

To: Cannabis Retailers; Cannabis Suppliers
From: Cannabis Operations
Date: July 21, 2023
RE: **MGEU GOLICO STRIKE**

On July 14, Manitoba Liquor & Lotteries was advised that the bargaining unit of Manitoba Government and General Employees' Union (MGEU), which includes staff from Cannabis Operations, issued strike notice, starting with a one day walk out on July 19, 2023.

The one day walk out on July 19 has now transitioned to longer term strike action by MGEU.

In preparation for an ongoing labour disruption, MBL's Cannabis Operations team installed a contingency plan that will allow cannabis products to continue to flow between licensed producers (suppliers) and retailers operating in Manitoba.

MBLL is severely impacted by this work stoppage and has been forced to critically limit operations; however, the contingency plan put in place will ensure continuity in the ability for cannabis retailers to place orders for inventory, and for those orders to be fulfilled by suppliers.

During this time, Cannabis Operations will operate with extremely limited staff. While purchase orders will continue to be processed, the following activities will be paused or delayed:

- Support resolving order discrepancies and resending packaging slips.
- Issuing financial credits and refunds.
- Tracking open purchase orders and providing status updates.
- Providing Cannabis Customer Self Service troubleshooting support
- Password resets and account set up support (for CCSS and MBL Partners) will continue but with some delays.
- Limited to no product price changes, or new product set ups in the product catalogue.
- Cannabis Tracking and Licensing System (CTLS) (seed to sale) reporting on behalf of Retailers Account administration (changes to supplier and retailer information).
- The Cannabis Contact Centre, Cannabis PO, and Cannabis Buyers email accounts will be monitored for urgent matters, but responses will be limited or delayed.

In the event that a supplier has a list status change (to a Pending/Terminated status), please continue to advise MBL and we will action accordingly as time and resources permits.

We appreciate the impact of these changes on your business and your own clientele. Rest assured MBL remains committed to a fair collective agreement that will allow us to resume regular business operations.

Thank you for your patience and cooperation.