

## Supporting you in the event of an LCBO union strike

LCBO and the Ontario Public Service Employees Union (OPSEU), the union representing approximately 10,000 LCBO team members, have been at the bargaining table negotiating a renewal collective agreement over the last several months. Most recently, OPSEU was granted a 'no board' report from the Ontario Ministry of Labour, which, coupled with their strike vote, puts them in a legal strike position as of **12:01 a.m. on Friday, July 5** (or any time after).

Over the course of the past few weeks, we have been in touch with our valued wholesale customers, including existing licensed grocers, and bars and restaurants on the importance of the timely placement of orders and consider increased sales demand in your forecasting. We strongly recommend you follow this direction.

This morning, we **shared guidance that customers should consider shopping early** to help prepare for the potential disruption to the retail customer experience and we would like to offer a bit more information on our approach to wholesale planning at this time 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 wholesale, especially during the busy summer months. Our priority is to ensure continued service and the support of our valued customers, both retail and wholesale.

One step you should take now is to make sure that you are registered on [wholesale.lcbo.com](https://wholesale.lcbo.com). If there is a strike, LCBO will only be accepting licensee orders via **wholesale.lcbo.com**, our new eCommerce platform which provides a more consistent experience for our wholesale customers. If you have not yet transitioned your ordering to the new platform and activated your account, please visit **wholesale.lcbo.com** and see the **user manual** (there is also an **informational video**).

Your account on [wholesale.lcbo.com](https://wholesale.lcbo.com) has been created by the LCBO. If you don't know your credentials, please email us at **licensee@lcbo.com** requesting your account credentials. In the subject line of your email to us please provide your Liquor Sales License number and the company name associated with it.

As you plan your orders, please also note that Same-Day Pickup is only available until July 2.

LCBO will provide continued service. That said, it will not be business as usual and there may be some changes in our ways of working with operators. What we can say with all confidence is that customers will be supported through the ordering and delivery process. In the meantime, we remain committed to reaching a deal that is fair and helps the LCBO to operate efficiently and effectively in the new marketplace and will keep you informed as the collective bargaining process continues to unfold. Please

find our latest updates on LCBO and OPSEU labour negotiations at [LCBONegotiations.com](http://LCBONegotiations.com).

Again, we will be in touch on any other matters that require your attention. In the meantime, our support for your business continues. Please feel free to reach out should you have any questions.

Thank you.