

From: LDB Store Ops Admin LDB:EX

Sent: Wednesday, November 25, 2020 8:32 AM

To: LDB Store Ops Admin LDB:EX <ldbsoadmin@bcliquorstores.com>; LDB D SO All Stores <ldbballstores@bcldb.com>; LDB D SO All Store Managers <allstoremgrs@bcldb.com>; LDB D SO Assistant Managers <ldbasstmgr@bcldb.com>

Cc: LDB D SO Regional Managers <ldbrmgrs@bcldb.com>; LDB Retail Liquor Help LDB:EX <rlhelp@bcldb.com>

Subject: Attention - Mandatory masks at BC Liquor Stores

Please see the below message sent on behalf of Michael Procopio, Executive Director, Retail Operations:

The Provincial Health Officer indicated on November 19, 2020, that she asked the Minister of Public Safety and Solicitor General to make an order requiring the wearing of masks for all indoor public and retail spaces for staff and customers. We are waiting for the order from the Minister of Public Safety and Solicitor General so that we know the exact measures that will apply to our retail stores. The below may need to be adapted when we have the order and we will communicate with you about any changes or clarification. In the meantime, what we know is that all employees and customers must wear masks in the retail stores unless they are unable to for medical reasons. When serving a customer, employees must wear masks even if there is a plexiglass barrier.

As previously communicated, employees are receiving three reusable masks which will be allocated to stores. If an employee cannot wear a mask for medical reasons, please inform your Regional Manager and Disability Case Management Advisor (DCMA) to request a medical accommodation, and await further direction.

To help support the new order from the Provincial Health Officer, a limited supply of disposable masks have been allocated to stores for use by customers. If a customer entering your store does not have a mask, please offer the customer a disposable mask. If a customer will not wear a mask, politely inform the customer that BC Liquor Distribution Branch is following the direction of the Provincial Health Officer that all customers and employees must wear a mask in retail spaces and that they cannot come in to the store without wearing a mask. If a customer becomes agitated or abusive, maintain your own safety first and try to de-escalate the situation. If a customer continues to refuse to wear a mask or advises they have a medical condition that prevents them from wearing a mask, please bring this to the attention of your supervisor or manager to address.

Your supervisor or manager will attempt to address the customer's circumstances while ensuring that we maintain the order of the Provincial Health Officer and will refuse service to the customer. Where the matter cannot be addressed and the customer escalates their response (e.g. abusive) while in the store, the supervisor or manager may contact law enforcement for assistance.

Ensuring your safety and workplace health and safety is important for all of us. It remains essential that we all maintain proper physical distancing and hygiene best practices as they are the most effective way to prevent transmission. When assisting and serving customers, please do so with proper physical distancing.

Please talk to your supervisor or manager if you have any concerns.

Thank you,
Michael Procopio, Executive Director, Retail Operations