

MINUTES  
OF THE  
MEETING OF THE BOARD OF DIRECTORS

CALL TO ORDER

The regular Meeting of the Board of Directors of Pismo Coast Village, Inc. was called to order March 20, 2021, by President Garry Nelson at 10:01 AM.

PLEDGE OF ALLEGIANCE AND INVOCATION

Mr. Nelson led the Pledge of Allegiance. Mr. Plumley gave the invocation.

PRESIDENT'S MESSAGE

Mr. Nelson welcomed the Directors to the meeting. Due to Covid-19 mandates being in place, shareholders did not participate in this meeting. It is with anticipation that shareholders may be able to participate in the May Board meeting if County guidelines change.

Mr. Nelson then presented Terris Hughes a plaque in recognition of his commitment and dedicated service as Board President from 2015 to 2020. On behalf of the Board of Directors and Pismo Coast Village, Mr. Nelson expressed his appreciation and gratitude to Mr. Hughes for all of his efforts, and for helping the company move forward during his term as President. Mr. Hughes thanked the Board, Mr. Jamison and the Corporate office for their support and contribution over the years.

ROLL CALL

Mr. Skaggs called roll. All members of the Board of Directors were present either in person or via video conferencing. Mr. Skaggs declared a quorum.

PRIOR MINUTES REVIEWED

Mr. Williams moved that the minutes of the Board Reorganizational Meeting held January 16, 2021, be accepted as submitted. Mr. Buchaklian seconded, and the motion carried unanimously.

CHIEF EXECUTIVE OFFICER/GENERAL MANAGER'S REPORT

Mr. Jamison, Chief Executive Officer/General Manager, thanked Mr. Hughes for his years of service as President. He began his manager's report by stating that the Resort has continued on the trajectory of having record months of occupancy all the way back to July 2020 except for the months of December 2020 and January 2021 due to the Stay-at-Home mandate. The trend is proving first time RV users coming to the Resort as is across the industry with record RV sales. Occupancy has maintained very high numbers. Reservations Supervisor, Darrell Sisk, has been researching new reservation systems and the amenities of those platforms. The goal is to possibly upgrade or change our system in the future to a platform that will allow the reservations system to integrate with our accounting system. The current system, Digital Res, does not allow for this.

Mr. Jamison then gave an update on Resort activities and general operations. Toste Paving will be onsite 3/24 and 3/25 to complete paving of the areas near the exit gate and the Y by the horseshoe pits. Spring break for our area begins Friday, 3/26. Bags

filled with candy-stuffed Easter eggs will be passed out to guests on Easter weekend. Minor issues with the Resort's Wi-Fi dropping out are being addressed. Mr. Jamison discussed the status of the new RV Shop, which is being utilized for some major RV repairs. Opening the shop full-time remains on hold until more staffing is acquired. A discussion followed regarding e-verification of potential employees. To meet the challenges of staffing, ads are running on Craigslist for Maintenance Supervisor, RV Technicians, and janitorial staff. Three Security staff have been hired. Security Supervisor, Josh Lockett, will be conducting a security training program for his staff which will highlight customer service and rule enforcement. Mr. Jamison commended Mr. Lockett for his efforts.

A brief overview was given of the impact of Covid-19 within the Resort. Seven employees who tested positive for Covid over the past two months are in good health and back to work. The quarantining protocol for these employees was handled by the Resort. All staff continue their efforts to social distance, sanitize and wear masks. Mr. Pappi questioned as to the origin of infection of the staff with Covid-19. Per Mr. Jamison, one of the seven cases was a possible trace back to the Resort, but there were no confirmations. The other six staff members indicated infected family members. A discussion followed regarding Resort staff vaccinations.

Continuing work is taking place on the Paycheck Protection Program (PPP) loan forgiveness. Preliminary numbers show full compliance and anticipated forgiveness on the company's loan. The Workers' Compensation Insurance MOD Rate is being dropped from 91 in 2020 to 77 in 2021. Mr. Jamison has been monitoring the progress of the City of Pismo Beach General Plan draft which is to include the acceptance of changes to the current permitting standards that would allow for third floor construction to the Clubhouse renovation project. If accepted into the General Plan, the Clubhouse project would then be presented to the Coastal Commission for review.

Mr. Plumley questioned the status of the new resort being built in Avila. Per Mr. Jamison, an established target date for the completion of Harbor Terrace has not been set. When completed, Harbor Terrace will feature space for marine gear and boat storage, and overnight accommodations, including walk-in tent camping, RV sites and self-contained cabins.

#### EXECUTIVE AND PERSONNEL & COMPENSATION/BENEFITS COMMITTEE REPORT

Mr. Pappi, Chair of the Personnel and Compensation/Benefits Committee reported that there was a joint meeting held Friday, March 19, with the Executive Committee. All Committee members were present. Mr. Jamison also attended and presented the General Manager's report. He provided an overview of Resort projects and activities, and gave Covid-19 updates. Old and new business was discussed. The meeting was adjourned at 3:51 p.m.

#### FINANCE COMMITTEE REPORT

Mr. Roberts, Chair, reported that the Committee met this morning, March 20. All Committee members were present. Mr. Roberts reported the Committee reviewed the financial statements for February 2021, and reviewed the status of the capital projects for FY 20/21 along with the balance sheet. The meeting adjourned at 9:35 a.m.

### OPERATIONS COMMITTEE REPORT

Mr. Enns, Chair, reported that the Committee met this morning, March 20. All Committee members were present. The Committee discussed the 2022 Shareholder Information Manual and reservations calendar presented by Charles Amian, Operations Manager. The Committee also reviewed specifications for types of RVs allowed in the Resort, along with onsite RV wash rules. No decisions were made at the time. Discussions will carry over to the next meeting. The meeting adjourned at 9:30 a.m.

### AUDIT COMMITTEE REPORT

Karen King, Chair, reported the Committee met Friday, March 19. All Committee members were present. The Committee reviewed and commented on the Brown Armstrong CPA 2021 Engagement letter, the Audit letter dated November 2020 and the external audit documents. The Committee had a discussion regarding the body of work and priorities of the Committee during 2021 to include company business controls and ethics. The meeting adjourned at 12:25 p.m.

### ENVIRONMENTAL, HEALTH & SAFETY ADVISORY COMMITTEE REPORT

Mr. Skaggs, Chair, reported that the Committee met Friday, March 19. All Committee members were present. At the meeting, Charles Amian, Operations Manager, gave an update on new incidents regarding the health and safety of employees and guests. He provided the Guest Injury Summary report for the period of 11/12/2020 through 3/18/2021. Mr. Amian also presented the Resort's existing Tsunami Evacuation Plan. Josh Lockett, Security Supervisor, reviewed the Tsunami Evacuation Plan, and did not have any recommendations for changes to the existing plan. Mr. Amian distributed the current list of open EH&SA Advisories. He also provided a field review for the Committee which included assessments of the beach access points, the overview ramp facility, the westerly gazebo, the shuffleboard area and horseshoe pits. The meeting adjourned at 11:00 a.m.

### NOMINATING COMMITTEE REPORT

Mr. Willems, Chair, reported that the Committee met Friday, March 19. All Committee members were present. Due to Covid-19, applicants were not interviewed in 2020. The Committee reviewed three new applications. Interview dates will be set. Prior applicants were also reviewed, and their status' were either updated or dropped. Current interview questions were discussed. The meeting adjourned at 1:30 p.m.

Mr. Nelson recessed the meeting at 11:00 a.m. He reconvened the meeting in Closed Session at 11:10 a.m.

### OLD BUSINESS

Mr. Jamison discussed the improvements made to the Resort's website which included tab development specifically geared to the company's shareholders. He reported that the new Spring/Summer edition of the Corporate Chronicle newsletter was distributed to shareholders as of 3/19.

Mr. Buchaklian requested an update on the Clubhouse renovations plan. Per Mr. Jamison, the Resort is waiting on the completed draft of the City of Pismo Beach General Plan for third floor construction inclusion.

Mr. Nunlist thanked the Board and staff for their recent support.

## NEW BUSINESS

### STOCK REPORT

Mr. Skaggs reported that he had reviewed the stock transfers shown on the Stock Transfers List dated March 20, 2021, and that to the best of his knowledge, these transfers have met the criteria for changing ownership and have been approved for transfer.

### SAFE DEPOSIT BOX

Mr. Williams moved, Mr. Hearne seconded, and the Board unanimously adopted the following resolution:

#### RESOLUTION 1257/1231

Resolved that the following persons be authorized to execute the signature cards for the safe deposit box account with Pacific Premier Bank:

Garry Nelson, President and Chairman of the Board  
Jerry Roberts, Vice President – Finance and Chief Financial Officer  
George Pappi, Jr., Executive Vice President  
Brian J. Skaggs, Vice President – Secretary  
Rodney Enns, Vice President – Operations  
Jay Jamison, Assistant Corporate Secretary/Chief Executive Officer/General  
Manager

Further resolved that two of the authorized signers, acting together, shall be required to be present at any time access to the safe deposit box occurs.

### CHECK DISBURSEMENT

Mr. Nelson reported that he signed five checks. As required by a resolution, a report must be made to the Board. He reviewed the checks that he had signed for the City of Pismo Beach, insurance and Transient Occupancy Tax (TOT).

There being no further business, the meeting was adjourned at 11:40 AM.

The above minutes of the March 20, 2021, Board of Directors' Meeting are correct and accepted as presented.

  
\_\_\_\_\_  
Brian J. Skaggs, V. P. – Secretary