

**COLLECTIVE AGREEMENT**

**between**

**RETAIL, WHOLESALE AND DEPARTMENT STORE UNION, LOCAL 558**

**and**

**CANADIAN LINEN AND UNIFORM SERVICE CO.**



**Expiry Date: June 30, 2022**

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**THIS AGREEMENT** made and entered into this **5th day of September 2019**.

**BETWEEN:**

**RETAIL, WHOLESALE AND DEPARTMENT STORE UNION,  
LOCAL 558**, hereinafter referred to as the Union

OF THE FIRST PART

**AND:**

**CANADIAN LINEN AND UNIFORM SERVICE CO.**, a body corporate incorporated under the laws of Canada, with branch office in the City of Saskatoon, in the Province of Saskatchewan, hereinafter referred to as the Company

OF THE SECOND PART

### **ARTICLE 1 - PURPOSE**

In consideration of the mutual value of joint discussions and negotiations on all matters pertaining to employer-employee relations, the parties hereto agree that the purpose of this Agreement shall be to set forth terms and conditions of employment relating to rates of pay, hours of work and other working conditions affecting the employees covered by this Agreement and to provide for a means of settling disputes and grievances of such employees and to co-operate in promoting efficient operation of the Company's business.

### **ARTICLE 2 - CLARIFICATION OF TERMS**

It is agreed that throughout this Agreement wherever the words "he", or "his" or "him" appear, it shall be construed as meaning any employee, male or female. It is also agreed wherever the words "employee" or "employees" appear, it shall mean any person or persons covered by this Agreement.

### **ARTICLE 3 - RECOGNITION**

1. The Company recognizes the Union as the sole collective bargaining agency for all employees employed by the Company, as set out in Article 4 of this Agreement.
2. The Company agrees to meet and negotiate with Union Representatives on all matters pertaining to rates of pay, hours of work and all other terms and working conditions of the employees covered by this Agreement.
3. (a) This Agreement shall be binding upon the parties hereto, their successors, administrators, executors and assigns. In the event the entire operation or any part thereof is sold, leased, transferred or taken over by sale, transfer, lease,

assignment, receivership or bankruptcy proceedings or another limited Company is set up to perform any of the functions previously performed by the Company covered herein such operations shall continue to be subject to the terms and conditions of this Agreement for the life thereof.

- (b) If at any time the Company intends to sell, transfer or lease the entire operation or any part thereof, it shall give notice of the existence of the Agreement to any purchaser, transferee, lessee, assignee, etc., of this operation covered by the Agreement or any part thereof. Such notice shall be in writing not later than the effective date of sale, with a copy to the Union no later than the effective date of takeover.

#### **ARTICLE 4 - SCOPE**

1. This Agreement shall cover the Company's employees falling within the certification order of the Saskatchewan Labour Relations Board, namely all employees employed by Canadian Linen and Uniform Service in or in connection with its places of business located in the City of Saskatoon, in the Province of Saskatchewan, except the General Manager, Customer Operations Manager, Customer Service Managers (3), Customer Administration Manager, Assistant Customer Administration Manager, C3 Coordinator, Production Manager, Assistant Production Manager, Chief Engineer, Linen Conservation Supervisor, Sales Consultants (3), Customer Solutions Specialist and Sales Manager.
2. Persons whose jobs are not in the bargaining unit shall not work on any jobs which are included in the bargaining unit except in those mutually agreed upon by the Parties to relieve vacation, sick leave and holiday rush schedule by supervisory staff/management.

#### **ARTICLE 5 - UNION SECURITY**

1. 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 as a condition of his employment.
2. The Union (Steward) shall be given fifteen (15) minutes to meet with each new hire for Union orientation within thirty (30) days.

#### **ARTICLE 6 - DUES CHECK-OFF**

Upon request in writing from any employee, the Company shall deduct and pay in periodic payments, out of the wages due to such employee, to the person designated by the Union to receive the same, on or before the 20<sup>th</sup> day of each month, the Union dues, initiation fees and assessments from such employees. The Company shall furnish the Union each month with a list

of names of employees from whom the deductions have been made and the names of employees whose services have been terminated and home addresses of all employees.

### **ARTICLE 7 - MANAGEMENT RIGHTS**

1. The Union recognizes that the Company shall have the sole and exclusive right, except as otherwise specifically limited by the express provisions of this Agreement, to determine all matters pertaining to the management of its affairs and that the direction of employees is fixed exclusively in the Company and without restricting the generality of the foregoing, the Union acknowledges that it is the exclusive right of the Company to:
  - (a) Maintain order, discipline and efficiency;
  - (b) Organize and re-organize the work of employees;
  - (c) Hire, appoint, discharge, promote, demote, classify, transfer, lay off, recall, suspend, or otherwise discipline employees;
  - (d) Make and enforce and alter from time to time rules and regulations to be observed by the employees;
  - (e) Determine and change the operations of the Company; determine and change the locations where the Company's operations are carried on; determine and change the methods of carrying out the Company's operations; set standards for the performance of work; determine the work to be performed by employees; and determine the time, or times, an employee is to work;
  - (f) Determine the nature and kind of operations conducted by the Company; the kind and location of equipment to be used; the right to subcontract; the extension, limitation, curtailment or cessation of operations; the right to sell, merge, consolidate or lease its operations or any part thereof; and to determine all other functions and prerogatives heretofore vested in and exercised by the Company which shall remain solely with the Company.

### **ARTICLE 8 - NO STRIKE, NO LOCKOUT**

It is agreed during the life of this Agreement that neither party to this Agreement shall cause a suspension of work, strike, picketing, slowdown or lockout.

### **ARTICLE 9 - GRIEVANCE PROCEDURE**

1. A Union Steward shall be present when an employee is given a verbal warning, written warning, written notice of a suspension or written notice of dismissal. The employee shall have the right to choose the Union Steward who will be present.

2. For the purpose of negotiating grievances, it is agreed that the Union shall set up Grievance Committee consisting of not more than two (2) employees plus the grievor, if appropriate. The Union and any other counsel it deems necessary may have the assistance of a Representative of the Retail, Wholesale and Department Store Union and the Company may have the assistance of such counsel as it deems necessary.
3.
  - (a) Any complaint, disagreement or difference of opinion between the Company, the Union or the employee covered by this Agreement concerning the interpretation or application of the terms and provisions of this Agreement shall be considered a grievance and/or dispute.
  - (b) All disputes and grievances of employees shall be submitted in writing and taken up within seven (7) working days of their occurrence with the employee's immediate superior who shall render a written decision within seven (7) working days to the Union Committee.
  - (c) If a satisfactory settlement cannot be reached under Clause 3(b) of this Article, grievances shall be taken up within five (5) working days with the Manager who shall render a decision in writing within two (2) working days to the Union Committee.
  - (d) If a satisfactory settlement cannot be reached under 3(c) above, the grievance shall be referred to arbitration within ten (10) working days of the date of the decision rendered under 3(c). The parties to this Agreement agree to establish an independent Board of Arbitration in the following manner:

The Company and the Union shall each select a member to represent them on a Board of Arbitration. The Company and the Union shall then select a Chairperson who is acceptable to both parties. Upon failure to agree on a Chairperson within ten (10) days, either party shall request the Minister of Labour to appoint a Chairperson. It is agreed that the expenses of the Chairperson of the Board of Arbitration shall be shared equally by both parties to this Agreement.
  - (e) The decision of the Board of Arbitration shall be final and binding on both parties. It is distinctly understood that the Board of Arbitration is not vested with its power to change, modify or alter this Agreement in any of its parts. The Board may, however, interpret the provisions of this Agreement.
  - (f) Notwithstanding the foregoing provisions respecting the establishment and jurisdiction of an Arbitration Board, if the parties agree, a Sole Arbitrator may be chosen to act in the same capacity and having the same powers as a Board of Arbitration.
  - (g) Timelines may be extended by mutual agreement of the parties.

4. Disputes and grievances of employees and collective bargaining negotiations shall be handled on Company time during regular working hours, unless otherwise mutually agreed upon. It is agreed that no employee shall suffer loss of pay while handling grievances or taking part in collective bargaining negotiations.
5. Should an employee be improperly penalized, dismissed, laid off, recalled, promoted, demoted or transferred and it is later established through the grievance procedure that such penalty, dismissal, layoff, recall, promotion, demotion or transfer was not in accordance with the provisions of this Agreement, he shall immediately be returned to his proper status in all respects and shall be compensated for all wages lost at his regular rate of pay.

#### **ARTICLE 10 - HOURS OF WORK**

1.
  - (a) Plant Employees - The normal workweek for all full-time plant employees shall be forty (40) hours, five (5) days per week, not exceeding eight (8) hours per day, Monday to Saturday inclusive. Saturday work shall only be scheduled when there is more than one (1) statutory holiday in a week. Said Saturday will be scheduled by October 1<sup>st</sup> of that year when two (2) statutory holidays fall within one (1) workweek.
  - (b) CSR's – The normal workweek for full-time CSR's shall be four (4) days per week or five (5) days per week consisting of either four (4) ten (10) hour days or five (5) eight (8) hour days. The four (4) ten (10) hour days and the five (5) eight (8) hour days shall be between Monday and Friday and shall be set by the Company depending on the route.
  - (c) Maintenance Department - The normal workweek for all full-time Maintenance Department Employees shall be forty (40) hours, five (5) days per week, not exceeding eight (8) hours per day. Each full-time employee of the Maintenance Department covered by this Agreement shall receive every second Saturday off except in the case of mechanical breakdown, necessary equipment installations or changes, or incidents beyond the Company's control.
2. The Company shall draw up and post a schedule showing daily starting time, quitting time and lunch time for all in-plant employees. The schedule for the next following week shall be posted not later than 2:00 p.m. each Friday, or Thursday if Friday is not a working day. It is agreed that every effort shall be made to solve disputes in respect to schedules prior to the end of the regular shift on Friday. However, if such a dispute is not solved within this time, the last posted schedule to which the Union agreed shall remain in force for at least one more week following which the new schedule proposed by the Company may be implemented.

Notwithstanding the above provisions of Article 10(2), if operating conditions require immediate schedule changes or if an employee requests a change in his scheduled hours

and the Company agrees to this request, under such circumstances, daily starting and quitting times may be amended without the above requirement for notice.

Unless amended according to the above provisions of Article 10(2), schedules for employees will fall within the following hours:

- (a) Plant Employees - The first shift eight (8) hour workday shall be contained between 7:00 a.m. and 7:00 p.m. The mat shift eight (8) hour workday shall be contained between noon and midnight.
  - (b) Wash Floor - The eight (8) hour day shall be contained between 6:00 a.m. and 7:00 p.m.
  - (c) Maintenance - The eight (8) hour day shall be contained between 6:00 a.m. and 9:00 p.m.
3. The Company agrees to guarantee to every full-time employee a minimum of thirty-seven (37) hours' work per week or pay in lieu of work except in the case of breakdown, weather conditions or while an employee is absent from work at his own request or as hereinafter provided.
4. All employees who are required to report for work on any day and do so report but for reasons for some breakdown or weather conditions are dismissed for the day shall receive not less than four (4) hours' pay to regular time.
5. If an employee is required to work during his regular lunch period, he shall be entitled to equal time off in the same day.
6.
  - (a) Employees employed as CSRs may work according to an hours-of-work averaging arrangement which results in a forty (40) hour week averaged over a four (4) week period, commencing with the first full pay period in January when a CSR is assigned to such an arrangement by the Company.
  - (b) The parties agree to take any steps which may be necessary to have the arrangements set out in Article 10(6)(a) appropriately recognized and approved under the Saskatchewan Employment Act.
7. Part-time positions for Plant, CSR and Maintenance positions may be established by the Company with the following conditions to apply:
  - (a) The normal workweek for part-time employees shall be up to forty (40) hours per week, five (5) days per week, not exceeding eight (8) hours per day.
  - (b) Part-time employees will not be used to replace full-time employees or as a substitute for full-time positions.



- (c) Under no circumstances shall a full-time employee be assigned or required by the Company to work in the capacity of a part-time employee.
- (d) Part-time positions shall be posted in accordance with this Agreement to provide current employees the opportunity to apply if they wish to do so.
- (e) Part-time employees shall accrue seniority on a pro rata basis according to the employee's hours of work compared to the regularly scheduled hours of work of a full-time employee in a similar position.
- (f) Part-time employees are eligible to participate in employee benefit plans according to the conditions of the Saskatchewan **Employment** Act on pro-rated benefits for part-time employees.

#### **ARTICLE 11 - OVERTIME**

1. Overtime pay at one and one-half (1 1/2) times an employee's regular rate shall be paid for the first two (2) hours of overtime each day and double (2) an employee's regular rate for overtime hours worked thereafter for:
  - (a) All hours worked in excess of eight (8) hours in any one day;
  - (b) All hours outside the Schedule of Hours referred to in Article 10(2);
  - (c) All hours outside the mutually agreed to posted weekly Schedule of Hours.

It is understood that in the event overtime is made necessary due to a plant breakdown or severe weather conditions, double (2) time will apply after three (3) hours' overtime. All overtime work must be authorized by the Company.

2. Employees required to work on Sunday shall be paid double (2) the regular rate of pay.
3. Three (3) hours' advance notice shall be given to employees when requested to work more than one-half (1/2) hour overtime except in case of a mechanical breakdown or incidents beyond the Company's control. Employees are expected to comply with any reasonable request for overtime. However, overtime shall be strictly voluntary if the Company's request encompasses reasons other than mechanical breakdown or incidents beyond the Company's control.
4. An employee required to work more than two (2) hours' overtime continual in one day shall be provided with a meal by the Company.
5. When overtime is required within Production Departments, the overtime shall be offered on a seniority basis to employees who normally perform such work in the Department. If

the assignment is not filled within the Department by this procedure, the Company may assign the overtime as deemed appropriate. If by error an incorrect overtime assignment is made, the Company may remedy this situation by offering the affected employee the next available overtime work in the Department.

### **ARTICLE 12 - REST PERIODS AND MEAL BREAKS**

1. (a) All employees shall be given midway during the first half and midway during the second half of their shift, a fifteen (15) minute rest period without deduction of pay. The Company shall provide suitable and sufficient rest rooms for employees.
- (b) All employees shall be allowed a one-half (1/2) hour unpaid meal break as close to midway point of their shift as possible.
2. If overtime is in excess of two (2) hours, the employees shall receive a one-half (1/2) hour unpaid meal break and meal provided by the Company. This meal break is to be taken at the end of the first two (2) hours of overtime. If, however, overtime is worked not continuous with regular working hours, employees shall receive their regular rest breaks as set out in Article 11(1).
3. The Company agrees to allow a five (5) minute cleanup time for the Wash Floor, Maintenance Department and the Count-In Department employees when handling soiled linen. This cleanup time shall be taken before coffee breaks and lunch periods and before quitting time. This policy is not in effect for Wash Floor, Maintenance and Count-In Department employees if, due to lack of work in their respective departments, the employee has been moved to another department and is in that department when the aforementioned time periods occur.

### **ARTICLE 13 - WAGES**

1. Any employee required temporarily to fill another position paying a higher rate of pay shall receive this higher rate of pay for all hours worked in the higher paying position provided the employee fills the position for a period longer than one (1) hour. But, if required temporarily to fill a job posting paying a lower rate of pay, he shall continue to receive his regular rate.
2. Pay shall be paid by way of direct deposit to employees' personal bank accounts every second (2<sup>nd</sup>) Friday. The employees will receive, via online download, a complete itemized computation of employees' wages, including the amount of deductions for sickness and statement of pay for statutory holidays, overtime, commission and other supplementary pay and deductions. Except for money owing the Company, employees shall not have pay or earnings of more than one (1) week held back. **If an employee is paid incorrectly and shorted pay by an amount of two hundred (\$200.00) dollars or**

**greater, the employer shall rectify by issuing the shorted pay by cheque within three (3) business days.**

- 3. It is agreed that regardless of age or sex, the principle of equal pay for equal work shall apply.
- 4. Job classifications and rates of pay applicable thereto for all employees covered by this Agreement shall be as set out in Appendix "A" attached to and forming part of this Agreement.
- 5. Classification titles and rates of pay applicable thereto for any new classifications or positions that may hereafter be established shall be subject to negotiations and a supplementary Agreement between the Company and the Union shall be executed.
- 6. Whenever an employee's rate prior to promotion is within the range of the new classification, his rate shall not be reduced and after promotion, the employee shall be paid his regular increments until the top of the range is reached.
- 7. An employee shall receive the pay and benefits provided for in this Agreement when on an unpaid leave of absence for union work or conventions. However, the Union shall reimburse the Company for all pay and benefits during this period of absence.

**ARTICLE 14 - STATUTORY HOLIDAYS**

- 1. The following days shall be observed as paid holidays and employees are not required to render service on such holidays:

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

and any other holiday when so proclaimed by Federal or Provincial authorities.

Any holiday falling on a weekend shall be observed on a day before or after the weekend as determined in the discretion of the Company.

The calculation for Statutory Holiday pay for all employees covered by this Collective Agreement shall be calculated based on five percent (5%) of all wages including vacation pay for time off, sick pay and route volume commission that has been paid in the four (4) weeks before the Statutory Holiday, but not including overtime.

- 2. Any employee who works on any holiday as set out in Section 1 of this Article shall be paid, in addition to his regular rate of pay, an amount equal to one and one-half (1 1/2) times his regular rate for all hours worked.

3. When any holiday or holidays as set out in Section 1 of this Article fall in an employee's workweek, the workweek shall be reduced: by eight (8) hours or one (1) day if a one (1) day holiday occurs; and by sixteen (16) hours or two (2) days if two (2) holidays occur. No employee shall suffer a reduction in take-home pay in such a week but shall receive his full week's pay.
4. Holidays with pay provisions as set out in this Article shall apply to part-time employees as well as full-time employees.
5. There will be no entitlement to pay for the statutory holiday from the Company in cases where the employee is:
  - (a) Being paid benefits under the Saskatchewan Workers' Compensation Act for the week in which the Statutory Holiday is observed, or
  - (b) Receiving Weekly Indemnity payment (as set out in Article 21, Section 2) for the week in which the Statutory Holiday occurs, or
  - (c) Is on approved Leave of Absence (as set out in Article 19) for the week in which the Statutory Holiday occurs.
6. There will be entitlement to pay for the Statutory Holiday in cases where an employee is absent from work because of illness during the week of said Holiday (except in 5. above) provided the employee notifies the Company prior to the commencement of his or her shift each day of the illness. A doctor's certificate may be required.

#### **ARTICLE 15 - ANNUAL VACATIONS**

1.
  - (a) Three (3) weeks' vacation with pay based on three fifty-seconds (3/52nds) of an employee's total previous year's earnings from employment anniversary date to anniversary date shall be granted after one (1) year's service and after each subsequent year of service up to seven (7) years.
  - (b) Four (4) weeks' vacation with pay based on one-thirteenth (1/13th) of an employee's total previous year's earnings from employment anniversary date to anniversary date shall be granted after seven (7) years' service and after each subsequent year of service up to fourteen (14) years.
  - (c) Five (5) weeks' vacation with pay based on five fifty-seconds (5/52nds) of an employee's total previous year's earnings from employment anniversary date to anniversary date shall be granted after fourteen (14) years' service and after each subsequent year of service.
2.
  - (a) Employees shall have the right to take their vacation in one (1) period of three (3) consecutive weeks or in two (2) periods of two (2) weeks consecutive, in one (1)

separate, or in three (3) separate one (1) week periods and a maximum of one (1) week in one (1) day periods. Vacation periods will be allowed on a five (5) to one (1) ratio which means not more than one (1) employee will be on vacation for every five (5) employees in their Department. Not more than five (5) employees will be on vacation from Production (defined below as numbers 1 to 6) at any one time. During the Christmas pull-ahead period (December 15-January 2), not more than three (3) employees will be on vacation from Production at any one time. For the purpose of this Agreement, the Departments shall be defined as follows:

1. Check-in
2. Wash Floor
3. Flat Department
4. Press/Tunnel and Mending
5. Bundling
6. Stockroom and Seamstress
7. Engineering and Janitor
8. CSR's

Every reasonable effort shall be made by the Company to arrange vacations as may be requested by the employees.

- (b) Employees' holidays shall be independent of non-bargaining-unit employees.
3. Unless otherwise agreed upon between the Company, the Union and the employee, any new employee hired on or after September 1<sup>st</sup> but before January 1<sup>st</sup> of the new year (after one (1) year's employment) must take his/her earned vacation within the following sixteen (16) months. Thereafter, his/her vacation must be taken between January 1<sup>st</sup> and December 31<sup>st</sup>. Those employees with an employment date prior to September 1<sup>st</sup> must take their first (1<sup>st</sup>) vacation (after one (1) year's employment) before December 31<sup>st</sup> of the current year.
  4. Vacations shall be taken, if possible, at the time or times most desired by the employee concerned. A vacation request list will be posted by January 1<sup>st</sup> until April 1<sup>st</sup>. By April 15<sup>th</sup>, the Company and the Union will draw up a vacation schedule based on this list. Save for exceptional reasons, no more than two (2) weeks of vacation shall be permitted during the period of May 15<sup>th</sup> to September 15<sup>th</sup> of any year. However, if a vacation week within this period remains open, subsequent to initial submission, employees will be allowed additional vacation time within this period in order of seniority in their respective departments. Seniority shall govern the selection of vacation dates in case of any dispute. Any vacation requests submitted after April 1<sup>st</sup> will be scheduled according to the remaining vacation availability after the vacation schedule has been drawn up.
  5. When a statutory holiday occurs during an employee's vacation, an extra day's vacation mutually agreed upon prior to the employee's next annual vacation shall be granted or pay in lieu thereof if the employee so agrees. Pay for such a holiday shall be paid to the

employee at the time he receives his annual vacation pay.

6. If the employment of any employee is terminated any time after the commencement of his employment, the Company shall pay to him, in addition to all other amounts due to him, 3/52nds of his total earnings earned by him for the period employed but, if the employee has received annual vacation with pay at any time during his employment, the Company shall pay to him 3/52nds of his total earnings from the date he received his last annual vacation. Employees with seven (7) years or more service shall receive 1/13th of total earnings from the date the last annual vacation was taken. Employees entitled to five (5) weeks' vacation shall receive 5/52nds of total earnings from the date the last annual vacation was taken.

#### **ARTICLE 16 - SENIORITY**

1. New employees shall be on probation for a period of seventy (70) days' worked by the probationary employee during which time the employee may be dismissed without reference to seniority and the termination of a probationary employee shall not be subject of a grievance under this Agreement. Seniority shall then be established from the date the employee first entered the service of the Company.
2. The Company shall prepare a seniority list of all employees in January of each year and thereafter the seniority list shall be amended and brought up to date every three (3) months. The list shall be posted in places accessible to all 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 the list will be forwarded to the Local Union Office.
3. If an employee is on an approved leave of absence subject to the terms of Article 19, he shall retain his seniority.
4. If an employee is absent from work due to accident or sickness, he shall accumulate seniority for a period not exceeding twelve (12) months.
5. Seniority shall be forfeited:
  - (a) by dismissal for cause;
  - (b) by an employee failing to report for work on recall after layoff;
  - (c) by voluntarily leaving the service of the Company;
  - (d) if an employee is laid off for more than one (1) year;
  - (e) if an employee is transferred out of the bargaining unit for a period in excess of one (1) year.

- (f) Should an employee be transferred back into the bargaining unit, he or she shall be credited with only the seniority he or she accumulated for time spent in the bargaining unit.
  - (g) **Should an employee abandon their job by not reporting to work or reporting their absence from work for three (3) consecutive days without an acceptable reason.**
6. Relief employees shall be defined as employees employed for one (1) of the following reasons:
- (a) to fill short-term needs which are expected to be of less than three (3) months' duration; or
  - (b) to fill positions resulting from the absence of another employee due to sickness, vacation or accident.
  - (c) Subject to the foregoing, any relief employee who continues in a position beyond the period of illness, injury or maternity/parental leave for which he is relieving but in no circumstance beyond twelve (12) months' duration shall be deemed to have created a full-time permanent position to be filled in accordance with Article 18.
  - (d) Relief employees gain seniority and seniority rights under this Agreement. Union dues shall be deducted from the relief employees and remitted to the Union in accordance with Article 6.

### **ARTICLE 17 - LAYOFFS AND RECALLS**

1. In the event of a layoff, senior employees shall be retained, ability being sufficient to handle the work to be done. Any employee laid off shall be returned to work in order of seniority, ability being sufficient to handle the work being resumed. A layoff shall be defined as a period of more than six (6) consecutive calendar days during which no work is available for the employee.
2. When the Company wishes to recall an employee who has been laid off, they shall notify such employee by Registered Letter addressed to the employee's last known address and shall notify the Union of this action. The employee shall have forty-eight (48) hours after being notified by the Company to advise the Company of his intention to return to work and must do so within seven (7) days of having informed the Company. The Company may telephone an employee but, if the employee cannot be reached personally, the Registered Letter must be sent.
3. If it is necessary to send employees home because of a shortage of work during the workweek, the employees in the Department affected (Departments as defined in

Article 15-2.) with the least seniority shall be sent home provided the remaining employees in the Department are qualified to perform the remaining work.

### **ARTICLE 18 - PROMOTIONS AND VACANCIES**

1. Any full-time vacancies or any new full-time positions created during the life of this Agreement shall be posted on the Notice Board.
2. A period of five (5) working days shall be allowed employees in which to make written application for any such vacancies or new positions.
3.
  - (a) All such vacancies or new positions shall be filled on the basis of seniority when merit and ability are sufficient. When the position is to be filled, the Union shall be notified of the name of the successful applicant within ten (10) days of the posting.
  - (b) New employees or employees selected as a result of a posting shall be required to remain in the new position for a period of six (6) months for Plant positions and twelve (12) months for CSR positions before they are eligible to apply for newly posted positions.
4. All employees filling a new position shall be allowed a period of thirty (30) working days to train for CSR positions and fifteen (15) working days for Plant positions. If such an employee does not perform his duties satisfactorily within or during the training period or she/he does not wish to remain in the new position, she/he shall revert to his or her former position without loss of seniority. His or her position will be posted only after the training period has been successfully completed.

### **ARTICLE 19 - LEAVE OF ABSENCE**

1. Upon giving the Company at least seven (7) days' notice in writing, a maximum of three (3) employees, from different Departments, elected or selected as delegates to attend business meetings in connection with the affairs of the Union shall be granted leave of absence without pay for a period not exceeding fourteen (14) days and without loss of seniority or any other rights or privileges enjoyed by such employees.
2. Not more than one (1) employee who is elected or selected to do Union work shall upon request and upon giving the Company thirty (30) days' notice be granted six (6) months' leave of absence in any one year without pay and without loss of seniority or any other rights or privileges enjoyed by such employee prior to such leave of absence.
3. Special leave of absence with pay shall be granted in case of critical illness, death or accident of a serious nature to the immediate family of the employee. Such leave of absence shall not exceed three (3) days in any one period with pay. The Company may



require employees to furnish proof of the necessity of such leave of absence. Immediate family of the employee shall mean husband, wife, mother, father, step-mother, step-father, sister, brother, grandparents, common-law spouse or children of the employee including step-children residing with the employee. Mother-in-law, father-in-law, spouse's grandparents are to be included only in case of death. Employees shall be allowed time off without pay for nieces, nephews, brothers-in-law, sisters-in-law, aunts and uncles only in the case of death. Additional leave without pay may be granted.

4. Maternity, Parental and Adoption leaves granted to any employee shall be in accordance with the Saskatchewan Employment Act.
5. An employee may request a leave of absence upon giving the Company at least five (5) days' written notice. Such written application must state the requested date for commencement of the leave and date of return to work. The Company may grant the requested leave of absence without pay and will advise the employee of the decision in writing. Seniority shall not accumulate during the period of such leave of absence.
6. When an employee is called by the appropriate authorities for jury duty and must, as a result, lose time from work, the Company agrees to pay such employee the difference between any fee received for such jury duty and the employee's straight-time basic rate excluding shift or other premium for the scheduled hours he/she otherwise would have worked up to a maximum of three (3) days.

## **ARTICLE 20 - SAFETY AND HEALTH**

1. The Company shall make provisions for the safe and healthy working conditions of the employees during working hours and the Union may, from time to time, bring to the attention of the Company any recommendations for improvements regarding conditions of work. Such recommendations shall be subject to negotiations between the Company and the Union.
2. A first aid box as defined by St. John's shall be maintained on each floor plus a couch or cot in the plant where injured or ill employees may be cared for. One employee shall be appointed to look after same.
3. An employee member of the Health & Safety Committee desiring to take a course in first aid may do so and, upon successful completion of such course, the tuition fee shall be paid for by the Company provided so arranged with the Company beforehand. The course is to be taken on employee's own time.
4. Any working conditions shall not be less than the Provincial Occupational **Health** and Safety Regulations, **1996**, or as amended. **This includes training as stated in Part IV of the Occupational Health and Safety Regulations, 1996, as approved in advance by the Company.**

5. The Company agrees to practice two (2) times in any one (1) year a fire drill for the fast and orderly exit of all employees from the premises.

## **ARTICLE 21 - EMPLOYEE BENEFITS**

1. Effective date of ratification, new employees will be entitled to all the following employee benefits, excluding Pension Plan benefits, upon the successful completion of six (6) months' employment.

2. **Weekly Indemnity**

Full-time employees shall be eligible for the Weekly Indemnity Plan. Benefits will commence on the fourth (4<sup>th</sup>) day of the disability and be payable for a maximum of sixteen (16) weeks during any one period of illness.

The amount of the benefit will be 66 2/3% of the employee's regular rate.

Benefits are payable for any period of disability resulting from miscarriage.

Benefits are only payable for those days under the care of a legally qualified physician.

The Company shall pay the total cost of the Plan.

The Company shall pay the premium while an employee is on sick leave and weekly indemnity.

3. **Death and Accidental Insurance**

Full-time employees shall be covered by Life Insurance in the amount of \$30,000.00. The Company shall pay the total cost of the Insurance Plan. The Life Insurance Plan shall not be changed, modified or discontinued, except by agreement between the Company and the Union.

4. **Sick Leave/Personal Leave**

- (a) Definition of Sick Leave/Personal Leave: Sick leave means the period of time an employee is absent from work by virtue of being sick or disabled or personal leave.

Full-time employees will accrue one-half (1/2) day per month in sick leave to a maximum of six (6) days in one (1) calendar year. In order to accrue this one-half (1/2) day per month, an employee must work at least seventeen (17) days in a month. Vacation and general holidays shall be considered as days worked for the purposes of this provision.

A deduction shall be made from accumulated sick leave credits of all normal working hours (exclusive of statutory holidays) at the same number of credit hours earned for sick leave that is proportional to the scheduled hours worked for their particular department. (Example: If a department is working less than eight (8) hours, the sick benefit will reflect the same number of hours.)

- (b) If the employee is eligible for Weekly Indemnity benefits, under the Welfare Plan, he or she shall then be allowed to draw sick pay from his or her accumulated sick leave for the waiting period for Weekly Indemnity benefits.
- (c) Any full-time employee claiming sick leave under the provisions of this section shall notify the Department Head at least one (1) hour before the employee would normally report to work. It is understood that the employee shall supply, at the Company'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.
- (d) The amount of sick leave accumulated but not taken at the end of each calendar year to a maximum of six (6) days will be carried forward to the next calendar year and will remain at that number to a maximum of six (6) days until such time as sick leave days are taken.

#### 5. **R.W.D.S.U. Dental Plan**

The Company agrees to make direct contributions of **thirty-four (\$.34)** cents per hour for all straight-time hours worked for each full-time and each part-time Union employee to the Saskatchewan Retail, Wholesale and Department Store Union Employees' Dental Benefit Trust Fund. Effective date of ratification (DOR) **2019**, the Company shall contribute **thirty-five (\$.35)** cents per hour. Effective **July 1, 2020** the Company agrees to make direct contributions of **thirty-six (\$.36)** cents per hour. **Effective July 1, 2021 the Company shall contribute thirty-seven (\$.37) cents per hour.** The Union shall supply the Company with particulars of this Plan and the Company agrees to endorse all administrative documents pertaining to the setting up and putting into effect the said Plan. The Company reserves the right to review all the administrative documents pertaining to the setting up and putting into effect the said Plan prior to the endorsement of the said document.

#### 6. **Long Term Disability Plan**

The Company agrees to present a quote for an L.T.D. plan from the insurance company. The Plan is to be one hundred (100%) percent funded by the employees.

7. **Plan Conditions and Change of Carrier**

Notwithstanding any provisions of this Agreement, the terms of the insurance policy and plan shall govern in all respects relative to eligibility for participation and benefit coverage in the weekly indemnity and death and accidental insurance coverage provided in 1 and 2 above. The Company also retains the right in its sole discretion to change insurance carriers provided comparable benefit coverage is maintained.

8. **Pension Plan**

Teamsters/RWDSU General Workers Union Pension Plan

**Section 1** For the duration of the current Collective Agreement between the Union and the Company, the Company agrees to continue payments to the Pension Trust Fund as herein set forth to provide pension benefits for employees of the Company. For each full-time and part-time employee who has completed one (1) year of service working in job classifications covered by the Collective Agreement, the Company's contribution shall be:

- (a) five and three quarters (5.75%) percent of the employee's gross earnings as of July 1, 2017.

**Section 2** Each eligible full-time employee shall contribute:

- (a) five and three quarters (5.75%) percent of the employee's gross earnings as of July 1, 2017.

**Section 3** Such contributions shall be paid into the Teamsters/RWDSU General Workers Union Pension Plan Trust Fund (hereinafter called the "Trust Fund"). The terms of the Pension Plan established for the employees shall be determined by the Trustees of that Trust Fund and the administration of the Plan shall be carried out by the Trustees of the Trust Fund in accordance with the Trust Agreement governing the Fund.

Gross earnings as basis for calculating contributions shall include each day or hour paid for, including days or hours of paid vacation, paid holidays or other days or hours for which pay is received by the employee in accordance with the Collective Agreement.

**Section 4** (a) Contributions along with a list of employees for whom they have been made and the amount of contribution by or in respect to each employee and the employee's covered earnings shall be forwarded by the Company to the Custodian of the assets of the Plan.

- (b) Such payments shall be made to the Custodian appointed under the

Trust Fund for each pay period not later than twenty-one (21) days after the end of each pay period. The Company shall, within the said period of twenty-one (21) days, mail a list of the members of the Plan and Trust covered by each such remittance to the Administrator of the Trust Fund showing for each member his gross earnings and voluntary contribution, if any, for the period covered by the remittance. The Company further agrees to submit a completed change in status form with respect to each member whose status under the Plan changes on or about the date of such change in status and also agrees to submit to the said Administrator, within sixty (60) days following the end of such a plan year, a listing of all persons who were members of the Plan during such plan year showing, for each member, his gross earnings received during the plan year.

**Section 5** The Company agrees to be bound by all terms, conditions and provisions of the Teamsters/RWDSU General Workers Union Pension Plan and Trust Fund and for such purpose to execute such documents as may be required to constitute the Company a party of the Second Part (Employer) to the Agreement and Declaration of Trust under which the said Pension Trust is established.

9. **Vision Care**

The Company agrees to provide Vision Care coverage. Full-time eligible employees shall be reimbursed up to a maximum of two hundred (\$200.00) dollars in a twenty-four (24) month period. Effective date of ratification (DOR) 2016, this amount shall be increased to two hundred and fifty (\$250.00) dollars. This amount can be used towards laser eye surgery and/or eye exams.

10. **Cell Phone**

The Company will reimburse for business-related cell phone use for CSR employees. In-town CSRs will be eligible to receive a maximum of fifteen (\$15.00) dollars per month and overnight CSRs will be eligible to receive a maximum of twenty-five (\$25.00) dollars per month. The Company reserves the right to replace these reimbursements and implement a Company cell phone plan.

11. **Supplemental Health Benefits**

Effective September 1, 2002, a Supplementary Health Benefits Plan will be implemented by the Company. The Plan will apply to full-time employees. The Company shall pay the full premium costs. The Company agrees to add a prescription swipe card to the Plan.

Effective the first full month following date of ratification (DOR) 2016, the Company will add two hundred (\$200.00) dollars per year for Massage Therapy to the Supplemental Health Benefits.

**ARTICLE 22 - NOTICE BOARDS**

A suitable notice board shall be provided by the Company for the use of the Union to be located in the coffee room easily accessible and conspicuous to employees.

The parties must agree on the size of the board.

Information placed on this notice board, other than meeting notices, will be shown to the General Manager or his designate.

**ARTICLE 23 - LAYOFF AND TERMINATION OF EMPLOYMENT**

Notice of termination of employment will be provided in accordance with the Saskatchewan Employment Act.

**ARTICLE 24 - MISCELLANEOUS**

1. (a) No employee shall be discriminated against in any manner because of Union activities or because of race, colour, creed, sex, age or political beliefs.
- (b) No employee shall be asked to enter into any written or verbal agreement which may be contrary to this Agreement.
2. Working uniforms shall be supplied and maintained by the Company at no cost to the employees. Such uniforms shall remain the property of the Company and shall not be taken from the premises.
3. (a) The Company shall pay the total cost of all CSRs' uniforms including heavy winter jackets.
- (b) All CSRs' uniforms shall remain the property of the Company and shall be returned by the CSRs to the Company upon termination of employment. It is understood that the CSRs shall be allowed to wear the uniform to and from work if so desired.
- (c) All heavy winter jackets purchased by the Company shall be cleaned and maintained by the Company and will remain the property of the Company at all times.
- (d) After one (1) month's employment, full-time mechanic, full-time wash floor and

full-time maintenance employees shall have the privilege of purchasing safety shoes or boots through the Company at the Company's cost to a maximum of one hundred and fifty (150.00) dollars per employee per year. **Effective date of ratification (DOR) this amount shall increase to one hundred and sixty-five (\$165.00) dollars per employee per year.** This shall also apply to CSRs if requested by the customer due to on-premises safety concerns.

4. (a) All employees who are required to operate Company vehicles shall be required to possess and maintain a valid Saskatchewan Operator's License with valid endorsements as may be required by Company policy or applicable legislation.
  - (b) Employees shall be responsible for immediately advising the Company of any restrictions placed on their Operator's License.
  - (c) All CSRs required to operate Company vehicles shall be required to authorize the Company to obtain their Drivers Abstract on an annual basis.
  - (d) Any employee receiving a traffic violation in a Company vehicle is responsible to inform the Company immediately of such and is responsible for any financial obligation and liability this may bring.
5. The Business Representative of the Union shall be admitted to the lunch room to conduct the legitimate affairs of the Union, with the permission of management, provided there is not an interruption of the employees or their working schedule other than the employee, or employees, being spoken to.
  6. Union employees shall maintain the right to not cross picket lines and shall not be required to handle or process merchandise from any struck customer or supplier.
  7. The Company will not contract out any of its operation that might lead to layoff of any of its then present staff. The Company also agrees not to make use of the services on a permanent basis of any person under contract with a private employment agency.
  8. The record of an employee shall not be used against her/him at any time after eighteen (18) months following a suspension or disciplinary action, including letters of reprimand or any adverse reports, provided no additional adverse reports are written within the eighteen (18) month period. Further, all letters of reprimand shall be removed from the employee's file.
  9. 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 the third week of each quarter. The Committee will consist of two (2) members from the bargaining unit and two (2) members from management. Other members of Canadian Linen management and the Business Agent or other RWDSU Local Executives may attend if required/requested.

**ARTICLE 25 - ROUTE PERSONS**

1. CSRs shall not be shifted from one route to another without the consent of the CSRs and the Union.
2. The Company agrees to consult the Union respecting splitting of routes when these events result in major changes in hours, mileage or number of stops.
3. CSRs must not deviate from their regular route assignment except with permission of their immediate supervisor.
4. Each employee shall keep proper records on forms supplied by the Company 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 Company. Proven dishonesty regarding financial transactions on behalf of the employee shall be cause for instant dismissal.
5. **An overnight meal per diem of fifty (\$50.00) dollars shall be paid for each night a CSR is required to stay overnight out of town.**



**ARTICLE 26 - DURATION OF AGREEMENT**

This Agreement shall be effective from the date of signing and shall remain in effect from **July 1, 2018** until **June 30, 2022** and thereafter from year to year but either party may, not less than sixty (60) days or more than one hundred and twenty (120) days before the expiry date of this Agreement, give notice in writing to the other party to terminate this Agreement or to negotiate a revision thereof.

Signed at Saskatoon, Saskatchewan this   1st   day of  April , 2020.

**Signed on behalf of Canadian  
Linen and Uniform Service Co.:**

Colin Fick  
**Colin Fick**

Wayne Sweet  
**Wayne Sweet**

Chris Froio  
**Chris Froio**

Mark Chiarelli  
**Mark Chiarelli**

**Signed on behalf of Retail  
Wholesale and Department  
Store Union Local 558:**

Devinder Bains  
**Devinder Bains**

Chris Melymok  
**Chris Melymok**

Callum Brown  
**Callum Brown**

Rocky Luchsinger  
**Rocky Luchsinger, Representative**

## APPENDIX "A" - JOB CLASSIFICATION AND WAGE APPENDIX

Job Classification	Effective July 1, 2018 1.75%	Effective July 1, 2019 2.00%	Effective July 1, 2020 2.25%	Effective July 1, 2021 2.50%
<b>Production Worker I - Flat Department, Tunnel Mending, Press</b>				
Start	\$15.36	\$15.67	\$16.02	\$16.42
After 70 days' worked	\$16.21	\$16.53	\$16.90	\$17.33
After 9 months	\$17.06	\$17.40	\$17.80	\$18.24
<b>Production Worker II - Check-in, Stockroom and Seamstress Bundling</b>				
Start	\$15.51	\$15.82	\$16.17	\$16.58
After 70 days' worked	\$16.38	\$16.71	\$17.09	\$17.51
After 9 months	\$17.26	\$17.60	\$18.00	\$18.45
<b>Head Washperson</b>				
Start	\$17.50	\$17.85	\$18.25	\$18.71
After 70 days' worked	\$18.06	\$18.42	\$18.84	\$19.31
After 9 months	\$18.59	\$18.96	\$19.39	\$19.87
<b>Washer Helper, Smart Loader, Mat Roller, Utility Persons, Linen Conservation</b>				
Start	\$14.94	\$15.24	\$15.58	\$15.97
After 70 days' worked	\$16.81	\$17.15	\$17.53	\$17.97
After 9 months	\$17.68	\$18.04	\$18.44	\$18.90
<b>Dryer Operator</b>				
Start	\$16.30	\$16.63	\$17.00	\$17.43
After 70 days' worked	\$17.24	\$17.58	\$17.98	\$18.43
After 9 months	\$18.12	\$18.48	\$18.90	\$19.37
<b>3rd and 4th Class Engineer</b>				
Start	\$23.22	\$23.68	\$24.22	\$24.82
After 70 days' worked	\$24.45	\$24.94	\$25.50	\$26.14
After 9 months	\$25.68	\$26.20	\$26.78	\$27.45

<b>Job Classification</b>	<b>Effective July 1, 2018 1.75%</b>	<b>Effective July 1, 2019 2.00%</b>	<b>Effective July 1, 2020 2.25%</b>	<b>Effective July 1, 2021 2.50%</b>
<b>Maintenance Person</b>				
Start	\$22.02	\$22.46	\$22.96	\$23.54
After 70 days' worked	\$23.25	\$23.71	\$24.25	\$24.85
After 9 months	\$24.49	\$24.98	\$25.54	\$26.18
<b>Janitor</b>				
Start	\$15.59	\$15.90	\$16.26	\$16.66
After 70 days' worked	\$16.45	\$16.78	\$17.16	\$17.59
After 9 months	\$17.85	\$18.20	\$18.61	\$19.08
<b>Customer Service Representatives (CSR)</b>				
Start	\$20.78	\$21.19	\$21.67	\$22.21
After 70 days' worked	\$21.76	\$22.20	\$22.70	\$23.27
After 9 months	\$22.45	\$22.89	\$23.41	\$24.00
<b>Customer Service Representative (CSR) Relief Person</b>	\$22.87	\$23.33	\$23.86	\$24.45
<b>Production Leadhand</b>				
Start	\$17.87	\$18.22	\$18.63	\$18.42
After 70 days' worked	\$18.10	\$18.46	\$18.88	\$19.35

**LETTER OF UNDERSTANDING #1**

**BETWEEN:**

**RETAIL, WHOLESALE AND DEPARTMENT STORE UNION,  
LOCAL 558**, hereinafter referred to as the Union

OF THE FIRST PART

**AND:**

**CANADIAN LINEN AND UNIFORM SERVICE CO.**, a body corporate incorporated under the laws of Canada, with branch office in the City of Saskatoon, in the Province of Saskatchewan, hereinafter referred to as the Company

OF THE SECOND PART

**Re: Retroactive Pay/Lump Sum Payment**

1. The Company agrees to pay retroactive pay/lump sum payment to the employees on staff as of the date of ratification at a prorated amount for all months worked from **July 1, 2018** to the date of ratification:
  - (a) Production and Washfloor/Dryer Workers, Production Lead Hands and Janitor **\$775.00.**
  - (b) Maintenance Workers, Engineers, CSR's and Relief CSR's **\$1,000.00.**
2. "On staff" shall mean any employee actively working, on approved leave of absence, layoff, Workers' Compensation, Sick Leave or Group Insurance. For clarity, employees whose employment was terminated voluntarily or otherwise prior to the date of ratification will not be eligible for retroactive pay/lump sum payment.
3. Retroactive pay/lump sum payment shall be paid within twenty-one (21) days of the date of ratification to all eligible employees.

Signed at Saskatoon, Saskatchewan this 1st day of April, 2020.

**Signed on behalf of Canadian  
Linen and Uniform Service Co.:**

**Signed on behalf of Retail  
Wholesale and Department  
Store Union Local 558:**

Colin Fick  
**Colin Fick**

Devinder Bains  
**Devinder Bains**

Wayne Sweet  
**Wayne Sweet**

Chris Melymok  
**Chris Melymok**

Chris Froio  
**Chris Froio**

Callum Brown  
**Callum Brown**

Mark Chiarelli  
**Mark Chiarelli**

Rocky Luchsinger  
**Rocky Luchsinger, Representative**

LETTER OF UNDERSTANDING #2

BETWEEN:

RETAIL, WHOLESALE AND DEPARTMENT STORE UNION,  
LOCAL 558, hereinafter referred to as the Union

OF THE FIRST PART

AND:

CANADIAN LINEN AND UNIFORM SERVICE CO., a body corporate  
incorporated under the laws of Canada, with branch office in the City of Saskatoon,  
in the Province of Saskatchewan, hereinafter referred to as the Company

OF THE SECOND PART

**Re: Route Volume Commission Structure**

Customer Service Representatives and Relief Persons shall be paid the greater of:

- (a) The wage rates defined for Customer Service Representatives (CSRs) and Relief CSRs in Appendix “A” and Article 10 6.(a) if applicable;

**OR**

- (b) A commission structure based on pre-tax route revenue (which includes all Rental Categories, Ancillary Charges and Lost/Damage Charges but precludes Direct Sales or Catalogue Charges) multiplied by **seven and three quarter (7.75%) percent** (urban) and **eight and one quarter (8.25%) percent** (rural/overnight) routes until **Date of Ratification (DOR)** at which point the percentages shall be increased to **eight (8.0%) percent** (urban) and **eight and one half (8.50%) percent** (rural/overnight) routes.

Signed at Saskatoon, Saskatchewan this 1st day of April, 2020.

Signed on behalf of Canadian  
Linen and Uniform Service Co.:

Signed on behalf of Retail  
Wholesale and Department  
Store Union Local 558:

Colin Fick  
Colin Fick

Devinder Bains  
Devinder Bains

Wayne Sweet  
Wayne Sweet

Chris Melymok  
Chris Melymok

Chris Froio  
Chris Froio

Callum Brown  
Callum Brown

Mark Chiarelli  
Mark Chiarelli

Rocky Luchsinger  
Rocky Luchsinger, Representative

**LETTER OF UNDERSTANDING #3**

**BETWEEN:**

**RETAIL, WHOLESALE AND DEPARTMENT STORE UNION,  
LOCAL 558**, hereinafter referred to as the Union

OF THE FIRST PART

**AND:**

**CANADIAN LINEN AND UNIFORM SERVICE CO.**, a body corporate incorporated under the laws of Canada, with branch office in the City of Saskatoon, in the Province of Saskatchewan, hereinafter referred to as the Company

OF THE SECOND PART

**Re: Workplace Harassment Policy & Investigations**

- (a) The Company’s Workplace Harassment Policy shall be posted on both the Union and Company bulletin boards.
- (b) A Harassment complaint registered by an Employee shall be investigated by the Company. The Employee and the Union shall be presented with a recommended solution as a result of the investigation. Should the Employee not find the outcome of the investigation satisfactory the Union will then conduct their own investigation with access to the Employee and required witnesses on the Company premises and time. Should an agreeable resolution not be reached from the internal investigation process, upon mutual agreement by the Company and the Union shall contract an independent third party to conduct an investigation. The independent investigation shall be paid for at a 50% shared cost on behalf of the Company and the Union. The findings of the third party investigation shall be final.

**Signed at Saskatoon, Saskatchewan this 1st day of April, 2020.**

**Signed on behalf of Canadian  
Linen and Uniform Service Co.:**

**Signed on behalf of Retail  
Wholesale and Department  
Store Union Local 558:**

Colin Fick  
**Colin Fick**

Devinder Bains  
**Devinder Bains**

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Chris Melymok  
**Chris Melymok**

Chris Froio  
**Chris Froio**

Callum Brown  
**Callum Brown**

Mark Chiarelli  
**Mark Chiarelli**

Rocky Luchsinger  
**Rocky Luchsinger, Representative**

LETTER OF UNDERSTANDING #4

BETWEEN:

RETAIL, WHOLESALE AND DEPARTMENT STORE UNION,  
LOCAL 558, hereinafter referred to as the Union

OF THE FIRST PART

AND:

CANADIAN LINEN AND UNIFORM SERVICE CO., a body corporate incorporated under  
the laws of Canada, with branch office in the City of Saskatoon, in the Province of Saskatchewan,  
hereinafter referred to as the Company

OF THE SECOND PART

**Re: 4 x 10 Rural/Overnight Statutory Week O/T Calculation**

1. Should a CSR, working a four (4) day ten (10) hour route choose to work four (4) days the week of a statutory holiday he shall be paid the following:
  - a. eight (8) hours of statutory holiday pay
  - b. thirty (30) hours of regular pay
  - c. ten (10) hours of overtime pay

Total paid hours would be equal to fifty-three (53) hours.

2. Should two (2) statutory holidays fall within one (1) week and the CSR chooses to work three (3) days he shall be paid the following:
  - a. sixteen (16) hours of statutory holiday pay
  - b. twenty (20) hours of regular pay
  - c. ten (10) hours of overtime pay

Total paid hours would be equal to fifty-one (51) hours.

3. The CSR will endeavor to make known to the Company his desire to only work three (3) days or two (2) days on a statutory holiday(s) week a minimum of one (1) week prior to said stat.

Signed at Saskatoon, Saskatchewan this 1st day of April, 2020.

Signed on behalf of Canadian  
Linen and Uniform Service Co.:

Signed on behalf of Retail  
Wholesale and Department  
Store Union Local 558:

Colin Fick  
Colin Fick

Devinder Bains  
Devinder Bains

Wayne Sweet  
Wayne Sweet

Chris Melymok  
Chris Melymok

Chris Froio  
Chris Froio

Callum Brown  
Callum Brown

Mark Chiarelli  
Mark Chiarelli

Rocky Luchsinger  
Rocky Luchsinger, Representative