

Important licensee guidance ahead of potential strike at LCBO

Earlier this week, we reached out with an update on the status of labour negotiations between LCBO and the Ontario Public Service Employees Union (OPSEU) and shared information on our contingency approach to supporting licensee customers should the union go on strike **on Friday, July 5** (or any time after).

We've issued some initial information on **how LCBO operations would pivot if a strike were to happen**. If a strike happens, all LCBO retail locations will be closed for 14 days, so we would like to offer more guidance to our licensee customers as well.

In the event of a strike at LCBO, we have robust contingency plans that cover our ability to continue to take and fulfill wholesale orders. We've put measures in place across our inventory build, our warehouse operations, and our fulfillment approach that reflect the importance of beverage alcohol availability to bars and restaurants, especially during the busy summer months. Our priority is to ensure the best possible continued service and we appreciate your unique considerations.

That said, it would not be business as usual and there would be some needed changes in our ways of working with you.

As much as possible, shop now for products you would need to have on hand in the event of a strike.

- Order online, shop in-store with extended hours through July 4, and Same-Day Pickup orders on [lcbo.com](https://www.lcbo.com) are available until July 2.
- Returns would be accepted once regular operations resume following a strike.
- In the event of a strike, the following shopping options would be available to licensees:

Online

- We will be accepting licensee orders via [wholesale.lcbo.com](https://www.wholesale.lcbo.com), our recently launched eCommerce platform which provides a more consistent experience for our wholesale customers. These orders would be delivered to establishments, free of charge.

- Out of consideration for our need to streamline resources and processes to operate as efficiently as possible, online orders on [wholesale.lcbo.com](https://www.wholesale.lcbo.com) would be in case lot for each item ordered.
- Product assortment will be limited to a selection of SKUs LCBO has planned to support an increase in inventory and customer preferences.

In-store

- While LCBO retail locations are closed, there will be other access points for licensees to buy beverage alcohol by the unit. We will share the instructions with you immediately should a strike occur.

- When the 30 LCBO retail locations open, licensees can shop in-store. No product capacities will apply when you identify at checkout and receive your discount.

We will continue to do everything in our power to mitigate impact, however, we acknowledge that this situation would cause disruption and we regret the inconvenience to our valued licensees.

We do not want a strike at the LCBO and have several bargaining dates leading up to the strike deadline where we will stay focused on reaching a deal with OPSEU. We will keep you informed on the status and outcome of negotiations next week.

We are here to support you through the ordering and delivery process as needed. LCBO wholesale account representatives remain available if you have any questions.

Thank you for your patience and understanding as we navigate this uncertain time together.