



**To:** Industry Associations (customer - ABLE, BCRFSA, RLSAS, Restaurants Canada)  
**From:** LDB Wholesale Operations  
**Re:** Important service update: Wholesale Operations Restart Status and Service Availability

***Please share this important notice with your membership.***

The BC Liquor Distribution Branch (LDB) is pleased with the [announcement that a tentative agreement has been reached](#). As of Monday, October 27, the LDB is resuming wholesale operations following the conclusion of strike action.

The LDB is welcoming back employees and resuming operations in the distribution centres, Wholesale Customer Centres (Vancouver and Victoria), vendor and supply chain-related services. BCLIQUOR (BCL) retail locations will also reopen to support hospitality customers.

This update outlines what customers can expect as part of the restart of wholesale operations today and in the coming weeks, as wholesale operations teams work to restore service levels as quickly and efficiently as possible.

### **Outbound Shipping**

Orders received prior to the September 22 shutdown are actively shipping from distribution centres. Deliveries may occur outside of normal windows, and customers will be notified by email when their orders are released.

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. Until further notice, we will be unable to provide delivery windows or ETAs for deliveries. We kindly ask that customers direct all inquiries to Wholesale Customer Centres (WCC).

Non Stocked Wholesale Product (NSWP) fulfillment is being processed on a best-effort basis and, while we aim to deliver as soon as possible, delays are likely during this initial restart phase. Single bottle pick service remains suspended during the restart period, and new orders are not being accepted.

### **Web Store & Customer Support**

Preparations are underway to reopen the Web Store and Wholesale Customer Centres (WCC) in Vancouver and Victoria today. An update will be provided this afternoon on the Wholesale Operations website confirming when these services will be available. As customers prepare to place their initial orders, we kindly request that orders are within their receiving capacity. Customers with pending payment retries will be contacted and supported before ordering services resume.

Please note that we are anticipating a high volume of order submissions and customer inquiries as services resume. This may result in longer response and processing times. We appreciate your continued patience and understanding as our teams work to support all customers as efficiently as possible.

**We will post a follow-up communication on the [Wholesale Operations website](#) this afternoon with details on when Web Store and WCCs will reopen.**

Looking ahead, we will also share further updates next week to provide greater visibility into service levels, turnaround times, and key operational timelines.

Thank you again for your continued patience and understanding. For up-to-date information, please continue to visit the LDB Wholesale Operations website at [www.wholesale.bclldb.com](http://www.wholesale.bclldb.com).