



COLLECTIVE AGREEMENT

BETWEEN

Canadian Linen and Uniform Service Inc.

AND

**SERVICE EMPLOYEES INTERNATIONAL UNION WEST
(SEIU-WEST)**

FOR THE PERIOD OF:

January 1, 2023 to December 31, 2026

How to Handle a Question or Complaint

If you have a question or complaint about the application or interpretation of the Collective Agreement as it applies to you, do not delay and

- Review the facts.
- Read the Collective Agreement.
- Check on the existence of any locally negotiated terms which may modify the basic agreement.

If you continue to have a question or complaint, speak to your local Unit Executive or Steward about the problem.

If you do not get a satisfactory answer to your problem, or need help in resolving your problem, you should call the SEIU-West **Member Resource Centre (MRC)**.

A Member Resource Centre Officer will answer your questions and help deal with your issue. They can also refer your concerns to the Union Representative assigned to your workplace, if necessary.

The SEIU-West MRC can be reached toll free by calling:

**1-888-999-SEIU (7348) press 1
(or enter ext. 2298)**

Emailing:

MRCinfo@seiuwest.ca

Or clicking 'Contact' on:

SEIUWEST.ca

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This agreement made and entered into this 21st day of July, 2023 A.D.

BETWEEN: Canadian Linen and Uniform Service **Corp.** a body corporate, incorporated under the laws of the Dominion of Canada with a branch operation in the City of Regina in the Province of Saskatchewan, hereinafter referred to as the "Employer".

OF THE FIRST PART

AND: Service Employees International Union – West (SEIU-West), hereinafter referred to as the "Union".

OF THE SECOND PART

ARTICLE 1 PURPOSE

1.01

- a)** The purpose of this Agreement is to establish conditions for the operation of the Company that will result in quality service at a competitive cost. The parties of this Agreement are committed to customer service and the success of the Company in the marketplace as a fundamental requirement for achieving a fair return and continuing security for employees and shareholders.

The parties to this Agreement support the importance of a harmonious relationship and to prompt and equitable settlement of differences and grievances, to clearly define the hours of work, wages and conditions of employment of the employees.

- b) The Employer will work collaboratively with the Union, to create and maintain an environment that is designed to be as stress free as is reasonably practicable.**

ARTICLE 2 MANAGEMENT RIGHTS

2.01 The Union acknowledges that it is the right of the Employer to:

- a) Maintain order, discipline and efficiency;
- b) Hire, discharge, transfer, promote, demote;

- c) Generally to operate and manage the business in which the Employer is engaged;
- d) It is agreed that all functions, rights, powers and authority which the Employer has not specifically abridged, delegated or modified by this Agreement shall be recognized by the Union as being retained by the Employer.
- e) It is also agreed that such rights shall not be exercised in a manner which shall be inconsistent with the provisions of this Agreement.

ARTICLE 3 INTERPRETATION

3.01 Definitions

The following terms whenever used herein shall, unless the Agreement otherwise requires, have the following meaning:

- a) "Permanent Employee" means the incumbent of a permanent position.
- b) "Probationary Employee" means the incumbent of a position who is serving the probationary period.
- c) "Seasonal Employee" means a person hired by the Employer during the periods of the Easter Break, May 1st to September 30th, and Christmas/New Year's Break. Seasonal employees will not be entitled to permanent employee benefits other than the applicable employment standards legislation provisions. The seasonal employee may apply for a permanent position. His/her hours worked will apply to the probationary period.
- d) Union Representative, means an SEIU – West Shop Steward or elected Unit Executive member.**
- e) SEIU – West Staff Representative, means an employee of the Union representing members in that capacity.**

3.02 Use of Singular, Plural, masculine or Feminine Terms

Whenever the singular, plural, masculine or feminine is used in this Agreement, it shall be considered as if the plural, singular, masculine or feminine has been used where the context or the party or the parties hereto so require.

ARTICLE 4 RECOGNITION

4.01 The Company recognizes the Union as the exclusive representative of all personnel defined as Customer Service Representatives and agrees to bargain with the duly appointed representatives of the Union respecting rates of pay, hours of work and all other terms and working conditions of the Employees covered by this agreement.

4.02 Work of the Bargaining Unit

All work within the bargaining unit shall be performed by those persons coming within the bargaining unit except in a justified emergency including **unforeseen** personnel shortages, vacation relief and statutory holiday pull-ahead.

For the purpose of this Agreement, justified emergency shall mean any sudden or unusual occurrence or conditions that should not have been by the exercise of reasonable judgment foreseen by the Employer.

4.03 No Individual Agreements

No employee shall be required or permitted to make a written or verbal agreement with the Employer or Employer representative, which may be contrary to this Agreement.

No Employer representative shall request or counsel any employee to make a written or verbal agreement which may conflict with terms of this Agreement.

4.04 Union Representation

In all cases where the Employer contemplates that an employee's conduct may warrant disciplinary action (dismissal, suspension, verbal or written reprimand) no steps shall be taken other than in the presence of an **SEIU – West Staff Representative and/or Union Representative** of the employee's choosing.

The employee shall be advised of the nature of the discussion prior to the meeting. The employee shall be afforded the opportunity to state his/her side of the case, with the assistance of an **SEIU – West Staff Representative and/or Union Representative** of the employee's choosing, in advance of discipline being imposed. The meeting shall not be unreasonably delayed. If Union Representation is refused, the Employer shall provide to the Union a

written confirmation of such refusal, with a copy of the document being supplied to the employee.

The parties agree that the above provision will not apply to non-disciplinary coaching sessions between management and its employees. Non-disciplinary coaching sessions will not result in documentation on the employee's personnel file.

4.05 Progressive Discipline

No employee shall be disciplined or suspended without just cause and without being apprised of the issue or concern prior to any disciplinary action being taken. The Employer agrees to use a process of progressive discipline in a timely and reasonable manner. An employee is entitled to be accompanied by **an SEIU - West Representative and/or Union Representative** of their choosing when interviewed during the course of an investigation.

- a) A copy of a document placed on an employee's file which might at any time be the basis for disciplinary action shall be supplied to the employee, with a copy to the Union.
- b) Documentation referred to in a) shall become void after two (2) years, unless there have been subsequent documented incidents of a similar nature. Following the time period above, the documentation shall be removed from the Employee's file and forwarded to the Union for appropriate disposition.

ARTICLE 5 SCOPE

- 5.01** This Agreement shall cover all employees represented by the Union employed at its Regina Plant as Customer Service Representatives pursuant to an order of the Labour Relations Board LRB File 349-80), dated the 16th day of December 1980.

ARTICLE 6 UNION SECURITY

- 6.01** Every employee who is now or hereafter becomes a member of the Union shall maintain his membership in the Union as a condition of his employment, and every new employee whose employment commences hereafter shall, within thirty (30) days after the commencement of his employment, apply for and maintain membership in the Union, and maintain membership in the Union as a

condition of his employment, provided that any employee in the appropriate bargaining unit who is not required to maintain his membership or apply for and maintain his membership in the Union shall, as a condition of his employment, tender to the Union the periodic dues uniformly required to be paid by the members of the Union.

6.02 New Employees

- a) The Employer agrees to acquaint new employees with the fact that a Collective Agreement is in effect and with the conditions of employment set out in the Articles dealing with the Union Membership (Article 6.01) and Dues Check-off (Article 7). The Employer agrees to have new employees sign a dues authorization and membership card at the time of hiring. Such cards shall be provided by the Union.
- b) The Employer agrees to provide the Union with a list of employees and their last known address by March 1st of each year.

6.03 Introduction to Union Steward and Union Orientation

A Union Steward shall be allowed **up to thirty (30)** minutes within regular working hours to orientate new employees regarding Union membership within their first (1st) week of employment. The Employer agrees **that they shall** notify the Unit Chairperson of all new hires within their first (1st) week of employment.

ARTICLE 7 DUES CHECK-OFF

- 7.01** The Employer shall deduct initiation fees, assessments and dues from the wages of each in-scope employee, monthly, as instructed by the Union, and shall, prior to the fifteenth (15th) day of the following month, submit such money deducted to the, accompanied by a list of names of the employees from whom dues were deducted, the employee's gross wage and the amount of deductions made. If no deductions are made, the reason will be stated for failure to deduct. The monthly statements will also list all new employees – date of hiring, all terminated employees – date of termination, all laid off employees, employees off sick or on compensation or leave of absence.

7.02 Dues

The Union shall notify the Employer in writing of the amount of dues to be deducted from the employee's wage not less than thirty (30) days before the effective date of any change.

7.03 T-4 Slips

The Employer agrees to record all Union dues paid in the previous year on the employee's income T-4 slips.

ARTICLE 8 GRIEVANCE PROCEDURE

8.01 Grievance Defined

A grievance, for the purpose of this Agreement, is defined as any dispute or disagreement between the Employer and an employee or the Union relating to the application or violation of this Agreement.

8.02 Union Representatives

The Union shall notify the Employer of their appointed grievance representative(s) **and/or Union Representatives**.

8.03 In the discussion of a grievance with representatives of the Employer, the grievance representatives may be accompanied by a SEIU-West Staff Representative.

8.04 Time Limits

Saturdays, Sundays and Statutory Holidays shall be excluded in computing any and all time limits in the grievance procedure. Any time limit may be extended by mutual agreement between the parties hereto.

8.05 In the event of any grievance arising, the employee accompanied by a Local Union Representative or SEIU-West Staff Representative shall immediately take the matter up with the immediate supervisor and Customer Operations Manager. If no settlement is reached, the employee will present the grievance in writing in Step One.

8.06 In matters of discipline or termination the SEIU-West representative must be copied on all documents and, if available, may be present at all termination meetings. Failure to attend will not nullify the termination

STEP I

In the event of any grievance arising, the Employee accompanied by a Local Union Representative or SEIU-West Staff Representative shall present the grievance in writing to the Customer Operations Manager within seven (7)

working days of the occurrence of the event leading up to the grievance. The Customer Operations Manager shall render a written decision within seven (7) working days from the submission of the grievance.

STEP II

If a written decision satisfactory to the Union is not received in Step One, the Union may within seven (7) working days present the matter in writing to the General Manager who will render a written decision within seven (7) working days.

STEP III

If a satisfactory settlement cannot be reached in Step Two, the parties of this Agreement agree to establish an Independent Board of Arbitration in the following manner:

- a) The Employer and the Union shall each select a member to represent them on a Board of Arbitration.
- b) The Employer nominee and the Union nominee shall then select a chairman who is acceptable to both nominees. Upon failure to agree on a Chairman, who is acceptable to both, a request shall be made to the Minister of Labour by both nominees to appoint a Chairman and the Minister may make the appointment or request the Chief Justice of the Court of the Queen's Bench to do so. Each of the parties hereto will bear the expense of its own nominee and the expense of the Chairman of the Board of Arbitration shall be shared equally by both parties to this Agreement. The decision of the Board of Arbitration shall be binding on both parties.
- c) Notwithstanding the foregoing provisions respecting the establishment and jurisdiction of an Arbitration Board, if the parties agree, a Sole Arbitrator shall be chosen to act in the same capacity and having the same powers as a Board of Arbitration.

ARTICLE 9 SENIORITY

9.01 Probationary Period

New employees shall be on probation for a period of seven hundred and twenty (720) work hours during which time they may be terminated without reference to seniority. The termination of a probationary employee shall not be the subject of a grievance. Seniority shall then be established from the date the employee first entered the service of the Employer.

9.02 Loss of Seniority

An employee shall **not accumulate** seniority if that employee:

- a) Is dismissed for cause;
- b) Fails to report on recall for work within two (2) working days after recall notice is given by employer contact or registered mail as set out in Article **10.02**, unless the Employer consents to an extension of this time limit because of unusual circumstances, or the employee can show justifiable reason for failure to report to work;
- c) Voluntarily leaves the service of the Employer; or
- d) Is in a continuous lay-off status for more than six (6) months.
- (e) Is absent from work for four (4) consecutive days or more without a reason satisfactory to the Company.
- (f) Is absent due to accident or illness for twenty-four (24) months except, if the diagnosis and/ or prognosis does not allow for a reasonable return to work date given the extent of the accident or nature of the illness

9.03 Seniority Lists

The Company shall prepare a seniority list of all employees affected by this Agreement in January and June of each year. The list shall be posted in a place accessible to the employees. Any errors in the seniority list shall be reported in writing to the Company within fifteen (15) days from the date of posting. Any errors in the seniority list shall be corrected and a new seniority list shall be posted. A copy of all seniority lists and corrections shall be forwarded to the Union.

9.04 Seniority Accumulation

If an employee is absent from work due to an accident or sickness, he shall accumulate seniority for a period not exceeding twelve (12) months. After twelve (12) months the employee shall retain his seniority except if an employee goes to work for another employer. Then his seniority shall be broken.

ARTICLE 10 LAY-OFFS AND RECALLS

10.01 Lay-Off

When reducing staff because of work shortage, senior employees shall be retained provided they have the skills, experience and qualifications sufficient to handle the work to be done. Any employee laid-off because of a work shortage shall be returned to work in order of seniority providing that the employee's skills, experience and qualifications are sufficient to handle the work to be resumed.

10.02 Recall

When the Employer wishes to re-call an employee who has been laid-off, it shall notify such employee by telephone witnessed by a Shop Steward or by registered mail to the employee's last known address, and shall notify the Union of this action. The employee shall have two (2) working days after receipt of the telephone call or registered letter to notify the Employer of his intention to return to work. Within two (2) working days of being advised by the Employer to return to work the employee must do so, unless otherwise agreed between the Employer and the Union, or unless the employee can show a justifiable reason for failure to report to work.

ARTICLE 11 VACANCIES AND NEW POSITIONS

11.01 Job Postings

Any vacancies or new positions created during the life of this Agreement or following the termination of this Agreement while negotiations for a new Agreement continue shall be posted on the Employer's bulletin board.

11.02 Posting of Vacancies

The Employer will provide a notice of a permanent route opening which it intends to fill, **within five (5) days of the vacancy**. The notice shall be posted by the Employer on the bulletin board. An employee shall have five (5) working days to make a written application for any such posted vacancies or positions.

To be eligible to apply for any new route posting, an employee must have been actively working on his particular route for at least twelve (12) continuous

months. Similarly, successful applicants awarded new routes must remain in those routes for at least twelve (12) months before being able to apply for and be considered for any future new route postings.

11.03 Filling of Vacancies

If skills, experience and qualifications in the opinion of the Employer are equal, the senior employee applying shall be placed in the job. **Where site specific orientation and training is required, the senior applicant shall be provided the training.**

11.04 Trial Period

The Employer will make every effort to notify the successful applicant within three (3) weeks following the end of the posting period. The employee shall hold the position for a trial period of ten (10) consecutive working days that shall include the **Every Four (4) Week (E4W)** week with the most E4W calls. Conditional on satisfactory service, the employee shall be declared permanent after the trial period is concluded. In the event the successful applicant proves unsatisfactory during the trial period, the employee shall be returned to his position, wage rate, and without loss of seniority. Any other employee transferred because of the arrangement of positions shall be returned to the employee's former position, wage rate, without loss of seniority.

11.05 Copies of Postings

The Employer shall provide the Union **Office in Moose Jaw** with copies of postings and the names of successful applicants.

ARTICLE 12 LEAVE OF ABSENCE

12.01 Union Leave

Upon giving the Employer at least ten (10) working days notice in writing, a maximum of one (1) employee elected or selected as a delegate to attend Union business shall be granted leave of absence with pay, subject to reimbursement by the Union, or loss of seniority or any other rights or privileges enjoyed by said employee for the purposes of attending meetings, educational, or other Union business a maximum period not exceeding ten (10) consecutive working days, or fifteen (15) working days accumulative, in a calendar year.

An Employee who is on Union Leave in excess of ten (10) consecutive working days, or fifteen (15) working days accumulative, in a calendar year shall also be moved to a Relief Route position for the term of their elected position. Upon the conclusion of the term of office, the Employee shall be offered the first vacant position with a regular route.

Notwithstanding the above, the Employer agrees to allow a maximum of three (3) employees Union Leave for the purposes of collective agreement negotiations.

- a) An employee who is elected or selected for an Executive position with the Union or any labour body with which the Union is affiliated shall be granted Union leave for the term of office. The Employee shall be moved to a Relief Route position for the term of the elected position. Upon the Employee's return from the Executive position, the Employee shall be offered the first vacant position with a regular route.

12.02 Compassionate Leave / Bereavement Leave

An employee who has successfully completed their probationary period, shall be granted leave with pay in the case of serious illness, death or accident of a serious nature to the immediate family of the employee which includes: Spouse, mother, father, brother, sister, son or daughter, father-in-law, mother-in-law, grandchildren. Such leave shall be for a maximum of three (3) working days, except for aunts and uncles, grandparents in which case the maximum leave shall be one (1) working day. Consideration shall be given to unusual situations not clarified herein; however, leave with pay shall not exceed the paid number of days mentioned herein.

Where an employee has accessed a portion of the bereavement leave as noted above, the employee may access one (1) day of bereavement leave for the purpose of attending a memorial service or an internment so long as the total period of absence does not exceed the three (3) day maximum noted above and the memorial service or internment occurs within eleven (11) months from the date of death.

12.03 General Leave

All applications for leave of absence without pay shall be made in writing to the Employer thirty (30) days in advance except in extenuating circumstances in order that relief may be arranged. The employee shall furnish in the application for leave reasons in support of the application. Approval shall be subject to the discretion of the Employer but shall not be unreasonably withheld. All vacation leave must be used and/or scheduled prior to a General Leave of Absence being

requested and/or approved. Requests for Vacation Leave shall be considered and approved prior to a request for a General Leave of Absence.

12.04 Adoption, Paternity and Parental Leave

Employees shall be granted such leave in accordance with *The Saskatchewan Employment Act*, as may be amended.

ARTICLE 13 SICK LEAVE

13.01 Definition of Sick Leave

"Sick Leave" is defined as the period of time that an employee is absent from work, with pay, by virtue of being sick or disabled or because of an accident for which compensation is not payable under *The Workers' Compensation Act*, or *The Automobile Accident Insurance Act*, as may be amended.

13.02 Entitlement

Employees **scheduled to eight (8) hour shifts**, who have completed six (6) months service, shall be granted sick leave with pay at the rate of one-half (½) day per month to a maximum of six (6) working days per year, **or forty-eight (48) hours**.

Employees scheduled to ten (10) hour shifts, who have completed six (6) months service, shall be granted sick leave with pay at the rate of one-half (½) day per month to a maximum of five (5) working days per year, or fifty (50) hours.

There will be no accrual of sick leave credits until the new employee has achieved six (6) months of employment at which point sick leave credits will be retroactive back to the completion of one month's service.

Seventy percent (70%) of any unused sick days will be paid out annually no later than January 15th of the following year by separate cheque.

13.03 Deduction of Sick Leave Credits

A deduction shall be made from accumulated sick leave credits of all normal working hours (exclusive of Statutory Holidays) absent for sick leave.

13.04 Verification of Illness

Any employee claiming sick leave under the provisions of Article 13.01 (Definition of Sick Leave) shall notify the Employer before the employee would normally report for work. It is understood that the employee shall supply, at the Employer's request, a medical certificate for periods of illness or disability. Where this is required, the employee shall be notified during absence from work that a certificate will be required upon the employee's return to work. The Employer shall demonstrate justification for such a request. Any cost incurred by the Customer Service Representative in obtaining a medical certificate will be reimbursed to the Customer Service Representative in full.

ARTICLE 14 HOURS OF WORK

14.01 Standard Application

- a) Hours of Work on a five (5) eights (8) week.

The normal work week for Customer Service Representatives working five (5) eights (8) shall be eight (8) hours per day and forty (40) hours per week, Monday through Friday.

- b) Hours of Work on a four (4) tens (10) week.

The normal work week for Customer Service Representatives working four (4) tens (10) shall be 10 hours per day and forty (40) hours per week, Monday through Friday.

- c) An employee shall not suspend work during work hours to absorb overtime. Employees shall advise the Employer as soon as possible when they know they will be in an overtime situation.

14.02 A Customer Service Representative shall be entitled to receive overtime pay at the rate of one and one half (1 ½) times his regular rate of pay, as set forth in Appendix A, for all hours worked in excess of forty (40) hours in a week.

14.03 Rest Periods

All employees shall receive two (2) paid fifteen (15) minute rest periods each working day; one (1) in the morning and the other in the afternoon. These rest periods shall be taken.

An employee who has been at work for five (5) hours or more shall be provided with, and required to take, a thirty (30) minute unpaid meal or rest break.

14.04 Minimum Hours of Pay

Any employee who is normally required to work and so reports, but who, for reasons beyond his control is sent home, shall receive not less than four (4) hours pay at the employee's regular rate of pay.

14.05 Notifying the Employer of Time Missed

An employee shall notify the Employer, by telephone within one (1) hour after his normal reporting time if unable to report for work. **Notification by text or messaging will be an acceptable means of notification.**

14.06 Overtime

Overtime outside of the assigned routes shall be offered on the basis of seniority, provided the employee possesses the necessary qualifications and/or training required to fill the position and ability to perform the assigned work. For off day call ins, overtime shall be offered on the basis of seniority for those normally off on that day of the week, provided the employee possesses the necessary qualifications and training required to fill the position and ability to perform the assigned work.

ARTICLE 15 STATUTORY HOLIDAYS

15.01 For the purpose of this Agreement, the following shall be considered Statutory Holidays:

New Year's Day	Labour Day
Family Day	Thanksgiving Day
Good Friday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing Day
Saskatchewan Day	

and all other Federal, Provincial and civic holidays that are proclaimed.

15.02 National Day for Truth & Reconciliation or Floater

In recognition of the National Day for Truth and Reconciliation, a floater holiday shall be given in lieu of, and shall be applied for on the Time off Request Form. The company shall observe the floater day as a statutory holiday, and employees will be paid in accordance with the CBA.

Should the Provincial Government also declare The National Day for Truth and Reconciliation a Provincial statutory holiday, the Company shall observe the day as a statutory holiday, and employees will be paid in accordance with the CBA.

15.03 Working on a Statutory Holiday

Employees required to work on any of the holidays mentioned shall be paid, in addition to their regular rate of pay, an amount equal to one and one half (1 ½) times the regular rate for all hours worked.

When any of the aforementioned holidays fall on Saturday or Sunday, or on an employee's scheduled day of rest, the day celebrated as a paid holiday shall be celebrated on the day declared by the appropriate authority or as mutually agreed by the Employer and the Union.

When a Statutory Holiday falls during any work week, the employee's required hours of work shall be reduced by the number of daily hours for each Statutory Holiday in that work week.

Employees who work the four (4) day work week schedule shall have the option to continue to work the four (4) days of the week in which a Statutory Holiday falls at the appropriate over time rates. If they choose to take the reduced work week, they must provide the Employer with two (2) weeks' notice of such intent.

The Company reserves the right to decide which route to pull.

ARTICLE 16 SAFETY AND HEALTH

16.01 The Union and the Employer shall continue to co-operate in perfecting the safety measures now in effect and further agree that the provisions for Health and Safety Committees as provided for under Part 3 of *The Saskatchewan Employment Act* and its *Regulations*, as may be amended, shall be carried out.

The Company shall provide OH&S Committee Members training as

required and outlined in *The Saskatchewan Employment Act, Occupational Health and Safety.*

ARTICLE 17 EMPLOYEE BENEFITS

17.01 Group Benefit Plans

The Group Insurance and Dental Plan benefits are available to employees who have completed six (6) months of service. These benefit plans shall not be changed, modified or discontinued, except by agreement between the Employer and the Union.

The Employer shall pay the full Plan premiums for all employees on staff as of August 1, 2011. Employees hired after August 1, 2011 shall be responsible to pay twenty-five percent (25%) of the Plan premiums. The Benefit Plan will now include a prescription drug card.

Full time employees shall be covered by Life Insurance in the amount of thirty thousand dollars (\$30,000).

The above provisions do not limit the Employer's sole right to change the Insurance Carrier for any of these Plans provided comparable benefits are provided through the new Carrier.

Paramedical coverage of five hundred dollars (\$500) annually with eighty percent (80%) coverage.

Increased Dental coverage to twelve hundred and fifty dollars (\$1250.) annually per member and member dependent.

17.02 Pension Plan

Full-time and part-time employees who have completed one (1) year of service from the date of employment **shall be enrolled in the Company Pension Plan.**

The Company shall contribute five and **three-quarters percent (5 ¾%)** of gross earnings for eligible employees on each regularly scheduled pay day to the established Registered Retirement Savings Plan. Each employee shall have the option on a voluntary basis to contribute an amount equal to the Company's contribution each payday.

Effective **January 1, 2024**, the Company shall contribute **six percent (6.0%)** of gross earnings.

No employee shall withdraw **Employer Contributions** funds from their **Company Pension** Plan during their term of employment.

The above provisions do not limit the Employer's sole right to change the Pension Provider for any of these Plans provided comparable benefits are provided through the new Carrier.

Employees will have the option on a voluntary basis to contribute up to their respective maximum RRSP allowable contributions under the Canada Revenue Agency, per annum, in equal amounts each payday.

ARTICLE 18 NOTICE BOARDS

18.01 A suitable notice or bulletin board for the use of the Union shall be provided by the Employer and located in an appropriate place easily accessible and conspicuous to the employees concerned provided that no offensive or scurrilous or indecent material shall be posted thereon. The notice board must be maintained in a neat and professional manner and information placed on this bulletin board will first be shown to the General Manager or his designate.

ARTICLE 19 TERMINATION OF EMPLOYMENT

19.01

Notice of termination of employment, **due to a permanent reduction of the workforce**, will be provided in accordance with *The Saskatchewan Employment Act*, as may be amended.

ARTICLE 20 VACATION

20.01 Vacation Entitlements

- a) Three weeks' vacation based on 3/52nds of the employee's total earnings for the twelve (12) month period ending December 31st preceding the vacation shall be granted after one (1) years' service, and after each subsequent years' service until the employee has attained seven (7) years' service.

- b) Four (4) weeks' vacation based on 4/52nds of the employee's total earnings for the twelve (12) month period ending December 31st preceding the vacation shall be granted after seven (7) years' service, and after each subsequent year thereafter until the employee has attained fourteen (14) years of service.
- c) Thereafter, five (5) weeks' vacation based on 5/52nds of the employee's total earnings for the twelve (12) month period ending December 31st preceding the vacation shall be granted and after each subsequent year of service.

20.02 Vacation Pay

Employees shall receive their vacation pay not later than one day previous to the date on which their vacations are scheduled to start unless mutually agreed otherwise by the Employer and Employee.

20.03 Choice of Vacation Date

- a) Annual vacations shall be regulated on a mutually agreed basis. In the case of disagreement seniority shall govern.
- b) Employees will indicate their choice of dates for vacation no later than November 1st, based on seniority. Should an employee fail to exercise his choice by 6:00 p.m. on November 1st, then the choice of vacation dates will be determined, not on seniority, but on the basis of "first come, first serve."
- c) Vacation schedules shall be posted by December 15th each year. Once posted these dates cannot be changed without the mutual consent of the Employee and the Company. In the event an employee feels that there are extenuating circumstances warranting a change to the vacation schedule, he must submit the request in writing to the Department Manager as soon as he becomes aware of this need but at any rate not less than one (1) week prior to the date of the change being requested. Should an employee be asked to re-schedule booked vacation time, the employee shall be entitled to one additional day of vacation time.
- d) Based on operational feasibility, a maximum of three (3) employees shall be granted vacation at the same time, with the exception of the week of a statutory holiday, during which time only two (2) employees may be granted vacation.

Unbroken Vacation Period

An employee shall be entitled to receive vacation in an unbroken period unless otherwise mutually agreed upon by the Employer and the Employee. Customer Service Representatives must take at least one two (2) week period during each vacation year.

20.04 Compensation for Holidays Falling within Vacation Schedule

If a paid holiday falls or is observed during an employee's vacation period, the employee shall be granted pay in lieu of, or, if agreed to by the Employer and the Employee, shall be granted an additional vacation day with pay, such pay being at the regular rate of pay. When holidays are not paid out the day requested and thereby the day allocated must not be in the months of June, July, August, September, or December.

20.05 Vacation shall be granted any time throughout the year, but not during the Christmas/New Year Pull-ahead.

ARTICLE 21 PAYMENT OF WAGES

21.01 Pay Days

Employees shall be paid actual net earnings every second (2nd) Friday. Employee's shall be able to download their pay remittance online.

21.02 Rates of Pay

Rate of pay applicable to all employees covered by this Agreement are set out in Appendix "A" attached hereto and made a part of this Agreement.

21.03 Direct Deposit

The Employer shall pay employees by way of direct deposit to employee's personal bank account.

ARTICLE 22 GENERAL PROVISIONS

22.01

- a) All individual employee restrictive covenant agreements in the form attached hereto as Appendix "B" shall remain in full force and effect. The

Employer reserves the right to require present and future employees to execute such agreements. A copy of each agreement signed by an employee shall be forwarded to the Union.

- b) All Customer Service Representatives' uniforms shall remain the property of the Employer and shall be returned to the Employer upon termination of employment. It is understood that route persons shall be allowed to wear their uniform to and from work if so desired.
- c) All uniforms and heavy winter jackets worn by route persons shall be cleaned and maintained by the Employer.
- d) Customer Service Representatives shall have the right not to cross any legal picket line and shall not be required to handle or process merchandise from any customer where a legal strike is taking place.
- e) The Employer shall not contract out any of its route operations that may lead to lay-off of any present Customer Service Representatives.
- f) The Union Representative of the Union shall be admitted to a suitable location in the Employer's facility as designated by the Manager to conduct the legitimate affairs of the Union, provided there is not an undue interruption of the working schedule of an employee. The Union Representative shall advise the Employer of his/her presence in the workplace.
- g) Damage To Company Vehicles: Any accident or damage with a Company vehicle under the care and control of the employee shall be reported to the Employer on the proper forms provided by the Employer before the end of the employee's shift for the day in which the damage occurs. Should damage to the Employer vehicles or property be due to deliberate acts on the part of the employee, an employee may be dismissed by the Employer. When the employee is involved in three (3) accidents within any thirty-six (36) month period and is fully at fault, the employee shall be dismissed.
- h) Each employee shall keep proper records on forms supplied by the Employer and make due and correct entries therein of all transactions and dealings and shall account each day for all monies collected on behalf of the Employer. Proven dishonesty regarding financial transactions on behalf of the employee shall be cause for instant dismissal.
- i) If at any time the Employer requires an employee to be bonded it is agreed that the Employer shall request the employee to complete an

application and the Employer shall forward the application to a bonding firm of the Employer's selection. The costs of such bonding shall be paid for by the Employer. In the event the bonding Company refuses to bond the employee, the employee may be terminated.

- j) Customer Service Representatives shall not be shifted from one route to another without consent of the Customer Service Representative and the Union. However, temporary shifting due to unusual circumstances such as illness, etc. may be required.
- k) The Employees shall devote the whole of their time and energy to the performance of their duties during the term of this Agreement and while employed, shall not be convened nor engage in any business or pursuit competitive to the Employer.
- l) Each Customer Service Representative shall be responsible for reporting any defects of their truck or equipment to their immediate supervisor. This information must be reported no later than at time of cash-in or if safety related, then it must be reported immediately to their supervisor. The Employer shall ensure that any reported defects are corrected or repaired as soon as possible.
- m) Customer Service Representatives will be required to submit their full driving abstract as requested. Cost of obtaining the abstract will be paid for by the Employer. Any insurance surcharge charged to the Company based on the employee's driving record will be paid by the employee.

All new employees shall be required, as a condition of employment, to submit a driving abstract that meets company standards prior to commencement in their new position.

- n) Any Customer Service Representative who by reason of or at the request of an existing customer who is being serviced by that same Customer Service Representative, shall be supplied by the Company with a pair of steel-toed safety boots, the maximum yearly expenditure of which is not to exceed one hundred and sixty-six dollars and fifty cents (\$166.50).

1) Choice of footwear from Employer catalogue

2) Choice of footwear from elsewhere, reimbursement up to \$166.50

- o) The Employer shall provide gloves suitable for seasonal working conditions at no cost to the employees.**

- p) The Company shall provide Customer Service Representatives who are required because of their route to be away from the branch with a per diem meal allowance of **fifty - five dollars (\$55)**.

For greater clarity, per diems shall be paid as per the following:

Any single day trip (in town or out of town) is not able to collect a per diem allowance.

A single overnight two (2 day) is entitled to collect one (1) per diem allowance of **fifty-five dollars (\$55)** per two (2) day trip.

A double overnight three (3 day) is entitled to collect two (2) per diem allowance maximum of **fifty-five dollars (\$55) x 2 = one hundred and ten dollars (\$110)** per 3 day trip.

In situations where the CSR completes the route in fewer overnights with prior company approval, the anticipated per diem will not be reduced. This does not apply in re-route situations.

- q) The Company will provide Customer Service Representatives with copies of policies directly affecting their job responsibilities.
- r) The use of any electronic devices, such as cellular telephones, while operating a Company vehicle is strictly forbidden.
- s) Smoking in Company vehicles is strictly forbidden.
- t) Both parties agree to the formation of a joint Union-Management Committee for the purposes of discussing labour relations issues. The Committee will meet on a quarterly basis. The Committee will consist of two (2) members from the bargaining unit and two (2) members from management.
- u) **Employees must report all moving violations in a Company vehicle to their supervisor immediately.**
- v) **Employees must report any suspension of their Driver's License to their supervisor immediately.**

ARTICLE 23 Joint Committees

23.01 Joint Committees

- a) Union/Management Committee
 - i. There shall be established a Union/Management Committee with representation from the Union and Management.
 - ii. The Committee shall meet a minimum of three times a year to discuss concerns with a view to solving problems. It is the Union's and Employer's responsibility to call the meetings.
 - iii. Participation in Joint Committees shall be considered as time worked for the actual time of the Committee meeting.
 - iv. The committee shall be comprised of four (4) members, two (2) of which represent management and two (2) represent the Union.

ARTICLE 24 DURATION OF AGREEMENT

24.01 Term of the Agreement

This agreement shall become effective on the first (1st) day of January, **2023**, and shall continue in effect until the thirty-first (31st) day of December, **2026**, and automatically from year to year thereafter, unless either party gives written notice of its desire to negotiate revisions thereof. Such notice shall be given not less than sixty (60) days nor more than one hundred and twenty (120) days prior to the expiry date of this Agreement.

Should negotiations commence to amend or modify this Agreement the entire Agreement shall be extended and remain in full force and effect during the period of such negotiations until such time as the parties finalize and sign a new Agreement.

- 24.02** The parties to this Agreement specifically agree that there shall be no cessation or slowdown of work, or lockout, of any kind during the term of this Agreement.

Canadian Linen and Uniform Service

APPENDIX 'A' – Rates of Pay

Per 40 hour week (Hourly)

Year 1: Effective January 1, 2023 to December 31, 2023 (GWI of 4.00 %)

	1 to 6 Months	After 6 Months
City Routes	1011.20 (25.28)	1035.60 (25.89)
*Country Routes	1027.20 (25.68)	1051.60 (26.29)
*Relief CSR's	1027.20 (25.68)	1051.60 (26.29)

Year 2: Effective January 1, 2024 to December 31, 2024 (GWI of 3.25 %)

	1 to 6 Months	After 6 Months
City Routes	1044.00 (26.10)	1069.20 (26.73)
*Country Routes	1060.00 (26.50)	1085.20 (27.13)
*Relief CSR's	1060.00 (26.50)	1085.20 (27.13)

Year 3: Effective January 1, 2025 to December 31, 2025 (GWI of 3.25 %)

	1 to 6 Months	After 6 Months
City Routes	1078.00 (26.95)	1104.00 (27.60)
*Country Routes	1094.00 (27.35)	1120.00 (28.00)
*Relief CSR's	1094.00 (27.35)	1120.00 (28.00)

Year 4: Effective January 1, 2026 to December 31, 2026 (GWI of 3.50 %)

	1 to 6 Months	After 6 Months
City Routes	1115.60 (27.89)	1142.80 (28.57)
*Country Routes	1131.60 (28.29)	1158.80 (28.97)
*Relief CSR's	1131.60 (28.29)	1158.80 (28.97)

***All out of town routes and relief routes to be compensated with forty cents (\$0.40) per hour premium.**

Note: **Wage increases to be applied retroactive to January 1, 2023** and applicable to all paid hours. Retro to be paid to all employees of the employer as of the date of ratification within 30 days of the date of ratification, with a statement detailing the calculation of the payment made.

APPENDIX "B"

Contract With Employee

THIS AGREEMENT entered into by and between **Canadian Linen & Uniform Service Co.** its successors or assigns, hereafter designated as the "Company" and _____ of _____ (either a supervisor, salesman or deliveryman) hereinafter called the "Employee", WITNESS

WHEREAS, THE Company is engaged in the business of supplying for hire, clean laundered towels, linens, wearing apparel and other items, which business is commonly known as the "linen supply" business, and has at great expense built up an extensive trade therein; and

WHEREAS, THE Employee desires to enter the employ or to remain in the employ of the Company and will thereby become personally acquainted with the Company's business methods and with its customers and the addresses of such customers and of others in the territory in which he is employed:

NOW THEREFORE, in consideration of the premises and of the mutual covenants and agreements herein contained, the parties hereto agree as follows:

1. The Company hereby employs the Employee, subject to its direction, to solicit orders for the linen supply service, to collect and deliver linen supplies, to collect from customers and to remit directly to the Company all monies due the Company, and/or to perform such duties as the Company may from time to time direct.
2. The Employee agrees that he will devote his best efforts to the performance of the aforementioned duties; that he will comply with the rules of the Company; that he will observe the highest standards of honesty and loyalty; and that he will so conduct himself at all times as to reflect favorably upon the Company.
3. It is mutually agreed that the services of the Employee under this contract may be terminate for cause at any time.
4. The Employee agrees that during his employment by the Company and for one year after the termination of his services irrespective of the time, manner or cause of termination and regardless of fault or default, he will neither (a) divulge to any person other than those employed by the Company, any information acquired by virtue of his employment, the revealing of which would be detrimental to the Company, nor (b) engage himself or another person, firm or corporation in the linen supply business in any route area or in any territory in which he shall have served the Company during the two year period immediately preceding termination. If the Employee is at the time of termination a supervisory employee, the restriction set out in this subparagraph (b) of paragraph 4 shall apply to any route areas in

which other employees of the Company under the supervision of the Employee shall have worked during the said two years immediately preceding the termination of the Employee's employment with the Company.

5. The Company agrees to pay the Employee for his services under this Contract at the local Company prevailing rates and to pay the Employee commissions for new business at the local Company rates prevailing and in accordance with local Company policy during the time the Employee actually works for the Company.
6. The Employee agrees that the Company shall have the right to assign this contract in its entirety to anyone conducting a business similar to that of the Company. Upon such assignment the Company shall be released from all liability hereunder. All of the Company's rights herein shall be enforceable and its duties hereunder performable by the assignee.
7. It is mutually agreed that this contract is the sole agreement between the parties hereto, and may be modified only by a contract in writing, save and except as to a deliverymen whose terms and conditions of employment are subject to a collective bargaining agreement between the Company and a union representing said deliveryman. In such a case, any provisions of this contract which conflict with the specific provisions of said collective bargaining agreement are deemed modified with said provisions of said collective bargaining agreement.

IN WITNESS THEREOF, The Company has caused this contract in duplicate to be signed by its duly authorized employees and the Employee has hereunto set his hand, the ____ day of _____, 20_____.

Employee

By _____
Its _____

Witness

By _____
Its _____

NOTICE: DO NOT SIGN THIS CONTRACT UNTIL YOU HAVE READ AND UNDERSTAND THE SAME.

CN102A

SIGNING PAGE

Signed this 16th day of OCTOBER, 2023.

**On behalf of
Service Employees International
Union – West**



Ken Weisgerber
Unit Chairperson



Rob Staigh
Bargaining Committee Member



Jason Skikevitch
Bargaining Committee Member



Lynette Pinfold
Union Representative



Larry Buchinski
Negotiations Officer

**On behalf of
Canadian Linen and
Uniform Service Co.**



Shawn Swicheniuk
General Manager



Chris Frolo
AVP Strategic Account Management &
Labour Relations Canada

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Union contacts:

	Name	Phone	Email
Unit Chairperson			
Unit Vice-Chairperson			
Workplace Communicator			
Shop Stewards			
Union Representative:			

The Member Resource Centre (MRC) is normally staffed from 9 am to 5 pm Monday to Friday.
You can reach an MRC Officer by phone (1-888-999-7348 and press 1) or
you can use the 'Contact Us' form on the website: www.seiuwest.ca.

Calendar for Year 2023 (Canada)

January						
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Calendar for Year 2024 (Canada)

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19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
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September							October							November							December						
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Calendar for Year 2025 (Canada)

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Calendar for Year 2026 (Canada)

January							February							March							April						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14	5	6	7	8	9	10	11
11	12	13	14	15	16	17	15	16	17	18	19	20	21	15	16	17	18	19	20	21	12	13	14	15	16	17	18
18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28	19	20	21	22	23	24	25
25	26	27	28	29	30	31								29	30	31					26	27	28	29	30		

May							June							July							August						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2		1	2	3	4	5	6		1	2	3	4	5	6							1
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29
31																					30	31					

September							October							November							December							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	
			1	2	3	4					1	2	3		1	2	3	4	5	6				1	2	3	4	5
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	
27	28	29	30				25	26	27	28	29	30	31	29	30						27	28	29	30	31			

Calendar for Year 2027 (Canada)

January							February							March							April						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2		1	2	3	4	5	6		1	2	3	4	5	6		1	2	3	4	5	6
3	4	5	6	7	8	9	7	8	9	10	11	12	13	7	8	9	10	11	12	13	4	5	6	7	8	9	10
10	11	12	13	14	15	16	14	15	16	17	18	19	20	14	15	16	17	18	19	20	11	12	13	14	15	16	17
17	18	19	20	21	22	23	21	22	23	24	25	26	27	21	22	23	24	25	26	27	18	19	20	21	22	23	24
24	25	26	27	28	29	30	28							28	29	30	31				25	26	27	28	29	30	
31																											

May							June							July							August						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
						1				1	2	3	4	5	1	2	3				1	2	3	4	5	6	7
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31	29	30	31				
30	31																										

September							October							November							December						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4						1	2		1	2	3	4	5	6		1	2	3	4	5	6
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18
19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27							
26	27	28	29	30			24	25	26	27	28	29	30	28	29	30											
							31																				

SEIU-West represents working people across Saskatchewan who work in Health Care, Education, Municipalities, Community Based-Organizations and Private Sector industries. We work to improve the lives of working people and their families and lead the way to a more just and humane society.



The gains and protections contained in this document are the result of you and your co-workers coming together to negotiate a Collective Agreement with your Employer. If you know of someone who needs this kind of agreement and Union protections in their workplace, please contact the SEIU-West Organizing Department today at 1-888-999-SEIU (7348).