

May 21/2019

To: Mayor and City Council

From: Ginny & Fred Burnett

Zaga's Enterprises Ltd d/b Zaga's Hemp Shop

Re: Letter of Intent for Temporary Use Permit Application No. TU000046

Cannabis License Application No. CN000003-1543 Victoria Street

Thankyou so much for accepting our application regarding the above Letter of Intent for Temporary Use Permit.

For those of you who haven't heard of our shop.

We opened our business in 2004 and have just completed our 15th year. We started off quite small and have worked hard to become successful. Through hard work, excellent customer service and community involvement, I believe we have succeeded.

We currently have 6 staff members counting myself and our manager, who has been with us for 8 years.

Our team works well together and we are very organized. We have a computerized tracking system that works with our sales, so at a glance, I can see what we have in the store, what needs to be ordered and when an item was sold and by who.

The store is bright and comfortable, we try to greet each person immediately with a smile and hello, it doesn't matter who the person is when they walk in, they are all treated equally and I can safely say that most of our customers leave very happy. We have a large amount of customers that have been with us since the beginning and gain new ones all the time.

I have spoken with all our neighbours and gave each a letter regarding our intent to sell cannabis. I was thorough in letting everyone know what it would mean, who we were and to please contact me or to come in and have a look around if they wanted. Everyone I spoke with was on board and very supportive.

Because we have been in business for so long, I don't see any negative impact happening in our area at all. Where we are, no children walk by without parents and the businesses in our strip are not any that would be ever frequented by children. We've had less problems with loitering and undesirable people than we did when we were at Parkwood Mall. We have ample parking and easy access from 3 different streets. We are not close to liquor stores or schools. The one school is across Victoria Street, south a few blocks then east up a hill. There are no residences close to our area at all.

As for security, we anticipated when we moved that we may be selling cannabis in the future so we immediately implemented security measures and have added everything the government requests as well.

These include:

Metal shutters along the front windows and door that are closed each night.

Metal bars on the 15th Avenue side (the windows are raised above ground and therefore would require a ladder to even begin to break in)

Locking display cabinets

We have covered the front windows and door so nobody outside can see in and will be adding some covering to the above ground side windows just to make sure.

The age to enter is already at 19 and there are signs to specify that. When you enter, an employee will be there to ask for identification. Whether we require an authorized security person will be entirely dependant on if we are the first shop to sell cannabis or not. We anticipate that after the initial openings of stores, people will become used to it and it won't be such a curiosity. However, if the City wants us to have Security Personnel at the beginning, we are more than happy to oblige.

We have a security system through Curtis Elite, and 9 state of the art security cameras, all of which we can access through our phones. These cameras cover the entire floor of the area customers will be in, the stock room which will be holding our product (which also has a locked door), one outside, and one on the height strip as you leave the store.

Myself, Fred, and our manager are all notified by phone the moment anyone enters a code on the security panel or if an alarm is triggered. As previously stated, we can monitor our cameras anytime through our phones and make sure all is well, or not.

We have a Class 1 bank safe that weighs 1200 lbs, we also have a timed safe attached to the floor in the stock room.

It is extremely unusual for any employee to work alone even now and I don't foresee that ever happening if we are successful in getting our license.

I'm not sure if everyone is aware, but Fred and I started contact with the City of PG in February of last year, long before legalization, to let the City know of our intention to sell retail cannabis and to find out the City's stance. We wanted everything on the table so that City Council, Manager, and Planning Department could get to know us a little better.

I know that you have seen us at each council meeting regarding anything cannabis, we have enjoyed watching the meetings and meeting a few members and employees of the City. Thanks for being so patient with us, our questions, and letters.

In closing, please remember this is our business, our livelihood, not our lifestyle. We have always worked within the confines of the law and will not deviate. We give back to our community where ever we can. This year, we had a very successful SPCA Bake Sale, raising over \$500 from our wonderful customers, PGSS Dry Grad was set up in our shop in April for donations and we donated approx. \$1500 towards the Spirit of the North during the duck drop event. On May 18th we accepted donations and donated 10% of our sales for the day to JDRF.

Our manager, Kristi Barnes, has been with us for 8 years and we have complete confidence in her. She has been reliable, efficient, honest and a huge part of our team. She also donates her time to helping the community – you can always see her at Famous Players on a family day or anytime they have anything put on for the public.

If you have any questions for me, please give me a call. My cell is *Redacted*. I appreciate your time!