people with a sense of pride, Team Cannabis will seek to maintain the familiarity and feeling it instills. It will serve as an identifiable graphic in our online presence and beyond.
- Trusted Ties/ Affiliations – Having established interpersonal connections provides our customers and community with a greater sense of legitimacy and security in visiting our storefront. Having good working relationships with the LCRB, BCLDB, Local Police, Municipalities, neighbouring businesses, the Chamber of Commerce, and other community groups shows our patrons that we are real people, with morals and values that are in alignment with theirs. Ultimately making us a credible and safe option for them and the community. We have taken a proactive approach and have been in contact with the Whistler RCMP and advised them of our intended business operations and previous experiences in the industry.
- Community Involvement & Presence – Team Cannabis will become strong partners in the community, injecting ourselves into Whistler and its mountain culture as residents and stakeholders. As women we are compassionate and empathetic individuals and involvement has become a huge part of our corporate culture. This will not only aid us in forming important working relationships but also makes our brand a recognizable and comfortable staple among community residents. We will collaborate with various stakeholders and organizations to do what it takes to make a difference.

- Education based & Socially Responsible – We believe that education is what will help this industry, and us as individuals, to grow. We're here to help people make sense of everything. To recognize the benefits vs. the risks of using cannabis. To teach them to make educated and informed decisions on their consumption use, and social obligations in upholding our shared values. A team is always trying to improve, and so are we.

Combining all the brand differentiation aspects noted above enhances the overall customer experience. We believe that these are the areas that "make the difference" and set us apart from the other storefronts.

Operational Plans

***Team Cannabis has brought great care into developing our Standard Operational Plans and Procedures. (Much of these have been previously implemented and executed by our Chief of Operations in her previous position with Maple Leaf Greenery.) They are attached as a supporting document.*

Products & Services

Team Cannabis will be involved in the retailing of recreational non-medical cannabis products. We will strive to provide our customers with the best selection of carefully chosen and thoughtfully organized products and brands at very reasonable price points. Our core products will, first and foremost, be cannabis products in their various forms of consumption. These include:

such as:

- dried flower
- prerolls
- concentrates
- vape cartridges
- edibles, beverages
- ingestibles
- seeds
- and some topical and bath products.
- rolling papers, cones, wraps
- filters
- trays
- grinders
- lighters
- bongs & pipes
- storage containers
- and other misc cannabis-related accessories

We will also offer company apparel, gift cards, and other cannabis-related and novelty items as Provincial regulations allow.

In addition to our storefront, we will also have a website. Customers may browse our online menu (which will be age-gated) and make their purchases for in-store/ curbside pickup or our convenient delivery service.

Hours of Operation

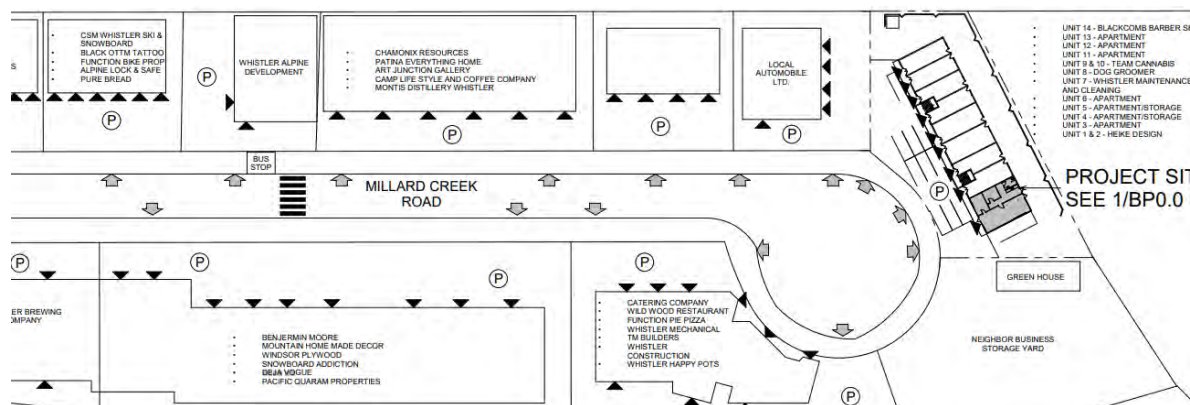
The store's proposed hours of operation would fall under the Provincial Cannabis Control and Licensing Act. Our proposed hours of operation are 9 am – 11 pm Monday through Sunday. We will be open 98 hrs. per week. We will amend these hours as required by any Municipal directive received.

Location

As our previous experiences in other communities such as New Westminster, Osoyoos, and Vancouver have shown us, location selection is one of the most vital components to any business's success and prosperity. And we believe this to be the case with our proposed Function Junction location at 9&10 1100 Millar Creek Rd Whistler, BC.

Function Junction has long been dismissed as an industrial area of Whistler but is now an up-and-coming artistically driven neighbourhood. And don't forget about the great coffee shops, breweries, gyms, and retail shops that call Function Junction home. Function Junction has recently been referred to as "Whistler's Coolest Neighbourhood" and the "Soho of Whistler". It's where the locals go; to run their day-to-day errands, for a bit of entertainment, get away from the crowds of the village, grab a beer or two, or head out on some of the local biking/ hiking trails. (Some of Whistler's best hiking and biking trails surround Function.)

Unique manufacturing and servicing activities, many related to skiing and mountain biking, reinforce Whistler's Mountain culture and, along with other unique local businesses, add to the overall character of Function Junction as an inspired district. Function is said to hold the highest density of "creatives" in Whistler (many of whom utilize cannabis to spark their creativity). Function Junction now also has significant indoor recreation activities and employee and residential housing, which are further altering the neighbourhood making it a more vibrant and bustling area.



Function contains some of the most affordable local grub, unique indoor entertainment, and numerous breweries. Our business model, and service, fit in well with many of the nearby businesses like The Wildwood Café, Purebread, Whistler Brewing, Functional Pie Pizzeria, The Green Moustache Organic Café, The Velvet Underground, The Hangar, Coast Mountain Brewery, and CAMP LIFESTYLE + COFFEE CO. just to name a few!

As more and more locals move into and visit the neighbourhood, we see good things on the horizon for Function Junction!

Additionally, Cheakamus Crossing is mostly dedicated to employee housing and is located directly across the highway from Function. With Whistler having reached 90% approved development capacity, 40% of the remaining capacity is primarily in the Cheakamus Crossing neighbourhood. This area is still growing

and, as there will not be a storefront there, we will be the primary storefront servicing this part of the community as well as Function Junction.

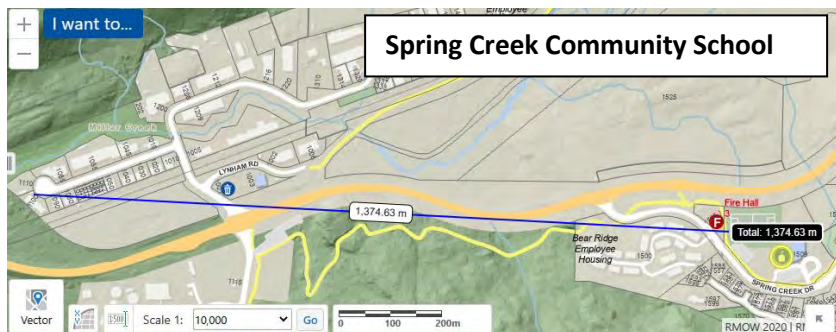
We believe most people, especially residents, do not want to have to visit the busy village, to deal with the crowds and parking lots to run their day-to-day errands. Location, convenient access, and easy parking are three of the main factors in whether people will visit your store or not. Once in the door, it's a whole other set of ingredients that will keep them coming back.

We have taken great time and care in selecting our perfect location to serve the community. Team Cannabis will cater to locals and those not wanting to visit the busy village. Add to that a heavy delivery model, we plan to make it as easy as possible for customers from the Whistler area to shop with us. Commercial real estate availability in Whistler is far, and few, in between. With additional terms imposed upon the nature of our business, it narrowed the field even more. After searching for months, we located 2 potential properties within Function Junction that both had the support of the landlords. It would come down to which one was a better fit.

After much consideration of what would be a better fit for the community, we secured our storefront at 9&10 1100 Millar Creek Rd Whistler, BC on February 23, 2023. (The other property was located at 1030 Millar Creek Rd and it is currently Altitude Computers.) Our building is an IS1 zoning. Currently, we have signed a 5-year Offer to Lease with a 5-year option to secure the property as we go through the Provincial and Municipal application processes. Upon Provincial and Municipal acceptance, a Purchase Agreement will be executed, and our lease will be null and void.

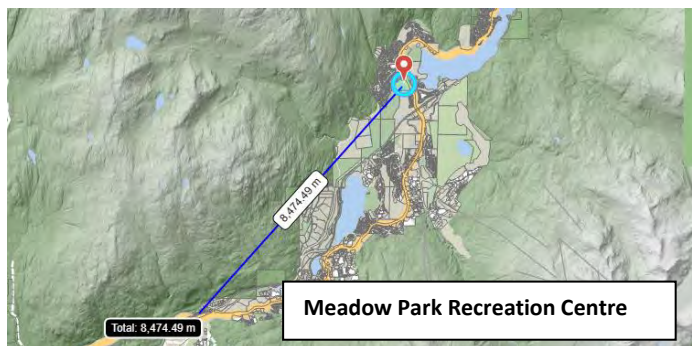
The unit was previously a garden centre. The Landlord and neighbouring businesses are fully informed and supportive of the nature of our business. The business is relocating to the parcel next door. Our adjacent neighbours are a dog grooming salon, the Blackcomb Barber Shop, and the Wildwood Cafe, with Local Automotive & Functional Pie Pizzeria very close by.

Our lot itself is quite large. The units are located at the end of a 14-unit strip mall located in a cul-de-sac at the far south end of Function Junction. The units are on the ground level and, unlike the rest of the building, which is 2 storeys, there is nothing above them. There is a sufficient distance of separation and natural buffers between our store and the residential units (ie. the dog groomer next door and a stairwell separate us). The storefront is very visible and easy to find from the street.



As seen in the maps depicted, our location is away from any/all sensitive areas.

We are confident that our location and business will mesh well and be a good fit for the surrounding area.



Traffic, Parking & Accessibility

Our proposed storefront is in Function Junction where there are ample modes of transportation available to staff and customers alike. Our location is accessible to people of all abilities.

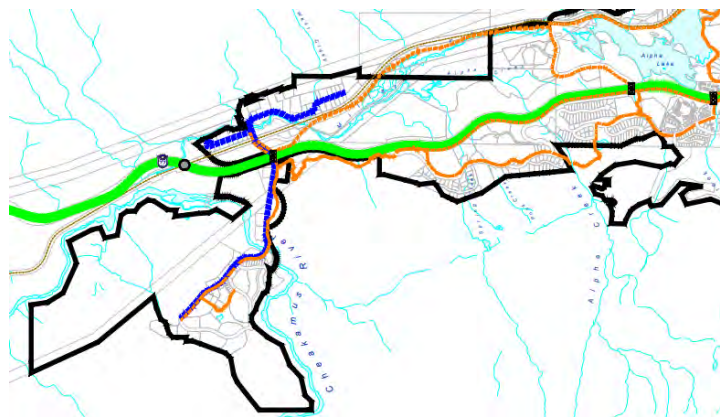
As our unit is a corner unit and the lot is large, we do not anticipate any issues with accessibility be it from pedestrian traffic, snow accumulation, or obstacles that would hinder or deter anyone from visiting our storefront.

Walking:

On a nice day, we could see foot traffic from other areas of south Whistler such as within Function Junction (12min walk from end to end), or from nearby Cheakamus Crossing (18min walk each way)

Bike:

When weather appropriate, we anticipate customers, and even staff who are riding enthusiasts, to access our location by bike or e-bike. As our storefront is located a mere 600m from the Valley Trail entrance, and we intend on making our location bike "friendly" with the addition of a bike rack and pedestrian-friendly lighting, we feel we will be easily accessible and of benefit to those who cycle.



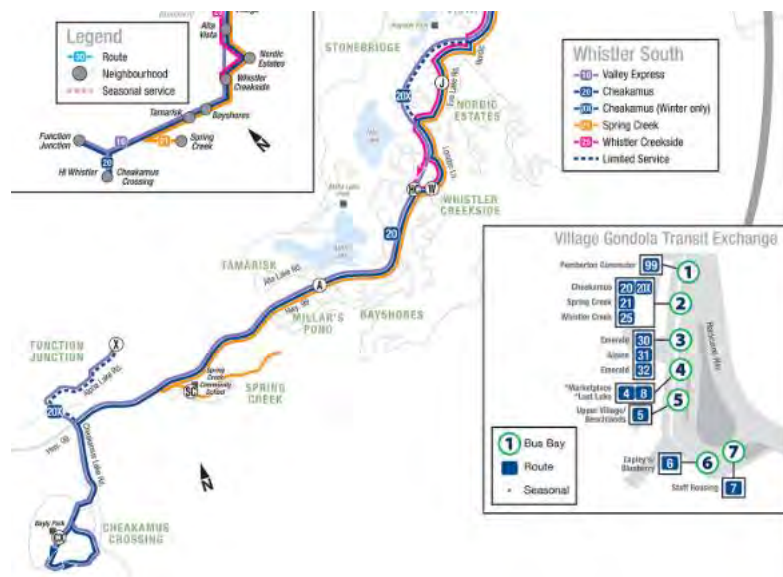
OFFICIAL COMMUNITY PLAN SCHEDULE E1 TRANSPORTATION CYCLING NETWORK PLAN LEGEND	
	SHOULDER BIKEWAY EXISTING
	SHOULDER BIKEWAY PROPOSED
	SHARED ROADWAY EXISTING
	SHARED ROADWAY PROPOSED
	SHARED MULTI-USE TRAIL EXISTING
	SHARED MULTI-USE TRAIL PROPOSED
	POTENTIAL FUTURE MULTI-USE TRAIL
	WHISTLER URBAN DEVELOPMENT CONTAINMENT AREA (WUDCA)
	GRADE SEPARATED CROSSING

Additionally, we could see customers arrive by bike from other nearby neighbourhoods such as:

- From Chekamus Crossing which is 5 min (1.4km)
- From Creekside which is 13 min (4.1km)

Transit:

The Whistler Transit System is dubbed as one of the top-performing systems in British Columbia, experiencing some of the highest ridership in the province. We expect that most of our staff would



utilize this mode of transportation to commute to work. Likewise, customers could take advantage of this preferred mode. It's a 23 min commute from Whistler Village and the bus runs frequently. There are several bus stops located in Function Junction and most are near our store, the closest being about 60m from our store. Handy Dart services are available for those with mobility issues, our location's loading zone can double as a Handy Dart parking spot. This will be a convenient, cost-effective and eco-friendly option for anyone wanting to get to our store

Likewise, we foresee many customers from the Chekamus area utilizing the 13min bus ride to access their cannabis supply as well.

Vehicle:

We anticipate many of our customers will visit our location by car. However, given the nature of the area, and the already abundant and established businesses that are accessed for residents' day-to-day lives, we feel this would be a convenient "pit stop" while on their regular errands, or recreational outings in the area.

Residents of the nearby Chekamus Crossing may access our location by car as it is a mere 3 min drive away and they will not have a storefront located in the neighbourhood.

It is plausible that residents of Creekside and the Village will visit our establishment as well.

Our proposed location is at the southmost end of Millar Creek Rd in a cul-de-sac. It is not a heavily used road and we do not anticipate that it will encourage or impose any further traffic or congestion in the area. We provide free parking for our patrons as most do not stay for long periods (the average customer turnover time is well under 5mins.). As a result, parking stall turnover is high, and availability is not usually an issue. It needs to be noted that our location has private and dedicated customer parking

and staff/delivery parking. Our location can hold up to 10 cars, 3 of which are ours. As we have a private loading zone, our deliveries won't cause any issues with parking or street traffic. We will be utilizing this area for our delivery car parking on non-delivery days. We have also made arrangements with the neighbour, who owns the property next door, to allow us to park 1 staff vehicle on his unused land for a nominal fee if we require it.

Team Cannabis Management will be providing a staff carpool to and from Function Junction to our homes. These will be at the beginning and end of each day (approx. 8:30 am & 11:30 pm) daily.

Design Plans

Aesthetics can make or break a business. No one wants to go into a store that they feel uncomfortable in, or is dirty, dingey, or slapped together. Cannabis stores still carry the very heavy stigma and stereotype of their "dispensary" predecessors. That's why we must go above and beyond! To make people say "Wow", in the best way possible. We want people to feel comfortable and at home inside and outside our store.

Exterior Plans

As our storefront is part of a strip mall, we are somewhat limited in the extent of our exterior design improvements and beautification. However, we foresee that our cannabis store will be visually attractive and add further character and a burst of energy to the surrounding neighbourhood and businesses.



The colour palette of the building is grey tones, colours that are very complementary to the neighbouring buildings and consistent with the natural colours found in the Whistler landscape. Limited use of complementary accent colours for focal points will be used in our window coverings and store signage. Our signage will both coordinate and complement the existing colour scheme as our colours are black, white, and red. Our entrance will be visible and identifiable from

the street as we will have a lightbox fascia sign and a LED "open" sign.

Some of our exterior improvements include:

We plan on installing improved landscaping accents such as planter boxes & hanging baskets to bring more foliage to the front and back of the building to evoke the feeling of being more immersed in a natural environment. We will use a combination of native and wildlife-friendly plants to accomplish a natural and complimentary space.

We will also be installing additional pedestrian-friendly and security lighting in accordance with Crime Prevention through Environmental Design (CPETD) principles and also some solar landscape feature lighting. We will be utilizing warm lighting with fixtures that are shielded and direct the light downward. Our design will utilize the appropriate levels of lighting to avoid light pollution within the community or night sky while still ensuring safety.

We would like to install graphic vinyl window coverings to restrict visibility inside the store. We have chosen to utilize graphics of Whistler and its culture. This provides us an opportunity to install something interactive and aesthetically pleasing while also paying honour to the heavy heritage that this community holds so close to its hearts. This not only pays homage but restricts vision into the storefront, protecting the family-friendly curb appeal. (There will also be a minor rejuvenation of the weather-protection awning and the addition of our branding.)

Our location currently has 10 existing parking spots located off the street at the front of the building. We will be removing the front greenhouse and re-instating the existing loading zone that the business has not been utilizing. As the area into the lot is already paved, this would be a minor alteration and would not require any trees or significant vegetation to be cut down. This additional area would facilitate our delivery area, delivery car parking, waste storage bins, and proper snow management area. We are confident that this extended space will provide us with sufficient room for all our operational needs and take the demand off the front common parking.



We are also proposing the installation of 2 bicycle parking racks on site. With the Valley Trailhead and 2 different bike shops all within 600m of our proposed location, we are sure these will be of benefit and appreciated by Junction "go-ers" not to mention "staff parking". One will be in the back of the building and the other at the front.

We have shown the installation of the bike rack at the front side of the building, if it becomes an accessibility issue we will relocate it. We feel this is a courtesy that is well earned, and the encouragement of those willing to take on such eco-friendly forms of transportation is an onus we all must adopt.

With the addition of open neighbourhood parking, public bike racks, and customer foot traffic, we feel that it is important to provide proper options for people to dispose of their trash and recycling. Consequently, we would like to install a wildlife-proof unit similar to the one depicted below that is designed and constructed per specifications for a RMOW standard Solid Waste Wildlife Proof Enclosure. It will be emptied every day and the contents put in our large secure waste storage area.



Team Cannabis recognizes and appreciates the priority and goal of creating open spaces and opportunities for social activity. However due to the nature of our business, the laws and many bylaws, we do not feel it is in the best interest of anyone to encourage such spaces at our proposed location. We want to help protect Whistler's family-friendly environment, not encourage nuisance behaviour in the neighbourhood.

We have chosen to proceed with lightbox fascia signage with our logo depicted. This will be located above the awning on the façade of the building. In consideration of our neighbours and community, we have attempted to utilize subtle signage. Although it is a “light” sign, we have chosen darker colours in our design and the use of appropriate levels of LED lighting will aid in avoiding additional light pollution while meeting safety needs. Our sign will be All proposed signage will meet all necessary Sign Bylaw and lighting requirements.



We have further signage planned that will be posted at the entrances, inside the store, and surrounding the building advising:

- No Minors allowed on premises
- 2 pieces of ID required
- No Loitering Nuisance Bylaw No. 305, 1983
- No Smoking/Vaping as per SMOKING REGULATION BYLAW NO. 2136, 2017
- No Littering as per Solid Waste Amendment Bylaw No. 2360, 2022

Although minor, we feel these improvements will have a significant and overall positive effect on the area. We have confirmed that our initial parking modifications do not require any strata authorizations. We will be exploring a future plan upon TUP approval. We have attached our intended plans.

Interior Plan

Our location was previously home to Whistler Garden Centre which, we were advised, has recently been experiencing a host of issues regarding unpermitted work done and is currently working with the RMOW on remedying the issues and bringing it up to par with RMOW Codes.

We will be working closely with our trades team to ensure that the building is up to appropriate levels and will conform to the guidance and advice of any RMOW policy or inspectors.

There are numerous renovation and maintenance plans that we have for the rejuvenation of the interior of the building, including:

- Interior wall & display cabinetry construction
- Interior paint & flooring
- Interior lighting upgrades
- Addition of foliage and installation of a "living wall".



Once you walk through the doors you will immediately become immersed in the sense of being in nature.

We have carefully chosen design products that mimic Whistler's landscape: wood, rock, foliage, and glass (acting as ice) will take shape in our cabinetry, floors, and walls. Making it easy for us to select natural materials for our design. These elements will all be complimented by soft ambient accent

lighting reminiscent of the sun's gentle illumination. Overall, our store will be clean, simple, and welcoming. Simply put, it will be the type of store you would feel comfortable taking your grandma to!

We will also be taking several steps to ensure that appropriate energy efficiencies, environmentally sustainable methods, and technologies that support the BC Energy Step Code, and reflect our overall environmental approach are utilized and practiced in our operation. We will aim to conserve natural resources and energy and produce as little waste as reasonably possible in our redesign.

- Removing the existing electric baseboard heating and install a heat pump with programmable thermostats.
- Installing/having Energy-Star-certified windows
- Installing low-flow toilets and low-flow water faucets.
- Installing energy-efficient LED lighting.
- Purchasing Energy efficient appliances and machinery

Our interior design and layout will be touched on more thoroughly in our attached floorplan summary and interior design "inspiration" board. These documents are attached.

Employees & Requirements

Local businesses everywhere are experiencing a shortage of employees, which heavily affects service levels and ultimately employee quality of life. In Whistler, this is largely due to increasing employee numbers and a shortage of affordable places for them to live. Compared to some businesses in Whistler, we are a small operation, and our operation is also not seasonal. We intend, and hope, to hire local permanent residents of the community and provide long-term job security for them.

When it comes to who we hire, employees are brand ambassadors and represent our company. They encompass the lifestyle of our brand. Mountain culture is inclusive and supportive, as is a "team culture", making this a perfect union. We have high expectations, and it takes an exceptional individual to become a member of our team. We will be diligent in the selection of our team members as we know they are such a critical component of the customer's experience. They must be approachable, positive, knowledgeable, and exhibit superior communication skills. They must be able to build rapport with our customers whether they are locals or visitors. Along with team culture, we want our employees to embody mountain culture as well. And that won't be hard. Our management team are avid skiers/snowboarders and have been visiting Whistler/ Blackcomb for decades. Our Management and ideal team members love the outdoors: jogging, hiking, biking, canoeing, paddle boarding, fishing, atv'ing, camping...it truly is a lifestyle! They are Whistlerites and choose to live, work, and play in this beautiful community and are proud of it.

The atmosphere set by our staff and their service level are big priorities. When it comes to service levels, efficiency is key. To ensure proper service levels, there will also always be a minimum of 3 staff on shift. There will always be a Manager or Responsible Person in Charge on shift. And, although we will not have independent and permanent security personnel like in our other stores, all members of our Management team hold valid BC Basic Security Training Licenses. In projecting our operational requirements, we anticipate that our operation will require 12 staff initially. This will consist of 2

Managers (2 F/T), 7 Sales Associates (4 F/T & 3 P/T), and 3 Delivery Drivers. As operational needs require, we will increase employee coverage as needed.

Team Cannabis will strive to provide stable well-paying jobs for our Team members. As our business model, and location, will not be as affected by the shoulder season as some of the other businesses in the community, and as there are still many events and festivals going on in town, we do not feel this will be of great impact on our sales. This will be of significant benefit to our staff as we will be able to provide them with consistent hours and income. We're dedicated to providing our staff with a livable wage. We intend to have an entry-level wage of \$25/hr. In doing so, we will be injecting over \$500,000 back into the local economy.

More and more people are working for low wages. With inflation and the increased cost of living, people are facing impossible choices — buy food or heat the house, feed the children, or pay the rent. The result can be spiraling debt, constant anxiety, and long-term health problems. We do not want our staff to carry these weights and burdens. Not only will we be providing a living wage, but we will also:

- Customer gratuities
- Extended benefits
- Provide yearly wage increases.
- Paid vacation.
- Allow for paid sick leave.
- Give holiday bonuses.
- Initiate staff initiatives
- Introduce "Monthly MVP" bonuses.
- Provide staff with yearly transit passes.
- Provide staff with a carpool option.
- Employer Hot Lunch Program
- Offer discounted employee room & board.
- Offer staff discounts.
- Pay for additional industry-related development and training
- Paid time off, and admission fees, for cultural awareness or sustainability seminars/ workshops.
- Pay for security-related training to obtain BC Basic Security Training License.
- Paid time off for volunteering in the community.
- Hosting a Workplace Wellness Workshop through the WCSS.

Team Cannabis will qualify and apply to become a Certified Living wage employer through the Living Wage for Families BC organization. Team Cannabis will strive to meet and exceed all labour standards, and to provide a safe and fair work environment. We will uphold human resource policies on topics such as workplace safety, code of conduct, harassment, and discrimination.



At Maple Leaf Greenery, Michelle oversaw a workforce of 30 staff members (between the two locations) and directly managed a staff of 24 employees in New Westminster. She was responsible for the hiring process, staff onboarding, staff training and mentoring, and overall oversight and leadership. Not only did she plan and organize all staff scheduling, but she effectively managed the many personalities with ease and warmth.

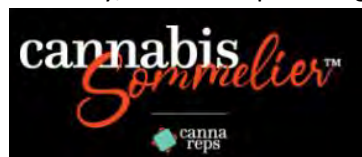
Employee Training, Certification, and Education

Again, it takes a certain individual to represent our brand. There are certain prerequisites that a potential team member must meet before getting put on the roster. All staff will be required to obtain the Provincially mandated "Selling it Right" Certification; a self-study course that provides education on applicable laws and how to sell cannabis in a socially responsible manner. The certification must be renewed every 2 years. Furthermore, staff will be well versed with the regulatory frameworks that guide our operation such as the Cannabis Act and the LCRB Retail Terms & Conditions handbook.

Our general knowledge will come from several avenues:

Firstly, personal experiences and shared experiences of fellow staff and customers. Having a collection of stories and experiences to pull from makes for a better understanding of the overall product's effects and helps to articulate the information in a much more organic and authentic fashion.

Secondly, we will be providing our team members with the opportunity to partake in CannaReps



Cannabis Sommelier Level 1 & 2 Certification. All Team Cannabis Management members already possess said certification and believe it to be of value and service in the foundation and mastery of one's development in the industry.

Thirdly, when appropriate and when compliant, have informational sessions with the Licensed Producers about their specific products. Likewise, marketers (when compliant) can conduct in-store pop-up informational sessions to educate customers.

Lastly, we will regularly make use of the many online resources to continually perfect our craft. There are many online learning portals, zoom sessions, virtual tours, etc. hosted by licensed producers that we can take advantage of. Likewise, there are countless online databases and review forums that discuss products from the legal BC market that we can refer to. As we part of an ever-growing industry, it's our responsibility to stay up-to-date and current on new products and innovations.

A standard Store Operating Manual and Employee Handbook have also been established to guide in consistent solid training and ensure proper staff conduct, set expectations, and provide avenues for resolution when issues arise. A copy of our Employee Manual, Operating SOP's and Safety & Security SOPs are attached to the document.

Our POS software vendor provides all necessary POS software training for employees, management, bookkeepers, and accountants. This will ensure proper procedures are established from the time of hiring. On the same note, we will be having onboarding sessions for our other software systems such as Leafly, Dutchie, and OnFleet.

Copies of any certifications will be stored in employee files along with other information such as photo ID, name, address, contact info, primary job responsibilities, salary, shift schedules, and dates of employment. These shall be kept in both hard and digital copies.

For all the reasons set out above, we are confident our staff at Team Cannabis will deliver an enhanced one-of-a-kind experience.

Employee Housing Plan

Many existing businesses are indeed understaffed and not fully operational. It is also true that this is due to a current shortage of housing, which in turn affects customer service and visitor experience. It is a serious issue that needs resolution. Thus far, accommodation capacity, measured in bed units, has been carefully managed, and protected employee housing provides consistent opportunities for Whistler's employees to live and work locally.

However, even this system is stressed and at capacity. With Whistler having now reached 90 per cent buildout of its approved development capacity, it's all hands on deck. It's time for employers to act in helping to secure the workforce. The long-term success of Whistler as a vibrant resort community depends on it.

Although we are hoping to hire many members locally, Team Cannabis is committed to assisting our staff with housing through Whistler's innovative approaches to achieving employee housing or by means of our own. There are several options we are exploring at this time (*As operations would not be starting for quite some time; we have only made preliminary inquiries at this time. We respect and appreciate that accommodations are limited and do not want to hinder anyone who may currently be in need.) Some of the options we are exploring and open to include:

1. Exploring the opportunity of purchasing a private residence. There are currently 213 on the MLS website and 10 private sales on Craigslist.
2. Exploring the opportunity of purchasing a residence through the Whistler Housing Authority Employee Housing Ownership Program. (Again, we understand this is a limited opportunity and time-sensitive application and will ensure prompt action by Management upon acceptance of our RMOW TUP application.)
3. Renting/ leasing a private residence to house our management team and as many team members as appropriate and allowable. Currently, there are 65 listings on Craigslist.
4. Ensuring our staff qualifies and are supported in exploring the Whistler Housing Authority Employee Housing Rental Program. (We understand this is a limited opportunity and time-sensitive application and will ensure prompt action by staff upon acceptance of our RMOW TUP application.)
5. Exploring any available opportunities through the Home Run program. Which is a local matching program for property owners to rent their properties to businesses to increase the affordable housing supply for Whistler's workforce. (Again, we feel it is still premature to make any serious inquiries and congest the system.)
6. Provide our staff with a Living Wage which may allow them to find accommodations of their own.
7. Explore residing and commuting from elsewhere in the Sea to Sky Corridor.
8. Provide cash in lieu contributions consistent with municipal policies.

Upon finding appropriate accommodations, Team Cannabis will take active steps to lessen the burden of rising inflation, and the increased cost of living that our team members endure.

We will be offering reduced rate room & board w/ meals provided to help ease the financial onus on our staff.

We are committed, long-term, to finding residency for ourselves and as many team members as we can reasonably assist and are open to any other means that may be suggested or recommended to us.

Product Logistics

BCLDB shipments arrive regularly once per week. As these deliveries will be on the same existing delivery schedule and area as the existing stores in Squamish and Pemberton, we would not be putting any significant additional strain on traffic or the environment with the transportation of our goods. Our parking lot has a dedicated loading zone that will ensure that unloading is uninterrupted and discrete. We will ensure to have an extra staff member on shift on scheduled delivery days. As we cannot foresee what timeslot our deliveries will fall into at this time, we have formed a generalized procedure and will assume that it will be conducted during operational hours.:

- The delivery truck will park off the streetway.
- The shipments will be received through the back door.
- Upon arrival, Management will ensure proper transfer of the packages into the store. This is generally performed via a pallet and cart system.
- Once the product is inside, staff will proceed with our standard receiving SOP.

We do not foresee any potential issues with our proposed receiving system.

Delivery Model

As of October 17, 2018, consuming recreational cannabis is legal in Canada, but that doesn't mean it's a green light to possess or use cannabis anywhere and everywhere.

Research shows that consuming cannabis can impact your ability to drive safely. Researchers estimate that driving within three hours of consuming cannabis doubles your risk of an accident. Commuting to acquire your cannabis greatly increases the opportunity for such risky behavior. Oftentimes, consumers "spark up" in the car upon leaving storefronts or even their "dealer's house". We want to do our part in making the roads safer by eliminating every opportunity / need to drive under the influence of cannabis. This means implementing a delivery model where customers don't need to do anything more than pick up the phone and open their door to collect their product. We must offer this service to customers to keep on par with the black market and offer the same door-to-door model that they provide. Add to that, delivery is such a pivotal component of post-Covid consumerism. We feel that we would not be providing the best service possible without implementing and offering it to our customers.

Team Cannabis will be offering online shopping for curbside pickup or home delivery. Our website will have an age gate to ensure it is not easily accessible to those who are vulnerable. It will be integrated with our POS system and show real-time inventory.

Orders for curbside pickup can be placed via our website or third-party sites such as Leafly and Weedmaps. All curbside pickups will be performed immediately outside the store in the loading zone.

The products will be processed, properly packaged, and paid for before leaving the store; and this function will be performed only between the operational hours of 9 am – 11 pm. ID and credit card verification requirements will be met and required documentation will be maintained.

Orders for delivery can be placed via our website or third-party sites such as Leafly and Weedmaps. All deliveries will be made by Team Cannabis employees who are over the age of 25 (as per insurance requirements) and will carry a copy of the retail store's non-medical cannabis retail license. Employees who are involved in deliveries will also have completed criminal record checks, hold clean driver abstracts, and obtained their Selling it Right certification. Per regulations, the products will be processed, properly packaged, and paid for before leaving the store. This function will only be performed between the operational hours of 9:00 am – 11:00 pm. As we will have pre-established delivery windows, customers will not be able to place orders past 10:00 pm to ensure our delivery model remains compliant.

We believe that taking traffic off the roads and reducing the opportunity for impaired driving, facilitates a safer family friendly community and allows tourists to enjoy more time as they wish to spend enjoying Whistler's offerings.

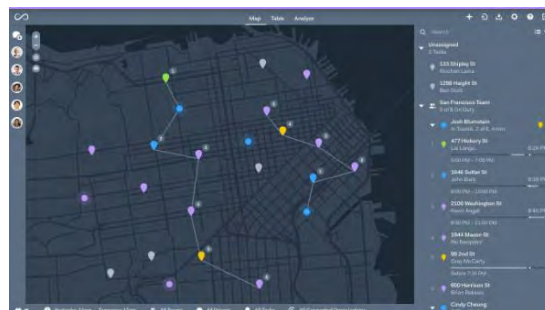
Delivery Modes of transportation

We are aware of the numerous burdens vehicle traffic puts on the community and the environment. Under our Environmental Plan, Team Cannabis has sought to find the most efficient and eco-friendly options for implementing our delivery model. We have chosen to proceed with 1 electric car and 2 electric bikes. The car we have selected is the Chevy Bolt which has a range of 420km, has no emissions, and no fuel consumption. The car, and bikes, will not be branded or recognizable in any way. We feel this is a good fit for our operation and for mitigating negative impacts on the environment.

We will be implementing delivery windows timeframes, every 2 hours from 9:30 am – 10:00 pm. Not only will this allow us to provide timely and affordable service to our customers but have less impact on the environment. The electric bikes will be utilized as much as possible when the weather and time of day are permitting and when the distance is an appropriate range, as they will not put any stress on the highway corridor traffic and the current congestion issues in the community. They will be a Class 1 Magic Cycle Ocelot with a range of 120km and a Class 2 Envo D35 which has a range of 100km. By having 2 options of e-bikes we will be able to use trails such as the Valley Trail or even roadways to efficiently deliver our products in a timely fashion.

Delivery Software

The delivery management software we have chosen to utilize for our delivery model is OnFleet. OnFleet is one of the most user-friendly delivery platforms and all its back-end functions are accessible in one built-in web dashboard from the store's computer. Its operational functions are performed through an app on company-provided cell phones. It operates in real-time data, giving you access to up-to-the-second customer info, order details, and navigation features. It allows you to consolidate routes, avoid traffic and optimize your routes using Google Maps. Upon delivery, OnFleet has a host of "Proof of delivery" features that



ensure completion & proper compliance requirements are met through in-app collection of photos, signatures, barcodes, and notes. OnFleet stores all the necessary data on its web-based platform for future recall when required.

Delivery Range, fees, and timeframes

To offer an enhanced service, Team Cannabis will be offering deliveries throughout a 25km radius. The Chevy Bolt has a driving range of 420km on a single charge, so this will be a good fit for our operation.

Our delivery model will be broken into several delivery windows throughout the day, every 2 hours from 9:30 am – 10:00 pm we will be dispatching any orders that are received (ie 9:30 am -11:30 am, 11:30 am – 1:30 pm, 1:30 pm – 3:30 pm...). This tiered system will allow for greater customer satisfaction and increased use over the existing delivery models currently used in the industry which dispatch once per day. We will be charging customers a minimal delivery fee of \$1.00 will be based on a minimum order requirement to qualify. All fees will be disclosed to the customer before purchase. Of the \$1 surcharge, Team Cannabis will be giving \$0.50 towards climate action initiatives and \$0.50 to charitable organizations.

Delivery Security

Just as in our storefront, the security of our employees, product, and community is of great importance. Whistler is and feels like, a safe community and we want to keep it that way. Consequently, all deliveries will be conducted in the safest manner possible. To mitigate possible risks, Team Cannabis will be implementing the following factors to ensure safety:

- Delivery Staff will not carry any cash.
- Deliveries will be performed in non-descript clothing and vehicles.
- Delivery personnel will carry the product in secure messenger bags.
- E-bikes are outfitted with lighting and security features
- GPS tracking on delivery drivers via cell OnFleet software.
- Deliveries will only be made to physical addresses, and ID must be shown.
- Deliveries will not be made to intoxicated persons.
- All delivery staff will possess Security Awareness Training and hold a valid Basic Security Training License.
- If an order/ delivery cannot be completed, for whatever reason, it will be brought back to the retail store for resolution or re-processing.

We will expand, and adapt, this model as demand/ opportunity allows. Furthermore, Team Cannabis will adopt any/all guidance and further directives on the proper channels of compliance from the powers that be.

Whistler is a place where residents and visitors enjoy the resort community peacefully and safely. There is so much to see and do! We feel that our delivery model gives everyone more time to facilitate their plans and complements the residents' day-to-day lives and visitors' experience while keeping the roads less congested and safer for the community.

Marketing & Advertising Plan

The legal framework set forth by the Cannabis Act and Health Canada for the marketing and advertising of recreational cannabis is quite restricted. Although there are several regulations outlining the limitations on our ability to market and advertise, we fully intend on building a recognizable brand within the community and beyond while ensuring that all advertising/ marketing and promotion are done in compliance with the various level of government. After all, good business is all about exposure and getting your name out there! There are numerous ways in which we intend to deploy our brand to the broader community and the world wide web.

Our POS software fully supports integration with our website and third-party sites such as Leafly and Weedmaps. This allows our menu, in real-time, to be seamlessly loaded for browsing and online shopping. It also offers location markers that help customers locate stores nearest to them, or even find the closest store that carries a certain strain. Through Leafly, you can access numerous promotional features to help bring awareness to your brand. As Michelle has previously had success with such partnerships, we are confident that these partnerships will boost our exposure and increase our customer base and sales.

We intend on having an online presence. We will have a website, with the required age gate tool, where customers may shop online or access an extensive knowledge database on a range of cannabis-related topics. Over and above that, we will also have social media accounts such as Instagram where we will have an opportunity to engage with our customers. Under Michelle's leadership, Maple Leaf Greenery successfully navigated having an online presence and has not been cited for any infractions.

Our Google listing will bring many customers to our shop. Google business profiles are now so much more than just a basic directory. It provides many convenient links such as direct links to directions, telephone, and even your website. Again, allowing a way to stay up-to-date, engaged, and interact with your customers through messaging, photos, and reviews.

By making a name for our company that will cultivate fellowship between our business, other businesses, and community residents, we will establish ourselves as a staple in the community. As we will touch on later, we will be partnering with numerous community organizations such as Whistler's Women's Biz Directory and SCLCC. We believe that this not only allows us the ability to get to know one another but builds brand recognition and helps break down the negative stereotypes and stigmas that still surround the cannabis industry but is what truly brings a community together.

Environmental Plan

Whistler is a breathtaking place.

People from all over the world come here to relish in its beauty, breathe its clean air, and take in all that the community and mountain culture have to offer. But Whistler is more than just an internationally renowned ski resort and a well-known party town. It has a population of people who care deeply about the town and the environment it sits in. Recreation, nature, and leisure foster countless benefits that support the well-being of Whistler's residents and visitors. It's Whistler's way of life! And, where would

we be without that? It is vital to preserving the pristine and fragile landscape and ecosystem of the area we, and the rest of the world, cherish so dearly. Team Cannabis understands, respects, and stewards nature and the environment as the foundation of our community, our tourism-based economy, and overall human health and livelihood.

Whistler has long been known as a progressive community that considers the ecological footprint of its activities and has long been looking for ways to conserve and minimize the impact of negative human influence on the community and ultimately the planet.

As mentioned previously at Team Cannabis, our staff are our brand. Our values have become the guiding factors of our corporate values and culture. And, if we're going to take any steps as a team, we must also make sure we take the same steps individually. Our Management team already exercises several practices in their personal lives like:

- Veganism
- Utilizing transit.
- Participating in their local annual "Bike to Work Week."
- Shopping for food locally
- Supporting the elimination of single-use plastic items
- Choosing green cleaning supplies.
- Recycling & composting both workplace and household waste.
- Participating in community/beach cleanups
- Gardening (at community gardens)
- Re-capturing rainwater for plants



Whistler, which is guided by the Climate Actions Big Moves Strategy, has effectively decoupled energy consumption from economic progress and continues to be successful. Whistler's leadership is exhibited in environmental responsibility, and sustainable infrastructure and products, while continuing to maintain its mountain culture. Team Cannabis wants to get in the game too! Team Cannabis is dedicated to implementing as many measures as reasonably possible to play our part in working towards successfully achieving Whistler's Zero Waste Action Plan and climate action objectives. Protecting the environment and ultimately our livelihood is not an option.

There is no "Plan B" when it comes to the habitability of our planet.

As a retail store, the products that we sell have an impact on the environment. From the production of raw materials, the manufacturing, to transportation and packaging, each product has a unique carbon footprint. And that's just what it takes to get the products to the store. These same products, and sequential problems, are then passed on to the consumer with little thought. To effect real, substantial, and long-lasting change in our industry, we must put the practices of being a responsible retailer into play.

There are many ways we can take action to ensure that we are doing our part:

- Embracing nature and regularly communicating responsible ways of interacting with our natural environment and each other that are directly related to our industry (such as reminding people to not throw their cigarette/joint butts on the ground or how to report a wildfire) or the awareness of the importance of sustainable brands.
- If we must provide bags for our customers, we will be providing paper bags only. We feel this is the most cost-effective and eco-friendly option.
- Instead of printing out paper receipts, when requested we will offer customers electronic receipts via email.
- Choose green cleaning supplies that are made from natural ingredients which aren't toxic and hurt the environment and beneficial insects such as bees. This will also ensure our staff and customers will not be exposed to harmful chemicals.
- Unplugging electronic devices when not in use as it draws less power and lessens the demand for resources.
- Choosing store appliances and equipment that are rated for high energy efficiency.
- Utilizing LED and renewable energy lighting
- Encourage the use of preferred modes of transportation by staff & customers.
 - Biking – by installing bike parking and utilizing e-bikes for our delivery model.
 - Transit – providing our team members with ongoing transit passes (\$450/year)
 - Carpooling – providing our staff with the option of carpooling in the company EV (available twice/day)
 - Electric Vehicle usage – by utilizing BEVs for our delivery model and exploring the installation of a Rapid EV Charging station, and priority electric vehicle parking in front of the building in the future.
- Do our duty to assist in the elimination of externally produced litter by implementing and installing outdoor wildlife-proof garbage/recycling containers for pedestrians/ customers to customer use. We will be posting signage per the Solid Waste Amendment Bylaw No. 2360, 2022 asking people to refrain from littering. Team Cannabis will also be performing regular localized cleanups of:
 - Area of Function Junction
 - the municipally managed recreational Valley Trail network
 - local non-motorized recreational off-road trails managed by the RMOW, the Whistler Off Road Cycling Association (WORCA), and Recreation Sites and Trails BC (RSTBC)
- Doing our duty to eliminate our internally produced waste by implementing and installing a 4-tier waste management program that will complement Whistler's zero waste goal.
 - We will be implementing an awareness program in which we educate customers about what they can recycle. Discarded cannabis packaging is being utilized as a resource/ raw material for repurposing in other applications. We will be implementing a container recycling initiative in which customers will receive \$0.25 for bringing back their discarded containers and vapes for collection. This will encourage people to pick up discarded containers.
 - Implement an in-store waste program ensuring organics, recyclables, and landfill waste are separated for proper disposal.
- Providing our staff with eco-friendly reusable water bottles, coffee mugs, straws, cutlery, etc to encourage the elimination of single-use plastic as much as possible in our workplace.

- Incorporate practical and effective building and design features that promote energy efficiency and reduce our requirements on environmental resources. Increasing the energy performance of our building is an important opportunity for reducing communitywide emissions and energy consumption. We will be conducting a building energy evaluation upon TUP approval to explore and fine-tune our overall objectives and strategies. Once completed, we will further explore any/all incentives and rebates available to us to help further our goals of zero emissions and zero waste at our location. We will focus on the individual elements and their efficiencies, rather than just ensuring that the building functions well as a system. We will be:
 - Installing low-flow toilets and low-flow water faucets.
 - Installing energy-efficient lighting and solar-powered outdoor lighting and signage.
 - Installing/having Energy-Star-certified windows
 - Purchasing energy-efficient appliances and machinery
 - Installing a heat pump with programmable thermostats.
 - Exploring small-scale, renewable energy production through the use of solar panels. (As our property is subject to strata rules, we are unsure if this will be allowable.)
 - Utilize natural building materials in our design and incorporate greenery. (ie. A living feature wall or some large potted plants – snake plants make great air purifiers!)
- Being a champion of electric vehicle use by electrifying our delivery fleet under BC's new Zero Emissions Vehicle mandate. We will utilize vehicles (both cars and bikes), that rely completely on the electric battery, for our deliveries. Specifically, we have researched the Chevy Bolt, a Class 1 Magic Cycle Ocelot, and a Class 2 Envo D35 which we are confident will be a good fit for our operation. By offering a delivery that encourages residents and visitors to stay out of their vehicles and off the roads, allowing us to use more preferred and eco-friendly modes of transportation. This will also reduce the number of overall vehicles and shift travel patterns on critically congested routes during peak periods.

Lastly, we will use every reasonable opportunity to feature and sell sustainable products in our store. Consumers are becoming more aware of how their purchases and actions impact the environment and planet. To the same point, a growing number of Canadian cannabis consumers are looking for more than just high THC content when shopping for their cannabis products. Cannabis has deep ties to the sustainability movement, coupled with eco-conscious millennials and the most sustainability-minded generation yet coming of age. British Columbia specifically has a reputation for having lots of environmentally-minded citizens. In these times of raging wildfires, devastating floods, and rising sea levels, not all cannabis products have an equal environmental impact, and we need to recognize and promote this.

While green cannabis packaging alone won't fix all the Canadian cannabis industry's sustainability problems it will play a significant role in lowering our collective carbon footprint. Some cannabis companies are guilty of "greenwashing"—appearing to be more environmentally friendly than they are in practice. However, some brands offer terpene and cannabinoid-rich cannabis and are actively working towards environmental, social, and/or economic sustainability. Our storefront and brand will support and feature these companies:

Maybe it's no surprise that Canada's first certified organic producer was born in B.C., and Whistler at that!

Whistler Cannabis Co was founded on the principle that although cannabis grows like a weed, it should not be treated like one. They're known for growing quality cannabis in living soil, which is an active ecosystem established by combining abiotic and biotic components that form a complex living environment. And rather than mechanize their systems, they work predominantly by hand. This methodology limits their production to small batches which in turn allows them to provide consistently high-quality products, and in addition, also decreases their production waste. Their philosophy is simple; you get out what you put in. That sounds like a great "team" motto to us!

Simply Bare by Rubicon Organics touts such sustainability features as:

- Sun-grown cannabis in hybrid greenhouses supplemented with high-efficiency LED lights.
- Uses living soil grow medium (an active ecosystem of beneficial biological soil organisms to help make nutrients naturally available to the plants).
- Locally sourced inputs from the BC coast including Douglas Fir bark, worm castings, kelp, and fish meal.
- Organic certification through Fraser Valley Organic Producers Association (FVOPA).
- While working toward meeting standards of an Environmental Farm Plan which includes a CO2 capture/reuse system, 100% rainwater recycling, and net-zero energy and waste.

Good Buds Company is known for producing "craft cannabis in organic soils next to the Salish Sea." They exhibit the following sustainability features:

- Grown in recycled shipping containers.
- All products, including extracts, are organically certified.
- No chemicals are used for extraction (they use ice water and heated press)
- Rainwater recapture system
- Organic certification through Fraser Valley Organic Producers Association (FVOPA)
- Uses living soil grow medium.
- Is BC's first Certified Living Wage Employer in cannabis.

The Green Organic Dutchman (TGOD) has the philosophy that they need to do more than grow certified organic cannabis, they are about cultivating a way of life. Their sustainability practices go beyond environmental to include environmental, social, and corporate governance, including being part of a "Good Neighbour" program and growing organic fruits and vegetables to donate to local food banks. Their practices include:

- Hybrid greenhouses with sunlight/LED lighting system
- Rainwater recapture system to reduce water and electricity use.
- Living Soil grow medium reduces their landfill waste to the tune of avoiding 200,000 stone wool units of landfill waste/year (roughly the size of 3 NHL hockey rinks)
- Facilities built to Leadership in Energy and Environmental Design (LEED) standards.
- Black-out blinds to prevent light pollution.
- First certified organic producer in Canada to obtain European Union Good Manufacturing Practices (EU-GMP) certification in preparation for commercialization later this year.
- First cannabis company in Canada to complete an Environmental Farm Plan

- Participates in "Operation Pollinator", an international biodiversity program, and in Ontario's "Barn Swallow Project."

Stewart Farms is an organic cultivator who is able to produce organic cannabis sustainably, using as little plastic as possible. Their sustainability features:

- Closed-loop water recycling system, which typically uses less water than conventional agriculture.
- Fish by-products are converted to natural nutrients for the plants.
- No pesticides or synthetic fertilizers
- Composts plants and living soil for reuse outdoors.
- 100% biodegradable packaging, including the pre-roll tubes and film on the bath bombs (for home composting, follow regional waste management protocols)
- Recognized by Atlantic BIOCON as an integral part of New Brunswick's bioeconomy.

Wyld is more than just the producer of the nation's most popular gummy. The company has not only achieved carbon neutrality, now operating at 100% renewable energy, but it's also implemented compostable packaging in 2022.

Also of great impact is **Coast Mountain Cannabis** which is a local company of the Sea to Sky Corridor.

Not only are they committed to using 90% renewable electricity, never using harmful pesticides or chemical fertilizers, and minimizing the use of plastic in our packaging, but they also take part in the "One Tree Planted" program in which for every cannabis plant that they harvest at Coast Mountain Cannabis, they will plant one tree. They pledge that over the next decade, they will plant up to 300,000 trees.

Other companies are joining the movement too, 48North, Tantalus Labs, Carmel Cannabis, Freedom Cannabis, and Aqualitas are all acting on sustainable practices and policies.

With consumers becoming increasingly aware of environmental issues and expecting more accountability from businesses, it's no wonder so many companies are getting on board with becoming socially responsible retailers. In fact, in this new age, research has shown that 87% of consumers would purchase a product from a company because it stood up for an issue that they care about.

Although we are confident that going green can help our retail store differentiate itself from the other stores, we will not be able to limit ourselves to just these brands (that would not be good business for us or our customers). We will focus on bringing attention, awareness, and education to these exceptional and forward-thinking companies.

Regardless of all these corporate and operational initiatives, it does not solve the biggest issue that plagues the new legal licensed retail model. Packaging! As mentioned above, many brands are shifting to sustainable packaging of their products. But, there still needs to be a management plan for these wasteful items. Most cannabis packaging can be recycled in your curbside recycling program or at your local recycling depot. However, most are not aware of this.

Companies like "[Re] Waste" and Merlin's Plastics have spun low-end plastic into a lucrative business. They collect, sort, and process the plastics and then can manufacture new products that they're able to sell. They have worked closely with leaders in the cannabis industry to create customized collection programs and design products made from recycled plastics. They provide collection bins for both the business and clients to dispose of their plastic waste responsibly – and pickup is easy to arrange.

Team Cannabis is committed to the creation and sustainability of a circular economy and, as a responsible retailer (and individuals of values), we will also be implementing an incentive-inspired recycling program at our location and will make the necessary arrangements for such a service upon acceptance and approval. We will also be educating our staff and others about places such as the Re-use It & Re-build it Centres which further encourage repurposing and sustainability.

Lastly, and quite significantly, Team Cannabis will be donating \$0.50 of every delivery service fee to climate action mitigation initiatives within the community. We will collaborate with various stakeholders to determine where the support can be most beneficial. With real foreseeable risks from increased weather patterns and wildfires, the future of Whistler literally depends on it!

Community Assistance/ Involvement Plan

Whistler's natural environment is one of the resort community's greatest assets and residents and visitors continue to understand the need to protect its inherent values. But it's more than just caring for the environment, it's caring for the community, the culture, the people who come here, and most of all the people who call this home. The municipality has been committed to being fiscally responsible and at the same time continuing to invest in infrastructure, amenities, and services, which are integral to the authentic Whistler Mountain experience. And that can't be done without a little help! That's where it's nice to have a "team" and a community backing you.

In her time with Maple Leaf Greenery, Michelle led such initiatives as food drives, fundraising, and corporate donations for the Greater Vancouver Food Bank and Westminster House, Osoyoos Food Bank, and Osoyoos Boys & Girls Club. Michelle has also successfully organized and led several neighbourhood and beach cleanups and hosted numerous cannabis education seminars.

Overall, our community relations approach Team Cannabis intends to support increased cultural awareness, extended education and learning initiatives, additional assistance in social issues, and contribute to climate action.

Supporting Cultural Affiliations

Before joining Maple Leaf Greenery, Michelle worked in the Aboriginal Law sector of the Department of Justice. More specifically, she worked in the Indian Residential Schools section. As such she has a comprehensive understanding, and much empathy, of the generational impacts that the IRS' and the colonization of native lands.

How do we reconcile and restore? It begins with open and honest relationship-building to understand common interests and how we can partner together for mutual benefit. Meaningful participation will give us the ability to understand each other's desired outcomes, strengths, and limitations. We commit

to doing our part in establishing and maintaining a mutually respectful relationship between Aboriginal and non-Aboriginal peoples through awareness, education, and involvement.

I have been in contact with Heather Paul, Executive Director of the SLCC regarding our proposed storefront and intended community and cultural initiatives. I have been advised that we will be able to collaborate on a more finite plan upon TUP and the Nations' approval. Given the opportunity, we would like to enact the following:



Firstly, we will join teams with the Squamish Lil'wat Cultural Centre for Indigenous cultural awareness courses when onboarding our new team members. We appreciate that our organizations have several highly held joint values such as providing an "essential" service, providing our staff with financially and eco-friendly options for transportation, and being committed to providing an equal living wage. Over and above

this we would like to become an annual "ally" of the Squamish Lil'wat Cultural Centre in the future, to build stronger ties between Indigenous and non-Indigenous peoples. The benefits of this membership will allow us further opportunities for education, awareness, and appreciation for ourselves and our staff and customers alike.

Secondly, we will support the Indigenous Youth Ambassador Program with a financial donation so they can continue to provide support and opportunities for indigenous youth to excel. Providing this support is irreplicable and has a ripple effect on future generations to come. By giving these youth the tools to succeed, we are giving them the tools to change the systemic cycle. To date, we have donated \$1500 to the program.

Thirdly, we will be proactive in having indigenous representation in the workplace. Not only does this support healthy working relationships but brings diversification and culture to our shop (which will also be a real opportunity to immerse ourselves further into the culture and make close interpersonal relationships.)

Just as Team Cannabis will show support for cannabis companies with sustainable practices, we also support the British Columbia Indigenous Cannabis Product Program which aims to highlight products from Indigenous-owned cannabis companies in BC. The BCICP logo can be found on products made by companies that are at least 51% Indigenous owned, with facilities located in BC. We will also showcase other indigenous brands from across Canada.



This program intends to help local, Indigenous-owned cannabis businesses thrive and encourage consumers to

support BC's local Indigenous community through the products they choose to buy. Some of the brands we will carry include:

- Pineapple Buds
- All Nations
- 18Twelve
- Pow Wow
- Lot 420
- Hulit Botanicals



A few other initiatives we will put into play at our store are:

- Displaying cultural art for sale in the store.
- Installing a land acknowledgment plaque at the entrance of our location.
- Offering our indigenous patrons a discount on their purchases.
- Observing, honouring, and promoting yearly cultural traditions and events such as National Truth and Reconciliation Day.

Lastly, pending agreement by the Nations, Team Cannabis is committed to contributing 2% of our top-line revenue to elevating the indigenous footprint and moving towards Truth and Reconciliation together.

We feel that the combination of the above initiatives will be impactful in making a difference.

Support of Community Health and Social Issues

Today's economy is taking a toll on everyone. And those who are less fortunate are really feeling the crunch, even more so if you're not well. We have chosen to support the Whistler Community Services Society as we feel they have the broadest reach and biggest impact on the surrounding community. With the demand for support services so high, the needs have outpaced the available services. We will be donating \$0.50 of every delivery transaction as an ongoing contribution to the overall well-being and quality of life of Whistler. We are hoping to assist local outreach workers in the goal of providing support for mental and physical health, financial assistance, legal help, food bank services, substance use, relationships, employment, housing, parenting support, and access to personal and household items through Re-Use-It and Re-Build-It stores. Furthermore, we will be promoting the "Refundable Recycling" initiative and collecting/ accepting bottles for the donation bin located in Function Junction and Providing discounts for seniors, indigenous and first responders.



which supports more than 40 vital social service programs for people of all ages.

To date, we have contributed \$1500 to Whistler Community Services Society. In the future, we would like to expand our financial community support to include the Sea to Sky Community Services Society

Aside from providing monetary donations, Team Cannabis members plan on donating much of their time as well. Team Cannabis encourages our staff to get involved in the community and its events. We urge all staff to participate/ volunteer in at least two community engagements event each calendar year and represent themselves as brand ambassadors. We would like to donate time to:

- Whistler Food Bank & Food Bank Delivery
- Squamish Lil'wat Culture Centre (SLCC)
- AWARE Whistler (Association of Whistler Residents for the Environment)
- Whistler Off-Road Cycling Association
- RMOW "Adopt-a-highway" program.
- Whistler Blackcomb Foundation
- Whistler Health Care Foundation Addiction Services Programs
- Howe Sound Women's Centre

Additionally, we look forward to taking part in community events. Events such as Connect Whistler Week, Whistler's annual community clean-up pitch-in day, and others like Telus Winter Classic and the Telus Golf Classic allow us a chance to pay it forward while being social and networking.

Contributions to community health

Most people who reside in Whistler do so because they love the outdoors and enjoy outdoor activities.

This puts an extra emphasis on healthy living and our ability to enjoy this enhanced quality of life. As such, Whistler residents eat healthy food, exercise regularly and make other healthy life choices. And, more recently, Whistler's focus on health has evolved to address a more holistic vision.

One of the most mentioned reasons why skiers & snowboarders like using cannabis, aside from fun, is that cannabinoids that are found in cannabis can help reduce the soreness that follows the strenuous activity. They're even being used heavily in pro-sports as a recovery tool. Whether it's some CBD oil or using a topical, it seems physical activity and cannabinoid use can go hand in hand. Additionally, cannabinoids are now being used in an array of medical and wellness treatments. And, although we are not a medical entity, we have been deemed an essential service by the Government of Canada due to the many people who depend on our products and service to mitigate and manage many symptoms related to arthritis, mental health issues, or even cancer. Regardless of the reasoning, people are accessing cannabis for their own medical or wellness-related treatments. Team Cannabis will offer the resort community access to these valuable products that complement, or sometimes even replace, traditional pharmaceuticals.

Aside from the specialized and unique health and wellness service we provide, Team Cannabis has already touched on several initiatives we intend to implement that will support and contribute to the overall health of the community residents. These include:

- Implementing our delivery model to service those with mobility issues and who require access to cannabis.
- Working with and donating to the Whistler Food Bank to assist those less fortunate can access healthy nutritious food.

- Providing charitable contributions to the Whistler Community Services Society whose reach is broad and irreplaceable. They support people of all ages, genders, and cultures with supporting programs like the extreme weather shelter, Healthy Choices, the Breakfast Club, and harm reduction workshops.
- Providing discounts for seniors, indigenous and first responders. Volunteering our time and fundraising for establishments like the Whistler Health Care Foundation Addiction Services Programs
- Hosting informational seminars on cannabinoid use and discussing the benefits and risks that come along with certain products.

We are confident that this combination of efforts will be impactful and lasting in the Community.

Contributions to local and year-round economic development

As you've learned, cannabis isn't just about getting "high" anymore. It's become so much more. And everyone relates to cannabis in their unique way. Its reach is broad, and its influence is everywhere. It's not the weed we once knew.

Similarly, Whistler has gone from a destination ski resort to a bustling resort community with stable year-round visitation and business activity. Like cannabis, it has become so much more than what it originally gained notoriety for. Cannabis can be a welcome part of all of Whistler's year-round activities, diversifying its economic, cultural, and social links and providing an opportunity to expand on this already growing industry in the future.

From clubs, live performances, and festivals to spas and enjoying the outdoors, there are plenty of opportunities to enjoy cannabis in Whistler's new four-season landscape. Cannabis use is not a seasonal hobby. It can be enjoyed and utilized year-round by residents and visitors alike. This ensures sustainable livelihoods for residents and economic returns for investors while delivering an authentic experience for everyone.

Team Cannabis has touched on many of the ways in which we will play part in supporting local economical development by:

- Creating secure jobs with a living wage and supporting the local economy and businesses by injecting over \$500,000 in wages back into the community.
- Assisting in improving the quality of life for Whistler inhabitants now and in the future by supporting local organizations with monetary contributions and volunteer hours. As well as providing discounts for seniors, indigenous and first responders.
- Supporting local indigenous initiatives and Truth and Reconciliation by offering overall awareness, monetary contributions, and volunteer hours.
- Actively working towards making Whistler a four-season family-friendly destination by ensuring that no youths can be influenced by cannabis and through the education and awareness of the supporting bylaws and initiative introduced by the RMOW. Also emphasizing responsible consumption.

Recreational cannabis can enhance mountain experiences no matter the season. Whether it's Crank Works, the Whistler Film Festival, or Cornucopia, cannabis can be a part of Whistler's year-round culture.

Community/ Corporate Affiliations

We're sure by now you have come to the observation that Team Cannabis Management (and our team members) are unique, upbeat, driven, aware, and very social people. And we want to seek out like-minded individuals who will support us, collaborate with us, inspire us, and ultimately enhance us as a company and individuals. Likewise, we're sure by now you're probably sick of us making "team" references, but it's true, we do prefer a team approach to things.

The Chamber of Commerce provides its members with unparalleled support and a sense of community. Moreover, we were overly pleased to learn of Whistler's progressive approach in the creation of Whistler's Women-Owned Biz Directory. As we are very proud of our "women-owned and operated" title, we will definitely be signing up for an initiative such as this! In the same spirit, we will also be hosting events like "Women's Wednesdays" and celebrating International Women's Day where we will feature women-led cannabis brands such as 48North, Zyre, Earthwolf Farms, Mercari Agency, Remo Brands, and Cake & Caviar.



Both Michelle and Holly are excited to learn of the 100 Women Who Care Whistler organization where we can affiliate ourselves with other community-first-oriented women who seek to enact positive change by joining forces to create a bigger impact. Intending to offer further support to the Sea to Sky Foundation in the future, they hope to be able to expand their working relationship to additional women's groups and organizations.

In Michelle's previous experience, the Chamber of Commerce, local Business Improvement Associations, and other organizational groups were tremendous resources in networking, collaborating, and growing within the industry, and community.

Team Cannabis will also partner with Whistler Fire & Rescue. Our Head of Security is a certified Justice Institute of BC (JIBC) firefighter with Wildland Fire Certification. He also possesses entry-level paramedic skills and operational rope rescue training. He will coordinate with the Whistler Fire Dept and Whistler Search & Rescue to determine where his skillset and time may be most useful and of benefit.

It is affiliations with organizations like these that will enable us to immerse ourselves in Whistler and truly understand how to balance the community, resort, social, cultural, economic, and environmental needs to secure the vitality and habitability of the area for generations to come.

Education

As a socially responsible retailer and community member, Team Cannabis wants to get involved in breaking the stereotypical stigmas that come along with "weed" and "dispensaries". To educate the community, and society, on the legitimacy of these new recreational retail cannabis stores to make

sense of the vast amount of information that surrounds much of the new products on the market, and how to consume them responsibly.

It's not just about catching a buzz anymore, and that confuses so many people. People are now looking to cannabis products like CBD and CBN to find relief from symptoms that they've spent years taking pharmaceuticals trying to get rid of.

The industry evolved so rapidly that it became overwhelming to most. Our staff will be highly educated and helpful in assisting customers with their questions/concerns regarding cannabis products, cannabis use, and its side effects. We would like to explore an appropriate avenue to host regular educational cannabis seminars in person or via our website and zoom. This would allow an opportunity to touch on an abundance of topics that customers/users/curious-minded people could sign up for and participate in on their own accord. This can also be done via a blog so there is a collection of reference material available. By supporting our customer's health and safety, and providing them with quality education, we will build trust with our community.



We want to be part of Whistler's solutions, not part of the problems. And it is only by shedding light and information on this formerly "dark and grey" matter, that we (society) will learn and make more informed decisions moving forward. We will house an "Education Information Station" on our sales floor. This will serve as a mechanism for us to provide education and information on:

- Social responsibility information mandated by the LCRB on "Driving under the influence", "Not using cannabis while pregnant", "Not mixing alcohol and cannabis", and "Start low and go slow" (about the consumption of edibles).
- Risks of cannabis and over-consumption. Also, other substance abuse-related resources.
- Information takeaway pamphlets on products such as oils or creams.
- Pamphlets and takeaways from the various initiatives and organizations that we support.

Whistler has established a solid foundation of education and learning opportunities for residents and visitors, and we will further complement that.

As previously mentioned, it is also important for us to encourage responsible ways of interacting with our natural environment. Climate modeling for the Community Energy and Climate Action Plan (CECAP) clearly shows that the Sea to Sky corridor will experience longer, hotter, drier summers in the future and that among other effects, wildfire risk to both the built and natural environment will increase. As our industry can be directly correlated to many wildfires (as many are caused by discarded cigarettes) we will be a proponent of reform.

Facts are facts, and there are a lot of people out there who use cannabis while on the slopes. Although it can seem fun, it's very dangerous. In the spirit of safety and the preservation of a family-friendly resort, Team Cannabis will be educating customers on our "Don't Smoke & Ride" campaign. This year-round campaign will feature custom graphics that will be given out as stickers and will be used on our Instagram and website.

On the same note, we will have informational graphics in-store that advise of the dangers of driving while high. These are 2 big initiatives we can incorporate into our operations that will have a monumental impact on community safety.

Team Cannabis is open to any feedback that the RMOW staff or community groups may have in finalizing and executing the above plans.

Nuisance Activity & Good Neighbour Plan

We at Team Cannabis understand the concerns surrounding nuisance activity in, or around, our location and surrounding community. Our motto is "treat everyone as you would like to be treated". This applies to our working relationship with our neighbours. It is about mutual respect for each other's businesses, spaces, and even beliefs.

Our relationship with our neighbors is important. At Team Cannabis we have implemented a **Good Neighbour Plan** which provides an opportunity for open dialogue regarding effective mitigation



strategies. Upon receiving any complaints, Team Cannabis Management will act immediately to bring a resolution to the concern/issue.

Communication with the neighbour will ensure the concerns are heard and together we will come to a reasonable and effective solution that all parties can be happy with. We are committed and willing to execute and adhere to a Good Neighbour Policy.

On the flip side, effective conflict management calls for people to be spoken to respectfully, heard and acknowledged, and guided toward the desired outcome. Again, treating others with dignity, respect, and empathy goes a long way. All proposed Nuisance Plans for Team Cannabis have been previously implemented at both Maple Leaf Greenery locations (both of which are in the downtown cores of their communities) with little to no incident in over 4 years of operations.

When speaking about nuisance activity, a few areas that are of notable concern are loitering, consumption outside the store, noise, intoxicated patrons, and odours. Team Cannabis sees these as justifiable concerns and will utilize several tools to deter and combat such nuisance activity.

- By utilizing our camera system to survey/ monitor the outside areas regularly. Staff will act, following our SOPs, if there is a matter requiring attention. If on shift, Management. will assume responsibility for all security and nuisance resolution. Otherwise, we have developed a set of SOPs on how employees will respond and resolve various incident/ nuisance scenarios they may encounter. We often role-play scenarios to ensure staff can act accordingly in the moment.
- By incorporating Crime Prevention through Environmental Design (CPTED) principles to deter nuisance activity. We will be incorporating such features as natural surveillance, additional lighting to avoid nuisance activity, and hot spots that promote such behaviour.
- By posting the appropriate signage in various strategic locations

As our location has not been identified as an area where people currently or generally loiter, we feel that with diligence, we will be able to succeed in deterring nuisance activity in and around the store.

Intoxicated Patrons Plan

Team Cannabis staff will be trained by Management on the signs and symptoms of impairment. Employees will not let a person who is intoxicated (by liquor, cannabis, and/or other drugs), or exhibiting signs of intoxication, enter or remain in the store. If a staff notice signs of impairment:

- They will refuse service and politely request that they leave the store.
- If the intoxicated persons do not leave, staff will alert Management.
- The Responsible Person in Charge will refuse service again in a polite and discrete manner avoiding any confrontation (either verbal or physical).
- Management will ensure that the patron departs safely (ie. not driving)
- OR- if the situation escalates, the Responsible Person in Charge will contact the authorities for assistance in resolving the situation.

All incidents will be documented in the Security Incident Log.

Consumption Outside of the Store

SMOKING OR VAPING WILL NOT BE TOLERATED, BY PATRONS NOR STAFF, ON TEAM CANNABIS PROPERTY (as per Smoking Regulation Bylaw No. 2136, 2017.)

There are several ways in which we intend to combat the consumption of cannabis products outside of stores:

1. Team Cannabis will have the appropriate signage posted in strategic locations on the exterior of the building
2. Additionally, we will have 6 exterior cameras that will be used to monitor nuisance activity outside the building. Staff will be trained to actively monitor the exterior of the property through CCTV oversight monitors.

If staff, see patrons consuming products outside the premises:

- They will politely request that they extinguish it per the Smoking Regulation Bylaw No. 2136, 2017.
- If the persons are not compliant, the staff member will notify Management.
- Management will politely ask the person again to extinguish and/or leave the property. If the person still refuses, we will enact the proper safety protocol according to our SOPs.

Odours

Some citizens may be concerned with the potential odours generated by a cannabis retail store. As per mandated packaging regulations, the product sold in retail stores will be delivered and sold in smell-proof pre-sealed government-approved containers, and therefore, should not emit any significant odours. There are instances where small amounts of odours may be released. As many distinct cannabis flower types can be recommended for their various effects (e.g. Sativa, hybrid, indica/ strain types/ varying terpene effects), Team Cannabis members will offer customers an opportunity to learn about their cannabis before purchasing. This will include being able to see and examine the product via our bud bar. These displays are per all LCRB Terms and Conditions but can release trace amount of odour into the indoor environment.

As with many of our other systems, the same ventilation plan has also been executed at Maple Leaf Greenery in a very densely populated area of New Westminster with no issue in over 4 years of operation. Team Cannabis will eliminate any odours by adding complete charcoal filtration systems in our store. Units will encompass state-of-the-art 315 cubic ft per minute digitally controlled inline hyper fans, featuring adjustable speed control. All fans will connect to four 150mm by 600mm 550 cubic ft per minute charcoal filtration systems. These systems neutralize all air, hence mitigating odour issues completely. These systems are like the ones currently being used in large-scale cannabis production facilities. Should any trace odours remain, they are eliminated by the use of scented oil diffusers that fill the store with subtle hints of alluring scents.



Should Team Cannabis receive any complaints regarding odour satisfactory solutions will be sought out and implemented in a timely fashion as per our Good Neighbour Policy.

Noise and Loitering Outside Store

We feel we will not cause any additional noise to the neighbourhood as our proposed storefront is located in Function Junction, a commercial/ light industrial area. In consideration of Noise Regulation Bylaw No. 2362, 2022, there are several ways in which we intend to combat noise and loitering (as the two most often go hand in hand) outside our location:

- Team Cannabis will have appropriate signage posted in strategic locations on the exterior of the building in multiple locations
- Additionally, we have the use of our 6 exterior cameras that will be used to monitor and identify nuisance activity outside the building. The employees will be trained in actively monitoring the exterior of the property through CCTV oversight monitors.

If persons are loitering:

- They will kindly be asked to leave.
- If they are not compliant, the Responsible Person in Charge will be notified, and the person will be asked to leave again. If the situation is still not resolved, the Trespassing Act will be effective, and the Police may be called.

Should Team Cannabis receive any complaints regarding noise, satisfactory solutions will be sought out and implemented in a timely fashion as per our Good Neighbour Policy.

All security/ nuisance incidents that occur at Team Cannabis facilities must be reported to the Responsible Person in Charge and/ or agencies as required to fully meet corporate and regulatory requirements. The reporting will be completed in the incident Log promptly with the full oversight and control of the Responsible Person in Charge.

Security Plan

Our research showed us that Whistler residents have strong community connections and that people look out for one another. And although this is a major component of the mountain's culture, the community's crime statistics tell another story. Verbal abuse accounts for 25% of Whistler's highly-rated crimes.

The mere presence of legal cannabis stores in the community should facilitate a noticeable relief on strained police resources. Dropping the number of drug-related crimes will be inevitable, allowing police to focus their priorities and resources elsewhere.

We will partner with local RCMP to determine common problem areas and apply necessary solutions. Making the neighbourhood safer has a ripple effect and benefits everyone. We will:

- Identify weaknesses.
- Implement solutions.
- Execute response & develop preventive measures.

As public safety is a top priority when concerning retail storefronts within communities, we intend on taking many measures to ensure that our facility is safe, secure, and free of corruption, and nuisance. To achieve this, we have gone to great extents in creating our security plan with a qualified professional. And, with the application of Crime Prevention through Environmental Design (CPTED) principles, we feel confident that it not only meets but exceeds, all suggested Provincial/ Municipal guidelines and requirements.

Our primary form of security is staff and their ability to be aware of and recognize security risks.

Beyond that, our alarm system will be their recourse should the need arise. Security features that will be implemented within the Team Cannabis store to protect our staff and products are discussed in detail in a further section of this plan.

We are currently in contact with Columbia Security regarding their availability to install and monitor our proposed system. They will provide us with installation and monitoring for our fire and intrusion detection systems; and the 16-channel camera system from which our video surveillance will be in high resolution and active 24/7. Data will be stored for a minimum of 30 days on a 16TB NVR that will be kept on-site in the Management. restricted storage room.



Further to that, we will follow through with the implementation of all further recommendations put forth in the security analysis and report received by Columbia Security upon installation. The extra step ensures the protection of our product, our employees, our customers, and the surrounding community.

Although security is the responsibility of every employee at Team Cannabis, we will be employing a Head of Security. With over 15 years of experience, they will be responsible for all safety and security initiatives, employee training, oversight, and incident response. Moreover, numerous members of our staff, and all Management., hold valid BC Basic Security Training Licenses.

Our staff is accountable. Our overall security plan includes a set of Standard Operating Procedures which all employees will read and acknowledge that they have read and understood upon hiring. Consequently, turning failure to follow protocols into disciplinary action and possible termination.

All security incidents that occur at Team Cannabis facilities must be reported to the appropriate personnel and/ or agencies as required to fully meet corporate and regulatory requirements. This reporting will be completed in the Incident Log promptly with the full oversight of the Responsible Person in Charge.

With all our enhanced security features we will be of benefit and added value to the neighbourhood and community as a whole.

Our Security Floorplan and summary accompany this document.

Company Insurance Plan

Team Cannabis has done business with AC&D Insurance located in North Vancouver since 2018. We have not had any issues or claims against our policies to date. We are fully capable of obtaining insurance for this location. We currently have a quote request out that will cover us up until we open and then another for when we are operational. The policies are reviewed and adjusted yearly. As we have done this successfully several times, we foresee no issues.

Compliance Plan

As an operator of a retail establishment that sells cannabis products, it is our responsibility to stay current with the changes to the legislation surrounding this subject in our province. We will achieve compliance by developing solid operating policies and procedures, providing training to our staff, and performing ongoing monitoring, reform, and oversight by Senior Management.

Federal Regulatory Framework Compliance

The act:

9. Set 19 as the provincial minimum age to purchase cell or consume cannabis; A licensee must not allow minors to enter or be in the retail store and minors cannot be employed in the retail store. In addition, cannabis and cannabis accessories must not be visible to minors from outside the store.

At Team Cannabis, protecting the youth is of great importance. As responsible citizens, each of us should be concerned with the well-being of the youth in our neighborhoods, in our community, and our society. It is up to each of us to help keep harmful substances out of the hands of minors. The Cannabis Control and Licensing Act is guided by the province's priorities of protecting children and youth, promoting health and safety, keeping the criminal element out of cannabis, keeping BC roads safe, and supporting economic development. As we are on a dead-end road and not in an area with any foreseeable reason why youth would be in the area, we do not anticipate much exposure.

An overview of the ways that we will prevent youth access include:

- During nonbusiness hours, all exterior doors will be locked in secure
- No product will be visible from the street view via vinyl window coverings
- Signs will be posted at the entrance point indicating "minors are not allowed on premises" and "we ID under 30", "2 pieces of ID required".
- As our Sop's instruct, IDs will be checked, by a staff well trained on the standard identification requirements, for customers entering the store.
- Any person under 19, or any customers without 2 valid pieces of ID, will be refused to access.
- If an employee has reason to believe the ID is invalid, the customer will be refused service and asked to leave the premises.

Furthermore, another control measure that can be taken if we choose is that our software has optional ID swipe technology that auto imports all new customer information into a newly created profile. This not only saves time but avoids mistakes or oversights.

- Allows adults to possess up to 30 g of cannabis in a public place.

Team cannabis will only sell appropriate/allowable amounts of cannabis to our customers. Compliance will be achieved by having staff that is well-versed in our SOPs and the regulations that surround the cannabis industry. Additionally, a feature within our POS software, Cova, provides a threshold of what may be sold in a transaction. It will not allow more than the equivalent of 30 g worth of cannabis to be sold in a single transaction.

- Prohibits cannabis smoking and vaping everywhere tobacco smoke and vaping are prohibited; as well as playgrounds, sports fields, skate parks, and other places where children commonly gather. Whistler has its own set of smoking bylaws that encompass this as well.

We have previously touched on ways that we will mitigate consumption on Team Cannabis property and beyond.

LCRB

Thus far, Team Cannabis has been compliant with the LCRB. We are well versed in the information required in the application process and the information contained in the Cannabis Retail Store Terms and Conditions Handbook. We have submitted all the required information to date. We will continue to comply with the instructions and guidance conveyed to us.

To date, Michelle has maintained a good standing and working relationship with the LCRB and its Inspectors that frequent Maple Leaf Greenery. She has not been issued even so much as a warning for non-compliance or identifiable issues in 4 years of operations.

Records and Reporting

We believe that our Sales and Inventory Management software, Cova, will be essential to our success in many different aspects. As our Management team members are already well versed in this software and the processes, there will be no issues maintaining or producing the required documentation.

There are several types of information for which the various levels of government have mandated data tracking. Monthly compliance reports are generated from our POS software. The data consists of all inventory additions, sales, returns, and any other inventory adjustments. As every product in the marketplace is tracked from seed to sale, this is an effective way of tracing any/all cannabis items that go in or out of the building. These reports are generated automatically via our POS software and submitted via a professional bookkeeper. Other types of documents that must be maintained and readily available are:

- cannabis purchase records
- cannabis sales records
- cannabis disposal records
- sales records respecting other goods
- contracts with other licensees
- invoices and purchase receipts for all equipment and other inventory that is used in the operation of the store
- leases or other property agreements that are related to the store
- records of court orders and judgments against a license
- and complete employee records

We will touch on some of these documents below in more depth below:

Cannabis Purchase Records

These documents are kept digitally. They are held and maintained/updated through the BCLDB's Wholesale ordering system. They are available via the online ordering portal, making them readily available to Inspectors.

Cannabis Register

Every retailer is required to maintain a cannabis register, which is a record of transactions. Our cannabis register will be electronic and accomplished via our POS software Cova. With its data aggregation abilities, and bookkeeping processes, we will be able to easily run Purchase Order History Reports, Inventory on Hand Reports, and Sales Summary Reports and access the necessary information in a timely fashion for the powers that be and our internal processes. Over and above, we also keep hardcopy transaction receipts for all transactions done via our debit machines which are filed with the cash-out paperwork for each day.

Disposing of/returning of non-medical cannabis

Reasons for product disposal or return may include sample products from small jars, product spoilage, customer product returns (whether eligible for return to BCLDB or not), or possible product recalls.

As we plan to support having only small batches of products that need to be disposed of, we have chosen to address this issue in-house. And, as compliance with this objective is of strict mandate, it will only be performed by management when required. Cannabis products will be destroyed and disposed of during non-business hours and disposed of off-site. We feel this is the safest time and place for this activity to be conducted.

On occasions when a product needs to be returned to the BCLDB, it is done so via courier arranged by them.

All cannabis that will be disposed of or returned, will be done so following the company's SOPs and the details of which are recorded in the company records as required. These are hardcopy logs that are maintained by Management and readily available to Inspectors upon request.

Incident Log

Incidents that affect the operation of the store must be recorded. This is a handwritten log that is kept in a centralized location for easy access for staff and authorities. There are 2 levels of incident record, one being of "formal" significance where details and events are required; and another, where general notations on "minor" incidents are logged. Examples of these include:

- Refusing entry
- Removing an intoxicated/ unruly customer
- Attempted entry of a minor
- An injury or accident on site
- Any incident where emergency personnel is called.

Budbar Log & Storage

Any cannabis that is opened for display purposes will be logged as required by the LCRB Terms and Conditions Handbook. They will be stored in a clearly labeled tote, with a securely fashioned lid, in our main storage area.

Curbside & Delivery Recordkeeping

When purchases are being picked up curbside or delivered, there is another level of record keeping that must be maintained and readily available. Details and particulars of each transaction must be kept. We will accomplish this via the combination of our POS software and our delivery management software On Fleet.

Storing cannabis

Another item of great importance when it comes to compliance is the storage of cannabis. All cannabis will be stored on-site. There will only be cannabis located in 2 areas of the store, the sales floor (behind the counter in the locked cabinets and on display in locked cabinets on the sales floor) and in the back secure storage area.

Most of our products will always remain in the secure storage area. This room will always remain armed and locked. The security measures of this area have been touched on in our attached security summary document.

Inspector Compliance

As we operate in such a highly regulated regime, we will be working closely with the licensing inspectors, Police & Fire Departments, and the Municipal Bylaw Enforcement Officers as necessary.

Our business license, cannabis register, security, and nuisance incident log, employee information, and administrative records will be readily accessible to the powers that be upon request. Moreover, we will readily surrender video surveillance as required.

Furthermore, we will readily adopt all further directives placed on us by the regulatory powers.

Municipal Compliance

Team Cannabis has been overly diligent and thoughtful in the creation of our company, our location, operational and safety and security plans, and all intended initiatives and we will be just as attentive in the execution. Some of the guiding policies that we have observed, adhered to, and incorporated into our operational, environmental, and community plans are:

- Cannabis Retail policy G-27
- Smoking Regulation Bylaw No. 2136, 2017 -
- Zoning and Parking Bylaw No. 303, 2015
- Solid Waste Amendment Bylaw No. 2360, 2022
- Sign Bylaw No. 558. 1987
- Parking and Traffic Bylaw No. 2177, 2018
- Nuisance Bylaw 305, 1983
- Noise Regulation Bylaw No. 2362, 2022
- Whittler's e-bike policy
- Green Building Policy
- Whittler Transportation Action Plan 2018-2028
- 2021-2026 Zero Waste Action Plan
- Business License and Regulation Bylaw No. 2253, 2019
- Liquor License and Cannabis Retail License Application Processing Fees Bylaw No. 2374, 2022
- Land Use Processes & Fees Bylaw No. 2202, 2022

We have done our best to create a model that will balance the priorities of the community with the viability of our operations in mind. We will strive to be a beneficial and compliant working partner within the Community. We will continue to adapt and reform our policies and operations as regulations are updated and further directives are handed down.

OCP

Through conscious and coordinated efforts, Whittler effectively applies its growth management framework and land use policies to maintain a special blend of community and resort, in balance, connected by mountain culture and deeply held appreciation for Whittler's mountain environment. It is through this same careful planning that Team Cannabis has formulated its operational plans to be as effective, beneficial, and compliant as possible. We feel confident that our intended plans align with many community objectives and goals. Some ways we meet the Official Community Plan and Vision are:

Area:

- We strengthen Function Junction as Whittler's general-purpose business district with a broad mix of uses that are not well-suited to locate in Whittler's family-friendly core commercial areas and mainly serve local businesses and residents.
- We encourage the enhancement of the area through renovation, redevelopment, property maintenance, and investments in user amenities.
- Locating in an existing property that is well-served by transit, pedestrian and cycling routes, amenities, and services; and is characterized by increased residential density.

- We complement the surrounding neighbourhood and reinforce the resort community character, including considerations related to pedestrian connections, traffic, access and parking, and scale and massing of development.
- Supporting commitment to ensuring that Whistler is made up of increasingly complete and compact neighbourhoods.
- We conform will all Development Permit Area Guidelines
- Maintain complementary commercial centres each positioned with its own distinct role, character and mix of uses tailored to reinforce Whistler's mountain resort community character, meet the needs of the community and support the local tourism economy.

Business:

- We are a creative local business that supports Whistler's mountain culture.
- Like the OCP, Team Cannabis also articulates high-level aspirations for the resort community and ourselves.

Environment:

- We protect the land – the forests, the lakes, the rivers, and all that they sustain.
- We strive to guide people in changing their lifestyles and practices to achieve zero waste.
- We thrive on mountain culture and the nature that surrounds us.
- We enhance Whistler's character and authenticity. We support Whistler's Transportation Action Plan
- We support innovative and environmentally sustainable waste reduction, elimination, and diversion programs.
- We support the electrification of private and public fleets to establish Whistler as an EV-friendly community.
- We promote shifts to preferred, non-automobile modes of transportation to help alleviate current traffic and parking congestion within Whistler and reduce GHG emissions.
- We encourage the increased use of more fuel-efficient private and public vehicles.
- We support the repurposing, reusing, and optimizing built space instead of constructing new buildings.
- We protect the natural environment, enhance community character and quality of life, make efficient use of existing infrastructure and facilities, strengthen the local economy, and reduce the environmental and energy impacts of the municipality.

Community:

- We strengthen the relationships with both Nations through initiatives and processes to advance and support reconciliation in Whistler.
- Bring awareness to the Lil'wat Nation's and Squamish Nation's history, and the importance of Whistler to the Nations, is widely understood.
- Work with both Nations and the RMOW to further develop relationships and to explore opportunities to work together on economic and tourism-related initiatives.
- Valuing our relationships and work together as partners and community members.

- We encourage services, programs, and facilities in Whistler that support the health and social needs of youth and young adults, including programs with a focus on mental health and education about substance use and abuse.
- Support the health and well-being of Whistler's youth, young adults and seniors, as well as their active participation in the resort community.
- Ensure Whistler is an inclusive and accessible resort community.
- We support and promote learning opportunities that reflect Whistler's unique character and culture.

Economy:

- Support a stable Whistler workforce that contributes to a superior quality of experience for our visitors and residents and helps maintain Whistler's competitive position.
- Support sustainable diversification compatible with the tourism economy.
- Support a vibrant, growing and successful local business community.
- We support the initiative to have well-located convenience commercial developments that meet the day-to-day needs of Whistler's residents and visitors.
- We support cultural, education and learning, events, sports tourism, and health and wellness opportunities that diversify Whistler's tourism-based economy.

Employees, Labour & Housing:

- We recognize the important roles Whistler's workforce plays in the success of Whistler's tourism economy and encourage appropriate training initiatives related to providing a high level of customer service.
- We support housing initiatives that address Whistler's employee housing needs and provide for a stable workforce, supporting business operations with a high level of service, while retaining consistency with planning and land use policies.
- We recognize that the availability of appropriate labour supply is linked to business success and as such businesses play a key role in enabling the workforce to live and prosper in the community.

We feel that we are a perfect fit for the community both now and in the future. Whistler: A place where our community thrives, nature is protected, and guests are inspired. And that's what Team Cannabis brings to the table with our proposed storefront, operations, and initiatives.

Conclusion

Team Cannabis would like to continue the pioneering and entrepreneurial spirit that created Whistler, taking risks, and innovating to make it better. And we believe that given the opportunity, we can add Whistler's unique character, culture, and success.

Whistler is recognized for offering recreation, sport, and leisure activities. And while the rest of British Columbians are known internationally for our same healthy and engaged recreation-minded culture, we're also known for our world-class cannabis. Whistler is unrepresented in this cutting-edge, new-age industry. There's more than Whistler can offer to its residents and visitor experience: a new way to have some fun, a way to mitigate life's stresses and worries, and yet another opportunity for an improved quality of life and overall wellness.

The Community is loved by its residents not only for its natural beauty and easy access to adventure but for its sense of belonging. Community and Team culture are one and the same – we embody the same values and practices as each other. It is only by working together as a team or a community that we can be of benefit to one another and accomplish our goals and dreams easier and faster.

We are confident that our proposed location will be a good fit for the current and future community of Function Junction and the Resort Municipality of Whistler as a whole.

After all, the resort would not be successful without the community and the community would be lesser without the resort. We all need each other!

Team Cannabis Key Contacts:

Holly Mykyte, Director
Phone: 778-241-4937
Email: holly@teamcanna.ca

Michelle Rochon, Chief of Operations
Phone: 604-916-0697
Email: michelle@teamcanna.ca

Thank you for your consideration.



Team Cannabis Organizational Chart
03-Dec-22

Holly Mykyte,
Director

Michelle Rochon,
Chief of Operations

Jade
General Manager

TBD,
Store Manager

Head of Security

Budtender - f/t

Budtender - f/t

Budtender - f/t

Budtender - f/t

Budtender - p/t

Budtender - p/t

Budtender - p/t

Delivery Driver

Delivery Driver

Delivery Driver

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INSURANCE PROPOSAL

Prepared for:

Team Cannabis Ltd

Policy Term:

To Be Advised

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Prepared by:

John Broderick



Date:

Mar. 13, 2023

Applicant Information

Mailing Address:



Description of Business Operations:

Retail Cannabis Store

5 Year Loss Experience (whether claimed or not on insurance)

No Losses

Coverages and Limits of Insurance

Location 1:

#8-9 - 1100 Millar Creek Road, Whistler, BC, V0N 1B1

Building 1

Property Coverages

Coverage	Miscellaneous	Limit	Deductible	Premium
Commercial Building, Equipment & Stock- Broad Form				
Equipment & Tenants Improvements		150,000	2,500	
Stock		110,000	2,500	
Co-Insurance - 90%				
Replacement Cost Endorsement -Excluding Stock				
Earthquake Endorsement		Included	10%	
Earthquake - Minimum Deductible			100,000	
Flood Extension		Included	25,000	
Sewer Backup		Included	5,000	
Alarm - Intruder Detection system Warranty				
Communicable Disease Endorsement (Property)				
Business Interruption - Profits Form		701,960		
Deductible			2,500	
Co-Insurance - 100%				
Indemnity Period - 12 months				
Ordinary Payroll - Excluded				
EBI - Equipment Breakdown Insurance		150,000	2,500	
EBI - Business Interruption		100,000	2,500	
Indemnity Period - 12 months				
Waiting Period - 24 hours				

Crime Coverages

Coverage	Miscellaneous	Limit	Deductible	Premium
Crime - Dishonesty, Destruction, Disappearance, and Forgery				
Employee Dishonesty - Insuring Agreement I		10,000	2,500	
Loss Inside Premises - Insuring Agreement II		10,000	2,500	
Loss Outside the Premises - Insuring Agreement III		10,000	2,500	
Money Orders & Counterfeit Currency -Insuring Agreement IV		10,000	2,500	
Depositors Forgery - Insuring Agreement V		10,000	2,500	

Liability Coverages

Coverage	Miscellaneous	Limit	Deductible	Premium
Commercial General Liability		2,000,000		
Per Occurrence		2,000,000		
Aggregate Limit - Products-Completed Operations		2,000,000		
General Aggregate Limit		2,000,000		
Coverage A - Bodily Injury and Property Damage Liability		2,000,000	2,500	
Coverage B - Personal Injury and Advertising Liability		2,000,000	2,500	
Coverage C - Medical Payments - Each Occurrence Limit		50,000		
Coverage D - Tenants Legal Liability		2,000,000	2,500	
Non-owned Automobile Liability		2,000,000	2,500	
Legal Liability for Physical Damage to Hired automobiles		75,000	2,500	
Cross Liability				
S.E.F. No. 99 Excluding Long Term Lease Vehicle Endorsement				
Contractual Liability				
Additional Insured Endorsement				
Illegal Substances & Activities Exclusion				
Cyber and Data Exclusion Endorsement				
Communicable Disease Endorsement (Liability)				

Miscellaneous Coverages

Coverage	Miscellaneous	Limit	Deductible	Premium
Fee - Insurance Intermediary	\$350			
Minimum Retained Policy Premium	25% of Premium + 100% of Policy Fee			

Total Premium For all Coverages:

\$ 5,928

Additional Information

Terms are subject to the following:

- A copy of the business permit and/or license issued by Health Canada required within 30 days of binding
- Fire and Burglar alarm to be in place at all times

Important Notes/Conditions:

- This quote is valid for 30 days from the date of issuance.
- We are unable to bind new risks or amend existing property insurance coverage if there is an active forest or wild fire alert within 50kms of any of the locations listed on this proposal or any existing policy.
- This proposal is subject to no unreported claims or losses.
- This proposal of insurance is based on the application(s) of insurance provided to our representatives.
- This is a proposal outlining the basic proposed terms of insurance only and the coverages, limits, terms, and applicable wordings of the policy will be more fully outlined on the policy documents provided to you should coverage be bound.
- This proposal reflects insurance coverage and limits as requested by you or your representatives. Should you have any questions or concerns with respect to the coverage/limits provided, or require additional information with respect to potential additional coverage that may be available, please contact our office.

Acceptance of Terms / Instructions to Bind Coverage

This confirms that we have reviewed and accept the Proposed Summary of Coverage as provided herein.

By signing below we are instructing the insurance brokerage named herein to bind insurance coverage with the insurance company underwriters on our behalf.

Further, we understand that after we have given these written instructions to bind coverage if for any reason we fail to complete this contract, we are required to pay any non-refundable minimum retained premiums or fees as listed on this document.

Please bind coverage and accept this letter as our understanding of the above.

Per: _____

Dated: _____

Team Cannabis Ltd

Our File: TEAMC-1

Coverage Explanations

Please do not accept these brief descriptions of the insurance coverage provided in this document as a full explanation of terms and conditions of insurance policy wordings. These explanations are included to provide you with a better understanding of the insurance coverage provided but are not intended to replace the actual policy wordings. These explanations are a general overview of the coverage which can vary between insurance companies. For more detailed information of the coverage provided by the insurance contract please ask your broker for a copy of the policy wordings.

Business Interruption - Profits Form

Pays for loss of Net Profit and standing charges (either All Standing Charges or those specifically listed on worksheet). The coverage provides a 12 month indemnity period and this can be increased to 18, 24 or 36 months. Ordinary Payroll is usually excluded but can be insured for 30, 60, 90 or 180 days.

Co-Insurance - 100%

This clause requires that the limit must be insured to a minimum of 100% of the exposure. In the event of a loss if the limit is not insured for the correct value, the policyholder will be penalized and pay a portion of the loss based on the value that was insured over the value that should have been insured. This is one of the most important conditions of a property policy.

Indemnity Period - 12 months

This is the period of time after a loss that the policy will indemnify for the loss of revenue.

Ordinary Payroll - Excluded

Ordinary Payroll is excluded under most forms of business interruption unless extended for a specific time period.

Commercial Building, Equipment & Stock- Broad Form

This Form insures the following property on a Broad Form basis but only those items for which an amount of insurance is specified for: BUILDING; EQUIPMENT; STOCK; CONTENTS; PROPERTY OF EVERY DESCRIPTION. This form insures property for many Perils and includes perils such as Fire, theft, vandalism, water damage. Some of the excluded perils include Earthquake, Flood, Sewer Backup, Equipment Breakdown, Building By-laws; all coverage's which can usually be purchase separately.

Alarm - Intruder Detection system Warranty

This is a warranty that requires that the premises has a 3rd party centrally monitored burglar alarm system and that it is activated whenever the premise is not open or when there are no employees on-site.

Co-Insurance - 90%

This clause requires that the property must be insured to a minimum of 90% of the value; for the replacement cost if the property is insured on replacement cost or the actual value if the property is insured for the actual cash value. In the event of a loss if the property is not insured to the correct value the policyholder will be penalized and pay a portion of the loss based on the value that was insured over the value that should have been insured. This is one of the most important conditions of a property policy.

Communicable Disease Endorsement (Property)

This policy does not insure any loss, damage, claim, cost, expense or other sum, directly or indirectly arising out of, attributable to, or occurring concurrently or in any sequence with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.

Earthquake Endorsement

Earthquake insurance covers property damage resulting from an earthquake including landslide, liquefaction. An earthquake occurrence usually means all aftershocks that occur within a 168 consecutive hours. A common important exclusion is "Flood including surface water, waves, tides, tidal waves, tsunamis or the breaking out of any natural or artificial body of water, waterborne objects or ice.

Earthquake - Minimum Deductible

This is the minimum deductible to be applied in the event of a loss regardless if the percentage deductible is less.

Flood Extension

Flood means the breaking out or overflow of any natural body of water and includes surface water, waves, tides, tidal waves and tsunamis.

Replacement Cost Endorsement -Excluding Stock

The cost of replacing, repairing, construction or re-construction (whichever is the least), of the property on the same site, with new property of like kind and quality and for like occupancy without deduction for depreciation. Stock is covered at the owners cost.

Sewer Backup

Sewer Backup coverage extends the policy to cover loss of or property damage to the property insured caused directly by the peril of backing up of sewers, sumps, septic tanks or drains.

Stock

Provides insurance for stock at the insured's cost, not the replacement cost. Merchandise of every description usual to the Insured's business. Includes packaging, wrappings, and advertising materials.

Commercial General Liability

The Commercial General Liability (CGL) insures the bodily injury liability and property damage liability exposures of business and/or property owner. The Occurrence Coverage Form covers losses that occur during the policy period, regardless of when the insurance company is notified of the loss or claim. The key to this coverage approach is the date of loss or when the loss actual occurs. Usually the legal defense costs are in addition to the policy limit. With the Claims Made form coverage is triggered by the actual filing date or receipt of the claim, in addition to the date on which the loss or injury occurs. This form handles any covered loss or claim filed during the policy period, regardless of when the actual loss or injury occurred and is subject to the retroactive date.

Additional Insured Endorsement

This endorsement adds an Additional Insured to the policy, as designated in the policy declaration page(s). This could be a landlord or a legal entity that the insured is doing work for, usually as a contractor or subcontractor. Also includes distributors, manufacturers. The Additional Insureds are given certain rights covering their defense costs when they are named in a legal action with the Named Insured but only insofar as the operations of the Named Insured.

Aggregate Limit - Products-Completed Operations

This is the total amount that will be paid out during the policy period for losses caused by the insureds products and completed operations.

Communicable Disease Endorsement (Liability)

This policy does not insure any loss, damage, claim, cost, expense or other sum, directly or indirectly arising out of, attributable to, or occurring concurrently or in any sequence with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.

Contractual Liability

Extension that extends liability assumed by any insured covered by this policy voluntarily under any contract or agreement except for: 1) Any contract or agreement assuming the legal liability of an automobile owner, 2) Any contract or agreement wherein the insured has assumed liability for the sole negligence of the indemnitee.

Coverage A - Bodily Injury and Property Damage Liability

Covers those sums that the Insured becomes legally obligated to pay as compensatory damages because of bodily injury or property damage to property of others.

Coverage B - Personal Injury and Advertising Liability

This insurance applies to personal injury (liable, slander, defamation of character) and advertising injury caused by an offence arising out of the conduct of the Named Insured's business. Advertising injury pertains to offenses attributable to the insured's advertising activities arising out of oral or written publication of material that slanders or libels a person or organization, or disparages persons or organizations, goods, products or services. It also includes violations of a persons right to privacy, misappropriation of advertising ideas, and infringement of copyright, title or slogan. Advertising injury coverage does not apply to those companies in the business of advertising.

Coverage C - Medical Payments - Each Occurrence Limit

Provides coverage for medical expenses, as described in the policy, for bodily injury caused by an accident, regardless of fault. Each Occurrence is the maximum limit the insurer will pay for an occurrence regardless of the number of 3rd parties.

Coverage D - Tenants Legal Liability

Covers property damage to the leased or rented area that the policyholder is responsible for. Since the Commercial General Liability excludes property in the policyholders care, custody or control, Tenants Legal Liability coverage is required to cover this exposure. Generally the renter is responsible for the Actual Value of the area of property rented as well as the loss of rental income.

Cross Liability

The coverage shall apply in the same manner and to the same extent as though a separate policy had been issued to each Insured. Any breach of conditions by one insured will not affect the protection to any other insured. The inclusion of more than one insured shall not increase the limit under the policy.

Cyber and Data Exclusion Endorsement

Coverage is excluded for loss related to Cyber Liability.

General Aggregate Limit

This is the total amount that will be paid out during the policy period.

Illegal Substances & Activities Exclusion

Loss or damage however caused which results, directly or indirectly, from any Illegal Substance Activity regardless of the insured being unaware or able to control such activity.

Non-owned Automobile Liability

Covers the policyholder for legal liability resulting from an employees use of their own vehicles for business use.

Per Occurrence

Per Occurrence means an accident including continuous or repeated exposure to substantially the same general harmful conditions.

Crime - Dishonesty, Destruction, Disappearance, and Forgery

Covers of money, securities and other property for Inside & Outside Robbery, destruction and disappearance and employee dishonesty. Form A provides a limit per loss and Form B provides a limit per employee.

Depositors Forgery - Insuring Agreement V

Covers a loss the insured shall sustain through forgery or alteration of, on or in any cheque, draft, promissory note, bill of exchange, or similar written promise, order or direction to pay a sum certain in "money", made or drawn by or drawn upon the Insured, or made or drawn by one acting as agent of the Insured.

Employee Dishonesty - Insuring Agreement I

Provides coverage for theft / embezzlement of money & securities by one or more employees. The policy limit is the maximum paid per claim not per employee involved.

Loss Inside Premises - Insuring Agreement II

Pays for loss by "Robbery" of money & securities inside of the insured's premises. Robbery is a loss resulting from violence or a threat of violence.

Loss Outside the Premises - Insuring Agreement III

Pays for loss by Robbery of money & securities outside of the insured's premises

Money Orders & Counterfeit Currency - Insuring Agreement IV

Covers the acceptance of forged Money Orders and the acceptance of Counterfeit Currency.

EBI - Equipment Breakdown Insurance

Covers incidents of a sudden and accidental nature which could be classed as other than normal maintenance expectations. Even if property is covered by a warranty it usually excludes operator error and does not include other resulting damage or loss of income resulting from the breakdown. Property that is covered includes steam & hot water boilers, pressure vessels, refrigeration & air conditioning systems, motors, generators, compressors, pumps, engines, fans, blowers, gear sets, turbines, transformers, electrical switching gear & panels, electronic equipment including telephone systems, computers, photocopiers. Coverage can be extended to Production Equipment. This property is insured for Sudden & Accidental breakdown.

EBI - Business Interruption

Insurance providing coverage for loss of income resulting from an Equipment Breakdown claim

Indemnity Period - 12 months

This is the period of time after a loss that the policy will indemnify for the loss of revenue.

Waiting Period - 24 hours

The Waiting Period is the period of time that must pass before the insurer will pay the claim. This is a deductible.

Fee - Insurance Intermediary

Fee charged to the broker and customer by an Insurance Intermediary with whom the business has been underwritten and placed with.

Minimum Retained Policy Premium

This is the minimum premium, sometimes expressed as a percentage, that the insurer will charge regardless if the policy has a premium adjustment or if the policy is cancelled.

SENSITIVE SECURITY DOCUMENT	TEAM CANNABIS 9+10 1100 Millar Creek Road, Whistler	
Effective Date: 10-March, 2023	Revision No: V1	Document Title: Security Policies & Procedures



Safety & Security Standard Operating Procedures March 2023

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Prepared by:	Reviewed by:	Approved by:
3Si Risk Strategies Inc.		

SENSITIVE SECURITY DOCUMENT	TEAM CANNABIS 9+10 1100 Millar Creek Road, Whistler	
	Effective Date: 10-March, 2023	Revision No: V1

Document Title:
Security Policies & Procedures

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Prepared by:	Reviewed by:	Approved by:
3Si Risk Strategies Inc.		

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Standard Operating Procedures (SOP) Guidelines

Policy

This set of Standard Operating Procedures is meant to serve as a guide for persons to identify, manage and recover from Security Incidents. There is no possibility of covering every possible event, however, they are to be used to guide common sense decisions and actions in order to ensure the safety of staff, members and assets.

Standard Security Policies and Operating Procedures provide structure and a way to communicate and apply consistent standards and practices within your organization. Good procedures improve safety and security; save time and prevent mistakes; reduce training costs; ensure consistent results; empower the workforce; and support quality goals.

This document is meant to act as a living document. It should be immediately reviewed and amended to reflect organizational issues and then should be updated whenever an existing policy needs to be modified or a policy needs to be added or removed. There are several areas that may intersect with other policies and procedures such as quality control. In the event of conflict, it is the responsibility of management to make the appropriate clarifications. The document should be updated or reviewed at least twice per year and documented as being updated.

Prepared by:	Reviewed by:	Approved by:
3Si Risk Strategies Inc.		

SENSITIVE SECURITY DOCUMENT	TEAM CANNABIS 9+10 1100 Millar Creek Road, Whistler	
	Effective Date: 10-March, 2023	Revision No: V1
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Document History

DATE	Version	Comments
10 Mar , 2023	V1	As delivered as part of RMOW TUP application

SENSITIVE SECURITY DOCUMENT	TEAM CANNABIS 9+10 1100 Millar Creek Road, Whistler	
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Emergency Response

Emergency Contacts

Emergency Response Agencies (ERA)

Police/RCMP (non-emergency)	604-932-3044
Fire Rescue (non-emergency)	604-935-8260
Police	911
Fire	911
Ambulance	911
Hazardous Material Spill Response	911
Fortis BC Gas Emergency SVC's	1-800-663-9911
BC Hydro Emergency (24 Hours)	1-888-POWERON
BYLAW	604-935-8280
Suicide Thoughts	1-800-SUICIDE (784-2433)
Poison Control Centre	1-800-567-8911
Report a Cougar/Grizzly Bear	1-877-952-7277
Woman against Violence against Women	1-877-392-7583
Family and Child Abuse (24 Hours)	1-604-660-4927
Whistler Health Care Centre	604-932-4911
Report a Forest Fire	1-800-663-5555 or Cell dial: *5555
Crisis Line	24/7 1-866-661-3311
WorkSafe BC	1-888-967-5377

In-House Personnel (Office/Mobile)

Responsible Person in Charge- Holly Mykyte bc1316208@gmail.com	778-241-4937
Alternate RPC – Michelle Rochon michelle@teamcanna.ca	604-916-0697

The Responsible Person in Charge (RPC) is defined as the single person on site who is responsible for the overall security operations. They will be authorized to act in the best interests of safety and security and will be responsible for ensuring that all company procedures are understood and followed by company staff and, when appropriate, by all persons present.

In the absence of either the Responsible Person in Charge or the Alternate RPC, a member of the staff will be designated as 'Acting RPC' until relieved. There will only be one responsible person in charge at any given time. In the event two persons are able to act as RPC, only one will be the designate so there is no confusion as to who is responsible for safety.

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Outside Agencies

Security Provider – Columbia Security	Cameras – Columbia Security
Alarm Monitoring – Columbia Security	Locksmith – Columbia Security
Trusted Security Advisor - 3Si Risk Strategies	1-604-946-0217

Contact with Emergency Response Agencies (ERA)

Policy

In the event of any emergency occurring on **TEAM CANNABIS** (Team Cannabis) property, the Responsible Person in Charge or designate on duty is responsible for being the initial contact, and for handling the incident in a professional and efficient manner.

The decision to contact an Emergency Response Agency (ERA) to attend to the matter is the responsibility of the Responsible Person in Charge or designate on duty unless an employee is given specific direction otherwise or unless the employee is unable to render such a decision.

Procedures

- **Imminent danger** – If the appropriate TEAM CANNABIS employee believes the emergency incident at hand is beyond the safe control of themselves, staff, and management, they must immediately notify the appropriate ERA.
- An employee, upon notification that an emergency incident has taken place, or is in progress on TEAM CANNABIS property, shall assess the situation and in consultation with the Responsible Person in Charge or designate will make the appropriate judgment decision whether to involve ERA's.
- The Responsible Person in Charge or designate shall also notify the appropriate ERA at the request of any visitor or member.
- Personnel shall assist the ERA any way they can to help to mitigate the emergency and to prevent further damage or injury.
- **NOTE:** If you are required to evacuate the building due to an emergency incident, move briskly to the Muster Point. Please refer to page 13 for Facility Evacuation Procedures.

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Fire Emergencies

Policy

Fire emergencies will be resolved in the most effective and efficient manner possible to provide the maximum safety and security for visitors, members, staff, and structures. This will be accomplished through diligent monitoring of building systems, facility security, office/store front cleanliness and prompt response to emergency situations.

- Fire extinguisher locations are marked with approved fire extinguisher markers above or adjacent to the extinguisher that visually indicates the location of the fire extinguisher. Each employee should be aware of fire extinguisher locations throughout the site and the operation of each before a fire emergency occurs.

Procedures

- Assess the scene.
 - ➔ What is the source?
 - ➔ Is there smoke and/or flames present?
 - ➔ Will it spread?
- Remove people from the immediate area.
- Use a phone or cell phone to call 911. State:
 - ➔ Your name and location
 - ➔ The type of emergency
 - ➔ Your assessment
- If safe to do so, and if you feel capable of doing so, control the fire:
 - ➔ Remember, fires are unpredictable
 - ➔ Feel for heat through doors and/or door handles before accessing an enclosed area
 - ➔ Attempt to extinguish the fire only if you feel safe and are qualified to do so
 - ➔ Cut off air supply by smothering or containing the fire
 - ➔ Use a nearby fire extinguisher. Remember: **PASS** (see below)
 - ➔ Stand back and work towards the fire

P Pull the Pin

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- A** Aim the nozzle low
- S** Squeeze the handle
- S** Spray side to side
- ➔ Remove nearby items which might cause the fire to spread if they can be removed safely
- ➔ Isolate the fire by closing it off from other areas if this can be done safely (e.g. close doors and windows)
- ➔ If you are required to evacuate the building, do not run. Walk briskly to the designated Muster Point. Please refer to page 13 for Facility Evacuation Procedures.
- ➔ Notify the Responsible Person in Charge or designate or designate.
- ➔ Await further instructions from Responsible Person in Charge or designate or Emergency Response Agencies.
- ➔ Complete a Security Incident Report. Submit the report to the Responsible Person in Charge.

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Earthquakes

Policy

Employees at TEAM CANNABIS will ensure their safety, the safety of members, visitors and other employees by being aware of what to do in the event of an earthquake.

What Will It Be Like?

- The building and everything in it will shake.
- The floor may roll. You may be thrown to the ground. Walking may be difficult.
- Loose items will move and start to fall off shelves, tables, and counters. They may even be thrown across the room.
- Fixtures, furniture, and equipment (such as signage, displays, ceiling tiles, lamps, pictures, bookshelves, and machinery) that have not been anchored to walls or ceilings may fall.
- Some windows (interior and exterior) will probably break. Exterior wall cladding and siding may also work loose and fall from buildings.
- It will be noisy.

How Long Will It Last?

- The first interval of shaking may last one minute or several minutes, depending on the severity.
- Expect aftershocks. These can happen over a period of days or even months. They may be as strong as the first shaking or they may be much weaker.

What about Afterwards?

- There may be a mess. Telephones may not work. The demand on lines that do work will probably exceed capacity very quickly.
- Energy, gas, and water supply lines may be damaged. If that happens, many pieces of equipment and appliances will be left without power - anything “plugged in” such as radios, computers, heating and air-conditioning, water systems, and equipment. If this occurs, shut off the main gas, electrical and water supply valves if possible.
- Surface transportation links (roads, bridges, rail lines) may be impassable.
- Structures (buildings, bridges) that have not collapsed during the shaking may be weakened to the point that they are unsafe.

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About Telephones

- As stated above, normal telephone lines may not work for some time following an earthquake. Cellular phones are more likely to continue functioning. Cellular phone lines may become operational more quickly than normal residential and business lines and long-distance calls may go through where local calls do not.
- To keep available lines clear for critical communications, restrict your use of the telephone. To attempt a call, pick up the receiver and listen for the dial tone. Do not hang up but stay on the line until the dial tone is heard.

Procedures

All Staff

During the Shaking:

- If outdoors, go into an open area away from buildings, trees, or power lines. Drop to the ground to avoid being knocked over.
- If indoors, stay there until shaking stop. Exit only if you believe there is eminent danger of collapse or fire.
- DUCK, COVER, and HOLD. Get under a sturdy desk or table and hold on. Or, crouch down and cover your head and neck with your arms.
- Stay away from windows. Expect alarms to go off.

After the Shaking:

- Expect Aftershocks! These can go on for days or months. Some may be more intense than the first shaking.
- Assess yourself and your surroundings. Look for injured persons who need assistance. Do not move seriously injured people unless necessary. Note obvious hazards such as fires or broken glass.
- Replace telephone handsets that have been shaken off. Use phones only to report fires or medical emergencies.
- Report injuries or hazards to the Responsible Person in Charge or designate using the cellular phone or normal phone (if operational).
- If you are safe where you are, stay there. The appropriate Responsible Person in Charge or designate will inform you when conditions are safe enough to allow you to

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go elsewhere.

- Do not flush toilets. The water in the piping may be needed later.
- Wait for further instructions.
- If you need to exit for safety, move to the designated Muster Point so that you can be accounted for.
- Do not leave the area until instructed to do so. If you leave, search teams may believe that you are not accounted for and may be caught in the building.

The Responsible Person in Charge or designate

- Inventory the status of communication links (phone, internet).
- Check office telephone lines for a dial tone.
- Check operability of cellular communications.
- As needed, attempt to contact Emergency Response Agencies (e.g. fire, police, and ambulance).
- Locate a portable, battery-powered AM/FM radio or AC radio if electrical grid is still operating. Listen for any advisory reports issued by emergency personnel and pass the information to other employees.

Note: Please refer to page 13 for Facility Evacuation Procedures.

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Medical Emergencies

Policy

Medical emergencies will be handled in the most effective and efficient manner possible to provide the maximum level of safety and security for visitors and employees. First Aid assistance will be provided by the First Aid Attendant on site or by qualified First Aid responders.

Procedures

First Aid Attendant

- Assess the scene. Remember to ensure your safety prior to rendering First Aid assistance (e.g. look for the cause of emergency and ensure it does not pose an immediate threat to your safety as well).
 - How many victims?
 - Type and severity of injuries/illness?
 - Immediate hazards?
 - Assistance required (ERA, First Aid)?
- When assessing injuries, remember to seek out:
 - Cause
 - Signs (what do you see?)
 - Symptoms (how does the victim feel?), and history (for illnesses)
- Identify yourself and your First Aid qualifications to the victim(s).
- Protect the victim(s).
- If additional medical assistance is required, notify other employees/emergency agencies.
- Stay with the victim(s) until additional medical assistance arrives. Provide information.
- If the victim(s) declare themselves well, ask them to give you their names (and addresses) if possible.
- The First Aid Attendant will report status and submit a Security Incident Report to the Responsible Person in Charge or designate.

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Facility Evacuation

Policy

The objective of this policy is to ensure that all TEAM CANNABIS employees, as well as any visitors, members or contractors, safely leave the TEAM CANNABIS facility in the event of a facility-wide emergency.

TEAM CANNABIS recognizes that this evacuation procedure might not cover every possible emergency scenario. As such, it will be the duty of the Responsible Person in Charge or designate to promptly recognize a facility-wide emergency and use this procedure as a guideline to be followed.

PRACTICE DRILL - An evacuation drill will be conducted yearly during the first week of July.

Definitions

Muster Point – an assembly area or area of refuge located at the cul de sac on Millar Creek Road.

Evacuation Coordinator – the person(s) in charge of, and responsible for, ensuring that this procedure is carried out in the event of an emergency evacuation. The Responsible Person in Charge or designate shall designate employee(s) as Evacuation Coordinator(s).

Emergency Crews – police, fire and ambulance

Procedures

- The decision to evacuate will ultimately be made by Responsible Person in Charge or designate upon receiving knowledge of the matter at hand, who will then instruct the mobilization of this procedure.
- Remain calm. Do not panic.
- All business access into the facility will be immediately stopped.
- If possible to do so safely as you exit, secure the TEAM CANNABIS facility by locking all secure areas and entry/exit doors. (Note: in the case of a fire, close but do not lock doors to ensure firefighters have easy access)
- The Responsible Person in Charge or designate will phone 911 and notify emergency crews of the evacuation, providing as much information of the incident and its location as possible. They will stay on the phone until told otherwise.
- The Responsible Person in Charge or designate will ensure that ALL workers STOP WORK and promptly proceed to the nearest muster point.

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- Once ALL workers have reached the muster point, the evacuation coordinator will conduct and confirm headcounts of workers with the Responsible Person in Charge or designate.
- Workers will remain at muster area (Safe Zone) until given the “All Clear” by emergency crews to return to work or are instructed otherwise.

Rescue

- All rescue activity and responsibility on facility will be taken over by the Emergency Response Agency at the scene of evacuation.
- In the event a worker is not accounted for, the Responsible Person in Charge or designate will accompany emergency crews into the work facility for search and rescue activities, if safe to do so.
- Every person partaking in this procedure will exercise the necessary due diligence in practice and participate in the enforcement of its intent.

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Security Incident Response

Security Threats – General

Policy

Employees at TEAM CANNABIS will be prepared to deal with a security threat emergency in an effective and efficient manner that, above all, ensures the safety and security of employees, members, and corporate assets.

Robbery

Policy

It is TEAM CANNABIS policy to take whatever steps are necessary to ensure the safety and well-being of all employees, members, visitors, and contractors in any robbery situation, as well as to summon the Police Department.

The objective of this policy is to provide all employees and contractors with written guidelines that will assist in reducing or eliminating any harm or injury to any visitor, contractor, or employee. Our objective is to allow the robber(s) to leave the scene so that no injury will befall any visitor, member, employee or contractor. The primary issue is the safety of all those involved.

Most armed robberies take less than one minute to complete. Robbers are interested in getting in and out of the facility as soon as possible. Remaining calm and following the procedures listed below will ensure the event is over quickly.

Being the victim of a robbery can be an extremely traumatic event for some people. TEAM CANNABIS is committed to supporting employees who have been traumatized. Please speak with the Responsible Person in Charge or designate about your experience so that support can be initiated.

Procedures

Pre-Robbery Activity

- Safe Procedure: The safe is to be kept armed at all times except when accessing or depositing contents. The safe and the safe area will be under constant video surveillance with the recording device located in the secured area.
- Be aware that robbers tend to study their targets before they commit the robbery. The following are examples of how a robber may act during or prior to completing a

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robbery.

- ➔ Robbers will come into the facility for a legitimate reason to view the area.
- ➔ They can be seen looking up for security cameras.
- ➔ They will look for possible exits that provide alternative escape routes.
- ➔ They may ask questions like, *“Do you work alone most of the time?”* or *“How many people does it take to run this store?”* or *“I bet you keep all this stuff locked up right?”* or *“Security must be pretty tight around here isn’t it?”*
- ➔ If you have a person asking these types of questions or who is acting unusual, immediately inform the Responsible Person in Charge or designate.
- ➔ A review of CCTV security recording should be done to identify the person for future reference.

During a Robbery Incident

- ➔ If you are the victim of an armed robbery, do exactly as you are told! Do NOT hesitate.
- ➔ Provide the robber(s) with all requested cash and/or assets. Do not attempt to hold anything back from the robber(s).
- ➔ Remain calm! Try to observe the robber’s eyes, nose, eyelids, and eyebrows first. Next, observe height, weight, and finally clothing. Do not stare at the weapon. Do not stare at the robber(s). Casual observation is always the best and safest technique.
- ➔ Answer questions with a truthful response. Robbers plan their actions and may know if your answer is not truthful, which could escalate the situation.
- ➔ DO NOT CALL POLICE WHILE THE ROBBERS ARE PRESENT. This may escalate the situation into a hostage taking which increases the danger significantly. If, and only if, you are not the focus of the robber(s), and you can do so without being detected, activate a duress button or pendant. When police respond, they will surround the site and wait for the robbers to exit. Do everything possible to allow this to happen quickly and safely.
- ➔ After the robbers have left the facility and when safe to do so, call 911 and notify the Police Department immediately, even if you have already activated a duress button. Provide as much information as possible.
- ➔ If there are any injuries, advise the 911 operator and request an ambulance. Provide first aid for any injured parties. Do not move any injured person unless necessary

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for their safety.

- Separate all witnesses and have them write down a description of the robber(s) and the incident. Do not allow witnesses to speak to each other about the incident. It is better to get five unique descriptions of the incident than a group description. Individual statements are almost always more accurate and easier for police to work with than a “summary” of the event.
- Provide assistance to the Police Department as required. If you, an employee, member, contractor, or visitor has a question, he or she should be referred to the Responsible Person in Charge.
- Make a complete statement to the Police Department. No other statements should be given. Ask for a copy of your statement and forward it along with your incident report to the Responsible Person in Charge.
- All requests for information from any media representative should be directed to the TEAM CANNABIS Responsible Person in Charge.
- Under no circumstances should any TEAM CANNABIS employee provide an interview to any outside agency or media without prior approval from the Responsible Person in Charge.
- Complete a Security Incident Report. Submit the report to the Responsible Person in Charge.

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Grab and Run (Shoplifting) Crime

Policy

It is TEAM CANNABIS policy to take whatever steps are necessary to ensure the safety and well-being of all employees, members, visitors, and contractors in any grab and run situation, as well as to summon the Police Department.

People who commit grab and runs or shoplifting do not want to be identified. They will exit the facility and leave the area at a fast pace. They typically are criminals of opportunity. In other words, if an asset is left out and can be easily removed (product, laptops, purses, etc.) and the chances of being challenged are small, the criminal will grab and run.

Due to the potential for a physical altercation, TEAM CANNABIS policy **does not permit** employees to apprehend suspected grab and run criminals.

Please note that recovery of property is unlikely as most grab and run criminals either immediately consume the product or quickly sell the asset for any amount of money they can get.

All higher value inventory will be stored in a locked glass display case or behind the reception counter out of reach of anyone except staff.

All other display material will be of little value for display purposes only and will be clearly marked as such, in order to prevent or mitigate the possibility of a grab and run threat.

Procedure

Prevention

- Prevention is the best protection from grab and run incidents.
 - ➔ Unauthorized persons must not move past the public reception area of the facility.
 - ➔ If two or more persons enter the facility at once, call for another employee to attend the area so that they can observe all persons. The second employee's presence provides a very strong deterrent to grab and run incidents
 - ➔ Keep product under your direct control at all times until the purchase process is complete. Do not leave the product on the table within easy reach of members and do not hand the product to the member prior to completing the transaction. Handing the member the product must be the last step.

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- ➔ Laptops, screens and other computer equipment should be secured with theft and tamper proof cabling.
- ➔ Safe Procedure: The safe is to be kept armed at all times except when accessing or depositing contents. The safe and the safe area will be under constant video surveillance with the recording device located in the secured area.

During a Grab and Run Incident

- ➔ Immediately after a grab and run incident occurs, lock all entrances to the facility. Locking the facility protects employees while they are coping with the incident
 - ➔ Locking the facility stops further members from entering while the investigation is being conducted
- ➔ Immediately inform the Responsible Person in Charge or designate of the grab and run incident.
- ➔ If the Responsible Person in Charge or designate deem it appropriate, call 911. In any event, all thefts will require advising police of the theft. Request police attendance.
- ➔ Note the exact time so that the CCTV video of the event will be easy to find. Persons authorized to download the CCVE should do so. Any identifiable images should be posted for employee knowledge.
- ➔ Several elements must be proven to prosecute a grab and run suspect. If any of the elements cannot be proven, then prosecution will not likely occur.
 - ➔ The individual must be observed removing the un-purchased product from its location
 - ➔ The individual must be observed concealing (or otherwise carrying away) the un-purchased product
 - ➔ The individual and the product must be under constant and uninterrupted surveillance during the entire incident; and
 - ➔ The individual must be observed attempting to exit the store with the un-purchased product without attempting payment.
- ➔ The Responsible Person in Charge or designate will inform the police of the incident. If a clear photo of the suspect is available, police may be able to identify the suspect and may determine that they are active in other crimes.
- ➔ All requests for information from any media representative should be directed to the

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TEAM CANNABIS Responsible Person in Charge.

- Under no circumstances should any TEAM CANNABIS employee provide an interview to any outside agency or media without approval from the Responsible Person in Charge.
- Complete a Security Incident Report. Submit the report to the Responsible Person in Charge.
- Available suspect pictures should be provided to employees. If the suspect re-enters and is recognized, immediately call another employee to be present and tell the person to leave the facility immediately.
- Call 911 and request police attendance.
- If the suspect leaves the facility, note down their description and direction of travel for the police investigation.

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Shoplifting or Theft

Policy

It is TEAM CANNABIS policy to take whatever steps are necessary to ensure the safety and well-being of all employees, members, visitors, and contractors in any shoplifting situation, as well as to summon the Police Department.

All discovered thefts need to be documented so that it is possible to determine the identity of the offender and prevent further thefts.

All inventory will be stored in the secure area and safe, or in locked glass display cases or behind the reception counter.

All other display material will be empty or of little value for display purposes only and will be clearly marked as such, in order to prevent or mitigate the possibility of a theft.

All staff personal items will be out of view of the public.

Procedure

Prevention

- Prevention is the best protection from theft.
- If two or more persons enter the facility at once, call for another employee to attend the area so that they can observe all persons. The second employee's presence provides a very strong deterrent to theft attempts. Always use the cameras and door buzzer if available.
- Keep product under your direct control at all times until the purchase process is complete. Do not leave the product on the table within easy reach of members and do not hand the product to the member prior to completing the transaction. Handing the member the product must be the last step.
- Laptops, screens and other computer equipment should be secured with theft proof cabling.
- Safe/Secure Room Procedure: The safe and secure room are to be kept armed at all times except when accessing or depositing contents. The safe and the safe area will be under constant video surveillance with the recording device located in a secured area.

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Facility Security Breaches

Policy

Security incidents must be responded to appropriately to meet the potential and/or actual threat condition that may exist in relation to the security incident. This response must meet TEAM CANNABIS’s underlying philosophy for maintaining appropriate levels of security to fully meet corporate and regulatory requirements. All security incidents that initiate a response must be brought as soon as practical to the attention of a designated member of the TEAM CANNABIS management team for management oversight and control. At this facility, the designated management team member is the “Responsible Person in Charge or designate”.

Trespass Act – British Columbia

The British Columbia Trespass Act provides property owners and their authorized representatives with a legal means of controlling access to the property. The owners and management of TEAM CANNABIS rely on the Trespass Act enforcement to ensure access security of TEAM CANNABIS facilities.

- The British Columbia Trespass Act makes it unlawful for any person to enter premises that are enclosed land or who enters a premise after the person has had notice from the occupier of the premises or an authorized person that the entry is prohibited (Note: Posted signage or a verbal command to leave is considered notice).
 - All employees of TEAM CANNABIS are designated as “authorized persons” for the purpose of enforcing the Trespass Act on TEAM CANNABIS property.
- This TEAM CANNABIS property is declared as a prohibited entry facility to persons not authorized to enter. Persons entering the facility without authorized permission are considered in violation of the Trespass Act.
- Violators are required by the Trespass Act to provide their name and address.
- Police have the authority to arrest persons who refuse to leave and/or fail to provide their name and address.

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Procedures

During Business Hours

- ☞ If there is facility breach or attempted facility breach by an unauthorized person during business hours, TEAM CANNABIS personnel will investigate and ask for the person's name and address, inform the person that they have trespassed on private property, and then observe the person leave the property. If there is any indication of violence including raising the level of voice, back away from the person and call police.
 - ➔ If the person arrived in a vehicle, attempt to gain the vehicle information (make, model, color, license plate number, number of occupants), if possible.
 - ➔ If the person provides resistance, is agitated or appears to present a threat, call for other facility personnel to provide immediate assistance, and immediately contact the police to respond.
 - ➔ Attempt to keep the person under observation until police arrive.
 - ➔ The building facility is monitored by CCTV system that records data. Once the person has been dealt with by TEAM CANNABIS personnel or by police, take steps to preserve CCTV recording information for later investigative use.
 - ➔ Record the incident on a Security Incident Report and submit to the Responsible Person in Charge.

After Business Hours

- ☞ If there is facility breach or an attempted facility breach by an unauthorized person after business hours, the incident is to be considered and responded to as a break and enter in progress.
 - ➔ Security Alarm Monitoring provider will contact the Responsible Person in Charge for immediate facility response.
 - ➔ Obtain full details from the alarm monitoring company. Number of alarms and exact zones. Central Station operators are often busy and wish to get off the phone as soon as possible. Do not hang up until satisfied that all information has been provided.
 - ➔ If there are multiple alarms, contact 911 and advise that you have multiple alarms from your business, that you believe it to be a theft in progress.

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- ➔ Attend the facility to verify that a break and enter has or is occurring. Once it is verified that there are unauthorized persons in the building or that a break and enter has occurred (damage to doors or windows, intrusion alarm activation, CCTV system confirmation, etc.), DO NOT ENTER THE FACILITY. Move to a safe location and contact the police to respond, providing them with details necessary to aid in their response efforts.
- ➔ If the unauthorized person arrived in a vehicle, attempt to gain the vehicle information (make, model, color, license plate number, number of occupants) if possible.
- ➔ If the unauthorized person is seen at the facility, and it is safe to do so, attempt to keep the person under observation until police arrival.
- ➔ The Responsible Person in Charge or designate shall ensure the facility is secured once the situation has been normalized by police and when a police investigation has been initiated. Secure the facility and update the monitoring company of the status.
- ➔ The building facility is monitored by CCTV system that records data. Take steps to preserve CCTV recording information for later investigative use by police.
- ➔ Record the incident on a Security Incident Report and submit to the Responsible Person in Charge.

Prepared by:	Reviewed by:	Approved by:
3Si Risk Strategies Inc.		

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Security Incident Reporting

Security Incident Reporting Requirements

Policy

All security incidents that occur at TEAM CANNABIS facilities **MUST** be reported to the appropriate personnel and/or agencies, as required to fully meet corporate and regulatory requirements. This reporting must be completed in a timely manner with the full oversight and control of the Responsible Person in Charge or designate.

Procedures

- All security incidents must be reported by the person(s) involved in the incident through:
 - Observing the incident
 - Being involved in the incident or response to the incident
 - Liaising with the Responsible Person in Charge or designate and/or police
 - Being the TEAM CANNABIS management team member providing management oversight for the incident
- Reporting will be in written form on the Security Incident Report.
- The reported information will be turned over to the Responsible Person in Charge or designate for the necessary oversight and follow-up.

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Security Incident Report

File Number	
Location of project	
Date of incident (dd/mm/yy)	Time of incident <input type="checkbox"/> a.m. <input type="checkbox"/> P.m.
Date reported (dd/mm/yy)	Time reported <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
Exact location of the incident	

Type of Incident (Check all appropriate)

<input type="checkbox"/> Unauthorized Person	<input type="checkbox"/> Personal Violence	<input type="checkbox"/> Armed Robbery	<input type="checkbox"/> Telephone Threat
<input type="checkbox"/> Bomb Threat	<input type="checkbox"/> Mail Threat	<input type="checkbox"/> Email Threat	<input type="checkbox"/> Theft
<input type="checkbox"/> Chemical Spill	<input type="checkbox"/> Medical Emergency	<input type="checkbox"/> Fire	<input type="checkbox"/> Other

The Responsible Person in Charge or designate Involved

Print Name of The Responsible Person in Charge or designate Company Name	Phone
Print Name of The Responsible Person in Charge or designate Company Name	Phone
POLICE CALLED <input type="checkbox"/> YES <input type="checkbox"/> NO Name of Police Officer:	Phone

Job Activity at Time of Incident

Detailed Description of Incident

(Describe: Who, What, Where, When, Why, Subject Descriptions, etc. Use additional sheets if required to provide full details.)

Incident Report Page 1 of 2

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Witness Information

Name	Company or Address	Phone
Name	Company or Address	Phone
Name	Company or Address	Phone
Name	Company or Address	Phone
Name	Company or Address	Phone
Name	Company or Address	Phone

Draw diagram of incident in space below

Report completed by (print name)	Signature	Date
Report reviewed by supervisor (print name)	Signature	Date

Incident Report Page 2 of 2

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Security Incident Tracking

Policy

Security Incidents that have initiated a response and reporting require effective tracking to ensure that the appropriate resource personnel have taken all steps necessary to successfully discharge the incident. Only by effectively tracking security incidents from occurrence to final discharge can TEAM CANNABIS ensure that all steps necessary were considered, properly executed and effectively reported.

Procedures

- Security incidents will be tracked by a security incident number system so that contributors to the reporting can have their contributions correlated with all other information contributors.
- The security incident reporting for a common incident is to be compiled in an incident file chronologically so that the security incident information and actions taken can be effectively reviewed to ensure that all necessary steps were taken to meet TEAM CANNABIS corporate and governmental agency regulatory requirements, such as retention of records for a minimum 6-year period.
- The Responsible Person in Charge or designate will provide oversight on the incident tracking to ensure that the incident is appropriately discharged.

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Security Alarm Monitoring

Security Monitoring Provider Response - All Security Incidents

- For all integrated security system incidents that are detected, the Security Alarm Monitoring provider personnel will make a record of the incident details, date/time of the incident, persons taking response measures as well as what response measures were taken.
- In addition, the integrated security systems on site, automatically record information when triggered by an event. These records must be secured and identified for future investigative use. Events include:
 - Intrusion alarm system
 - CCTV monitoring/recording system
 - Tampering
- The Responsible Person in Charge will request that Security Alarm Monitoring provider issue a detailed report of their incident notes to the Responsible Person in Charge no later than the day following the incident.
- If there is any doubt as to the circumstances that led to the alarm or trouble, the Security Alarm Installer will be required at the facility to download the event buffer which will contain a more detailed log of events that will be available at the Alarm Monitoring Company.

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Access and Identification Protocols

Identification

Policy

Individuals who do not have permission to access areas unescorted will be escorted by the Responsible Person in Charge or designate.

An accurate tracking will be done on all persons entering the vicinity of the safe or secure room.

Procedures

- All contractors and shall carry proper identification.
- The Responsible Person in Charge or designate will determine each person's access needs based on days, hours and locations.
- Under no circumstances will minors be allowed to access any part of the business space. Those refusing to present proof of age will be escorted from the premises.

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Access Control Protocols

Policy

Each employee and contractor is responsible for maintaining adequate control over access to and from their workspace using available security measures and appropriate security practices. Feel confident that you have the authority to challenge any person when you have a concern about their presence within the facility or your work area.

No contractor or visitor of TEAM CANNABIS shall enter an area other than his or her designated work area without having appropriate authorization to be there.

Unauthorized access will be controlled in a prompt, efficient, and cordial manner.

Procedures

- For anyone who observes any individual(s) in an unauthorized area, the following procedures should be followed:
 - Evaluate the situation
 - Deny access
 - Escort person(s) out of area and back to reception
 - If person(s) does not comply, treat as a trespasser as defined in the aforementioned policy
 - Complete a Security Incident Report. Submit the report to the Responsible Person in Charge.

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Contractors

Policy

Contractors working for TEAM CANNABIS will follow all security policies and procedures outlined in this manual. Management will ensure the safety and security of personnel and equipment through diligent supervision of contractors.

Procedures

- Access to Restricted Areas without direct supervision is strictly prohibited.
- Contractor will be escorted off TEAM CANNABIS property upon the completion of their work **each day**.
- Contractors will exercise reasonable care and attention to ensure the safety and security of all TEAM CANNABIS personnel and property.
- TEAM CANNABIS management will maintain a list of pre-qualified contractors who have been checked for integrity and reliability. These checks will take the form of interviewing contractor references and reviewing the contractor's corporate history.

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Building and Premise Security

Facility Security

Policy

The TEAM CANNABIS facility has controlled areas that are to be accessible only to authorized persons. Any persons found in this area that are not authorized are to be immediately dealt with by appropriate safe measures. If the person provides resistance, is agitated or appears to present a threat, call for other facility personnel to provide immediate assistance, and immediately contact the police to respond.

Procedures

- All TEAM CANNABIS personnel, when on site, have a responsibility to keep aware of their surroundings and take note of any suspicious activities or persons they may see or encounter.
- If there are persons seen or encountered that do not appear to belong, question them to see if they have legitimate purpose and authorization to be present.
 - ➔ If you do not feel safe or comfortable making this approach on your own, seek out additional TEAM CANNABIS personnel to accompany you.

If you suspect there could be a hazard in approaching suspect persons, contact the police for assistance.

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Building Perimeter and Structural Security

Policy

The TEAM CANNABIS facility perimeter is the first level of hard security. The facility perimeter is the first line that provides effective controls blocking purposeful attempts to gain entry. It is the combination of early detection, effective physical stand-off (penetration time) and an effective and timely security response that creates adequate security.

Wherever there is a requirement for security, it will be reviewed, designed, constructed, monitored and maintained in a manner that provides effective structural security of all interior spaces.

Procedures

- The facility perimeter and secure interior areas will be secured to standards verified by licensed security professionals.
- The security measures planned, installed and implemented will be fully compliant with the appropriate regulatory requirements.
- TEAM CANNABIS staff and contract personnel will ensure that all openings in the facility perimeter (windows, pedestrian doors) are effectively controlled and secured at all times.

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Keying Systems and Key Control

Policy

Keys are defined as instruments, used to open and close doors, gates, and security containers. As keys are a major factor in physical security they should be carefully selected to provide adequate protection for the premises or containers they secure, and strictly controlled in a manner consistent with the degree of security they provide.

The Responsible Person in Charge or designate is responsible for distribution, control, and maintaining inventory of all facility and office keys. A “Key Control Inventory Log” will be kept and must be completed each time a key is removed or replaced.

Procedures

- Upon presentation of a key to an employee, the Responsible Person in Charge or designate must have the employee sign and date the “Key Issue Record”. Once this is done, the employee becomes solely responsible for the key and how it is used.
- Likewise, when an employee returns a key to the inventory, either due to termination, separation, disciplinary action, or a lock change, the employee must sign and date the Key Issue Record indicating that it is again out of their possession.
- When locks are changed and/or new keys are cut, the Responsible Person in Charge or designate is responsible for logging the inventory of all new keys immediately in the Key Control Inventory Log.
- TEAM CANNABIS policy requires that all keys be returned to the Responsible Person in Charge or designate upon separation, termination, or retirement from TEAM CANNABIS. All keys are the property of TEAM CANNABIS. The employee’s separation will not be complete until the key(s) assigned have been returned and written verification is generated by the Responsible Person in Charge or designate.
- A key audit will be conducted at least annually. Employees will be notified when a key audit is taking place and will be required to present their key for inspection. At that time, the Responsible Person in Charge or designate will check the key against the key records to ensure that you have the appropriate key. Additionally, any damage or wear will be noted and, if necessary, a new key will be issued.

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Key Control Inventory Log

Complete Information for Each Key				
Tag	Key #	Key Type	Date	Comments

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Key Issue Record

Complete Information for Each Key Issued						
Key #	Issued To	Issue Date	Signature	Issued By	Signature	Return Date

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Alarm Code Procedures

Policy

Alarm codes are used to arm/disarm and control the alarm functions. Alarm codes will be hierarchical with the master code known to persons who are authorized to add and delete alarm codes.

No two persons will share the same alarm code as it is a method of monitoring access to restricted areas. No person will share their code or write it down. In the event a code is forgotten; a new code is easily issued.

Procedures

- Upon presentation of an alarm code to an employee, the Responsible Person in Charge or designate must have the employee sign and date the Code Control Inventory log. There is no need to know what the code is by anyone but the employee however it critical that there is a method of identifying the code entered to a particular person. This is done through the code or user number and can be explained by a security integrator.
- Upon termination, a code must be immediately removed from the system.

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Code Control Inventory Log

Code#	Permissions	Date	Assigned to	Signature of recipient	Notes

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Integrated Security Systems

Policy

Security systems at TEAM CANNABIS will be monitored in the most effective and efficient manner that will provide the maximum safety and security for employees, members, visitors, and structures.

Procedures

General

- All employees are required to know and understand how the alarm system works.
- All alarm arm/disarm codes are considered highly confidential. Employees must not share these codes at any time.
- If an alarm code is not operating properly, immediately inform the Responsible Person in Charge or designate, who will then contact the Security Alarm Monitoring Provider for follow-up.

Monitoring (Security Alarm Monitoring Provider)

- Monitor the alarm systems for malfunction. Record, in writing, the nature of the problem or event, the originating point of the problem or event, and the time of problem or event.
- Acknowledge the problem or event. Communicate the nature of the problem or event to the TEAM CANNABIS Responsible Person in Charge or designate and dispatch security services personnel to correct the problem.
- After successful resolution of problem or event, reset alarm or access control panel.
- Record in the security monitoring service log book action taken and personnel dispatched.
- Report the problem or event to the Responsible Person in Charge.

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Security Data Access, Storage and Retrieval

Policy

Security data is defined as any information relating to customers, employees, financial records, product records, business records and security information/records.

TEAM CANNABIS security data has a high-level security access restriction. Only those TEAM CANNABIS personnel and contractors that have an operational need to access the security data are to be granted access privileges. All access to this data is to be monitored and audited at frequent intervals.

Security data storage and retrieval is to be fully compliant with regulatory requirements. All storage requirements regarding the manner in which data is stored, how long that data is stored, how it is retrieved, and ultimately how it is destroyed are all to be compliant with regulatory requirements.

The Responsible Person in Charge is responsible for controlling security data access, storage and retrieval.

Procedures

- The TEAM CANNABIS management team, in consultation with the security trusted advisor, is to compile a list of those persons that require access to the Security Data.
- All Security Data will be effectively secured on systems with effective and appropriate security controls.
- Sufficient data storage capacity will be maintained to ensure no less than one months of history will be available from all CCTV cameras for loss investigations.
- All security data storage will be within the facility and/or stored off-facility at an approved facility operated by a fully vetted and approved off-facility storage service provider.
- All security data retrieval will be conducted by fully authorized personnel for operational requirements only.
- The Network Video Recorder (NVR) will be stored in a separately alarmed and secure area. This area will also be under constant video surveillance.

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➔ All security data retrieval is to be fully monitored, appropriately recorded and regularly audited monthly.

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Insecure Facility

Policy

An insecure facility (example: open door during closed hours) will be addressed in the most effective and efficient manner possible to provide the maximum safety and security for staff, and the area. This will be accomplished through diligent monitoring of facility systems and prompt response to insecure areas and emergency situations.

Procedure

- If an insecure area is identified, evaluate the situation.
- Assess reason for insecure area/doors/windows/etc.
- If a cause for the security issue is determined and found not to be criminal, secure the area and report to the Responsible Person in Charge or designate.
- After normal business hours, do not investigate suspicious or unusual circumstances alone. If you find an insecure door or area, leave the area and call the Responsible Person in Charge or designate. The Responsible Person in Charge or designate will treat the event as a break and enter and will follow police reporting procedure.
- Remain available to assist the responding Responsible Person in Charge or designate and/or Police.
- Be aware of the CCTV system which may provide answers to the incident.
- Complete a Security Incident Report. Submit the report to the Responsible Person in Charge.

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Workplace Safety Inspection Form

Inspection Form Page 1

WORKPLACE SAFETY INSPECTION	OBSERVATION	ACTION NEEDED	DATE CORRECTED
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General

First Aid kit(s) in good order	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Exit signs operational	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Fire Extinguishers inspected	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Emergency floor plan posted	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Fire doors not blocked	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Emergency duress buttons operating	<input type="checkbox"/> YES <input type="checkbox"/> NO		

Slipping, Tripping and Falling

Floors and stairways clear			
Torn or loose floor coverings			
Rough or splintered surfaces			
Handrails			
Stair treads			

Obstructions

Ladders, stools			
File cabinets secure			
Shelves secure			
Stored and stacked materials			
Door clearances			
Desk and file cabinet drawers			
Carts			

Other Items

Lunch/Washroom sanitation			
Illumination, task lighting			
Ventilation			
Temperature			
Clearance to sprinkler system			
Housekeeping			
Clearance around breaker panels			
Parking lot clear			

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Safeguarding Property

Safeguarding Corporate Equipment and Property

Policy

The protection of TEAM CANNABIS equipment and property is the responsibility of the employee having direct control of, operating, or occupying said equipment and property.

Procedures

- When employees are absent during working hours or after hours, equipment and property should be locked up in an appropriate manner (e.g. via doors, gates, chains, padlocks, etc.).
- Employees will operate all equipment in a safe manner, in accordance with company and facility policies, ensuring the continued operability of the equipment and safety of those nearby.
- All equipment will be returned to the appropriate location at the end of the day unless prior authorization has been given to store it off site.
- Employees using property or equipment after regular business hours shall record the equipment taken and its condition prior to use and record the return of said equipment after use.
- Authorization from the Responsible Person in Charge or designate must be received prior to the removal of any equipment from the premises.
- Equipment and tools shall be maintained in good working order. Any damaged or malfunctioning equipment or tools shall be reported to the Responsible Person in Charge or designate.

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Company Property Removal

Policy

The objective of this policy is to establish procedures to control the removal of corporate property from the facility.

Procedures

- No TEAM CANNABIS property will be removed from the facility without proper authorization.
- If property is removed for use in another location or for repair, the Responsible Person in Charge or designate must be informed ahead of time.
- All inventory will be stored in a locked glass display case or behind the reception counter. All other display material will “display only”, empty or denatured product of little value for display purposes only, in order to prevent or mitigate the possibility of a grab and run threat.
- If there is an unauthorized property removal/theft occurrence, an Incident Report shall be filed in accordance with the reporting policy.

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Safeguarding Personal Property

Policy

The protection of personal property is the sole responsibility of the owner of the personal property and TEAM CANNABIS cannot be held liable or responsible for any loss by theft. Management will try to prevent loss by making employees aware of the danger of theft, investigating incidents, and assessing the security requirements of the premises. Management will also provide staff lockers for employees and the employees will provide their own deadbolt locks.

Procedures

- During lunch hour or other absences during working hours, digital workstations must be secured, if possible.
- Under no circumstances is the safe ever to be unlocked and unattended.
- Consideration should be given to having one employee remain in each work area during a normal lunch hour to maintain surveillance.
- Handbags, wallets, or purses should be placed in personal staff lockers (preferably locked) and never left sitting on the floor or on desk and cabinet tops.
- Valuable work items should be controlled and secured by the owner/user at all times.
- Coffee funds, petty cash, or other money kept in the office should always be kept under lock and key.
- Souvenirs or other valued items should be locked in desks, cabinets, or lockers each night and during extended periods of absence.
- Keys to cabinets, lockers, or tool chests should not be left in desk drawers or on top of cabinets and chests.
- Strangers in the work area should be politely asked whom they are a guest of and if they need assistance. Non-staff or management are not to be left unescorted.

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Store Opening Procedure

Policy

To provide employees with a process for the daily opening of the facility that promotes safety and security.

Procedures

- Management will determine which employees are deemed as “opening personnel. The Responsible Person in Charge. Access shall be granted by alarm system code assignment and key assignment.
- Prior to opening the facility, the opening personnel will observe the area around the facility to determine if anyone is watching or lurking.
- If the employee is uneasy about any persons near the facility during opening, the employee should not open the facility but should call Management for direction.
- Upon entering the facility, the employee will relock the front door, unlock the retractable scissor gates and disarm the alarm.
- If the employee is threatened while disarming the system, he/she will enter a distress code into the alarm system keypad or active their personal duress button
- After disarming the premise alarm system, the employee will walk around the premise, turning on premise lighting, and to look for signs of intruders or forced entry. They will check every room.
- If an intruder is suspected, or a sign of forced entry is noticed, the employee will immediately leave the facility and call 911 and Management
- After ensuring the premise is clear and secure. The employee will begin turning all operation systems (i.e. computers, iPad, digital signage, debit/cc machines etc.)
- While waiting for operation systems to turn on and for second employee to arrive, the employee makes sure the store in clean and presentable condition for opening. Employee waits for the second employee to arrive and locks front door behind entry
- Upon the second employees’ arrival, both employees will enter the secure staff work area, locking the door behind them.
- Safe will be disarmed at the latest practical time. If an employee is threatened while disarming the safe, he/she will press the duress button in the secure storage room/safe room. Also, will enter a distress code into the alarm system keypad or active there personal duress button
- The RPIC will unlock secure storage area where inventory, cash, NVR Controller, Network Hard drive, and Alarm System Controller are located. Employees will:
 - Check all security camera views to make sure cameras are aimed properly.
 - Check the NVR to verify that it is recording and has sufficient storage space. Any problems with the cameras or NVR will be reported to Management immediately.

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- Once secure storage/safe area is unlocked, and security systems checked. Both employees will pull out the cash floats, set daily sales quota amounts, sample display jars, and all other valuable accessories into the secure staff work area.
- Cash floats and daily sales quota amounts will be pre-established by Management and prepared for day in Managements closing procedures
- Once all product and cash are in the secure work area, The RPIC will relock and arm the secure storage/ safe area.
- When the secure storage/safe area is armed and locked.
- Employees will ensure to survey the sales area prior threw CCTV oversight monitor to unlocking and opening the work area doorway. Both employees will put the cash floats, sample display jars and accessories out in the public sales area. Employees will ensure that all display cases are locked prior to opening.
- Once completed, both employees will return to the secure work area where there will ensure that the set daily sales quota amounts are separated, organized and put in their proper place.
- Once all public product is in place and the store is ready for opening time, the open sign will be turned on and door unlocked for public to enter.

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SENSITIVE SECURITY DOCUMENT	TEAM CANNABIS	
	9+10 1100 Millar Creek Road, Whistler	
Effective Date: 10-March, 2023	Revision No: V1	Document Title: Security Policies & Procedures

Store Closing Procedure

Policy

To provide employees with a process for the daily closing of the facility that promotes safety and security.

Procedures

- Management will determine which employees are deemed as “closing” personnel. The Responsible Person in Charge. Access shall be granted by alarm system code assignment and key assignment.
- It is the policy of Team Cannabis to initiate a store clearing initiative close to store closing time as a safety precaution. Team Cannabis feels a 10 min window is enough time for a customer transaction to be completed.
- Upon it reaching 10:50pm, employees will announce to any patrons that we will be closing in “10 mins” and offer assistance to any remaining patrons.
- Again, patrons will be warned by an employee announcement that we will be closing in 5 mins. Again, employees will offer assistance to try to help customer complete their transactions as soon as possible.
- At this time, one employee will lock the front door from the inside. An employee will be stationed at the front door to let any customers remaining in the store out one at a time. No customers will be admitted after the doors have been locked.
- If a patron seems to be loitering or intentionally stalling, the employee shall report this directly to Management or RPIC.
- After the final customer has left, and the front door has been locked, one employee will conduct an initial walk through of the store. They will pay special attention to anywhere anyone could be hiding.
- Once the “all-clear” has been given, the retractable scissor gates will be locked and the employees will begin their other duties.
- The RPIC will then begin performing daily sales/ cash closing processes, while the employee begins removing all display jars and other valuable products from the sales floor to the secure work area. The employee will ensure that all display case units are locked.
- The employee will begin performing the store cleaning/ maintenance routine. Ensuring that the store is clean and presentable for next day. (checklist will be established)
- When the RPIC is ready and both employees will enter work area locking door behind them. the secure storage/ safe area will be disarmed. If an employee is threatened while disarming the storage/safe area, he/she will press the duress button in the secure storage room/safe room. Also, will enter a distress code into the alarm system key pad or active their personal duress button
- Both employees will return all product and cash to the secure storage/ safe area.

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- Both employees will then collect and return all product from the daily sales quota amount shelving unit and return it to the secure storage/ safe area. The RPIC will be responsible for ensuring that the daily sales quota amounts for the next day are collected and put in designated area.
- Once both employees have confirmed all product has been secured, the secure storage/ safe area will be rearmed and locked.
- Employees will ensure to survey the sales area through cctv oversight monitor prior to unlocking and opening the work area doorway.
- If there are no other tasks that need to be completed, the employees will then close and lock the door to the secure work area as they exit.
- At this time, if there are no further tasks to complete, the RPIC will let the second employee out of the store to leave. The RPIC will ensure to lock the front door and retractable scissor gates immediately after letting the other employees outside.
- The RPIC will then carry out any administrative duties in the office area.
- Once completed, the RPIC will conduct a final walk through of the store. Being extra observant for anything that needs attention or looks out of place/ suspicious. As they will turn off all necessary lighting (ensuring to keep required lighting on) and ensure all necessary doors are closed and locked (ie. Office).
- Once satisfied, the RPIC will leave the store. Ensuring that the alarm has been activated, and the retractable scissor gates and front door have been locked.
- If the employee is uneasy about any persons near the facility during opening the outside door to leave, the employee should not open the facility outside door but should stay inside and call Management for direction. In an emergency, they will enable the distress code on the alarm panel or activate their personal duress button

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Store Clearing Procedures

Policy

Team Cannabis will have a store closing procedure. To help staff and patrons finish their purchase's in a timely manner while also helping staff close on proper time.

Procedures

- Team Cannabis will be executing our store closing initiative.
- At 10 minutes till closing time, Employees will inform all patrons with 10 minutes Warning till closing, "we are closing in 10 minutes, please finish your purchases
- Employees will then approach all patrons with help finishing inquires
- With 5 minutes till closing time, one employee will again inform patrons, "we are closing in 5 minutes, please finish your purchases."
- Then One employee will the go stand at the front door locking it and turning off the open sign.
- The other employee process's the last of the patron's purchases
- Once the patrons finish their purchase, they will be let out the front door by the staff member standing at the front door by unlocking then relocking the door
- This will remain till all patrons have left the building.
- Staff will then proceed with proper store closing protocol

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Receiving Product Shipments

Policy

To provide Management with a process for the safe, and secure receipt of product shipment and guidance in processing

Procedures

Receiving Shipments:

- There will be a second manager scheduled to be on shift on scheduled shipment days. Proper employee coverage will be established as operational needs are revealed.
- Team Cannabis will try to schedule all deliveries for as early in the morning as possible, preferably before store opening.
- All deliveries will be received away from public view, in the designated secure area with secure storage/safe area remaining closed and alarmed while visitor/ supplier is present
- Upon arrival, and properly identified, the managers will escort the delivery persons into the store, through the access gate and into the secure work area where the door will be locked behind them.
- The shipment will be received.
- At this time, the one manager will escort the delivery persons back to the public area or out of the store
- The other manager will remain in the secure work area with the door locked until the other manager returns.
- Upon the second employees' arrival back to the work area, locking the door behind them.
- The secure storage/safe will be disarmed at the latest practical time. If an employee is threatened while disarming the safe, he/she will press the duress button in the secure storage room/safe room. Also, will enter a distress code into the alarm system keypad.
- Both managers will unarm the secure storage/safe area put the shipment into it for processing at a later time.
- If the employees feel threatened while disarming the secure storage/safe area, he/she will press the duress button in the secure storage room/safe room. Also, will enter a distress code into the alarm system key pad or active their personal duress button
- The manager will then rearm and lock the secure storage/ safe area once the shipment is in place.
- Employees will ensure to survey the sales area prior to unlocking and opening the work

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- area doorway.
- The shipment will be processed by Management at such time that there is further employee coverage, or during non-business hours.

Processing Shipment:

- 2 managers will process the shipment
- Upon entering the secure work area, they will lock the door behind them.
- The secure storage/ safe will be disarmed at the latest practical time. If an employee is threatened while disarming the secure storage/safe area, he/she will press the duress button in the secure storage room/safe room. Also, will enter a distress code into the alarm system keypad or active their personal duress button.
- Both managers will pull shipment out of storage area
- One manager will unpack the shipment, while the other confirms the details (types, quantities, amount etc.) ensuring the shipment is complete.
- The managers will then put the shipment contents into the general inventory in the secure storage/safe area in an organized fashion.
- The secure storage/safe area will be rearmed and locked.
- Employees will ensure to survey the sales area prior to unlocking and opening the work area doorway.
- The details of the shipment received will then be input into the appropriate administrative systems and Registers as required by one of the managers.

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Destruction, Disposal and Reporting of Cannabis Products

Policy

To provide Management with a process for the safe, and compliant destruction, disposal and reporting of cannabis products.

Procedures

- As compliance with this objective is of strict mandate, this task will only be performed by members of the Management team.
- This will be done during non-business hours in the secure work area
- Management will record all details into the Cannabis Disposal Log. Ensuring the following is noted:
 - Date of disposal
 - Type of cannabis disposed
 - Amount of cannabis disposed
 - How it was rendered inconsumable
 - Where it was disposed
- Management will shred the cannabis product into pieces using a mechanical cannabis shredder.
- It will then be mixed with water to turn it into a sludge
- At this point, a 50% volume of kitty litter mixture will be added to render it inconsumable and alleviate any odors
- We will be composting this material and it will be stored with our other organic waste in locked disposal bins to be picked up regularly by a waste management service.
- Management will ensure that the destroyed product will be disposed of in the appropriate locked and odour sealed receptacle.

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Security Policies & Procedures

ID Requirements – No Minors Allowed

Policy

To provide employees with a process for identifying underage patrons and removing them from Team Cannabis property.

Procedures

- Mgmt. will have signage posted at entry:
 - No Minors
 - ID under 30
- Upon entering, employees will greet customers and will ask for two pieces of ID
 - First piece, issued by a government agency, should include a person’s name, signature, birth date and picture
 - Second piece must include an imprint of the person’s name plus their signature and/or picture
- Examples of primary ID include:
 - Province or State driver’s licence
 - Passport
 - Photo BC Services Card
 - Citizenship card
 - Certificate of Indian Status
 - Federal Firearms Possession and Acquisition license
 - National Defense ID
- Note that the B.C. Driver’s License and Services Card, which combines the B.C. Driver’s License and Services cards (formerly CareCard), counts as only one piece of ID.
- Secondary ID Used to verify the authenticity of the first piece, and:
 - Any acceptable piece of primary ID can be used as secondary ID.
- Examples of other acceptable secondary ID include:
 - BC CareCard/BC Services Card (separate to a BC Driver’s license)
 - Interim driver’s license (issued by ICBC)
 - BC Transit ProPASS
 - University or college student card
 - Credit card
 - Canadian Blood Services donor card

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- Transport Canada’s Pleasure Craft Operator’s Card
 - Many bank cards and rewards cards
- Staff will feel and observe the document to ensure it is valid. If unsure, verify the information by asking the patron their age, date of birth, height and/or zodiac sign.
 - Staff will refuse service/ entry if inadequate ID is presented
 - Staff will refuse service/ entry if fake or invalid ID is suspected.
 - When refusing service/ entry, staff will:
 - Do so in a polite but authoritative manner
 - Speak to person privately
 - Tell the person “I’m sorry, but it is against the law for me to let you in/ serve you”.
 - If the person does not comply, the employee will notify Management
 - Again, Management will politely ask the person to leave; explaining that it is against the law to let them in/ serve them.
 - If the person still will not leave the premises, Management will contact the authorities citing the Trespassing Act.
 - All incidents will be recorded in the Incident Log. Management will ensure the following detail are recorded:
 - Date
 - time and description of events
 - the parties involved
 - any action taken
 - any relevant sales records
 - names of the employees on shift
 - and witness accounts
 - Management will take still- shot of person from entranceway camera. This will be done to enact the 24-hr ban mandated by LCRB.
 - All records will be stored and kept by Management for a duration of 6 years
 - Management will ensure that all staff are aware of the nuisance person photo and post it in the staff only area for alternate shift staff reference.
 - Management will then decide whether to initiate patron “flag” in POS system and (if ID and proof of identity has been provided

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Substance Abuse

Policy

Team Cannabis provides a work environment that is both healthy and comfortable for all its employees. It is recognized that the use of alcohol, cannabis, or drugs may have serious adverse effects on an employee’s health, safety, and job performance.

Procedures

Alcohol, Cannabis, and illegal or prescription drugs

- All employees are expected to be fit for duty when reporting to work and remain fit for the duration of the day. This implies that employees must not be impaired by alcohol, cannabis, illegal drugs, or prescription drugs. If an employee is required to take prescription drugs, these drugs should not inhibit their ability to proficiently perform their job functions.
- Use of alcohol/cannabis for social functions or any circumstances related to organizational business may be permitted when approved by Team Cannabis. Approval should be obtained to ensure the use of alcohol or cannabis does not contravene the intent of this policy.

Smoking/ Vaping

- There must be no use of tobacco products in Team Cannabis facilities. Employees who desire to smoke/vape or use tobacco products must do so during rest or lunch breaks only and in the public outdoor designated smoking areas.
- Proper clean up and disposal of tobacco products is required.

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Policy Violations

- Should there be reason to believe that an employee’s job performance is being negatively affected by alcohol, cannabis, illegal or prescription drugs, or that this policy is being violated in any way, Team Cannabis is entitled to inquire as to the nature of the problem and to take appropriate action; which may include disciplinary action and or termination
- Team Cannabis will differentiate between behavior that is properly characterized as an illness or disability, and behavior that is not.
- Should an illness or disability be present, Team Cannabis deems to work with the employee towards a goal of rehabilitation and the duty to accommodate under the Human Rights Code

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Consumption on Team Cannabis Property

Policy

To provide employees with a safe and sound process for mitigating consumption on Team Cannabis premises.

Procedures

- Upon hiring, Management will train staff on how to monitor outside activity on the CCTV oversight monitors.
- Management will have signage posted:
 - No Smoking or Vaping on premises
- Upon observing patron/ persons consuming on Team Cannabis property, the employee will notify other employees that they are attending to matter outside.
- The employee will then politely ask the persons to extinguish in accordance with Zoning Amendment Bylaw NO.8043, 2018
- The employee will encourage the persons not to drive and ensure their safe departure.
- At any point, if an employee or Management observes a person attempting to drive, they will call Police immediately.
- If the persons do not comply, the employee will notify Management immediately.
- Again, Management will politely ask the person to extinguish in accordance with the Zoning Amendment Bylaw NO.8043, 2018
- If the patron is complaint, the employee will encourage them not to drive and ensures that they depart safely.
- At this point if the persons are non-compliant, Management will notify the Police citing the Trespassing Act.
- All incidents will be recorded in the Incident Log. Management will ensure the following detail are recorded:
 - Date
 - time and description of events
 - the parties involved
 - any action taken
 - any relevant sales records
 - names of the employees on shift
 - and witness accounts
- Management will take still- shot of persons from most suitable cctv camera. This will be done to enact the 24-hr ban mandated by LCRB.

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- All records will be stored and kept by Management for a duration of 6 years
- Management will ensure that all staff are aware of the nuisance persons photo and post it in the staff only area for alternate shift staff reference.
- Management will then decide whether to initiate patron “flag” in POS system and (if ID and proof of identity has been provided)

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Noise and Loitering on Team Cannabis Property

Policy

To provide employees with a process for ensuring Team Cannabis property is quiet and nuisance free.

Procedures

- Upon hiring, Management will train staff on how to monitor outside activity on the CCTV oversight monitors.
- Management will have signage posted:
 - No Loitering
 - Quiet! Please Respect our Neighbours
- Upon observing patron/ persons loitering on Team Cannabis property, the employee will notify other employees that they are attending to matter outside.
- The employee will then politely ask the persons to leave the premises
- If the persons do not comply, the employee will notify Management immediately.
- Again, Management will politely ask the person to leave.
- At this point if the persons is non-compliant, Management will notify the Police citing the Trespassing Act.
- All incidents will be recorded in the Incident Log. Management will ensure the following detail are recorded:
 - Date
 - time and description of events
 - the parties involved
 - any action taken
 - any relevant sales records
 - names of the employees on shift
 - and witness accounts
- Management will take still- shot from the most suitable cctv camera. This will be done to enact the 24-hr ban mandated by LCRB.
- All records will be stored and kept by Management for a duration of 6 years
- Management will ensure that all staff are aware of the nuisance patron photo and post it in the staff only area for alternate shift staff reference.
- Management will then decide whether to initiate patron “flag” in POS system and (if ID and proof of identity has been provided)

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Identifying Intoxicated Patrons and Refusal of Service/ Entry

Policy

To provide employees with a process to assist with identifying patron intoxicated by alcohol or cannabis and how to deal with impaired patrons.

Procedures

- Upon hiring, Management will train staff regarding signs and symptoms of impairment.
- Staff are to look for:
 - Patrons who appear to be staggering, have an unsteady gait, or are slurring their words
 - Patrons who appear to be acting in a rude or obnoxious manner
 - Patrons who smell like alcohol or cannabis
 - Patrons who appear to have bloodshot or glassy eyes
 - Patrons who appear dizzy, confused, drowsy, or disoriented
 - Patrons who are seen using cannabis or alcohol
- Upon observing signs of intoxication, the staff will refuse service/ entry to the patron
- The employee will:
 - Refuse service/ entry to the patron in a polite but authoritative manner
 - Speak to the person privately or discreetly
 - Tell the person “I’m sorry, but it’s against the law for me to serve you/ let you in”
 - Avoid confrontation, either verbal or physical
 - The employee will encourage the patron no to drive.
- If the patron is compliant, the ensure that the patron departs safely. If the patron insists on driving, the employee will notify the police immediately.
- If the patron is not compliant, the employee will notify the RPIC.
- Again, Management will politely ask the person to leave; explaining that it is against the law to let them in/ serve them.

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- If the person still will not leave the premises, Management will contact the authorities citing the Trespassing Act.
- All incidents will be recorded in the Incident Log. Management will ensure the following detail are recorded:
 - Date
 - time and description of events
 - the parties involved
 - any action taken
 - any relevant sales records
 - names of the employees on shift
 - and witness accounts
- Management will take still- shot from entranceway camera. This will be done to enact the 24-hr ban mandated by LCRB.
- All records will be stored and kept by Management for a duration of 6 years
- Management will ensure that all staff are aware of the nuisance patron photo and post it in the staff only area for alternate shift staff reference.
- Management will then decide whether to initiate patron “flag” in POS system and (if ID and proof of identity has been provided)

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Dealing with Violent and Disorderly Patrons

Policy

To provide employees with a process for dealing with violent or disorderly patrons in a safe, manner promoting a safe environment for all Team Cannabis patrons and staff.

Procedures

- Upon hiring, staff will receive Security Awareness Training
- If an employee observes, knows or suspects of behavior that may cause them, or anyone else in the store, to feel threatened for their safety, they must notify Police and Management immediately
- Upon resolution, staff/ witnesses will complete the prescribed incident reports and submit them to Management
- All incidents will be recorded in the Incident Log. Management will ensure the following detail are recorded:
 - Date
 - time and description of events
 - the parties involved
 - any action taken
 - any relevant sales records
 - names of the employees on shift
 - and witness accounts
- Management will take still- shot picture from entranceway camera. This will be done to enact the 24-hr ban mandated by LCRB.
- All records will be stored and kept by Management for a duration of 6 years
- Management will ensure that all staff are aware of the nuisance patron photo and post it in the staff only area for alternate shift staff reference.
- Management will then decide whether to initiate patron “flag” or “blacklist” in POS system and (if ID and proof of identity has been provided)

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Dealing with Banned/ Blacklist Patrons

Policy

To provide employees with a process for dealing with patrons who have been banned from store in a safe, manner promoting a safe environment for all Team Cannabis patrons and staff.

Procedures

- Upon entering the store and upon proper identification, the employee will politely ask the banned patron to leave the premises.
- If the persons do not comply, the employee will notify Management immediately.
- Again, Management will politely ask the person to leave.
- At this point if the persons is non-compliant, Management will notify the Police citing the Trespassing Act.
- All incidents will be recorded in the Incident Log. Management will ensure the following detail are recorded:
 - Date
 - time and description of events
 - the parties involved
 - any action taken
 - any relevant sales records
 - names of the employees on shift
 - and witness accounts
- Management will take still- shot from entranceway camera. This will be done to enact the 24-hr ban mandated by LCRB.
- All records will be stored and kept by Mgmt. for a duration of 6 years
- Management will ensure that all staff are aware of the nuisance patron photo and post it in the staff only area for alternate shift staff reference.
- Management will then decide whether to raise level of patron “flag” in POS system (if ID and proof of identity has been provided)

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Good Neighbour Agreement

Policy

To provide employees with a process for dealing with neighbours in a manner promoting a open and safe environment for all Team Cannabis neighbours and staff.

Procedures

- If a neighbour comes to the store with a complaint, the employee will notify Management immediately.
- If the manager is not on shift, the employee will take the appropriate contact information of the neighbour and inform them the manager will be in touch asap
- If the situation needs to be dealt with immediately, the responsible person in charge will assess the information and take action as set out down below.
- once information is taken the responsible person in charge will contact senior management with the information and the senior management will immediately follow in accordance with what's set out down below
- Management will immediately:
 - contact complainant within 24 hrs
 - acknowledge there concerns
 - hear there solutions
 - set time to come together again to discuss resolution (within 5 days)
 - take action within 5 days of joint agreed solution while keep open contact with complainant
 - If a solution cannot be come to we are open to mediation from a third party

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Employee Acknowledgment & Agreement With All Security Policies & Procedures

I hereby certify that I have read, understood and received a copy of TEAM CANNABIS (Team Cannabis) Security Policies and Procedures. I fully understand the contents and meaning of these policies and procedures and agree to abide by all requirements set forth therein.

I understand that failure to adhere to these policies and procedures could result in disciplinary action, suspension and/or possible termination of my employment.

This signed agreement will be placed on my personnel file and TEAM CANNABIS agrees to provide me with a copy of this signed document.

Signature of Employee

Signature of Company Representative Witness

Print Name

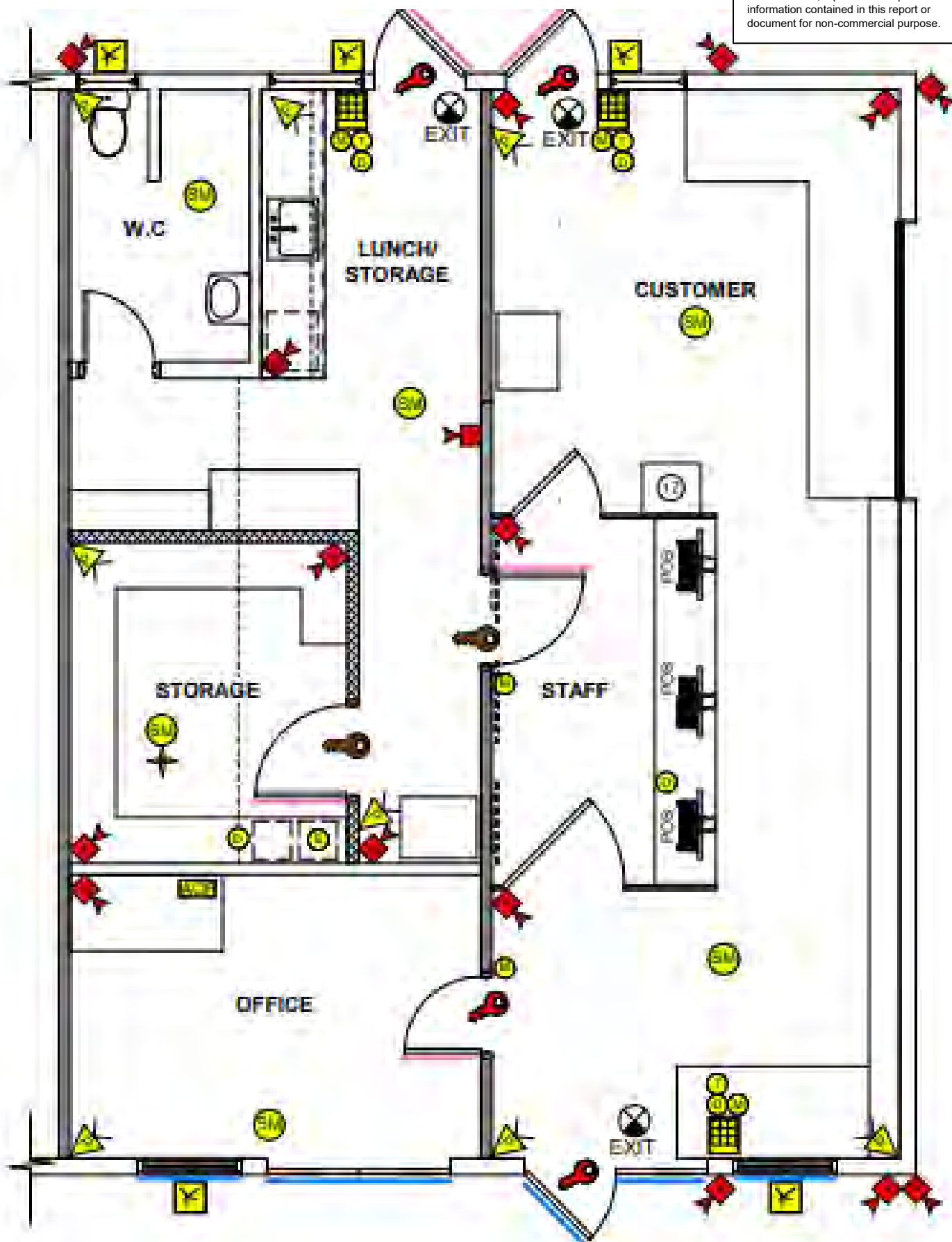
Print Name

Date

Location

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3Si Risk Strategies Inc.		

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Team Cannabis Ventilation Plan

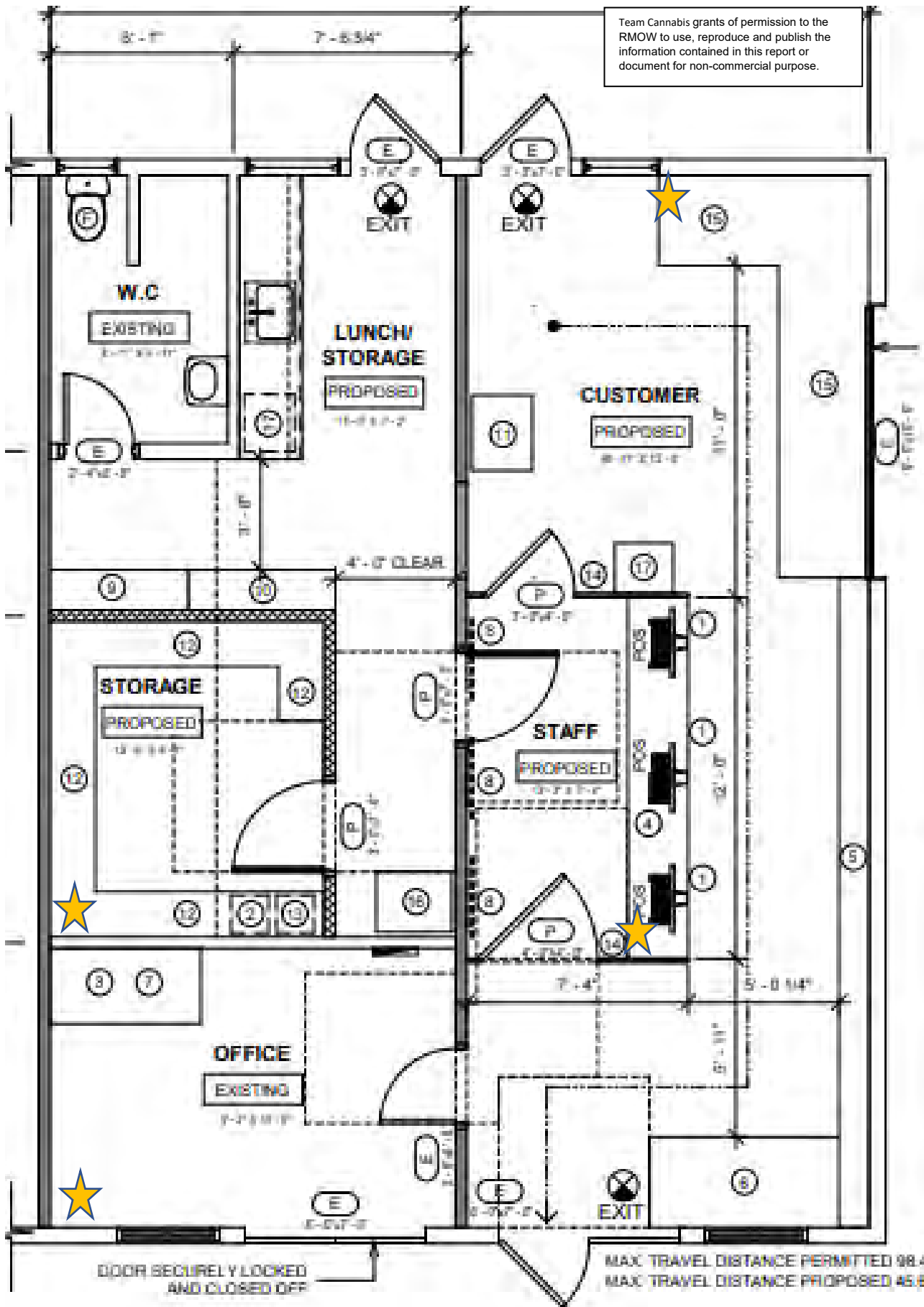
Odors from Ventilation -

Some citizens; may be concerned with potential odors generated from cannabis retail stores. As per mandated packaging regulations, product sold in retail stores will be in pre-sealed, government approved containers, and therefore, should not emit any odours. That being said, there are distinct cannabis flower types recommended for various outcomes and conditions (ie. Sativa, Indica, and/ or hybrid). Team Cannabis' trained Sales associates will be able to offer customers an opportunity to learn about cannabis types before purchasing. this will include being able to see, and inspect the product, via our bud bar. The product cannot be touched, and samples will be kept in behind locked glass cabinetry. As the building at 9 +10 1100 Millar Creek Rd. does not currently have any existing ventilation system, we were advised by our trades people that the proposed system (below) will be efficient and adequate for your purposes and community concerns. Team Cannabis will eliminate odors by adding 4 complete charcoal filtration systems in our store. There will be one unit positioned at the POS area, as well as one unit in the public area by the back entryway. There will be one unit positioned in the secure storage/safe area with most of our inventory along with one in the office. This way we have 2 units in public area and 2 units closest to our neighbours.

Units will encompass state of the art 315 cubic feet per minute digitally controlled inline Hyper fans, featuring adjustable speed control. All fans will connect to four 150mm by 600mm 550 cubic feet per minute charcoal filtration systems. These systems neutralize all air, hence mitigating odour issues completely. These systems are similar to the ones currently being used in large scale cannabis production facilities. Team cannabis retail store shall produce zero outside emissions.

Should Team Cannabis receive any complaints regarding odor, our Good Neighbor Plan Policy will be enacted, and satisfactory solutions will be sought out and implemented in a timely fashion. A copy of our ventilation plan accompanies this document

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DOOR SECURELY LOCKED AND CLOSED OFF

MAX. TRAVEL DISTANCE PERMITTED 98.4
MAX. TRAVEL DISTANCE PROPOSED 45.8

Team Cannabis Security Plan

Our primary form of security is staff and their ability to be aware of and recognize security risks.

Beyond that, our alarm system will be their recourse should the need arise. Security features that will be implemented at Team Cannabis to protect our staff, products, and patrons are:

Public Areas:

Exterior –

- 100% CCTV coverage of the front of building and rear of the building (additional coverage of entrance/exit)
- Restricted keyway metal framed glass front door outfitted with non-removable magnetic door contacts and security film and glass break detection.
- Store windows are outfitted with security film and glass break detection.
- Audible alarm siren
- Restricted keyway metal framed metal rear door outfitted with non-removable magnetic door contacts.

Lobby/ Sales Area –

- 100% CCTV coverage w/ motion detection
- Alarm Panel w/ tamper protection & emergency call buttons
- Lockable display cases/glass break detection
- Smoke detectors
- During non-business hours this area will be locked behind a reinforced doorway. Some lighting will remain on to improve the ambient lighting outside of the building in application with CPTED principles.

Staff Only Areas:

Lobby/ Sales Area-

- 100% CCTV coverage w/ motion detection
- Fixed duress buttons at POS stations
- During non-operational hours, this area is locked and alarmed as the Lobby.
- Smoke detectors
- Lockable display cases/glass break detection
- During non-operational hours, this room is locked and alarmed.

Management Office Area –

- Restricted keyway doorway
- 100% CCTV coverage w/ motion detection
- CCTV Oversight monitors w/ 360-degree area coverage
- Smoke detector

- Fixed duress button
- During non-operational hours, this room is locked and alarmed.

Storage Area –

- Restricted keyway through reinforced metal doorways w/magnetic door contacts
- 100% CCTV coverage w/ motion detection
- CCTV Oversight monitors w/ 360-degree area coverage
- Smoke detector
- During non-operational hours, this room is locked and alarmed.
- Securely mounted ULC-rated TL15 safe w/ seismic (shock) detection.

Staff Lunch & Storage & Delivery Area –

- 100% CCTV coverage w/ motion detection
- Motion detection
- CCTV Oversight monitors w/ 360-degree area coverage
- Smoke detector
- During non-operational hours, this room is locked and alarmed as locked as the whole building.

Washroom –

- Smoke detector
- There are no additional security measures in the washroom.

A copy of our Security Floor Plan accompanies this document.

Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

From: "Michelle" <michelle@teamcanna.ca>

Date: 03/02/2023 04:54

To: info@lilwat.ca

Bcc: michelle@teamcanna.ca

Team Cannabis grants of permission to the RMOW to use, reproduce and publish the information contained in this report or document for non-commercial purpose.

Good day,

I'm with Team Cannabis, a new retail cannabis company, who is hoping to expand to the community of Whistler and the lands of the Lil'wat Nation. We would like to take this opportunity to create a forum for an open dialogue in which we can express some of our intentions and plans and discuss any concerns you may have regarding our proposed storefront located in Function Junction at 9&10 1110 Millar Creek Rd.

From 2007-2011, I worked for in the Aboriginal Law sector of the Department of Justice. More specifically, I worked in the Indian Residential Schools section. This time and experience gave me a comprehensive understanding, and much empathy, of the generational impacts that the IRS' gave rise to.

How do we right those wrongs? It begins here, with open and honest communication in hopes of building a relationship that will allow us all to learn, heal, and grow together, as individuals and as local businesses/ stakeholders. There are a few areas in which we feel our common goals align.

Firstly, we have started to establish our operational and support plans for Indigenous awareness, and restitution that you so rightfully deserve. Thus far our intentions include:

- join teams with the Squamish Lil'wat Cultural Centre and Whistler Community Services Society for Indigenous cultural awareness courses for our team members.
- support the Indigenous Youth Ambassador Program with a financial donation so they can continue to provide support and opportunities for indigenous youth to excel.
- will be proactive in having indigenous representation in the workplace.
- support and highlight the British Columbia Indigenous Cannabis Product Program
- become an annual "ally" of Squamish Lil'wat Cultural Centre, working together to build stronger ties.

Secondly, we feel it is vital to preserve the pristine and fragile landscape and eco system of the area we, and the rest of the world, cherish so dearly so our environmental plan is very important to us. We understand, respect, and steward nature and the environment as the foundation of our community, our tourism-based economy and overall human health and livelihood. We have a large list of environmental related initiatives that we intend on implementing. These include (but are not limited to):

- using every reasonable opportunity to feature and sell sustainable products.
- doing our duty to assist in eliminating externally produced litter and performing neighbourhood and trail clean ups.
- doing our duty in assisting to eliminate internally produced litter by implementing and installing a Garbage, Recycling & Compost Program
- Being a champion of electric vehicle use by electrifying our delivery fleet. Additionally installing an EV fast-charging station at our store
- increasing the energy performance of our building is an important opportunity for reducing communitywide emissions and energy consumption.
- choosing green cleaning supplies that are made from natural ingredients which aren't toxic and hurt the environment and beneficial insects such as bees.

- establish a container collection program where the plastics are recycled and remanufactured into new products.
- donating a portion of every delivery service fee to climate action mitigation initiatives within the community.

Lastly, we care about the community, it's economy, it's health & wellbeing, and those who are in need. As such we will be:

- donating \$0.25 of every delivery transaction as an ongoing contribution to the overall wellbeing and quality of life of Whistler via the Whistler Community Services Society as we feel they have the broadest reach and biggest impact on the surrounding community.
- in the future, we would like to expand our financial community support to include the Sea to Sky Community Services Society as well.
- donate our time to:
 - Whistler Food Bank & Food Bank Delivery
 - Squamish Lil'wat Culture Centre (SLCC)
 - AWARE Whistler
 - Whistler Off-Road Cycling Association)
- taking part in community activities such as Connect Whistler Week, and Whistler's annual community clean up pitch in day.
- To educate the community, and society, on the legitimacy of these new recreational retail cannabis stores AND to make sense of the vast amount of information that surrounds much of the new products on the market.
- to promote to our customers responsible ways of interacting with our natural environment and each other

We would be appreciative of any feedback you may have for us on how we can improve on our current plans, and how we can partner together to move forward. Likewise, we are open to providing any clarification or further details regarding the information provided.

Thank you in advance for your time. We look forward to your response and the opportunity of possibly operation in the community should we be the successful candidates.

Sincerely,

Michelle Rochon
Chief of Operations
Team Cannabis
604-916-0697

RE: Team Cannabis Introduction Letter

Team Cannabis grants of permission to the RMOW to use, reproduce and publish the information contained in this report or document for non-commercial purpose.

From: "Banks, Sascha" [REDACTED]
Date: 03/08/2023 01:37
To: "michelle@teamcanna.ca" [REDACTED]
Cc: "Miller, Nathan" [REDACTED]

Ms. Rochon:

You will have to direct any letters to the application process through the Resort Municipality of Whistler. When the time comes for the successful bids from the RMOW we will work with the municipality on meets with those holding contracts.

Respectfully,

Staff Sergeant Sascha Banks 53738
Sea to Sky RCMP – Whistler Detachment Operations Commander
Royal Canadian Mounted Police, Government of Canada
sascha.banks@rcmp-grc.gc.ca / Tel: 604-932-3044
I am grateful to work in the territories of the Skwxwú7mesh (Squamish) and Lil'wat7úl (Lil'wat) Nations.

From: Michelle [REDACTED]
Sent: March 7, 2023 2:36 PM
To: WHISTLER_CLIENTSERVICES [REDACTED]
Subject: Team Cannabis Introduction Letter

To whom it may concern,

Hello my name is Michelle. I'm the Chief of Operations with a new retail cannabis company, Team Cannabis. As I'm sure you are aware, the RMOW is in the process of accepting submissions and implementing the roll out of retail cannabis stores in the community. As we are intending to submit an application, we wanted to reach out and inform you of our intentions to operate a non-medical retail cannabis store at #9-10 1100 Millar Creek Rd.

Although we are a small company, we have a rich history and much experience in this new legal retail market. In my previous position I managed locations in Osoyoos, New Westminster, and Tsawwassen. Team Cannabis currently has several stores in various stages of the municipal processes. Our Vancouver location, set to open in the Summer of 2023, is adjacent to Vancouver General Hospital and the new Oak-VGH Sky Train station. Our second location in Maple Ridge which is located on the main thoroughfare in the heart of the city, is still in the municipal process. I/we have had nothing but positive experiences in every community we have had connections with, and have maintained a good working relationship with the local authority's.

We are a socially responsible, education based, retailer with sound compliancy, operational, and nuisance mitigation plans. We are very involved and emersed in the communities we choose to call "home" and take an avid role in community support and involvement. We make charitable donations, fundraise, volunteer, advocate, and champion for those in need and the environment. We have solid security plans that go over and above the Provincial requirements and incorporate principals of Crime Prevention through Environmental Design (CPTED) into our locations. We also have a formal Good Neighbour Policy which ensures open dialogue and prompt and reasonable resolution.

Upon approval, we will also be hosting a pre-opening open house/information session/meet and greet at our location before we open our doors to the public. This is an opportunity for all local officials and authoritative bodies to come check out the store, meet the faces behind it, and discuss anything that's on their minds.

If you have any questions, or possible concerns, please feel free to reach out to me in the meantime.

Thank you - have a great day!

Michelle Rochon
Chief of Operations
Team Cannabis
[REDACTED]

Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

From: "Michelle" [REDACTED]
Date: 03/08/2023 03:27
To: moody.dan@slcc.ca
[REDACTED]

Team Cannabis grants of permission to the RMOW to use, reproduce and publish the information contained in this report or document for non-commercial purpose.

Good day,

I'm with Team Cannabis, a new retail cannabis company, who is hoping to expand to the community of Whistler and the lands of the Lil'wat and Squamish Nations. We would like to take this opportunity to create a forum for an open dialogue in which we can express some of our intentions and plans and discuss any concerns you may have regarding our proposed storefront located in Function Junction at 9&10 1110 Millar Creek Rd.

From 2007-2011, I worked for in the Aboriginal Law sector of the Department of Justice. More specifically, I worked in the Indian Residential Schools section. This time and experience gave me a comprehensive understanding, and much empathy, of the generational impacts that the IRS' gave rise to.

How do we right those wrongs? It begins here, with open and honest communication in hopes of building a relationship that will allow us all to learn, heal, and grow together, as individuals and as local businesses/stakeholders. There are a few areas in which we feel our common goals align.

Firstly, we have started to establish our operational and support plans for Indigenous awareness, and restitution that is so rightfully deserved. Thus far our intentions include:

- join teams with the Squamish Lil'wat Cultural Centre and Whistler Community Services Society for Indigenous cultural awareness courses for our team members.
- support the Indigenous Youth Ambassador Program with a financial donation so they can continue to provide support and opportunities for indigenous youth to excel.
- will be proactive in having indigenous representation in the workplace.
- support and highlight the British Columbia Indigenous Cannabis Product Program
- become an annual "ally" of Squamish Lil'wat Cultural Centre, working together to build stronger ties.

Secondly, we feel it is vital to preserve the pristine and fragile landscape and eco system of the area we, and the rest of the world, cherish so dearly so our environmental plan is very important to us. We understand, respect, and steward nature and the environment as the foundation of our community, our tourism-based economy and overall human health and livelihood. We have a large list of environmental related initiatives that we intend on implementing. These include (but are not limited to):

- using every reasonable opportunity to feature and sell sustainable products.
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- doing our duty in assisting to eliminate internally produced litter by implementing and installing a Garbage, Recycling & Compost Program
- Being a champion of electric vehicle use by electrifying our delivery fleet. Additionally installing an EV fast-charging station at our store
- increasing the energy performance of our building is an important opportunity for reducing communitywide emissions and energy consumption.
- choosing green cleaning supplies that are made from natural ingredients which aren't toxic and hurt the environment and beneficial insects such as bees.

- establish a container collection program where the plastics are recycled and remanufactured into new products.
- donating a portion of every delivery service fee to climate action mitigation initiatives within the community.

Lastly, we care about the community, it's economy, it's health & wellbeing, and those who are in need. As such we will be:

- donating \$0.25 of every delivery transaction as an ongoing contribution to the overall wellbeing and quality of life of Whistler via the Whistler Community Services Society as we feel they have the broadest reach and biggest impact on the surrounding community.
- in the future, we would like to expand our financial community support to include the Sea to Sky Community Services Society as well.
- donate our time to:
 - Whistler Food Bank & Food Bank Delivery
 - Squamish Lil'wat Culture Centre (SLCC)
 - AWARE Whistler
 - Whistler Off-Road Cycling Association)
- taking part in community activities such as Connect Whistler Week, and Whistler's annual community clean up pitch in day.
- To educate the community, and society, on the legitimacy of these new recreational retail cannabis stores AND to make sense of the vast amount of information that surrounds much of the new products on the market.
- to promote to our customers responsible ways of interacting with our natural environment and each other

We would be appreciative of any feedback you may have for us on how we can improve on our current plans, and how we can partner together to move forward. Likewise, we are open to providing any clarification or further details regarding the information provided.

Thank you in advance for your time. We look forward to your response and the opportunity of possibly operation in the community should we be the successful candidates.

Sincerely,

Michelle Rochon
Chief of Operations
Team Cannabis



Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

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From: "Michelle" [REDACTED]
Date: 03/02/2023 20:05
To: casadmin@squamish.net

Good day,

I'm with Team Cannabis, a new retail cannabis company, who is hoping to expand to the community of Whistler and the lands of the Sk̓w̓w̓ú7mesh Úxwumixw (Squamish Nation). We would like to take this opportunity to create a forum for an open dialogue in which we can express some of our intentions and plans and discuss any concerns you may have regarding our proposed storefront located in Function Junction at 9&10 1110 Millar Creek Rd.

From 2007-2011, I worked for in the Aboriginal Law sector of the Department of Justice. More specifically, I worked in the Indian Residential Schools section. This time and experience gave me a comprehensive understanding, and much empathy, of the generational impacts that the IRS' gave rise to.

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- will be proactive in having indigenous representation in the workplace.
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Thank you in advance for your time. We look forward to your response and the opportunity of possibly operation in the community should we be the successful candidates.

Sincerely,

Michelle Rochon
Chief of Operations
Team Cannabis



Fwd: Support to a new business

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From: "Tom" [REDACTED]
Date: 03/09/2023 17:48
To: michelle [REDACTED]

----- Original Message -----

Subject: Support to a new business
Date: Thu, 9 Mar 2023 06:47:55 -0800
From: Guy [REDACTED]
To: Tom [REDACTED]

I, Guy Beauchesne, owner of 1110 Millar Creek road in Function Junction, give our consent and support to Team Cannabis for their application to have a retail cannabis store in Function junction. This new business will only bring positive vibes and new potential customers in our growing commercial community. We are looking forward to this essential business being brought to the community and we feel Team Cannabis is a perfect fit to the community with a proven business model.

Guy Beauchesne

Business owner

Sent from [Mail](#) for Windows

Re: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

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From: "James Dunnigan" [REDACTED]

Date: 03/09/2023 20:02

To: "Michelle" [REDACTED]

Hi Michelle

I would be happy to see your shop open in Function. Best of luck!

Thank You,

James

James Dunnigan
[REDACTED]

Please use the links below to schedule time with me 😊

- [Book a 15 Min Quick Meeting](#)
- [Schedule a Longer Session](#)

On Thu, Mar 9 2023 at 11:50 AM, Michelle <[michelle@\[REDACTED\]](mailto:michelle@[REDACTED])> wrote:

Hello there,

My name is Michelle. You met my colleague Tom today and he was kind enough to forward over your email address. I'm not entirely sure how much time you had with him and what you we're able to cover, so I wanted to take the opportunity to quickly touch on a few points regarding our business and hopeful plans within the neighbourhood.

We're with a women owned and run retail cannabis company that is hoping to become part of the Function Junction neighbourhood and the boarder community of Whistler.

Although we are a small independently owned company, I have a rich history in the new retail cannabis market. I was the General Manager of one of the founding retail companies in British Columbia. Being with the company for 4 years, from inception playing an integral role in the application process, store set-ups, and management of their 2 locations. The company I'm with now, Team Cannabis, currently has 2 other storefronts located in Maple Ridge and Vancouver.

We are socially responsible retailer on every level. Add to that, we are an education-based company who believes in paying it forward. We love Whistler and the outdoors and want to bring our brand to the neighbourhood.

We understand there may be concerns surrounding cannabis stores in the community. However, this is a highly regulated industry. We work hand in hand with the Liquor and Cannabis Regulation

Branch and local officials and authorities and have mandates and operating procedures that encompass how we conduct our storefront. We have mitigation plans for everything from odours, to litter, to smoking. We also have elaborate security features that will bring added value and safety to the area.

We also have large plans, and a lot of cool ideas, to support a variety of community and environmental initiatives. We promote volunteerism among our staff members and take part in community events on the regular.

We are just looking to introduce ourselves and let you know of our hopeful plans of bringing a cannabis store to the area. We want to create space for an open dialog with our neighbours to discuss any questions or concerns you may have. Members of our team will be in the neighbourhood to introduce themselves in person, but we wanted to email you first, so we don't catch you off guard.

If you don't have any major concerns or objections with our business, or it's something you support, we would be grateful and appreciative if you could respond to this e-mail acknowledging that.

Thank you for your time and consideration. We look forward to hopefully joining the neighbourhood! Please feel free to reach out anytime.

Thanks – have the greatest day!

Michelle Rochon

Chief of Operations

Team Cannabis

Re: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

From: Leigh Scott [REDACTED]

Date: 03/08/2023 22:29

To: Michelle [REDACTED]

Team Cannabis grants of permission to the RMOW to use, reproduce and publish the information contained in this report or document for non-commercial purpose.

Hope you can get one open. You have my support.

On Wed, Mar 8, 2023 at 10:56 AM Michelle [REDACTED] wrote:

Hello,

My name is Michelle. I'm with a women owned and run retail cannabis company that is hoping to become part of the Function Junction neighbourhood and the boarder community of Whistler.

Although we are a small independently owned company, I have a rich history in the new retail cannabis market. I was the General Manager of one of the founding retail companies in British Columbia. Being with the company for 4 years, from inception playing an integral role in the application process, store set-ups, and management of their 2 locations. The company I'm with now, Team Cannabis, currently has 2 other storefronts located in Maple Ridge and Vancouver.

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Thank you for your time and consideration. We look forward to hopefully joining the neighbourhood! Please feel free to reach out anytime.

Thanks – have the greatest day!

Michelle Rochon

Chief of Operations

Team Cannabis

--
Leigh Scott | Owner



Re: Proposed Retail Cannabis Store within the Community (1100 Millar Creek Rd. Whistler, B.C.)

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From: Dave Petko [REDACTED]

Date: 03/10/2023 13:45

To: michelle [REDACTED]

Hi Michelle, my name is Dave and I own and operate Black Ohm Tattoos in Function. I did not meet your partner Tom as I am back east visiting family. I have no problems with the cannabis industry. If you do get chosen for the cannabis license for Function I will pop in and say hello. Good luck with this endeavour,
Dave

On Thu, Mar 9, 2023 at 17:33 Michelle [REDACTED] wrote:

Hello there,

My name is Michelle. You met my colleague Tom yesterday and he was kind enough to forward over your email address. I'm not entirely sure how much time you had with him and what you we're able to cover, so I wanted to take the opportunity to quickly touch on a few points regarding our business and hopeful plans within the neighbourhood.

We're with a women owned and run retail cannabis company that is hoping to become part of the Function Junction neighbourhood and the boarder community of Whistler.

Although we are a small independently owned company, I have a rich history in the new retail cannabis market. I was the General Manager of one of the founding retail companies in British Columbia. Being with the company for 4 years, from inception playing an integral role in the application process, store set-ups, and management of their 2 locations. The company I'm with now, Team Cannabis, currently has 2 other storefronts located in Maple Ridge and Vancouver.

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Thank you for your time and consideration. We look forward to hopefully joining the neighbourhood! Please feel free to reach out anytime.

Thanks – have the greatest day!

Michelle Rochon

Chief of Operations

Team Cannabis

Re: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

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From: montis distilling [REDACTED]
Date: 03/09/2023 00:21
To: hello purebread [REDACTED]
Cc: Michelle [REDACTED], whistler@bunbury-surveys.com, bob@wildwoodrestaurants.ca, leigh@functionalpie.ca, info@twinpeaksengineering.com, info@mountainpaint.com, Whistler@windsorpoly.ca, info@artjunction.ca, whistler@mcelhanney.com, info@cr-contracting.com, info@whistlerbeer.com, info@whistlerfurniture.ca, whistler@garibaldigraphics.com

No issues from the team at Montis.

Welcome to the neighbourhood.

On Wed, Mar 8, 2023 at 6:14 PM hello purebread [REDACTED] wrote:

Hello Michelle,
Thank you very much for getting in touch.
We have absolutely no concerns and would welcome you to the neighbourhood.

Best Wishes

Paula

On Wed, 8 Mar 2023 at 10:56, Michelle [REDACTED] wrote:

Hello,

My name is Michelle. I'm with a women owned and run retail cannabis company that is hoping to become part of the Function Junction neighbourhood and the boarder community of Whistler.

Although we are a small independently owned company, I have a rich history in the new retail cannabis market. I was the General Manager of one of the founding retail companies in British Columbia. Being with the company for 4 years, from inception playing an integral role in the application process, store set-ups, and management of their 2 locations. The company I'm with now, Team Cannabis, currently has 2 other storefronts located in Maple Ridge and Vancouver.

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If you don't have any major concerns or objections with our business, or it's something you support, we would be grateful and appreciative if you could respond to this e-mail acknowledging that.

Thank you for your time and consideration. We look forward to hopefully joining the neighbourhood! Please feel free to reach out anytime.

Thanks – have the greatest day!

Michelle Rochon

Chief of Operations

Team Cannabis

www.purebread.ca



Re: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

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From: Snowboard Addiction [REDACTED]
Date: 03/09/2023 23:21
To: Michelle [REDACTED]

Hey Michelle

We have no problems with you opening up shop here.

Welcome to the neighbourhood!

Let us know if you ever wanna add any Snowboard Addiction products to your work place, and we can get you a discount.

Welcome to the neighbourhood!

Cheers

Taevis

On Mar 9, 2023, at 1:50 PM, Michelle [REDACTED] wrote:

Hello there,

My name is Michelle. You met my colleague Tom yesterday and he was kind enough to forward over your email address. I'm not entirely sure how much time you had with him and what you we're able to cover, so I wanted to take the opportunity to quickly touch on a few points regarding our business and hopeful plans within the neighbourhood.

We're with a women owned and run retail cannabis company that is hoping to become part of the Function Junction neighbourhood and the boarder community of Whistler.

Although we are a small independently owned company, I have a rich history in the new retail cannabis market. I was the General Manager of one of the founding retail companies in British Columbia. Being with the company for 4 years, from inception playing an integral role in the application process, store set-ups, and management of their 2 locations. The company I'm with now, Team Cannabis, currently has 2 other storefronts located in Maple Ridge and Vancouver.

We are socially responsible retailer on every level. Add to that, we are an education-based company who believes in paying it forward. We love Whistler and the outdoors and want to bring our brand to the neighbourhood.

We understand there may be concerns surrounding cannabis stores in the community. However, this is a highly regulated industry. We work hand in hand with the Liquor and Cannabis Regulation Branch and local officials and authorities and have mandates and operating procedures that encompass how we conduct our storefront. We have mitigation plans for everything from odours, to litter, to smoking. We also have elaborate security features that will bring added value and safety to the area.

We also have large plans, and a lot of cool ideas, to support a variety of community and environmental initiatives. We promote volunteerism among our staff members and take part in community events on the regular.

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Thank you for your time and consideration. We look forward to hopefully joining the neighbourhood! Please feel free to reach out anytime.

Thanks – have the greatest day!

Michelle Rochon

Chief of Operations

Team Cannabis

Re: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

From: "Michelle" [REDACTED]
Date: 03/09/2023 20:04
To: sucosbeauty@gmail.com

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Hi Diana!

He was in there yesterday, he must have missed you. He got your card from one of your co-workers.

Thank you for the email. Hope you have a great day
Michelle

On Thu, 9 Mar 2023 12:00:28 -0800, diana foster [REDACTED] wrote:

Hey. Don't think I met Tom 🤔 but way to go on your new business. Welcome to the area.

On Thu, Mar 9, 2023 at 11:56 AM Michelle [REDACTED] wrote:

Hello there,

My name is Michelle. You met my colleague Tom today and he was kind enough to forward over your email address. I'm not entirely sure how much time you had with him and what you we're able to cover, so I wanted to take the opportunity to quickly touch on a few points regarding our business and hopeful plans within the neighbourhood.

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Michelle Rochon

Chief of Operations

Team Cannabis

—
diana foster :)

*owner/red seal stylist/makeup artist at Süco's
Whistler, BC
www.sucosbeauty.com

Fwd: Letter

From: "Tom" <[REDACTED]>
Date: 03/09/2023 17:49
To: michelle@ [REDACTED]

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----- Original Message -----

Subject: Letter
Date: Thu, 9 Mar 2023 07:45:10 -0800
From: magali paquet <[REDACTED]>
To: tom <[REDACTED]>

To whom it may concern,

We, at Whistler Garden Center, give our support and we are ready to let our current retail space at 9+10 , 1100 Millar Creek Road to the retail cannabis company Team Cannabis. We are firm believers of this type of businesses and the value it brings to the communities. We are not planning on leaving the community.. Just move to a more better situation for our business. Our business will still be a value service to the community in a near future.

Charles Verreault & Magali Paquet

Owners

Whistler Garden Centre

Re: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

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From: "Office - Whistler Mechanical Ltd." [REDACTED]

Date: 03/09/2023 23:00

To: Michelle [REDACTED]

Hi Michelle,

No concerns here. Please contact us if you need help with plumbing, heating, or gas with your next retail store.

Kind Regards,

Sandy Tyler
Whistler Mechanical Ltd.
[REDACTED]

From: Michelle [REDACTED]

Sent: March 9, 2023 11:50 AM

Subject: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

Hello there,

My name is Michelle. You met my colleague Tom today and he was kind enough to forward over your email address. I'm not entirely sure how much time you had with him and what you we're able to cover, so I wanted to take the opportunity to quickly touch on a few points regarding our business and hopeful plans within the neighbourhood.

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If you don't have any major concerns or objections with our business, or it's something you support, we would be grateful and appreciative if you could respond to this e-mail acknowledging that. Thank you for your time and consideration. We look forward to hopefully joining the neighbourhood! Please feel free to reach out anytime.
Thanks – have the greatest day!

Michelle Rochon
Chief of Operations
Team Cannabis

RE: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

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From: <bob@wildwoodrestaurants.ca>

Date: 03/09/2023 14:49

To: "Michelle" <michelle@teamcanna.ca>, <whistler@bunbury-surveys.com>, <leigh@functionalpie.ca>, <info@twinpeaksengineering.com>, <info@mountainpaint.com>, <Whistler@windsorply.ca>, <montis@montisdistilling.com>, <info@artjunction.ca>, <whistler@mcelhanney.com>, <info@cr-contracting.com>, <info@whistlerbeer.com>, <hellopurebread@gmail.com>, <info@whistlerfurniture.ca>, <whistler@garibaldigraphics.com>

Hello Michelle from the Wild Wood Café welcome to the neighbourhood, We have no concerns with your business. Looking forward to meeting you.

Cheers

Bob

From: Michelle <michelle@teamcanna.ca>

Sent: March 8, 2023 10:56 AM

To: whistler@bunbury-surveys.com; bob@wildwoodrestaurants.ca; leigh@functionalpie.ca; info@twinpeaksengineering.com; info@mountainpaint.com; Whistler@windsorply.ca; montis@montisdistilling.com; info@artjunction.ca; whistler@mcelhanney.com; info@cr-contracting.com; info@whistlerbeer.com; hellopurebread@gmail.com; info@whistlerfurniture.ca; whistler@garibaldigraphics.com

Subject: Proposed Retail Cannabis Store within the Community (1110 Millar Creek Rd. Whistler, B.C.)

Importance: High

Hello,

My name is Michelle. I'm with a women owned and run retail cannabis company that is hoping to become part of the Function Junction neighbourhood and the boarder community of Whistler.

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Thanks – have the greatest day!

Michelle Rochon

Chief of Operations

Team Cannabis

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Team Cannabis Standard Operating Procedures



SOP'S

Responsible Selling Training

Selling It Right is a mandatory self-study course that provides education for non-medical cannabis licensees and employees on applicable laws and how to sell cannabis in a socially responsible manner. A training certificate is obtained through successful completion of the course.

The course is available online at <https://www.responsible-servicebc.gov.bc.ca/>.

The Selling It Right training certificate is valid for two years. A valid certificate is required for:

- the cannabis retail store licensee;
- employees who sell non-medical cannabis;
- employees who supervise other employees who sell non-medical cannabis;
- delivery persons who are individuals and are delivering non-medical cannabis on behalf of a cannabis retail store licensee.

It is the responsibility of the employee to ensure that their Selling It Right certification has not expired and is valid.

Returns

We care about our customers' experience with our products. However, as everything is delivered to us pre-packaged and pre-sealed, we can only take on so much of the onus. We are quite simply "the middleman". We do not refund a product because someone doesn't "like" their purchase. For safety and hygienic reasons, all sales are considered final. There are a few exceptions to this policy.

If upon opening, the product:

- is damaged or defective
- is missing items
- appears to contain some form of contaminant (ex. bud rot)

If you're stumbling for words with a customer, you can always use the comparison of a liquor store:

"You can't walk into a liquor store, buy a bottle, open it, try it, say you don't like it, and then return it."

Having a receipt is helpful but not necessary. We can find the invoice if the customer knows the date and time, they purchased the product. This is essential to prove that they bought the product from our store.

NO RETURNS OR EXCHANGES WILL BE ACCEPTED AFTER 15 DAYS FROM THE PURCHASE

Only keyholders/supervisors and managers are permitted to process returns.

Cash handling

You may have heard rumors of a future cashless society. Many retailers, however, have discovered customers aren't on board with the idea of a cash-free society. The reality is that cash is here to stay. In fact, a lot of customers prefer to pay with cash, especially in a cannabis store. Currently, we accept Cash, Debit, Visa, and Mastercard.

Everyone is responsible **for their** own cash till. Each staff member is responsible for their till balance and any discrepancies that occur throughout their shift. Staff should use their own account login and stick to one for the duration of their shift. The till should be audited at the beginning of your shift to account for any mistakes made by other staff. Tills should also be audited at the end of your shift before passing them off to another member of staff. (This is not necessary if you are scheduled for a closing shift, as you will be present during cash out.)

Till floats should be always kept within 300\$ and 650\$. If you notice your till is over this amount, please notify the keyholder on shift that a skim is required.

Also, pay attention to the change available in your till. If running low on something, either swap with another member of staff or notify a keyholder that your till needs more change.

Skims should be double-counted before processing on COVA to ensure no errors are made. If an error does occur during cash handling, make a note on COVA and notify management as soon as possible. If conducting a cash skim, ensure you are logged in to your own account before entering and that you sign off on the skim printout.

The drop should be done **immediately**.

Customer Service Expectations

Make sure to prioritize serving customers over all other tasks. After all, if it weren't for them, we wouldn't be here. If there are customers in the store needing attention or service, put them aside for when you have some downtime.

Customers should never be left waiting for service when there is enough staff to help them. There will be time between customers to deal with stock, and cleaning tasks, and finish up conversations about what you did over the weekend.

Customers should be greeted upon entry. Even if you are helping another customer, a quick "Hello" or "Good Morning" and some eye contact go a long way. If you are available to engage, see if the customer wants help or not. Some customers like to browse on their own, while others like the interaction. If the customer would like space, let them know you are there to help when ready.

Do not rush the sale. Take the appropriate amount of time to interact with your customer and process the sale. This also stands true on the other end of the spectrum, don't waste time having unnecessarily long convos when there's work to be done or other customers to help.

Nobody likes a Debbie! Leave your personal drama at the door. If you're having a bad day, fake it till you make it!! We aim to project positive energy when in the store (ESPECIALLY on the sales floor. It makes it a great place to work, and an even better place to shop at!!

When helping customers put in the extra 10% that it takes to go from good to great!

Re-stocking Guidelines

Before you head off the sales floor, make sure the timing is appropriate. Ensure you aren't leaving your co-worker high and dry with a store full of customers and a ringing phone. Before leaving, check that the floor is appropriately staffed. It's a great practice to take advantage of slow periods and use them to prepare for rushes by stocking up/ tidying up.

The stock should be topped up at least once first thing in the morning, once in the early afternoon, and once in the middle of the evening. Anything that runs completely out in between tops-ups should be re-filled or noted down immediately so it does not get missed during the re-stock.

If the end of the night is busy, leaving a list for the morning staff is an acceptable alternative. However, this does not excuse night staff from stocking up when there is enough time and enough staff to do so.

Do not leave less than 2 of anything in a box in the storage rooms, instead make room for the extra unit in the front of the house.

Do not overstock the front, especially on order days.

Use the following table as a guide for how many units to stock of each type of product:

	Standard	Top Sellers	Bulky Items
Flower	4	4-6	2-4
Pre-Rolls	4-6	6-8	2-4
Vapes	4-6	6-8	3-4
Edibles	4-6	6-8	2-4
Tinctures/Caps	4-6	6-8	2-4
Topicals	2-4	4	2
Concentrates	6-8	8-12	6
Drinks	6-8	8-12	4-6

Purchasing Limits and Equivalents

According to the Federal Cannabis Act, an individual may possess, in a *public place*, cannabis of one or more classes (dried flower, pre-rolls, oils, capsules, seeds) equivalent to 30 g of dried cannabis.

Even though there is a possession limit of 1000 g or equivalent in a *private place*, a retailer can sell a maximum of 30g worth of dried cannabis to any one customer in one transaction.

This 30g possession limit is based on the dried cannabis flower and its equivalents. These "equivalents" are determined by how much dried cannabis it takes to make the other cannabis products. The possession limit applies to all cannabis products.

The general rule of thumb is one gram of dried cannabis is equal to:

- 5 grams of fresh cannabis
- 15 grams of edible products

- 70 grams of liquid product
- 0.25 grams of concentrates (solid or liquid)
- 1 cannabis plant seed

If you're not great at math, don't sweat it! Not only is the cannabis equivalency marked on each product, Our POS system, Cova, has a purchase limit tracking feature that will give you a warning before you can sell more than 30g worth in a single transaction.

Bud Bar Replenishment & Destruction

Staff is not to remove/ replace any product from the Bud Bar display. If an item is sold out, an "out of stock" tag may be placed on it. Only management can perform the replacement and destruction duties.

Online Orders for Pickup/ Delivery

Once an online order has been received there are a few steps that need to be taken before we dash out the door:

- Ensure that you have both the Dutchie receipt, and the Cova receipt printed
- All orders must be double-checked for accuracy by another staff member before sealing for delivery
- Change the status of the order in Dutchie as appropriate
- If the delivery is for the next day (or more), make sure to highlight the delivery window so it doesn't get taken out by mistake
- Place all completed orders in the designated area for dispatch or pickup.
- Once completed/ or upon pickup, ensure to complete the transaction:
- For in-store pickup: Confirm the payment method (pre-paid or in-store). Then process through Cova as appropriate.
- For delivery & curbside - All items are prepaid on a credit card before leaving the store, so after the delivery is completed, you process through Cova using the "Dutchie Online Payment" option

Minors

Keeping cannabis out of the hands of minors is a HUGE priority here at Team Cannabis. ID will always be required from anyone who enters the store. We rely on our staff to use their **best judgment** and decide on a case-by-case basis if they require to see the ID presented and if so that it proves that the patron or individual is not a minor.

If the patron or individual cannot produce two pieces of acceptable identification, service, including delivery of non-medical cannabis, must be refused.

Examples of Primary ID

- Must be issued by a government agency; and
- Must include the holder's name, date of birth, and picture. Examples of primary ID include:
- Province or State driver's license
- Passport

- Photo BC Services Card
- Citizenship card
- Certificate of Indian Status
- Federal Firearms Possession and Acquisition license

Note that the B.C. Driver's Licence and Services Card, which combines the B.C. Driver's Licence and Services cards (formerly CareCard), count as only one piece of ID.

Examples of Secondary ID Used to verify the authenticity of the first piece, and:

- Must include the holder's name; and
- Must include either the holder's signature OR picture.

Any acceptable piece of primary ID can be used as a secondary ID. Examples of other acceptable secondary IDs include:

- BC CareCard/BC Services Card (separate from a BC Driver's license)
- Interim driver's license (issued by ICBC)
- BC Transit ProPASS
- University or college student card
- Credit card
- Canadian Blood Services donor card
- Transport Canada's Pleasure Craft Operator's Card
- Many bank cards and rewards cards
- National Defence ID

To ensure that fake identification is not used by minors, the staff is required to be familiar with and abide by ID guidelines provided in the following documents:

- Selling It Right curriculum.
- Cannabis Retail Store Terms and Conditions Guidebook.

Hours of Sale

By law we may only open the store to patrons between the hours of 9 a.m. and 11 p.m. Patrons cannot enter the retail store outside of operating hours. If there are patrons in the store at the time the store is required to close who have not yet made their purchase, the licensee or an employee must encourage these patrons to make their purchases as quickly as possible. Staff cannot make purchases on behalf of customers to exchange after-hours.

Opening & Closing the Store

Opening Checklist

Unlock the door and open the scissor gates	
Disable alarm	
Lock the door behind you	
Turn on all store & display lights	
Open any remaining scissor gates	
Retrieve Cash Drawers	
Cash in POS'	
Ensure all pos' have change for the day	
wake up debit machines	
Music	
TV's	
Diffusers	
Make sure no outstanding tasks from the night before	
Ensure the store is clean and ready to open	
Turn on the open sign and unlock the door	
Put sandwich board and dog bowl out	
Make sure no litter outside	
Organize overnight Dutchie orders	
Check store vm and action	
Turn on the location of Onfleet phones	

Closing the Store

Closing Checklist

Turn off the open sign	
Make sure the end-of-day checklist has been completed	
Sign off or delegate remaining tasks	
Write a note of any outstanding tasks for the morning	
Make sure the front of the store is stocked	
Make sure all product cabinets have been locked	
Cash-out POS'	
Put cash drawers in the safe room	
Plug in debit machines	
Make sure all orders pushed through on dutchie	
Make sure all electronics have been turned off	
Make sure delivery phones charging	
Turn off the location of Onfleet phones	
Ensure all doors and scissor gates are locked	
Turn off all display & store lights	
Set alarm	
Secure front scissor gates and door	

Incident Log

Incidents that adversely affect patrons, staff, people who live or work in adjacent buildings, or that affect the operation of the store must be recorded in the log and be available to inspectors or peace officers.

Examples of these incidents may include:

- Refusing entry to or removing anyone who is causing a disturbance;
- Refusing entry of an intoxicated person;
- Removing an intoxicated person;
- Attempted purchase of non-medical cannabis by a minor;
- An injury or accident on the premises, including a fight;
- An injury or accident while delivering non-medical cannabis;
- Any incidents where emergency personnel were called (police, fire, or ambulance);
- Any illegal acts.

Good Neighbour Plan

We've said it before, and we'll say it a million times, Teamwork makes the dream work! And it's no different outside the shop doors. Team Cannabis believes in a community-based approach to cannabis retail. We want our shop to be welcoming, discrete, and safe, and to foster a sense of community and camaraderie for our customers and neighbors.

I'm sure by now you've noticed that the interior of our stores has an inviting and clean look to them. And we don't want that to be any different on the outside. The outside of our store needs to look just as welcoming as the inside. Cannabis packaging littered everywhere is a bad look for everyone. If you're on your way in or out of the building and notice litter, please do something about it. Staff is responsible for doing daily "litter patrols" of the surrounding area.

Ensuring that our neighbors, as well as the patrons of other nearby businesses, are not disturbed by the activities of our staff or customers is a high priority for our company. Some examples of ways we can mitigate these nuisances are:

- Ensuring that the area surrounding our shop is clean
- Ensuring people aren't smoking on the premises
- Eliminating Loitering and excessive noise on the premises

Safety & Security Procedures

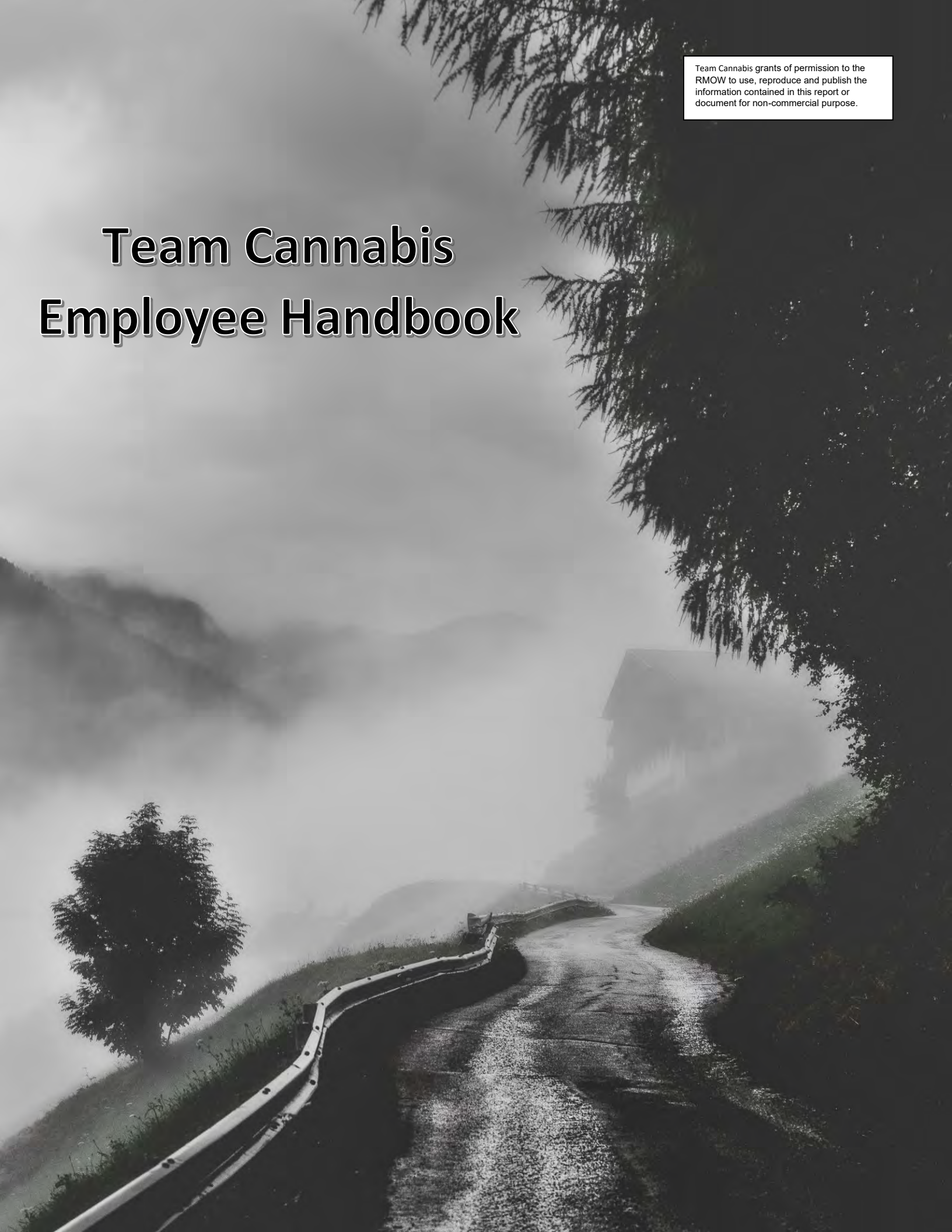
Although this is true, we always need to be on alert and aware of our surroundings and activity in the store. If you see something suspicious, feel like something is off, or feel uncomfortable in any given situation, ask for assistance immediately.

In the event of an immediate threat, the stores have been outfitted with distress/panic buttons. These buttons look like doorbells and are located by the cash drawers on the sales floor. Be careful not to accidentally push these when you're fumbling around under the counters!

Team Cannabis has a formal set of Safety and Security Standard Operating Procedures. Please see your Manager for a "light" reading assignment.

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Team Cannabis Employee Handbook



TEAM CANNABIS – EMPLOYEE HANDBOOK

So, you've gone through the interview process, and now you're finally here at Team Cannabis. Congratulations, and welcome to the team!

Seriously, it's awesome to have you here. But before we set you loose to help our customers find their perfect pre-roll, we know you've likely arrived here today with questions, concerns, and a few insecurities. So, this handbook is meant to help answer and alleviate some of those issues, as well as introduce our brand, our values, and the expectations everyone here will have of you. At the end, you will notice there are several acknowledgment documents. We ask that you sign and date these with the

OUR CULTURE

In this industry, we exist to enhance the customer experience. To achieve this, we need alignment between our values and behaviours that support that. At Team Cannabis, our core values are:

Honesty & Integrity

Honesty and integrity encourage and help our team members build strong working relationships with each other and with our customers. These qualities improve overall productivity and achieve more success as a team. By understanding how to integrate these qualities into your work, you become a more reliable and accountable employee.

Natural Curiosity/ Passion for learning

Continuous professional self-learning is vital to success in this industry and is demonstrated by ongoing industry product knowledge, diving into understanding niche product lines, keeping up to date with the new science and innovations within the industry, etc. There are many ways to stay connected and current. The shop will often host PK (Product Knowledge) Sessions with varying producer brands. These are held exclusively for staff to gain a deeper understanding of the products. Pop-ups are often arranged as well. These are geared more toward educating and interacting with the customers. But it doesn't hurt to pick their brains will they have downtime. And when you find yourself with some downtime, ask yourself how can you up your own game? Take initiative in learning and incorporate it on the sales floor.

Respect & Humility

To us, workplace respect is achieved by demonstrating a high regard for customers, one another, management, industry associates, and the regulatory obligations that we must abide by (We'll get to more on that later).

We've all had our fair share of helpings of humble pie in our life, but by proactively showing humility we can spare ourselves the humiliation of these awkward situations. Humility in the workplace consists of being open to feedback and constructive criticism, showing respect, and recognizing others' roles and contributions.

These are 2 very vital components of any amazing corporate culture.

Teamwork & Positive Attitude

Working in a team environment encourages personal growth, increases job satisfaction, and reduces stress.

And wouldn't we all love to come into the shop to smiling co-workers with great energy who make us feel like putting in work isn't a chore? Only you can be accountable for the energy you carry. Be the change you wish to see! This is about having fun in the shop, but not playing games or hanging out all day. Just remember that the most important thing is to get your work done efficiently and effectively.

Initiative

"She doesn't have to be asked, she just takes care of things."

"He's the first guy to offer to clean up the job site."

"I can always count on them to get things done even when I'm in a meeting."

These are the comments overhead from supervisors and managers who value the quality of initiative. Taking initiative, of course, means that you start on your own, to act and add value to the work you and your team are doing. Don't wait to be asked to do something if you notice a need. Think about how you can be improving things proactively.

Community and giving back

Aside from the above, our corporate culture revolves around community, a sense of duty, and volunteerism. We fully support our team members ambitions to better our communities and their lives. Talk to your manager about paid volunteer time off.

Inclusivity

At Team Cannabis we treat others as we would like to be treated. This goes for our behaviour and attitude inside and outside the store. A team accepts each other and the roles they play and works together toward a untied goal. Winning! And, by being a champion of equality you can not only make someone's day but enact real change in our society. Team Cannabis has elaborate initiatives to support those who may have less, those who may need help, and those that inhabited this land before us. We are committed to improving the quality of life and cultural footprint of the City's we represent. Talk to your manager about how you can take part!

So, these are our values. Know them. Live them. Love them. Because our values are the foundation of our corporate culture. And our culture enables our collaboration to flourish and good vibes to fill the store. They allow us to be better together than we ever could be apart – and to enjoy every minute of it along the way.

Let's get you onboarded!

NEW EMPLOYEE ORIENTATION

Next stop, a guided tour of the store! Hopefully, you've had a chance to browse over the training/resource links that were e-mailed to you ahead of time, so it won't sound like we're speaking some foreign language or completely lose you. If not, there will be lots of time. There's a lot of information that will be thrown at you in your first week, it can be overwhelming, don't be discouraged. It can take a bit to become familiar with all the different products, strains, and variations. Don't fret, you'll be assigned a mentor who will work with you on an individual basis until you are off and selling on your own.

Management will work with you to ensure that:

- All Employee Paperwork is completed
- You've submitted a copy of your Selling it Right Certificate
- A Cova User Account gets created
- You've been added to the e-mail distribution list
- A copy of your Driver's License has been put on file (for those who do deliveries)

SHOP LIFE

Now that you're going to be here on the regular, let's look at what life looks like at the shop? This section of your employee handbook goes over the basics of our company info:

Currently, Team Cannabis has storefronts in Vancouver and Maple Ridge

We are open from 9am-11pm (this may vary slightly from location to location)/ 7 days a week/ 365 days a year. Yes, we are on holiday's, even Christmas!!

Employees are expected to be on time and ready to work. All staff must “clock in” on Push (our time-tracking/ payroll software).

At Team Cannabis every employee is given a 30-minute paid break for the duration of their shift. If an employee wishes to extend their break, it is unpaid and must be reflected in Push. Break times are not pre-assigned, or pre-determined so communication amongst the team is imperative.

CODE OF CONDUCT

Even the most free-flowing organization has boundaries. And, although the cannabis industry may sound "slacker", we are a business like any other. To ensure a collective approach, we will now touch on some of the ways that we expect our staff to conduct themselves and represent our brand.

Dress Code

We know you have great style and want to show off that brand-new sweater you just bought but you will be given some Team Cannabis gear to sport during your shifts. If this is not possible for whatever reason a plain black (or white/ grey?) t-shirt may be worn as a temporary replacement.

Overall, our vibe is business casual. We expect that you will use your better judgment and not wear anything that may offend co-workers or customers or make them uncomfortable.

What's Allowed	What's Not Allowed
Hats	Sweatpants
Toques	Trackpants
	Basketball shorts
	Open-toe shoes/ flip flops
	Tank tops

If you have any questions or concerns regarding the dress code, please speak with your store manager.

Food & Drink on the Sales Floor

Light snacks are permitted on the floor so long as they are contained and do not produce a strong odour. Drinks are also fine so long as it is not stored on the sales counter and is away from the customer's view. Please ensure that you clean up your mess/ water bottles before you end your shift.

Inappropriate Language & Music

We really hope that you'll get friendly with all the customers that frequent our shop, but not too comfortable. Even though many of our customers are regulars and you will begin to build personal relations with some of them, please keep in mind that you are representing our brand while you are in the store. We expect you to read your audience and keep inappropriate language, slang, and profanity to a minimum. On a similar note, we need to keep aware of "lengthy" personal conversations.

On the same token, the volume, language, and intensity of the store music need to be appropriate for the customers in the store and the time of day. (ex. Maybe no hard metal or crazy explicit lyrics first thing on a Sunday morning. Perhaps those may be better suited for evening time)

Anti-discrimination policy

Team Cannabis is an equal opportunity organization and will not allow discrimination based upon age, ethnicity, ancestry, gender, national origin, disability, race, size, religion, sexual orientation, socioeconomic background, or any other status prohibited by applicable law.

If you observe any of this behavior speak to your store manager.

Anti-harassment Policy

Team Cannabis is committed to providing its employees, customers, and visitors to its work locations with a work environment that is free from harassment, violence, or threats of violence. We will not tolerate harassing, violent, or threatening behavior by or against employees, customers, or visitors.

If you observe any of this behavior speak to your store manager.

Substance-free workplace policy

Just because we talk about getting high all day, doesn't mean that we're allowed to.

Team Cannabis requires all employees to be fit for duty during working hours. It is also mandated by the Liquor and Cannabis Regulation Branch (LCRB) that **cannabis use must not be permitted in-store**. Failure to comply with this policy will result in immediate termination.

Physical or mental impairment in the workplace can create a significant risk of injury and death to the impaired worker, co-workers, and members of the public.

Impairment can have many causes, but the most common substance-related causes of impairment in the workplace are:

- The use of alcohol or legal drugs (which includes cannabis as of October 17, 2018)
- The use of illegal drugs
- The use of prescription drugs to treat medical conditions
- The use of over-the-counter medications

As a worker, you must tell your supervisor or employer if your ability to safely perform assigned work is impaired for any reason. If you have a physical or mental impairment, you must not do work if the impairment may create a risk to yourself or anyone else.

Moreover, Team Cannabis will not be liable should an accident occur while an employee is intoxicated whether it be in-store or on delivery.

Communication Policies

Team Cannabis regularly communicates information with staff via email. It could be scheduling, information on upcoming products, or other information that needs to be relayed. It is the responsibility of staff to ensure that they stay up to date on their inbox.

Cell Phone & Internet Usage

We recognize that cell phones (and smartphones especially) have become an integral part of everyday life. They may be a great asset if used correctly. Our company expects employees to use their cell phones prudently during working hours. Staff should never be on their cell phones with customers in the store unless it is being used to look up information to assist their sales. Team Cannabis retains the right to monitor employees for excessive or inappropriate use of their cell phones. If an employee's phone usage causes a decline in productivity or interferes with our operations, we'll ban that employee from using their cell phones.

Company Resources & Theft Policy

Employees may only use Company property and resources for their intended purpose; they may not be used for personal reasons. So no taking all the Sharpies and rubber bands home!! All employees are required to protect Company property and use Company equipment carefully. All cases of wasting, misusing, destroying, or stealing Company property or engaging in unusual or illegal activities must be immediately brought to the attention of the store manager and may result in immediate termination.

From time to time, Brand Reps for the Licensed Producers will come into the store to promote/educate us about their products. Taking the time to get to know them and listen to their talking points on the product may be very useful to

you once you're on the floor. They also bring in branded merch/swag which varies from stickers to tee shirts. All merch items are to be given to your store manager for distribution. Taking these items without asking is the same as stealing.

For security reasons, all staff purchases are to be made at the end of your shift and on the "customer side" of the sales counter. All discounts, whether for your co-workers or customers, must be done by a supervisor. Applying discounts on your own is a no-no!

We accept cash, even if it is US. There are no exchange rates in the cannabis world, it is accepted at face value. Staff is not to exchange this money for personal profit. If you're doing this, your stealing!

Attendance Policy

As mentioned previously, attendance and punctuality are a must here at Team Cannabis. We get that sometimes things happen. If you are running a few minutes behind, please communicate with your store. However, if it is a repetitive pattern, it will not be tolerated, and disciplinary action will be taken. If you fail to communicate that you will not be able to make your shift, aka absent without notice, disciplinary steps will be taken. We are a team and rely on ALL of our players to do their part.

If you find yourself unable to make it to your shift and the manager is not at the store, leaving word with any other staff member is not acceptable. The manager **must** be notified. Call/ Text them on their cell phone.

We are required to provide our [eligible employees](#) with up to 5 days of paid sick leave per year if they need to stay home because they are sick or injured. Staff is also entitled to [3 days of unpaid sick leave](#).

If you are repeatedly unreliable in showing up to work, it will not be tolerated, disciplinary action will be taken and your hours can be reduced.

Unexpected time off

Life happens, and sometimes not the way you plan for it. You can take time away from work to deal with unexpected illnesses or life situations. Not every work issue, workplace, or type of work is covered by B.C. employment standards. [Find out if the standards apply to you](#) and have a conversation with your store manager.

Scheduling

We distributed our schedule by email using Push Payroll.

From time to time, there may be changes required. Whether a co-worker called in sick or we foresee needing extra hands-on deck, shifts are subject to within a 48hrs period. Don't worry though, you won't be caught off guard, the Push app will send you an email to notify you of your shift change.

All shift change requests are to be approved by your store manager. The expectation is that all staff communicate change requests, and sick or unable to work notifications as soon as possible so management can respond. If you need to request a change to your schedule after it has been released, it is your responsibility to try to get the shift covered. Again, you are responsible for finding someone willing to trade/cover your shift. You would then submit a shift trade request using Push.

Compliance Policy

[The Cannabis Act](#), [The Cannabis Control and Licensing Act](#), and [LCRB Terms & Conditions Handbook](#) are the governing documents that define the rules and regulations of the legalization of cannabis and the circumstances under which retailers must operate.

Please take the time to read [LCRB Terms & Conditions Handbook](#) and ensure you understand what responsibilities you are undertaking on behalf of the shop.

As a Provincially Licensed Retailer, we are committed to abiding by all applicable laws, rules, and regulations set forth by the municipal, provincial, and federal bodies of government. When performing your duties, you must follow all applicable laws, rules, and regulations.

It is the responsibility of the employee to ensure that their Selling it Right certification has not expired and is valid.

If you believe there is any discrepancy, or if you have a question about the legality of your or your coworkers' actions, you should discuss it further with your store manager.

Disciplinary actions

We understand that people make minor mistakes from time to time. However, if a pesky problem persists, or a major commandment is broken, it becomes a problem. Should you find yourself being called to the "Boss' Office", here's what you can expect:

1. A verbal warning is the first step in progressive discipline
2. Second is a written warning
3. Followed by a Performance improvement plan
4. If it comes to it a suspension will be implemented
5. And if all else fails, Termination

COMPENSATION & BENEFITS

Now let's get to the part everyone wants to know about, how and when you'll be paid, and all the other perks of working here!!

Probationary Period

Here at Team Cannabis, your probationary period will last 3 months. After that, you will become a permanent employee. This is really a good thing because you will most likely receive your first raise and be handed a form for benefits (if you work enough hours).

Payroll

Paydays are every second Friday. However, the cut-off is the week before. Pay stubs will be sent out before payday via email using QuickBooks. You will be emailed a link to activate your QuickBooks account login.

If you have concerns about your pay or deductions, please speak to your store manager.

Hours are calculated through Push. It is your responsibility to remember to clock in and out at the beginning and end of your workday.

Tips

We also accept cash tips in our shops (Yep, that's right, make sure the best version of yourself comes to work cause it pays off! Literally!) Tips are split by staff every day at the end of each shift.

Store Discount

And finally, the big benefit of working here is that you receive a store discount! Staff discount varies depending on the product:

- 5% on sale items
- 15% off 14g & 28g flower
- 15% off pre-rolls
- 15% off edibles
- 20% off accessories
- 25% off 3.5g & 7.0g flower
- 25% off vapes

- 25% off concentrates
- 25% off tinctures and topicals

****The number of times staff may purchase "Limited quantity" products & "Hot sellers" per week may be limited at the store manager's discretion. ****

Vacation Time

Everyone wants to get away every now and again, and why not? You only live once, right? Just like you make big plans for where you're going to stay and how you're going to get there, you need to consider a few things when you're planning to take time off from work here at Team Cannabis.

Firstly, you will need to request time off. This needs to be done at least 2 weeks in advance through Push. Your store manager will do their best to accommodate your request, but we cannot guarantee that your request will be approved. Keep in mind, the more notice given, the easier it is to make things happen.

Secondly, you will need to take notice of your pay stub. Team Cannabis pays the entitled 4% vacation pay on every paycheque. This means that you will not have vacation time banked unless you have "it" in your real bank.

If there is any other form of leave that you are needing to explore (ex. Maternity, extended sick leave, etc.), please speak with your store manager.

Statutory holiday pay

If an employee has been employed for at least 30 calendar days, then one of two conditions must be met before the employee is entitled to statutory holiday pay:

- has worked or earned wages on at least 15 of the 30 calendar days preceding the statutory holiday

Upon qualifying, if the employee is not required to work, they would get their regular wage for the day.

If an employee is required to work on a statutory holiday, 1 1/2 times the employee's regular wage for the time worked up to 12 hours will be paid.

Benefits

You've made it past your probation period and now you're on your way to enrolling for benefits. To qualify for benefits with Team Cannabis you must work a minimum of 32 hrs/per week.

Extended Health plans give you coverage for everyday health needs and medical emergencies. These plans can supplement or top up your provincial health plan or employer plan. This includes a wide variety of services, such as dental care, prescription medication, vision, chiropractors, and more!

If you have questions regarding your eligibility or coverage, please speak to your store manager.

Performance Reviews

Many companies like to make their employees suffer periodically with something called a performance review. Basically, you sit with one or more supervisors and agonize over questions together. Here at Team Cannabis, we prefer a more laid-back approach. We prefer an ongoing open dialogue on ways we can better ourselves, our team, our shops, and our brand. We choose to add "constructive" to the criticism.

Workplace Safety

You wouldn't want to get hurt while at work, would you? And we don't either! Just because we work in a very low-risk environment doesn't mean that there are no workplace hazards that you need to be aware of:

- Don't wear open-toed shoes in the store to ensure you don't drop a box of product on your toes.
- Be careful with box-cutters (cut away from yourself)
- Be careful when on stepladders/ stools
- Be careful grabbing product from shelving above head height
- Don't lift anything over your ability
- Follow **ALL** the rules of the road when on deliveries

If you hurt yourself at work inform your store manager immediately.

In the case of an emergency, First Aid Kits can be found in the office or bathroom. If the injury is serious, advise your manager immediately and call 911. All serious medical incidents should be reported and logged.

If an employee identifies unsafe conditions or unsafe acts, please bring it to the attention of your store manager immediately and they will determine what corrective measures need to be taken.

JOB DESCRIPTIONS

The Social Associate:

The Sales Associate position offers a variety of roles within the shop. They can be assisting customers on the sales floor, they can be packaging customer orders in the secure storage area, or they can be assisting patrons at the sales counter.

This position will require extensive product knowledge and a high standard of customer service, as well as familiarity with point-of-sale systems and cash or electronic transactions.

Sales associates are also in charge of cleaning and maintaining the overall store appearance, including displays.

Duties & Responsibilities:

- Greeting every customer that enters the store with a warm welcome
- Checking customer Id's, and ensuring no minors enter the shop
- Educating customers on cannabis use, its effects, and specific product knowledge
- Engaging with customers to help find a suitable product
- Processing transactions through POS & cash handling (including till auditing)
- General cleanliness of store (front & back) and monitor appearance outside of the shop
- Compiling lists and restocking products
- Merchandising of new products
- Answering phones and responding to customer inquiries.
- Processing Dutchie transactions for in-store pickup or delivery
- Ongoing product knowledge
- Other misc. tasks assigned (ex. Stamp bags, product tags, breaking down boxes, etc)

The Keyholder:

A keyholder's primary duty is to open the store daily and act as manager-on-duty when the store manager is away from the shop. They assist the manager in all tasks, especially in supervising the staff and maintaining a high level of compliance with regulations and store cleanliness.

The assigned keyholder on shift should pay attention to till balances and skim throughout the day as needed. At the very least the balance should be checked at the beginning of the shift, once halfway through, and once before shift change/closing. Keyholders handle money removal to the safe throughout the day and accommodate coin top-ups in the tills.

Duties & Responsibilities:

- Greeting every customer that enters the store with a warm welcome
- Checking customer Id's, and ensuring no minors enter the shop
- Educating customers on cannabis use, its effects, and specific product knowledge
- Engaging with customers to help find a suitable product
- Processing transactions through POS & cash handling (including till auditing)
- General cleanliness of the store & monitor litter outside of the shop
- Compiling lists and restocking products
- Merchandising of new products
- Answering phones and responding to customer inquiries.
- Process Dutchie transactions for in-store pickup or delivery
- Ongoing product knowledge
- Other misc. tasks assigned (ex. Stamp bags, product tags, etc)
- Opening/ closing of the store in a secure manner (locks, alarm, lights, signs)
- Cash-in/ cash-out procedures
- Monitor and assist with cash skims as necessary throughout the day
- Assist in organizing deliveries (product, route assignment, and drivers)
- Sign off on a nightly closing checklist
- Process customer refunds & discounts
- Support store management in ensuring company objectives, and standards, are being met
- Respond to customer concerns/ complaints and find a resolution.
- Debrief management on any serious, or hot topic issues.
- Support and mentor Budtenders in product knowledge and operating procedures

The Assistant Manager:

The Assistant Manager is also a key holder, whose primary duty is to open the store daily and act as manager-on-duty in the absence of the store manager. They assist the manager in all tasks, especially in supervising the staff and maintaining a high level of compliance with regulations and store cleanliness. They can handle money removal to the secure safe throughout the day.

Duties & Responsibilities:

- Greeting every customer that enters the store with a warm welcome
- Checking customer Id's, and ensuring no minors enter the shop
- Educating customers on cannabis use, its effects, and specific product knowledge
- Engaging with customers to help find a suitable product
- Processing transactions through POS & cash handling (including till auditing)
- General cleanliness of the store & monitor litter outside of the shop
- Compiling lists and restocking products
- Merchandising of new products
- Answering phones and responding to customer inquiries.
- Process Dutchie transactions for in-store pickup or delivery
- Ongoing product knowledge
- Other misc. tasks assigned (ex. Stamp bags, product tags, etc)
- Opening/ closing of the store in a secure manner (locks, alarm, lights, signs)
- Cash-in/cash-out procedures
- Monitor and assist with cash skims as necessary throughout the day
- Assist in organizing deliveries (product, route assignment, and drivers)
- Sign off on a nightly closing checklist
- Process customer refunds & discounts
- Support store management in ensuring company objectives, and standards, are being met
- Respond to customer concerns/ complaints and find a resolution.
- Debrief management on any serious, or hot topic issues.
- Support and mentor Budtenders in product knowledge and operating procedures
- Maintain Bud Bar displays and required logs
- Perform product destruction procedures and maintain required logs
- Assist the Store Manager in monitoring/ actioning store e-mail and voicemail.
- Assist store manager with monitoring, reconciling, and organization of inventory

The Delivery Driver:

The name says it all!

Delivery Drivers are expected to arrive for shifts in clean uniforms with your valid driver's license on hand.

The use of any drug, alcohol, or medication that would hinder job performance or compromise the safety of yourself and others while operating a QCC vehicle will result in your immediate termination. Moreover, Team Cannabis will not be liable should an accident occur while an employee is intoxicated whether it be in-store or on delivery.

Duties & Responsibilities:

- Log into Onfleet on one of the QCC iPhones. Make sure the phone has enough battery life remaining and/or that there is a charger in the vehicle (ie. Do you need to take the cord with you).
- Go on duty by turning your location on in the app. For tracking purposes, the location must be always left on while operating any QCC vehicle.
- Make sure to check the fuel level before leaving on each round of deliveries. Ensure you have enough fuel to complete the trip and return to the store. Only designated staff are permitted to re-fuel the vehicles.
- Don't use direct navigation in Onfleet, copy and paste addresses directly into Google Maps as it has more accurate directions.
- Call each customer before you begin the task to notify them you are en route, often you will plan for where you will meet them. You may have to call them again when you arrive at the address to notify them you are outside. Unless instructed, avoid knocking/ringing the doorbell, when possible, in case the customer wishes to be discrete.
- Check each customer's ID carefully and verify the last 4 digits of the credit card they paid with
- Obtain each customer's signature in Onfleet to validate they received their order
- Mark each delivery as complete before leaving for the next location
- Return to the shop without delay

Orders

We receive the product once per week on Wednesdays. Emails are sent out before shipment day that contains all ins & outs of the new products being released. It is up to the staff to read and retain this information. If you have questions about certain products, ask your store manager or take the initiative to research them (Don't forget to share your findings with the rest of your Team!)

Deliveries are received and processed by management before being replenished on the floor or put into storage.

Hints to help your hustle

One of the most important aspects of being a Sales Associate is helping the customer find the right product. It's a fine art of asking the right questions and listening to their answers to decipher where you should go next. A couple useful questions to help get you started:

- Were you looking for something specific today?
- How many/ what size where you looking for?
- Did you know if you were looking for sativa, hybrid, or indica?
- Are you looking for something strong, or maybe a bit milder?
- Did you have a certain price point you were wanting hit?
- Did you have a certain terpene, or flavour, profile you like?

Another big learning curve is figuring out where to locate everything. Take some time while the store is slow to learn where the different products are kept and how they are arranged. Another very useful tip is to familiarize yourself with the packaging style/ colouring of the different producers, as it will help you learn to identify and find things more efficiently.

“Teamwork makes the dream work”! Your co-workers and supervisors are always available to help when you're in a pinch or stuck.

Don't forget to try and upsell! Try to make a habit of offering lighters or rolling papers. Another approach could be suggesting something from a different product line that they haven't tried before; suggesting something on sale, or even suggesting a hot seller, something new to the market, or one of your favorites.

With great customer service, comes Google reviews. Make sure to encourage customers to drop us a review!!

AND make sure to mention that our delivery service is available to them.

Other Tidbits worth mentioning:

- Always double check you grabbed the right product/ size variation.
- Always double check the item scanned correctly.

SETTLING IN

Listen, one thing we know about teamwork is that sometimes it takes a while to adjust to new teammates and new ways of working. No one is holding you under a microscope as you settle into your new gig. So, relax, have fun, ask lots of questions, and feel free to stumble, and fumble. We've all started in the exact same place. And like they say about learning to snowboard, if you don't fall, you're not trying hard enough.

You will also be receiving a copy of our Standard Operating Procedures that outline some of the common/ and mandated practices implemented here at Team Cannabis.