

**Subject Property:** 521 CANADA AVENUE  
**Legal Description:** LOT A (DD G34612), BLOCK 3, SECTION 18, RANGE 6, QUAMICHAN DISTRICT, PLAN 798  
**PID:** 008-464-812  
**Property Owner:** VROOM INVESTMENTS LTD; AEV HOLDINGS LTD  
**Applicant:** Kuldeep Johel  
**File Number:** 3360-30-TUP-2023-02  
**Proposal:** Cannabis Retail Store

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## CONDITIONS OF PERMIT

### General Conditions

1. This permit is issued subject to compliance with all City bylaws and provincial and federal laws.
2. This permit applies only to the subject property identified on this permit (the “Land”).

### Authorized Temporary Uses

3. This permit authorizes the temporary use of the Land for a cannabis retail store.
4. The Land must only be used and developed in accordance with this permit, including the following schedules:

**SCHEDULE 1:** Business Plan

**SCHEDULE 2:** Security Cameras Layout and Floorplan

### Term

5. This permit is valid for a 3-year term beginning on August 14, 2023 and ending on August 14, 2026.

### Operation

6. The site operator must maintain a current valid Provincial Cannabis Retail Store licence, meeting all Provincial requirements for operation of a Cannabis Retail Store.

7. The Business Plan in Schedule 1 including compliance and public safety, and security measures must be adhered to.
8. The Security Cameras Layout and Floorplan in Schedule 2 must be adhered to.
9. The site operator must maintain a current valid business licence issued by the City of Duncan.

**Temporary Use Permit Issuance and Expiry**

10. This permit was issued on August 14, 2023.

This permit expires on August 14, 2026.

The City of Duncan

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**Corporate Officer**

I HEREBY CERTIFY that I have read the terms and conditions of the Temporary Use Permit contained herein. I understand and agree that the City of Duncan has made no representations, covenants, warranties, guarantees, promises, or agreements (verbal or otherwise) with the registered property owner, other than those contained in this permit.

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Owner/Agent (signature)

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Witness (signature)

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Print Name

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Print Name

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Date

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Date

## **Appendix 1: High 5 Retail Corp. Business Plan**

### **Our Mission**

To provide high quality cannabis to customers with service they can trust. To build our brand on the core values of customer service and care, hospitality, highest standards of quality, honesty, integrity and community outreach.

### **Our Vision**

Be an internationally recognized cannabis retail brand.

### **Management**

Our executive management team has several years' experience in the cannabis industry and has developed strong relationships and many strategic partnerships extending internationally and covering all areas of the Cannabis Industry.

### **Products and Services**

Our knowledgeable staff are well trained to navigate and guide our customers through our vast product variety, consisting of the highest quality dried cannabis, cannabis oil and sprays.

High 5 ensures that all our customers are given first-rate service whenever they visit our store. To manage our client base, we have a CRM software in place which enables us to manage our interactions with our customers, no matter how large our customer base grows. Our staff ensure customers are involved in their own personal decisions, and make informed choices based on their unique needs.

### **Our Clients**

Studies have shown that the median age of today's cannabis consumer is 37 years of age and 4 in 10 have children in their home. Contrary to the stereotype, modern consumers are employed (91%) and are likely to have a post-secondary education. A growing number of cannabis users are baby boomers and seniors. The majority of High 5's patrons are 30+ years old who are family oriented, professional, and engaged in the local community.

### **The Store**

High 5 has a current lease agreement for a unit located at 521 Canada Way, Duncan. This unit meets all City of Duncan zoning, bylaw requirements and guiding principles for a retail cannabis store, including:

- 400 metres of any other location where the retail sale of Cannabis Products has been authorized by the City or a neighbouring jurisdiction;
- 300 metres of any school;
- 300 metres of any group daycare;
- 150 metres of Centennial Park, McAdam Park, Rotary Park, Charles Hoey Park or any adjacent municipal park;
- 50 metres of any land zoned LDR (Low Density Residential) zones

**See Appendix 2 – Aerial picture of High 5 Cannabis store and neighbouring businesses.**

The store is currently outfitted to provide a relaxed, local feel where patrons feel welcome, comfortable, and safe. **See Appendix 3 – Pictures of High 5 Retail Corp. Store (inside)**

### **Compliance and Public Safety**

High 5's priority is to ensure the operation of the retail store is compliant with the Regulatory Framework and all City of Duncan Bylaws. For example, the store is enclosed by floor-to-ceiling walls that are not transparent. Non-medical cannabis and cannabis accessories are not visible from outside the store. Displays do not permit self-service by patrons and all patrons will be assisted by a store employee, as all cannabis and cannabis accessories are displayed in a way that products are not accessible to patrons.

High 5 is fully embracing the primary focus of British Columbia's and Duncan's legal cannabis regulations and public safety, by implementing extensive compliance protocols.

The federal government's recommendations include: a special emphasis on public health and safety in the sale of recreational cannabis and related products in retail locations, avoiding co-location with products that are not Cannabis oils, dried flower, cannabis seeds or cannabis accessories defined by the federal Cannabis Act.

High 5's management and employees' key focus areas are consumer education and harm reduction measures regarding public health and security, while simultaneously engaging with stakeholders (e.g., local law enforcement and addiction services).

### **Hours of Sale**

The current provincial laws allow the sale of non-medical cannabis at licensed stores between the hours of 9am and 11pm. High 5 currently operates Monday- Saturday from 9am to 9pm and Sunday from 9am-8pm. Patrons cannot enter the retail store outside of these operating hours. If there are patrons in the store at closing time who have not yet made their purchase, the staff encourage these patrons to make a purchase as quickly as possible, to ensure the store is clear at closing time.

### **Insurance**

A comprehensive, \$5,000,000, insurance policy is in place for the operation of High 5. The policy includes general commercial liability, property insurance including product loss, and comprehensive crime insurance.

### **Safe and Responsible Service**

All staff at High 5 are required to complete a mandatory training course that the provincial government offers, as well as obtain a security verification from the province. This includes independent contractors and volunteers. Any security guards employed in the retail store will hold a valid license under the Security Services Act and perform security work authorized under that licence.

High 5 maintains a record of every worker's security verification, including when the worker's security verification expires.

### **Display of Social Responsibility Materials**

The province of B.C has provided High 5 with social responsibility materials that are currently displayed in prominent locations within the store. High 5 is also compliant with all municipal bylaws and regulations that require social responsibility material to be displayed.

## **Minors**

It is against both federal and provincial law to sell non-medical cannabis or cannabis accessories to a minor. In B.C., minors are those under the age of 19.

There are strict federal and provincial requirements in relation to preventing youth access and exposure to non-medical cannabis and preventing youth exposure to promotion and advertising in relation to non-medical cannabis. High 5 does not allow minors to enter or be in the retail store, and minors will not be employed in the retail store. In addition, cannabis and cannabis accessories are not visible from outside the store. To minimize unlawful entry by minors, High 5 has signage posted at the entrance of its store indicating that minors are not permitted.

## **Identification (ID) Requirements**

High 5 ensures that minors do not enter the retail store and are not sold non-medical cannabis or cannabis accessories. If there is any doubt whether a patron is 19 or over, staff ensure age is verified by requesting two pieces of ID, and both pieces are inspected carefully to verify authenticity of the identification. One piece of ID must be issued by a government agency and must include the holder's name, date of birth and picture. The secondary ID is used to verify the authenticity of the first piece and must include the holder's name; and either the holder's signature or picture. If the patron cannot produce two pieces of acceptable identification, service will be refused.

## **Behaviour in Store**

High 5 and its employees are responsible for controlling the behaviour of its patrons. Cannabis use is not permitted in-store. If employees, patrons or members of the community have reason to be concerned that there is a threat to their safety, High 5 will act on these concerns.

## **Entry Watch**

The first thing staff will do is prevent entry by minors and intoxicated patrons. There is only one point of entry to the store, and staff members are trained to actively monitor guests that are arriving, and to also prevent overcrowding.

Staff will watch for patrons arriving at the shop already impaired by cannabis. Public safety issues are always considered at the shop, and law enforcement are called immediately if a patron is showing signs of impairment if driving a motor vehicle.

An initial greeting and assessment are important. Staff actively assess patrons as they enter the shop for factors such as:

- Are they driving?
- Were they consuming cannabis prior to entering the shop?
- Are they celebrating an event?
- What type of mood are they in?

Staff are properly trained to evaluate these factors to determine if there is a threat to the public and what actions, if any, need to be taken to ensure the safety of the public. Staff are trained to not let a person who is intoxicated (liquor, cannabis or other drugs), or exhibiting signs of intoxication, enter or remain in the store. All staff will refuse any intoxicated person service, and request that they leave the store immediately and ensure they depart safely.

## **Prevention of Disturbances**

High 5 will take reasonable measures to prevent disturbances. These reasonable measures include:

- Adequate lighting is installed outside the store and in the parking lot
- Providing educational material to patrons
- Signs asking patrons not to disturb the neighbours are posted outside the storefront
- Refusing intoxicated patron's service

Employees must not let a person who is intoxicated (liquor, cannabis or other drugs), or exhibiting signs of intoxication, enter or remain in the store. High 5 does not permit violent or disorderly conduct or unlawful activities to take place in the store. This includes behaviour that might cause a reasonable person to believe their safety is threatened.

## **Security Measures**

High 5 is committed to going beyond the mandatory security measures set out by the Federal government and has designed a security package to address and reduce many of the key risks to public safety. These measures include:

1. Intruder and fire monitoring alarm systems
2. Locked retail product display cases at all times
3. Locked cannabis storage room
4. All products locked in secure storage area after hours
5. Secure perimeter door locks
6. Security cameras with full unobstructed view of:
  - a. the retail sales area
  - b. any product storage area
  - c. both the interior and exterior of all store entrances/exits.
7. Silent touch panic buttons
8. Sensors for all safes and bolts
9. Encrypted key fobs for all authorized staff

The cameras are active and recording at all times, including when the store is not open for business. High 5 stores security camera footage for at least 30 days after recording. High 5 also has posted a written notice in the retail sales area informing patrons that video surveillance is being used on the premises. This notice is visible at all times. **Please see Appendix 5 – Security Cameras Layout and Floorplan for details.**

## **Security Lighting**

The main objectives of High 5's security lighting system at the store is to illuminate dark areas and detect and recognize movement in the protected area. The best vision with outdoor lighting is obtained from downward directed and shielded security lighting supplemented with instant-on lighting triggered by motion detectors.

High 5 ensures that sufficient lighting requirements are met between dusk and dawn. External security lighting, including high flood spotlights has been installed. The shop and the walkway are well illuminated to maximize visibility, which is operated by a photo-sensor, ensuring that lighting is always be optimal for video capture.

## **Incident Log**

Staff are required to record the details of any incident that occurs in the store or adjacent to the store. All incidents that adversely affect patrons, staff, people who live or work in adjacent buildings, or that affect the operation of the store will be recorded in the log and are available to inspectors or peace officers.

Examples of these incidents include:

- Refusing entry at the door to a potentially troublesome person or anyone who is causing a disturbance
- Refusing entry of an intoxicated person
- Removing an intoxicated person
- An injury or accident on the premises
- Any incidents where emergency personnel were called (police, fire, or ambulance)
- Any illegal acts will be reported as an incident. The incident report will include key details such as the date, time and description of events, the parties involved, any action taken, and any relevant sales records. Other details such as the names of the employees on shift and witness accounts are also important. The records in the incident log will be kept for at least six years.

## **Regular Checks**

High 5 will welcome bylaw enforcement from local government to perform regular checks as required. All staff manuals and procedures are checked regularly and amended for any changes required for the success of the operations. Staff are also regularly assessed to ensure they are up to date with regulations and compliance (federal, provincial and local) related to the sale of cannabis.

## **Marketing**

As with tobacco products, any direct mention of the product's "benefits" is strictly illegal and subject to harsh penalties. High 5 does not market or advertise the sale of cannabis in any way that is prohibited by law.

High 5 uses direct marketing at industry conferences and other events. The marketing and sales strategy of High 5 is based on generating long-term personalized relationships.

High 5's marketing and advertising campaign includes:

- Information kits for clients: Information kits include registration forms, brochures, and general information on the use of cannabis. They will also provide information on how to process orders.
- Brochures: High 5 produces high-quality brochures that are distributed to clients. These brochures also include information on how to receive addiction services assistance if needed.
- Website: High 5 has a professionally designed website integrated with a payment system. Clients can make store purchases online, however, will have to pick-up the product from store.
- Social Media: High 5 has a significant social media presence. Appropriate forums are monitored daily by knowledgeable staff. A social media content strategy has also been developed which includes Twitter, Facebook, Instagram, LinkedIn and YouTube. Our staff are trained in the legalities of promoting cannabis products.
- Merchandise: High 5 branded products such as shirts, hats, grinders, cases/containers, etc. are offered via our store.
- Community Event Sponsorships: Sponsor cannabis, health, or related industry events to gain brand exposure and bring the High 5 name to the forefront of the community.

Appendix 5 – Security Camera Layout and Floorplan

