

Instructions for Security, Maintenance, and Operations Plans

Follow these steps for Review and Approval

Scottsdale Police Department Liquor Investigations

Step 1

Prepare Your Security, Maintenance, and Operations
Plan (SMO Plan)

Step 2

Send a Copy of Your SMO Plan to the Scottsdale Police
Department.

Detective Christian Bailey
480.312.5873

chbailey@scottsdaleaz.gov

Detective Dan Safsten
480.312.3474

dsafsten@scottsdaleaz.gov

Step 3

Contact Police Detective to Discuss Your Plan.

Step 4

Meet with Police Detective, If Necessary.

Step 5

Submit your reviewed plan to Scottsdale Planning and
Development.

SECURITY, MAINTENANCE AND OPERATIONS PLAN

For Bars and Live Entertainment Use Permits



Scottsdale Police Department, 3700 North 75th Street, Scottsdale, AZ 85251

480.312.5000 FAX 480.312.7701

City of Scottsdale Planning, 7447 E. Indian School, Scottsdale AZ 85251

480-312-7000 FAX 480-312-7088

Assigned Planner:	Bryan Cluff
Police Detective:	Detective Bailey / Detective Safsten
Establishment:	Sol Flower Dispensary
Address:	14980 N 78th Way Suite 204
Business Phone:	480-420-3300
Business FAX:	NA
Maximum Occupancy:	100
Effective Date of the Plan:	9/1/2015
Date of Plan Review:	12/3/25
Use Permit Issue Date:	1/16/2016
Liquor License Number:	NA
Contact Person (1):	Thomas Beyer
Home Phone:	602-828-7204
Contact Person (2):	Jasmine Scaife
Home Phone:	480-284-0049

Purpose of the Plan

To address security measures, maintenance/refuse and operations for an establishment whose use shall require a Security Plan pursuant to Scottsdale Revised Codes. These uses typically include a Bar Use Permit and a Live Entertainment Use Permit. The contents of this plan will address the listed concerns as well as community concerns regarding:

- Any significant increase in vehicular or pedestrian traffic, including effects on parking, traffic and circulation in the area.
- Adequate control of disruptive behavior both inside and outside the premises to include property damage and refuse issues.
- Compatibility with surrounding structures and uses.

It is the intent of the City of Scottsdale to provide an environment that enhances the safeguarding of property as well as public welfare and to limit the need for law enforcement involvement.

The Permittee agrees that successful execution and enforcement of this Plan are a required condition of the use permit. Termination, cancellation, deviation or non-approval of the Plan constitutes a breach of the Plan and could result in the revocation of the use permit.

Operations and Hours

1. Permittee: CSI Solutions, Inc dba Sol Flower Dispensary
 Type of Organization: Arizona Corporation Corporation
 Sole Proprietorship LLC
 Partnership Other

2. Managing Agents Name: Thomas Beyer
 Title: Director
 Address: 14980 N 78th Way Suite 204
 Phone Numbers: 602-828-7204
 Fax or Other Numbers: 602-633-5353

3. Business Owner(s) (if different than Managing Agent) Name, Address, Phone:

4. Property Owner or Property Manager (if different from Managing Agent) Name, Address, Phone:

5. Hours of Operation:

	<u>Peak/Non-Peak Night</u>	<u>Open to Customers</u>	<u>Liquor Sale Begin</u>	<u>Liquor Sale Ends</u>	<u>Closed to Customers</u>
Monday	5pm-8pm	7am			10pm
Tuesday	5pm-8pm	7am			10pm
Wednesday	5pm-8pm	7am			10pm
Thursday	5pm-8pm	7am			10pm
Friday	5pm-8pm	7am			10pm
Saturday	3pm-6pm	7am			10pm
Sunday	3pm-6pm	7am			10pm

6. Promotional Events: *(Attach an addendum which describes week to week promotional events you plan to have throughout the year i.e. "Ladies night." Do no include special events)* **N/A**

7. Program Format/Entertainment/Advertising: *(Complete for Live Entertainment Use Permit Only. Attach addendum that describes*

entertainment format i.e. DJ, Live music, Comedy acts etc.) See Scottsdale Revised Code – Appendix B, Zoning Ordinance for definitions.

N/A

8. Special Events:

Permittee must give notice to City of Scottsdale Planning and Development at least forty-five (45) days prior to conducting Special Events on the premises. "Special Events" are any program formats varying from the regular format and audiences described or provided above organized or planned by Permittee. Scottsdale requires separate licenses for outdoor special events.

9. Cooperation/Complaints/Concerns:

Permittee will maintain communications with establishments located on and adjacent to the premises, and with residents and other businesses that may be affected by patrons or operations of the Permittee. Permittee designates the following person to receive and respond to concerns or complaints from other residents or businesses:

Name: Thomas Beyer Address: 14980 N 78th Way Suite 204 Phone: 602-828-7204

Permittee, managing agents, on-duty managers, supervisors and security personnel will cooperate closely with Scottsdale Police, City of Scottsdale Code Enforcement staff or other City staff as well as business and residential neighbors in addressing and investigating complaints, criminal acts, refuse issues and any other concerns.

Security and Maintenance

Security Attire

Security personnel must be readily identifiable to police, patrons, and other employees to ensure the safety of the security staff when engaged with patrons. Security personnel should wear an appropriate styled shirt with the word "security" on both the front and back, in two (2) inch lettering and clearly visible. During cold weather, a jacket with the same inscription should be worn.

The use of radios should be employed between security staff and management when the size of the establishment limits communication efforts.

Security Officer Responsibilities

The Permittee or management must clearly delineate the below responsibilities to all new security personnel and ensure these responsibilities are explained and understood.

Civilian Security Officers will be responsible for patrolling the full property of the liquor establishment during all hours when patrons are in the establishment, outside the establishment, and in the establishment parking areas.

On peak nights, there will be a minimum of ____ uniformed security officer(s). (Wearing the above-described uniform). The following responsibilities shall be agreed upon and adhered to:

1. ____ Security officer(s) will be responsible for roaming the interior of the business and identifying hazards, problems, and maintaining guest safety.
2. ____ Security officer(s) will be responsible for checking identifications at the front door. Acceptable identification are those listed in Arizona Revised Statutes Title 4, section 241A and apply to patrons accessing any area of the licensed premises, including the time period of After-Hours, if applicable. Additional responsibilities shall include: access control, counting of patrons, and prevention of intoxicated persons from entering the business.
3. ____ Security officer(s) will be responsible for conducting roaming patrol of the exterior in an effort to prevent criminal behavior, maintain the peace and prevent refuse issues. This patrol shall include all parking areas to prevent a gathering of patrons during business hours and up to thirty (30) minutes after closing.

In addition, security officers will report all acts of violence to management personnel, complete a written report, log the act of violence, and contact Scottsdale Police Department immediately. Liquor establishment management and/or ownership has the ultimate responsibility for the recording of the act of violence, logging of the act of violence, and reporting the act of violence to the police department and the State Department of Liquor Licenses.

Management Responsibilities

The Permittee must clearly delineate the below responsibilities to all managers, assistant managers, and person(s)-in-charge and ensure these responsibilities are understood and followed.

The manager(s) shall ensure that all employees, security staff and off-duty officers (if applicable) be trained and knowledgeable about the contents of this plan. The following shall be agreed upon and adhered to:

1. There will be a minimum of 1 manager(s) available during peak nights.
2. There shall be a general manager and one assistant manager on duty all hours while open for business and for thirty minutes after closing.
3. A manager shall be identified as the "Security Manager" for the establishment and be responsible for ensuring that a safe environment exists; for the supervision of all security personnel and that all security personnel as identified here shall meet or exceed the requirements established by A.R.S. 32-2621 through A.R.S. 32-2636, as amended, relating to security personnel and guards, and any regulation issued pursuant thereto.
4. At least one security manager will be on duty until one hour after closing or the last security officer is off duty, whichever occurs last.

Uniformed Sworn Officer Responsibilities:

If Off-duty law enforcement is used for security, it is the responsibility of the Permittee or management to clearly delineate the following responsibilities, which include at a minimum the following:

1. Conduct traffic control as needed.
2. Assist civilian security officer(s) in removal of disorderly and/or intoxicated guests and maintain the peace outside the establishment.
3. If necessary, patrol the exterior portions of the business to maintain the peace as well as prevent criminal acts.
4. If a valet is utilized, maintain the peace in the area of the valet.
5. Assist Security Officers with maintaining order in the entrance line and assist in discovery of underage patrons attempting admittance.

- I plan to hire _____ officer(s) during peak nights from (name of agency) _____.
- I do not plan to hire off-duty law enforcement.

Parking

In order to reduce criminal activity that negatively affects the nearby businesses, the Permittee is responsible for the designated parking area to include any lots used by the Permittee's contracted valet company. It is the Permittee's responsibility to ensure that parking areas utilized by patrons and employees will be routinely patrolled by security staff so parking areas are not used: as a gathering place; for consumption of spirituous liquor; for violations of state or city law; for acts of violence, or disorderly conduct. Management will ensure that all patrons have left the parking areas within thirty minutes after the designated closing time.

If valet is used, it is the Permittee's responsibility to ensure the valet company meets all the requirements of the City of Scottsdale and has a valid valet license and permit prior to conducting valet business.

Refuse Plan

It is the Permittee's responsibility to ensure refuse containers are properly used and the area in and around the business is kept clean. Failure to do so will result in an investigation and possible citation from the City of Scottsdale Code Enforcement or other governmental agencies.

At closing, management will be responsible for refuse pick-up and any appropriate cleaning, for any refuse found within a 300 foot (three hundred) radius of the business. This will also include patron parking lot(s), valet parking lot(s) and employee parking lot(s). All bottles, trash, bodily fluids or secretions and refuse found on streets, sidewalks, private property, and empty lots within the above designated areas will be placed in the refuse container or cleaned appropriately.

Enforcement of Security Plan

Violations of this Security Plan will be enforceable by City of Scottsdale Police Officers and/or Code Enforcement employees and may constitute grounds for revocation of applicable use permits relating to the establishment.

Violation, amendment, revocation, as defined in Scottsdale City Zoning Code Sec. 1.402.

Conditional use-permits, which have been approved by the City Council, shall be subject to the following procedures and criteria regarding any violation, amendment, or revocation.

- The violation of any condition imposed by the conditional use permit shall constitute a violation of this ordinance and shall be subject to the requirements of Section 1.1400 et seq.
- Conditional uses shall be developed in conformance to the approved plans as determined by the Zoning Administrator. An amendment to a conditional use permit is required before implementation of any material change in the scope and nature of an approved conditional use, material change in any conditions or stipulations to a conditional use permit or material change in the physical size, placement or structure of property subject to a conditional use permit. The Zoning Administrator shall have the discretion to determine if a proposed change warrants an amendment. An amendment must be approved as provided in Section 1.400 et seq. for the approval of conditional use permits.
- The Zoning Administrator may recommend to the City Council and the City Council may affect revocation of a conditional use permit pursuant to Section 1.402 of the Scottsdale Zoning Code for acts including but not limited to:
 1. A violation of the Plan.
 2. Violation of the conditions of the Use Permit.
 3. Violation of Scottsdale ordinances or law.
 4. Repeated acts of violence or disorderly conduct as reflected by police calls for service or offenses occurring on premises utilized by patrons of the Permittee, or failure to report acts of violence
 5. Failure of the Permittee to take reasonable steps to protect the safety of persons entering, leaving or remaining on the premises when the Permittee knew or should have known of the danger to such person, or the Permittee fails to take reasonable steps to intervene by notifying law enforcement officials or otherwise to prevent or break up an act of violence or an altercation occurring on the premises or on premises utilized by patrons and employees of the Permittee when the Permittee knew or reasonably should have known of such acts of violence or altercations.
 6. Any enlargement or expansion of the premises, plan of operation or program format without appropriate approval from the City.
 7. Misrepresentations or material misstatements of the Permittee, its agents or employees.

Dissemination of the Security Plan

- A copy of this security plan must be provided to each security officer and off-duty sworn law enforcement officer as well as the manager(s) and assistant manager(s) employed by the permittee.
- A reading log will be maintained and will be signed by each of the above persons, stating they have read and understood this plan. Each security employee must read the plan once per year, or when there are any changes to the plan.
- A current copy of this plan will be maintained on the premises at all times, and a copy of this plan must be made available upon request of any code enforcement officer or police officer.
- Failure to conform to this plan will be considered a violation of the use permit.

Termination of the Plan

This plan shall terminate when the applicant's Use Permit terminates.

Enclosures

- Addendums attached Refuse and Security Plan
- No enclosures

APPLICANT/MANAGEMENT:

Name: Thomas Beyer
Address: 14980 N 78th Way Suite 204
Phone: 602-828-7204
Date: 12/3/25
Signature: _____



APPROVED BY:

Detective:
Phone:
Date:
Signature: _____

Operation Plan



An Operation Plan explains operational characteristics of a proposed use.

1. Business use type: Sol Flower Dispensary
2. Days of Operation: 7
3. Hours of Operation: 7am-10pm
4. Number of employees
 - a. Full time, indicate work shift 2-4
 - b. Part time, indicate work shift 1
5. Other business officials on site if not employees None
6. Customer characteristics
 - a. Patron seating Indoor waiting room
 - b. Frequency and peak time of customer activity See above
7. Outdoor operations
 - a. Explain all outdoor activities (e.g. everything that takes place outside the confines of an enclosed building):
 - Parking
 - Loading None
 - Storage None
 - Display None
 - Product demonstrations/testing None
 - Activities that take place within areas that are walled but not roofed or covered None
 - Other activities None
8. Description of service activities such as parking lot sweeping, loading, trash hauling and similar associated activities. see attached Refuse Plan

 - a. Frequency of service Activities: days of week, hours of day Deliveries 2-3 times per week (30 minutes)
 - b. Location of Service Activities relative to lower intensity uses Front door
9. Description of refuse removal:
 - a. The location of anticipated parking area for customers including those located off the site.
See attached Refuse Plan
 - b. The area surrounding the property that will be cleaned of debris by the applicant
See attached Refuse Plan
 - c. Time of day of refuse removal. See attached Refuse Plan

Planning and Development Services

7447 E. Indian School Road, Suite 105, Scottsdale, AZ 85251 ♦ www.ScottsdaleAZ.gov

Operation Plan



An Operation Plan explains operational characteristics of a proposed use.

- 10. Description of activities that generate noise that will be apparent to/from adjoining properties.
 - a. Source of noise The Dispensary does not generate noise
 - b. Noise level in DBA at source of noise and point of impact _____
 - c. Description and diagrams of noise source location _____

- 11. Description and documentation of how noise is abated
 - a. Narrative description There is no noise as a result of this business operation
 - b. Attach site plans, elevation, and other plans that visually demonstrate noise source and noise levels, and how noise will be abated

- 12. Proposal for noise monitoring and maintenance of acceptable noise level: No noise generated from this use

Schools Only:

- 1. Number of students on site at any given time: NA

- 2. Frequency of drop offs and pick-ups (start and stop times) on each day of the week: NA

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7447 E. Indian School Road, Suite 105, Scottsdale, AZ 85251 ♦ www.ScottsdaleAZ.gov

Sol Flower Wellness Center (CSI Solutions, Inc.)
14980 N 78th Way
Suite 204
Scottsdale, AZ 85260

Standard Operating Procedure (SOP)

Title: Disposal of Unusable Marijuana and Quarantine Procedures (Refuse)

Purpose

To establish standardized procedures for the identification, quarantine, destruction, and post-destruction handling of unusable marijuana products in compliance with Arizona state regulations and internal security protocols.

Scope

This SOP applies to all dispensary and facility-level operations involving marijuana products deemed unusable, contaminated, recalled, or otherwise unsuitable for sale.

Responsibilities

- **General Manager (GM) and Assistant General Manager (AGM):** Authorized to perform disposal and oversee compliance.
 - **Inventory Control Staff:** Responsible for accurate documentation and secure handling.
 - **Compliance Officer:** Ensures adherence to regulatory requirements and record retention.
-

Definitions

- **Unusable Marijuana:** Product that is spoiled, unsafe, contaminated, recalled, or unsaleable.
 - **Quarantine:** Temporary isolation of flagged products pending destruction or vendor return.
-

Procedure

1. Identification and Classification

- Identify marijuana products that meet criteria for disposal (spoiled, unsafe, contaminated, recalled).
- Document reason for disposal in inventory system.

2. Quarantine Process (Sections 10.12 & 20.4)

- Remove flagged products from active inventory.
- Relocate to designated quarantine area.
- Update quarantine logs and perform compliance checks.
- Determine final disposition: destruction or vendor return.

3. Preparation for Disposal (Sections 10.11 & 20.3)

- Weigh and bag product(s).
- Label with strain, batch, and inventory details.
- Log disposal in inventory system and disposal log.
- Secure waste in vault or designated area until destruction.

4. Approved Destruction Methods

- Grind and mix with dirt for composting.
- Grind and soak with bleach, alcohol, or denaturing solution.
- Render biomass THC-free via extraction (facility-level).

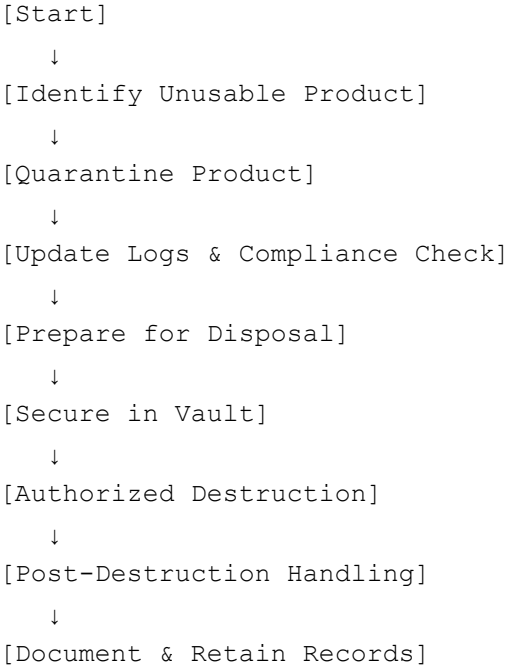
5. Post-Destruction Handling

- Once rendered unusable, the resulting mash or compost is placed in sealed containers.
 - Transfer sealed containers to a **licensed commercial waste facility** for permanent disposal.
 - Remove destroyed products from inventory systems (Leaf Logix® or Dutchie).
 - Capture photos of labels and destroyed items for audit purposes.
 - Retain all destruction records for **three years**.
 - Compliance audits (weekly/monthly) verify no diversion occurred.
-

Compliance Checklist

Step	Action	Completed
1	Identify and classify unusable marijuana	[]
2	Remove from active inventory and quarantine	[]
3	Weigh, bag, and label product	[]
4	Log disposal and quarantine actions	[]
5	Secure waste until destruction	[]
6	Apply approved destruction method	[]
7	Transfer remnants to licensed waste facility	[]
8	Remove from inventory systems	[]
9	Capture photos for audit	[]
10	Retain all records for three years	[]

Visual Flowchart



Sol Flower Wellness Center (CSI Solutions, Inc)
14980 N 78th Way Suite 204
Dispensary Security

The dispensary manager, in conjunction with the director of security, will determine and periodically review the following:

- Individuals authorized to possess keys to the lobby doors.
- Individuals authorized to possess keys and the alarm code for the Dispensary.
- Individuals authorized to possess keys and alarm codes for the vault, secured product storage, and packaging area.
- Individuals authorized to possess keys and alarm codes for the Dispensary's administrative offices.

Any facility agent who has concerns or suspicions regarding potential loss or theft of Company assets is required to promptly report such matters to both the director of security and the directors of the Company. In the event of confirmed loss or theft, the dispensary manager will, in collaboration with the director of security and the Company's directors, ensure that the incident is reported to the appropriate law enforcement agency. Contact information for these individuals is provided in Section 1.4.

The dispensary manager shall ensure that a facility agent accompanies any non-affiliated individual present within the secured, locked premises where marijuana products are stored, displayed, or sold by the Dispensary.

The Company maintains the following comprehensive security protocols for the Dispensary on a continuous basis:

- Devices for the detection of unauthorized entry;
- Exterior lighting designed to facilitate surveillance;
- Electronic monitoring systems, including at least one call-up monitor of 19 inches or greater, a video printer capable of immediate production of clear still photographs from any camera image, and strategically placed video cameras. These cameras will cover all entrances and exits of restricted access areas and the building itself, with capabilities sufficient to identify activities occurring in or adjacent to the premises. Camera resolution will be at least 704 x 480 pixels;
- Remote monitoring of the dispensary and its exterior areas during operating hours by trained security personnel;
- Video cameras positioned at each point of sale to enable identification of all customers making marijuana purchases;
- Video footage retention from all cameras for a minimum of 30 calendar days;
- A failure notification system providing both audible and visual alerts in the event of an electronic monitoring system malfunction;
- Adequate battery backup for all cameras and recording equipment, supporting at least five minutes of operation during power outages;
- Interior panic buttons installed throughout the facility;
- After-hours monitoring conducted by a third-party provider (Bay Alarms).

Unlawful activities are deterred through the implementation of visible security cameras, outdoor lighting, warning signage, access control systems, surveillance monitoring, intrusion detection mechanisms, alarm services, and keypad locks. These measures, particularly keypad locks and cameras, play a crucial role in preventing unauthorized entry. Additionally, "no loitering" signs and strict enforcement of the no loitering policy help minimize incidents of loitering. When loitering occurs, security personnel intervene and may contact law enforcement for further assistance. All medications, cash, and other valuables are stored securely in vaults or safes.

The dispensary is equipped with multiple stationary panic buttons and several mobile panic devices carried by staff members. Employees receive comprehensive training on the proper use of these emergency systems. Panic buttons must be activated immediately in situations where weapons are displayed, or any threat or act of physical assault arises against employees or customers. For less severe incidents—such as verbal abuse or prolonged loitering—staff are instructed to dial 911 to request law enforcement assistance rather than utilize the panic button system.

Crowd Control

The dispensary does not host events that would draw large crowds. Its operations are comparable to those of a standard retail establishment, such as a pharmacy. Customers visit either to make purchases in the showroom or to collect orders placed online. For those shopping in person, a waiting area is provided where they remain until assisted by the next available Sales Associate.

Parking Areas

The consumption of cannabis and cannabis products is prohibited by law in Arizona. Dispensary staff routinely monitor the parking lot to ensure compliance with this regulation. Individuals found consuming cannabis or related products on the premises will be instructed to cease immediately and leave the property. Failure to comply promptly will result in notification to law enforcement authorities.

Security Guard Job Description

Security personnel act as a deterrent to inappropriate conduct on the Dispensary premises and within its facilities. Uniformed security guards have a rotating presence and do not carry firearms. The Dispensary's security cameras are remotely monitored by the security team during business hours. Security staff also conduct unannounced inspections of the dispensary several times per week to observe and review operational procedures. This strategy, in combination with continuous electronic surveillance, effectively serves to deter criminal activity at the Dispensary.

A. Qualifications

The qualifications to be a security guard include a high school diploma, strong interpersonal skills, the ability to stand for prolonged periods and to perform walking patrols. Prior service in the United States' armed forces is encouraged.