

**To:** Commercial Customers  
**From:** Dan Eliasson, Director, Liquor & Cannabis Commercial Partners  
Bryan Letkeman, Director, Liquor Operations Supply Chain  
Jeff Reid, Director, Retail Stores  
**Date:** August 28, 2023  
**RE:** Transition Plan to Regular Operations

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## Transition Plan to Regular Operations:

On August 23, 2023, Manitoba Liquor & Lotteries (MBLL) and the bargaining unit of the Manitoba Government and General Employees' Union (MGEU), representing much of our Liquor Operations staff, reached a tentative agreement that will bring an end to the current labour disruption. MBLL staff will begin a gradual return to work starting August 28, 2023.

Business operations impacted by the labour dispute will transition back to normal over several days or weeks depending on the specific function and degree to which it has been impacted, including backlogs that need to be cleared. The duration of this labour dispute has, as no surprise, disrupted MBLL's operations in many areas, and as such it will take time to return to normal activity.

We understand and appreciate the continued business disruption you are experiencing, and we are committed to resuming regular operations as quickly as possible.

Over the next several business days, MBLL-distributed products will be available for ordering through Customer Self Service (CSS); outbound shipping will also resume gradually. A phased approach, as identified below, is being used to minimize unanticipated or negative impacts to our ordering system and to manage the large volume of backlogged demand. We are working hard to resume regular business operations with you in a timely manner without further disrupting the flow of goods.

## Commercial Customer Purchase Locations:

- The Eastwinds Liquor Mart, located at 1530 Regent Avenue, will remain a commercial customer purchase location **until 5:00 pm on Friday September 1**. This location is open daily from 12:00 pm to 5:00 pm. During this time, commercial customer purchases will not be processed at other Winnipeg based Liquor Marts.
- The Brandon Victoria Liquor Mart, located at 1015 Victoria Avenue, will remain a commercial customer purchase location until **4:00 pm on Wednesday August 30**.
- On-premises licensees and Hotel Beer Vendor licensees in rural communities may shop at a local Liquor Mart. Visit [www.liquormart.ca/hours](http://www.liquormart.ca/hours) prior to shopping.
  - Inventory will be limited as we continue to re-stock our stores.
  - Please limit your purchases to only what is needed for a few days of business, allowing for a faster recovery to normal operations.
  - Liquor Vendor licensee purchases will not be accepted at these locations.

## Customer Self Service (CSS) Access:

- **Liquor Vendors:** Effective 8:00 am on Thursday, August 31, you may begin ordering again from CSS for MBLL-distributed products. Please manage order frequency to your regular cycle (e.g. weekly, bi-weekly) as per regular volumes.
- **On-premises and Hotel Beer Vendor licensees:** Effective 8:00 am on Friday, September 1, you may begin ordering again from CSS for MBLL-distributed products. Please manage order frequency to your regular cycle (e.g. weekly, bi-weekly) as per regular volumes.
- Delivery dates may be delayed by four to five business days as inventory and shipping capacity returns to normal.
- Only full cases will be available for ordering at this time. Single bottle orders will be available for ordering beginning at 8:00 am on Monday September 11. **Single bottle orders will not be fulfilled before September 11.**
- Please note when placing orders in CSS, MBLL's Distribution Centre will be closed on Monday, September 4, 2023, for the statutory holiday and will not be making any deliveries.
- A phased approach to enabling access to MBLL-distributed products on CSS is being used for order system load management purposes allowing for potential impacts to the Customer Self Service (CSS) ordering system to be minimized.

## Liquor Contact Centre:

- The Liquor Contact Centre will resume regular operations at **8:00 am on Monday August 28.**
- Activities such as processing credits, product returns, account maintenance, and schedule reporting will resume on this date.
- Responses to your inquiries, including the processing of credits and product returns, may be delayed as Liquor Contact Centre staff respond to the backlog of inquiries.

## Pricing & Promotions:

- All marketing and promotional programming is cancelled for September, including display, support, LTO, Hot Buy, Flash Sale, and AIR MILES specials.
- October marketing and promotional programming will move ahead as approved. The Liquor Vendor Spotlight program will resume in November. Details will be shared soon by the Liquor Programming & Experience (LPX) team.
- The September 1, 2023, price change has been cancelled. The next scheduled price change is on November 1. Please refer to the previous update memo for additional details on price changes.

Thank you for your patience as we gradually return to normal business operations.