

LDB UPDATE
March 24, 2020

BCLS continue to operate across the province with the exception of some stores who are experiencing staffing issues – these stores are closing periodically when they can't staff to acceptable safety levels. Of note - we are experiencing significant staffing challenges on the North Shore and will be closing our Esplanade store (indefinitely) and redeploying staff to support the other stores in that market. You can view store closures at bcliquorstores.com.

Effective March 29, BCLS will be closed across the province on Sundays. This is a temporary measure to allow for resource reallocation as well as ensuring our staff are getting some much-needed rest.

As you are all aware, the LDB suspended customer returns yesterday. Though a necessary step we have received several complaints from hospitality customers. I want to reiterate, the LDB is very aware that this is causing impact to some hospitality customers, it was not an easy decision for the same reasons. This is a temporary step we are taking in the best interest of the overall supply chain. We are revisiting our current processes regularly and will make this service available as we are able.

Both KDC and Delta DCs continue to see record volumes. We saw demand flatten late last week but have seen it peak again coming out of the weekend. Both are functioning with lower than optimal staffing levels. We are starting to see staffing impacts affecting some of our freight companies as well as experiencing some minor delays coming out of Container World. We are currently seeing deferred deliveries affecting private retailers being serviced out of Kamloops and expect to see the same impact to private retailers being serviced out of Delta as we head into the latter part of this week. Again, anyone impacted will be contacted directly by the Wholesale Customer Centre (WCC). The below message is posted to our Wholesale Website and has been sent to our wholesale customers.

Intermittent delays to product orders

Wholesale Operations is working hard to respond to the challenges presented by the evolving situation with COVID-19. We are focused on protecting our supply chain and supporting our industry partners.

Due to unprecedented demand, the current strain on labour resources, and the constraints on logistics, we are unable to meet our standard delivery service levels. As a result, many of our Wholesale customers will experience delays in order delivery. The Wholesale Customer Centre will make every effort to communicate these changes to you in a timely manner to minimize the impacts to your business.

Wholesale Operations is committed to remaining open for business to ensure the best outcomes for your operations and thank you for your continued patience as we navigate this rapidly changing situation.