

ATTACHMENT NO. 8

BEYOND HELLO CULVER CITY: BUSINESS OPERATION PLAN REVISED 11.29.2021

This detailed operation plan includes a Safety & Security plan (Anthony Vanderhorst), hours of operations, form of advertisement, & delivery operations. The floorplan is attached as well for reference.

Hours of Operations: 9:00AM – 9:00PM

- ❖ In store sales will be conducted at 9:00AM until 8:59PM. In store sales will not occur after 9:00PM by any circumstance.
- ❖ Online sales will be received from 9:00AM until 8:59PM. Customers can pick up product at 9:00AM up until 8:59PM. Online sales will not occur after 9:00PM by any circumstance.
- ❖ Curbside sales will be available from 9:00AM until 8:59PM. Curbside transaction will not occur after 9:00PM by any circumstance.
- ❖ Delivery sales will be available for delivery from 9:00AM, drives in route starting at 8:30AM. Delivery sales will close out at 8:59PM & drivers will report back to the store after last delivery of the day. Delivery will not deliver any cannabis product after 9:00PM by any circumstance.

Checking Customers In:

- ❖ ID physical scan & verification of expiration date via security at the door of the location
- ❖ Customer will walk into the store & hand employee license to scan from LeafLogix POS System
- ❖ Existing patients are typed into portal & client license will be verified
- ❖ New patients scan license into desktop & import file into LeafLogix
- ❖ MMIC clients are inputted as MMIC clients
- ❖ Once customer is checked into the LeafLogix system they can then enter the location

*** Customer can not enter more than 6 feet into the location without proper check in procedure

Checking Customers Out:

- ❖ Customer is pulled out of the queue & products are reviewed with name & verbal confirmation of purchase intent
- ❖ Taxes will be reviewed verbally along with visual aid of signage
- ❖ Customer option for cash or debit to purchase product
- ❖ Debit purchases will be rounded up to the nearest 5
- ❖ All purchases will have receipt inside of the branded Beyond Hello bag that is stapled to secure

Employee Entrance:

- ❖ Employees will enter the location through the front entrance of the store upon open. Once the store is open for business, the employees will enter & exit through the front entrance of the location.
- ❖ Employees that will drive with deliveries will enter & exit out of the back entry of the location with product.

Advertisement:

- ❖ Advertisement will include all platforms digital & physical such as billboard, company website, Weedmaps, Leafly, I Heart Jane to display menu & product.

Staffing Plan:

- ❖ Committed to staffing 15-18 employees entailing 5 full time employees with majority part time employees
- ❖ Community focused staffing & culture of Culver City infused in recruiting
- ❖ Ensuring competitive wages & great benefits
- ❖ Streamlined internal growth & career path within the company