

LDB UPDATE
March 23, 2020

BCLS continue to operate across the province with the exception of some of our smaller communities who are experiencing staffing issues – these stores are closing periodically when they can't staff to acceptable safety levels.

Effective immediately BCLS will no longer accept customer (hospitality/retail) returns. DCs will continue to enforce their current return policies. This is a necessary, temporary measure to protect the overall supply-chain. We simply do not have adequate staffing levels to process returns at this time. We understand this may have a negative impact on some of your members, but it wasn't a decision we made lightly. This is a temporary measure only and will consider returns when we have a more stable workforce that can facilitate these processes.

Both KDC and Delta DCs are still seeing lower than optimal staffing levels. Volumes remain high and we expect to see further deferred deliveries through Thursday (at this time). Again, to-date BCLSs have been the only customer impacted, however, we expect this may start to impact some of the private stores over the coming days. Anyone impacted will be contacted directly by the Wholesale Customer Centre (WCC).