

Lok, Wesley LDB:EX

From: [s.22] LDB:EX
Sent: Monday, June 04, 2012 12:48 PM
To: Roger, Ask LDB:EX
Subject: privatization

Will there be any buyouts if and when the distribution center doe get sold?

[s.22]

BC Liquor Distribution Branch

Phone: [s.22] Fax: [s.22]

[s.22]@bcldb.com

www.bcldb.com

Lok, Wesley LDB:EX

From: s.22 LDB:EX
Sent: Monday, June 18, 2012 12:03 PM
To: Roger, Ask LDB:EX
Subject: Your retirement

Jay,

I find it odd that on June 4th you sent out an e-mail with the askjay@bclddb.com request in it. Now 10 days later you announce your resignation? Very strange.

The fact that you would want to leave during such an important development in LDB history is amazing. I can only hope that your resignation causes more upheaval in the RFP process. I hope you are not being pushed out of your position as i do not believe you are leaving voluntarily.

I sincerely hope that the RFP does not go through as i want to remain with the LDB until i choose to retire or move on to something better. In your june 4th e-mail you said that you know that uncertainty is stressful, with all the developments surrounding this RFP (including your resignation) the stress levels are through the roof.

I hope Roger is as effective a communicator as yourself and i wish you the best in your future endeavors.

s.22

Distribution Training

Lok, Wesley LDB:EX

From: s.22 LDB:EX
Sent: Tuesday, June 19, 2012 2:55 PM
To: Roger, Ask LDB:EX
Subject: A question about service
Attachments: Question for Jay.doc

Hi Jay,

Attached to this email is a question I have in regards to the Minister's remarks about service levels to our private sector partners. I really appreciate the opportunity to ask it. Thanks Jay.

Cheers,

s.22

- WCC/Parts

Question for askjay@bcldb.com

Dear Jay,

On Thursday May 31st, Minister Rich Coleman was the guest on “The Voice of BC” – a local talk show hosted by Vaughn Palmer. At about the 36 minute mark, Matthew Philips of Philips Brewery asked this question:

We’re concerned about the Liquor Distribution Branch distribution costs and service levels and so we’re wondering if he [Rich Coleman] can commit that the new privatized scheme will have the same price and the same service levels that we’ve been accustomed to?

In response, Minister Coleman offered the following:

But really what it all comes down to is: Is there a way to better distribute and warehouse liquor to the advantage of us and find savings and efficiencies to get service up? We actually do get a number of complaints about service from our private sector partners whether it be liquor stores, pubs and those things about how we are servicing them in our present distribution systems. So, to find out whether there is a better way of doing it, I don’t think anybody should be afraid of that.

As s.22 of the Parts Department, which oversees the order picking for the Wholesale Customer Centre, it is my job to ensure that our private sector customers get the best possible customer service in terms of timeliness, productivity, accuracy and general load quality. If there are complaints in this regard, it is my responsibility to follow-up on them and then initiate corrective measures that will lead to improvements. So, my question is:

Is there anything I can do, within the context of my current responsibilities, to address the complaints that Minister Coleman has received from our private sector partners?

Thank you for giving me the opportunity to ask my question.

Respectfully,

s.22

WCC/Parts

Lok, Wesley LDB:EX

From: Calvo, Manami LDB:EX
Sent: Wednesday, June 20, 2012 11:10 AM
To: Roger, Ask LDB:EX
Subject: RE: A question about service

Hi Tarina,

As the request is for records received between June 4-18, 2012, the third one is not responsive.

Thanks for your help on this one.

I got your other response as well.

Manami

From: Ask Jay LDB:EX
Sent: Wednesday, June 20, 2012 11:07 AM
To: Calvo, Manami LDB:EX
Subject: FW: A question about service

Just received a 3rd question.

Tarina

Tarina Palmer
Communications

BC Liquor Distribution Branch
2625 Rupert Street, Vancouver BC V5M 3T5
T: 604 252 3028 C: 604 362 4984

From: [s.22] LDB:EX
Sent: Tuesday, June 19, 2012 2:55 PM
To: Ask Jay LDB:EX
Subject: A question about service

Hi Jay,

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Cheers,

[s.22]

- WCC/Parts

Lok, Wesley LDB:EX

From: s.22 LDB:EX
Sent: Friday, July 20, 2012 2:09 PM
To: Roger, Ask LDB:EX
Subject: How safe is my job?

Hi Roger,

Thanks for the update to the RFP. I have a question though (I guess I'll be the first to send you a message). After March 2013, how will I know I will still have a job to come to every day? I imagine that there is a lot of controversy around who will lose their positions, and probably lots of rumours flying around but nobody seems to have a definitive answer to this question. Perhaps you could let us know where our positions are headed (like mine...).

Thanks for your time,

s.22
IT Security s.22

BC Liquor Distribution Branch P s.22
3200 East Broadway
Vancouver, B.C.
V5M 1Z6

When replying to a message that was sent with many recipients in the TO: field, select "Reply to all" only if the content is relevant to everyone.
Note: Portions of this email may be a personal expression of the author and not an official representation of the author's employer.

Lok, Wesley LDB:EX

From: [REDACTED] s.22 LDB:EX
Sent: Monday, July 23, 2012 12:53 PM
To: Roger, Ask LDB:EX
Subject: NRFP

I was wondering if this all considered a done deal? There are protests going on about this process, the public is beginning to question why this is being done, is there any chance the government is going to reconsider? Or is it already too late?

[REDACTED] s.22
BC Liquor Stores Ashcroft
Phone [REDACTED] s.22
[REDACTED] s.22 @bcliquorstores.com
www.bcliquorstores.com

Lok, Wesley LDB:EX

From: s.22 LDB:EX
Sent: Tuesday, July 24, 2012 9:45 PM
To: Roger, Ask LDB:EX
Subject: Questions for "AskRoger"
Attachments: Ralf Joneikies.docx

Roger,

On June 19th 2012, I sent an email to **askjay** that contained a word document attachment with the text you see below. I never did receive a reply back or any sort of response. I'm chalking this up to the fact that Jay was in the middle of a significant job transition. If you would like to respond that would be great.

In the meantime, I now refer you to the Sun article by Ralf Joneikies on July 20, 2012 (attached) where he fires a number of criticisms at the LDB including WCC errors, reprisals for speaking up about service, order cancellations, Spec product appropriations and last but not least (if you can believe it) the Stockholm Syndrome. In his article he alleges that we cancelled an order for 10 cases of Rogue's Voodoo Bacon Maple beer and insisted that it be released to another customer. Well, I looked into this and found that Ralf Joneikies' order for 10 cases of Rogue Voodoo Bacon Male Ale – SKU # 206730 was filled on May 22nd. So, my second question is:

Are we (meaning the LDB) going to craft a response to Mr. Joneikies in an effort to reassure him that we do indeed take customer service seriously and that we are dedicated public servants acting in good faith at all times – this includes the men and women who work in the Wholesale Customer Service Centre and the many others, like me, who support them?

Again, thanks for allowing me to ask my questions!

Cheers,

s.22
Phone: s.22

Question for askjay@bclldb.com

Dear Jay,

On Thursday May 31st, Minister Rich Coleman was the guest on "The Voice of BC" – a local talk show hosted by Vaughn Palmer. At about the 36 minute mark, Matthew Philips of Philips Brewery asked this question:

We're concerned about the Liquor Distribution Branch distribution costs and service levels and so we're wondering if he [Rich Coleman] can commit that the new privatized scheme will have the same price and the same service levels that we've been accustomed to?

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But really what it all comes down to is: Is there a way to better distribute and warehouse liquor to the advantage of us and find savings and efficiencies to get service up? We actually do get a number of complaints about service from our private sector partners whether it be liquor stores, pubs and those things about how we are servicing them in our present distribution systems. So, to find out whether there is a better way of doing it, I don't think anybody should be afraid of that.

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Is there anything I can do, within the context of my current responsibilities, to address the complaints that Minister Coleman has received from our private sector partners?

Thank you for giving me the opportunity to ask my question.

Respectfully,

s.22

WCC/Parts

s.22

s.22

- Parts VDC

Canada: Private liquor sellers in B.C. cope with gov't incompetence -- and worse

Source: Vancouver Sun
By Ralf Joneikies
July 20, 2012

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Page 11 to/à Page 12

Withheld pursuant to/removed as

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Lok, Wesley LDB:EX

From: [REDACTED] LDB:EX
Sent: Friday, July 27, 2012 4:16 PM
To: Roger, Ask LDB:EX
Subject: RFP Questions from 079 Columbia Place
Attachments: Questions for Roger.docx

Good Afternoon Roger,

Being aware that the questions to you have not been free flowing, I have had many people approach me from within the LDB and outside with questions. I have asked my staff to submit questions to me that they would like answered or have been asked by customers and for some reason they would not send in themselves and compiled them on the following attached document for submission to you. Some questions may seem repetitive due to multiple people submitting questions, but I wanted all questions to be shown for those who submitted could see their questions were included.

[REDACTED] s.22

[REDACTED] Store 079

Columbia Place Signature Liquor Store

Ph - [REDACTED] s.22

E [REDACTED] s.22 @bcliqorstores.com

Questions for Roger

1. What is the Provincial Government of BC's issues with the present LDB operations that have driven them to put the Privatization of the Distribution out for bid?
2. How is selling and Privatizing the warehouse and distribution of the LDB going to directly and indirectly affect the Liquor Stores and its employees?
3. Given the time frame for the completion of the RFP, the closing date could possibly put 7 full time regulars in 079 Columbia Place in jeopardy of being bumped to the auxiliary list from KDC or VDC Employees;
 - a. How does the LDB promote Privatization as a positive move when we will have present fulltime employees in jeopardy of losing their homes and vehicles due to a drastic cut in hours and now being in Auxiliary positions and getting part time hours?
 - b. How would a present fulltime Regular employee be affected by being bumped out of a fulltime position into an on call Auxiliary position? I.e...loss of benefits, wage rate, etc
 - c. What is the plan from Store Operations for having the stores affected by a large number of bumps transition through training and successfully operate by getting as many as 7 people from the warehouse in Full time Regular positions with no customer service skills, product knowledge, till training, shelf stocking, beer and liquor invoice receiving, picking, staging, or the shipping of licensees from a liquor store perspective?
4. What guarantee is there that the stores will not be privatized shortly after?
5. What is the projected profit in dollars for the LDB in what used to be called the Distribution Channel or Warehouse contribution for the fiscal year 2013 encompassing a full year of Private Distribution?
 - a. What are the five year numbers for projected profits?
 - b. What are the ten year numbers for projected profits?
6. What will the process be for the distribution of alcohol to stores?
 - a. Who will be buying the product from the Wineries, Distilleries, and Breweries?
 - b. Who will be receiving the initial markup dollars before selling it to wholesale channels?
 - c. What will the discount % be for the BC Liquor Store Chain from the supplier?
 - d. What will the discount be for the wholesale sector (LRS, RAS, etc...)?
 - e. What will the profit margin be for BC Liquor Stores?
7. Will all customers be on a level playing field for product availability? Specifically SIPS products and cold beer being available for **all sellers** of beverage alcohol in BC?
8. How will the stores be affected in terms of the numbers of deliveries we now get being reduced to maximize profits by the distributing company trying to deliver more product less often?
Example – a few years back Commercial Logistics/BDL cut the number of Beer deliveries from three to two deliveries per week in larger stores and from two to one in some others as it was more cost effective for them.
9. How will delivery costs be affected for BC Liquor Stores?

10. How will delivery costs affect the present Wholesale Channel Customers given they have been subsidized for the past few years and will now have to pay the full shot?
11. How will delivery costs vary dependant on where you are located in the Province of BC under the new distribution system?
12. What is Store Operations plan in the event that a Wholesale Customer who is presently getting deliveries from the Wholesale Centre chooses not to order their product from the new distributors (due to increased delivery costs, concerns of customer service drop off, etc...) and decides on going back to getting their product from BC Liquor Stores, thus putting increased pressure on the stores? (less staff on the floor to provide customer service to Counter Customer thus affecting sales and lost warehouse space due to more custom orders)
 - a. What contingency plans are there to combat the above scenario as far as labour control, picking charges, etc...?
13. If costs are going to increase due to delivery charges from the Private Distributor, then how will the shelf prices be affected one month later when the HST is gone on April 1st 2013 and we go back to the old system of PST/SST?
14. With the Bad Press that was received by Excel Transport and leaked documents how can the general public be assured that the system of awarding the best company was done honest and fairly?
15. What are the anticipated changes to the BC Liquor stores ordering programs and procedures and timeline to transition into a new system supported by the new distributor?
16. How can the employees be positive in their future job prospects when the Captain of the ship and other long term employees in major areas of Head Office are leaving in large numbers to other jobs outside of the LDB?
17. Why are so many employees leaving Head Office?
18. Why are most recent Head Office postings only Temporary positions?
19. How are jobs that are coming available in the next year being affected by the possibility of VDC/KDC employees that don't choose to go to the new employer?
20. It was once brought into the public spotlight that one of the reasons Privatization has surfaced is the VDC Warehouse is in need of replacement and it would cost in the neighbourhood of \$200 million to replace it in a new Lower Mainland or Fraser Valley location, can you comment on this?
21. What is the estimated selling price for the Distribution Centre/ Service and how does it compare to the annual revenue now?

Lok, Wesley LDB:EX

From: s.22 LDB:EX
Sent: Monday, August 13, 2012 1:06 PM
To: Roger, Ask LDB:EX
Subject: Buyout

Will buy outs be offered??

s.22

s.22

BC Liquor Distribution Branch

Phone: s.22

s.22

@bclddb.com

www.bclddb.com

Lok, Wesley LDB:EX

From: s.22 LDB:EX
Sent: Tuesday, August 14, 2012 12:57 PM
To: Roger, Ask LDB:EX
Subject: Staying with the Government

Hello Mr. Bissoondatt, I am currently working s.22 at the Wholesale Centre in Victoria. I am curious about the process of privatization and how it will play out in detail. My questions are; if I ask to stay in government, does this mean going back to the liquor stores are the first option and only when that option is exhausted, then being offered a position in another Ministry?

If I ask to stay with the government and I can go to another Ministry as an s.22 but the three offers are not acceptable (perhaps because of location or I don't have the necessary skills to qualify for the jobs available), At that time can I then take the 6 months buyout plus early retirement, still qualifying for the formula of (age plus years of service equals 80) or does the offer then go back to the formula of (age plus years of service equals 85)?

Sincerely,

s.22
BC Liquor Distribution Branch
Area Manager's Office, Victoria
Ph: (250) 356-2912 Fax: (250) 387-9386
Email: s.22@bclddb.com

Lok, Wesley LDB:EX

From: [REDACTED] s.22 LDB:EX
Sent: Monday, August 27, 2012 11:26 AM
To: Roger, Ask LDB:EX
Subject: Questions from 079
Attachments: Questions for Roger.docx

Good Morning Roger,

I sent the following email out a month ago and some of the staff and customers who had asked the questions are wondering when to expect some answers. If you could reply and let me know that you have received the email and an expected date that I can communicate to those concerned it would be appreciated.

There are some very important questions that staff are planning their futures on with this company (whether to stay or leave) depending on the answers. I have lost 2 of my top auxiliaries and have received one months notice from a Regular with 2 years seniority since the questions were sent to you. The Regular who could be bumped from relocating warehouse workers and would lose her home and car if knocked down to on call, decided she could not wait any longer and was going to take control of her future and leave. It is going to really hurt losing her as she was a young, strong, up and coming Supervisor in our company with great leadership abilities. The same reasons for losing the two auxiliaries, both could not wait for answers and be bumped down the list so they moved out of town for other opportunities even though they were receiving close to full time hours here.

[REDACTED] s.22
[REDACTED] Store 079
Columbia Place Signature Liquor Store
Ph - [REDACTED] s.22
E - [REDACTED] s.22 @bcliquorstores.com

From: [REDACTED] s.22 LDB:EX
Sent: July 27, 2012 4:16 PM
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Subject: RFP Questions from 079 Columbia Place

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[REDACTED] s.22
[REDACTED] Store 079
Columbia Place Signature Liquor Store
Ph - 250-828-4319
E - [REDACTED] s.22 @bcliquorstores.com

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