

At Creative Matters Inc., we pride ourselves on our reputation for honesty, integrity and excellence in all aspects of our business. We hold our principals, employees, associates, contractors, suppliers, installers, business partners and manufacturing partners (collectively "Merchants") to these same high ethical standards. All goods and services bearing the Creative Matters trademark, designed by, produced for, or serviced for our firm and our clients shall comply with the following Code of Conduct:

## 1. Compliance with Applicable Laws

Merchants shall comply with all applicable laws and regulations governing employment, including, but not limited to laws governing such issues as child labour, forced labour, wages, hours, overtime, overtime pay, working conditions, benefits.

## 2. Intellectual Property

Intellectual property rights including but not limited to copyrights, patents, trademarks, trade secrets, technology and know-how shall be respected.

## 3. Social Responsibility

Creative Matters is the first North American licensee of Label STEP, an international non-profit organization committed to promoting fair trade in the handmade rug industry. Together we work to improve working and living conditions for carpet weavers, eliminate child labour in the carpet industry and promote environmentally-friendly production methods.

Suppliers shall not employ children. Children are defined as: those younger than the age when compulsory schooling has been completed, those younger than 15 years of age and those younger than the minimum legal age requirement in effect in the jurisdiction where the Merchant's facility is located.

## 4. Hours of Work

Except in extraordinary business circumstances, the regular work schedule for Merchant employees, excluding appropriately compensated overtime, shall not exceed 48 hours per six-day period. Total working hours, including overtime, shall not exceed 60 hours in a given week or 12 hours in a given day. Employees shall receive at least one day off after working six consecutive days. All overtime shall be voluntary.

## 5. Compensation

Suppliers shall pay wages and overtime pay as required by applicable laws. However, if local standards for wages and overtime pay in the industry in which Merchants are engaged are higher than the legally required minimum, Merchants shall meet or exceed such higher standard.

Merchants shall provide their workers with understandable wage statements for each pay period, which statements shall disclose the days or hours worked, the wage or piece rate applicable, and the nature of any deductions taken from their pay.

## 6. Fair and Equal Treatment

Merchants shall not use corporal punishment, threats of violence, or other forms of mental or physical coercion. Harassment of workers shall not be engaged in or permitted, and workers shall not be discriminated against on grounds of race, religion, age, national origin, sexual orientation, gender, disability or any other applicable prohibited grounds unrelated to the ability of the worker to perform their job.

## 7. Health and Safety

Creative Matters is committed to complying with all applicable environmental regulations and operating in a manner that protects the quality of the environment and the health and safety of all workers, associates and the public. We hold all suppliers to the same high standard of compliance and work only with those that have a policy of responsible use of materials and that avoid using materials that are harmful to the environment.

Merchant facilities and off-site locations shall be safe and healthy places to work. Lighting, temperature control and ventilation shall be adequate for the safe performance of the work and the health and comfort of the employees. All machinery shall be equipped with guards and safety cut-offs to prevent injury. Fire exits shall be clearly marked and all passageways to such exits shall be kept clear of materials and equipment.

Manufacturing and/or related services provided by Merchants shall be completed in compliance with all applicable environmental laws and regulations. All hazardous waste shall be disposed of in facilities designed for such disposal without risk to the environment. All required safety gear shall be worn to comply with site regulations.

## 8. Subcontracting and Home Work

No work or portion of work conducted by Merchants shall be subcontracted without the prior express written permission of Creative Matters.

## 9. Professionalism

Suppliers must be professional in their interactions and use constructive communication to meet the goal of a project.

Respect for Creative Matters clients and staff is paramount. Impolite, disrespectful language or behaviour will not be tolerated.

Timely arrival of Merchant products is critical. Should delays occur regular updates shall be required.

## 10. Installation

Merchants who provide installation services shall be fully equipped with all the tools and materials needed to perform their task to the highest standards. They shall also be prepared to handle any site deficiencies that may occur and inform Creative Matters of extra work that is required to accommodate such deficiencies (i.e. leveling of the floor or well before installing.)

# creative MATTERS

INSPIRED WALL & FLOOR COVERINGS

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## MERCHANT CODE OF CONDUCT

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Creative Matters expects the highest quality craftsmanship when handling our goods. Most Creative Matters carpets take months to produce and are very difficult to replace. Prior to commencing a job, Merchants shall ensure they are equipped with the proper materials and techniques for expert installation. Testing on a sample is encouraged. When possible, a visit to the site should be scheduled in advance to ensure the state of the site is well understood. This also provides an opportunity to state any immediate concerns.

Issues of concern shall be discussed directly and confidentially with Creative Matters so that any issues can be addressed promptly without burdening the client. This includes scheduling issues. Cell phone numbers for relevant Creative Matters team members are provided to installers for immediate access.

Sites must be left clean and neat after work has been completed.

### **Our Values**

#### **CREATIVE**

We use our imagination, skills and talents to realize awe-inspiring designs and luxurious, sustainable creations.

#### **COLLABORATIVE**

We work together cooperatively with our team, partners and clients to achieve the very best result.

#### **METICULOUS**

We pay attention to the smallest details and work to ensure unsurpassed product quality and service.

#### **ETHICAL**

We make decisions based on mutual respect for each other, our artisans, business partners and the environment.

#### **INTEGRITY**

We are open, honest and deliver on our promises.

### **Our Vision And Mission**

At Creative Matters, we create exceptional, original, high quality and ethically produced floor and wall coverings using the highest principles of design, production and humanitarianism, in the spirit of excellence, professionalism and integrity.

### **More Information**

Available documents, please inquire:

- Creative Matters Social & Environmental Responsibility
- Label STEP License Agreement Standard