

Guidelines for vendor representatives visiting BC Liquor Stores during COVID-19

As BC Liquor Stores continue to adapt and innovate under the new pandemic guidelines, we are also placing the utmost importance on the working relationships with our industry partners. We appreciate your support in facing these unprecedented challenges and are happy to reinstate vendor visits, **effective August 17, 2020**.

As you are aware, the stores are currently following the province's physical distancing and maximum capacity guidelines. As a result, BCLS is mandating that agent visits are limited at this time. This is to ensure that **customers are our first priority**, and to avoid long line-ups that could discourage customers from shopping at our stores. We require you to maintain the following guidelines for store visits.

Preparing for store visits:

Is the store visit necessary?

- Kindly limit the purpose of your visit to the key activities that require your physical presence at the stores.
- As much as possible, **please share product information or promotions via email**. BC Liquor Stores staff are happy to work with you through virtual meetings or discussions.

Inventory checks

- Check store inventory levels online (www.bcliquorstores.com) before your visit to the store.
- Please engage with store personnel only if there are discrepancies in inventory levels.

Booking a meeting

- Before visiting a store, please contact the store management, **preferably via email**, to book a time.
- Please **do not drop-in to the stores without a prior appointment** or engage store personnel for business-related matters during personal shopping visits.
- When booking a time slot, please detail the purpose of the visit so that store personnel can be prepared.
- Representatives are allotted 20-minute time slots between Monday to Thursday, during off-peak hours. Timing will be allocated as per the Store Managers discretion.
- Adhere to the allotted 20-minute appointment time and keep your visits as concise as possible.

Capacity limits and physical distancing

- **Only one representative** from the same supplier or agent is allowed in the store at a time. Please refrain from doing group visits.
- **Please follow all physical distancing guidelines** and BCLS COVID-19 safety measures displayed in the store.
- Kindly refrain from bringing any snacks or coffee to share with staff at this time.

Updated promotional practices:

BC Liquor Stores has altered its promotional practices to align with safe operating procedures during COVID-19.

- **Drop-offs are suspended** until further notice. This includes vendor shelf talkers, gift with purchase items/bins, special racks, etc. However, vendor shelf talkers can be mailed directly to each store, as per previous communications.
- Vendor applied **on-packs/neck-tags are suspended** until further notice. **Priors** (on-packs that are already attached to the product prior to arriving at DDC) will continue to be accepted.
- **Tasting sessions are suspended** until further notice. We are developing new protocols for reinstating tastings, prioritizing the safety of staff and customers.
- **Displays** have been reduced to provide more space for physical distancing. **BC Liquor Stores will not fulfil ad-hoc display requests.**