

Saskatchewan Liquor & Gaming Authority

Purchasing and Logistics Supplier Manual

Last updated: February 11, 2021

SLGA Purchasing and Logistics Manual

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Updates from previous version (October 1, 2018) –

- **Section 1.2** - Removed paragraph about allocation methodology. This is covered in the Wholesale Policies Supplier Manual.
- **Section 4 – Product Traceability** – Added to document.
- **Section 5 – Useful life of product** – Minimum beer useful life was increased to 4 months from 3 months.
- **Section 7.1** – Added language about non-compliance of labels.
- **Section B – Labelling of Product** – removed details and summarized with external links that SLGA uses as baseline requirements for product labelling.
- **Section 12 – Product Disposal** – amended language for: B. Supplier returns
- **Section 13 – Incorrect Product Shipped** – Added to document.
- **Section 21 – Carrier Equipment** – Added to document.
- **Section 24 – Carrier Arrival at the DC** – Added to document.
- **Appendix B – Rate Structure for Services and Chargebacks** – Amended disposal costs to \$600 per pallet, or \$12 per case, whichever is less.
- **Appendix B – Rate Structure for Services and Chargebacks** – Amended the return fee for vendors to include a \$165 admin fee.

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Section A: PURCHASING PRODUCT

SLGA purchases various product types for resale including core, conditional, allocation, and special order purchases. In all cases, the purchase is subject to:

1. Conditions of Purchase

- The terms and conditions set out in the Notice to Purchase letter that is sent to the Supplier and copied to the Agent, and
- The terms and conditions set out in the SLGA purchase order terms and conditions agreement.

Special terms negotiated between the Manager of Purchasing and Logistics and the agent/supplier will be referenced in the Notice to Purchase Letter. Some of the general conditions of purchase are described below.

1.1. The Purchase Order

When the conditions of purchase have been met, the SLGA will initiate a purchase order to the Supplier, which will outline specific directions for shipping and the shipment arrival date(s) at the SLGA.

Failure to ship within the time stipulated may result in a decision to cancel the purchase order.

All liquor purchases by the SLGA will be subject to the terms of the purchase order and these terms may not be changed or overridden. The SLGA reserves the right to make amendments to the standard SLGA purchase order, from time to time. All Suppliers are responsible for reading the terms of the SLGA purchase order submitted at the time of ordering. All Suppliers are also responsible for providing all necessary shipping documents that are to accompany the order. Please note that each Supplier must indemnify the SLGA for any damages, costs, expenses, etc. which the SLGA suffers as a result of receiving defective product, including defective or non-compliant packaging.

1.2. Product Allocation to Stores

Products purchased by the SLGA may be granted an initial limited store distribution, as per the “Stock-Shortage Distribution Policy” section in the “Wholesale Policies Supplier Manual”.

2. INCO Terms

Shipping information on every PO will use the standard INCO terminology:
<https://iccwbo.org/resources-for-business/incoterms-rules/incoterms-rules-2010/>

Instructions will include the INCO terms that that purchase order is subject to, along with any shipping information necessary for the Supplier to abide by.

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3. Receipt of Purchase Order

SLGA requires an order acknowledgment within 1 business day for a domestic purchase order, and 3 business days for an import purchase order. Supplier should confirm the details of the purchase order, including - SCCs, UPCs, quantities, prices and shipment information.

Any amendments to shipping quantities should be advised a minimum of 48 hours prior to shipment so that adjustments can be made to the purchase order. SLGA reserves the right to cancel the purchase order, in whole or in part, based on any amendments to the original purchase order.

If Supplier does not ship the required quantities, and does not give SLGA 48 hours of notice with which to adjust ordered quantities to ensure that space on the trucks is optimally utilized, SLGA reserves the right to chargeback to the Supplier for the unused space. Chargeback will be based on the percentage of available space on the truck, and the cost of the truck shipment from Supplier to SLGA.

4. Product Traceability

CFIA traceability requirements for beverage alcohol went into effect on July 15, 2020, as part of the [Safe Food for Canadians regulations](#). SLGA expects all Suppliers to be compliant with these regulations.

5. Useful Life of Product

All product purchased is expected to have a minimum useful life from the date that it is received in the Distribution Centre (DC). Minimum timeframes from expiration or best-before dating, as follows:

- Beer – 4 months
- All other products – 6 months

If a product uses a bottling date, the SLGA will assume a 1-year useful life and not accept any products with useful life that does not meet the standards above.

Product that does not meet these standards will not be accepted, and will either be shipped back at Supplier's expense or be subject to the DC disposal fee noted in Appendix B.

6. Invoices

SLGA pays all Suppliers net-30 days following receipt of inventory in the DC. Payment is made based on price quoted on the purchase order and number of received cases in the DC.

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Section B: LABELLING OF PRODUCT

7. General Information

7.1. The minimum labelling information required for beverage alcohol products is summarized in section 8, however depending on the type of product, additional information may be required. The information, contained herein, is provided as a guide only and does not supersede labelling requirements as specified in the following documents:

- [The Canadian Food and Drugs Act and Regulations](#)
- The Canadian Consumer Packaging and Labelling Act and Regulations
- [The CFIA Guide to Food Labelling and Advertising](#)
- [Safe Food for Canadians Regulations](#)
- Any other federal regulations pertaining to the labelling of beverages.

Product that does not meet the labelling requirements may result in a rejection of the shipment. At that point, the product will either be: 1) destroyed, with a chargeback to the Supplier/Agent for the case costs and destruction, or 2) made available to remedy, either on-site at the SLGA warehouse or by being picked up and adjusted at a Supplier location.

7.2. **PRODUCT DATE CODING**

SLGA requires that all beer, bag-in-box, liqueur and refreshment beverage products be clearly marked with a product date code, either in the form of a production date or best-before date.

7.3. **SLGA ITEM NUMBER**

All products brought in by the SLGA will be assigned a unique item number for internal usage. This number is not to appear on the pallets, cases, bottles, or any other product markings. The number will be utilized in discussions between the SLGA and the Agent/supplier.

Section C: SHIPPING INSTRUCTION

8. General Information

8.1. Shipping container design specifications apply to the containers in which consumer units are packaged for shipment. This includes both cartons and trays.

8.2. All products purchased by the SLGA must be packaged in accordance with the requirements set out in this document. Non-compliance may result in rejection of shipments, levying of a non-compliance penalty to recover additional operating expenses or corrective rework to bring packaging into compliance. All non-

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compliance penalties and rework charges are debited against the Supplier's corporate account and deducted from payment.

- 8.3. Shipping container materials must be recyclable. The use of non-essential, extraneous materials for aesthetic or other non-functional purposes that do not affect the structural design of the shipping container are not permitted.
- 8.4. There are two types of shipping containers – cartons and trays. Individual glass bottles, P.E.T., tetra pak packaging, bag-in-box packages or alternative packaging such as Flexi-packs must be shipped in cartons. Cans or glass bottles packaged in multi-pack consumer units may be shipped in cartons or trays.
- 8.5. The maximum case weight for shipping containers is 18.9 kg or 41.6 lbs. Shipping containers found to be in excess of this weight will be assessed a non-compliance penalty and/or may be dismantled and re-packed to be brought into compliance, as per the rate structure detailed in Appendix B. Non-compliance penalties and re-work charges are debited against the Supplier's corporate account and deducted from payment.
- 8.6. There are no minimum or maximum shipping container dimensions. The container can just not exceed the maximum case weight.

9. Product and Container Codes

9.1. UPC/EAN CODES

Universal Product Codes (UPC)/ European Article Number (EAN)/ GTIN bar codes are required on all consumer units and shipping containers. The UPC number can be located on the front label, the back label, on a sticker, or on the tamper-evident seal (only for certain types of bottles). The UPC number should be placed as close to the bottom of the package as possible, but must not be placed on the bottom of the bottle.

The UPC number must be 8, 12, or 13 digits in length. No CSPC or item numbers are permitted. This number should only be on the selling unit, and not on the carton or flat.

**All symbols on consumer products must meet the standards for quality of the Electronic Commerce Council of Canada, The Uniform Code Council (U.S.A.) or EAN International.*

9.2. SCC/GTIN CODES

A Shipping Container Code (SCC)/ Global Trade Item Number (GTIN) must be present on all shipping containers on two sides – long and short side. It must be presented in scannable and readable formats.

9.3. PRODUCT AND CONTAINER CODE UPDATES

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SLGA requires updates on changes in these numbers, as soon as possible, to ensure DC identification can operate without error. Products that are incorrectly labelled will either be shipped back to the Supplier at Supplier's cost, or else subject to a re-labelling fee from the SLGA DC as per the rate structure in Appendix B.

10. Product Damage

Supplier is responsible to ensure that pallet is packed in such a way that product on the bottom of the pallet is able to sustain the weight of the product above it. Damage to product as a result of the way the pallet is assembled from the Supplier will be the responsibility of the Supplier, and any damaged product will be destroyed by SLGA with a chargeback for product and any applicable fees as per Appendix B.

Liability for product damage shifts to the Carrier when the product has been loaded onto the Carrier trailer. An exception to this is for any loads that are loaded onto a Carrier's trailer without the supervision of the driver. In those instances, any damage that is deemed to be a result of improper loading of product will be billed back to the Supplier.

11. Supplier Chargebacks

Suppliers will be charged back for any issues with product that requires it to be re-packaged, re-labelled, re-palletized, or disposed of, as per Appendix B, if deemed to be the fault of the Supplier.

12. Product Disposal

In the event that product needs to be disposed of, there are three options that are available for either Suppliers or Carriers:

- A. SLGA disposes of product (as per Appendix B fee structure)
- B. Supplier makes arrangements with a carrier of their choosing to have the product picked up from the DC. A vendor return will be processed by the DC to invoice the Supplier for the cost of goods, along with the vendor return fee noted in Appendix B.
- C. Supplier/Carrier arranges 3rd party destruction of product at a location within the Regina area. An SLGA employee must be present for the entirety of the destruction, and will be billed out at an hourly rate for the hours necessary for the destruction to be completed. The hourly billable rate for SLGA employees is provided in Appendix B.

Any destruction of product that is not done by SLGA must be done in accordance with the following guidelines:

- Must be done in an environmentally-friendly manner
- Must adhere to municipal guidelines
- Must be completed by individuals that are a minimum of 19 years of age

13. Incorrect Product Shipped

In the event that incorrect product has been shipped to SLGA, due to Supplier error, the Supplier shall have 5 business days following notification of the issue to arrange pickup or

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return of the product, at Supplier expense. If product remains in the DC past this period with no planned pickup date, SLGA reserves the right to dispose of the product and chargeback the Supplier for the product cost and disposal fees.

Section D: TRANSPORTATION

14. International Shipments to Port

- 14.1. Finished pre-packaged products originating from countries outside continental North America shall be shipped in bulk loaded inter-modal containers, in accordance with all requirements detailed in this section. Bulk loaded containers are containers with product loaded directly on the container floor, either by hand or by mechanical means.
- 14.2. Individual SKUs must be loaded in a contiguous manner when multiple SKUs are loaded within the same container. SKUs must be separated from one another across the width of the container. It is permissible to load multiple SKUs in a contiguous manner, however, placing the same SKU in different locations through the container or inter-mixing different SKUs is not permitted.
- 14.3. Load stability must be maintained using interlocking piling patterns or mechanical devices, including: air bags, or restraining bars.
- 14.4. Containers must be loaded up to the face of the container doors. If order quantities do not permit this, the load must be adequately secured to prevent shifting.
- 14.5. Shipping containers shall be loaded into inter-modal containers in a manner that balances the load weight across the length and width of the inter-modal container, e.g. staggered.
- 14.6. Shipping containers must be loaded so that the consumer units packaged inside are orientated in an optimum position to ensure stability. For example, shipping containers with selling units packaged in a vertical position must be loaded so that the selling units are orientated in an upright position and shipping containers with selling units packaged in a horizontal position must be loaded so the selling units remain lying on their sides.
- 14.7. All product loadings must have a minimum 12" (30.48 cm) inside clearance of the top of the container.
- 14.8. Individual palletized cubes loaded directly onto the floor of the container, with slip sheets or pallets removed, may be stretch or shrink wrapped to help stabilize the load during transit. Stretch or shrink wrap materials must be recyclable. Corner boards or other similar mechanical devices are prohibited.
- 14.9. Palletized cubes shall be loaded into containers in a manner that balances the load weight across the length and width of the container, e.g. staggered.

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- 14.10. Palletized cubes shall be loaded into containers in a manner that will prevent load shifting during transit. If required, air bags, restraining bars or other mechanical means may be used to stabilize the pallets.
- 14.11. When container arrives at port, it should be de-stuffed and prepared for domestic shipment, as per policy 15 below.

15. North American Shipments to Saskatchewan

- 15.1. Mandatory for all continental North American shipments, including those that have arrived via inter-modal container at port.
- 15.2. Product **must** be shipped on CPC or equivalent hardwood pallets, e.g. CHEP, TBS, EURO, 48"x40". SLGA preference is CHEP 4-way stringer-style wooden pallets.
- 15.3. Pallets must be free of quality defects and meet the following additional criteria:
- Have a minimum safe maximum load rating of 2,800 lbs.
 - Have a minimum Lateral Collapse Resistance Rating of "Excellent".
 - Deck boards must have a minimum 80% deck coverage.
 - Deck board gaps cannot exceed 2 inches.
 - Stringers must be a minimum of 2 and ¾ inches thick.
 - Pallet Base Style: 121.92 cm x 101.6 cm (48" x 40"), Height = 14.3 cm (5.625")
- 15.4. Pallet base dimensions and maximum weight with product:
- Maximum Overhang* – Length: 1.27 cm (0.5") on each end
 - Maximum Overhang* – Width: 1.27 cm (0.5") on each side
 - Maximum Pallet Height (including pallet): 162.5 cm (64")
 - Maximum Pallet Weight (including pallet): 1,329 kg (2,930.4 lbs.)

**No overhang permitted for non-weight bearing selling unit SKU's, e.g. tetra pak/flexi pack or bag-in-a-box*

- 15.5. SLGA expects each unique product to be shipped on its own pallet, as long as the total number of cases being shipped equates at least one layer of a pallet configuration. Partial pallets can be stacked on one another as long as they are done in such a way as to not compromise the integrity of any of the product below, so smaller loads should be put on top. Any unique products that do not have a minimum of one layer ordered can be combined into a single pallet, but must be placed on the top of the pallet to allow for easy access.
- 15.6. At a minimum, the top-tier must be tied or poly-strapped. Non weight-bearing selling units, such as bag-in-a-box products, require at a minimum the top two tiers to be tied or poly strapped. Tie ropes or poly-straps must be applied before pallets are stretch or shrink wrapped.
- 15.7. Suppliers are expected to ensure that pallets are properly prepared so that cases do not fall over during transit. SLGA's preference is for the pallets to be shrink-wrapped with a minimum of 2-3 layers of wrapping per pallet.

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- 15.8. Pallets shall be loaded into trailers in a manner that balances the load weight across the length and width of the trailer, e.g. staggered.
- 15.9. Pallets shall be loaded into trailers in a manner that will prevent load shifting during transit. If required, air bags, restraining bars or other mechanical means may be used to stabilize the pallets.

16. Routes

Carriers have been provided routes based on SLGA Transportation tenders. Contracts are for three years plus two option years, with the initial term ending August 31, 2019 and having been extended to August 31, 2021. Carrier contracts provide the Carrier with first right of refusal for pickups. If Carrier is unable to fulfill the transportation request, SLGA reserves the right to contract another Carrier for that particular shipment.

17. Product Loadings and Chargebacks

Carriers are expected to be accountable for their loads, including the quality of the product that is being loaded onto their trucks. The following is expected for any loads that are being shipped to SLGA:

- 17.1. Quantity of product is consistent with documentation received from SLGA regarding the pickup;
- 17.2. Product is inspected as it is being loaded to ensure that it is not leaking or already broken;
- 17.3. Product is loaded in such a manner as to prevent, or minimize, the shifting of pallets during transit that may lead to broken or damaged product;
- 17.4. Product must be maintained at a minimum of +5 degrees Celsius at all times.

Product received at the SLGA DC that has fallen over, broken, or is leaking may be determined to be the fault of the carrier, at which point a claim may be submitted to recoup the costs of the product along with any other fees or costs associated with the damaged product. A chargeback may be issued to the carrier if the product is to be re-palletized or destroyed, as per Appendix B fee structure. Product disposal, if necessary, will follow the guidelines outlined in Section 15 of this document.

18. Carrier/Forwarder Instructions

For any transportation costs borne by the SLGA, Suppliers are expected to adhere to instructions around which companies the SLGA will be using for shipping, consolidating, or de-stuffing.

Any issues around the transportation or logistics carriers can be raised with the SLGA Manager of Purchasing and Logistics.

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19. Notification of Shipments

The SLGA Purchasing team will advise carriers of purchases that have been placed with Suppliers. This notification will include the following details:

- i. SCC of Item
- ii. Case Quantity
- iii. Item Description
- iv. Size Description
- v. Units per Case
- vi. Case Weight (Pounds)
- vii. Total Weight (Pounds)
- viii. Number of pallets

Negotiation of any pickups will be the responsibility of the Supplier and carrier.

20. Domestic Transit Times

Carriers are expected to meet the following domestic transit times –

- i. BC Interior – 3 days
- ii. BC Coastal and Lower Mainland – 4 days
- iii. Alberta – 1 day
- iv. Manitoba – 1 day
- v. Ontario – 5 days
- vi. Quebec – 5 days

Delivery times from the United States are expected between 3 and 10 days, depending on the distance and size of load.

Carriers are to notify SLGA of any known or anticipated delays.

21. Carrier Equipment

All loads that arrive at the SLGA DC are to be in dockable trailers/trucks that meet the standard dock height of 48"-52". If SLGA's reach truck is not able to enter the trailer/truck for unloading purposes then it is the responsibility of the carrier to bring their own equipment for unloading.

22. Scheduling of Appointments

- 22.1. Receiving hours are 07:30 to 14:30, Monday through Friday excluding Statutory Holidays.
- 22.2. Carriers are expected to have the SLGA purchase order numbers available at time of booking.
- 22.3. Carriers are to contact the SLGA DC by calling 306-787-4874 to schedule a delivery appointment.
- 22.4. Carriers will be permitted to book no more than four trailers per delivery day. After 13:00 the business day before, carriers are able to book any remaining spots available in excess of their four appointment maximum.

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- 22.5. The SLGA DC will make every effort to accept deliveries arriving more than 15 minutes past their scheduled time. In order to accommodate the late arrival, the driver may be required to wait for a length of time before we are able to unload them. However, there may be times where we are not able to accommodate the late arrival and the carrier will have to schedule a new delivery date/time.

23. Documentation

The following is required to be sent in advance of any shipment arriving at the SLGA DC:

23.1. **Advanced Shipping Notice (ASN)**

An ASN should be issued for all shipments advising SLGA of planned shipments and expected arrival dates. This documentation should include details of the upcoming shipment, including SLGA purchase order numbers and case counts.

The ASN should be sent to inboundfreight@slga.gov.sk.ca

The following documentation is to be sent with each load arriving at the DC:

23.2. **Bills of Lading (BOL)**

The Carrier must ensure that all BOLs indicate the total number of cases, total weight, and SLGA purchase order numbers (POs). This will be the Proof of Delivery (POD) document used by SLGA.

The Carrier must sign for a total piece count, not total pallets, on all BOLs. The driver must obtain the total piece count in these instances, and mark the total number of cases on the BOL. If a supplier does not permit the counting of freight or monitoring of the loading of trailers, the BOLs must be signed and notated with Shipper's load and count.

23.3. **A8A Cargo Control Document or Manifest**

An A8A is required 3 to 4 business days in advance of a shipment arriving at Customs.

The following documentation is required for any import loads:

23.4. **Canada Customs Invoice (CCI), or Commercial Invoice**

A CCI is required by Canadian Customs officials to verify the value, quantity and nature of the shipment. A CCI is required on all export shipments passing through Customs en route to Canada.

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The CCI is sent directly to CBSA, but a copy should be sent to the SLGA Customs team.

23.5. Other documentation for export from the country of origin

Carrier and/or Supplier are responsible for any other documentation required on behalf of the country of export for properly exporting product to Canada.

24. Carrier Arrival at the DC

When carrier arrives at the DC; they are to report to receiving for further instruction.

Carrier's driver must wear steel-toed shoes and high-visibility vest while in the facility.

25. Contract

All other terms and conditions are as per the signed contract between SLGA and the carrier/forwarder. In the event there is a discrepancy between this manual and the contract, the contract terms and conditions will prevail.

26. Carrier Measurement

Carriers will be evaluated based on the following criteria:

- i. Fleet availability
- ii. Accuracy of shipments and invoices
- iii. On-time pickups and deliveries
- iv. Instances of product damage attributed to shipping
- v. Responsiveness to requests from SLGA and Suppliers
- vi. Ease of doing business

Based on evaluated criteria, SLGA reserves the right to remove Carriers from specific routes.

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Appendix A: Glossary

BOL – Bill of Lading

CCI – Canada Customs Invoice

CFIA – Canadian Food Inspection Agency

CPC – Canadian Pallet Council

DC – Distribution Centre

EAN – European Article Number

GTIN – Global Trade Item Number

Incoterms – Refers to the rules established by the International Chamber of Commerce for commercial trade terms

PET – Polyethylene Terephthalate

SCC – Shipping Container Code

SKU – Stock Keeping Unit

SLGA – Saskatchewan Liquor and Gaming Authority

UPC – Universal Product Code

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Appendix B: Rate Structure for Services and Chargebacks

SERVICE	FEE
Disposal of Product	\$600 per pallet, or \$12.00 per case, whichever is less, plus credit for product.
Re-labelling of Product (Case)	\$2.00 per case
Re-labelling of Product (Bottle)	\$3.00 per bottle
Re-packaging of Product*	\$5.00 per case
Re-palletizing of Cases	\$2.00 per case
Returns of Product	\$165 admin fee, plus the costs of product and shipping the product back
Unallocated Carrier Space	Cost of the percentage of unallocated truck space
Hourly Rate	\$50.00 per hour

*Supplier to provide all materials.

Alternate Option: Depending on time, space, or circumstance, the Supplier may be welcome at the DC to complete any of the above tasks.

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Appendix C: Purchasing and Logistics Contact Information

General contact information for the teams:

- Special Orders: specialorders@slga.gov.sk.ca
- Purchasing: productpurchasing@slga.gov.sk.ca
- Inbound Freight: inboundfreight@slga.gov.sk.ca
- Customs: slgacustoms@slga.gov.sk.ca
- DC Receiving: inboundlogistics@slga.gov.sk.ca

Manager, Purchasing and Logistics

John Britton

Cell: 306.539.6182

Email: jbritton@slga.gov.sk.ca

Manager, Inbound Logistics

Jason Moran

Phone: 306.787.1438

Email: jmoran@slga.gov.sk.ca