

September 13, 2022

To: Customer Industry Associations

From: LDB Wholesale Operations

Re: Service update: resumption of LDB Wholesale distribution

Thank you in advance for sharing the following update with your members.

The BC Liquor Distribution Branch's (LDB's) distribution centres and wholesale customer centres have completed all orders placed before 3 p.m. on August 17 and we are working additional shifts and overtime to assemble and ship the high volume of orders received after August 31.

We thank our customers for their continued patience as it will take three weeks or more for service levels to return to normal and delivery timelines will be delayed until further notice. In areas impacted by the current wildfire situation, transportation routes may be disrupted, resulting in further delays.

No ETAs or Delivery Windows:

We thank our customers for their continued flexibility as we will need to continue to deliver outside of normal delivery windows; we are unable to provide delivery windows or ETAs for deliveries. We will advise when we return to standard service.

The Wholesale Customer Centre (WCC) will notify customers once an order has been shipped from the distribution centre. We kindly ask that customers do not contact the distribution centres, please direct all inquiries to WCC at wholesalehelp@bclddb.com or call 604-775-0681 or 1-888-775-0681.

Non-stocked Wholesale Product Delays:

While we will attempt to deliver non-stocked wholesale product (NSWP) as soon as possible, there will be continued delays.

Single Bottle Pick Suspended:

While we continue to prioritize meeting volume demand, single bottle pick will not be available. We will advise when single bottle pick resumes.

We want to assure our customers that our teams at the distribution centres and wholesale customer centres are working diligently to bring service levels back to normal; however, we recognize that some customers may be frustrated during this time period.

In line with the LDB values, our teams strive for excellence in serving our customers and are committed to doing so in a respectful manner. When doing business with the LDB, we expect and appreciate that our customers will also remain professional and respectful in their interactions with our team members. We appreciate the continued patience, support and flexibility from our customers.

We will continue to provide regular progress updates to industry. Important notices will be posted on the LDB Wholesale Operations website at wholesale.bclddb.com.