



Stitch It Policy Manual

INTRODUCTION

Welcome to Stitch It

Welcome to Stitch It! We're thrilled to have you join our team.

You've just become part of the leader in the alterations industry. Since our founder, Alain Baird, started Stitch It in 1989, we've been transforming the industry. We were the first to bring alteration services to the forefront of shopping malls, breaking down the barriers seamstresses and tailors traditionally worked behind, and expanding our presence nationwide across Canada.

Today, we proudly operate over 50 stores across the country, offering expert clothing alterations and dry-cleaning services. Our mission goes beyond simply altering clothes—we're dedicated to perfecting fit and style with expert tailoring and personalized services, all backed by our exclusive 30-day fit guarantee.

As a team member, you are an ambassador of Stitch It. Every day, we strive to deliver an exceptional customer experience: The One Stitch It Experience, that sets us apart from the competition and maintains our leadership in the industry. We count on you to embody our core values: Customer First, Professionalism, Integrity, Sustainability, Innovation, Inclusivity, and Community. These values are at the heart of everything we do and guide our interactions with customers, colleagues, and the community.

If you ever have any questions, please don't hesitate to reach out to your manager, your district manager, or any of us. We're always here to support you.

Welcome aboard! We're delighted to have you with us and look forward to working together.



Taimoor Jamil, CEO and President



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ABOUT THIS POLICY MANUAL (“THE MANUAL”)

This Policy Manual (the “**Manual**”) will answer most questions you may have about Stitch It. It will help you understand the following:

- Our business and values
- The expectations Stitch It has of all Staff
- The current policies, programs, and benefits available to you.

The Manual isn’t intended to address every situation you may encounter during your Engagement with Stitch It, neither is it intended to stifle creativity in how you do your work.

Instead, the guidelines outlined in the document are intended to help you with your work life. We believe that clearly documenting expectations and process helps to avoid confusion and misunderstandings.

We strongly discourage the printing of this document, but if you must print it, we kindly ask that you consider the environment before doing so. Print only the section(s) that you need.

About Staff Policies

Well-run companies develop policies and guidelines that reflect good business practices. Taking the time to anticipate and think through various situations and scenarios in advance means that our people policies are clear, and we all — Staff and Management — have a common reference point. This means more stability, a safer and more comfortable working environment, and more focus on the business, with more results and success — all of which are good for you and Stitch It.

We’re a partnership. You do your part, and Stitch It does its part.

- You agree to provide services in good faith and to adhere to the policies in the Staff Policies section.
- Stitch It agrees to provide you with pay for your services, adhere to the law as it relates to the workplace, and provide any other benefits outlined in your Engagement Agreement.

As with any good partnership, Staff Policies also outline up front what each partner agrees to, and how each will behave should the partnership end.

Wherever possible, Staff Policies are written in plain, everyday language. ‘Legalese’ isn’t really our style, but there are some areas where it’s necessary. In many cases, the policies are written to comply with rules laid out by legislation, which often requires explicit — and sometimes wordy — language.

Being explicit in this respect, however, is the best practice for any well-run company. Staff Policies aren’t meant to restrict your personal rights. Rather, you’ll notice that most of them are in place to protect your rights and ensure you have a comfortable working environment.



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In some cases, Staff Policies are also intended to protect us from those rare individuals who defend inappropriate actions by claiming “I didn’t know.” As a result, some of the explicit language may come across as formal or distrustful, which isn’t how we operate. Our intent is to provide those rare individuals with clarity about what’s appropriate and what isn’t, as an additional measure of protection for both Staff and Stitch It.

If you are an ethical and reasonable person, most Staff Policies will seem like common sense. Even so, we all must sign off on them.

So please bear with us. Read them carefully, ask as many questions as you like, and let’s go through the policies together.

Compliance

It is Stitch It’s intention to be compliant with provincial and federal laws throughout this Manual. In the event that something in the Manual conflicts with federal or provincial laws, those laws will govern.

Sign-Off on Staff Policies

As a condition of your Engagement, you have signed, or are expected to sign, a **Staff Policies Agreement** annually, either as part of your Engagement Agreement initially or as a separate form. This Agreement confirms that you understand and agree to abide by the Staff Policies described in the Manual, which protect you, your co-workers, and Stitch It.

Consequences of Non-Adherence to ‘Staff Policies’

Failure to adhere to **Staff Policies** may result in disciplinary measures, up to and including immediate termination of your Engagement with Just Cause.

Some policy breaches are more serious than others, and as such will result in more severe consequences. Certain breaches may also negatively and/or permanently affect Stitch It’s business, and may even be life threatening to Company Stakeholders, such as when safety protocols are not adhered to. In these situations, punitive measures, including legal or criminal action, may be pursued.



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ABOUT STITCH IT

Vision & Mission

VISION

A vision can be defined in many ways, but simply put, it describes us as we would appear in a future successful state. It answers the question: *If we were to achieve all of our strategic goals, what would we look like 10 years from now?* Specifically:

- Our desired future state
- An overarching idea or doable dream
- Our core purpose is defining what drives all of us when at work.

Our Vision statement:

To be the only international alteration and dry-cleaning provider, ensuring the perfect fit for both individuals and businesses through innovation and skilled professionalism.

MISSION

Our mission is a statement that summarizes our goals, and which when accomplished, fulfils our vision. Our mission defines 'how' we deliver on our vision.

Our Mission statement:

Stitch It is dedicated to perfecting fit and style with expert tailoring and personalized services when you need them, backed by our exclusive 30-day fit guarantee – leading alterations and dry cleaning coast-to-coast.



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Our Values

Stitch It is truly about service. We are, after all, in the service business.

We take our values seriously. From the beginning, we were clear about our philosophies and how we work.

We attract and retain Staff who are in sync with the following core values:

- Customer-First
- Professionalism
- Integrity
- Sustainability
- Innovation
- Inclusivity
- Community

Value Destroyers

We discourage unkind behavior of any kind towards people — internally or externally. We foster an environment where we encourage accountability for unnecessary comments that personally attack, are not constructive, or are not directly addressed to an affected party.

We foster an environment where our actions and behaviors are driven by doing the best thing for Stitch It, our teams, and the customer. People who are not supportive or straight with each other, criticize, roll their eyes, have sidebar conversations or gossip won't do well here.

Definition of Business Success

It is said that success occurs “where preparation and opportunity meet.” But how do we define and measure success in Stitch It?

We understand the importance of knowing the key things that can tell us when we've reached our goals. We call these our **key success factors** — the indicators or milestones that measure our business achievements and help determine how well we're progressing towards our goals and objectives.

The following are straightforward measures that anyone can use as a gauge of individual, team, or Company success. When we ask ourselves if we've done the following, let's push ourselves to make sure the answer is “YES!”

- **Sell each service at a profit.**



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We are not just a Company, but a business — and we're in business to make a profit.

We evaluate our products and services and determine if we're realizing a profit. If not, we need to adjust by reducing our costs or increasing prices.

- **Maintain our reputation for our customer service.**

We're known for our values and for the great services our employees provide.

- **Be fiscally responsible.**

Lower overhead must be a continuing objective for our business.

All individuals should treat Stitch It's money as if it was their own because they understand that Company success, and their ultimate success, is linked to our sound practices of fiscal responsibility.

We strive to, and individuals are rewarded for, consistently coming in under-budget with expenses.

- **Develop quality products and services that add value.**

We ensure that our services are not just created in a bubble with an internal team. When developing new services and products, we seek out sound market data and customer involvement before product development begins.

- **Create and maintain the highest level of customer satisfaction.**

A very important success factor needed to sustain our business is to provide the best service to our customers. Satisfied customers are more likely to come back to us and to refer us to others. Better yet, let's give our customers more than they expect.

We regularly ask for customer feedback through surveys or direct interaction to find out how we're doing and what products/services they need and expect from us.

We make use of instant customer service feedback mechanisms, such as Google reviews, conducted after every contact our customers have with Stitch It. Individuals who have the highest customer service ratings are rewarded accordingly.



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Service Philosophy – The One Stitch It Experience (OSIE)

In support of our Vision, Mission, Core Values, and strategic initiatives, our services and support must consistently exceed expectations.

Our primary measure of success is customer satisfaction. We define customers as employees, partners, and customers.

When representing Stitch It, our intent is to earn and maintain the respect and trust of everyone with whom we come in contact with.

Consistency is key. No matter which stores our customers visit, they must receive the same exceptional level of service. We aim to create a seamless, unified experience, ensuring that every interaction reflects our commitment to excellence and our one-of-a-kind customer service approach.

In striving to consistently deliver the best service possible and to treat others as we'd like to be treated, all Company individuals will exert every effort to respect the following fundamental principles of our service philosophy:

- We put our customers at ease with our comfortable style.
- We're sensitive to the needs of others and modify our approach with each customer depending on their communication style, disability, business acumen, technical skills, values, etc. We possess a high Emotional Quotient (EQ); we sense the needs of our customers, and how they want to be approached.
- We don't engage in high-pressure sales tactics. We respect that potential customers make decisions at their own pace. Given the value and price point of our products, if the need is there, the value and price speak for themselves. We aim to ease the potential customer's pain. If our solution won't ease their current pain, we respect that.
- We're confident and prepared. We know our stuff. If we don't know, we're not afraid to say so. We find out and provide the right answer.
- While we always strive for 'Customer is King' service, we don't tolerate our Staff being treated with disrespect. While we'll always understand, listen to, and be empathetic to any frustrating situation that a customer may experience with Stitch It, we won't tolerate obscenities, significant raising of voices, and threatening or personal attacks. We'll calmly let the customer know that we'll speak to them at another time when emotions are not so high.
- We manage expectations. We believe that customers will be acceptable, patient, and more satisfied if they understand what they can expect and when they can expect it. No over-promising. We're factual and reality-based and deliver when we say we're going to deliver.



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- Our genuine goal is to provide value and expertise to our customers. Period.
- We make full and appropriate use of technology so that our customers receive the best service.
- We're accessible and we respond to customers quickly.
- Our services are well known for being professional, efficient, and resourceful. We try to exceed our customers' expectations and break the stereotypical reputation some companies have for overcharging and under-delivering. We work with the customers as if their budget was our own, and we help them to make the best decisions possible to ensure quality at an affordable price.
- We never just say "no"; we provide our customers with explanations and alternate suggestions or solutions.



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Company History

Stitch It Clothing Alterations has been the choice for a trusted, convenient, and professional clothing alteration service since 1989, when we began as Stitch It Canada's Tailor Inc.

The journey began at Square One Shopping Centre in Mississauga, Ontario. It was founded by Alain Baird to fill a clear market need: offering professional tailoring services where clothes are purchased. While alterations were common in menswear stores, there were no options for families to have all types of clothing tailored. Recognizing this gap, the founder turned his vision into reality after countless customers asked for custom stitching at his clothing store.

At first, the concept of a tailoring service within a mall faced skepticism. However, Stitch It's tagline service, "Pant Hems Done While You Wait," quickly became a sensation. Customers lined up down the hallways, proving the demand for accessible, quality alterations was real. This success led to partnerships with major retailers, allowing Stitch It to grow rapidly. Over the next decade, the company expanded its footprint, acquiring competitors and growing its presence across Canada.

By 2003, Stitch It unified its brand under the name Stitch It Clothing Alterations, establishing a strong identity as a trusted national provider of clothing alterations. Through dedication, innovation, and a focus on quality, Stitch It became the largest family-owned tailoring service in North America, serving communities coast-to-coast.

Today, Stitch It is proud to be Canada's leading clothing alteration brand. With over 50 locations nationwide, we continue to deliver expert tailoring services with a customer-first approach. From perfecting fit to ensuring every garment meets the highest standards, our team of over 450 Fit and Sew Experts is at the heart of everything we do.

Led by President and CEO Taimoor Jamil, Stitch It combines decades of experience with a fresh vision for the future. Our focus remains on providing a seamless and personalized experience for every customer, ensuring we remain the trusted choice for alterations and dry cleaning.

For over three decades, Stitch It has cultivated a legacy of excellence, becoming Canada's most trusted name in alterations and dry cleaning. But we're not stopping here. We have the vision to expand our reach across Canada, the United States, and beyond.

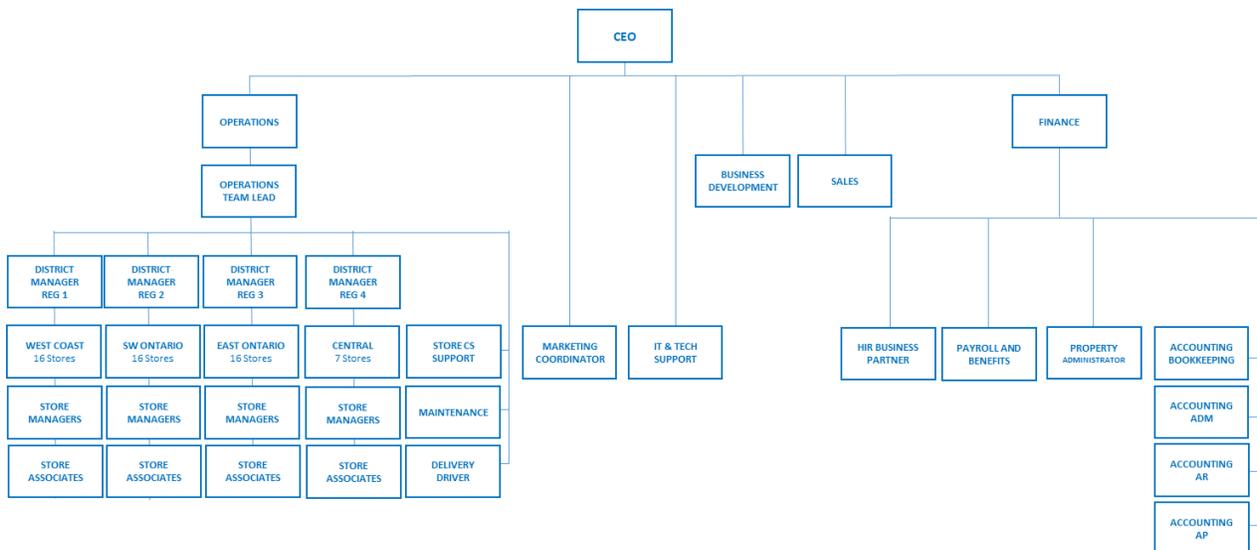


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Organizational Chart

Our organizational chart provides a clear overview of Stitch It’s structure, illustrating how our teams are grouped and how the company operates across all areas. This chart highlights the general framework of our organization, making it easy to understand how we are structured.

For those who wish to dive deeper into specific areas, stores, positions, or other details, we invite you to log into our HR system. Simply go to the “People” module and locate the tab labeled “Org Chart,” where you can access the most up-to-date chart and explore additional details about our team and structure.





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HUMAN RESOURCES

Hiring

Job Descriptions

Applies to: Employees

Last Updated: January 2026

Job descriptions are essential. They help us define the skills and experience required for a new position, and they provide each of us with a clear understanding of our job responsibilities and expectations. Every position at Stitch It has a job description, and a new position can't be opened without one. Managers create or review job descriptions when there's an open position and review them for their direct reports during the performance review process to record any significant changes in duties.

Job descriptions are also used as benchmarks to participate in and make use of salary surveys. They are one of the factors used in setting the pay scale of positions within Stitch It.

While job descriptions are shared during the onboarding process, you can locate them at any time in our HR system under "Company Documents" in the "Job Descriptions" folder for a more detailed view of roles, responsibilities, and expectations.

Applying for Open Job Postings

Applies to: Employees

Last Updated: January 2026

We want to hire the best people and that means we need processes in place to attract as many qualified candidates as we can. While internal applicants will always be considered, we are also looking for qualified candidates outside Stitch It.

Eligibility Criteria for Internal Applicants:

- You meet the minimum qualifications for the position.
- You've held your current position for a minimum of 6 months, or for the period defined in the internal job posting, if applicable.
- You haven't been subject to any disciplinary measures in the last 12 months.



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PROCEDURE

When a new job posting is created

1. The job posting is posted on Stitch It's website career section.
2. All qualified internal applicants who apply will be considered for the position.

If you are an eligible internal candidate

1. Notify your Manager about your interest in the position. You may meet with the HR Representative first to understand the process before notifying your Manager.
2. Adhere to the application process outlined in the Job Posting. This usually entails sending your resume and cover letter to a specified job email by a specified closing date.
3. The Hiring Manager will determine if you meet the minimum qualifications for the position and if an interview will be granted. This may include:
 - Reviewing your current job description
 - Reviewing past performance reviews
 - Consult with your current Manager, to further determine your suitability for the new position. This step is the equivalent of conducting a reference check, which is conducted for all job candidates.

At Stitch It, relatives will not be hired or be permitted to transfer into Stores / Area in which a relative is currently employed.

For the purposes of this policy, relative is defined as:

- spouse, any person to whom the person is married or with whom the person is living in a conjugal relationship outside marriage
- parent, including step-parent and legal guardian
- child, including step-child
- sibling and children of siblings
- father/mother-in-law, brother/sister-in-law, son/daughter-in-law
- any family member who lives with the employee on a permanent basis

Stitch It reserves the right to omit the step of formally posting a position when there's a legitimate business reason to do so.



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If you are not considered for the position

The way 'No thank you' is communicated to internal employees is crucial to maintaining good relationships. All those who apply for internal positions will be treated with respect. The Hiring Manager will:

- Close the loop and communicate as soon as possible that they were not selected for the position. No one will be left wondering any longer than necessary.
- Provide honest feedback and share ideas or suggestions on becoming eligible for future opportunities. It's important that ambitious and high performing individuals see opportunities for advancement in Stitch It, and the path to earn them.
- Keep applications of internal candidates strictly confidential. Applicants may choose to share the fact they've applied with other colleagues, but no one will hear it from the Hiring Manager or your HR Representative.

If you proceed to the next steps

1. You, and all other qualified internal and external candidates, will be interviewed by the Hiring Manager.
2. If you're selected for the job, the start date in the new position will be mutually agreed upon by both your current and future Managers.
3. An amended employment contract agreement will be signed by you and Stitch It.

Criminal Record Check

Applies to: Employees

Last Updated: January 2026

We may require you to submit to a criminal record check prior to your hire date and every 3 years thereafter depending on the nature of your role with Stitch It, for as long as you remain an employee of Stitch It.

- Implications to employment based on the findings of your criminal record check are entirely at Stitch It's discretion.



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New Employee Orientation – Onboarding Process

Applies to: Employees

Last Updated: January 2026

It's important that new employees joining us understand our business, our policies, our benefits and rewards. To share this information, all new employees participate in our Onboarding Program.

The core purpose of onboarding is to:

- Warmly welcome new hires to Stitch It.
- Share knowledge about the business, philosophies, values, products and services, and our people processes.
- Understand our Staff and Human Resources.
- Understand Health and Safety requirements.
- Understand and sign the Stitch It Team Member Commitment

Here's what you can expect during the orientation:

- Welcome email and orientation videos
- Overview of Staff Policies (Mandatory for all)
- Health and Safety Training (Mandatory for all)
- Review of roles, responsibilities and expectations with Manager until the end of the 3-month probation.

Probationary Period

Applies to: Employees

Last Updated: January 2026

A probationary period (generally 90 days) is used for new hires and existing employees who have been transferred or promoted into a new position. It provides a reasonable timeframe and opportunity for Managers to assess whether there's a good fit between an employee and their new job. At the same time, it allows a new hire the opportunity to evaluate the job and workplace to determine suitability.

Here's what you need to know:

- The terms of your probationary period are outlined in your employment agreement.



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- The probationary period includes orientation and training activities and more frequent than usual performance check-ins. Both you and your Manager must devote special attention and effort to ensure that job standards are communicated, the duties of the position are learned, and you're meeting the expectations of the job.
- Under certain circumstances, the probationary period may be extended. There must be a valid reason for the extension and it must be in writing.
- Upon satisfactory completion of the probationary period, if the probationary period is extended, or your probationary period is longer than 90 days, you'll be eligible for any benefits that begin after the 90-day waiting period.
- You're subject to immediate termination of your employment in the event that you do not disclose a criminal record prior to the criminal record check.

Employment Terms and Conditions

Hours of Work, Meal Breaks, Attendance

Applies to: Employees

Last Updated: January 2026

Associates are placed into one of the following employment classifications upon hire:

Salaried: An Associate who is employed on a permanent basis who regularly works 37.5 hours each week. Salaried Associates are paid on a regular bi-weekly basis as per their employment agreement.

Full-Time Salaried: An Associate who is employed on a permanent basis and regularly works 37.5 hours or more each week. Full-time Salaried Associates receive a fixed annual or monthly salary instead of hourly pay.

Full-Time Hourly: An Associate who is employed on a permanent basis and regularly works 37.5 hours or more each week. Full-time Hourly Associates are paid on an hourly basis.

Part-time: An Associate that is employed on a part time basis who regularly works less than 37.5 hours per week. Part-time Associates are placed on hourly payroll.

- Part-time Associates do not have a guaranteed number of hours per week.
- Employment classification is subject to change dependent on business needs.
- Associates will be notified of any changes to their employment classification.



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Our compensation is based on adding value and being productive for a minimum of 37.5 hours per week for regular full-time employees, or pro-rated for part-time employees, or as indicated in your employment agreement, except when the work week includes planned or approved absences.

STANDARD WORK WEEK

- Our Standard Work Week consists of 37.5 hours.
- The store hours follow the landlord approved hours of each location.
- Head Office working hours are 8 hours between 8 AM to 6 PM with Core Hours from 10 AM to 3PM.
- Our standard workday consists of 8 hours a day - including an unpaid 30-minute meal break as required by law.

MEAL BREAKS

The law requires you to take a 30-minute unpaid meal break each workday after 5 hours of work. The point of a meal break is to break up your workday and skipping your meal break to shorten your workday is discouraged.

There is usually flexibility in the timing of your meal break, but some positions may require coordination and scheduling.

Store Associates:

- You must schedule your meal break no later than 5 hours after you start work.
- You are not entitled to additional breaks during the day.

Head Office Associates:

- You must schedule your meal break no later than 5 hours after you start work.
- Any additional breaks (preapproved by your manager) will increase the overall length of your workday.

ATTENDANCE

- You are expected to work a Standard Work Week unless unavoidable or you are on vacation or some other planned absence.
- Chronic absenteeism and tardiness results in additional costs for Stitch It and affect the people around you who count on you to be at work and in meetings on time.
- Chronic absenteeism and tardiness may result in disciplinary action up to and including termination of employment.

STORE VISITS

Store visits from District Managers, Repair Technicians or maintenance workers must be entered in the visitor ledger.



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Time Adjustments and Log-In / Log-Out Procedures

Applies to: Employees

Last Updated: January 2026

The purpose of this policy is to ensure accurate timekeeping, protect payroll integrity, and establish clear accountability for all store employees. Proper log-in/log-out and time adjustment procedures are essential to maintain compliance with company standards and applicable employment regulations.

1. Log-In / Log-Out Procedures

- All employees, including Store Managers, are required to log-in and log-out for each shift using their personal PIN in SIA at the front computer with photo verification.
- Each PIN is strictly personal and must not be shared, disclosed, or used by another individual under any circumstances.
- Employees are responsible for ensuring that their log-in and log-out times accurately reflect the hours worked.
- If an employee forgets to log out:
 - The employee must immediately notify their manager.
 - The employee must wait for the manager approval before any manual correction is made.
 - Unauthorized manual edits are not permitted.

2. Time Adjustments

- All time adjustments must include a clear and accurate justification, outlining the reason for the change.
- Store Managers are not permitted to make adjustments or modifications to their own time records or profiles.
- Any adjustments to a Store Manager's time record must be entered and approved by the District Manager (DM).
- Time adjustments made without proper authorization or justification will be considered a violation of company policy.



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Overtime

Applies to: Employees

Last Updated: January 2026

Our compensation is based on adding value and being productive for a minimum of 37.5 hours per week for regular full-time employees, or pro-rated for part-time employees, or as indicated in your employment agreement, except when the work week includes planned or approved absences.

Sometimes we need you to work extra hours to meet certain deadlines. When overtime is required, we appreciate your willingness to work additional hours and compensate you.

Overtime Responsibility & Approval

No one is contractually entitled to work overtime. Recognized overtime must be pre-approved by your *Manager or District Manager (DM)* prior to OT hours being worked. *Managers cannot approve of their overtime. Any overtime that is not approved will not be recognized by Stitch It.*

Associates/Managers are responsible for:

Ensuring that their overtime pay has been authorized in advance by their Manager/District Manager.

Managers are responsible for:

Managers are responsible for documenting and reporting all overtime to their DM prior to approving in payroll.

Procedure

To be eligible for overtime payment, all overtime must be documented and authorized in advance by the Manager. Commuting between home and the workplace is not considered working, travel or waiting time.

Overtime will be recorded weekly by each manager through their log in/out. Managers OT payroll must be approved by their DM.

Approved overtime pay is normally paid in the first pay period following the period in which the overtime is worked.

Overtime Rates, Working Holidays, & Overtime Calculations

Stitch It adheres to overtime legislation as outlined by the employment standards on a weekly or daily basis for each province. Employees are entitled to overtime pay at one and one-half times their regular rate of pay for each hour of overtime worked beyond the weekly threshold set by their province. For example, in Ontario, the threshold is 44 hours per week.



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Refer to the resources provided by the Ministry of Labour for your respective province for detailed information.

Aspect	Pay	Overtime
Ontario	1.5x	After 44 hrs p/week
Quebec	1.5x	After 40 hrs p/week
British Columbia	1.5x 2 x	After 40 hrs p/week / After 8 hrs p/ day After 12 hours p/ day
Alberta	1.5x	After 44 hrs p/week
Manitoba	1.5x	After 40 hrs p/week / After 8 hrs p/ day
New Brunswick	1.5x	After 44 hrs p/week
Saskatchewan	1.5x	After 40 hrs p/week

Excessive or Abuse of Overtime

Overtime is carried out under very specific circumstances. You're asked to appreciate that overtime can result in a significant increase in wages as a percentage of salary.

Here are some of the consequences of excessive or abuse of overtime:

- If a consistent pattern of unscheduled overtime develops, you may be asked to complete a Job Activity Log to better understand and help you make adjustments to your workload or provide you with additional resources.
- If it's proven that you're scheduling your workload to purposely incur nonessential overtime and receive overtime benefits, you may be subject to disciplinary measures.
- Managers who approve unscheduled overtime on a regular basis will be asked to review their department and resources to understand options for optimizing workloads.

PROCEDURE

The following procedures must be adhered to for approving and recording overtime.



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Obtaining Approval to Work Overtime

To approve overtime before it is worked:

1. Send an email to your Manager outlining the following information:
 - a. Anticipated date of overtime
 - b. Anticipated overtime hours
 - c. Reason the overtime is required outside of regular hours.
2. Obtain written approval by reply email. You cannot approve your own overtime.

Recording Overtime

Once the overtime has been worked:

1. Your manager will forward your pre-approved email to Payroll along with your actual overtime hours worked.
2. Your approved overtime will be paid on the following payroll run.

Approving, Communicating and Recording Absences

Applies to: Employees

Last Updated: January 2026

The following outlines what's expected when there's a legitimate reason for you to be absent from work. This procedure helps to facilitate payroll processes, track vacation balances and other absences.

PROCEDURE

Approving Planned Absences

If you are planning to be absent - for example, when you are planning vacation time off, time off for training and development, or a legislated leave:

1. For leaves, such as legislated leaves or unpaid leaves of absence, the employee must make the request to their manager in writing. They must notify and obtain an email with approval for the absence from their Manager in advance. It's best not to assume that an absence is approved until written confirmation is received from the Manager. For store employees, the store manager and DM must approve the leave.
2. For vacation, personal days and birthdays, requests are submitted in our HR system for approval. The employee requests the time in our HR system and the manager approves or denies it directly within the HR system.



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3. For Head Office Employees and District managers, once approved, record your absence in the Team Calendar and schedule an out of office message.

Communicating Unplanned Absences

1. Communicate all unplanned absences to your Manager as soon as you know that you are sick or unable to work and you will record the absence in our HR system.
2. If you're going to be late for work, you are expected to:
 - Notify your Manager no later than your regular starting time.
 - If possible, make up the time outside of your Standard Work Week.

Appropriate Work Attire & Hygiene

Applies to: Everyone

Last Updated: January 2026

It's important that workers maintain a standard of professionalism when in the Workplace. What we wear says a lot about us. As a business, we want to communicate in our attire that we are:

- An organized and well-run business.
- Professional.
- Sensitive to the different values that come from a diverse workforce and industry.

Stitch It has established dress code standards in line with our organizational practices and health and safety considerations to reduce and prevent unnecessary injuries and accidents caused by jewelry, long hair, loose clothing, or inappropriate footwear.

Here's what you're expected to adhere to, including, facing customers, office or when conducting virtual meetings:

- Ensure that you're neat, clean, and well-groomed in your facial hair, dress, and personal hygiene.
- For safety reasons, long hair should be tied, when operating machinery.
- Ensure that you do not emit body odor or fragrance.
- Ensure proper oral hygiene.
- If you smoke, make every effort to ensure that people around you are not exposed to smoke odors emitted by you. If you must smoke, ensure you practice oral hygiene and wash your hands after you smoke.
- Use good judgment. If your attire is something you'd wear around the house or to play sports, it's probably not appropriate for the office.



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- Religious head coverings are appropriate as long as they follow all Health and Safety concerns for your role making sure it is tucked in while working to avoid any material getting caught in machinery and potentially causing a serious or fatal injury.
- The Stitch It uniform vest must be worn at all times while working in stores.
- The name tag must be placed on the vest in a visible place in stores.
- A white or black (strongly recommended) collared dress shirt, short or long sleeve and black dress pants or black skirt must be worn while working (customer facing) in stores.
- No jeans, leggings, shorts, polo shirts, T-shirts or sleeveless shirts will be permitted in stores.
- Black closed shoes must be worn at all times in stores. No flip-flops, athletic shoes, or slippers.
- All piercings, except earrings, must not be visible. Pierced tongues, eyebrows, lips, noses, etc., are unacceptable. Maximum two earrings per ear is acceptable. You may be asked to cover a tattoo if the subject matter is extreme or offensive to customers and/or colleagues.
- Every company employee is responsible for exercising sound judgment and common sense for their attire at all times. Regular departure from appropriate attire or personal grooming may result in disciplinary action.
- If you're not sure or have questions, ask your Manager or your HR Representative for clarification on proper attire for your position.

Inappropriate Clothing

Inappropriate clothing includes, but isn't limited to:

- Casual or worn-out T-shirts
- Muscle shirts
- Tank tops
- Tube top, halter-tops, strapless clothing
- Clothing with foul, obscene, or provocative language, or images that may offend a reasonable person
- Torn or patched clothing, or clothing that includes holes
- Sweatpants or sweat suits, leggings
- Baseball caps
- Tight-fitting or revealing clothing (For example, the presence or absence of undergarments)



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Payroll & Payday

Applies to: Employees

Last Updated: January 2026

Here's what you need to know about your pay:

- You authorize Stitch It to deposit your net pay directly into your specified bank account. **Cheques are not processed for payroll.**
- Payday is every other Friday.
- Your pay deposit covers the period beginning 15 days before payday and ending 5 days before payday, in other words it covers the previous two weeks from Sunday to Saturday.
- When payday falls on a holiday, you'll be paid on the last workday before the holiday.
- You'll receive a pay stub or statement notifying you of the details of payment, including hours, taxes and other deductions. It's important that you verify your pay stub immediately to ensure that you have been paid the proper amount and that your deductions are correct. The pay stub will be posted in the HR system.
- If your bank or other personal status information changes during the course of your employment, **you must update your information directly in our HR system profile and notify Payroll immediately.**
- If you require any kind of assistance, please contact HR@stitchit.com.

Compensation Reviews

Applies to: Employees

Last Updated: January 2026

Employee compensation for Store Managers, District Managers and Head Office employees is reviewed annually for the period of September to August next year. Store associate reviews are done on the anniversary of their hire date. We want to ensure Stitch It is competitive and in line with the job market.



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A cost-of-living increase is not a given and there are times when economic factors result in low inflation or a shrinking job market.

Unless there is a formal change to your position in writing, accompanied by an updated job description and amended employment agreement, employee salaries will not be reviewed outside of the annual salary review process.

There may be times when you are given additional responsibilities on a temporary basis to fill a gap such as the period between the departure of a co-worker and the hire of their replacement. If these periods are longer than 3 weeks, you may receive a temporary stipend in addition to your regular salary, and your regular salary will remain unchanged.

Pay Equity

Applies to: Employees

Last Updated: January 2026

It's Stitch It's intention that its pay practices adhere to the Employment Legislation applicable in your province of work.

Stitch It is committed to maintaining a pay structure that's competitive in our industry and pays employees equitably when evaluating identical jobs and when evaluating jobs that may be different but provide equal value. When assessing individual positions and evaluating comparable values, Stitch It takes the factors of skill, effort, responsibility and working conditions into consideration.

PROCEDURE

Each unique position will be evaluated every 3 years, when significant changes occur, or when a new position is established. The jobs will be evaluated using a gender-neutral factor comparison system that utilizes the following 4 factors identified by the Ontario Pay Equity Commission:

- Jobs are grouped into job classes.
- Job classes consist of jobs that have similar recruitment practices, similar duties and responsibilities and have the same compensation schedule. These job classes are identified as female, male or gender neutral.
- Each job class is valued using the 4 factors required by law — skill, effort, responsibility and working conditions.
- All job classe levels are valued equal, regardless of other outside specifications.



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Performance Reviews

Applies to: Employees

Last Updated: January 2026

We believe that everyone wants to do their job well. To assist in creating the opportunity for each of us to live up to our potential, and to minimize the negative effect poor performance may have on all of us, we support:

- 2-way feedback between you and your Manager
- Rewards for high performers
- Proactive management of poor performers
- Our HR system will track timelines and entries.

We require Managers to provide feedback regularly throughout the year. Stitch It also manages a formal annual performance evaluation process for the purpose of:

- Reinforcing our strengths.
- Providing us with opportunities to improve our abilities, skills, and knowledge.
- All Head Office Associates, District Managers and Store Managers receive a review during the month of September of each year. Any raises or other benefits given with a review will take place on the first pay of October retroactive to the 1st day of September..
- All Store Associates receive an annual review on their anniversary date.
- We also encourage feedback from and to all levels in Stitch It.

Performance Improvement Plan (PIP)

Applies to: Employees

Last Updated: January 2026

We're committed to helping you improve your performance as long as you're willing to work with us to meet expectations. If a situation arises where your performance isn't meeting the defined expectations of the position, your Manager will discuss it with you and may implement a Performance Improvement Plan

If your performance doesn't meet expectations, all that may be needed is an informal discussion initiated by your Manager to reinforce expectations. However, there are times when the performance issue is more serious. In those cases, we follow a formal process and use a PIP.



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A PIP ensures:

- A fair and consistent process for Everyone
- Clear expectations and timeline
- That you understand the consequences if performance doesn't improve.

Sidestepping a PIP

Stitch It's preference is always to proceed with a PIP to help Staff solve performance issues. However, some types of issues can't be addressed through a PIP.

- Staff Policies outline the standards of conduct expected from Everyone, but no list of rules can cover every situation. Therefore, Stitch It reserves the right to act upon any conduct it considers detrimental to its best interests and will respond to performance issues or instances of Misconduct with disciplinary measures appropriate for the specific situation.
- A PIP will not be used in the case where a serious violation of a Staff Policy has occurred that may warrant immediate termination of employment with just cause (such as theft, violence and fraud).

PROCEDURE

When a PIP is implemented, it can include up to 3 steps:

1. **Verbal Warning** — if you fail to correct a performance issue that was discussed informally, your Manager will communicate a more formal verbal warning.

This is a serious warning directing you to improve or correct specified performance areas by a specified date. It involves a formal discussion in a private area with your Manager who outlines what the problems are, what must be done to correct them, and what assistance is available for you.

Your Manager makes a written note of this discussion and retains the note for future reference. This note isn't placed in your HR employee file but will be formally referenced in the next step if performance doesn't improve.

2. **Written Warning** — if performance doesn't improve after a verbal warning by the specified date, your Manager issues a formal written warning.

This warning may possibly be the last chance for you to improve performance, so it should be taken seriously. Your Manager will meet with you in a private area to set clear and specific goals, deadlines for improvement, and assistance available for improvement.

A written record of the discussion, signed by you stating that you have read and understood the requirements, is provided to you and a copy is placed in your HR employee file.

3. **Termination** — if your performance continues to fall short of expectations by the time of the specified deadline, your employment may be terminated.



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Under certain circumstances, a Manager may determine that although a PIP approach will be used, certain steps may be omitted or repeated.

Training & Development

Last Updated: January 2026

Stitch It encourages your personal development and growth through education and training. Stitch It will help pay for training and development that is of benefit to both you and Stitch It.

Eligibility

- Full-time Associates who have completed their probationary period and part-time Associates that have completed 1 year of service are eligible to apply.
- For all stores associates, courses must be pre-approved by the District Manager and Human Resources prior to enrolment.
- For Head Office associates, courses must be pre-approved by the Manager prior to enrolment.
- Exceptions may be made in circumstances where a skills gap assessment has been conducted and immediate training needs have been identified for a new hire or existing employee transferred or promoted into a new position.
- Temporary or casual employees are not eligible for external training and development benefits.

What You Can Expect

- Stitch It's annual budget includes a training budget.
- Stitch It supports training in a variety of ways that may include time off to attend courses and payment of tuition as long as training expenses don't exceed the budget for the year.
- You're encouraged to develop, in conjunction with your Manager, a training plan for each upcoming year as part of the annual performance review process.
- Stitch It may require you to complete diagnostic tools like psychometric assessments for the purpose of developing your personal and professional growth within your role and future roles.



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What's Expected of You

You're expected to:

- Take the primary responsibility for managing your career
- Taking inventory of your current skill set.
- Exploring training and development opportunities to ensure you're current in your industry/job knowledge.
- Acquiring the skills you need to reach your career goals.
- Discussing possible training and development opportunities with your Manager.

Note: If the total cost of the training or development funded by Stitch It exceeds \$1,000 in a fiscal year, you'll be required to sign a Training Reimbursement Agreement, which lays out terms and conditions for re-payment in the event that you leave the company before Stitch It has achieved a return on the investment.

Tuition Reimbursement

Stitch It may not always be able to provide paid time off to attend training or development, but we may partner with you and share in the responsibility of continued education.

Courses taken on your own time may be eligible for reimbursement. Here's what you need to know:

- Eligible expenses include:
 - Cost of tuition
 - Enrolment fees
 - Books for course
- Courses must be taken at a recognized educational institution that provides an official transcript indicating a grade.
- Class attendance and study assignments must be completed outside of a Standard Work Week.
- You must achieve a final passing grade to be eligible for reimbursement.
- To be eligible for reimbursement, you must be employed with Stitch It when the course marks are received. If you leave Stitch It for any reason before the course is completed, you're required to pay back any book or tuition costs Stitch It has pre-paid on your behalf, to the extent permitted by law.



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PROCEDURE

When you want to participate in training and development or enroll in a continuing education course:

- **Speak with your manager first** to determine the training or development needs for your role. Discussing this will help identify whether training is necessary and ensure it aligns with your goals and department priorities.
- **Consult with HR** to explore available training options. HR is the central hub for training resources and may already have information on suitable programs. It's possible that HR has sourced similar training for others recently, so they can guide you on what's available.
- **Coordinate the next steps** with HR based on the available training options and your manager's approval.
- **Refer to the Approving, Communicating, and Recording Absences policy** for guidance on how to manage absences during a Standard Work Week if your training occurs during regular working hours.
- **For continuing education courses:** Once you've completed the course and achieved the required passing mark, report your grade and request reimbursement.

Professional Memberships

Last Updated: January 2026

Membership in professional associations is a good thing for you and your career. It's also good for Stitch It because a professional membership helps you stay current with what's going on in your field and allows you to make time for creativity and networking.

We encourage membership in professional and business associations and may reimburse you for membership dues where appropriate.

PROCEDURE

Get approval from your Manager before joining any professional association if you intend to do so as a Company representative or expect to have the dues reimbursed.

1. Email your Manager and outline the business benefits to Stitch It of your membership in a particular professional society or association, business association, or community group.
2. Your Manager will decide and approve if membership will be reimbursed based on the following criteria:



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- a. Department budget consideration
 - b. Gaining technical or professional knowledge
 - c. Industry relationships enhancements
3. Attach the membership receipt and justification/approval email to an expense report and submit it to Accounts Payable.



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EMPLOYEE VALUE PREPOSITION

Tips and Gratuities

Applies to: Employees

Last Updated: January 2026

Everyone in Stitch It should have the chance to enjoy perks. We want to ensure the protection of all tips and gratuities provided to employees by their customers from unlawful deductions and withholdings.

This Policy also helps to prevent real or perceived conflicts of interest.

Definition

- Payment voluntarily made to or left for an employee by a customer of the employee's employer in such circumstances that a reasonable person would be likely to infer that the customer intended or assumed that the payment would be kept by the employee or shared by the employee with other employees.
- A payment voluntarily made to an employer by a customer in such circumstances that a reasonable person would be likely to infer that the customer intended or assumed that the payment would be redistributed to an employee or employees.
- A payment of a service charge or similar charge imposed by an employer on a customer in such circumstances that a reasonable person would be likely to infer that the customer intended or assumed that the payment would be redistributed to an employee or employees; and
- Such other payments as may be prescribed.

Guidelines

- Employees are entitled to all tips received from customers. Stitch It will neither deduct from nor withhold any tips and other gratuities received by employees unless otherwise required to by legislation, a court order, or pre-established provisions of a collective agreement.
- All employees must be made fully aware of the organization's process for distributing any service charges, tips, and other gratuities, as well as the purpose for any deductions.
- Employees are solely responsible for the collection and protection of any tips provided directly to them by the customer.
- All tips received through debit and credit transactions will be paid out on the pay date within the pay period of when the employee received the tip.
- Employees are prohibited from taking another employee's tips, with the exception of those collected for the purpose of tip pooling.



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- Stitch It enters into a verbal or non-verbal agreement with employees regarding the use of a tip pool. Stitch It will withhold or deduct tips for the purpose of a full and equitable redistribution amongst all eligible employees.

How Tips are calculated

- All tips and other gratuities that are received by the organization are included in the price charged to clients for provided services and are not directly handled by employees.
- All tips and other gratuities are subject to Canadian Revenue Agency regulations, whereby both the employer and employee are required to pay deductions on them.
- Stitch It will collect received tips and other gratuities and distribute these payments to staff who worked the event or provided the service as a percentage of the total.
- Tips and other gratuities received by the employer will be disbursed in the pay period in which the service was provided.
- Tips will be distributed based on the hours worked by an associate.
- All full time and part time associates working in the store will be able to receive tips.
- Tips will be allocated based on the percentage of hours worked by the associate at a given store.

Receiving Gifts

While the purchase of an occasional lunch or coffee may be acceptable, all other gifts from external sources—such as holiday gifts, tickets to sporting events, gifts-with-purchase, bottles of wine, or any other items of significant value—must be turned into HR Services. These gifts will be securely stored for a company function, such as the holiday year-end party, or allocated for charitable donations.

Business Corporate Credit Card Points

Corporate Credit Cards points will be redistributed at the Corporate Management's discretion.

Conflict of Interest

You're not permitted to receive, give, pay, promise, or offer gifts or anything of value to or from Company Stakeholders for the purpose of securing or appearing to secure preferential treatment.



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Candidate Referral Bonus Program

Applies to: Employees

Last Updated: January 2026

Staff play a vital role in attracting highly skilled and experienced people to Stitch It.

To increase our recruiting efforts, we offer a Candidate Referral Bonus program, which pays up to \$500.00 if you refer a qualified candidate.

The following *individuals are not eligible* for a Candidate Referral Bonus:

- A referrer who submits the resume of an individual already associated with Stitch It, either as an employee, a past employee, or Independent Contractor/Consultant.
- A referrer who submits a resume that Stitch It already received directly from the referred candidate within the past 12 months, or was forwarded by a recruiting agency within the past 12 months.
- Anyone Director level and above
- The Hiring Manager (The one directly involved in the selection process)
- Anyone in HR.

The Referral Bonus is only paid if:

- The referred applicant is hired and successfully completes their 3-month probationary period.
- You, the referrer, are still employed with Stitch It at the time the referral bonus is eligible to be paid.
- The referrer must complete the referral form and submit it to HR for processing.

The Referral Bonus is paid in the pay period following the satisfaction of payment conditions and is subject to regular statutory deductions.

Your efforts to bring candidates forward are sincerely appreciated and each referral will be carefully considered. However, please note that applications of referred candidates follow the same review process of any other application, and only suitable candidates are interviewed. It's best not to assume that a referred candidate will be granted an interview or that their application will be fast-tracked.

PROCEDURES

If you're aware of someone you think would be an excellent candidate for employment with Stitch It:

1. Encourage the individual to apply on our website career page, making sure to mention your name



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as the referrer in their application.

2. Let the HR Recruiter know you've referred the individual and why you believe they'd be a good fit for the position.

Service Recognition

Last Updated: January 2026

Long-term Company service is worth recognizing and rewarding.

Our Service Recognition Award program is designed to recognize and appreciate significant long-term contributions that you make to Stitch It.

The award program recognizes service milestones in 5-year increments. As a token of appreciation for your commitment, a gift card is awarded for each milestone reached. The amount of the gift card is reviewed annually, though the specific value may vary.

Retirement Recognition

Last Updated: January 2026

Long-term dedication and commitment to Stitch It are valued and deserve recognition. Our Retirement Recognition program is designed to honor employees who are retiring, either by reaching the age of 60 or by completing 20 or more years of service, regardless of age.

For eligible retirees, the company provides a token of appreciation with a recognition gift. The specific gift may vary depending on availability and other considerations.

This program is part of our ongoing commitment to acknowledge the dedication, hard work, and lasting impact of our employees throughout their careers at Stitch It.



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Employee Discounts

Last Updated: January 2026

Stitch It offers the Associate Discount Plan to all employed Associates who have successfully completed their probation and who are interested in the purchase of services and products at any of our Stitch It locations.

The discount terms are 40% off on the following services:

- Products/Service
- Alteration Services
- Dry Cleaning

Important Conditions:

- The discount applies only to the Associate and their spouse/partner. It cannot be used for friends, other family members, or third parties.
- The discount cannot be combined with any other promotions, offers, or discounts.
- To enjoy the employee discount, you must inform the store staff that you wish to use it. You will need to provide your associate number for verification.

Mobile Phone Device Benefits

Last Updated: January 2026

You may be eligible for a Mobile Phone Device if there's a bona-fide work-related reason to provide them.

Mobile Phone Devices

Company-paid Mobile Devices are provided to employees who regularly require a mobile communication device to perform their specific job duties, or where business needs demand immediate access to you.

It's also common industry practice for senior Managers to have Company-paid Mobile Devices as part of



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their compensation and benefits package. To remain competitive, we provide Company-paid Mobile Devices for employees who hold District Management and Director roles. This may be defined on a case-by-case basis.

To protect you from incurring a tax liability for the personal use of this equipment, Mobile Devices are to be used for business reasons only.

Statutory Benefits

Last Updated: January 2026

Stitch It funds the mandatory following statutory benefits on your behalf which amount to approximately 9% of your salary:

- **WSIB (Workplace Safety and Insurance Board) Premiums:**
This benefit ensures coverage for workplace injuries or illnesses. If you are injured or become ill due to work-related activities, WSIB provides financial assistance and medical support to help you recover. Stitch It pays these premiums to ensure your safety and protection in compliance with provincial regulations.
- **CPP (Canada Pension Plan) Contributions:**
The CPP is a mandatory pension plan in Canada. Both employees and employers contribute to this plan, which provides financial support during retirement, in the event of disability, or to dependents in case of death. Stitch It matches your contributions to help you build long-term financial security.



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BENEFITS

Group Health Plan

Last Updated: January 2026

Regular permanent full-time (37.5 hours/week) employees are eligible for Stitch It's Group Health Plan upon successful completion of 90 days from the hire date or as outlined in your employment contract.

Candidates who have been provided with an offer of employment can obtain a summary of Group Health Benefits from their Company liaison.

Plan details are available [here](#) upon login and where you can also submit receipts for plan reimbursements.

- Group Benefits eligibility and minimum requirements are defined by the insurance carrier. As of the date of this Manual, Stitch It's Group Benefits carrier is Equitable Life.
- You will receive an email to enroll upon hire. You must notify the HR Representative of your intent to enroll in Group Benefits within 5 business days of your start date. Once you've opted out of the plan upon hire, you will not be eligible to enroll at a later date unless you have a life changing event (marriage, divorce, birth).
- Enrollment in LTD, Life and AD&D is mandatory. Health and Dental can be waived if the employee has other coverage.
- Stitch It's obligation with respect to Stitch It's Group Benefits plan shall not be to act as a self-insurer. Stitch It will make the Group Health Plan available to you and, where applicable, will pay premiums to an insurance carrier of its choice. Stitch It reserves the right to make changes to the Group Health Plan from time to time, including changes in provider. Any such changes will not be deemed a fundamental change to the terms and conditions of your employment. All decisions regarding eligibility and coverage will be made by the carrier and Stitch It shall not bear any liability or responsibility thereafter.



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Retirement Plan RRSP & DPSP

Last Updated: January 2026

We all know that saving for retirement is important. Stitch It wants to help you reach your goals by offering a Registered Retirement Savings Plan (RRSP) and matching up to 2% of your eligible earnings directly to a Deferred Profit Sharing Plan (DPSP) provided that certain criteria are met.

ELIGIBILITY

The calculation year is January 1 to December 31.

- All permanent full-time and part-time associates are eligible to join the RRSP after they have completed their 3-month probationary period.
- Full-time associates are eligible to join the DPSP after 1 year of service. Part-time associates are eligible to join the DPSP after 2 years of service. Associates joining the DPSP must also be enrolled in the RRSP to be eligible.
- Employed with Stitch It on July 1 of the calculation year; and
- Employed with Stitch It on January 31 following the calculation year.
- Eligible earnings are defined as base salary and vacation pay.

PROCEDURE

You must be enrolled in an RRSP plan and have an active RRSP account.

- 2% DPSP calculations are calculated on each pay run.
- You'll be able to reduce your taxable income by the RRSP contribution.



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TIME OFF POLICIES

Vacation

Applies to: Employees

Last Updated: January 2026

Vacation is time away from work to enjoy leisure time that's earned and accumulated. Here's what you need to know.

CALCULATING VACATION ENTITLEMENTS

Vacation entitlements are calculated as shown in the table below.

Regular Full-Time Employees

Completed Years of Employment Between:	Vacation Days per Year	Accrued (accumulated) Days per Month	Vacation Pay - % of Wages
0 years & < 3 years	10	0.83	4%
3 years & < 10 years	15	1.25	6%
10 years & < 15 years	20	1.67	8%
15 years & < 20 years	25	2.08	10%
20 years & Beyond	30	2.5	12%

Regular Part-Time Employees

For part-time employees, vacation pay is included with each paycheck at the same percentage rate associated with their length of service. This ensures that vacation pay is received regularly and transparently, and your payroll slip will show a separate line detailing the vacation pay amount for each paycheck.



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Vacation Pay Policy for Part-Time Employees

For part-time employees, vacation pay is handled as follows:

- Unpaid Time Off: If you wish to take vacation days off, you are welcome to do so. However, since vacation pay is already provided with your paycheck, any vacation days taken will be considered unpaid time off.
- While unpaid time off may appear unlimited, employees are still entitled to the number of vacation days granted based on their length of service and company vacation policies. Any additional unpaid time off requested beyond this entitlement will be subject to approval at the full discretion of the store manager and district manager.

This approach ensures that part-time employees receive vacation pay consistently while maintaining the same number of vacation days for enjoyment as calculated for full-time employees, though the days are unpaid because they have already been compensated.

Vacation Accrual During Leaves

If you're off on Legislated leave, for example maternity or parental leave, only your vacation days will continue to accumulate. Your vacation pay won't accumulate during the months where you have no earnings.

If you're off on unpaid leave including leaves of absence or suspensions, you won't accumulate vacation days or vacation pay.

VACATION YEAR

- The 12-month vacation reference year runs from January 01 to December 31. This is the period where you accumulate your vacation days and pay every month.
- If you're hired mid-year, your vacation will accumulate every month from your start date.
- As a new employee your employment can happen at any point in the year, therefore your vacation will be pro-rated as of your actual hire date for that first year. However, the next calendar year will have the full entitlement of vacation as per your employment agreement.

TAKING VACATION

- The vacation reference year is the calendar year, January 1 through December 31. Although vacation time and pay accrues from the first day of employment, employees are not eligible to take paid vacation until they have successfully completed their 90 days probationary period.



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- As indicated by law, earned vacation must be taken within 10 months following the Vacation Accrual Year. For example, if you accrue 10 days per year, 10 days must be used or at least scheduled by October 31, and vacation days cannot be carried forward to a subsequent year.
- Any unused, unscheduled days remaining at the beginning of the final quarter of the year (October 1st) may be scheduled by the Manager. Managers are responsible to ensure that the balance of legislated days remaining at the end of the fiscal year do not exceed 37.5 hours.
- If you and Stitch It cannot find a mutually acceptable time for you to take your vacation, the Company reserves the right to schedule your vacation to ensure vacation earned is used prior to the end of the year and will provide you with at least 2 weeks' notice of the start of your vacation.
- Vacation scheduling conflicts between you and your co-workers will be resolved by your department Manager, who will make their decision based on several factors, including work requirements and seniority.
- If a legislated public holiday occurs on a day during your vacation taken period, vacation will not be used for that day.
- If you're sick on a day during your vacation time off, the sick day will be counted as a vacation taken day, and not as a sick day.
- The Time Off module in the HR system displays the total vacation entitlement for the year. However, it is important to verify the actual vacation accrued at the time of submitting a request to ensure that the time requested is available. The HR system may generate an alert (yellow warning) if time requested has not yet been accrued, though it still allows the request to be submitted. Approval of such requests is at the discretion of the Manager, taking into account operational requirements and in consultation with the District Manager.
- If vacation time not yet accrued is approved and taken, and the employment relationship ends for any reason, any unearned vacation taken will be deducted from the final paycheck. If the final pay is insufficient to cover the amount, the employee will be required to reimburse the Company for the overpaid balance.



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Sick Days, Birthday & Personal Days

Last Updated: January 2026

Stitch It is committed to building and maintaining a positive working environment for all Associates. To support this goal, Stitch It provides full-time employees with paid time off each year effective after the successful completion of the 90-day probationary period, as follows:

- 1 birthday day
- 1 personal day
- 5 sick days

These days are granted to all full-time employees during their Standard Work Week and may be used when it is necessary to be away from the workplace for the applicable reasons.

Birthday

- All Full-time Associates are entitled to 1 paid day off on their birthday after completing their probation period.
- If the birthday falls on a non-working day or holiday, the Associate is entitled to take the working day closest to his/her birthday.
- This must be taken within 30 days of the Associate's birthday or is otherwise forfeited.

Personal Day

- Full-time hourly and salaried Associates are entitled to one (1) paid personal day off of their choosing during the year after 1 year of continuous employment.

Sick Days

Sick days are intended to cover unplanned absences when a full-time employee or an immediate family member is ill. Sick days are not extra vacation days and cannot be scheduled in advance.

Sick days may be used for the following situations:

- Personal incidental illness: A non-compensatory illness or injury lasting 1 to 5 business days. Elective surgeries or procedures are not eligible.



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- Family-related incidental illness: Illness of an immediate family member requiring you to be away from work. Immediate family includes:
 - Your child
 - Your spouse
 - A relative who is dependent on you for care or assistance

Personal or family incidental leaves exceeding three (3) days require a doctor's note.

This policy ensures that employees can take time off when genuinely needed for illness or urgent family matters while maintaining consistency and fairness across the workplace.

Eligibility

You're entitled to the benefits under this policy:

- After completing your first 90 days with Stitch It.
- You are a permanent full-time hourly (37.5 hours per week) or salaried employee.

Unused personal, birthday or sick days cannot be carried over to the following year and will not be paid out. **Sick days are to be used to recover from illness, not as additional vacation days.**

Once you have exhausted your paid benefits under this Leave, you may be eligible for additional unpaid time off as outlined in the **Family Responsibility Leave** policy and **Sick Leave** policy in the **Legislated Leaves** section.



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Public Holidays

Last Updated: January 2026

Public holidays are statutory paid holidays observed in accordance with the employment standards of each province or territory in Canada. The number and dates of paid public holidays vary depending on the location where you work.

Statutory Holiday	Holiday Date	Province
New Year's Day	January 1st	All
Family Day - Louis Riel Day	Third Monday of February	ON, AB, BC, NB, SK, MB
Good Friday	Friday before Easter	All
Easter Monday	Monday after Easter	QC
Victoria Day - Patriot's Day	Monday before May 25th	ON, AB, BC, MB, SK, QC
National Holiday - St-Jean Baptiste	June 24th	QC
Canada Day	July 1st	All
British Columbia Day	August 5th	BC
Civic Holiday / NB / SK / Heritage Day	First Monday in August	ON, NB, SK
Labour Day	First Monday in September	All
National day for Truth & Reconciliation	September 30th	BC, MB
Thanksgiving Day	Second Monday in October	All
Remembrance Day	November 11th	AB, BC, NB, SK
Christmas Day	December 25th	All
Boxing Day	December 26th	ON

Details

- If you're on vacation when a holiday occurs, it won't be counted as a vacation day.
- If you're away on unpaid leave of absence or receiving Long Term Disability (LTD) or Workplace Safety & Insurance Board (WSIB) benefits, you won't be eligible for the holiday.
- You can make a request to replace a holiday with another day off that coincides with your religious holiday of faith. A substitute holiday must be scheduled for a day that's no later than three months



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after the date of the public holiday.

- For all other legislated details relating to public holidays, including holidays for Part-Time Employees, refer to the **Resources** section of this Policy.

Statutory Holiday During Vacation

Last Updated: January 2026

This policy outlines the procedure for handling statutory holidays that fall within an Associate's approved vacation period, ensuring fairness and clarity in vacation entitlements.

Policy Statement:

When a recognized statutory holiday occurs during an Associate's approved vacation, the Associate is entitled to an additional day off. This day may be taken under the following conditions:

Procedure:

1. The additional day of vacation may be taken:
 - At the beginning or end of the vacation period; or
 - On any normal working day within 3 months following the holiday.
2. If the extra day is not taken within 3 months, it will not be carried over and will be considered forfeited.

Expectations:

Associates are responsible for coordinating with their Manager to schedule the additional day off within the specified time frame. Failure to use the extra day within the designated period will result in its forfeiture.



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Blackout Periods

Last Updated: January 2026

This policy establishes vacation blackout periods and the associated guidelines to ensure operational efficiency during peak business periods.

Policy Statement

Stitch It reserves the right to designate vacation blackout periods during its busiest times to maintain seamless operations. During these periods, vacation requests will not be approved.

Applicability

This policy applies to all Store Associates, who are not permitted to schedule or take vacation during designated blackout periods.

Blackout Periods

The following periods are designated as vacation blackout periods:

1. Prom / Graduation / Wedding Season (3 Weeks)
 - Last two weeks of May +
 - First week of June
2. Holiday Season (1 Week):
 - December 26 to January 10
3. Back-to-School / Labour Day (1 Week):
 - One week prior to Labour Day

Total Blackout Duration: Approximately 6 weeks per year.

Consequences of Non-Compliance

If a Store Associate takes vacation during a blackout period:

- Stitch It may hire temporary staff to cover the absence.
- Upon return, the Associate's original position cannot be guaranteed.
- The Associate may reapply for employment, and the District Manager will assess availability and contact the Associate if a position becomes open.



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Short Term Disability & Long-Term Disability

Sick Pay Coverage at-a-Glance

Week of Illness	1	2	3	4	5	6	...	15	16	17	18	19	20+
Sick Pay Coverage	Unpaid waiting time 0-14				Employment Insurance (EI) Sickness benefits up to 55% from day 15 of disability				Long Term Disability (LTD) Week 18 and on				
Pay By	The Government							Outside Insurance Carrier					

Unpaid waiting time

- You will have unpaid time for the first 10 working days of illness.

Employment Insurance (EI)

You will be eligible for the Government Employment Insurance sickness benefits up to 55% of your salary following the Government guidelines from day 15 of disability.

Long-Term Disability (LTD)

Refer to the 'Sick Pay Coverage at-a-Glance' diagram above.

Disability leaves extending beyond week 18 are covered by LTD. You can find additional information about LTD by referring to the **Group Health Plan** policy.

PROCEDURE

Refer to **Approving, Communicating, and Recording Absences** policy for absence procedures.



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Bereavement Leave

Last Updated: January 2026

Bereavement days are provided exclusively for the purpose of attending to the loss of an immediate or extended family member. These days are not additional vacation days and cannot be used for any other purpose.

Unused bereavement days do not carry over to the following year and are not paid out.

We offer our sincere condolences in the event of your loss and provide support during this difficult time as follows:

- **Immediate Family:**

If one of your immediate family members passes away, you are entitled to three (3) paid days. Immediate family is defined as:

- Your spouse (including a common-law partner);
- Your child, spouse's child, or foster child;
- Your mother, father, step-mother, step-father, spouse's mother or father;
- Your brother, sister, spouse's brother or sister;
- Your grandparent or spouse's grandparent; grandchild or spouse's grandchild; or
- Any other relative who resides with you.

- **Extended Family:**

If one of your extended family members passes away, you are entitled to one (1) paid day. Extended family is defined as:

- Your or your spouse's aunt, uncle, nephew, niece, or cousin.

- **Maximum Bereavement Leave:**

A maximum of three (3) paid bereavement days are allowed per calendar year in total.

- **Proof of Death:**

Proof of the death (e.g., obituary, death certificate, or funeral notice) might be required by your supervisor. Failure to provide proof may result in the bereavement days being considered as unjustified absences and subject to not being approved for payment.

- **Additional Time Off:**

If travel is required, you may use vacation days with prior approval on a case-by-case basis. Additional unpaid days may also be available under the Family Responsibility Leave policy, as applicable.



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Pregnancy & Parental Leave

Applies to: Employees

Last Updated: January 2026

Together with Federal and Provincial agencies, you'll be supported in various ways with the arrival of your child.

Federal & Provincial Agencies Overview

You're eligible for Pregnancy and Parental Leave in accordance with the Employment Standards legislation applicable in your province of work. It will address any questions you may have about your rights and obligations, including the number of weeks you're entitled to under Pregnancy and/or Parental Leave.

Pregnancy Leave

If you're pregnant, you have the right to take unpaid time off work (Pregnancy Leave) for a specific duration. You can also start your Pregnancy Leave before the baby's due date. Refer to the ESA governing this in the **Resources** section at the end of this Policy.

Parental Leave

Parental Leave is unpaid time off work when a baby or child is born or first comes into your care.

- As new parents, you have the right to take Parental Leave.
- The right to Parental Leave is also independent of the right to Pregnancy Leave. For example, a spouse could be on Parental Leave at the same time the birth mother is on either a Pregnancy Leave or Parental Leave.

PROCEDURE

- You must request Pregnancy or Parental Leave from your Manager in writing with any appropriate documentation at least 2 weeks before the anticipated start date of the Leave to help Stitch It and your co-workers prepare for your absence.



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- Stitch It reserves the right to ask you to provide a doctor's certificate or other evidence to support entitlement to an early Pregnancy Leave or an extension of Pregnancy Leave for medical reasons.
- You're expected to provide your HR Representative with minimum 4 weeks' notice in writing regarding your expected date of return to work or your resignation, if you choose not to return to work.
- Once your Pregnancy or your Parental Leave have concluded, you can use your vacation benefits to top up your leave.
- If you require a leave extension once your Pregnancy Leave has concluded, you can use Family Medical Leave benefits outlined in the **Family Medical Leave** Policy for information on your rights and obligations. This leave extension requires as much advance notice as possible, as well as medical documentation.
- Refer to the **Vacation** policy to understand how vacation is calculated during Pregnancy or Parental Leave.
- Also refer to the **Continuing Benefits & Seniority While on Leave** policy.

Family Medical Leave

Applies to: Employees

Last Updated: January 2026

Sometimes, someone we love becomes ill to the point where they are not expected to be with us much longer. Someone needs to provide them with care and support during this difficult time.

Family Medical Leave is unpaid time off work for eligible employees to provide care or support to Family Members in respect of whom a qualified health practitioner has issued a certificate indicating that they have a serious medical condition with a significant risk of death occurring within a specific period as stipulated in the ESA.

Care or support includes, but isn't limited to the following:

- Providing psychological or emotional support
- Arranging for care by a third-party provider
- Directly providing or participating in the care of the Family Member



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A link to the ESA is included in the Resources section below. It will address any specific questions you may have about your rights and obligations relating to the Leave, including length of leave and situations that qualify for Family Medical Leave.

PROCEDURE

- You must submit your request for Family Medical Leave in writing to your Manager, giving as much notice as possible.
- Stitch It reserves the right to require you to provide a medical certificate to support the Leave request (ideally in advance, or as soon as possible thereafter). If you don't provide a medical certificate, you may not be entitled to the Leave.
- In certain circumstances, you may use a combination of paid leave, unpaid leave, or vacation time.
- Under the federal *Employment Insurance Act*, you may be eligible for Compassionate Care Benefits if you've been away from work temporarily to provide care to a family member who has a serious medical condition with a significant risk of death and who requires care or support from one or more family members.

The right to take time off work under this Policy is not the same as the right to the payment of Compassionate Care Benefits under the federal Employment Insurance Act. You may be entitled to Family Medical Leave whether or not you have applied for or are qualified for the Compassionate Care Benefits.

For information about Employment Insurance (EI), refer to the **Resources** below.

- If you're planning to take this Leave, speak with the HR Representative who will be happy to provide you with assistance.

RESOURCES

It's Stitch It's intention that this Policy is compliant with Provincial laws.



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Family Care Giver and Job Protected Leaves

Applies to: Employees

Last Updated: January 2026

Sometimes, someone we love becomes ill and someone needs to provide them with care and support.

Family Care Giver Leave and Job Protected Leaves (such as Domestic Violence, Critical Illness) are unpaid time off from work to provide care or support to family members in respect of whom a qualified health practitioner has issued a certificate indicating that they have a serious medical condition.

Care or support includes, but isn't limited to the following:

- Providing psychological or emotional support
- Arranging for care by a third-party provider
- Directly providing or participating in the care of the Family Member

You're eligible for Family Care Giver Leave in accordance with the legislation applicable in your province of work. Refer to the link in the **Resources** section at the end of this Policy for details related to this leave, including length of time off work, definition of "family members" and examples of situations that qualify for this Leave. It will address any specific questions you may have about your rights and obligations relating to the Leave.

PROCEDURE

- You must submit your request for Family Care Giver Leave or Job Protected Leave in writing to your Manager, giving as much notice as possible.
- Stitch It reserves the right to require you to provide a medical certificate to support the Leave request (ideally in advance, or as soon as possible thereafter). If you don't provide a medical certificate, you may not be entitled to the Leave.
- In certain circumstances, you may use a combination of paid leave, unpaid leave, or vacation time.
- If you're planning to take this Leave, speak with the HR Representative who will be happy to provide you with assistance.



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Time Off to Vote

Applies to: Employees

Last Updated: January 2026

We encourage everyone eligible to participate in the electoral process to vote. We recognize that commuting time, your hours of work, and the hours during which the polls are open may restrict your ability to participate.

Currently, voting is conducted online and electronically, allowing most employees to vote without leaving work.

If you prefer to vote in person, you are entitled to up to 3 consecutive hours to cast your vote before the polls close. Polls are usually open from 9 am to 9 pm (8 am to 8 pm in the Central Time Zone). This time off is unpaid. For example, you may leave work to vote by 6 pm or 5 pm respectively, or at the end of your workday, whichever comes first.

Jury Duty

Applies to: Employees

Last Updated: January 2026

If you're asked to serve jury duty, Stitch It recognizes and respects your civic obligation to make yourself available for this service and will provide unpaid time off for the duration of the leave.

Depending on workload deadlines and requirements, the business may not be in a position to support your absence. In this case, with your consent, we may write a letter to the courts asking for your jury duty to be excused. Either way, we'll work with you to determine the best option.

PROCEDURE

1. When you receive documentation to report for jury duty, present the information to your Manager and HR Representative as soon as possible.
2. Your Manager will analyze the resource void created within your team as a result of the unscheduled absence. If the business is in a position to support the absence, jury duty leave will be supported. If the business can't support the absence at the time requested, we'll request your permission to seek excusal.
3. Refer to **Approving, Communicating, and Recording Absences** policy for absence procedures.



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Personal Leave of Absence

Applies to: Employees

Last Updated: January 2026

Situations may arise in your life when you have a personal reason for wanting to take some extended unpaid time off. Stitch It may or may not grant this extended time off, depending on workload and project commitments.

This type of extended absence isn't encouraged as it can be disruptive to the operations of the business.

Legitimate reasons for requesting a leave of absence include:

- Self-development
- Extended vacation (once-in-a-lifetime opportunities)
- Undue hardship for the employee or other compassionate reasons

Here's what else you need to know:

- The Leave cannot exceed 30 days.
- If personal leave is taken together with vacation, the total combined time off cannot exceed 30 days.
- During the Leave, all paid leave benefits, such as vacation, stop accruing.
- During the Leave, you are responsible for payment of deductions or premiums typically deducted from your paycheck.
- The Leave cannot be used for other employment or work opportunities.
- If you do not return from the Leave by the agreed-upon date, Stitch It will assume that you do not intend to return to your position and may consider this job abandonment.

PROCEDURE

If you want to request an unpaid Personal Leave of Absence:

1. Submit the request to your Manager in writing or email, indicating the length of time you want off, the start and end dates of your Leave, and the reason for the request.
2. Your Manager will review the request and take into account your team resources and requirements, obtain final approval from the District Manager or CEO, and advise you of the decision in a timely manner.

If the Leave is granted, refer to **Approving, Communicating, and Recording Absences** policy for absence procedures



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Mental Health Policy

Applies to: Everyone

Last Updated: January 2026

Stitch It establishes workplace practices to:

- Minimize any negative affects our business environment may have on your mental health and ability to do your job.
- Promote and encourage Staff to realize a state of wellbeing characterized by a general perception that one's life is going well, an ability to cope with normal stresses of life, and making a meaningful contribution to society.

Roles & Responsibilities

Stitch It will aim to:

- Build and maintain a workplace environment and values that support mental health and wellbeing and prevents discrimination.
- Encourage Staff to take responsibility for their mental health and wellbeing.
- Increase Staff knowledge and awareness of mental health issues and behaviors.
- Reduce stigma around depression and anxiety in the Workplace.
- Provide information and access to benefits and resources that support mental health.
- Ensure that all Staff are made aware of this Policy.

You can expect your Manager to:

- Actively support and foster understanding and implementation of this Policy while promoting positive Workplace values.
- Develop a capacity to recognize and support workers with mental health problems and illness.

You're expected to:

- Support and contribute to Stitch It's aim of providing a mentally healthy and supportive environment for Staff.
- Take reasonable care that your actions do not affect the welfare of others in the Workplace.
- Recognize and support the mental health and wellbeing of others in the Workplace.



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- Recognize your role in creating and maintaining a healthy workplace.
- Take reasonable care of your own mental health and wellbeing.
- Ask for help when you're feeling unable to cope.

PROCEDURES

If you're experiencing mental health challenges in the Workplace, you're encouraged to raise your concerns with a Company representative who you're comfortable speaking with, such as a Health and Safety Representative, your Manager, or your HR Representative.

If you're experiencing personal mental health challenges, you're encouraged to share your concerns with someone you're comfortable speaking with such as:

- A licensed mental health practitioner.
- A spiritual leader.
- A friend or family member.

Right to Disconnect

Applies to: Employees

Last Updated: January 2026

Disconnecting from work is vital to help us achieve a healthy and sustainable work-life balance. The health and wellbeing of our employees is of the utmost importance, and we encourage and support all Staff to prioritize their own wellbeing.

Stitch It recognizes that every employee is entitled to switch off outside of their Regular Business Hours provided that we are all engaged in productive work during our workday. Employee's are to enjoy their free time away from work without being disturbed unless there is a bona fide emergency or mutual agreement to do so.

This Policy encourages and supports you in balancing your working and personal lives whether you work traditional hours on Company premises, remotely or via a hybrid model.

Hours of Work & Overtime

No one is expected to work more than a productive Standard Work Week. Stitch It is committed to a Standard Work Week and does not support the informal extension of your workday or week with an 'always on' work values.

However, in an unusual or extraordinary circumstance where overtime may be required, your willingness to



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work additional hours is appreciated and your time will be handled in accordance with the **Overtime** policy.

Regular Breaks

It's vital that Staff have down time during the day. We encourage all Staff to take their full breaks without interruptions in accordance with the **Hours of Work, Meal Breaks, Attendance** policy.

Outside of Regular Business Hours

Stitch It supports and encourages all Staff to disconnect outside of Regular Business Hours.

While some employees have a range of work devices that provide flexibility to work from different locations, these devices are not provided to create an expectation of working outside of Regular Business Hours.

For the vast majority of Staff, these devices can be turned off outside of Regular Business Hours. For those Staff who are formally on-call or standby, appropriate agreement and compensation are provided.

Meetings

We ask those holding meetings to avoid doing so during standard break times. Staff should not be placed in the position of feeling obliged to forego their break to attend Company meetings.

Meetings must only be scheduled during working Hours and only participants whose attendance is necessary should be invited.

Responsibilities

It is your responsibility to:

- Be conscious of your work patterns and manage distractions and non-work-related activities during Regular Business Hours that may contribute to decreased productivity, increase your stress levels - particularly as it relates to deadlines, and increase the likelihood that you'll decide not to disconnect after your workday.
- Ask for support to acquire time management skills if you feel you could benefit from this type of training.
- Submit a Weekly Status Report to your manager to record your weekly accomplishments, results, and areas of excessive workloads.
- Be aware of work-related wellbeing and take remedial action if necessary.
- Be mindful of Everyone's right to disconnect (e.g., by not routinely emailing or calling outside of Regular Business Hours).



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You can expect your Manager to:

- Respect and encourage your right to disconnect.
- Address the 'Right to Disconnect' during training/onboarding of all Staff, including that this is a mutual right where open channels of communication in relation to workload and time management are encouraged, managed and any necessary changes identified.
- Ensure that employees have clear goals and deliverables that, other than in exceptional circumstances, stand to be delivered during Regular Business Hours.
- Ensure all Staff are informed of what their Regular Business Hours are reasonably expected to be.
- Review your Weekly Status Report to work with you to identify excessive workloads.
- Ask you to complete a Job Activity Log to determine your workload and find solutions in the case of reported concerns of an unsustainable workload.

PROCEDURE

Due to business and operational needs and depending on your role and the nature of your team, circumstances may occasionally arise that necessitate that communications are sent and received outside of your Regular Business Hours. Situations when occasional contact outside of these hours become the norm, will be addressed.

Examples of such situations that may warrant addressing the concern might include:

- Being contacted regularly outside of Regular Business Hours.
- Being expected to regularly work through breaks.
- Being penalized for not being available outside of Regular Business Hours or favorable treatment for employees who stay connected out of hours.

Reporting Concerns

If you feel that your Right to Disconnect is not being respected or that your workload is such that you are not able to disconnect at the end of your Regular Business Hours:

1. You're encouraged to raise your concerns to your Manager or HR Representative.
2. Where possible, the concern should be made in writing, including details of the situation.
3. If a resolution does not occur within a reasonable timeframe, you are encouraged to contact the HR representative who will meet with you, investigate your concerns and provide you with a response within 30 days.



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LEGISLATED POLICIES

Health & Safety

Applies to: Everyone

Last Updated: January 2026

Stitch It and the Senior Management Team are committed to fostering an environment where we're all responsible for taking every reasonable precaution to protect each other from occupational illness and injury. Everyone must protect their own health and safety, as well as that of others around them, by working in compliance with the law and apply safe work practices and procedures established by Stitch It.

Stitch It will make every reasonable effort to provide a hazard free environment and minimize health and safety risks for Staff by adhering to all relevant legislation and, where appropriate, through the development, implementation and maintenance of internal health and safety work standards, programs and procedures.

Here's what you need to know:

Stitch It:

- Will review this Policy annually.
- Has developed programs to implement this Policy.
- Will maintain a printed copy of this Policy in all locations.
- Will provide Occupational Safety and Health Administration (OSHA) training to all Staff.

Rights & Responsibilities.

You have the right to:

- Refuse unsafe work.
- As an employee, participate in the Workplace health and safety activities as a health and safety representative.
- Know about, and be informed about, any actual and potential dangers in the Workplace.



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It is your responsibility to:

- Always conduct yourself in a safe manner as deemed by a reasonable person.
- Work in compliance with Occupational Health & Safety (OH&S) acts and regulations.
- Complete all safety training that applies to your position. You may be required to demonstrate your level of understanding of training through the completion of tests, quizzes and/or task observation.
- Adhere to policies that prescribe safety procedures and precautions as directed by Stitch It.
- Report Workplace hazards and dangers.
- Ensure you don't use or operate any equipment or work in a way that may endanger you or any Staff Member.
- Avoid engaging in any prank, contest, feat of strength, unnecessary running, or rough and boisterous conduct that could pose a risk to your safety or the safety of others.
- Don't engage in work while impaired by illicit drugs, Legal Substances, or other causes.

You can expect your Manager to:

- Enforce adherence to safety procedures and precautions as directed by Stitch It.
- Advise you of potential and actual hazards.
- Take every reasonable precaution in the circumstances for your protection.

You can expect Stitch It to:

- Establish and maintain at least one health and safety representative per location.
- Take every reasonable precaution to ensure the Workplace is safe.
- Provide training about any potential hazards and how to safely use, handle, store and dispose of hazardous substances, and how to handle emergencies.
- Supply personal protective equipment and ensure workers know how to use the equipment safely and properly.
- Immediately report all critical injuries to the government department responsible for OH&S
- Appoint competent Managers who set the standards for performance and ensure safe working conditions.



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Workplace Hazards & WHMIS

Applies to: Everyone

Last Updated: January 2026

Workplace Hazards

Workplace hazards are identified and controlled appropriately by:

- Recognizing and identifying workplace hazards, with the participation of all Staff.
- Assessing the likelihood that workers may be affected by the hazard.
- Addressing and resolving dangerous workplace hazards.

Workplace Hazardous Materials Information System (WHMIS)

Stitch It will provide appropriate WHMIS training and education for Staff who are exposed or likely to be exposed to hazardous materials in the Workplace.

Joint Health & Safety Committee/Representatives

Stitch It maintains a Joint Health and Safety Committee or Health and Safety Representative as required by law to:

- Identify potential hazards.
- Evaluate these potential hazards.
- Recommend corrective action.
- Follow-up on implemented recommendation



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Prevention of Harassment & Discrimination

Applies to: Employees

Last Updated: January 2026

READ IN CONJUNCTION WITH

Diversity & Inclusion policy

POLICY

Harassment or Discrimination – defined in **Formal Terms & Definitions** will not be tolerated in the Workplace.

Stitch It strives to create an inclusive Workplace that's respectful and welcoming of diversity. In accordance with workplace rights set out under the Human Rights Code and Occupational Health and Safety Act (OHS), employees in the Workplace have the right to the following:

- Freedom from Harassment
- Equal treatment without Discrimination

Decisions pertaining to all areas of work including recruitment, hiring, training, transfers, terminations, layoffs, counselling, compensation, hours of work, benefits, and performance reviews are based on job performance, merit, and qualifications. Our practice is one of honest evaluation of each individual's qualifications and business contributions.

Here's what you need to know:

- Stitch It will provide you with Harassment, Discrimination, and Workplace Violence prevention training so that you're clear about roles, responsibilities, accountability, and the information and procedures outlined in this Policy.
- In accordance with OHS, this Policy will be reviewed annually.
- This Policy is posted on the bulletin board.
- In accordance with the Occupational Health and Safety Act, in the event that you encounter unsafe working conditions, or a situation presents a serious safety concern, you have the right to refuse any work that you believe to be unsafe.

PROCEDURE

Reporting & Investigating Discrimination or Harassment

You're responsible for helping to enforce this Policy and must make every reasonable effort in a safe



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manner to prevent Discrimination and/or harassing behavior and report every incident of Harassment and/or Discrimination immediately — whether it was observed, happened to you personally, or if the problem was reported to you. Harassment and Discrimination should not be ignored as silence can be, and often is, interpreted as acceptance.

Employees will not be demoted, dismissed, disciplined or denied promotion, advancement or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

Once a written complaint relating to reporting Discrimination or Harassment has been received, Stitch It will complete a thorough investigation.

Witnessing Harassment or Discrimination

If you're a co-worker who's witnessed Discrimination or Harassment in the Workplace:

- Inform the affected person that you have witnessed what you believe to be Discrimination or Harassment and that you find it unacceptable. Encourage the affected person to report the incident as outlined in the procedures below. Reinforcement and support often provide the affected person with courage to come forward. If the affected person doesn't feel that Discrimination or Harassment has taken place, the incident is considered closed.
- If you feel it's safe to do so, inform the alleged perpetrator(s) that you have witnessed the act(s) and find it unacceptable.

Reporting Harassment or Discrimination

If you feel you've been the subject of harassment or discriminatory treatment:

1. You're encouraged to explain to the person who you feel is harassing or discriminating against you (the "Respondent") that the conduct is unwelcome, but you're not obliged to do so.
 - If addressing the Respondent is uncomfortable or could lead to an escalation of the Harassment or Discrimination, or to safety risks, you're not expected to directly interact with that person.
 - You should never feel obliged to address the Respondent against your better judgement.
2. If the situation can't be resolved by speaking to the Respondent, you may make a complaint by speaking to either your Manager or an HR Representative. If the Respondent is your Manager, speak directly to their Manager.
3. You, the Respondent, and any witnesses are advised to create and keep written notes about the events at issue, and to maintain any relevant written documentation.
4. Where possible, the complaint should be made in writing, including details of:
 - What happened — a description of the events or situation.



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- When it happened — dates and times of the events or incidents.
 - Where it happened — the exact location.
 - Who saw it happen — the names of any witnesses, if any.
5. If necessary, you or the Respondent will be placed on a paid leave of absence, moved to a different location within Stitch It, or provided with alternative reporting relationships. The decision will be made on a case-by-case basis and will reflect the principle that you will not be penalized for making the complaint.

Investigating Discrimination or Harassment

Once a written Discrimination or Harassment complaint has been received, Stitch It will investigate in the manner appropriate to the circumstances.

1. Depending on the complaint, the person receiving the complaint will appoint an advisor, mediator, or internal or external investigator (“Investigator”)
2. The Investigator:
 - a. Is responsible for ensuring a thorough, fair and impartial investigation of the allegations in the complaint.
 - b. Will notify the Respondent of the complaint and provide them with a copy of your written complaint.
 - c. Will interview you, the Respondent, and any relevant witnesses suggested by you or the Respondent, as well as gather documents relevant to the matters in the complaint. All Staff are required to cooperate with the Investigator.
 - d. Will, wherever possible, complete the investigation within 90 days of receiving the assignment.
 - e. At the conclusion of the investigation, will prepare a written report summarizing the allegations and the investigation results, and will forward the report to the Manager of the complainant.
3. Based on the findings in the Investigator’s report, the HR representative will decide whether this Policy has been violated.
4. If this Policy is violated, the HR representative will proceed as follows:
 - a. Determine the appropriate consequences for the Respondent who violated the Policy. These may include:
 - An apology
 - Counselling
 - Education and training
 - Verbal or written reprimand



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- Suspension with pay
 - Suspension without pay
 - Transfer
 - Termination of Engagement, including immediate termination of Engagement with Just Cause.
- b. In determining the appropriate consequences, take into account the nature of the violation of the Policy, its severity, and whether the Respondent has previously violated the Policy.
- c. Where a violation of the Policy is found, take any steps necessary to repair the effects of Discrimination or Harassment on you, and to prevent further recurrences of Harassment or Discrimination in Stitch It.
- d. Communicate the results of the investigation and any corrective actions to you and the Respondent.

Confidentiality

Stitch It will do everything it can to protect the privacy of all individuals involved in a Discrimination or Harassment complaint and to ensure that they're treated fairly and respectfully.

- Investigators and people receiving complaints will, to the extent possible, protect the confidentiality and privacy of persons involved in a complaint, subject to the requirements of a fair investigation, resolution process, and the law.
- All documents related to a complaint, including the written complaint, witness statements, investigation notes and reports, and documents related to the complaint, will be securely maintained by the HR Department, separate from Staff files.
- Information gathered about an incident or complaint of Harassment or Discrimination won't be disclosed unless necessary for the investigation or corrective action regarding the incident.
- Information obtained about an incident or complaint of Workplace Harassment, including identifying information about any individuals involved, won't be disclosed unless the disclosure is necessary for investigating, taking corrective action, or by law.

Your Rights

- You have a right to claim and enforce your right to a Workplace free of Harassment and Discrimination.
- You shouldn't be negatively treated for bringing forward a complaint, providing information related to a complaint, or helping to resolve a complaint.
- If you're dissatisfied with the outcome of a complaint, you'll be reminded of your rights under the Human Rights Code.



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Fraudulent or Malicious Complaints

Unfounded or retaliatory allegations of misconduct outlined in this Policy may cause both the Respondent and Stitch It significant consequences.

If it's determined that you have knowingly made false statements or brought forward a false complaint, immediate disciplinary action will be taken. As with any case of Workplace Misconduct, you will be subject to disciplinary measures, up to and including termination of your Engagement with Just Cause.

Reprisals

It's a violation of this Policy to discipline or punish an individual because they've brought forward a complaint, provided information related to a complaint, or otherwise been involved in the complaint resolution process.

A reprisal may be the subject of a separate complaint under this Policy. If you engage in reprisal, you will be subject to disciplinary measures, up to and including termination of your Engagement with Just Cause.

Workplace Language & Inclusion

Applies to: Everyone

Last Updated: January 2026

Purpose

Our company values the cultural and linguistic diversity of our team. At the same time, we are committed to maintaining an inclusive, respectful, and collaborative work environment where every employee feels included and able to contribute fully.

This policy establishes the common working language for all employees and provides guidance on the appropriate use of other languages in the workplace.

Common Working Language

- In all provinces where English is the primary language of work, English is the common working language during working hours.
- In provinces where French is the primary language of work (e.g., Quebec), French is the common working language during working hours.



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Using the common working language ensures:

- Clear and effective communication among all team members
- Inclusion of every employee
- Consistent customer service
- Collaboration and workplace safety

Use of Other Languages

Other languages are valued and respected. They may be used:

- During breaks and meal periods
- When assisting a customer or colleague in need

Other languages should not be used as the primary language of conversation in the workplace if it excludes or prevents others from participating. All team members must use the common working language during work hours when interacting with others, in shared spaces, on the sales floor, or in meetings.

Respect and Inclusion

Employees are expected to be mindful of how their communication may impact others. Behavior or language that creates exclusion, discomfort, or hinders collaboration is not aligned with our value of **INCLUSIVITY**.

Everyone shares responsibility for maintaining a professional, welcoming, and inclusive workplace.

Compliance with This Policy

Failure to comply with the Workplace Language & Inclusion Policy may result in corrective action.

Our approach is to address concerns through coaching, clarification of expectations, and respectful conversation whenever possible. However, repeated or ongoing disregard for this policy may lead to progressive discipline, which may include verbal or written warnings documented in the employee's file, in accordance with company policies and applicable employment standards.



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Prevention of Workplace Violence

Applies to: Everyone

Last Updated: January 2026

Stitch It is committed to providing and maintaining a safe, productive and healthy Workplace and doesn't condone or tolerate acts of violence, intimidation, or bullying against any Company Stakeholder by any Staff Member.

Here's what you need to know:

- Workplace Violence – defined in **Formal Terms & Definitions** is strictly prohibited.
- Weapons are strictly prohibited in the Workplace under any circumstance. Any violation will be reported to the police immediately.
- Talk of Workplace Violence or joking about Workplace Violence is strictly prohibited.
- Stitch It will provide you with Harassment, Discrimination, and Workplace Violence prevention training so that you're clear about roles, responsibilities, accountability, and the information and procedures outlined in this Policy.
- You're personally accountable and responsible for enforcing this Policy and where appropriate, must make every effort to prevent intimidation and bullying, and report violence.
- In accordance with OHSA, this Policy will be reviewed annually. Stitch It, in consultation with a Joint Health and Safety Committee or Health and Safety Representative, will develop, maintain, and review at least annually, a written program that implements this Policy.
- This Policy is posted on the bulletin board.
- In accordance with the Occupational Health and Safety Act, in the event that you encounter unsafe working conditions, or a situation presents a serious safety concern, you have the right to refuse any work that you believe to be unsafe.

PROCEDURE

Assessing the Risk of Violence

1. Stitch It will assess the Workplace to identify any risks related to potential violence and will implement measures to mitigate any identified risks to Staff safety. This information will be provided to the Joint Health and Safety Committee or Health and Safety Representative.



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2. Stitch It will communicate information relating to a person with a history of violence when the following conditions apply:
 - Staff may reasonably be expected to come into contact with the person in the Workplace.
 - There's a potential risk of violence as a result of interactions with the person with a history of violence.

Under these conditions, Stitch It will only disclose personal information that's deemed necessary to protect Staff from harm.

Reporting & Investigating Workplace Violence

1. In cases where Workplace Violence, or a threat of Workplace Violence, has occurred, and there is no imminent danger, report it immediately to your Manager or HR Representative.
2. If you witness any threat of Workplace Violence or violent conduct, remove yourself from harm and immediately call 911. For example, this may include a visitor entering the Workplace with a weapon.
3. If you have a legal court order against an individual, you're encouraged to share that information with your Manager and HR Representative so that Stitch It is aware of any potential aggressor who may violate a court order and attempt to contact or harm you at work.

Investigating Workplace Violence

1. All reported acts of Workplace Violence will be investigated.
2. Consultation with external parties including legal counsel and the police may occur.
3. All reasonable measures to reduce the risks identified by the incident will be taken.
4. The incident, investigation, and corrective actions will be documented.
5. The police and any other necessary third party will be assisted in any criminal proceeding.
6. If you have to take time off from work because of Workplace Violence, a report of the incident will be provided to the Ministry of Labour.
7. If you're found to have engaged in Workplace Violence, appropriate consequences will be determined which may include:
 - Suspension without pay
 - Termination of your Engagement, including immediate termination of your Engagement with Just Cause.
8. The Joint Health and Safety Committee or Health and Safety Representative will:
 - Provide recommendations to the Senior Leadership Team to reduce or eliminate the risk of Workplace Violence.
 - Review all reports forwarded to the Joint Health and Safety Committee or Health and Safety



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Representative regarding Workplace Violence and other incident reports as appropriate pertaining to incidents of Workplace Violence that result in personal injury or threat of personal injury, property damage, or police involvement.

- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy, result in substantial blood loss, fracture of leg or arm, etc.).
- Recommend corrective measures for the improvement of the health and safety of workers.
- Respond to Staff concerns related to Workplace Violence and communicate these to the Senior Leadership Team.

Fraudulent or Malicious Complaints

Unfounded or retaliatory allegations of misconduct outlined in this Policy may result in significant consequences for both the accused and Stitch It.

If it's determined that you have knowingly made false statements or falsely reported an act or threat of Workplace Violence, immediate disciplinary action will be taken. As with any case of Workplace Misconduct, you will be subject to disciplinary measures, up to and including termination of your Engagement with Just Cause.

Reprisals

It's a violation of this Policy to discipline or punish an individual because they've reported an act or threat of Workplace Violence or provided information related to the act or threat.

A reprisal may be the subject of a separate complaint under this Policy. If you engage in reprisal, you will be subject to disciplinary measures, up to and including termination of your Engagement with Just Cause.

Impairment & Substance Dependency

Applies to: Everyone

Last Updated: January 2026

DEFINITION

Substance

Illicit drugs or Legal Substances

Impairment

Impairment refers to the deterioration of an individual's judgment or a decrease in their physical ability as a result of Substance use. Even small amounts of a Substance can affect your mental and physical abilities. Different Substances act on your brain in different ways, but almost all affect your:



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- Attention
- Judgment
- Motor skills
- Reaction time
- Decision-making skills
- Balance and coordination.

POLICY

To foster a healthy Workplace and help ensure that you and Company Stakeholders are safe, Stitch It has adopted a formal process for dealing with suspected impairment and Substance dependency.

Impairment

Observations and suspicion of impairment may include:

- Slurred speech
- Inability to gain balance or footing
- Watery or red eyes
- The odor of illicit drugs, cannabis, or alcohol
- Dilated pupils
- Exhibiting unusual behavior.

PROCEDURE

If you're suspected of impairment, the following procedures will apply, wherever possible:

1. If possible, the opinion of one to two Managers will be sought to corroborate the observation of your behavior and suspicions of impairment.
2. A Manager or HR Representative will attempt to meet privately with you to discuss or substantiate the suspicion.
3. Substantiation of suspicion by the best judgment of two management individuals is sufficient to deem you unfit for work and does not require a blood test or breathalyzer.
4. You'll be sent home safely by taxi or by other means.
5. If your impairment is such that there appears to be an immediate danger to your health, Stitch It will call an ambulance or get you to the nearest medical facility.
6. You won't be permitted to operate a vehicle if you're suspected of impairment. If you don't co-operate and insist on driving yourself home, Stitch It will contact the appropriate authorities.



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7. A meeting will be scheduled for the following day that will include you and one or two Managers who will determine appropriate disciplinary measures.
8. It's a serious offence if you're found to be impaired in the Workplace a second time and may result in disciplinary measures up to and including termination of your Engagement with Just Cause.

Over-the-Counter Medications

While not a requirement, if you're taking over-the-counter medication, you're encouraged to let your Manager know if there's a chance you may experience drowsiness or other side effects that may affect your performance.

Employee Substance Dependency

This section is only applicable to Company Employees.

Some of us may develop a dependency on certain Substances, which may be defined as a disease or disability under Human Rights legislation. In this situation:

- You're encouraged to communicate your dependency or any previous dependency to HR Representative so that you may be accommodated as appropriate.
- Maintaining performance standards is a continued expectation and you're expected to seek treatment as soon as you can. We'll support you where we can but can't do so unless you seek treatment. Stitch It reserves the right to require you to obtain treatment from a rehabilitation program as a condition of the continuation of your employment.
- If you're protected under Human Rights, Stitch It may work with you to provide accommodations such as making adjustments or modifications to your work or the work environment, up to the point of Undue Hardship.
- You won't be disciplined for asking for help relating to a dependency.
- All medical information relating to your condition will be kept confidential.



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Protected Grounds — Duty to Accommodate

Applies to: Employees

Last Updated: January 2026

When we refer to ‘accommodations,’ we mean making arrangements to ensure that Everyone has the same opportunities.

Stitch It will make every reasonable effort to work with Staff and job applicants protected under the Human Rights Code (Protected Grounds) so they’re able to work effectively by making temporary or permanent adjustments or modifications to their Workplace, up to the point of Undue Hardship for Stitch It. Accommodation examples **could include:**

- Adoption of speech recognition software
- Flexible working hours
- Accommodating religious obligations
- Modifying the dress code where the accommodation doesn’t conflict with established safety policies, or where uniforms can easily be modified.
- Modifying break schedules to accommodate specific times for prayers.
- Replacing a public holiday with another day off that coincides with your religious holiday of faith.



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AODA Integrated Accessibility Standards Information, Communications & Employment

Applies to: Employees

Last Updated: January 2026

Stitch It believes in integration, equal opportunity and is committed to treating all people in a way that allows them to maintain their dignity and independence. We're committed to making every reasonable effort to meet the needs of persons with disabilities in a timely manner, provided the accommodations don't cause Stitch It Undue Hardship. This means identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

These standards were developed to identify, remove, and prevent barriers and increase accessibility for persons with disabilities in the areas of information and communications, and employment as outlined in the Regulation 191/11, Integrated Accessibility Standards ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.

Accessibility Plan

Stitch It will create, implement, and maintain a plan outlining how we'll identify, remove and prevent barriers, and increase accessibility for people with disabilities. This plan will be posted on our website and will be reviewed every 5 years in consultation with people with disabilities.

When requested to do so, Stitch It will make the plan available in a format that's accessible to people with disabilities.

Training

Stitch It will provide you with general training on the requirements of the accessibility standards referred to in the Regulation and in the Human Rights Code, as it pertains to people with disabilities.

Additional training specific to the responsibilities of individual employees, particularly those who develop policies, and those who provide goods and services to others, will be provided.

Records relating to training dates and attendees will be kept as training is provided.

Information & Communications Standards

This section defines the applicable processes Stitch It must follow to create, provide, and receive information and communications in ways that are accessible to people with disabilities.



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Website

Stitch It's website and content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, except where this requirement is impracticable.

Accessible Formats & Communication Supports

Upon request, Stitch It will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. The accommodation will take into account the individual's accessibility needs due to the disability and the person will be consulted to determine the suitability of an accessible format or communication support.

Stitch It website will include notification of availability of accessible formats and communication supports.

Employment Standards

This section applies to paid employees.

The Integrated Accessibility Standards Regulation (ISAR) Employment Standard requires us to have processes in place to determine an employee's accommodation needs. It addresses key processes in the life cycle of a job including recruitment through return to work.

Individualized Emergency Response Information

- Stitch It will create and make available individualized workplace emergency response information to employees who have a disability if:
- The disability makes the individualized information necessary.
- Stitch It is aware of the need for accommodation due to the employee's disability.
- This individualized information will be provided as soon as feasible after Stitch It becomes aware of the need for accommodation.
- With the employee's consent, the information will be made available to the Staff Member assigned to provide assistance to the employee in the event of an emergency.

Recruitment

Stitch It will notify Staff and the public about the availability of accommodation for job applicants with disabilities in its recruitment process, including its job postings and job postings section of its career web pages.

Selection Process

Stitch It will notify job applicants that accommodations are available, upon request, in relation to the materials or processes to be used when they're selected to participate in an assessment or selection process.



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If a selected job applicants requests an accommodation due to disability, Stitch It will consult with them and provide, or arrange for an appropriate accommodation that takes into account their accessibility needs.

Successful Job Applicants

Stitch It will notify the successful job applicants of its processes for accommodating employees with disabilities when making offers of employment.

Communication

Staff and new hires will be made aware of processes used to support employees with disabilities.

Accessible Formats & Communication Supports for Employees

When requested by an employee with a disability, Stitch It will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees.

Stitch It will consult with the employee making the request to determine the appropriateness of an accessible format or communication support.

Individual Accommodation Plans

Stitch It will create a written process for the development of a documented individual accommodation plan for an employee with disabilities.

If requested, information regarding accessible formats and communications support provided will also be included in the individual accommodation plans.

The plans will also include individualized Workplace emergency response information (where required) and will identify any other accommodation to be provided.

Return to Work & Redeployment

Stitch It will create a documented return to work process for individuals who have been away from work due to a disability and who require disability-related accommodations in order to return to work.

The return-to-work process will outline the steps Stitch It will take to facilitate the employee's return to work and use documented individual accommodation plans.

Employee Counselling, Feedback, & Communication

Managers will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management tools, providing career development and advancement, or when redeploying employees.



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AODA — Accessible Customer Service Standards

Applies to: Employees who deal with the public

Last Updated: January 2026

This Policy covers the accessibility standard for customer service.

Stitch It is committed to excellence in serving all customers including people with disabilities.

We also support the goal of the government to make Ontario barrier-free by 2025 and its implementation of accessibility standards for persons with disabilities, as detailed in the Accessibility for Ontarians with Disabilities Act (AODA).

The accessibility standard is a set of guidelines that Stitch It and Staff must follow to identify, remove, and prevent barriers for customers with disabilities.

Guiding Principles

- **Dignity and Independence:** Our goods or services must be provided in a manner that respects the dignity and independence of people with disabilities.
- **Integration:** The provision of goods or services to people with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our goods or services.
- **Equal Opportunity:** Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from our goods or services.

PROCEDURE & GUIDELINES

To support this Policy's guiding principles and requirements, Stitch It has developed procedures and guidelines in the following areas:

- Provision of goods and services to persons with disabilities
- Communication with persons with disabilities
- Assistive devices
- Support persons and service animals
- Disruptions in services
- Training
- Customer Feedback.



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Provisions of Goods & Services

Stitch It will make every reasonable effort to accommodate persons with disabilities following this Policy's guiding principles.

Communication

- Stitch It will consider a person's disability when communicating with them, with the end goal being to communicate in an effective way. Where possible and helpful, Staff will ask persons with disabilities directly how best to communicate with them.
- Large print for those who have limited vision.
- Braille that may be used by those who are blind or deaf-blind.
- Videos that may be helpful to those with certain learning disabilities.
- Easy-to-read, simplified summaries of materials for those with developmental or intellectual disabilities.
- Alternate services or channels of communication, such as offering phone service rather than in-person service, or providing email rather than postal notices.

Assistive Devices

Stitch It will ensure that we're prepared to serve customers with various assistive devices that may be used by persons with disabilities while accessing our goods and/or services, provided the accommodation does not present a safety hazard, in which case Staff will make every reasonable attempt to accommodate all individuals.

- Stitch It allows and welcomes all forms of assistive devices on our premises. This may include for example, the use of walkers or oxygen tanks.

Service Animals

Stitch It allows and welcomes customers with disabilities and their service animals, provided the accommodation does not present a safety hazard or is otherwise excluded by law, in which case Staff will make every reasonable attempt to accommodate all individuals.

Service animals and support persons are permitted to enter our premises that are open and accessible to third parties or the public, and in all situations where a disabled customer requires the service animal and support person to access Stitch It goods and services.

If it's not readily apparent that the animal is a service animal, Stitch It may ask the customer with disabilities for a letter from a professional health practitioner confirming that they require the animal for reasons relating to disability.

It's the customer's responsibility to ensure that their service animal is in control at all times.



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Support Persons

- Stitch It allows and welcomes people with disabilities and their support persons.
- Support persons are permitted to enter our premises that are open and accessible to third parties or the public, and in all situations where a disabled customer requires the support person to access Stitch It goods and services.
- Stitch It may require a customer with a disability to be accompanied by a Support Person where it's necessary to protect the health and safety of everyone on the premises.
- Before making a decision to require a support person, Staff will:
 - Consult with the person with a disability to understand their needs.
 - Consider health or safety reasons based on the available evidence.
 - Determine if there's any other reasonable way to protect the health or safety of the person or others on the premises.
- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Disruption of Services

- Stitch It provides the following facilities or services that are crucial to some persons with disabilities to enable them to use or benefit from our goods or services:
 - Service of elevator or escalator
 - Facility to accessible washrooms
- Persons with disabilities often go to a lot of trouble to visit our premises or access our goods or services, such as booking accessible transit or other arrangements that require additional effort and planning.

As such, if Stitch It encounters any disruption to our facilities and services that are in place for persons with disabilities or if our premises can't be opened to the public for some reason, Stitch It will ensure the following:

- We provide notice of the disruption to the public.
- The notice of disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- As soon as we're aware of an interruption, a notice will be posted in a conspicuous place on our premises.



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Training

- Stitch It will ensure that Everyone receives training about the provision of our goods or services to persons with disabilities, including the following Staff:
- Every person who deals with members of the public or other third parties on behalf of Stitch It, whether the person does so as an employee, agent, volunteer, or otherwise.
- Every person who participates in developing Stitch It's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- The training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act (AODA), and the requirements of this regulation and instruction about the following matters:
- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or the assistance of a support person
- How to use equipment or devices that may be available on our premises, and that may help with the provision of goods or services to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing our goods or services
- The training will be provided to each person as soon as practicable after they're assigned the relevant duties.
- Training will also be provided on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- Stitch It will prepare a document describing its training guidelines; the document must include a summary of the contents of the training and details of when the training is to be provided.
- Stitch It will keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it's provided.

Customer Feedback

- Customers who wish to provide feedback regarding the way Stitch It provides goods and/or services to customers with disabilities can contact us either in person, via email, phone, mail, etc.
- The feedback process will be provided or arranged in such a way to accommodate accessible formats and communication supports, upon request.



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- A customer may request for Staff to complete and submit the feedback form on their behalf.
- All feedback will be directed to the Director of Operations receiving feedback.
- Customers can expect to hear back from Stitch It within 10 days, and specify the actions required to take if a complaint is received.

Notice of Availability of Documents & Document Formats

- Stitch It ensures that persons to whom we provide goods or services are aware that our Policy and plan documents required by the Accessibility for Ontarians with Disabilities Act (OADA) are available upon request.
- The notice will be provided by posting the information in a conspicuous place as follows:
- On Stitch It website www.stitchit.com
- If a customer with a disability requests our plan, Staff will provide the information in a format that takes into account the person's disability. Staff will work with customers to find a format that's accessible for them and will be provided in a format agreed to by all parties. For example, Staff may direct our customer to our accessible website or read the content of the document to them aloud.



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Smoke-Free Workplace

Applies to: Everyone

Last Updated: January 2026

Non-smokers should not have to come into contact with second-hand smoke. Stitch It has adopted a smoke-free Workplace.

Smoking isn't permitted anywhere inside Stitch It premises. Smoking is only permitted outside in designated areas and must be at least 10 meters from the property entrance. Local municipalities have the right to enact stronger smoke-free air regulations. Smoking should be 10 meters away from the windows, doorways and air intakes of public places to protect indoor air quality.

The cleanliness of these areas is maintained by the people who use them. Please keep these areas clean.

Privacy of Personal Information

Applies to: Everyone

Last Updated: January 2026

During your tenure with Stitch It, we collect, use and may disclose your personal information. When you join Stitch It, you give us information about yourself for payroll, benefits and emergency purposes. Stitch It is responsible for ensuring that your personal information remains confidential throughout your employment with Stitch It.

Company Precautions

We recognize and respect your right to privacy. To maintain this right, Stitch It will:

- Only collect private information that's required for business, HR, tax and legal purposes and the reason for collection will be disclosed to you. Your private information won't be used for any other purpose.
- Take all reasonable precautions to ensure that the information collected is held securely and protected from disclosure.
- Restrict internal access to personal records to those having an authorized, business-related need-to-know reason to do so, and take disciplinary measures when those with access to personal records violate this Policy.
- Maintain strict guidelines to secure your private information, as outlined in the **Confidentiality Agreement** policy that all Staff must adhere to.



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- Adhere to the principles outlined in the **PIPEDA Privacy Compliance** policy.
- Not release your personal information to outside sources without your written approval, unless legally required to do so. Access to your personal records by third parties, including law enforcement and other governmental agencies, is only provided pursuant to statutory authority such as a court order or subpoena.
- Not, without your written permission, provide reference check information about you beyond verifying dates of your employment or last position held. With your permission, we'll provide additional reference information concerning your general working habits, reason for termination or resignation, attendance record, salary verification, performance, and whether or not Stitch It would rehire you.
- Provide access to you to view your personal information, if you request it.
- Destroy personal information when it's no longer required in accordance with the law.

Without Your Consent

Stitch It may use your personal information without your consent under particular circumstances. These situations may include:

- Stitch It is under obligation by law to disclose personal information in order to adhere to the requirements of an investigation.
- An emergency exists that threatens an individual's life, health, or personal security.
- The personal information is for in-house anonymous statistical study or research.
- The personal information is already publicly available.
- Disclosure is required to investigate a breach of contract.

Work Product

Any Work Product, or anything created using Company Materials, belongs to Stitch It and is not considered private information.

Your Responsibilities

- If your personal information changes, you're responsible to provide the updated information to the Payroll Administrator.
- If you're in a position that entrusts you with highly sensitive information, refer to **Confidentiality Agreement** policy.



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PIPEDA Privacy Compliance Policy

Applies to: Everyone

Last Updated: January 2026

DEFINITIONS

PIPEDA

Personal Information Privacy and Electronic Document Act (PIPEDA) sets out the ground rules for how private-sector organizations collect, use or disclose personal information in the course of commercial activities across Canada.

POLICY

We're all responsible for understanding and adhering to this Policy to ensure that Stitch It is compliant with PIPEDA requirements by adhering to its 10 Principles as follows:

Accountability

- Stitch It and Staff will comply with all 10 of the principles.
- HR is the department responsible for Stitch It's compliance.
- Personal information held by Stitch It or transferred to a third party for processing will be protected.

Identify Purpose for Collection

We'll identify the reasons for collecting personal information before or at the time of collection.

- Before or when any personal information is collected, we'll identify why it's needed and how it will be used.
- We'll document why the information is collected.
- We'll inform the individual from whom the information is collected why it's needed.
- If we identify any new purpose for the information, we'll obtain the individual's consent before using it.

Obtain Informed Consent

Consent is considered valid only if it's reasonable to expect that individuals to whom Stitch It's activities are directed would understand the nature, purpose and consequences of the collection, use or



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disclosure to which they're consenting.

We may collect personal information without an individual's knowledge or consent only as outlined as specific exceptions under PIPEDA.

- We'll specify what personal information we're collecting and why in a way that our customers can clearly understand.
- We'll inform the individual in a meaningful way of the purposes for the collection, use or disclosure of personal data.
- We'll obtain the individual's consent before or at the time of collection, as well as when a new use of their personal information is identified.

Limit Collection of Personal Information

- We won't collect personal information indiscriminately.
- We won't deceive or mislead individuals about the reasons for collecting personal information.

Limit Use, Disclosure, & Retention

- We'll use or disclose personal information only for the purpose for which it was collected, unless the individual consents, or the use or disclosure is authorized by PIPEDA.
- We'll keep personal information only as long as necessary to satisfy the purposes.
- We have guidelines and procedures in place for retaining and destroying personal information.
- We'll keep personal information used to make a decision about a person for a reasonable period of time.
- We'll destroy, erase or render anonymous any personal information that's no longer required for an identified purpose or a legal requirement.

Keep Personal Information Accurate

- We'll make every effort to minimize the possibility of using incorrect information when making a decision about the individual or when disclosing information to third parties.

Safeguard Personal Information

- We'll protect personal information against loss or theft.
- We'll safeguard the information from unauthorized access, disclosure, copying, use or modification.
- We'll protect personal information regardless of the format in which it's held.



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Make Information About Policies & Procedures Available

- Our customers have access to our privacy practices on our website.

Privacy Policy for Stitchit.com

Introduction

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website and use our services, including any media form, media channel, mobile website, or mobile application related or connected thereto. Please read this privacy policy carefully.

Collection of Your Information

We may collect information about you in a variety of ways including:

- **Personal Data:** Personally identifiable information, such as your name, shipping address, email address, and telephone number, that you voluntarily give to us when you register with the website or when you choose to participate in various activities related to the website, such as online chat and message boards.
- **Derivative Data:** Information our servers automatically collect when you access the website, such as your IP address, browser type, operating system, access times, and the pages you have viewed directly before and after accessing the website.
- **Financial Data:** Financial information, such as data related to your payment method, that we may collect when you purchase, order, return, exchange, or request information about our services from the website.
- **Data from Contests, Giveaways, and Surveys:** Personal and other information you may provide when entering contests or giveaways and/or responding to surveys.

Use of Your Information

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience.

- Administer sweepstakes, promotions, and contests.
- Compile anonymous statistical data and analysis for use internally.
- Create and manage your account.
- Email you regarding your account.
- Increase the efficiency and operation of the website.
- Monitor and analyze usage and trends to improve your experience with the website.
- Notify you of updates to the website.
- Offer new products, services, and/or recommendations to you.



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- Perform other business activities as needed.
- Request feedback and contact you about your use of the website.
- Resolve disputes and troubleshoot problems.
- Respond to product and customer service requests.
- Send you a newsletter.

Disclosure of Your Information

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

- **By Law or to Protect Rights:** If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation.
- **Third-Party Service Providers:** We may share your information with third parties that perform services for us or on our behalf, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.

Security of Your Information

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

Options Regarding Your Information

You may at any time review or change the information in your account or terminate your account by:

- Logging into your account settings and updating your account.
- Contacting us using the contact information provided.

Contact Us

If you have questions or comments about this Privacy Policy, please contact us at: customerservice@stitchit.com.

Provide Access to Personal Information

With some specific exceptions outlined in PIPEDA, individuals have access to the private information Stitch It has about them.

- When requested, we'll inform individuals if we have any personal information about them.
- We'll explain how it is or has been used and provide a list of any organizations to which it has been



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disclosed.

- We'll give individuals access to their information.
- We'll correct or amend any personal information if its accuracy and completeness is challenged and found to be deficient.
- We'll provide a copy of the information requested, or reasons for not providing access, subject to exceptions set out in Section 9 of PIPEDA.
- We'll note any disagreement on the file and advise third parties where appropriate.

Provide Recourse

- Our complaint procedure is available on our website and includes information about available recourse.
- We'll promptly investigate all complaints received.
- We'll take appropriate and reasonable measures to correct information handling practices.

Garnishments

Applies to: Employees

Last Updated: January 2026

A garnishment is a court order obliging Stitch It to make deductions from your pay cheque on your behalf and remit it directly to the courts. Stitch It will comply with any such obligations.

We're all individually responsible for our own finances, and our personal financial challenges should be separate from Company activities. Unfortunately, garnishments directly involve Stitch It in your personal affairs, and we ask that you make every effort to exclude Stitch It from this type of engagement.



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Continuing Benefits & Seniority While on Leave

Applies to: Employees

Last Updated: January 2026

During any legislated leave included in the **Legislated Leave** section of this Manual, unless otherwise indicated within the individual policy:

- You'll continue to earn seniority based on your length of service.
- In the event of a prolonged leave, Stitch It intends, where possible, to place you in the same or a comparable position you held when the leave began.
- Company-paid benefits will generally continue only for a limited period. For a prolonged leave (more than two years), benefits will be suspended. Employees may choose to continue coverage by paying the full cost of premiums directly for the duration of the leave.
- Employee-paid portions of benefits, including the LTD portion, must be paid by the employee while on leave if they wish to maintain coverage.
- You may also choose to continue other employee-paid benefits during unpaid legislated leaves by continuing to pay your portion of the monthly premiums.

Phased Retirement Policy for Long Term Associates

Applies to: Employees 65+

Last Updated: January 2026

Purpose

To provide a smooth transition into retirement for long-term full-time associates who wish to reduce their working hours, while retaining their value and contribution to the company.

Scope:

This policy applies to all Store Stitch It associates working in non-management positions who meet the following criteria:

- **Age:** Must be 65 years of age or older.
- **Job Performance:** Must have a satisfactory job performance record.
- **Phased Retirement Conditions:** Employees who meet the eligibility criteria and wish to reduce their working hours may request a transition to a phased retirement arrangement, subject to approval by the District Manager / Director of Operations.



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The conditions of the phased retirement will be as follows:

- **Weekly Working Hours:** The employee will work a minimum of 25 hours per week, with the possibility of increasing hours in exceptional circumstances.
- **Weekly Availability:** The employee will maintain flexible availability to meet the needs of the store, including at least one weekend day per month.
- **Benefits:** The employee will retain benefits, including health insurance, vacation, sick days, personal day, birthday and holidays.
- **Salary:** The employee's salary will be adjusted proportionally to their new working hours.
- **Application Process:** Employees interested in phased retirement must submit a written request, including a justification for their request and their proposed weekly availability schedule. Store management in conjunction with DM and Director of Operations will evaluate the request and decide within a reasonable timeframe.
- **Duration of Phased Retirement:** Phased retirement will be until the employee chooses to fully retire.

Policy Review:

This policy will be reviewed periodically to ensure its relevance and suitability to the needs of the company and employees.



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EMPLOYMENT SEPARATION POLICIES

When You Leave Stitch It

Applies to: Employees

Last Updated: January 2026

When your Engagement is terminated for any reason:

- You will promptly return all Company Materials in good order.
- You will be asked to participate in an exit interview.
- You may be asked to agree and re-acknowledge, by way of signed agreement before or upon your last day of your Engagement, your understanding and agreement with the provisions included in the following Policies that survive and continue after termination of your Engagement for any reason:
 - Confidentiality Agreement
 - Non-Solicitation
 - Non-Disparagement
 - Intellectual Property

When You Resign

If you resign your position voluntarily:

- Provide notice of at least 2 weeks or as outlined in your employment agreement.
- Confirm your resignation in writing to your Manager and your HR Representative. Resignations in writing are binding and can't be rescinded except by mutual agreement between you and Stitch It.
- If you're considering retirement, you're asked to discuss the matter with your Manager and your HR Representative well in advance of your planned departure date so that Stitch It has sufficient time to find a suitable replacement and prepare the necessary paperwork.



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Termination Without Cause

If your employment is terminated without cause:

- You will be provided with notice or pay in lieu of notice as outlined in your employment agreement or as required by applicable employment standards legislation.
- Your Manager and HR Representative will provide guidance on the transition process, including return of company property and final pay details.

Termination With Cause

If your employment is terminated for just cause:

- Stitch It may end the employment relationship immediately without notice or pay in lieu of notice, in accordance with applicable legislation.
- You will be provided with information regarding your final pay, benefits, and any outstanding obligations.

Job Abandonment

Employment may be considered abandoned if:

- You fail to report to work for a prolonged period without notifying your Manager, or
- You do not return from an approved leave by the agreed-upon date.

In the case of job abandonment:

- Stitch It will consider the employment relationship terminated.
- Final pay and any applicable entitlements will be processed in accordance with employment standards legislation.



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What You Can Expect from Stitch It

- You'll be asked to participate in an exit interview depending upon the reason for the exit.
- You'll receive your final wages — including any outstanding vacation pay and overtime — and your record of employment within the timeframe required by law. Any outstanding amounts owed to Stitch It, including negative paid leave balances will be deducted from your final pay.
- You may be asked to document some or all of your job procedures before your last day of work.
- Access to Technology Tools or Electronic Communications will be disabled at the end of your last day of work, including email.
- You'll no longer be entitled to Company benefits. Some benefits may continue to be available to you at your expense, in accordance with the applicable carriers' benefit contract & plan provisions.

Exit Interviews

Applies to: Employees

Last Updated: January 2026

You've decided to leave Stitch It and have provided us with your resignation, and we ask that you provide us with honest feedback before you go.

This may be your last chance to tell it like it is, and to provide an opportunity to improve the future work environment for your co-workers.

Let's talk. We also want an opportunity to wish you well.

The Exit Interview

- After resigning and before leaving Stitch It, you'll be asked to participate in an exit interview with someone in the HR Department. The purpose of the exit interview is to allow you the opportunity to provide feedback about what was positive about working here and what could be improved upon.
- The HR Representative will schedule an exit interview/survey with you, typically on your last day of work.



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After the Interview

You may wonder what happens to the information provided during an exit interview after you leave.

- During the exit interview, you'll be asked if feedback anonymity is preferred.
- If feedback identity isn't a concern, the HR Representative will provide direct feedback to the appropriate Manager(s) whose team or department would gain valuable insight from information gathered from the exit interview. This includes both positive and 'room for improvement' feedback.
- If you prefer anonymity, the HR Representative will summarize the feedback accumulated during the exit interview (along with feedback from other departing individuals) in a quarterly report and present it to the Senior Leadership Team. The feedback isn't tagged to any individual's name and is kept anonymous.
- Your feedback won't affect your standing with Stitch It.

Employee Benefits Plan Participation & Long-Term Absence

Applies to: Employees

Last Updated: January 2026

There's a limit to how long we can participate in Stitch It's benefit plan without being at work.

Should you not be actively at work in the Workplace for any reason, the maximum time you may continue to participate in Stitch It's benefits plan without being at work is 24 months. At that time, your participation in Stitch It benefits plan will be terminated.

Requesting and Issuing Record of Employment (ROE)

Purpose

The purpose of this policy is to establish a clear and consistent process for requesting and issuing **Records of Employment (ROE)**, in compliance with labor laws. This ensures that employees receive their ROE promptly under the required circumstances, and that both managers and employees understand their responsibilities.



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A **Record of Employment (ROE)** is a legal document issued by employers in Canada that details an employee's work history, including hours worked, earnings, and the reason for the interruption of employment or reduction of hours. It is required for employees to apply for Employment Insurance (EI) benefits through Service Canada.

Circumstances Requiring an ROE

An ROE must be issued in the following situations:

1. Termination of Employment (Temporary or Permanent):

- When an employee resigns.
- When an employee is dismissed or terminated.
- At the end of a temporary or fixed-term contract.
- In cases of store closures or lack of work (e.g., seasonal slowdowns).

2. Leaves of Absence (Prolonged):

- For illness or injury (e.g., medical leave).
- For personal or unpaid leaves of absence.
- For maternity, parental, or compassionate care leaves.

3. Significant Reduction in Hours: If an employee's hours are reduced by more than 40% of their regular weekly hours, an ROE must be issued so the employee can apply for EI benefits.

4. Other Circumstances:

- An ROE must be issued upon the employee's request, even if they are still employed, if the reason aligns with Service Canada's requirements.

Procedure for Requesting an ROE

1. **Employees** Notify to store manager the need for an ROE due to a qualifying circumstance and provide the reason (e.g., reduction in hours, leave, or termination), providing sufficient and accurate information to support their request.



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2. **Store Managers:** Confirm and submit the ROE Request to HR, including the following details:

- Employee's full information.
- Last day worked (if applicable).
- Reason for the ROE (e.g., leave, termination, or reduction in hours).
- Total hours worked and average weekly earnings in the past weeks.

3. **Human Resources (HR):**

- Review the request and verify the information provided by the manager.
- Confirm approval with the DM.
- Issue the ROE using our HR system.
- Notify the employee once the ROE has been submitted.

Key Legal Considerations (Canada):

1. **Eligibility for Employment Insurance (EI):**

- Employees must have accumulated between **420 and 700 insurable hours** in the previous **52 weeks** (or since their last EI claim) to qualify for EI benefits.
- The exact number of required hours depends on the regional unemployment rate.

2. **Reduction in Hours:**

- A reduction of more than 40% of regular weekly hours qualifies as a significant reduction under EI eligibility rules.
- **Part-Time Employees:** Part-time employees are eligible for EI benefits if they experience a significant reduction in hours or meet other qualifying conditions.



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WORKPLACE POLICIES AND COMPLIANCE STANDARDS

Diversity & Inclusion

Applies to: Everyone

Last Updated: January 2026

DEFINITIONS

For the purposes of this Policy:

Diversity

The presence of a wide range of human qualities and attributes within an individual, group or organization. Diversity includes but is not limited to factors such as age, gender, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background, and expertise.

Inclusion

Appreciating and drawing on using our unique differences – strengths, talents, backgrounds, values as well as our limitations – in a way that shows respect for individuals and creates a dynamic multi-dimensional workplace.

POLICY

Everyone has a responsibility to treat others with dignity and respect, and make sure all people feel included and have access to the same opportunities. We must actively strive to create an environment where all people are able to share their ideas, beliefs, and skills.

Discrimination (defined in **Formal Terms & Definitions**) will not be tolerated. It is your responsibility to:

- Understand and share the responsibility of upholding this Diversity and Inclusion policy.
- Treat others with dignity and respect at all times.
- Exhibit conduct that reflects inclusion.
- Bring forward any ideas, suggestions, or issues to management.



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Code of Conduct

Applies to: Everyone

Last Updated: January 2026

Stitch It will not tolerate Misconduct and will immediately take appropriate corrective or disciplinary actions when Misconduct occurs, up to and including immediate termination of your Engagement with Just Cause.

Here's what you're expected to adhere to:

- Familiarize yourself with the definition of Misconduct found in **Formal Terms & Definitions**.
- Conduct yourself in an ethical and appropriate manner.
- Understand and adhere to Staff Policies.
- Understand and adhere to your individual responsibilities outlined in the **Health & Safety** policy.
- Don't engage in Misconduct.

Off Duty Conduct

Applies to: Everyone

Last Updated: January 2026

Off-Duty Misconduct (defined in **Formal Terms & Definitions**) will not be tolerated.

You do not have to like your co-workers or agree with Stitch It on everything in the Workplace, but you do need to be respectful, ethical, lawful, and professional when off-duty.

Stitch It has a right to maintain its brand and reputation and Staff have a right to work in a comfortable environment free of inappropriate conduct and statements by co-workers, including threatening or harassing behavior outside of the Workplace.

You'll be disciplined, up to and including immediate termination of your employment with Just Cause for engaging in Off-Duty Misconduct.



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Confidentiality Agreement

Applies to: Everyone

Last Updated: January 2026

Stitch It takes Confidential Information very seriously, including securing the private and Confidential Information of Company Stakeholders. Any unauthorized disclosure, use, or dissemination of Confidential Information could seriously and detrimentally affect the conduct of the business and interests of Stitch It and its goodwill.

Here's what you're expected to adhere to:

- Confidential Information must not be divulged to anyone other than authorized persons and must only be used for Stitch It's benefit. When in doubt, ask your Manager.
- Confidential Information includes this Policy Manual document, which must not be shared with anyone outside Stitch It or anyone who is not authorized to view it.
- Confidential Information must only be divulged to a Company Stakeholder when it's essential for you and Stitch It Stakeholder to perform your jobs, and you're both in authorized positions to communicate and receive that information.
- ****** For a period of five years after your Engagement with Stitch It is terminated, except as authorized by a Director or officer of Stitch It (other than you), you won't directly or indirectly, use, disseminate, or disclose any Confidential Information to anyone.
- ****** If you're compelled by law or ordered by a Court to disclose any Confidential Information, you will not be deemed to have breached your obligations to the extent that you comply.

**** Provisions of this Policy that survive termination of your Engagement for any reason.**

A Higher Standard for Certain Roles

- You may be in a position where highly sensitive Confidential Information or private, personal, or sensitive information about Company Stakeholders is entrusted to you, such as:
 - A position in Payroll, Finance, Legal, Human Resources
 - A position that has access to private customer information
 - A senior position with access to highly sensitive or strategic information



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In these positions, safeguarding Confidential Information is an expected part of your duties and ought to be known by a reasonable person in these types of roles. As such, you're measured by a higher standard. Disclosing any Confidential Information or private, personal, or sensitive information about Company Stakeholders without a valid and authorized business reason to do so will result in disciplinary action, particularly in the case where personal or private information was used or disclosed for personal gain, or to be hurtful. An example would be sharing medical information about a co-worker with another co-worker to propagate malicious gossip or because it makes for a good story.

Disclosing Confidential Information during Interviews

This Policy applies to your resume, and any conversation with others in our industry including during an interview that you may be involved in when looking for a new position outside Stitch It. Sharing details of Work Product, designs, intellectual property, and how we perform work is strictly forbidden.

Examples of what you can do:

- You can link to a website that you worked on.
- You can share the functionality of a feature and disclose the development platform used, but not the details about specifications, exact design and implementation methods.
- You can describe your role, responsibilities and accomplishments.

Promoting your experience on Online Profiles

This Policy also applies to the content you include in your online professional profiles, such as your own website or contract sites such as Upwork.

PROCEDURE

Here's how we expect you to handle and secure Confidential Information when in the Workplace, including working remotely or in your home office:

- Confidential Information including all Company Materials will be safeguarded at all times.
- If, at any time, you become aware of any unauthorized access, use, possession, or knowledge of any Confidential Information by any third party, you'll immediately notify your Manager or HR Representative and you'll take all reasonable steps requested by Stitch It to prevent the recurrence of such unauthorized access, use, possession, or knowledge.
- All printed Confidential Information residing in your place of work in the Workplace will be locked, safeguarded, and shredded when no longer required.
- All Confidential Information must be stored in secure folders on Stitch It server, which restricts access



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based on user permissions. Elaborate if necessary and point to particular drives. This enables IT to implement the appropriate back up and restoration procedures and ensure that confidentiality is maintained.

- Confidential Information will never be stored on any personal device, personal server, personal drive, personal cloud directory, or personal file sharing account. All electronic files will be saved in Stitch It's file server.
- Personal devices, personal email, or other personal methods will not be used to communicate Confidential Information.
- All final signed contracts, Engagement contracts, and corporate documents must be kept in Stitch It's file server.
- Everyone is responsible for protecting the security of Confidential Information on our servers and cloud-based websites. You must not reveal your passwords to anyone, under any circumstances.
- Data storage devices such as portable drives must be password-protected.
- Everyone is expected to secure Confidential Information within their workspaces. This means that when you leave work for the day or are absent from your desk or workspace for an extended period, you must lock all Confidential Information in your desk or storage cabinet(s). This includes papers and data storage devices.
- Include a notice of confidentiality in your email signature.
- If you have a legitimate business reason for communicating Confidential Information to people outside of Stitch It (for the purposes of this Policy, "Third Parties"), you'll provide Stitch It with all reasonable assistance to protect the confidentiality of any Confidential Information that you may have to directly or indirectly disclose, publish, or make available to Third Parties. Measures to protect Confidential Information, include the following:
- Highly sensitive Confidential Information will not be communicated using unsecured regular email or wireless mobile devices, and will only be communicated using the following methods:
 - In person
 - Using a landline telephone
 - Using an encrypted email account provided by Stitch It for the specific purpose of sending highly sensitive Confidential Information.
 - At the very minimum, confidential documents must be transferred by way of password-protected documents and linked directly from our secure file sharing service.



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- Confidential Information going through internal or external mail must be marked as such on the outside of the envelope.
- Take the necessary steps to inform Third Parties of the confidential nature of the information and make them aware of their responsibility to keep such information confidential.
- When printing Confidential Information that should not be seen by anyone who is not authorized to view the information, for example payroll reports, take steps to ensure that it's not seen by others.

Conflict of Interest

Applies to: Employees

Last Updated: January 2026

You may, from time to time, pursue personal and private business interests and ventures, and may participate in other forms of decision-making organizations/bodies.

It's your responsibility to clarify such outside activities and provide a full written disclosure to your Manager or the HR Representative so that an assessment can be made and any potential conflict of interest, real or perceived, may be prevented.

We trust your judgment, but if you're unsure of a situation that may place you in a conflict of interest, please refer to the list below or discuss the situation with your HR Representative.

The following situations require full written disclosure to and approval by your HR Representative:

- You, your spouse, or a member of your immediate family is engaged in, or plans to be engaged in, a business that is similar in nature to Stitch It, competes with Stitch It, services Company clients, or is in some way hostile or averse to Stitch It.
- You, or any member of your immediate family, directly or indirectly, borrows from, lends to, invests in or engages in any substantial financial transaction with a client, potential client, major supplier, or competitor of Stitch It. Members of immediate family include spouse, children, and any other relative sharing your household. Professionally managed mutual funds are exempt from this clause, provided the fund manager isn't a member of your immediate family.
- You're engaged in outside work that will interfere with your employment and job responsibilities. You're expected to ensure that your Company work commitments, including overtime requirements, take precedence over any other job or position you may hold.
- You perform outside work during regular Company working hours and make use of Stitch It Materials



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or Staff to conduct this outside activity.

- You accept a retainer, commission, consulting fee, or any other fee arrangement or remuneration from a competitor.
- You receive gifts from a Company supplier, partner or competitor.
- Your relationship with a co-worker where a reporting relationship exists has progressed beyond a platonic relationship. Refer to **Dating Co-Workers** policy.
- You're not permitted to receive, give, pay, promise, or offer gifts or anything of value to or from Company Stakeholders for the purpose of securing or appearing to secure preferential treatment.

Non-Competition

Applies to: Everyone

Last Updated: January 2026

DEFINITION

Competing Business

Any business, company, or entity in North America that is, or is preparing to be, in competition with any product or service developed, in development, distributed or offered by Stitch It up to the date of termination of your Engagement, including, but not limited to, the following competing businesses:

1. Any activity, business, affiliation, subsidiaries or ownership structure that results in a direct or indirect gain by you through the provisioning of products or services, whether for profit or not-for profit that is in competition with any product or service developed, in development, distributed or offered by Stitch It.

Stitch It may expand or revise the list of Competing Businesses, which, subsequent to the latest date of this Policy, is determined by Stitch It, exercising its discretion reasonably, to have become a competitor of Stitch It, and the obligations set out in this section of the Policy will apply to such additional companies or entity.

POLICY

During your Engagement, you won't, without the prior written and informed consent from Stitch It's CEO, be employed by, engaged with, or involved with a Competing Business — either directly or indirectly, whether as a shareholder, principal, partner, joint venturer, sole proprietor, director, trustee, officer, employee, agent, consultant, contractor, or otherwise.



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Freelance Work Policy

Applies to: Everyone

Last Updated: January 2026

Purpose

To ensure operational efficiency, protect company resources, and maintain quality standards, Stitch It requires that any personal sewing, tailoring, or related work performed outside the company does not interfere with your responsibilities or obligations to Stitch It.

Policy

During your engagement with Stitch It as an employee:

- **Company Time:** You may not use company work hours to perform personal sewing or tailoring activities.
- **Company Materials:** All company materials, equipment, or supplies are strictly for company use and cannot be used for personal projects.
- **Personal services** cannot be offered verbally or through any promotional material during working hours.
- **Quality and Timeliness:** Personal work performed outside of Stitch It must not interfere with the quality, timeliness, or responsibilities of your work for the company.

Disclosure

Employees or contractors who engage in freelance or external sewing, tailoring, or related work must disclose these activities in writing to their Manager or HR Representative. Disclosure should include:

- The nature of the work or services being performed
- The hours or schedule during which this work is conducted
- Any potential overlap or conflict with Stitch It responsibilities

This disclosure allows Stitch It to assess and manage potential conflicts of interest, ensure company resources and time are not used for personal projects, and maintain quality and operational standards.

Consequences

Any violation of this policy, including using company time or materials for personal work, offering personal services during work hours, or promoting personal services, or failure to disclose such work will be considered grounds for disciplinary actions including immediate termination of your employment.



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Non-Solicitation

Applies to: Everyone

Last Updated: January 2026

You agree that during your Engagement and for a period of **1 year thereafter**, you won't, either directly or indirectly and either alone or with others, canvass, entice, or solicit:

- Customers and suppliers, as they relate to any orders for any product or service that is, or has been, researched, developed, manufactured, produced, provided, marketed, distributed or otherwise dealt in by Stitch It from any person, firm or company that has been, at any time within the previous 1 year period, a customer or supplier of Stitch It, or any prospective customer or supplier of Stitch It identified by Stitch It during the term of your Engagement.
- Company Stakeholders, including any person who is a director, officer, employee, Independent Contractor, or Consultant of Stitch It to leave or terminate such Engagement for the purpose of establishing a business, or for the purpose of joining a Competing Businesses or other business that develops, manufactures, produces, provides, markets, distributes or otherwise deals in any product or service that is of a type similar to any product or service that is or has been researched, developed, manufactured, produced, provided, marketed, distributed or otherwise dealt in by Stitch It during the term of your Engagement.

Cash Business

Applies to: Everyone

Last Updated: January 2026

To ensure accuracy, accountability, and security, Stitch It requires strict controls over all cash transactions. This policy applies to all employees, contractors, and freelancers who handle cash as part of their duties.

Policy

- All cash received must be recorded immediately and accurately in the company's point-of-sale or accounting system.
- Cash must be deposited according to company procedures at the end of each shift or as instructed by management.
- Cash received as part of Stitch It operations may not be used for personal purposes under any



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circumstances.

- Employees are not allowed to withhold, divert, or borrow cash from company operations.
- Cash must be kept secure at all times while in your possession, in accordance with company security protocols.
- Any loss, theft, or discrepancy must be reported immediately to your Manager.

Consequences

Violation of this policy, including misuse, misreporting, or failure to report cash discrepancies, is considered a serious breach of company trust and will result in disciplinary action up to and including immediate termination.

Corporate AI Usage Policy

Applies to: Everyone

Last Updated: January 2026

Purpose:

This policy establishes guidelines for the responsible use of artificial intelligence (AI) tools within the company. AI is a support and research tool designed to assist employees in gathering information, generating ideas, and enhancing efficiency. However, it is not a substitute for human judgment, critical thinking, or company expertise.

Guidelines for AI Use.

When and How AI Can Be Used:

- AI tools may be used for research, brainstorming, summarizing information, and assisting in problem-solving.
- AI-generated content should serve as an input to support employees' work, not as a final product.
- Employees must always review, validate, and refine AI-generated outputs before using them in any kind of communications or decision-making.
- Employees are responsible for ensuring that AI use aligns with company values.
- If an AI tool is used, please source the tool name and prompts used in a source appendix.

Prohibited Uses:

- Copying and pasting AI-generated content without modification is strictly prohibited. Any AI-generated output must be analyzed, reworded, and adapted using personal judgment.
- Employees must not input confidential, proprietary, or sensitive company information into AI tools that do not comply with data security policies.



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- All tools should not be used to replace human decision-making in areas requiring professional expertise, regulatory compliance, or company-specific knowledge.

Intellectual Property

Applies to: Everyone

Last Updated: January 2026

We all receive compensation to create, develop, investigate, and compile intellectual and material property for Stitch It. Everything we create, develop, investigate, and compile in the Workplace belongs to Stitch It.

Here's what you're expected to adhere to:

- You will not use or bring to Stitch It intellectual property that is the property of any previous employer, client, or entity without notifying Stitch It. Any legal action brought against Stitch It relating to breach of this clause may result in Stitch It's pursuit of punitive measures against you.
- You acknowledge and agree that unless clearly outlined otherwise in a contractual agreement, the Work Product belongs to and is the property of Stitch It, provided such Work Product relates, in any way, to the business of Stitch It or provided that it could reasonably be expected by Stitch It to relate, in any way, to the business of the Company. You waive any moral rights (as that term is defined in the applicable Copyright Act) to the Work Product. *
- You'll disclose to Stitch It all Work Product and execute and deliver to Stitch It all instruments or papers necessary in addition to this Policy, if any, to perfect and enforce the exclusive ownership and enjoyment of the Work Product by Stitch It in all countries. *

***Provisions of this Policy that survive termination of your Engagement for any reason.**

Non-Disparagement

Applies to: Everyone

Last Updated: January 2026

During your Engagement, and for an indefinite period after your Engagement terminates, you won't make disparaging or malicious statements about Stitch It and its people.

You agree that during the term of your Engagement, and upon termination of your Engagement for any



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reason, except as may be compelled by law or as authorized by the President employed by Stitch It at the time of the authorization, you will not make any oral or written malicious or spiteful statements, nor take any malicious or spiteful actions which could disparage or denigrate Stitch It, Company products and services, Company Stakeholders, or their reputation.

Your obligations outlined in this Policy survive the termination of your Engagement for any reason.

Remote & Hybrid Work Policy and Agreement

Before outlining the details of this policy, it is important to clarify that remote work is not applicable to store employees, regardless of their position or level. Under no circumstances are store employees permitted to take work home. All production tasks and responsibilities must be completed on-site.

At head office, remote work can be accommodated under special circumstances. Approval must be granted prior to working by your direct supervisor / manager. If approved the following conditions must be fulfilled.

READ IN CONJUNCTION WITH

All Employment Policies are applicable to this Policy, but the following policies are closely related and are essential to understanding the context throughout this important Policy:

- Use of Technology Tools & Electronic Communications
- Issued Company Laptops, Computers & Company Materials
- Code of Conduct
- Off-Duty Conduct
- Confidentiality Agreement

DEFINITIONS

Program

The 3 types of remote programs are as follows:

- An associate who exclusively works from a Remote Office.
- An associate who regularly works from a Remote Office during set times in a week. Ad Hoc Remote Work
- An associate who works from a Remote Office on an as-needed basis including due to unforeseen circumstances such as Remote Worker illness, infectious disease, inclement weather, and requirement for dependent care.



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Remote Office

Remote Workers are required to have a quiet, functional, enclosed, private, safe, and regularly maintained workspace within their home residence. This workspace must be free from distractions and noise, separate from the rest of the home, and meet the following requirements:

- High-speed internet
- Computer Equipment
- An ergonomic chair and desk
- Activated anti-virus software
- Password-protected wi-fi
- Teleconferencing software
- Secure access to VPN.
- A locking drawer or filing cabinet if the Remote Worker is expected to print or transport Confidential Information
- A shredder or a secure way to return paper Confidential Information to Stitch It office to be shredded.

A café or any other public location does not qualify as an acceptable Remote Office.

Remote Workers

A Staff Member who participates in the Program.

Remote Work

A work arrangement in which the Remote Worker works outside Stitch It office from their Remote Office.

POLICY

While we all want flexibility in how and where we work, allowing Staff to work remotely is not trivial. The law deems a remote office an extension of our premises and Stitch It is required to manage and be responsible for remote workers, more than 50 satellite locations with a multitude of variables that are out of our control.

As such, we are committed to adherence to the law and ensure the remote work terms and conditions are clear. Staff who work remotely are asked to sign the following Hybrid & Remote Work Policy & Agreement prior to conducting work away from the office.



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It is also important to understand that remote work is not an entitlement or right and a Remote Work arrangement is subject to change and termination at any time at Stitch It's discretion with appropriate notice as defined in the Termination section of the Agreement.

This Policy may be updated at any time at Stitch It's discretion to account for changing circumstances that affect the Remote Worker's safety, Company assets and information management, and changing legislation and best practices.

This Policy is used to help support circumstances where working outside Company offices is necessary or mutually beneficial to both Stitch It and the Remote Worker. Remote Work is intended to enhance Staff productivity, improve efficiency, reduce the spread of transmittable diseases, support different work styles, and reduce the Remote Worker's commuting time and their environmental footprint.

However, studies have shown that a significant percentage of workers do not function well when Remote Work, and it's not for everyone. Remote Work requires considerable focus and discipline to deflect distractions that are not present when working onsite.

As such, Remote Work is an earned benefit and not an entitlement and may only be granted or continued with Staff who have shown a strong work performance and whose job responsibilities are suited to such an arrangement.

Remote Work Eligibility

The following conditions must be met for Staff to be eligible for the Program.

- The Remote Worker has been employed with Stitch It for a minimum of 3 months and is fully trained in their position. *(This applies exclusively to Head Office employees and does not apply to store staff at any time.)*
- The Remote Worker's position is conducive to working remotely.
- The work being performed remotely can be measured and monitored for productivity.
- The Remote Worker has an established and continued record of demonstrated:
 - a. Productivity and sound decision-making skills.
 - b. Time management skills.
 - c. Transparent and strong communication skills.
- The Remote Worker's most recent performance appraisal shall, at minimum, indicate fully achieved standards.
- The Remote Worker meets the Remote Office requirements.



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Manager Responsibilities:

1. The Manager possesses the required skills to manage remote workers.
2. The Manager is responsible and accountable for managing the Remote Worker's work, performance, productivity, and ensuring the safety of the Remote Worker during the duration of the Program.
3. The Manager shall meet with the Remote Worker daily during the first 4 weeks of the Program to confirm the continued mutual benefits to both Stitch It and the Remote Worker.

TERMS & CONDITIONS

Company Materials

In the case where Company Materials are provided to the Remote Worker, the following applies:

1. No one except for the Remote Worker may use Company Materials. Company Materials are supplied for the exclusive use of the Remote Worker and only for the purposes of conducting Company business.
2. The Remote Worker shall take reasonable care of Company Materials including protecting Company Materials against damage, theft, and unauthorized use.
3. Company-owned software may not be duplicated.
4. Company Materials remain the property of Stitch It at all times and shall be returned to Stitch It immediately upon request.

Workers Compensation

The Remote Worker's Remote Office shall be considered an extension of Stitch It's Workplace.

5. Stitch It shall be responsible for the Remote Worker's Safety Compensation premiums for the duration of the Program.
6. The Remote Worker, together with their Manager, shall regularly assess, identify, control, and immediately report unsafe conditions and activities that may cause injury or illness to the Remote Worker, including but not limited to the following:
 - 6.1 Environmental hazards such as asbestos, mold, tobacco smoke.
 - 6.2 Electrical safety.
 - 6.3 Ergonomic concerns.
 - 6.4 Hazards that may increase the likelihood of slips, trips, and falls.
7. In the case of an injury, the Remote Worker is covered by Stitch It's worker's compensation



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insurance program provided that:

- 7.1 The injury occurs during work hours established in the executed agreement.
 - 7.2 The injury occurs in the Remote Office and nowhere else in the Remote Worker's home residence or outside the residence.
 - 7.3 The Remote Worker is actively engaged in work for Stitch It at the time of the injury. For example, injuries sustained while engaging in home repairs or while cooking a meal, shall not be covered.
8. In the event of necessary evacuation from the Remote Office, the Remote Worker shall be provided with a safe alternate work location.
 9. Any Worker's Compensation claim shall be handled in accordance with the standard procedures for Worker's Compensation claims and by contacting the HR Representative.

Costs and Liabilities Associated with the Program

Company-Paid Costs

Stitch It shall be responsible for the following expenses:

1. Costs associated with servicing, maintaining, and insuring Company Materials.
2. Out-of-pocket expenses for necessary supplies and other expenses provided they are pre-approved by the Manager.
3. Reasonable pre-approved costs associated with mitigating safety concerns.

Remote Worker Responsibilities, Costs and Liabilities

The Remote Worker shall be responsible for the following:

1. Operating costs, home maintenance, or any other incidental cost whatsoever, associated with the setup, change or maintenance of the Remote Office and participation in the Program, including utilities or lighting.
2. Costs associated with any materials or equipment provided by the Remote Worker.
3. Damages to the Remote Worker's property that result from participation in the Program.
4. Ensuring reasonable care of Company Materials. Where any damage of Company Materials is caused by the Remote Worker due to negligence, Stitch It is within their rights to recover the associated costs of repair.
5. Liability for injuries to third persons and/or members of the Remote Worker's family that occur in



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the Remote Office or the Remote Worker's premises. Remote Worker agrees to defend, indemnify and hold harmless Stitch It, its affiliates, employees, contractors and agents, from and against any and all claims, demands or liability (including any related losses, costs, expenses, and attorney fees) resulting from, or arising in connection with, any injury to persons (including death) or damage to property caused, directly or indirectly, by the services provided herein by the Remote Worker or by the Remote Worker's willful misconduct, negligent acts or omissions in the performance of the Remote Worker's duties and obligations under this Agreement, except where such claims, demands, or liability arise solely from the gross negligence or willful misconduct of Stitch It.

6. Determination of any income tax or property insurance implications of maintaining a Remote Office in the home residence. Stitch It shall not provide tax guidance, nor shall Stitch It assume any additional tax or other liabilities. The Remote Worker is strongly encouraged to consult with a qualified tax professional and insurance provider to discuss income tax and property implications.

Security, Privacy, Confidentiality

Keeping Company information and Confidential Information safe and secure is a key condition of participating in the Program. Remote Workers will adhere to all protocols outlined in the **Technology Tools and Electronic Communications** policy and **Confidential Information** policy.

Additionally:

- No one other than the Remote Worker shall have access to the Remote Office, Company Materials, or views of the computer screen while the Remote Worker is engaged in Company work.
- When the Remote Worker is away from the Remote Office, even if only for a few minutes, computer equipment must be secured as follows:
 - With a locked password-protected screensaver; or
 - Turning off or logging off the computer.
- Unsecured Confidential Information or Company Materials shall be secured whenever not in use and shall not be left where they would attract the interest of thieves.
- Company Materials and Confidential Information shall not be left in a vehicle when the vehicle is not occupied.

Working Hours & Availability

1. The Remote Worker shall be available during working Hours and take a break as outlined in the **Hours of Work, Meal Breaks, Attendance** policy.
2. When working in the Remote Office, the Remote Worker shall respond to work-related communication within the same time frame as they would when working in Company offices. The expectations for responsiveness are:



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- a. **Telephone:** Immediately.
 - b. **IT:** 1 hour
 - c. **Email:** 24 hours
 - d. **DM:** 1 hour
 - e. **Finance:** 24 hours
 - f. **HR:** 8 hours
 - g. **Customer Service:** 24 hours
 - h. **Corporate Charge Accounts:** 12 hours
3. The Remote Worker shall be in video web conference or phone communication with their team or Manager at least once a day.
 4. The Remote Worker shall be on Stitch It's site as requested to attend meetings, collaborate with colleagues, and participate in training events or other work activities as necessary.
 5. The Remote Worker who has committed or is scheduled to be in Stitch It office on a certain day or for a certain period, is expected to honor that commitment.

Remote Office On-site Visits

6. Stitch It has the right to make on-site visits (with 48 hours advance notice) to the Remote Office for the purpose of determining that the site is safe and free from hazards and continues to be conducive to supporting the required work expectations and security, and to maintain, repair, inspect, or retrieve Company Materials, software, data, or supplies.

Termination of the Program

10. Remote Work is not a formal, universal Staff benefit. Rather, it is an alternative method of meeting the needs of Stitch It and Staff. Stitch It has the right to refuse to make Remote Work available to the Remote Worker and to terminate this Agreement.
11. Except for egregious misconduct where termination of this Agreement is immediate, this Agreement may be terminated by Stitch It for any reason by providing the Remote Worker with 2 week's written notice.
12. This Agreement may be terminated by the Remote Worker for any reason by providing Stitch It with 2 week's written notice subject to the Remote Worker waiving their expectation to return to Stitch It premises in the event that Stitch It premises cannot be operational for reasons including natural disasters, fire or flood, compliance with Stitch It's Infectious disease policy, or legislated requirements to close Stitch It offices.



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13. Stitch It shall not be held responsible for costs, damages or losses resulting from cessation of participation in the Program.

Productivity & Performance

14. Remote Work is not a substitute for dependent care. The Remote Worker shall not be available during regular work hours to provide dependent care. The Remote Worker agrees to make recurring dependent care arrangements during the entire duration of the Program.
15. In the event that the Remote Worker divides their time between working in Stitch It office and the Remote office, travel time to and from each location is not considered time worked.
16. Recording of the Remote Worker's hours of work is required as for all employees in the HR system, and the Remote Worker is expected to be fully productive and provide their Manager with a **Weekly Status Report** provided below, that shall be completed every Monday morning for the preceding 7 days, outlining the Remote Worker's results, accomplishments, and learning for the week.

Issued Company Laptops, Computers & Company Materials

Applies to: Everyone

Last Updated: January 2026

READ IN CONJUNCTION WITH

The following policies are closely related and are essential to understanding the context throughout this Policy:

- ◆ Workplace Electronic Monitoring
- ◆ Code of Conduct
- ◆ Use of Technology Tools & Electronic Communication
- ◆ Remote & Hybrid Work Policy and Agreement
- ◆ Off-Duty Conduct
- ◆ Confidentiality Agreement

When you are provided with Company Materials, including laptops and computers, you're expected to adhere to the following:



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PROCEDURE - ALL COMPANY MATERIALS

1. All Company Materials must be signed by you as having been received by you, with the make, model and serial number noted.
2. Company Materials must be used exclusively to conduct the business of Stitch It. Company Materials may not be used for personal use.
3. No one other than you may use Company Materials.
4. Upon termination of your Engagement or at the request of Stitch It at any time, you will immediately return to Stitch It all Company Materials and property.
5. As a user of Company Materials, you're responsible for making sure they are returned in the same condition as when you acquired them. Company Materials are to be treated as if they belonged to you.
6. In the case of damaged, lost or stolen Company Materials:
 - Report it to the Finance Director and IT Team as soon as it's discovered.
 - The appropriate authorities, including police, will investigate possible thefts, vandalism, or disappearances of Company Materials.
 - Finance will process insurance claims for damaged, lost or stolen Company Materials.
 - If Stitch It's insurance carrier denies reimbursement benefits due to fraudulent or unexplained disappearances, the replacement costs may be charged to you, depending on the circumstances.
7. When travelling on behalf of Stitch It:
 - Do not pack Company Materials in checked luggage.
 - Attach a name tag or business card to your laptop to easily identify it during security checks or if lost.
 - Store Company Materials in a hotel room safe when you're not in your hotel room.

PROCEDURE – COMPANY-ISSUED LAPTOPS

1. Stitch It will provide head office full-time employees with a base model PC laptop, (the “**Computer**”).
2. Computers must be:
 - Purchased through IT to ensure standardization and cost effectiveness.
 - Set up to operate within Stitch It technology environment.
 - Configured by IT with standard operating systems and software. Additional software may not be downloaded.
 - Regularly, securely and properly backed up.



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Use of Technology Tools & Electronic Communication

Applies to: Everyone

Last Updated: January 2026

Overview

We expect Everyone to use our Technology Tools and Electronic Communication tools in a professional and appropriate manner, and not use them for any purpose that would reflect negatively on Stitch It.

This Policy applies in the following situations:

- ◆ When you're in the Workplace, including when working remotely
- ◆ When you're accessing Technology Tools remotely (for example when using VPN)
- ◆ While you're off duty under circumstances outlined in the **Off-Duty Conduct** policy



Personal Use of Technology Tools & Electronic Communications

Stitch It cannot take responsibility for the risks associated with Staff's personal use of its Technology Tools or Electronic Communication tools. As such:

- ◆ You may not use Company Technology Tools, Electronic Communication tools or Company Social Media accounts for personal use except as follows:
 - You may connect your personal Mobile Device to Stitch It's wi-fi when an internet connection is needed. Be aware:
 - That when electronic transmission is accomplished using Internet addresses and domain names registered to Stitch It, the transmission will be perceived to represent Stitch It.
 - Using Stitch It's wi-fi is predicated on your understanding of the **Workplace Electronic Monitoring** policy. If you want to ensure privacy, you're asked to use your data plan to connect to the internet.
- ◆ You're expected to use your own email account using your own Mobile Devices to send and receive personal email.
 - Stitch It's email accounts and systems are never to be used to send or receive personal emails.
 - Personal webmail is not to be accessed while using Company Technology Tools.
- ◆ You may not use remote desktop software to connect to your personal computers, servers, files, or software.
- ◆ You may not access Stitch It's internet for personal use while using Stitch It's Technology Tools. This



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includes but is not limited to internet searches, personal social media, and chats. Personal use must be conducted on your own personal devices.

- ◆ You may not open or save personal files, photographs, music, videos, or audio recordings while using Company's Technology Tools. You may only open and save personal files, photographs, music, videos, or audio recordings on your personal electronic devices.
- ◆ Non-Company-related commercial activities are not allowed in the Workplace and Stitch It's Technology Tools must not be used for these activities.

Technology Tools

In order to protect intellectual property, confidentiality, and sensitive customer and Staff information, you're expected to adhere to the following:

- Familiarize yourself with the definition of *Technology Tools* accessible from the **Formal Terms & Definitions** section of this Manual.
- Only use Stitch It's Technology Tools to conduct business activities that are directly relevant to your specific job requirements or productivity such as the following:
 - Creating documents
 - Researching topics relevant to your specific job requirements
 - Communicating appropriately and professionally with Company Stakeholders regarding business matters.
- All digital work must be saved on Company servers at all times to promote version control
 - and avoid loss of files and work. Refer to the **Storing Digital & Documents & Centralized Filing System** policy. **Documents and Work Product cannot at any time be saved on your personal computing devices.**
- Keep all Technology Tools password-protected to minimize the risk of unauthorized use of Company information.
- Ensure that others do not gain access to your logins or passwords.
- Ensure that you're logged out of all Technology Tools sessions when not in use.
- Advise IT support immediately if your Technology Tools have been lost or stolen.
- Respect the copyrights, software licensing rules, property rights, privacy, and prerogatives of others, just as in any other business dealings.



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- Adhere to the security measures put in place to maintain system integrity.
- Uphold the principle of copyright at all times.
- Understand that all software downloaded or installed is the property of Stitch It.

Electronic Communication

In conjunction with the guidelines outlined in the **Technology Tools** section of this Policy, you're expected to familiarize yourself with the definition of **Electronic Communication** accessible from the **Formal Terms & Definitions** section of this Manual and to understand:

- That Stitch It shall not be liable, under any circumstances, for any errors, omissions, losses, or damages claimed or incurred due to your unauthorized use of Electronic Communications.
- That special care and judgment is always required when participating in Social Media. Any communication made through Social Media is or can easily become public.
- That the identity of anonymous contributors can often be revealed.
- That once delivered, Electronic Communications content can usually never be rescinded or deleted.
- That what you publish reflects both on you and on Stitch It if you're participating online as a Company representative.
- That everything you communicate must be kind, truthful, accurate and able to be substantiated.
- That Social Media sites and apps and Electronic Communication rules are continuously changing and evolving and as such, this Policy may be amended at any time and changes will be communicated as appropriate.

What You Cannot Do

Although not an exhaustive list, the following includes examples of prohibited activities when engaging in Electronic Communication:

- Violating any laws, including those regarding Human Rights, defamation, copyright, or other intellectual property rights, financial disclosure, and privacy rights, among others.
- Engaging in Misconduct.
- Breaching the Confidentiality Agreement.
- Using Stitch It's trademark or copyrighted logos or materials unless authorized to do so.
- Disguising or attempting to disguise your identity.



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- Using another person's account, including email accounts to deliver Electronic Communications.
- Engaging in any fundraising activity, endorsing any products or services, or participating in any political activity, unless formally authorized to do so.
- Delivering Electronic Communications that includes solicitation or promotional communication that implies endorsement by Stitch It when no such endorsement exists.
- Sending chain letters or spam, no matter how inspirational, informative, or alarming they seem to be.
- Representing and speaking on behalf of Stitch It when you're not authorized to do so.
- Posting or sending video or audio recordings, or photographs of Company premises, customers, visitors or employees for any reason, unless you've received prior written authorization to do so.



No Expectation to Privacy

As outlined in the **Workplace Electronic Monitoring** policy, Stitch It reserves the right to read, verify, inspect, audit, and/or monitor what you do in the Workplace.

This means you must not have any expectation of privacy in what you create, store, send, or receive using Stitch It's Technology Tools and Electronic Communication tools and that any of your digital activities, including Company email messages, downloaded files, and internet usage may be viewed or monitored by Stitch It without prior notice.



Consequence of Violation of Policy

Given the potential for serious and irreparable consequences and damages caused by non-adherence to this Policy, be aware that violations of this Policy will be taken seriously, and will result in disciplinary measures, up to and including immediate termination of your Engagement with Just Cause.

Consequences relating to some of the prohibited activities included in this Policy may include you and Stitch It being held liable for damages. If you're found to be responsible as a result of a violation of this Policy, legal action may be taken against you, and you may be required to repay Stitch It or others for any losses incurred. For example:

- If you electronically communicate any illegal, threatening, libelous, defamatory, offensive, racist, or obscene remarks, you may be held liable.
- If you forward Company Confidential Information or unlawfully divulge private information about Company Stakeholders, you may be held liable.
- Additionally, if the violation of this Policy resulted in criminal conduct, Stitch It will provide the records to the appropriate authorities for possible criminal prosecution.



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Workplace Electronic Monitoring

Applies to: Everyone

Last Updated: January 2026

READ IN CONJUNCTION WITH

The following policies are closely related and are essential to understanding the context throughout this Policy:

- Use of Technology Tools & Electronic Communication
- Confidentiality Agreement
- PIPEDA Privacy Compliance Policy

Electronic monitoring of the Workplace is an essential business activity to ensure everyone's security and safety, ensure adherence to Company policies and procedures, maintain a respectful work environment, and ensure that Company Materials are used safely and appropriately.

Staff must not expect privacy when using Company Materials and systems. While any information collected by Stitch It will be used fairly and appropriately as per this Policy, all activities that take place in the Workplace or while using Company Materials including Technology Tools, should be considered monitored.

The Ontario Working for Workers Act, 2022 requires Stitch It to introduce a written policy regarding its electronic monitoring practices. To that end the purpose of this Policy is to communicate how Stitch It may electronically monitor and collect information pertaining to Staff.

Stitch It is committed to protecting Staff and Company Materials by using professional, respectful, and transparent methods of Workplace electronic monitoring, without intruding on your personal lives.

VIDEO SURVEILLANCE

Video surveillance refers to surveillance by means of a camera or other digital recording device that monitors and records visual images and activities on Company premises.

Video surveillance is present in all Stitch It store locations across Canada including the Corporate Head Office. Where video surveillance equipment is located and used, the equipment will be made clearly visible.

Purpose

- Security and safety of Staff and Company Premises
- Prevention of illegal or inappropriate behavior including harassment and violence
- Prevention of theft, vandalism and property destruction
- Restricting access to restricted areas
- Complying with insurance requirements
- Providing evidence for potential litigation.



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When Monitoring Occurs

Video cameras are operational 24/7.

Data Collection and Usage

Video footage and door locks data can only be accessed and reviewed by the IT Team/Security Mall to monitor activities listed under 'Purpose'. Video footage cannot be reviewed without a legitimate reason.

Should unlawful activity be discovered, the recordings captured by video surveillance equipment or door locks systems will be used to the fullest extent of the law—including the possibility of disclosure to authorized third parties.

Video footage and door locks data are captured 24/7 and are stored by third parties in the cloud for 30 days.

Data Collection and Usage

Door locks data can only be accessed and reviewed by the IT Team to monitor activities listed under 'Purpose'.

Should unlawful activity be discovered, the recordings captured by the door locks systems will be used to the fullest extent of the law—including the possibility of disclosure to authorized third parties.

Door locks data are captured 24/7 and are stored by third parties in the cloud for 30 days.

TECHNOLOGY TOOLS & ELECTRONIC COMMUNICATIONS MONITORING

('Technology Tools' and 'Electronic Communications' are defined in the **Formal Terms and Definitions** section of this Manual.)

Purpose

- Ensuring Technology Tools are used, and Electronic Communication is conducted in accordance with Company policies
- Staff security
- Information security
- Prevention and investigation into Misconduct including illegal, malicious or high-risk activities, and inappropriate behavior including harassment and bullying
- Monitoring network performance
- Providing evidence for potential litigation.



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Electronic Communication Monitoring

Stitch It reserves the right to access and review Staff Electronic Communication, including Company email and chat logs.

All Electronic Communications sent through Company Technology Tools and user accounts are subject to monitoring. This may include personal email accounts when those accounts are accessed through Company Technology Tools. As indicated in the **Use of Technology Tools and Electronic Communications** policy, personal activities must not be conducted using Company Technology Tools. Staff are asked to use their personal mobile devices to transmit personal communication of any kind.

Staff Electronic Communication can only be accessed and reviewed by the IT representative for the sole purpose of evaluating or investigating situations listed under “Purpose”.

Technology Tools Monitoring

Stitch It reserves the right to monitor Company Technology Tools and collect activity data related to usage of Company Technology Tools which include file downloads, data input, web browsing history, network usage, logins to Company systems, applications and software, data interactions, and reports generation.

Data collected by Technology Tools monitoring can only be accessed and reviewed by the IT Department for the sole purpose of evaluating or investigating situations listed under “Purpose”. Additionally, data may also be shared with your Manager or the Controller for the following purposes:

- Maintaining and monitoring Staff productivity and efficiencies by ensuring focus on work-related matters
- Evaluating Staff performance.

How and When Monitoring

Stitch It uses the following software partners to monitor the use of Company Technology Tools:



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RRM

WHAT IT DOES

Monitors the health of our IT System and monitor all incoming and outgoing emails.

STAFF SUBJECT TO MONITORING

All staff are subject to monitoring by RRM when using Stitch It computer system.

DATA COLLECTION

Data is collected 24/7 and stored on the RRM cloud servers for 30 days.

EDR Software

WHAT IT DOES

It runs on all workstations and servers in Stitch It to look for malicious behavior, malware and viruses.

STAFF SUBJECT TO MONITORING

All staff are subject to monitoring by EDR Software when using Stitch It computer system.

DATA COLLECTION

Data is collected 24/7 and stored on the EDR Software cloud servers for 30 days.

Security Gateway Network Services

WHAT IT DOES

Allows Stitch It to control what websites people can visit and block out known malicious sites as well as a whole host of blocked sites.

STAFF SUBJECT TO MONITORING

All staff are subject to monitoring by Security Gateway Network Services when using Stitch It computer system.

DATA COLLECTION

Data is collected 24/7 and stored on the Security Gateway Network Services cloud servers for 30 days.



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GPS TRACKING

GPS tracking refers to electronic monitoring of the location of Staff who are off Company premises while at work using company vehicles like Stitch It van.

Purpose

- Dispatching and routing of Staff
- Increasing on-the-job safety
- Ensuring Company vehicles are used in accordance with Company policy
- Improving quality of service
- Tracking mileage
- Locating stolen vehicles.

When Monitoring Occurs

GPS tracking occurs as soon as a Company vehicle has been signed out by a Staff Member and ends when the vehicle is signed back in.

Data Collection and Usage

GPS tracking data is used to monitor activities listed under 'Purpose'.

Your Manager can access and review GPS tracking data in real time for locating and monitoring safety infractions such as exceeding the speed limit, and ensuring Company Vehicles are used in accordance with other Company policies.

The Operations Manager can access and review aggregate GPS tracking data to report on mileage and operational and customer efficiencies.

GPS tracking data is collected and stored by a third party in the cloud for 30 days.

TIME AND ATTENDANCE TRACKING

Refers to electronic record keeping of hours worked by Staff.



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Purpose

- Scheduling
- Increasing efficiencies and decreasing errors related to manual data entry
- Payroll including compliance and calculating overtime
- Scheduled and unscheduled absence tracking
- Attendance tracking
- Project time allocation.

When Monitoring Occurs

Time and attendance tracking occurs as soon as Staff logs into Stitch It network SIA and ends when they log off from Stitch It network.

Data Collection and Usage

Time and attendance tracking data is used SIA and our HR system:

- By Payroll for processing payroll and allocating absence categorization, for example to reduce your vacation.
- By Human Resource for aggregated reporting on attendance and unscheduled absences.
- By your Manager for scheduling purposes, managing project-related costs, and managing attendance and unscheduled absences trends.

Time and attendance tracking data is collected and stored by a third party in the cloud for 90 days.

PROHIBITED FORMS OF SURVEILLANCE

To provide Staff with a reasonable degree of privacy in the Workplace, the following forms of surveillance are strictly prohibited:

- Keylogging (recording individual keystrokes) Video surveillance in areas where Staff or Clients have a reasonable expectation of privacy, such as bathrooms, changing rooms, and other private areas.
- Covert surveillance, such as monitoring individual computer activity without due notice.
- Covert recording or streaming of webcam feeds.

Should serious and urgent circumstances require that any of the aforementioned prohibited forms of surveillance be conducted, the surveillance will be done in accordance with PIPEDA privacy requirements.



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PRIVACY AND PIPEDA

- Log in accounts, Company Materials, Electronic Communication tools, or other equipment belonging to Stitch It and supplied for the purposes of your work, are not to be considered private as there may also be times when another Staff Member is required, for business purposes, to access these materials in your absence.
- Personal data will be used in accordance with PIPEDA legislation, including:
- Measures are in place to ensure that Workplace monitoring data, personal information, and other forms of sensitive data are adequately protected.
- Any personal information that is collected through Workplace monitoring shall only be used for the purpose for which it was collected.
- Stitch It will only use personal data for a new purpose if the new purpose is either compatible with the original purpose, you provide informed consent, or Stitch It has a clear obligation or function set out by law.
- Personal data is made available to a limited number of authorized Company representatives. All persons with access to personal data are required to comply with the confidentiality and security requirements dictated by our **Confidentiality Agreement** policy and PIPEDA.
- Third parties electronic monitoring providers who are provided with access to workplace monitoring data are subject to equivalent confidentiality and security requirements to ensure that employee data is not misused or disclosed without authorization.
- Workplace monitoring data is only disclosed to external parties as is required by law or as needed to troubleshoot the Workplace monitoring systems.



Stitch It Policy Manual Canada

IT Tech Support

We have an excellent IT team, and you'll find them happy to answer your computer, network, and phone-related questions and issues.

Support Provided

Our IT Department provides support relating to the purchase, installation/set up, access, troubleshooting, and maintenance of Technology Tools, Electronic Communication tools, and the phone system.

Support Not Provided

Our IT department doesn't provide support on how to use third party specific software applications. If you need help or training for a specific software application, we suggest you reach out to your Manager.

Contacting IT

If you require support related to your Company-supplied Technology Tools, remote access, or our phone system:

For First-Level Support : 1-855-568-7728

Second-Level Support : 256 Solutions (Third Party Provider), 905-974-9849 call if first level is not available.

Non-Urgent Support Email

For support relating to non-urgent issues, please email: IT@stitchit.com. Or you can escalate the matter at: support@256.solutions

Urgent Support

For all urgent support related to issues that are preventing you from executing on a time-sensitive task contact our Help Desk at First-Level Support : 1-855-568-7728

If you require urgent support outside of regular office hours, contact IT Support 24/7 here.

- First-Level Support : 1-855-568-7728
- Second-Level Support : 256 Solutions (Third Party Provider), 905-974-9849 call if first level is not available.



Stitch It Policy Manual Canada

Social Media Policy

Applies to: Employees

Last Updated: January 2026

Social Media is continually evolving and is changing how Staff communicate. While it creates endless opportunities, Social Media also creates new challenges, new responsibilities, and ultimately the emergence of new rules to address its use.

One such challenge is that employees can easily publish critical comments about their employer or former employer or co-workers on the internet. The nature of the comments can cross the boundary into being legally actionable for, as an example, defamation.

Communicating on the internet is fundamentally different than catching up with someone on the telephone or in person during a coffee break because the range of possible readers is unlimited. And often publishers of these comments don't appreciate that posting damaging comments online has the potential for serious consequences.

The words of the person doing the posting may be preserved indefinitely. A post has the potential and likelihood of being accessed by many, many online users and of being duplicated and forwarded to unlimited potential readers. The critical point is that an internet "conversation" is in no way private. It is in all senses a publication.

POLICY

You must refrain from posting Confidential Information, objectionable comments, photos, caricatures, and other material about Stitch It, its products or services, or Company Stakeholders online.

 You are also cautioned not to be lured into the trap of thinking that if the content you post online can be proven to be true, it's okay to have published it. A variety of legislation and case law exists signaling that inappropriate posts could result in liability for the person(s) posting information about others online even if that information is proven to be true. Statutes such as (for example) privacy acts and Human Rights Code may well be the source of liability even if the posted information is accurate.

Who Can Engage in Social Media on Behalf of Stitch It, and How

Only Staff who have been explicitly authorized, as described below, are permitted to officially represent and speak on behalf of Stitch It when engaging in Social Media.

- The Leadership Team
- The Marketing Team
- Any authorized third party responsible for Social Media.

Staff are always welcome to repost and share any Company Social Media post.



Stitch It Policy Manual Canada

Storing Digital Documents and Centralized Filing System

Applies to: Everyone

Last Updated: January 2026

Storing Digital Documents

All digital works must be saved on Company servers at all times to promote version control and avoid loss of files and work.

- When working on digital files, you must be connected to our SharePoint & OneDrive cloud files storage so that all files are saved to Stitch It's account as you work on them. Ensure that your autosave is on at all times.
- You are not permitted to save files to any other location other than SharePoint and OneDrive, including on your desktop or personal drives.

Centralized Filing System

Filing Electronic Documents

Stitch It's filing system is critical to our business success, and we all have a part in maintaining it.

No one likes to waste time looking for documents that haven't been filed correctly, or are out of date, or re-creating documents that already exist.

3. Each team (Marketing, Sales, Product Management, Operations, Finance, HR, etc.) is assigned a server folder where they store working documents for their teams.
4. Your Manager will provide you with guidance on how and where to file our team files and it's important that you follow those protocols.

Filing Printed Documents

Our central files and filing cabinets are located in Finance and are maintained by the Controller, with the exception of employee records which are maintained by the HR Team.

All executed business contracts must be provided to Finance.



Stitch It Policy Manual Canada

Exclusive Use of Company Assigned Digital Accounts

Applies to: Everyone

Last Updated: January 2026

You're required to use Stitch It's corporate email or other digital accounts, or channels assigned to you by Stitch It for all Company-related electronic communication.

Use of personal or other accounts to conduct Company business is strictly prohibited.

Photo and Video Release

Applies to: Employees

Last Updated: January 2026

You agree to grant Stitch It the right to reproduce, use, exhibit, display, broadcast, distribute and create derivative works of photographed images of you (the "**Photographs**"), without compensation, for use in connection with the activities of Stitch It or for promoting, publicizing, or explaining Stitch It or its activities.

This grant includes, without limitation, the right for Stitch It to publish such Photographs in Stitch It's newsletters, publications and PR/promotional materials, such as marketing publications, advertisements, fund-raising materials, and any other Company-related publication.

The Photographs may appear in any of the wide variety of formats and media now available to Stitch It and that may be available in the future, including, but not limited to digital and print formats.

You agree to release Stitch It and Company Stakeholders or agents from and against any claims, damages or liability arising from or related to the use of the Photographs, including but not limited to any re-use, distortion, blurring, alteration, optical illusion or use in composite form, either intentionally or otherwise, that may occur in the production of the finished materials.



Stitch It Policy Manual Canada

Dating Co-Workers

Applies to: Everyone

Last Updated: January 2026

DEFINITIONS

For the purposes of this Policy:

Dating

Entering into a consensual relationship with a co-worker that has progressed beyond a platonic friendship.

Party, Parties

The individual(s) involved in the Dating relationship.

Intimate Contact

Intimate behavior which includes public displays of affection or sexuality towards a Party, including cuddling, kissing, fondling, touching, or other similar physical contact of a romantic or sexual nature.

POLICY

Regardless of the sexual orientation, gender identity, or gender expression of the Parties involved, Stitch It doesn't prohibit you from Dating or entering into a consensual romantic relationship with a co-worker, provided the following guidelines are adhered to.

Mutual & Voluntary Consent

- Both Parties must mutually and voluntarily consent to Dating.
- No undue pressure was brought on by either Party towards the other to engage in Dating.
- The Parties must not have a reporting relationship.

Performance

- Dating must not affect the performance or the duties of involved Parties in any way.
- Both Parties must maintain clear boundaries between their personal and business interactions.



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Workplace Contact

- Both Parties are expected to: Keep personal exchanges limited so that others are not distracted or uncomfortable by such exchanges.
- Never engage in Intimate Contact in the Workplace that would, in any way, be deemed inappropriate by a reasonable person.
- Understand that during non-working hours, such as lunches, breaks, and before and after work periods, the Parties are not precluded from having appropriate personal exchanges at work locations as long as their conversations and behaviors could in no way be perceived as offensive or uncomfortable to a reasonable person.
- Ensure that Dating doesn't negatively impact the Workplace.

If the Dating Relationship Terminates

- The Parties' work performance won't be negatively impacted.
- Neither Party will retaliate or disclose personal information about the other Party and will refer to the definition of **Misconduct** to ensure their behaviors are not deemed bullying, harassing, or otherwise inappropriate.

Disclosure of Dating

Dating must be disclosed if:

- A reporting relationship exists between the Parties — including relationships where one Party is not necessarily the other Party's Direct Report. The relationship must be disclosed regardless of the number of reporting levels between the Parties.

Example: Sally is a junior employee in the sales department who reports to Salina who reports to Mark who reports to John. The relationship must be disclosed if either Salina, Mark, or John enters into a Dating relationship with Sally.

- Individuals in senior, sensitive, or influential positions are subject to more stringent requirements under this Policy and must disclose the existence of a Dating relationship with any Individual in Stitch It to prevent real or perceived favoritism or undue influence.
- Real or perceived conflict of interest can be deemed by a reasonable person.



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PROCEDURE

Disclosing the Dating Relationship

When disclosure of a Dating relationship is required, the Party in the more senior position is expected to:

1. Meet with their Manager or their HR Representative to disclose the relationship and follow up the meeting with a written disclosure to your HR Representative.
2. The HR Representative will meet with the less senior Party to confirm that the relationship is consensual, and the less senior Party will follow up the meeting with a written confirmation.
3. By disclosing in writing that Dating is consensual, both Parties confirm that they're both free to end the relationship at any time and neither will be subjected to negative work-related consequences.
4. The HR Representative together with appropriate stakeholders, will determine if a real or perceived conflict of interest exists because of the relative positions of the Parties involved.
5. The HR Representative will submit a written recommendation to the CEO who will make the final determination if a conflict of interest exists.

Where a Conflict of Interest Exists

Where problems or potential risks resulting from the Dating relationship are identified:

1. Stitch It will work with the Parties to consider options for resolving the conflict of interest.
2. The initial solution will be to make sure that the Parties no longer work together on matters where one is able to influence the other or take action for the other. Matters such as, firing, promotions, performance management, compensation decisions, and financial transactions are examples of situations which may require reallocation of duties to avoid any actual or perceived advantage or disadvantage.
3. In some cases, more extreme measures may be necessary, such as changing the reporting relationship or transferring a Party to another position or department. The Party in the more senior position will be considered for transfer first to avoid any perception of retaliation against the less senior Party.
4. The Party's refusal of reasonable alternative positions, if available, or continued failure to work with Stitch It to resolve potential conflicts of interest or risks associated with the Dating relationship in a mutually agreeable fashion may ultimately result in termination of the Party's Engagement.



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Whistle-Blower Policy

Applies to: Everyone

Last Updated: January 2026

Everyone is expected to comply with the **Code of Conduct** and **Off-Duty Conduct** policies in this Manual and to report serious violations or suspected violations in accordance with this Policy, prior to seeking resolution outside Stitch It.

Here's what you need to know:

- Our Compliance Officer is the HR representative. The Compliance Officer is responsible for investigating and resolving all reported complaints and allegations concerning violations of the **Code of Conduct** Policy, at their discretion.
- Any Individual who retaliates against someone who has reported a violation in good faith will be subject to disciplinary measures, up to and including immediate termination of your Engagement with Just Cause.
- Any allegation that proves not to be substantiated, and which proves to have been made maliciously or knowingly to be false will be subject to disciplinary measures, up to and including immediate termination of your Engagement with Just Cause.
- Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.
- Anonymous complaints won't be dealt with under this Policy as they can't be investigated.

PROCEDURE

When observing a serious violation of the **Code of Conduct** policy, proceed as follows:

1. Share or report your concerns, suggestions, or complaints with the Compliance Officer.
2. The Compliance Officer will:
 - a. Investigate and resolve all reported violations of the **Code of Conduct** Policy, at their discretion.
 - b. Provide advice to the President & CEO and/or the audit committee.
3. In the event of any concerns or complaints regarding corporate accounting practices, internal controls, or auditing, the Compliance Officer shall immediately notify the board audit committee of any such complaint and work with the committee until the matter is resolved.



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4. The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five (5) business days. All reports will be promptly investigated, and appropriate disciplinary action will be taken if warranted by the investigation.

Solicitation on Company Premises

Applies to: Everyone

Last Updated: January 2026

We don't ever really know someone else's financial situation or beliefs, and solicitation or distribution of literature can be uncomfortable for some of us. Therefore, solicitation or distribution of literature of any kind in the Workplace isn't permitted.

Non-Company Individuals or Outside Vendors

Non-Company individuals are not allowed at any time to enter Company premises for the purpose of any form of solicitation or literature distribution. Third parties or strangers are forbidden from soliciting, selling, or handing out materials for political, charitable, or similar activities. The only exceptions to this prohibition are community benefit projects that are specifically authorized by Stitch It and approved business-related vendor or Company events.

Staff

Staff are not permitted to distribute literature or other materials or to solicit for any cause in the Workplace.

Impairment-Free Workplace

Applies to: Everyone

Last Updated: January 2026

DEFINITION

Substance

Illicit drugs or Legal Substances

Impairment

Impairment refers to the deterioration of an individual's judgment or a decrease in their physical ability as



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a result of Substance use. Even small amounts of a Substance can affect your mental and physical abilities. Different Substances act on your brain in different ways, but almost all affect your:

- Attention
- Judgment
- Motor skills
- Reaction time
- Decision-making skills
- Balance and coordination.

POLICY

Everyone is expected to report fit for duty for scheduled work and be able to perform assigned duties safely and acceptably without any limitations due to use or aftereffects of Substances, or any other substance that may impair judgment or performance.

- ◆ Avoid coming into the Workplace with a “next-day hangover”.
- ◆ The presence of illicit drugs, recreational cannabis, or alcohol in the Workplace is not permitted.
- ◆ Any illicit drug or drug paraphernalia found in the Workplace will be turned over to the appropriate authorities and may result in criminal prosecution.

As with any case of Workplace Misconduct, you’ll be subject to disciplinary measures, up to and including termination of your employment with Just Cause for violation of this Policy, depending on the circumstances and severity and frequency of the violation(s).

Use of Mobile Devices during Work Hours

Applies to: Everyone

Last Updated: January 2026

This policy is established to regulate the usage of mobile devices during work hours to ensure productivity, maintain focus on tasks, and uphold the organization's standards of professionalism.

Here’s what you’re expected to adhere to when using a Mobile Device.

Using a Mobile Device on Company Premises

- **Restricted Usage:** Employees are expected to limit their personal use of mobile devices during work hours to essential and emergency situations only.



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- **Work-Related Communications:** Mobile devices may be used for work-related communications including emails, calls, and messages, as necessary to fulfill job responsibilities.
- **Distraction-Free Work Environment:** To maintain a distraction-free work environment, employees are required to keep their personal mobile phone either off, on silent or vibration mode during work hours.
- **Designated Breaks:** Personal use of mobile devices are permitted during designated break times, including lunch breaks and scheduled rest periods.
- **Emergency Situations:** In emergency situations that require immediate attention, employees may use their mobile devices as needed, but they should inform their supervisor or manager promptly.
- **Meeting and Presentation Etiquette:** During meetings, presentations and client interactions, mobile devices should be turned off or set to silent mode to avoid interruptions and demonstrate professionalism.
- **Exceptions:** Exceptions to the policy may be granted for specific job roles or circumstances where constant accessibility to mobile devices is essential for job performance. Such exceptions must be approved by the supervisor or manager.
- **Compliance:** All employees are required to comply with this policy. Failure to adhere to the policy may result in disciplinary action, up to and including termination of employment.
- **If you do have to use your business mobile phone during work hours:** Ensure that your ring tone selection isn't offensive, overly loud or disturbing to others.

Using Mobile Devices While Operating a Vehicle or Equipment

We all know the statistics. Using a Mobile Device while operating a moving vehicle kills people. Don't do it under any circumstances.

- Use of any Company-subsidized or personal Mobile Device while operating a moving vehicle while on Company time, is strictly prohibited.
- Use of any Company-subsidized Mobile Device while operating a moving vehicle while off-duty, is strictly prohibited.
- Your Manager and any other Company individual has no authority, under any circumstances, to expect you to use a Mobile Device in any manner while you're operating a vehicle, or to conduct any activity where the lack of focus, even for an instant, can result in serious negative consequences for you or others. If you decide to use a Mobile Device while operating a vehicle, you must only do so once you have pulled over to a safe place and parked the vehicle.



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External Company Communications

Applies to: Everyone

Last Updated: January 2026

There may be situations when you're approached to publish, interview, discuss, or present on behalf of Stitch It. These types of opportunities for Staff are highly encouraged.

However, the impact external communications may have on Stitch It's brand, minimizing the risks associated with potential disclosure of Confidential Information, and the legal risks associated with shareholders must be considered.

Before you engage in any external communication, you must obtain written or electronic approval as outlined in the following table.

Company Activity	Approval Required
When faced with a legal inquiry or action relating to an employee, former employee, job applicant, customer, office visitor, governmental agency, competitor, or any other outside presence	CEO, Operations Director, Controller, Human Resources
Publishing content for Stitch It's website	CEO, Marketing, Operations Manager
Publishing content that's distributed by general media including newspapers, magazines, radio, TV, brochures, and direct mail	CEO, Marketing
Advertising	CEO, Operations Manager, Marketing
Advertising for open positions	District Manager, HR Representative, Operations Manager
Publishing white papers or other such material relating to Stitch It, its products, services, or facilities	CEO



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Releasing Company information that's communicated, shared, or processed by vendors, customers, or third-party providers	CEO
Making speeches or presentations	CEO, Director
Giving interviews	CEO, Director
Providing comments to the press	CEO, Director
Participating in panel discussions	CEO, Director
Participating in debates	CEO, Director



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Communicating in the Workplace

Communication Tools and Channels

Applies to: Everyone

Last Updated: January 2026

To ensure effective communication across all levels of our organization by leveraging the tools and platforms available. This policy outlines the tools provided by Stitch It, their purposes, and expectations for their use to maintain alignment, transparency, and efficiency in operations.

At Stitch It, we prioritize seamless communication as a cornerstone of our success. To achieve this, we provide and maintain several tools and platforms designed to support day-to-day operations, foster collaboration, and disseminate critical information promptly.

Communication Tools and Their Use:

1. **SIA (Stitch-It-Alterations):** Primary platform for operational management and internal communications.
 - View and acknowledge announcements.
 - Access operational updates, schedules, and performance metrics.
 - Use the help button for support or further clarification.
2. **Microsoft Teams:** Centralized communication and collaboration.
 - Participate in group chats, video calls, and project-specific channels.
 - Access shared files and documents for team projects.
 - Confirm receipt of communications with a thumbs-up acknowledgment.
3. **Email:** Formal internal and external communications.
 - Exchange official correspondence.
 - Schedule meetings and maintain communication records.



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4. **Weekly / Biweekly Meetings:** Align teams on corporate updates and discuss key priorities.
 - Participate actively and ensure information is relayed to store associates.
5. **Information Binder:** Repository for weekly announcements, goals, daily checklist and tasks.
 - Store and refer to announcements for daily operations.
 - Document weekly goals and individual or group tasks.
6. **Our HR Platform** is our centralized system for all HR-related tasks and communications. It serves as a comprehensive hub for managing essential personnel matters, including payroll, benefits, vacation requests, and employee records. Beyond its administrative functions, our HR system is also a vital channel for formal communication regarding recruitment, training, corporate policies, and updates on company initiatives.
 - Access HR Information:
 - View payroll details, tax documents, and benefits information.
 - Submit vacation requests and manage time-off balances.
 - Update personal and contact information as needed.
 - Receive Formal Communications:
 - Stay informed about new policies, training schedules, and onboarding updates.
 - Access important company announcements related to recruitment, compliance, or organizational changes
7. **Phone:** Quick, direct communications for urgent matters.
 - Resolve immediate issues or coordinate activities.

Expectations:

- All associates are required to regularly check and respond to communications received through the above tools.
- Managers are responsible for transferring key information to their teams and ensuring alignment.
- Use the tools respectfully and professionally, adhering to company policies on confidentiality and appropriate use.



Stitch It Policy Manual Canada

Effective Email Communication & Etiquette

Applies to: Everyone

Last Updated: January 2026

Email Caution

Everyone with access to Technology Tools usually also has access to Stitch It's email system.

Email is a key communication tool, and we all like to be casual when we communicate. However, we have to keep in mind that an email message is the equivalent of a Company letter. We have to use the same care in creating an email message as in creating any other Company documents. In fact, more care is needed when sending an email because digital content can be shared easily and rapidly and can't be destroyed.

Know also that there's no such thing as a private email, even once a message has been deleted. Before you click 'Send,' consider what may happen if the message is read by someone else, such as your Manager or the Leadership Team. Better safe than sorry.

Email Etiquette

How many emails do you receive in a day? Email is such an efficient communication tool that it seems the number of messages we send and receive is rising daily.

We've all received emails that are difficult to read or follow, and sometimes it's hard to understand what response is required. Everyone's time is valuable, so if we take the time to write an email, let's communicate clearly. Concise, structured messages increase the likelihood that a message will be read. If the recipient understands why they're being contacted, they will be more likely to respond.

- When receiving an email, we ask that you provide a response to the sender **within 24 hours** even if it's simply to acknowledge receipt of the email and that you'll get back to the sender by the next day. Unless you are out of the office in which case you should announce with an out of office notification, explaining for how long.
- Use courteous and professional language — as if you were writing a Company memo.
- No one likes email spam. Don't send an unsolicited email without a specific business-related purpose — always ensure there is value to the recipient (or they will likely consider your email as spam and delete it without reading it). If you don't follow these guidelines, you may become known as someone whose emails are not purposeful, and recipients will begin to delete them unread.
- Avoid 'flaming' people. Using antagonistic words or critical comments can hurt people and cause awkward situations. Email isn't the place to make negative comments. If there's a problem, resolve it in person, and avoid war of words on email.



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Email Confidentiality Waiver

It's good practice to use a standardized caution clause in all emails sent externally. Attach the following paragraph to the bottom of your email — after your standard Company signature:

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying, or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.

Out-of-Office Email Notifications

When you're out of the office and unable to retrieve email in a timely manner, you're expected to turn on your 'out-of-office assistant.' This will generate an automatic reply email and notify senders that you're not available to respond to them. For your convenience, you may want to use the following templates as guidelines to develop your out-of-office message:

Out of the office — limited access to email: Thank you for your email. I will be out of the office from [date] to [date] and will have irregular access to email. I will respond to your message as soon as I can. If the matter is urgent, you are welcome to call my [cell/mobile] at [cell/mobile number] or contact [person] at [contact information]. Thank you and have a great day!

Out of the office — no access to email: Thank you for your email. I will be out of the office from [date] to [date] and won't have access to email. I will respond to your message when I return on [date]. If the matter is urgent, please contact [person] at [contact information] Thank you and have a great day!

Email Administration & Maintenance

Our IT department manages the creation and maintenance of all email accounts and passwords, as well as the installation and maintenance of email software on Company computers and our network. Mail folders are backed up Daily by IT and stored for 2 years.

Individuals are responsible to purge and manage their own inboxes and personal folders.



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Email Signatures

Applies to: Everyone

Last Updated: January 2026

The following standard email signature must be used by anyone with a Company email account:



**Miriam
Campo**

HR Business Partner

☎ (905) 335-0922 Ext. 250

✉ mcampo@stitchit.com

🌐 stitchit.com

📍 845 Harrington Ct, Suite 100A
Burlington ON L7N 3P3

Fitting Canadians since 1989

Make sure to attach the following at the bottom of your signature page:

This electronic transmission (including any and all attachments) is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient of this electronic transmission, you are hereby notified that any disclosure, copying, or distribution, or the taking of any action in reliance upon the contents of this electronic transmission, is strictly prohibited, and you are further requested to purge this electronic transmission and all copies thereof from your computer system.



Stitch It Policy Manual Canada

Conflict Resolution & Communication

Applies to: Everyone

Last Updated: January 2026

We encourage you to take what may be a difficult step and discuss the conflict openly. We call it leadership, whether it's formal or informal leadership, and we can all do it. Let's not wait for performance reviews to have an open and respectful discussion.

We have an 'open door' environment and are encouraged to talk directly with each other and our Managers to resolve problems. This is a fundamental principle in Stitch It.

PROCEDURE

When a sensitive issue, frustration, or conflict arises in the Workplace:

1. Discuss it respectfully with the person who can help to resolve it, for example, with your co-worker — so that resolution can be reached at an early stage. Often, a solution can be found in a short time.
2. If a direct discussion with a co-worker doesn't resolve the situation to your satisfaction, or if you're not comfortable discussing the conflict with your co-worker, discuss it with your Manager who will coach you or may take action on your behalf to resolve the conflict.
3. If the problem isn't resolved to your satisfaction, or if you're not comfortable discussing the conflict with your Manager, discuss it with your HR Representative. Be prepared to describe the concern as well as how you feel the issue can be resolved.
4. Depending on the specific nature of the concern, your HR Representative may obtain additional information that will enable them to render a fair proposal for resolution within a few days.
5. The HR Representative may direct the problem or concern appropriately within Stitch It.
6. The HR Representative will then advise you as to where the concern has been referred and its status.

The purpose of this process is to bring conflicts or misunderstandings out in the open and to assist in resolution. Stitch It strives to resolve the disputes in the manner described above; however, every situation is unique, and Stitch It may deviate from the process when necessary.



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Suggestions in the Workplace

Applies to: Employees

Last Updated: January 2026

Stitch It is made up of skilled, intelligent people who have individual ideas and opinions about the best way to get things done. While we may not be able to implement every idea or initiative brought forward, we always value and welcome suggestions from Staff.

You may bring forward a suggestion to any level of management, but you're asked to discuss work-related suggestions with your Manager first.

For any potential improvement suggestion, for Corporate employees please send your ideas to: hr@stitchit.com.

For store associates, you can select the HELP button in SIA / Dashboard / and describe the kind of help that you need.

Contact Our President Policy:

Applies to: Everyone

Last Updated: January 2026

The **Contact Our President** policy provides employees with a direct and confidential channel to communicate critical matters of high sensitivity or confidentiality that cannot be appropriately addressed through regular supervisory or management channels. This initiative underscores our commitment to transparency, trust, and ensuring that every voice can be heard when it truly matters.

When to Use:

- Situations involving high confidentiality or significant concern, such as ethical dilemmas, unresolved conflicts, or critical operational issues that cannot be escalated through traditional channels.
- When an employee feels that their concern requires the direct attention of the President.

How to Use:

- Locate the **Contact Our President QR Code** in the **Information Binder** available at your store.
- Scan the QR Code with your mobile device to access the secure communication form or visit <https://www.stitchit.com/private>



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- Provide a clear and concise description of the matter, including relevant details, while maintaining professionalism and accuracy.
- Submit the form, which will be received directly by the President's office for review.

Expectations:

- This channel is reserved exclusively for issues of significant importance and confidentiality. Employees are encouraged to utilize regular supervisory or management channels for general concerns or day-to-day matters.
- All submissions are treated with the utmost confidentiality and reviewed promptly. Employees are encouraged to provide their contact information for follow-up, though anonymous submissions are also accepted.
- Misuse of this channel, such as submitting non-critical issues, may result in follow-up discussions to ensure proper use of company resources.

Commitment:

Our President is committed to addressing concerns raised through this channel promptly and appropriately, fostering a culture of trust and accountability.

For further questions about this policy or its usage, please reach out to your HR Representative.



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Expenses Reporting

Expense Reporting

Applies to: Employees

Last Updated: January 2026

We reimburse individuals for legitimate business expenses incurred on behalf of Stitch It, as long as the expense has been pre-approved and authorized.

PROCEDURE

1. Check with your Manager before incurring expenses so there's no misunderstanding or confusion regarding reimbursement.
2. Once the expense has been incurred, submit your receipt(s) with a completed Expense Report Form for reimbursement which includes proper authorization prior to sending it to Finance. Take care to complete the form properly, or reimbursement may be delayed.
3. All expenses for which you seek reimbursement must be submitted on the Expense Report Form. The business purpose of each expense item must be documented. All applicable elements below must be shown to establish the business purpose:
 - The date
 - Name of the business contact
 - The person's position or title
 - The name of Stitch It represented by the person
 - The product(s) or other topic(s) discussed
 - If entertainment expenses are incurred, the type of entertainment and location must be stated in addition to the business purpose
 - Expenses for the use of a personal car:
 - Must be supported with information about the distance driven on each trip. For example, if a trip extends for more than 1 day, the distance must be shown for each day or each segment of the day.
 - Mileage must be submitted separately from other expenses via the online Mileage form found in SIA. Once approved it will be paid on your next pay cheque.



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4. Receipts for all airfare, car rental, accommodation, and other reimbursable expenditures must be submitted with the expense report. The detailed receipts must show all provincial and federal taxes to be expensed properly. The receipts without those details are incomplete.
5. All expense reports must be prepared, approved by your Manager, and forwarded to Finance within 10 weekdays after the last day covered by the report. You're responsible for submitting all documentation required for expenses incurred. Finance may require additional authorization, documentation, or verification, as they deem appropriate.
6. Accounts Payable will process reported and approved expenses as soon as possible but no later than 5 business days after receipt at Head Office. Improperly completed reports are returned to the person who completed them.

Accounts Payable & Expense Approval

Applies to: Everyone

Last Updated: January 2026

Accounts payable cheques are issued two times a month. The deadline for each bi-weekly cheque run is at the end of day on Tuesday. Unfortunately, if an approved payment request or missing information is received after the deadline, the request will be processed the following cheque run. No exceptions.

Refer to the table below for a summary of accounts payable items, their approval levels, and form requirements.

Payable Item	Form(s) Required	Required Levels Submission	Approval Before
Reimbursement of travel expenses or personal vehicle usage	<ul style="list-style-type: none"> • Expense Report Form • Original purchase receipt(s) • Online KM form 	Department Manager and Director	
Cash advances for travel	<ul style="list-style-type: none"> • Approved Travel Authorization Form 	Department Manager and Director	



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Educational assistance or professional membership reimbursement	<ul style="list-style-type: none"> • Tuition and Membership Reimbursement Form • Original purchase receipt 	Department Manager and Human Resources
Reimbursement for office expenses	<ul style="list-style-type: none"> • Original purchase receipt • Employee Expense Form 	Direct Manager
Invoices for Independent Contractor services	<ul style="list-style-type: none"> • Contractor invoice including • GST number, name and invoice of Independent Contractor, list of services provided, and total amount to be paid 	<ul style="list-style-type: none"> ◆ Director ◆ CEO
Invoices for capital expenditure items	<ul style="list-style-type: none"> • Capital Expenditure Justification Form 	<ul style="list-style-type: none"> ◆ Financial Controller ◆ CEO



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Travel Expenses

Applies to: Everyone

Last Updated: January 2026

When it's necessary for you to travel for business, expenses for lodging, meals, transportation, and miscellaneous items will be reimbursed, but it's expected that you'll be careful and reasonable when incurring these expenses.

Generally speaking, we'll reimburse any business-related expense you incur while away that you would not have incurred if you'd stayed home. Expenses of a personal nature, such as entertainment, grooming, gifts, etc., are things you normally pay for yourself, whether at home or away on business, and are not eligible for reimbursement.

Use the following as a guideline to help you discern what we're prepared to pay for and what we expect you to pay for yourself. While these guidelines usually apply to employees, they should also be applied to expenditures incurred by outside parties that are reimbursed by Stitch It (for example, Consultants and job applicants).

The following topics are covered in this section:

- Air Travel
- Accommodation
- Meals
- Entertaining Guests
- Entertainment of Other Employees
- Car Rental and Ground Transportation
- Law and Ordinance Violations
- Laundry/Valet
- Telephone
- Other Travelling Expenses
- Non-Reimbursable Expenses
- Company Credit Cards

Air Travel

Air Travel Approvals

All air travel must be pre-approved by your Manager and the vice president of your department. Please keep the following in mind when seeking travel approvals:



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- Please complete and submit itineraries with as much notice as possible to obtain the most economical airfare available.
- Your Manager or Director must initiate any pre-departure change to a previously approved itinerary.
- The Department Director must approve any unusual travel or entertainment expenses in advance.
- Finance will be overseeing expenses and make sure they follow all corporate guidelines.

Booking Air Travel

- Tickets will be booked through the Operations department. The Operations team will be using a third-party provider following our policies
- Everyone travels economy class on trips within North America, unless otherwise pre-approved.
- Upgrade certificates purchased from airlines are not the responsibility of Stitch It and may not be claimed on expenses.
- Travel plans should be organized to take advantage of the lowest logical fare. This should be in the form of advance purchase tickets when firm travel arrangements are known.
- Any unused portions of a ticket must be returned promptly, and refunds must be obtained.
- If a voucher is provided, you must give a copy to Finance and make sure it is used within the timeframe, or you must reimburse Stitch It for that cost.
- Coach class travel, at the lowest possible fare, must be used rather than first or business class. If you choose to upgrade, you pay any additional costs using your own personal funds or coupon upgrades.

Stopovers/Side Trips for Personal Reasons

If you want to add a stopover or side trip to a business trip for personal reasons, we don't mind as long as you pay any additional costs incurred above the lowest fare available for travel to and from your business destination.

Accommodation

You're expected to use standard rooms at moderate-class hotels while travelling on business. Typically, Operations will be booking accommodations for you.

Our normal practice for employees with a Corporate Credit who travel regularly must pay with Stitch It credit card.

For other employees who rarely travel the practice is that you pay all your hotel expenses and then submit them for reimbursement via an Expense Report Form upon your return.



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Meals

We'll reimburse you for the following costs of meals while travelling out of town. Here are the per diem or spending limits per meal, per day, without tax:

- ◆ Breakfast \$ 21.50
- ◆ Lunch \$ 22.00
- ◆ Dinner \$ 54.00

All receipts must be submitted with the expense report, regardless of the amount.

Tipping for meals should be included with the cost of each meal in addition to the per diem allowance and generally shouldn't exceed 18% of the food portion of the bill.

For liability reasons, you won't be reimbursed any alcoholic beverages. You are responsible for the cost and consequences of consuming any alcoholic beverages while travelling on behalf of Stitch It.

Entertaining Guests

Meals for entertaining guests of Stitch It must also be reasonable and have a legitimate business purpose. You must identify your guests and the purpose of entertaining them on your Expense Report Form.

Stitch It does not reimburse any Alcoholic Beverages while traveling on behalf of Stitch It.

Entertainment of Other Employees

Stitch It won't reimburse the expense of a Company employee entertaining another Company employee, or group of employees, when a customer or guest from another Company isn't present. If such an expense is considered necessary for the purpose of employee relations, your Manager must approve it in advance and must not exceed established budgets for such expenses.

Car Rental & Ground Transportation

We'll reimburse you for the cost of transportation to and from the airport, either from Stitch It facility or your home. Depending on the most cost-effective option, we'll either reimburse your taxi each way, or reimburse the cost of parking your vehicle at the airport while you're away.

We expect you to travel to your destination using the most appropriate and cost-effective means, including the use of airport or hotel shuttles and taxis.



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All parking and highway tolls incurred as a result of business travel are reimbursed. Sometimes a car rental is the most cost-effective or practical. Here are our guidelines:

- Rental cars are used for business purposes only and intended for local transportation. Cars should be rented only when more economical transportation (taxi, limousine, public transportation, etc.) isn't available or practical.
- Use intermediate or compact cars from rental firms.
- The Operations department will manage your request to reserve for a car rental. Expect to pay for all car rental costs directly and then apply for reimbursement when you submit your expense report. Please make sure to provide receipts showing all provincial and federal taxes.
- If you pay using our corporate credit card, you must still purchase the additional collision insurance since this coverage is not provided by the credit card policy.
- Return your rental car with a full tank of gas as this reduces the cost of the rental considerably.
- Cars must be returned to the rental agency as soon as they're no longer needed.
- Only the individual who signs the rental agreement is authorized to operate the vehicle, unless other arrangements are made with the rental agency.

Law & Ordinance Violations

Anyone who violates the laws or ordinances of the area in which they're operating a vehicle on Company business assumes financial responsibility for their actions.

Laundry

Expenses for laundry service will be reimbursed if you're away from home for a minimum 7 days or more excluding travel on the first and last day of the trip. Receipts must be submitted with your expense report.

Other Travelling Expenses

We'll reimburse other necessary and reasonable out-of-pocket expenses, including tolls, parking fees, tips and telephone.

Stitch It provides group health insurance and life insurance coverage, charges for the purchase of additional health travel insurance are not reimbursed. We will however cover the cost for additional car rental insurance as it is not provided.



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Non-Reimbursable Expenses

The following list of non-reimbursable expenses can be used as a general guide and should not be considered all-inclusive:

- Personal entertainment, reading material, movie rentals, etc.
- Personal toiletries, drugs, gifts
- Personal maintenance (for example, haircuts, manicures, shoeshines)
- Special room service for personal reasons
- Travel, meals, and lodging of accompanying family members
- Lost personal property, including cash, credit cards, clothing, etc.
- Fines, penalties, or property damage caused by you while travelling
- Personal accident insurance.

Company Credit Cards

Individuals who travel on a frequent basis will be provided with corporate credit cards. You must submit receipts together with a completed Expense Report Form to Finance on a monthly basis. If after 3 months of non-submission your Corporate Credit Card will be revoked.

You must report the loss of a Company-issued credit card within 24 hours to the credit card provider directly. Under these circumstances, we'll accept the liability associated with the loss or theft of Stitch It-issued card.

Cardholders who no longer wish to use their corporate card should advise Finance and the card will be cancelled.

Cash Advances

If you travel on Company business, you may be given an expense advance. In this case, you become liable to Stitch It for this amount and will be required to reimburse Stitch It in the event of your resignation, termination, reassignment, or similar reasons.

Requests for advances must be made at least 5 business days before the start of your trip. The approval of your Manager is required.

All travel advances must be shown on your Expense Report Form and deducted from your claimed expenses.

Travel advances are only provided one at a time. In other words, a travel advance won't be approved unless an Expense Report Form has been submitted and approved for the previous one.



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First Aid and CPR

Applies to: Everyone

Last Updated: January 2026

When a First Aid emergency occurs **contact your First Aid Representative for First Aid treatment.**

For a non-emergency illness or injury, we keep a well-stocked First Aid Kit in the kitchen of the Corporate Office. For **store locations**, the First Aid Kits are located near the bulletin boards, bathrooms or stored in the cutting table. You don't need permission to use the kit, but please inform your First Aid Representative for items that are missing or have been removed from the kit so it may be restocked and kept organized.

Bulletin Boards

Applies to: Everyone

You'll find bulletin boards on the premises on which we post Health & Safety information, and other information of interest to Staff. They're located:

- In the kitchen (Head Office)
- In each store location at the back

Here's what else you need to know:

- Don't display Confidential Information or proprietary Company information. Remember that items posted are also likely to be read by clients or visitors.
- Consider the sensitivity of others when posting. Review our Staff Policies if you're uncertain if an item is appropriate for public display.
- Information that's not related to Company business or activities isn't permitted on the bulletin boards without pre-approval from the HR Representative. This includes, but isn't limited to, requests for solicitation, notices of non-Company endorsed events, or advertising of any kind.
- Don't post notices anywhere on Company premises except on these bulletin boards. Individual departments may set up their own announcement boards for communication within their teams but are subject to the same guidelines as all information posted within the facility.
- Unapproved notices, notices posted in unapproved locations, or notices that don't adhere to the guidelines provided above will be removed immediately.
- All notices must include an expiry date so it's clear when they may be removed.



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Our Individual Workspace

Applies to: Everyone

Last Updated: January 2026

When we spend so much time at work, it's natural to want to personalize our workspace and make it comfortable. In fact, it's a great way to learn a little more about each other and who we are as individuals outside of work.

We must however filter our 'self-expression' at work to avoid cluttering our office space and crossing over the lines of what's acceptable for our values, co-workers, and visitors. It's fine to play music, put up pictures, bring in plants, and decorate your workspace, but if you clutter our office space, disturb, or offend those working around you, you'll be asked to tone it down.

Pictures, Posters, Artwork

If it's displayed where anyone else can see it, think 'G' rating. Even if it's on your desk where you think only you can see it, someone else may have to look at it while working alongside you. This applies to screen savers, posters, calendars, chalk or dry-erase boards, and any other items you have on your desk.

Foul language, nudity, or violent images are not permitted. You also can't display Confidential Information or proprietary Company information.

Music

If you're alone in the office after hours and you're not disturbing anyone else's concentration or sensibilities you're welcome to play music at your desk. Otherwise, you're asked to wear headphones to listen to music.

Employees who use headphones or personal audio devices during work hours must ensure:

- Their use does not interfere with safety, awareness of surroundings, or compliance with workplace safety regulations
- Employees remain accessible and able to respond to customers, colleagues, and work-related communications
- Their use does not disrupt the work environment or exclude team members from necessary interactions

Tidiness & Cleanliness

Not everyone likes things neat and tidy — some of us like to see everything at once — but you're responsible for keeping things reasonably clean. No rotting sandwiches or milk containers hidden under paperwork, please! And if you're the type who likes everything in the open, you'll have to pay close attention to displaying Confidential Information.

You may prefer a little chaos in your personal workspace, but we all have to show consideration for others in our use of the common areas. It's very simple — please clean up after yourself!



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Pets

Other than service animals, we don't allow pets in the office. Even if your pet is extremely well behaved and doesn't drool or leave its 'mark' in every corner, some people have intense allergies or fears about animals. Since we don't necessarily know who those people are, we kindly ask that you leave your pets at home.

Babies & Children

Anything that distracts you, or those around you, from doing their job well during office hours is generally discouraged. We'd love to see your new baby and share your excitement, but if Baby's unhappy and screaming for 2 hours while you catch up with office friends, it's probably best that you move your visit to another location where people aren't being disturbed.

On the other hand, letting your children see you at work can be a great experience! Occasional visits are encouraged as long as they aren't keeping you from work or disturbing others.

Speak Up

We foster an environment where we encourage you to speak up and address disturbances directly. If someone's habits or actions disrupt your concentration or work, please address this directly with the individual.

We all have different levels of tolerance for environmental 'noise.' For some, background noise is conducive to enhanced productivity, while others find all unnecessary interruptions a disturbance. We encourage everyone to provide and accept feedback about occasions where work or productivity may be interrupted.

Business Cards

Applies to: Employees

Some positions are eligible to receive business cards for distribution to external contacts. Your Manager determines if you have a business need for business cards, as the expense is charged to your departmental budget.

Business card orders are placed by your Manager or Marketing. Business cards must be requested through SIA.

Cards are supplied in boxes of 250 or 500, as need demands.



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Location and Office Supplies

General location supplies are kept in the supply room and are available for Company use only. You may help yourself to the office supplies you need. Please advise Purchasing (purchasing@stitchit.com) if you notice inventory getting low on particular items.

Please note, supplies are provided for business use only and are not for personal use. Taking them for personal use would be considered theft.

Swag

Applies to: Employees

'Swag' refers to merchandise purchased by Stitch It for promotional purposes and brand reinforcement. These products typically display Stitch It name and logo. Swag can vary from paper pads to baseball caps, or pens to clothing.

When we use, wear, or display Company swag, we're creating awareness about us. It's a great opportunity for us to practice our elevator pitch when someone points to our logo and says, "Tell me about your company."

Swag Budget & Purchasing

The corporate Operations and HR team budget absorbs the annual swag expense. Once the team has determined an annual swag budget, a finite amount of swag is purchased once a year in January.

Swag is provided for:

- Distribution of certain items to employees
- On-Boarding new employees with Welcome Kits
- Use at industry events
- Giveaways for key outside clients or potential clients.

Once the annual swag order arrives, a pre-defined amount is allocated to departments to distribute at events or as giveaways, according to budgeted requirements and allocations.

Outside the annual swag order and allocation, any additional swag purchased is the budget responsibility of the department that orders it.



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Internal General Distribution

Swag is provided to new employees during Orientation or when changes are implemented to uniforms.

Swag is Company property, purchased for branding and marketing purposes. It's kept in a secure location, but there are occasions you may see it around, such as when we're preparing for an event.

Please don't help yourself to it. Taking swag without the express permission of the Operations Manager is considered theft.

Security

Emergency Contacts

Applies to: Everyone

Last Updated: January 2026

In case of emergency, call our designated first aid attendant, or the following direct phone numbers for help:

- First Aid Representative of each location, name should appear on bulletin board.
- Ambulance: 911
- Fire: 911
- Police: 911
- Building Security: 911 or specific number for your mall
- Building Maintenance: share the number for your location.

These important phone numbers should be printed and shared on the bulletin board of each location.



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Access to Premises & Lock-Up

Applies to: Everyone

Last Updated: January 2026

It's important for Everyone to understand when and how to access our building and premises, and how to lock up.

Card Codes or keys are provided to all individuals who require access to our locations and premises. We expect and ask that you, as a key holder, review and observe the general security information and procedures described in this section.

Building & Reception Hours for the Corporate Office

- Our reception area is open from 9:00 am to 5:00 pm EST, Monday to Friday. A door code is required only for after-hours access to this area, or a key is required if you want to enter through one of the other doors.
- All entrance doors to the building are open from 7:15 am to 9:00 pm, Sunday to Saturday.
- The door readers that process the codes and provide access to our premises record each entry.

When You're Alone in the Office or Building

If you're the only person on our premises:

- You're expected to keep **all doors** locked at all times (back doors, and front door). This safeguard is designed to protect your personal safety and Stitch It's property.
- If someone you don't recognize comes to the door, don't let them in. You must safely refuse them access to our premises.
- Call 911 immediately if you feel you're in danger.

Lock-Up Checklist

After business hours, key card holders are required to run through the following checklist before leaving Stitch It premises:

- Check that no one else is in the building.
- Check that rear doors are closed and LOCKED.
- Check that all lights are turned OFF.
- Check that all non-critical kitchen appliances are turned OFF.
- LOCK the front door, making sure the locks are secure.



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Visitors

Applies to: Everyone

Last Updated: January 2026

We have a responsibility to all Staff to maintain a safe and healthful environment and protect Company property and Confidential Information.

Visitors are welcome, but for security reasons, we can't have unknown people wandering about the premises.

Here's what you're expected to adhere to:

- At all times, while on Company premises, any visitor (including family and friends) must be escorted while on Company premises.
- Visitors are not permitted to wander unescorted through Company premises.
- Visitors must log in and out at store locations in the Log In Yearly Binder (District Manager, Vendors, Repair Technicians) in an effort to prevent theft, injury, WSIB and loss of productivity.
- You're asked to report anyone unfamiliar.
- Personal visits are discouraged during Company business hours, but if a visit is necessary, then we prefer that it be conducted in Stitch It lobby to minimize risk and disruptions.
- Visitors are allowed on the premises after-hours only if prior authorization has been obtained from your Manager.
- You're responsible for the conduct of any personal visit of your family and friends while on Company premises.
- You're responsible for securing Confidential Information during any visit.
- A visitor can't have unsupervised access to our Technology Tools. If your visitor requires access to Technology Tools such as wi-fi, a temporary username and password must be authorized and issued by IT.
- Stitch It reserves the right to escort any visitor out of the building who's being disruptive.



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When a Robbery Occurs

Applies to: Employees

Last Updated: January 2026

What Should I Do When a Robbery Occurs?

- Remain as calm as possible
- Give the robber what they want
- Do not do anything to surprise the robber, such as make sudden movements
- Do not do anything to jeopardize your safety or the safety of others around you
- Take a good look at the robber and immediately note any details that might be useful to the police

What Should I Do Immediately After a Robbery?

- Once the robber has left, lock the doors – do not chase or follow the robber
- Call the police
- Ask all witnesses to remain until the police arrive
- Do not touch anything that may have been touched or left by the robber
- Write down as much information as possible that you can remember about the robber and provide it to the police
- Call your District Manager after you have called the police

What Can I Do to Prevent a robbery?

- Do not discuss sales figures with individuals that are not Stitch It management
- Call mall security if you notice any suspicious individuals or behavior
- Do not leave customers unattended at the front of the store
- Do not leave the cash drawer unattended
- Do not leave the turbo out in customer's reach

Fiscal Responsibility

Applies to: Employees

Last Updated: January 2026

Every dollar we spend has to come from somewhere — product & services sales, investors, grants, loans, etc. To pay fair wages and stay competitive, we have to monitor our expenses carefully. We ask that you treat Stitch It's money as if it were your own. As is the case with your home finances, we can't be successful if we spend more than what we make.



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The budget is prepared in Q4 for the following year. It's based on the history of the past 3+ years as well as current knowledge.

Any expense requirement must be submitted to Finance by the Department Manager by end of May each year for consideration in the next years budget.

We set our budgets based on anticipated income and prioritized expenditures. If a proposed expenditure doesn't contribute to increasing revenue or reducing expenses, it probably won't be at the top of our budget priority list.

Once budgets are set, we expect Managers to manage their budgets or over-deliver (which means under-spend!). Even if it's a budgeted expense, we ask that you spend only what's required and make sure that there's a clear business need or an obvious return on the investment.



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FORMAL TERMS & DEFINITIONS

Whenever the formal words listed below appear in this Manual, they have the meaning specified below - unless a contrary intention is noted, or such meaning is inconsistent with the context.

An *italicized word* means that its definition is also defined in this section.

AODA - Accessibility for Ontarians with Disabilities Act, 2000

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities. The Act will eventually cover all of the following areas:

- Customer Service Standards
- Information and Communication
- Employment
- Transportation
- Built Environment

The Customer Service Standard was the first standard to become law as regulation. This standard provides guidelines and examples of how persons with disabilities can be served and accommodated when accessing services or participating in programs.

The next three standards - Information and Communication, Employment, and Transportation have been combined under one regulation, *the Integrated Accessibility Standards Regulation (IASR)*. This is now law, and the requirements are being phased in between 2011 and 2021. In addition to the standards listed above, there are also the General Requirements that apply across the IASR.

Company Materials

Company property that includes, without limitation, the following:

- *Intellectual property*
- *Technology Tools*
- Company equipment, vehicles or machinery
- Desks, furniture, chairs, filing cabinets
- Stitch It premises, including individual offices and common areas
- Workspaces



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- Corporate Credit cards
- Keys
- Passwords
- Copies or digital copies of Stitch It's corporate records, files, financial documents, client lists, or any other materials that belong to Stitch It or relates to the business, *Company Stakeholders*, or operations of Stitch It.
- All printed, written, electronic, and digital information, memory devices and all copies of any of them which contain *Confidential Information* or otherwise belong to Stitch It.

Company Stakeholders

Individuals who have a formal relationship with Stitch It, whether existing, former, currently associated with, or in communication with to form a relationship that includes, without limitation, the following:

- *Staff*
- Job Applicants
- Customers
- Partners
- Vendors
- Officers
- Board members
- Individuals who have an online relationship with Stitch It, including:
 - ✓ Newsletter or blog subscribers
 - ✓ Survey participants
 - ✓ Connections through Stitch It's *Social Media* accounts, for example as friends, followers, connections or fans
- Visitors
- Other stakeholders directly associated with Stitch It.

Confidential Information

Information about Stitch It that is or may be disclosed to you, known by you, or developed by you (alone or with others) as a consequence of or through your *Engagement* with Stitch It, which information:

- Is not generally available to the public other than as a result of a disclosure by you.
- Is not generally known in the industry in which Stitch It has conducted or currently conducts business or may in the future conduct business.
- Could put Stitch It at a competitive disadvantage if improperly communicated.



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- Cannot be communicated due to contractual or legal obligations — such as employee personal information.
- Should not be shared externally or with Staff unless there's a legitimate business or legal reason to do so.

Confidential Information includes, without limitation, the following:

- This Manual
- The business and trade secrets of Stitch It
- Intellectual property, *Work Product* and other assets of Stitch It
- Login and passwords including *Technology Tools*, *Electronic Communication* tools and any other site, or service that is subscribed to, or provided by, Stitch It.
- Sales and marketing information including existing and potential customers, members, or users of Stitch It and any information or lists concerning same, including customer credit card information and cloud-based services including newsletter or survey applications' distribution lists.
- Business plans and strategies of Stitch It
- Technologies and products owned, licensed or developed by or for Stitch It and research and development plans in respect of same.
- Pricing, billing methods and revenue models of Stitch It
- Product design and processes
- Lists or databases relating to *Company Stakeholders*, including Payroll, employee databases, customer or prospect lists.
- Private or personal information of *Company Stakeholders* including information relating to payroll, Human Resources, credit card information, and contract details.
- Information about Staff including private and personal information, HR information including performance and compensation.
- Information about job applicants who have applied to Stitch It.
- Schedules, estimates and proposals
- Contracts and contract negotiations
- Financial statements and accounting data
- Non-public financial information
- Non-public technical information
- Company-related legal proceedings or controversies.



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Consultant

An experienced professional who is not an employee who provides expertise for a fee and provides services in an advisory capacity. Services are paid via an invoice through Accounts Payable. At times, a Consultant may occupy a seat in the Workplace and may be required to adhere to Staff Policies if contractually obliged to do so by Stitch It.

Corporate Core Hours

Collaboration and face-to-face time are key ingredients for running our business successfully. We need to know that *Staff* will be at work during certain periods so that we can make contact for the purposes of brainstorming, decision-making, information dissemination, and making the most of creativity.

We encourage you to set up meetings during these times, and we ask that you schedule personal appointments and incidental absences outside of Core Hours where possible.

You're expected to be in the office during our Core Hours, as follows:

- ◆ 10:00 am to 3:00 pm, Monday to Friday.

Discrimination

Discrimination is defined as any form of unequal treatment based on *Protected Grounds*, that results in disadvantage, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people. Discrimination can be obvious, or it may occur in very subtle ways. Discrimination needs only to be one factor among many factors in a decision or action for a finding of discrimination to be made.

Discrimination because of association

Discrimination or harassment because of a person's association, relationship or dealings with a person based on that person's *Protected Grounds* under *the Human Rights Code*. It includes actions taken against a person who has objected to discriminatory comments aimed at another group.

Hate activity

Comments or actions against a person or group motivated by bias, prejudice or hate based on *Protected Grounds* under *the Human Rights Code*. It includes, but is not limited to, hate crime, hate propaganda, advocating genocide, telephone/electronic communications promoting hate, and the display of hate through any notice, sign, symbol or emblem.



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Poisoned environment

A negative, hostile or unpleasant Workplace or an unequal work environment due to comments or conduct that tend to demean a group identified by one or more *Prohibited Grounds* under *the Human Rights Code*, even if not directed at a specific individual. A poisoned work environment may result from a serious and single event, remark or action.

Electronic Communication(s)

Any Company digital platform or method where digital communication may take place that includes, without limitation, the following:

- Stitch It website
- Email
- Texts
- Chats
- Collaboration software (Teams)
- Intranet - Sharepoint
- Web conferencing (Zoom, Teams)
- Surveys
- Newsletters
- Digital marketing or advertising sponsored by Stitch It
- *Social Media.*



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Employee

An individual working for Stitch It who is paid directly through Stitch It's payroll system, deducted statutory deductions, and receives a statement of remuneration paid, such as a T4.

- **Regular employee:** An employee who is hired in an ongoing capacity and is anticipated to successfully complete the probationary period.
- **Full-time employee:** An employee who is scheduled to work a Standard Work Week of 37.5 hours and is expected to consistently work full-time hours.

If a full-time employee works an average of less than 35 hours per week, they may be reclassified as a part-time employee and will no longer be eligible for benefits associated with full-time employment.

- **Part-time employee:** An employee who is consistently scheduled to work less than a Standard Work Week.
- **Temporary employee:** An employee who is hired for a pre-established period, such as during peak workloads, for special projects, summer employment, or to provide vacation relief.
- **Casual employee:** An employee who works occasional and irregular hours on an as-needed basis.
- **Employee eligible for standard benefits:** An employee who has successfully completed their probationary period, whose employment agreement identifies them as eligible for benefits, and whose benefits waiting period has passed.

Harassment & Workplace Harassment

Remember!

- Even if someone does not clearly object to harassing behavior, or if they appear to go along with it, do not assume they have agreed to this behavior. It could still be considered Harassment.
- Always err on the side of caution. What one person finds offensive, another may not. It's the **perception** of the receiver of any gesture or verbal message that may be deemed objectionable or unwelcome that determines whether something is acceptable or not.



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Where definitions overlap, *the Human Rights Code* prevails.

Harassment as defined by Human Rights Code	Workplace Harassment as defined by Occupational Health and Safety Act ('OHSA')
<p>Harassment is defined as a course of comments or actions towards a <i>Company Stakeholder based on Protected Grounds</i>, that are known, or ought to reasonably be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, our HRISliating, demeaning or unwelcome.</p> <p>Sexual Harassment</p> <p>Sexual harassment is a subset of Harassment. It refers to a course of comment or conduct based on a Company Stakeholder's sex or gender that is known or ought reasonably to be known to be unwelcome.</p> <p>Gender-based harassment is a subset of Sexual Harassment. It refers to behavior that polices and reinforces traditional heterosexual gender norms.</p> <p>Sexual Solicitation and reprisal</p> <p>Sexually related solicitations or advances by any person who is in a position to grant or deny a benefit to the recipient, where this is known or ought reasonably to be known to be unwelcome. This includes Managers as well as co-workers where one person is in a position to grant or deny a benefit to the other.</p> <p>Reprisals for rejecting such advances or solicitations are also prohibited.</p>	<p>Workplace harassment is defined as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome; or</p> <p>Workplace Sexual Harassment</p> <ul style="list-style-type: none"> ◆ Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or ◆ Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.



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Examples of Harassment could include:

- Epithets, remarks, jokes or innuendos related to *Protected Grounds*
- Showing or circulating offensive pictures, graffiti or materials related *Protected Grounds*, whether in print form or using e-mail or other electronic means
- Singling someone out for our HRISliating or demeaning “teasing” or jokes because of *Protected Grounds*
- Comments or ridiculing because of characteristics, dress, etc. that are related to *Protected Grounds*

Forms of sexual and gender-based harassment could include:

- Refusing to address or refer to a Company Stakeholder by their preferred pronoun
- Making an individual dress in a sexualized or gender-specific way
- Gender-related comments about a person’s physical characteristics or mannerisms
- Suggestive or offensive remarks or innuendoes about members of a specific gender
- Gender-related verbal abuse, threats or taunting
- Making suggestive or offensive comments or hints about members of a specific gender
- Paternalistic comment or conduct based on gender, which undermines a person’s self-respect or position of responsibility
- Making unnecessary physical contact, including unwanted touching, etc.
- Making comments or treating someone badly because they don’t conform with sex-role stereotypes
- Making threats to penalize or otherwise punish
- Propositions of physical intimacy
- Demanding hugs
- Invading personal space
- Leering or inappropriate staring
- Using sexual or gender-related comment or conduct to bully someone
- Using sex-specific derogatory names



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- Offensive jokes or comments of a sexual nature about a Staff Member or client
- Display of sexually offensive pictures, graffiti or other materials, including through electronic means
- Showing or sending pornography, sexual pictures or cartoons, sexually explicit graffiti, or other sexual images (including on-line)
- Demands for dates or sexual favours.
- Sexual jokes, including passing around written sexual jokes (for example, by email)
- Spreading sexual rumours (including on-line)
- Bragging about sexual prowess
- Asking questions or talking about sexual activities.

Workplace Bullying and Psychological Harassment

Workplace bullying and psychological harassment is defined as unwanted conduct, comments, actions or gestures that affect an individual's dignity, psychological or physical health and well-being. Bullying and psychological harassment may result from the actions of one individual towards another, or from the behavior of a group.

Bullying and psychological harassment are often characterized through insulting, hurtful, hostile, vindictive, cruel or malicious behaviors which undermine, disrupt or negatively impact another's ability to do their job and result in a harmful work environment for *Staff*.

Bullying and psychological harassment can take many forms and may occur when the behavior or conduct:

- ◆ Would reasonably tend to cause offense, discomfort, or embarrassment to another person or group.
- ◆ Has the purpose or effect of interfering with a person's work performance.
- ◆ Creates an intimidating, threatening, hostile or offensive work environment.

Examples could include:

Although there can be no exhaustive list, examples of behavior and impact that may signify bullying or psychological harassment include, but are not limited to:

- Insulting or derogatory remarks, gestures or actions



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- Rude, vulgar language or gestures
- Malicious rumours, gossip or negative innuendo
- Verbal aggression and/or verbal abuse
- Shouting or yelling
- Swearing or name-calling
- Glaring or staring
- Outbursts or displays of anger directed at others
- Targeting an individual through persistent, unwarranted criticism
- Public ridicule
- Verbal, written or physical threats and intimidation
- Mobbing and/or swarming
- Misuse of power or authority
- Isolation and/or exclusion from work-related activities.

What Workplace Harassment Isn't

A reasonable action taken by Stitch It or a *Manager* relating to the management and direction of *Staff*, or the *Workplace* is not considered Workplace Harassment. Counseling, performance reviews, work assignments, and the implementation of disciplinary actions are not forms of Workplace Harassment, and don't restrict a Manager's responsibilities in these areas.

Human Rights Code

Refers to the *Ontario Human Rights Code* that prohibits actions that discriminate against people based on a Protected Ground.

ISAR - Integrated Accessibility Standards ("Regulation")

Refer to: *AODA - Accessibility for Ontarians with Disabilities Act, 2000*

Independent Contractor

A self-employed individual who is not an employee of Stitch It and who contracts to provide temporary services to Stitch It to complete a particular piece of work. Services are paid via an invoice through Accounts Payable. An Independent Contractor may occupy a seat in the *Workplace* and may be required to adhere to Staff Policies if contractually obliged to do so by Stitch It.



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Intoxicated (Intoxication, Intoxicate)

To be affected by illicit drugs or *Legal Substances* especially to the point where physical and mental control is markedly diminished.

Just Cause

Stitch It has the right to terminate your *Engagement* but must provide appropriate notice as outlined in your *Engagement Agreement*. An exception to the notice requirement applies when there is 'Just Cause' which refers to conduct that is of such a serious nature or extent that it essentially breaks the Engagement relationship, in which case no notice would be provided, and termination of Engagement would be immediate.

Legal Substance

Any legal substance, that may cause impairment or intoxication when consumed in excess. Examples include but are not limited to:

- Non-prescription or over-the-counter drugs
- Prescribed medications
- Alcohol
- Cannabis

Manager

Often referred to as 'supervisor' or 'boss'.

As it relates to employees: The individual to whom you report to directly and from whom you take direction from for your work. A manager is normally the individual who conducts your performance review.

As it relates to non-employees: Your Company liaison, or the primary individual from whom you take direction for your services.



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Misconduct

Any improper conduct that involves illegal, fraudulent, dishonest, unethical, or hurtful behavior, or serious negligence in the performance of your duties.

The following are examples that supplement the policy violation examples outlined in Staff Policies, and is by no means an exhaustive list:

- Breaking the law
- Theft or fraud
- Improper or prohibited use of Company *Technology Tools* or *Electronic Communication* tools
- *Discrimination*
- *Harassment* and *Workplace Harassment* including bullying
- Punishing or retaliating against an individual for bringing forward, providing information related to, or otherwise taking part in a legitimate complaint
- *Workplace Violence* including intimidation
- *Off-Duty Misconduct*
- Disclosing *Confidential Information*
- Disclosing or using a *Company Stakeholder's* private information for personal gain or to be hurtful
- Falsifying Company records
- Working less than a *Standard Work Week*, not including planned or reasonable absences
- Falsifying or failure to record absences
- Falsifying personal information
- Insubordination or failure to carry out reasonable work-related instructions
- Job abandonment.



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Mobile Devices

Mobile devices are electronic or wireless portable devices that include but are not limited to:

- Wireless Phones
- Smart Phones
- Tablets
- Laptops
- Any portable device that is or includes a camera
- Any portable device that includes video recording capabilities
- Any portable device that includes sound recording capabilities
- Any portable device that includes the capability to connect to the internet.

Off-Duty Misconduct

Any conduct, *Misconduct*, or violation of Staff Policies that occurs when you're off-duty that negatively impacts Stitch It, its products and services, or *Company Stakeholders*, including, without limitation, the following:

- ◆ Defined as *Harassment & Workplace Harassment, Discrimination, Workplace Violence*, or bullying against any Company Stakeholder.
- ◆ Materially and adversely affecting your job performance or the job performance of co-workers, or results in co-workers refusing to work with you.
- ◆ Materially and adversely affects your professional designation or standing as a member of a professional association.
- ◆ Divulging *Confidential Information* to any person or entity that is not authorized to receive that information.
- ◆ Making libelous, slanderous or maliciously false statements towards or concerning Stitch It, its services and products, or *Company Stakeholders*.



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Personal Activities

“Personal activities” are defined as engaging in any activity during a Standard Work Week that is not directly related to one or more of the following:

- ◆ Your job productivity
- ◆ Your job tasks
- ◆ Your job responsibilities
- ◆ Company business
- ◆ Furthering the interests of Stitch It

Examples of personal activities include, without limitation, the following:

- ◆ Personal Internet use
- ◆ Personal *Electronic Communication* including sending, receiving, or reading personal email
- ◆ Using a *Mobile Device* for personal conversations or other personal messaging activities
- ◆ Personal landline phone conversations
- ◆ Personal errands
- ◆ Extended personal conversations with co-workers
- ◆ Reading for personal interest, including newspapers, magazines, novels or Internet sites.



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Protected Grounds

The Ontario Human Rights Code prohibits actions that discriminate against people based on any of the following protected grounds:

- ◆ Age
- ◆ Ancestry, colour, race
- ◆ Citizenship
- ◆ Ethnic origin
- ◆ Place of origin
- ◆ Creed, including religion
- ◆ Disability
- ◆ Family status
- ◆ Marital status (including single status)
- ◆ Gender identity, gender expression
- ◆ Record of offenses
- ◆ Sex (including pregnancy and breastfeeding)
- ◆ Sexual orientation.

Regular Business Hours

For the Corporate Head Office our general business hours are 8:30 am to 5:00 pm, Monday to Friday.
For Store Locations, the hours follow the hours of the shopping centers they are located in.

Standard Work Week

Refer to **Hours of Work, Meal Breaks, Attendance** policy.

Social Media

Social media is defined as a subset of *Electronic Communication* but has a specific and more complex definition that requires additional detail. Stitch It's use of the term 'Social Media' includes, without limitation, the following:



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- Facebook/META
- Twitter/X
- YouTube
- Google+
- Snapchat
- Instagram
- Pinterest
- Tic Tok
- Stitch It's corporate LinkedIn pages
- Video and photo sharing sites
- Blogging, including but not limited to:
 - Stitch It's blog(s)
 - Your personal blog(s)
 - Any external blog posts or comments
- Forum, chat, and discussion groups, such as Skype chat
- Online wiki sites such as Wikipedia
- Online classified sites including but not limited to Craigslist
- Other websites that allow for comments to be posted
- Other social, interactive, collaborating or networking sites that are accessible by other individuals with a browser regardless of the requirement of a login or password.

Staff

Refer to: *Everyone*

Staff Policies Refers to the policies and topics included in the Staff Policies section of this Manual that all Staff must adhere to as a signed condition of *Engagement* if contractually obliged to do so by Stitch It.



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Technology Tools

Refers to Stitch It's computers, storage, networking and other physical devices, infrastructure and processes that create, process, store, secure and exchange Stitch It's electronic data. Technology Tools include, without limitation, the following:

- Computers and related hardware
- Removable drives, webcams and microphones
- *Mobile Devices*
- Email application
- Phone system
- Networks
- Servers
- Databases
- External file sharing services
- Cloud based services
- Company *Social Media* accounts
- Internet connection
- Wifi
- domain
- FTP
- Website hosting
- Printers
- Software.

Undue Hardship

Stitch It will work to provide accommodations up to the point of undue hardship which occur in situations where:

- All options and recommendations have been considered and it's determined that no feasible accommodation exists; or



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- Accommodation would result in excessive costs that would create a hardship for Stitch It; or
- Accommodation would result in a safety hazard.

If accommodation is determined to cause undue hardship and to the extent possible, Stitch It will work to find a fair and equitable compromise that strives to meet the needs of both parties.

Workplace

A workplace is not necessarily a building or structure. It's defined as any location where you're engaged in providing services for or on behalf of Stitch It, which includes, without limitation, the following:

- ◆ While on Company premises, working remotely, or working from a home office
- ◆ While on Company business
- ◆ While being remunerated by Stitch It
- ◆ While using *Company Materials*, Company resources, equipment, *Technology Tools* or *Electronic Communication tools*
- ◆ While identifying yourself as a representative of Stitch It, for example, when communicating or posting online, while at a conference or an external meeting, when driving on behalf of Stitch It, or during business travel on behalf of Stitch It
- ◆ While operating a motorized vehicle on behalf of Stitch It.

Workplace Violence

As defined in the Occupational Health and Safety Act ('OHSA'):

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker
- A statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker



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Examples include but aren't limited to:

- Beatings, stabbings, suicides, shootings, rapes and any physical contact with intent to harm.
- Any physical contact that causes or could cause physical injury.
- Acts causing psychological trauma such as threats, obscene phone calls, mental cruelty and intimidation and threatening hand gestures or body language.
- Behaviour which gives a person reason to believe that they or any other person is at risk of injury.
- Verbal, written, or telephone threats, including:
 - **Direct:** Direct threats to the victim from the perpetrator, e.g. "I'll hurt you."
 - **Conditional:** Threats of violence to the victim by the perpetrator, if the victim does or doesn't do something, e.g., "If you blow the whistle, I know where you live."
 - **Veiled:** Non-specific threats from the perpetrator, e.g., "I hope you don't get hurt."

Violence can come from a number of possible sources including *Company Stakeholders*, domestic partners, or strangers.

Domestic Violence

An individual who has a relationship with a *Staff Member* (Example: a spouse or former spouse, current or former intimate partner or a family member) who may physically harm, or attempt or threaten to physically harm, that *Staff Member* at work. In these situations, domestic violence is considered Workplace Violence.

Work Product

Any Company ideas, suggestions, developments, reports, documents, concepts, products, inventions, improvements, designs, devices, technology, programs, processes, methodologies, assemblies of information or data, productions made, perfected, conceived or participated in by you, any Company marketing schemes, business, joint venture or marketing contracts, or any business opportunities prepared, produced, developed, or acquired at your direction or by you, whether or not conceived or made in the *Workplace*, or during a *Standard Work Week*, and whether or not you are specifically instructed to make or develop the same.



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STITCH IT POLICY AGREEMENT

This Policy Agreement ("Agreement") is entered into between _____ ("Employee") and **Stitch It** ("Company"). By signing this Agreement, you acknowledge that you have received, read, and understood the updated **Staff Policies Manual**, which will govern the terms and conditions of their employment with the Company starting in **January 2026**.

1. Acknowledgment of Receipt and Understanding:

The Employee acknowledges that they have been provided with a copy of the updated Staff Policies Manual. The Employee has had the opportunity to read and review the manual in its entirety and understands its contents, including any new or updated policies.

2. Commitment to Compliance:

The Employee agrees to comply with all policies and procedures outlined in the Stitch It Policies Manual. These policies are designed to ensure a safe, respectful, and productive work environment, and the Employee agrees to adhere to them as a condition of their continued employment.

3. Responsibility to Seek Clarification:

The Employee understands that if they have any questions or require clarification about any policy or procedure, they are encouraged to seek guidance from their manager or the Human Resources department.

4. Acknowledgment of Mandatory Policies:

The Employee acknowledges that signing this Agreement confirms their commitment to abide by the policies described in the Staff Policies Manual, which protect the Employee, their co-workers, and the Company.

5. Consequences of Non-Compliance:

The Employee understands that failure to adhere to the policies outlined in the Staff Policies Manual may result in disciplinary action, up to and including termination of employment.

Employee Name: _____

Employee Signature: _____

Date: _____