

August 31, 2022

To: Customer Industry Associations

From: LDB Wholesale Operations

Re: Important service update: Resumption of Wholesale distribution, WCC operations and Webstore

As announced yesterday, the BC Liquor Distribution Branch (LDB) is pleased that job action has halted. The LDB remains hopeful while the parties continue to work towards a resolution and looks forward to welcoming back employees to our distribution centres and wholesale customer centres.

This update is intended to provide some guidance on what customers and suppliers can expect over the next several weeks as it will take some time for service levels to return to normal. Thank you for sharing this memo with your members.

To facilitate a smooth return to normal service levels in an expedited manner, the distribution centres will focus first on shipping the outstanding orders currently assembled in the distribution centres and fulfilling customer orders that were received prior to job action. This includes:

- Orders received by email and telephone before 3:30 p.m. on Monday, August 15
- Orders placed on Web Store before 3 p.m. on Wednesday, August 17

We aim to start shipping these outstanding orders today and customers will be notified by email when their order ships from the distribution centre. Once the outstanding orders have been completed, the distribution centres will start assembling and shipping new orders that are received. To ensure we can get product to customers as soon as possible, it is likely we will need to deliver outside of normal delivery windows. We thank you in advance for your patience and kindly request that customers remain flexible for order deliveries. This strategy will allow for the most efficient supply of product to customers and 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. Until further notice, we will be unable to provide delivery windows or ETAs for deliveries. We kindly ask that customers do not contact the distribution centres directly, please direct all inquiries to WCC.

For wholesale customers serviced by the Kamloops Distribution Centre (KDC), we will make every effort to ship both the KDC portion and Delta Distribution Centre (DDC) portion at the same time. However, it may be shipped separately in an effort to ship customers available product as quickly as possible.

Customers who normally pick-up their orders from the WCC Vancouver will be emailed the day before when their order is available for pick-up.

Other temporary impacts

Until further notice, single bottle pick service is temporarily suspended. Our teams will be focusing singularly on meeting volume demand and single bottle pick will not be available for ordering; and any orders already submitted will not be fulfilled.

While we will attempt to deliver non-stock wholesale product (NSWP) as soon as possible, it is likely there will be delays during this initial restart phase.

Customers may submit returns but thank you for understanding that it may take some time before any returns are reviewed and processed by WCC Vancouver.

Ordering

Web Store is now available to wholesale customers to place orders and view inventory levels. Given the anticipated high volume, users may experience some delays when placing orders and processing transactions. We kindly ask any users who experience challenges to try using Web Store again before contacting the WCC.

WCC will now accept wholesale customer orders by email and telephone but processing times will be delayed due to anticipated high volume. Therefore, for eligible customer types, we would like to encourage customers to use Web Store for ordering and inventory visibility.

During this time, it is important that we continue to support each other in the industry and work together to expedite the return to normal service levels. Here are some suggestions to expedite order assembly and shipping:

- Review the available inventory frequently and order what is currently available.
- Where possible please order beer and refreshment beverages in full pallet quantities (approximately 110 cases), a list of pallet quantities by SKU can be found on the LDB Wholesale Operations website at <https://wholesale.bclddb.com/resources/product-information>.

Credit card updates and PAP/PAD remain unaffected and will continue as per regular operations.

We greatly appreciate your continued patience and understanding as it will take some time for liquor wholesale operations and service levels to return to normal. We are working closely with our carriers and industry partners to allocate additional resources to support a smooth and expedited resumption of operations.