# THE CORPORATION OF THE CITY OF WHITE ROCK

# TEMPORARY USE PERMIT NO. 23-015



1. This Temporary Use Permit No. 23-015 is issued to **15160 North Bluff Road Ltd**. (**Inc. No. BC 1076836**) as the owner (hereinafter called the "Permittee") and shall apply only to ALL AND SINGULAR those certain parcels or tracts of land and premises situate, lying and being in the City of White Rock, in the Province of British Columbia, and more particularly known and described as:

1554 Foster Street, White Rock, BC being a unit in a building located on lands legally described as:

Lot 33 Except: Part Subdivided By Plan 58746; Section 10 Township 1 New Westminster

District Plan 32979 PID: 006-760-228

(Civic: 15100 North Bluff Road)

As indicated on Schedule A

(hereinafter referred to as "the Lands").

- 2. This Temporary Use Permit No. 23-015 is issued pursuant to the authority of Sections 492 and 493 of the *Local Government Act, R.S.B.C. 2015, Chapter 1* as amended, the "White Rock Zoning Bylaw, 2012, No. 2000" as amended; and in conformity with the procedure prescribed by the "City of White Rock Planning Procedures Bylaw, 2017, No. 2234" as amended.
- 3. Except as otherwise authorized by this permit, the terms, conditions and guidelines as set out in the "White Rock Zoning Bylaw, 2012, No. 2000" as amended shall apply to the Lands covered by this Temporary Use Permit:
  - a) Permitted Temporary Uses
    - (i) A cannabis store

#### 4. Terms and Conditions:

- a) Except as otherwise specified in this permit, all siting, construction, and use shall be in accordance with the provisions of the "White Rock Zoning Bylaw, 2012, No. 2000" as amended;
- b) The permittee must obtain a building permit and comply with the requirements of the BC Building Code for the construction of the interior tenant improvements;
- c) The premises containing the *cannabis store* use must be no larger than 174 square metres;
- d) The permittee must obtain a Sign Permit;
- e) The permittee must provide a minimum of five *off-street parking spaces* for the *cannabis store* use;

- f) The *cannabis store* shall not be open to customers prior to 9:00 AM on any day and shall be closed no later than 11:00 PM on any day;
- g) The *cannabis store* shall not sell any goods or things until it has obtained a valid licence issued in accordance with the *Cannabis Control and Licensing Act*, as amended, and a valid business licence;
- h) The Business Plan in Schedule B including compliance and public safety, and security measures must be adhered to.
- i) This temporary use permit is automatically revoked if the licence issued in accordance with the *Cannabis Control and Licensing Act*, as amended, is suspended or cancelled;
- j) This temporary use permit is automatically revoked if the property is deemed a *nuisance* property under the *White Rock Unsightly Premises and Graffiti Abatement Bylaw*, 2013, No. 2019;
- k) Nothing in this temporary use permit shall be construed as authorization for the carrying out of any activity which is a nuisance due to noise, light, odour, emission, vibration or other cause.
- 5. All definitions of words and phrases contained in Division 8 of the *Local Government Act*, *R.S.B.C.* 2015, Chapter 1 as amended, and the "White Rock Zoning Bylaw, 2012, No. 2000" as amended, shall apply to this Temporary Use Permit and the attachments herein.
- 6. This Permit is valid for a period of three years less a day from the date of the authorizing resolution, unless otherwise approved for further time extension by Council in accordance with the provisions of Section 497 of the *Local Government Act*.
- 7. Where the holder of this Permit does not obtain required building permits and commence construction of the development as outlined in this Temporary Use Permit within two years after the date this Permit was authorized by Council, the Permit shall lapse, unless the Council, prior to the date the Permit is scheduled to lapse, has authorized further time extension of the Permit.

8. This permit does not constitute a subdivision approval, a Tree Management Permit, a Demolition

Permit, or a Building Permit.

Authorizing Resolution passed by the Council for the City of White Rock on the \_\_\_\_\_\_day of \_\_\_\_\_\_, 2024.

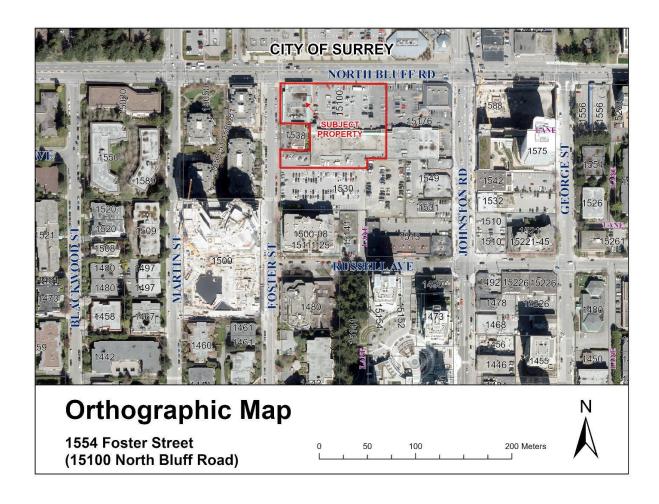
This Temporary Use Permit has been executed at White Rock, British Columbia on the \_\_\_\_\_\_day of \_\_\_\_\_\_\_\_.

2024.

This permit is valid for a 3-year term beginning on \_\_\_\_\_\_\_\_, 2024 and ending less a day from

The Corporate Seal of THE CORPORATION OF THE CITY OF WHITE ROCK was hereunto
affixed in the presence of:
Mayor - Authorized Signatory
Director of Corporate Administration - Authorized Signatory
success of corporate renamentation renamentation signatory

## Schedule A (Page 1 of 2)



#### Schedule A – Site Plan (Page 2 of 2)

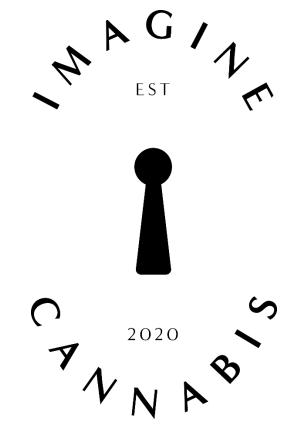


1268236 B.C. Ltd. / dba Imagine Cannabis Co.

# Cannabis Retail Store Site Specific TUP Application WHITE ROCK, BC

Central Plaza

1554 Foster Street, White Rock, BC





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#### **EXECUTIVE SUMMARY / LETTER OF INTENT**

Our core values of family, community, philanthropy, and integrity characterizes the Imagine Cannabis brand. We are submitting a development application for a Temporary Use Permit (TUP) approval from the City of White Rock to open a legal and regulated cannabis retail store in the Central Plaza shopping center located at 1554 Foster Street. There will be no cultivation, manufacturing, or consumption, as Imagine Cannabis will operate solely as a cannabis retail store.

Imagine Cannabis Co (Imagine) is a social corporation owned and operated by a local White Rock businessperson, Harp Hoonjan. Philanthropy and family are both important values to Harp. Harp served on the board of the Peace Arch Hospital Foundation (for 9 years) and supports various charitable organizations throughout the lower mainland. He volunteers, donates, and gives back to the community of White Rock and South Surrey and to other local communities. Harp believes that family is precious, and it provides a legacy of resources, inspiration, imagination, and expertise. Harp has also volunteered and provided his expertise to the City of White Rock Official Community Plan (OCP) working group in 2015-2016.

Harp does not consider this as a one-time transactional approval but a long-term commitment in the community of White Rock. The hard work begins once approval is given to become a valuable addition to this community. In the spirit of being a community asset, we will take a strong role in participating and facilitating regular and ongoing dialogue with the city, the school district, community stakeholders and community policing/business associations. This participation and dialogue will create an open channel for regular feedback and to work on any issues before they arise.

Imagine is a Provincially approved and regulated retail cannabis licence holder in British Columbia with stores located in Vancouver, Tsawwassen, Ladner, Coquitlam, and Courtenay. The City of White Rock is now in a unique position to allow an experienced, reputable, established retail cannabis operator and most importantly a local resident to serve the Community of White Rock.

We will ensure that our retail store influences the community in a positive manner, and will be a leader in delivering secure, safe, and responsible access to legal cannabis today and into the future in White Rock. *Just Imagine*.



#### APPLICANT EXPERIENCE

The founders knowledge and experience as a White Rock resident for the past 9 years and a resident of the Peninsula for the past 20 years will be a benefit to this community. Harp's involvement in the development, construction, finance, and the retail cannabis industry will ensure that this Imagine Cannabis retail store will function successfully, responsibly, and in strict compliance within the community (see attachment #1, "Organizational Chart").



#### Harp Hoonjan

Harp Hoonjan is a proven and successful senior executive. Harp currently owns 5 Licensed Cannabis Retail Stores (Vancouver, Tsawwassen, Ladner, Coquitlam, and Courtenay, BC). His past 3 years has been spent consulting retail cannabis store operators through the municipal and provincial approval process. Several years prior, Harp spent time with a vertically integrated CBD company as a project manager and acquired knowledge and experience in CBD genetics, high quality CBD extracts/formulations and sales. The previous 20 plus years of experience includes land development, consulting and project management roles related to real estate development, multi discipline project sites, multi stakeholder negotiations, governmental approvals and construction for projects ranging from several million dollars to multi million dollars.

Harp holds a Civil and Structural Engineering diploma from BCIT.

Working alongside Harp is his wife and partner, Harinder, they have successfully run their own construction management and real estate development business for the last 20+ years. Harp has 3 adult children that are involved in some of his businesses and ventures. Harp has served on the board of the Peace Arch Hospital Foundation 9 years and has supported the community of White Rock and South Surrey and has given back in many ways. Harp is a firm believer in Family, Philanthropy, and Community.

#### PROPOSED LOCATION AND RATIONALE

The proposed cannabis retail store is located within a CR1 zoned site in the White Rock Town Centre area. This unit is within one of the largest shopping centers in White Rock, known as the Central Plaza, and is bounded by Johnston Road and North Bluff Road along Foster Street. This shopping centre is a combination of several commercial shadow sites that create a larger mixed use shopping area for the community. This plaza contains a major food anchor, pets store, banks, coffee shop and a liquor store all connected by covered shop front sidewalks that accommodate pedestrians on foot.

Patrons will have an abundance of parking and ease of access from all surrounding streets (North Bluff, Johnston, Foster, and Russell). As the City of White Rock moves forward to develop the Official Community Plan (OCP) into a hub of public, economic, and cultural life, Imagine Cannabis will add to the vibrancy of the Town Centre area and support the areas retail sector. From our experience, in the cannabis retail industry in other communities, we are confident that our retail store will be a good fit for the urban fabric of White Rock and contribute to the economic vitality of the shopping area. We look forward to ongoing collaboration with the White Rock Business Improvement and Community Association(s) to ensure a successful long-term relationship.

# Importantly, we meet all requirements of the City's Cannabis Policy and Framework.

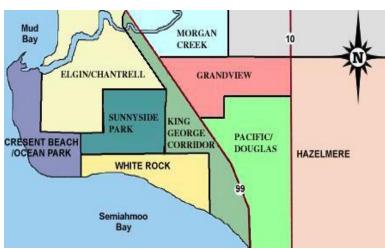


Proposed site location

Our site is located within a designated Regional Growth Strategy (RSG) area. The RGS provides direction for growth in the Metro Vancouver region. It designates White Rock Town Centre as a Municipal Town Centre (Urban Centre). This designation denotes the area as a municipal and regional hub, intended to be one of the regions primary focal points for concentrated growth and transit service. Urban Centres are located within 800m of a rapid transit station or 400m of TransLink's Frequent Transit Network (FTN). They are typically characterized by high and medium density housing, **retail** 

**services**, and community and cultural activities oriented to the local needs of surrounding communities (see attachment #2, "Regional Growth Strategy").

As such, a cannabis retail store along North Bluff Road provides the community and the region with a service in keeping with future commercial growth. This area is currently designated core commercial and in keeping with the established mixed use with retail services. Our retail unit is well suited for this designation in the near and long terms, as it sits on the boundary of both communities and will be able to service an area with a population of approximately 120,000 residents. The overall direction of the community is to encourage local businesses that are walkable, easily accessible by transit, and reflect the scale and character of the neighbourhood. Imagine Cannabis Co (Imagine) meets and exceeds the above requirements and will further provide safe access and create geographic equity to the legal, licensed, and regulated cannabis retail market with its proposed location. Our location provides very good vehicular, pedestrian, and transit access to the residents of White Rock as it provides easy and clear access from North Bluff Road, Johnston Road, Foster Street, and Russell Avenue.



Map of South Surrey and White Rock Surrounding areas

A retail cannabis store at this location will be consistent with the general commerce, function, and flavor of the Central Plaza. The Central Plaza is one of the premier locations within the community as it provides retail and commercial services to a substantial portion of the community already and to its future growth. Our proposed location provides geographical equity to the community of White Rock and South Surrey alike, as it is well located geographically.

White Rock is one of the most compact cities in the lower mainland, with a population of over 21,000. It is worth noting that approximately 11,000 of the White Rock residents are aged between

20 to 64; approximately 8,100 are aged over 65. These age groups benefit from the services of a legal and regulated cannabis retail store. Our proposed retail cannabis location is well positioned to serve this community and the Semiahmoo

area in general. With an evolving economy posing both opportunities and challenges to commercial and retail sectors; The success of this sector into the future will be determined by how we respond to and shape change.

Imagine Cannabis Co will provide consumers with a high quality and boutique community buying experience that is warm, professional, trustworthy, with a high level of service and appealing aesthetics. We will ensure that our operation influences the community in a positive manner.

There are no sensitive land uses we are aware of that are located close to our proposed location. The distances from significant land uses, such as parks and childcare centres, well exceed the city's minimum requirement (see attachment #3, "Site Context Plan"). The closest elementary school is located on Johnston Road, which is approximately 615m (as the crow flies) from each other's closest door to door. The walking distance door to door is 1000m. The closest Secondary



Site Context Plan

School is located on 16<sup>th</sup> Avenue and 157<sup>th</sup> Street, which is approximately 1,270m (as the crow flies) and the walking distance is over 1,400m.

Our store will be in keeping with the character of the existing Central Plaza along Foster Street. The building is a three-storey commercial building with both rear and front-loading access. Adequate parking is located within the parking lots located along the front, side, and back of the building and within the common surface parking. To visit the cannabis retail store, patrons will be able to park at any of the existing parking stalls onsite as the owner has not restricted the parking for any of the units on this site to any specific locations (see attachment #4, "Existing Site and Surrounding Area Photo's").



Imagine Cannabis has the necessary experience as a licenced operator and will be a valuable addition to this center and to the community at large. Retail cannabis stores are a highly regulated business. We feel the negative perception is going to be "a thing of the past" as the stores operate at high aesthetic and service standard established by the likes of Apple, Starbucks, and our current stores in the lower mainland (see attachment #5, "Other Imagine Stores"). As per our store signs and policy, there will be no loitering or smoking near the store.







Tsawwassen Store Interior

Ladner Store Interior

Burquitlam Store Interior

Based on our retail cannabis consulting and operating experience, we note a substantial decrease in the illicit cannabis sales in the communities we operate. Removing the illicit/black market from this community will reduce access to youth in this community. We can provide Health Canada statistics showing the impact the legal stores have on reducing the illicit sales of cannabis when additional legal and safe access is provided to the community. From our experience, almost all customers are thankful that there is alternative choice for safe and legal stores in their community. No person in this community should turn to the illicit marketplace for a legal product available to all Canadians.

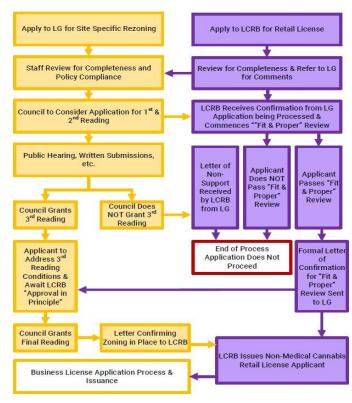
We will be a leader in providing controlled, safe, secure, and responsible legal access to cannabis for the adult population in the White Rock community. We consider our retail stores to be an asset rather than a liability as we make the community around us safer by providing 24 hours of video security in and around our location.

The existing retail unit has been vacated by Debbie Mozelle Designer Optical. We will be aesthetically updating the existing unit by installing new flooring and refreshing the paint colours to the walls and ceiling. All lighting will be updated to LED and refreshing the existing millwork with custom high-quality millwork and glass will be installed (see attachment #6, "Site and Floor Plan"). We will be installing high-definition cameras and security systems within and outside of the unit. The proposed time frame to complete this refresh will be 2 to 3 months from issuance of the tenant improvement permit

by the City of White Rock. Once the store receives a final inspection from the City of White Rock, the BCLCRB will conduct their final inspection and issue the licence to operate within a few days (see attachment #7, "Flow Chart – Local Government vs. LCRB").

As a part of the evaluation process, we meet all requirements of the City's Cannabis Policy and framework. We would like staff and council to consider the excellent site location for providing the greater Semiahmoo community with a second store and another choice. We would also want you to consider this application is being submitted by a local White Rock resident and business person that has and will keep providing philanthropic services to the community, a high-quality store design, years of experience in this community and years of experience in the cannabis retail sector. We look forward to ongoing collaboration with our retail neighbours, the White Rock Business Improvement Association, the White Rock Residents Community, Community Policing and with the City of White Rock to ensure a successful long-term relationship. We will ensure that our retail store influences the community in a positive manner.

Process Outline: Municipal Vs. Provincial Jurisdiction



Flow Chart - Local Government vs. LCRB



#### CHILDCARE PROXIMITY ASSESSMENT

The childcare proximity assessment is an important tool for us to ensure we do not have any adverse impacts to these facilities. We have reviewed all current and future developments at time of this application and in accordance with the City's cannabis policy and bylaws, Imagine exceeds the minimum 100m distance to any known childcare facilities from our proposed store location (see attachment #8, "100m Distance Map"). Our store frontage is located at the basement level of the existing building and approximately four feet below Foster Street sidewalk level. This level is not used by pedestrians and is accessible to patrons visiting the fronting businesses. We see no adverse impact to the childcare centres in the vicinity. We are always looking for ways to improve and/or minimize any adverse impacts in the community.

Little Footprints Academy is located 156m to the south (as the crow flies) from the proposed store. Access to this childcare facility is located off Russell Avenue, which eliminates any intersection with our store. It is highly unlikely that patrons of Little Footprints Academy will walk past our proposed store location at the lower level.

Academics Pre-Kindergarten White Rock is located on Foster Street and will open July 2023. This childcare facility is located 123m south and across the street (as the crow flies) from the proposed store. The driving and walking routes to Academics Pre-Kindergarten White Rock will likely not take patrons in front of our proposed store at the lower level. Imagine customers will not be parking near any of these childcare facilities as the proposed store is located within a large shopping plaza with ample parking spaces off North Bluff Road.

#### **GOOD NEIGHBOUR AGREEMENT**

Imagine is committed to maintaining the safety and livability in the community of White Rock by willingly entering into a good neighbour agreement with the City. Imagine welcomes discussion of the agreement to clarify and facilitate best practices to address neighbourhood impacts, nuisances, or impairment issues. We will work together with the City, our commercial neighbours, and residents to address potential concerns and support a positive working relationship. Imagine will follow the agreement in accordance with city policies and bylaws.



#### **EDUCATION INITIATIVES**

From a youth and educational perspective, we will be working with the RCMP and its youth-oriented programs to bring about the correct messaging and appropriate educational awareness tailor made for the City of White Rock. We undertake to be committed and positive members of the community by supporting local businesses, community needs, awareness, and education.

Imagine not only emphasizes education for its employee, but also for the community. Imagine employees must successfully complete their Selling It Right training for certification to sell products and educate customers in the community. Imagine stresses the importance of educating safe cannabis use, and the negative effects of cannabis.





Selling it Right Certification Logos

Imagine takes pride in the advancement their employees. Professional development and education are key to upholding a high standard of excellence and providing customers with comprehensive product knowledge when shopping for their cannabis products. Imagine employees are required to participate in any assigned training and education programs offered by the company. Furthermore, our employees go through comprehensive training once hired to work in our retail stores.

#### SAFETY AND SECURITY COMPLIANCE

Imagine is committed to ensuring that safety and security is our top priority. Our security systems will far exceed what is required for licensed cannabis retail stores in BC. The safety of our neighbours, customers, employees, deliveries, and inventories is of utmost importance. Imagine endeavours to operate as an industry leader and will take the steps and precautions necessary to run our business at the highest standard. We will be in constant touch with the RCMP Community Policing and register with their watch program.



At a minimum, the following security measures will be put in place:

- 1. An audible intruder alarm system monitored by a third party
- 2. Locked retail display cases
- 3. Locked storage room
- 4. Secure perimeter door locks
- 5. Security cameras with full unobstructed view of the retail sales area, any product storage, and the interior and exterior of all entrances and exits
- 6. Visibility into and out of the store from the exterior

In addition to this, we will also utilize the following safety measures specific to this White Rock location:

- 1. The lower level is a physical barrier from street level
- 2. Glass break sensors
- 3. Door contact sensors
- 4. 360-degree motion sensor cameras
- 5. Security film on all windows and doors with movable metal screens installed at night
- 6. Multiple panic buttons at the counter, in the vault, at the rear exit, and on person for all employees
- 7. Signage at entrances and exits indicating age restrictions and use of closed-circuit television (CCTV)
- 8. A blue strobe light at the front exterior of the store to alert police of an exact location
- 9. Steel doors at our locked inventory storage area

We will have a surveillance system with high-definition cameras covering the frontages and additional lighting with accessibility to the RCMP.

#### CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

To ensure that continued safety of the community, Imagine utilizes the following best practices to achieve CPTED:

#### Interior And Exterior Cameras

Our location will be equipped with interior and exterior High-Definition cameras with 24-hour upload to a secure cloud server. Our support staff will have access to these cameras at all times through an internal website and mobile app.

#### **Secure Cannabis Vault**

Cannabis will be stored in a secure area to ensure the security of all cannabis products.

#### **Restricted Access**

Secured access will be required in order to enter key areas of the store including the back of house, the secure cannabis area, the IT room and cash safe.

#### **Locked Display Cases**

As required by LCRB regulations, display cabinets on the retail sales floor will be kept locked.

#### **Clear Line Of Sight**

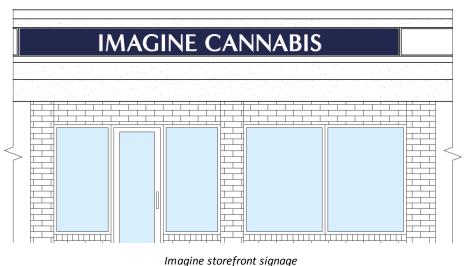
Our point of sales counter is strategically placed to ensure a clear view of the retail sales floor.

#### SIGNAGE AND BRANDING COMPLIANCE

All business names and exterior signage must comply with provincial requirements and be approved by the Liquor and Cannabis Regulation Branch (BCLCRB). All names and signage will not mislead the public to type of business operating and must comply with advertising terms and conditions.



Our proposed signage will be in accordance with the bylaws of the City of White Rock and the BCLCRB. A sample building elevation with a sign plan that is discreet and tasteful has been attached for consideration and discussion (see attachment #9, "Signage Plan").



illiagille storejront signage

#### MITIGATION OF ADVERSE IMPACTS ON NEARBY USES

We have completed a preliminary review of adverse impact on nearby sensitive uses and note that we are in compliance with the approved Council Policy and BCLCRB and not in conflict with the categories (see attachment #3, "Site Context Plan").

#### **Odour Mitigation**

We will receive cannabis products from BCLCRB that have been pre-packaged and sealed in smell and leak proof containers/ packaging by licenced producers. No cannabis containers are permitted to be opened in store. Customers will be prohibited from opening products in and around the premises and from loitering or smoking on site. In addition, the stores HVAC system will include and not be limited to a hepa air filtration system.



#### **Keeping Cannabis Away From Youth**

We have comprehensive social responsibility material to educate customers on the importance of ensuring youth do not have access to cannabis products. Youth will not be permitted to enter our stores at anytime. A strict 2 -ID check system will be in place, as required by government regulations. Our policy is to check ID for anyone that looks under 35 years of age.

#### Impact Of Visibility Into Store

As the change to the LCRB regulations just came into effect during our approval process, our store front windows will be transparent and visibility into store will be maintained. The interior of the store is tastefully built to a high standard. We will have interior features in place to meet the LCRB requirements. Our store is located lower than the fronting street level and has minimal street presence.

#### What Impact Will The Cannabis Store Have On Crime In Neighborhood

The legalization of non-medical cannabis is designed to eliminate illegal activity, illicit sales of cannabis, and ensure that the community has access to secure, safe, responsible, and regulated cannabis products. Health Canada notes that illicit sales of cannabis have reduced progressively since legalization. This is a major benefit to the community at large. Our store is open between 9am and 11pm. The presence of our staff being onsite during these hours creates a safe environment. We also have an existing community policing station located nearby in White Rock (on Pacific Ave) and Surrey (on 152 St.).

#### MANAGEMENT AND OPERATIONS

From an operational perspective, a secure environment will be maintained through best practise protocols. We have listed some items below and will meet or exceed all federal, provincial, and municipal regulations in the proposed store and surrounding area.

#### **Hours**

Imagine Cannabis Co proposes to be open 7 days a week from 9am - 11pm as set out by the BCLCRB.



#### **Product Procurement, Inventory Controls and Management**

All non-medical cannabis products must be purchased through the BCLCRB regulations and requirements; the provincial body that vets and purchases products from licensed producers across the country to ensure all products offered wholesale to cannabis retailers in BC are in compliance with Health Canada. Any cannabis accessories (branded clothing, vaporizers, papers, etc.) can and will be purchased through other suppliers.

All non-medical cannabis products will be stored in locked display cases or locked storage areas in our store that only management will have access to.

We can provide the City of White Rock with all products that we intend on selling based on our other 5 store locations.

#### **Customers**

Sales of non-medical cannabis, cannabis accessories, gift cards, and shopping bags will be restricted to retail customers that are 19 years of age or older.

All customers will be required to verify their age with 2 pieces of identification that will be closely examined for validity. If the customer cannot produce two pieces of acceptable ID, service will be refused, and the customer will be asked to leave. A comprehensive list of acceptable ID's will be made available.

#### **Record Keeping**

#### **SALES**

The following records will be retained for a period of at least six years from the date the records were created:

- 1. Non-medical cannabis sales records, including quantity of non-medical cannabis sold and prices charged
- 2. Non-medical cannabis disposal records
- 3. Sales records respecting cannabis accessories and prepaid purchase cards (gift cards) sold by Imagine Cannabis Co.



#### **STAFF**

Imagine Cannabis will take all necessary steps to ensure staff is hired from this community. We will have at a minimum 10 staff members. Record of each worker's security verification is available for inspection, including expiration date. There will also be a record keep of staff: names, addresses, salaries, qualification information, primary job responsibilities, shift schedules and dates of employment.

#### **Employee Screening**

Employees in our store must be at least 19 years of age and must produce ID for inspectors if requested at any time while working. They must also provide the province with their updated home address, telephone numbers, email or legal name change within ten days of a change.

All employees must maintain their security workers verification every two years (a process completed through the Province of BC). Any adult performing work-related activities in a retail store as an employee, independent contractor or volunteer on a full time or part time basis is required to follow the above screening requirements. This process is separate and distinct from the licensing process.

#### **Training**

All employees go through internal training programs and standard procedures to ensure each staff member is well versed in dealing with customers, non-medical cannabis and cannabis accessories, opening and closing procedures, and compliance. In addition, employees will be trained to handle intoxicated patrons, violent or disorderly conduct, and to take preventative measures to prevent disturbances. It is very important for Imagine Cannabis Co that all employees can offer knowledgeable and trustworthy service to its customers.



#### **Compliance Procedures**

As a licensee, we are required to:

- 1. Comply with the Cannabis Control and Licensing Act, its Regulations and the terms and conditions in the BC Cannabis Handbook
- 2. Always allow Liquor and Cannabis Regulation Branch inspectors and/or police officers to enter our establishment. We must never impede their entry in any way
- 3. Upon request, provide inspectors with any documents and/or records as outlined
- 4. Never draw attention to inspectors inside our establishment to not affect the inspector's safety

#### SOCIAL RESPONSIBILITY / COMMUNITY BENEFIT

Imagine Cannabis is a social corporation committed to a sustainable and caring community and will proactively strive to be a valuable member of the business community. Our core values of philanthropy and community are part of our corporate responsibility policy. We commit to preserve a budget for community based programs, donations, and volunteer time within the city we conduct our business. We do not consider this as a one-time transactional approval but a long-term commitment in the community. The hard work begins once approval is given to become a valuable addition to this community. In the spirit of being a community asset, we will take a strong role in participating and facilitating regular and ongoing dialogue with City staff, community stakeholders and community policing/business associations. This participation and dialogue will create an open channel for regular feedback and to work on any issues that may arise. Imagine Cannabis is committed to a sustainable and caring community and will proactively strive to be valuable members of the business community.

We will be having ongoing discussions with the White Rock Business Improvement Association and the South Surrey/White Rock Chamber of Commerce.

