

POLICY COMMITTEE MEETING
AGENDA

Date: Tuesday, February 25, 2020
Time: 6:30 pm
Location: Catholic Education Centre - Board Room
802 Drury Lane
Burlington, Ontario

	Pages
1. Call to Order	
1.1 Opening Prayer (N. Guzzo)	
2. Approvals	
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4. Action Items	
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6.4	Administrative Procedure VI-73 Meal Expenses for Employees at Board Sanctioned Events (A. Lofts)	483 - 485
6.5	Administrative Procedure VI-86 Corporate Purchasing Card (A. Lofts)	486 - 492
6.6	Administrative Procedure VI-33 Redistribution and Disposal of Surplus Furniture and Equipment (A. Lofts)	493 - 495
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7.	Miscellaneous Information	
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8.1	Approval of In-Camera Meeting Minutes (January 14, 2020)	
9.	Motion to Excuse Absent Committee Members	
10.	Motion to Adjourn/ Closing Prayer (V. Iantomasi)	

Date:	January 14, 2020	
Time:	7:00 pm	
Location:	Catholic Education Centre - Board Room 802 Drury Lane Burlington, Ontario	
Members Present	B. Agnew P. DeRosa M. Duarte N. Guzzo V. Iantomasi	H. Karabela P. Murphy T. O'Brien D. Caratao (Student Trustee)
Staff Present	P. Daly, Director of Education S. Balogh, Superintendent of Education, School Services A. Lofts, Superintendent, Business Services J. O' Hara, Executive Officer, Human Resources Services L. Collimore, Chief Officer, Research and Development Services A. Swinden, Manager, Strategic Communications F. Thibeault, Senior Manager, Planning Services	
Regrets	J. O'Hearn-Czarnota	
Recording Secretary	J. Neuman	

That, the Policy Committee recommends that Policy II-38 Educational Research, be forwarded, along with amendments, to the January 21, 2020 Regular Board Meeting for approval.

Dr. L. Collimore shared the amendments to the policy.

Questions regarding the Student Climate Survey; permission forms; results; and response rates were asked and answered.

Discussion ensued regarding the content of the survey.

The chair asked Trustees to indicate if they would prefer to view the specific questions or the themes of the survey once it is developed.

Themes	Questions
P. DeRosa	H. Karabela
T. O'Brien	
V. Iantomasi	
M. Duarte	
B. Agnew	
P. Murphy	

It was determined that the Trustees will have the themes of the survey shared with them.

It was noted that parents have the opportunity to opt out of having their students participate in the survey.

The chair called for a vote. Recommendation **P#14/20 CARRIED.**

In favour	Opposed	Abstain	Absent
V. Iantomasi	H. Karabela		J. O'Hearn-Czarota
T. O'Brien			
D. Caratao (non-binding)			
P. DeRosa			
M. Duarte			
B. Agnew			
P. Murphy			

4.2 Policy III-17 Attendance Support Program (J. O'Hara)

P#15/20

Moved by: M. Duarte

Seconded by: V. Iantomasi

That, the Policy Committee recommends that Policy III-17 Attendance Support Program, be forwarded to the January 21, 2020 Regular Board Meeting for approval.

J. O'Hara shared the changes to the policy.

Questions for clarification were asked and answered.

The chair called for a vote. Recommendation **P#15/20 CARRIED.**

In favour	Opposed	Abstain	Absent
P. DeRosa			J. O'Hearn-Czarota
D. Caratao (non-binding)			
T. O'Brien			
H. Karabela			
V. Iantomasi			
M. Duarte			
B. Agnew			
P. Murphy			

4.3 Policy I-01 Catholic School Support (A. Lofts, F. Thibeault)**P#16/20****Moved by:** V. Iantomasi**Seconded by:** M. Duarte**That,** the Policy Committee recommends that Policy I-01 Catholic School Support, be forwarded to the January 21, 2020 Regular Board Meeting for approval.

A. Lofts noted there were no amendments to the policy.

Discussion ensued regarding communication to Catholic ratepayers regarding directing their school tax support to the Catholic School system. It was noted that the board website, school websites, and the Trustee newsletters contain the information; as well when parents register their children, a DOSS (Direction of School Support) form is provided.

The chair called for a vote. Recommendation **P#16/20 CARRIED.**

In favour	Opposed	Abstain	Absent
P. Murphy			J. O'Hearn-Czarnota
B. Agnew			
M. Duarte			
V. Iantomasi			
H. Karabela			
T. O'Brien			
D. Caratao (non-binding)			
P. DeRosa			

4.4 Policy I-21 Corporate and Community Investment in Education (A. Lofts)**P#17/20****Moved by:** V. Iantomasi**Seconded by:** H. Karabela**That,** the Policy Committee recommends that Policy I-21 Corporate and Community Investment in Education, be forwarded, to the January 21, 2020 Regular Board Meeting for approval.

A. Lofts noted there were minor changes to the policy.

There was no discussion.

The chair called for a vote. Recommendation **P#17/20 CARRIED.**

In favour	Opposed	Abstain	Absent
P. DeRosa			J. O'Hearn-Czarnota
D. Caratao (non-binding)			
T. O'Brien			
H. Karabela			
V. Iantomasi			
M. Duarte			
B. Agnew			
P. Murphy			

4.5 Policy II-24 Home to School Transportation (A. Lofts, F. Thibeault)**P#18/20****Moved by:** T. O'Brien**Seconded by:** P. Murphy**That,** the Policy Committee recommends that Policy II-24 Home-to-School Student Transportation, be forwarded, along with amendments to the January 21, 2020 Regular Board Meeting for approval.

F. Thibeault shared the changes to the policy.

Questions for clarification were asked and answered.

It was determined by Trustees that the word “pupils” in Requirement 1 be changed to “students”.

The chair called for a vote. Recommendation **P#18/20 CARRIED.**

In favour	Opposed	Abstain	Absent
P. Murphy			J. O'Hearn-Czarnota
B. Agnew			
M. Duarte			
P. DeRosa			
D. Caratao (non-binding)			
T. O'Brien			
H. Karabela			
V. Iantomasi			

4.6 Policy II-47 Fees for Learning Materials, Programs and Curricular and Co-Curricular Activities (A. Lofts, A. Prkacin)

P#19/20

Moved by: V. Iantomasi

Seconded by: M. Duarte

That, the Policy Committee recommends that Policy II-47 Fees for Learning Materials, Programs and Curricular and Co-Curricular Activities, be forwarded, to the January 21, 2020 Regular Board Meeting for approval.

A. Lofts noted there were minor changes to the policy.

Questions for clarification were asked and answered.

The chair called for a vote. Recommendation **P#19/20 CARRIED.**

In favour	Opposed	Abstain	Absent
P. DeRosa	T. O'Brien		J. O'Hearn-Czarnota
D. Caratao (non-binding)			
H. Karabela			
V. Iantomasi			
M. Duarte			
B. Agnew			
P. Murphy			

4.7 Policy V-07 Donations Requests to a School or to the Board (A. Lofts)

P#20/20

Moved by: B. Agnew

Seconded by: V. Iantomasi

That, the Policy Committee recommends that Policy V-07 Donations Requests to a School or to the Board, name be changed to Policy V-07 Requests to a School or to the Board, and be forwarded along with amendments to the January 21, 2020 Regular Board Meeting for approval.

A. Lofts shared the amendments to the policy and clarified the recommended policy name change.

Questions for clarification were asked and answered.

It was determined by Trustees that the last bullet of the Principles be changed to an action item instead of an information item and to remove Policy V-04 and Procedure VI-59 School Fundraising Activities from the Associated Policies and Procedures.

The chair called for a vote. Recommendation **P#20/20 CARRIED.**

In favour	Opposed	Abstain	Absent
P. Murphy			J. O'Hearn-Czarnota
B. Agnew			

In favour	Opposed	Abstain	Absent
M. Duarte			
V. Iantomasi			
H. Karabela			
T. O'Brien			
D. Caratao (non-binding)			
P. DeRosa			

4.8 By-law Working Committee (N. Guzzo)

N. Guzzo passed the gavel to M. Duarte at 8:07 pm.

N. Guzzo proposed that a by-law working group be established to work through the by-laws that are scheduled to be updated in June 2020.

Trustees recommended creating a committee of the whole.

Discussion ensued regarding inviting a parliamentarian and/or legal counsel for suggestions/advice.

It was suggested that trustees will meet half an hour prior to the upcoming policy committee meetings to review the bylaws. A suggestion to invite a parliamentarian to assist with following Roberts Rules of Order was also made.

P#21/20

Moved by: N. Guzzo

Seconded by: P. DeRosa

That, a bylaw working committee be struck involving all trustees, the director of the board, and other superintendents as resources to meet a half hour prior to every policy meeting prior to the June 9, 2020 review of the bylaws. A third party may be brought, at the agreement of the trustees, in to advise, as required.

P#21/20 (Amendment)

Moved by: T. O'Brien

Seconded by: P. DeRosa

That, the motion be amended to say:

That, a bylaw working committee be struck involving all trustees, the director of the board, and other superintendents as resources to meet a half hour prior to every policy meeting prior to the June 9, 2020 review of the bylaws. A third party will be brought, at the agreement of the trustees, in to advise, as required.

Discussion ensued.

The chair called for a vote. Recommendation **P#21/20 (Amendment) CARRIED.**

In favour	Opposed	Abstain	Absent
P. Murphy	N. Guzzo		J. O'Hearn-Czarnota
B. Agnew	V. Iantomasi		
H. Karabela			
T. O'Brien			
D. Caratao (non-binding)			
P. DeRosa			
M. Duarte			

M. Duarte passed the gavel back to N. Guzzo at 8:29 p.m.

5. Discussion Items

There were no Discussion Items

6. Information Items

6.1 Administrative Procedure VI-76 Attendance Support Program (J. O'Hara)

Administrative Procedure VI-76 Attendance Support Program were presented as information.

P#22/20

Moved by: V. Iantomasi

Seconded by: P. DeRosa

THAT, the meeting move to meeting in camera

The Chair called for a vote, Motion **P#22/20 UNANIMOUSLY CARRIED**

The meeting moved to in camera at 8:35 p.m.

The meeting moved out of camera at 9:00 p.m.

The Chair called for a 5 minute recess at 9:00 p.m.

The meeting resumed at 9:07 p.m.

- 6.2 Administrative Procedure VI-85 Corporate and Community Investment in Education (A. Lofts)
- 6.3 Administrative Procedure VI-07(a) School Bus Accident Procedure (A. Lofts, F. Thibeault)
- 6.4 Administrative Procedure VI-47 Inclement Weather - Transportation Cancellations and Emergency School Closures (A. Lofts, F. Thibeault, A. Swinden, P. Daly)
- 6.5 Administrative Procedure VI-57 Fees for Learning Materials, Program, Curricular and Co-Curricular Activities (A. Lofts, A. Prkacin)
- 6.6 Administrative Procedure VI-05 Secondary School Cafeteria Commissions (A. Lofts)
- 6.7 Administrative Procedure VI-06 Charitable Receipts (A. Lofts)
- 6.8 Administrative Procedure VI-31 Trust Funds (A. Lofts)
- 6.9 Administrative Procedure VI-28 Selection and Appointment of Positions of Academic Administrative Responsibilities (J. O'Hara)
- 6.10 ~NEW~ Procedure VI-96 Exemption from Instruction Related To the Human Development and Sexual Health Expectations (A. Prkacin)

The Administrative Procedures in items 6.2 to 6.10 were reviewed as information.

Questions for clarification were asked and answered.

Administrative Procedure VI-28 Selection and Appointment of Positions of Academic Administrative Responsibilities will be revised to include components of the policy and will be returned to the February 25, 2020 Policy Committee Meeting.

6.11 Upcoming Agenda Items (February 25, 2019)

6.11.1 Policy II-41 School Uniform Dress Code-School Dress Code (J. Crowell, A. Lofts, D. Tkalcic)

6.11.2 Policy I-31 Apparel Purchases and Fair Labour Practices (A. Lofts, D. Tkalcic)

6.11.3 Policy I-10 Banking, Investment and Borrowing (A. Lofts)

6.11.4 Policy I-25 Purchasing (A. Lofts)

6.11.5 Policy I-34 (A) Reimbursement of Board Business Expenses (A. Lofts)

6.11.6 Policy III-13 Corporate Purchasing Card Distribution Usage (A. Lofts)

6.11.7 Policy V-14 Alcohol at Board School Sanctioned Events-Off Premises (A. Lofts)

6.11.8 Discussion Items

6.11.9 Information Items

6.11.9.1 Administrative Procedure VI-91 Banking, Investment and Borrowing (A. Lofts)

6.11.9.2 Administrative Procedure VI-11 Purchasing (A. Lofts)

6.11.9.3 Administrative Procedure VI-26 Cheque Requisition (A. Lofts)

6.11.9.4 Administrative Procedure VI-90 Reimbursement of Board Business Expenses for Employees (A. Lofts)

6.11.9.5 Administrative Procedure VI-73 Meal Expenses for Employees at Board Sanctioned Events (A. Lofts)

6.11.9.6 Administrative Procedure VI-86 Corporate Purchasing Card (A. Lofts)

6.11.9.7 Administrative Procedure VI-33 Redistribution and Disposal of Surplus Furniture and Equipment (A. Lofts)

7. Miscellaneous Information

There were no Miscellaneous Items

8. In Camera

Item 6.1 was discussed in camera, above.

9. Motion to Excuse Absent Committee Members

P#23/20

Moved by: V. Iantomasi

Seconded by: H. Karabela

That Trustee(s) J. O'Hearn-Czarnota be excused.

CARRIED

10. Motion to Adjourn/ Closing Prayer (M. Duarte)

P#24/20

Moved by: P. DeRosa

Seconded by: B. Agnew

That the meeting adjourn.

CARRIED

M. Duarte closed the meeting with prayer at 9:22 p.m.

Policy II-41 School Uniform Dress Code - School Dress Code	Item 4.1
Tuesday, February 25, 2020	

Purpose

To provide for the consideration of the Policy Committee revisions to *Policy II-41 - School Uniform Dress Code/School Dress Code* as recommended by staff.

Commentary

At the October 8th, 2019 Policy Meeting, *Policy II-41 School Uniform Dress Code/School Dress Code* was presented for discussion. Staff delivered a presentation on the upcoming competitive bid process which will be carried out in the Spring of 2020 as our contract with our current uniform provider expires at the end of the 2020 calendar year. It was determined that a further discussion should happen with regards to a Community Consultation prior to starting the competitive bid process.

At the November 12, 2019 Policy Meeting, Staff presented a [Public Consultation Plan](#). Trustees agreed to change the date of the February Policy Meeting to February 25, 2020 to allow enough time for the Community Consultations, and any potential changes to be made to *Policy II-41 School Uniform Dress Code/School Dress Code*.

The Consultation Process

Feedback was gathered in two (2) ways:

- I. Two public consultation sessions
- II. An online feedback form for parents and students
- III. An online feedback form for staff
- IV. A feedback form for Catholic School Councils, SEAC and CPIC

I. Public Consultation Sessions

Two public consultation sessions were held as follows:

DATE	LOCATION	NUMBER OF PARTICIPANTS
January 15, 2020	Corpus Christi Catholic Secondary School, BURLINGTON	49
January 16, 2020	St. Peter Catholic Elementary School, MILTON	18

Description of Format

The session was comprised of two parts.

PART I – Focused Conversations

Participants were gathered into groups of 4 to conduct one-on-one interviews. Each participant had an opportunity to respond individually to the following questions:

1. What are the key qualities and characteristics of a good school uniform provider?
2. What is working well with the current school uniform provider?
3. How can we enhance the services or products of the uniform provider?
4. What lessons have we learned working with school uniform providers that HCDSB staff and Trustees should keep in mind when selecting the next provider?

PART II – Finding Common Themes

After the interviews were conducted, groups gathered into groups to summarize responses and find common themes.

The key themes that emerged are attached as **Appendix A**.

II. Online Feedback Forms

An online feedback form for parents and students was made available between January 16 and January 31, 2020. A total of 4369 completed responses were submitted.

A separate online feedback form was made available for staff between January 20 and January 31, 2020. A total of 209 completed responses were submitted.

The survey results are attached as follows:

- **Appendix B:** School Uniform Consultation Form ~ Parent and Student Summary;
- **Appendix C:** School Uniform Consultation Form ~ Parent and Student Summary - Panel and Municipality Analysis;
- **Appendix D:** School Uniform Consultation Form ~ Staff Summary

III. Feedback Forms for Catholic School Councils, SEAC and CPIC

Separate invitations were also extended to Catholic School Councils, the Special Education Advisory Committee (SEAC) and the Catholic Parent Involvement Committee (CPIC) to provide collective feedback.

We received feedback from 17 Catholic School Councils – see **Appendix E**.

We received collective feedback from SEAC – see **Appendix F**.

We also received collective feedback from CPIC – see **Appendix G**.

Item 4.1 | Policy II-41 School Uniform Dress Code/School Dress Code

In reviewing the community consultation feedback, specific language has been added to the Principles section that speaks to the need of involving vendors in accommodating the physical and sensory needs of students of all abilities. Further to this specific addition, there is a commitment to ensure the upcoming competitive bid process reflects the feedback that was received. Minor changes have also been made to the policy to provide clarity and continuity between panels.

The revised *Policy II-41 School Uniform Dress Code/School Dress Code* is attached for review and consideration by the Policy Committee.

Recommendation

The following recommendation is presented for the consideration of the Board:

Moved by:

Seconded by:

That, the Policy Committee recommends that Policy II-41 School Uniform Dress Code/School Dress Code, be forwarded for Stakeholder Feedback to be reviewed at the April 14, 2020 Policy Committee Meeting.

Report Prepared & Submitted by:

Jeff Crowell
Superintendent of Education, School Services

Andrea Swinden
Manager, Strategic Communications

Zoe Walters
Researcher, Research Services

Report Approved by:

Patrick Daly
Director of Education and Secretary of the Board

School Uniform Dress Code/School Dress Code	
Adopted: April 14, 2009	Last Reviewed/Revised: February 6, 2018
Next Scheduled Review: 2020-2021	
Associated Policies & Procedures: I-31 Apparel Purchases and Fair Labour Practices; II-39 Progressive Discipline and Safety in Schools Code of Conduct – Suspensions and Expulsions VI-44 Progressive Discipline and Safety in Schools V-18 Community Engagement and Public Consultation Policy	

Purpose

To promote, through the implementation of a school uniform dress code or a school dress code, a safe and positive learning environment consistent with the mission and governing values of the Halton Catholic District School Board.

Application and Scope

This policy applies to all students under the jurisdiction of the Halton Catholic District School Board.

References

[Education Act of Ontario, Regulation 298](#)

[Human Rights Code](#)

Definitions

A-School Uniform Dress Code is defined as the standard of prescribed student dress, developed in consultation with the school community, specifying clothing that must be purchased from approved uniform suppliers, and may include guidelines as to when and how particular items can be worn.

Student Dress Code is defined as the standard of student dress established in consultation with the school community, consistent with the Board Policy and the Education Act and Regulations, required of students in elementary schools that have chosen not to implement a school uniform dress code.

Principles

- A school uniform dress code or a student dress code reflects the distinctively Catholic character of our schools and supports the development of attitudes consistent with Catholic teaching.
- The Board is committed to providing a learning and working environment that is safe and respectful of the needs and well-being of all individuals, and believes that a school uniform dress code supports such environments.
- In each Secondary School, The Board requires the adoption and implementation of a school uniform dress code in each secondary school, consistent with the values, traditions and distinctiveness of Catholic schools.
- In our elementary schools, The Board endorses and encourages the adoption of a school uniform dress code in our elementary schools, consistent with the values, traditions and distinctiveness of Catholic schools as an effective strategy to build inclusive Catholic communities and encourage a sense of belonging for all students.
- For elementary school communities, The Board affirms a role for parents to determine, through democratic vote conducted in accordance with this policy, whether or not to adopt and implement a school uniform dress code for elementary school communities.
- In each elementary school community that votes not to adopt and implement a school uniform dress code, the Board requires the adoption of a student dress code, consistent with the values, traditions, distinctiveness of Catholic schools, and the requirements of this policy, in each elementary school community that votes not to adopt and implement a school uniform dress code.
- ~~The Board requires the adoption and implementation of a school uniform dress code in each secondary school, consistent with the values, traditions and distinctiveness of Catholic schools.~~
- The Board recognizes there is a shared responsibility for meeting the expectations of the School uniform dress code or student dress code.
- The primary responsibility for the consistent enforcement of the School uniform dress code or student dress code is that of the principal, and school staff are expected to support the consistent implementation of such uniform dress codes.
- The Board recognizes that circumstances may require schools to access assistance for individual families with the purchase of uniforms.
- The Board is committed to working with uniform vendors to provide clothing that meets the physical and sensory needs of students of all abilities.
- The Board recognizes the necessity of a school dress code for those times when students are not in uniform (i.e. civvies day or spirit days, elementary physical educational classes). Any action taken to implement the requirements of this policy, including the application of supports and consequences to students must be consistent with the Requirements of Policy

II-39 Progressive Discipline and Safety in Schools ~~(2012)~~.

- The policy shall be in accordance with provisions of the Education Act, Regulation 298, the Human Rights Code, Board Operating Policy I-31 Apparel Purchases and Fair Labour Practices, and the governing values of the Halton Catholic District School Board.

Requirements

General:

All elementary schools shall adopt either a School Uniform Dress Code or a School Dress Code for students in keeping with the Board's Mission Statement, governing values and Catholic social teaching.

All secondary schools shall adopt a School Uniform Dress Code.

A school uniform assistance program shall be in place, in each school, to ensure that access to discreet and confidential assistance, through the School Principal, is available for families that have difficulty purchasing the uniform due to financial hardship.

A. Elementary School Uniform Dress Code Implementation Process:

1. A prescribed process for local decision making shall ensure that parents/guardians of students in each elementary school may determine whether an elementary school community adopts and implements a school uniform dress code. In accordance with this policy, each elementary school shall conduct a vote on whether to adopt a school uniform dress code at least once.
2. The principal of each school shall be responsible for ensuring that a community vote is conducted, in accordance with this policy, to consider the adoption and implementation of a school uniform dress code. Approval to proceed with implementation requires a simple majority (50% plus one) of those ballots cast have been marked indicating a "YES" vote.
3. Upon achieving the required approval as described above (50% plus one), all students registered in the elementary school shall ~~wear-adhere to~~ the school uniform dress code. Any action taken to implement the requirements of this policy, including the application of supports or consequences to students must be consistent with the Requirements of Policy II-39 Progressive Discipline and Safety in Schools.
4. Should a school uniform dress code not be adopted after the voting process, no renewed process will be initiated for at least three (3) years. A Student Dress Code shall be established, and implemented in accordance with this policy.
5. At least once annually, at a Catholic School Council meeting, the Principal shall review the school uniform dress code and school dress code. This review may include approval of uniform pieces, the monitoring and enforcement of the school uniform dress code and school dress code, stakeholder consultation (i.e. student, staff, greater school community), approved civvies days/spirit days.

6. In schools that have chosen not to implement a school uniform, ~~the school dress code~~ committees ~~will~~ may be established to monitor and review the implementation of the school dress code, and consider the interest in school uniforms.
7. The review may include a process for consultation with students, teachers and staff working in schools, parents and guardians, and school councils.
8. Following the review process outlined above, and upon the requirements of the Catholic School Council, an elementary school community may choose to conduct a vote in accordance to this policy, to adopt a school uniform if they have not yet done so.
9. Similarly, an elementary school that has previously chosen to adopt a school uniform may follow the same review process, and upon the recommendation of the Catholic School Council, may choose to conduct a vote in accordance with this policy to discontinue the implementation of a school uniform.
10. The principal of an elementary school, together with the Catholic School Council will oversee the process of voting on the adoption of a school uniform dress code. Elementary schools considering the adoption of a school uniform dress code shall:
 - a. inform the appropriate Superintendent;
 - b. establish a representative committee including parents, staff and students to explore the implication of introducing a school uniform dress code. The committee must prepare an Action Plan to be distributed prior to a community information night.

~~c. The~~ The following components of the Action Plan will be consistently implemented throughout the Board consistent from school to school:

Communication Plan: includes methods of communicating the Action Plan and subsequent community information meeting, notice of vote, voting results, implementation timelines and data collection through newsletters, school websites, and other means as appropriate. The School Uniform Dress Code Policy must be communicated.

The Uniform Supplier:

- Elementary schools must use the Board's authorized uniform supplier.
- The method of selecting a provider through the RFP-competitive bid process will take place every three (3) years and will include participation by Board staff, as appointed by the Director of Education. At least three (3) members of CPIC (Catholic Parent Involvement Committee) will be involved in establishing the criteria for the RFP-competitive bid process.
- The selection criteria to determine the authorized uniform suppliers must include affordability, accessibility and convenience, quality, support for equity and availability of subsidies/family assistance, and compliance with Board Policy I-31 Apparel Purchases and Fair Labour Practices.

The Uniform:

- The uniform colours at all elementary schools will consist of a combination of navy blue and

white only. To supplement the base uniform, individual schools may choose to add additional items of uniform apparel (shirts, sweaters, vests, hoodies, etc.) that may also reflect a school's colour (one colour).

- Only a school logo/name shall be permitted on school uniforms. Advertisements of any kind on school uniforms is prohibited.
- Any clothing item worn under uniform pieces, but still visible must be in compliance with school dress codes, and generally, will be in the school uniform colours or white (i.e. undershirts, tights or socks).
- No student will be denied access to school as a result of inability to afford appropriate clothing required by a school's uniform dress code policy. A process must be in place to address this issue.
- A school's approved uniform pieces shall be reviewed/monitored every year by the principal and Catholic School Council members.
- The following components will be up to the discretion of the principal and the Catholic School Council:
 - Type and styles of clothing from the chosen uniform provider;
 - A strategy for Non-Uniform Days: ~~or~~ Civvies or Spirit Days.

Community Information Meeting:

- The principal shall ensure the distribution of the Action Plan to parents prior to the community information meeting, and the information meeting will take place prior to the voting process.

Elementary Voting Procedures/Ballot Question:

- **SCHOOL VOTES SHOULD BE CONDUCTED IN FEBRUARY OR MARCH.**
- Every registered family with children in JK – 6 of the current school year is eligible to vote, and receives one (1) vote (ballot).
- Every family with children confirmed as pre-registered for the next school year (i.e. JK/Early Learning Kindergarten, French Immersion, etc.) is eligible to vote, and receives one (1) vote (ballot).
- Families of students with Children only in grade 7 or 8 in the current year are not eligible to vote. In the event that a School Uniform Dress Code is adopted for the following school year, grade eight students in the initial year of implementation are encouraged to wear the school uniform, but compliance is not compulsory.
- The ballot sample is provided in Appendix A. The ballots shall be numbered to ensure that there is one ballot provided for each family in the school community.
- Members of the School Uniform Dress Code Committee may initiate ~~calls/reminders~~ communication to families to remind them of the ballot due dates only.
- Only original ballots will be accepted (no telephone or verbal voting). A ballot signed solely by

a student will be considered a void ballot.

- No proxy voting.
- It is recommended that the voting process be completed by March 30th in order for successful implementation in the following school year and include all families registered at the school for September of the next school year.
- The voting process must not exceed two (2) calendar weeks but cannot be completed sooner than one (1) week following the community information night.
- The Principal, in collaboration with the Catholic School Council shall communicate the ballot results to the school community no later than one (1) week after the vote occurs. Ballots will be stored at the school for a minimum of three (3) years.

School Consolidation/Closure:

- Elementary schools involved in school consolidation/closure where all, or some, of the schools have previously implemented a school uniform will be required to go through the following process **during the transition year (year prior to consolidating)**:
 - A community information meeting
 - Voting procedures followed as above for all families in the boundaries of the new consolidated school
 - If vote determines that the new consolidated school shall implement a uniform, grandfathering of the previous uniform pieces will occur for three (3) years
 - **IN THE INITIAL YEAR, GRADE 8 STUDENTS WILL HAVE THE OPTION OF WEARING THE SCHOOL UNIFORM**
 - An appropriate logo for the new consolidated school will be determined after the school name is decided

New School:

- A new Elementary School will initiate the school uniform implementation process in their first year of existence
- If the vote determines that a school uniform shall be implemented, grandfathering of uniforms that existed at schools that created the boundaries of the new school will occur for three (3) years

B. Elementary School Dress Code:

- All elementary schools must adopt an elementary school dress code even if they have implemented an Elementary School Uniform Dress Code.
- An elementary school's student dress code shall be in keeping with our Catholic teachings and beliefs, and reflect ~~principals~~ principles of modesty. Criteria to be used in developing the student dress codes includes:
 - safety conditions

- maintenance of proper decorum
- modesty
- cleanliness
- neatness
- appropriateness in relation to the activity in keeping with Catholic values

Non-compliance to a Student Dress Code may include but is not limited to logos, sayings and pictures that address/display:

- sexual content
 - substance abuse
 - violence
 - profanity
 - inappropriate references to nationality, race or gender
- Parents are encouraged to be involved and active in the decision-making process through their Catholic School Councils in consultation with the principal and school staff.
 - Each school will annually review the school's dress code. This review process shall include consultation with students, school staff, parents and other stakeholders as appropriate.
 - A copy of the school's dress code will be included annually in the school's School Agenda Book, September newsletter and on the school's website.
 - Students will be expected to observe all aspects of the dress code. School staff and parents will be expected to support its consistent implementation.
 - Any action taken to implement the requirements of this policy, including the application of consequences to students or direction to visitors to the school grounds or property, must be consistent with the requirements of Policy II-39 Progressive Discipline and Safety in Schools.
 - The principal of each school has the discretion to determine whether a student is in violation of the School Uniform Dress Code or the School Dress Code, has responsibility to enforce the school uniform dress code/school dress code policy, and has the authority to implement the requirements of this policy, including any supports or consequences to students.
 - School staff are expected to support the consistent implementation of a school uniform dress code, or school dress code, in accordance with the local school code of conduct.

C. Secondary School Uniform Dress Code:

1. A secondary school's uniform shall be in keeping with our Catholic teaching.
2. Each school will review the present uniform policy in accordance with the Appropriate Dress Guidelines from the Ministry. This review process shall include consultation with students, school staff, parents and guardians. Once established, the policy will be reviewed annually or as needed at the discretion of the school community.

3. Only a school logo/name shall be permitted on school uniforms. Advertisements of any kind on school uniforms are prohibited.
4. Any action taken to implement the requirements of this policy, including the application of consequences to students or direction to visitors to the school grounds or property, must be consistent with the requirements of Operating Policy II-39 Progressive Discipline and Safety in Schools.
5. The Board recognizes the necessity of a school dress code for those times when students are not in uniform (i.e. civvies or spirit day). Any action taken to implement the requirements of this policy, including the application of supports and consequences to students must be consistent with the Requirements of Operating Policy II-39 Progressive Discipline and Safety in Schools ~~(2012)~~.
- On days when students are not in uniform (i.e. civvies or spirit day), Principals will ensure that a school dress code is communicated and applied to all students. Criteria to be used in developing the non-uniform day includes:
 - safety conditions
 - maintenance of proper decorum
 - modesty
 - cleanliness
 - neatness
 - appropriateness in relation to the activity in keeping with Catholic values. Non-compliance may include, but is not limited to, logos, sayings and pictures that address/display:
 - sexual content
 - substance abuse
 - violence
 - profanity
 - inappropriate references to nationality, race or gender
6. A copy of the school's uniform dress code will be included annually in the school's School Agenda Book ~~or~~ and on the school's website.

APPROVED: Regular Meeting of the Board

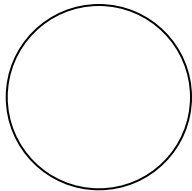
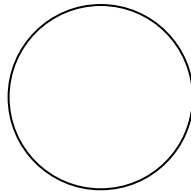
AUTHORIZED BY: _____

Chair of the Board

SCHOOL UNIFORM BALLOT

SCHOOL NAME: _____ BALLOT # _____

Please indicate your choice below by marking one appropriate box with an "X"

In accordance with Policy II-41 School Uniform Dress Code/School Dress Code, I/we agree to the implementation of a uniform at [name of school] School; whereby [name of uniform provider] is the sole provider.	
YES	
NO	

~~~~~

Parent/Guardian: \_\_\_\_\_  
 (Please print your name)

Child's(ren) Name and Grade: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please share your comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

It is suggested that every family respond for an accurate assessment of the school community's view on this important issue. Please return this form to your child's teacher.

**\*\*Note:** Approval to proceed with implementation requires that a majority (50% plus one) of those ballots returned have been signed indicating a "YES" vote.

(On School Letterhead)

## ACTION PLAN TEMPLATE ELEMENTARY SCHOOL UNIFORM DRESS CODE

**COMMITTEE MEMBERS** (list full names and titles):

Principal  
Catholic School Council members  
Students  
Other (identify)

The following components of this Action Plan are supported by Operating Policy II-41 School Uniform Dress Code/School Dress Code (copy attached).

1. **COMMUNICATION PLAN:**

- a) Initial Discussion on proceeding to School Uniform Implementation: (date) \_\_\_\_\_.
- b) Discussion to proceed by Catholic School Council and Principal: (date) \_\_\_\_\_.
- c) Tentative timelines/methods of communication

| ITEM                                                                                          | DATE | METHOD | RESPONSIBILITY |
|-----------------------------------------------------------------------------------------------|------|--------|----------------|
| • Initial notification to community of Development of Action Plan                             |      |        |                |
| • Detailed Action Plan sent to community                                                      |      |        |                |
| • Parent Information Night with uniform supplier and Superintendent in attendance             |      |        |                |
| • Ballot to be sent out the night after the Parent Information Night/Notice of voting period  |      |        |                |
| • Results of Vote                                                                             |      |        |                |
| • To be determined upon approval as per Board Policy (student fitting dates, locations, etc.) |      |        |                |

2. **THE UNIFORM SUPPLIER** approved by the Board is (name of supplier) \_\_\_\_\_.3. **THE UNIFORM** (with school crests where appropriate):

- a) Components (list types of clothing)
- b) Colours
  - i. Navy Blue/White combinations
  - ii. Acceptable Additional School's Colour (describe) \_\_\_\_\_
- c) Prices – see attached list

4. **VOTING PROCESS**

- see Elementary Voting Procedures Ballot Questions page 3 of Operating Policy (attached)

5. **SAMPLE BALLOT** – (attached)

## School Uniform Consultation - Appendices

## School Uniform Provider Consultation

### KEY FINDINGS & THEMES: CONSULTATION FEEDBACK

The following chart outlines the key themes that emerged from the public consultation sessions.

| Question                                                                                                                                                  | Key Themes (ranked in order of preference)                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. What are the key qualities and characteristics of a good school uniform provider?                                                                      | <ul style="list-style-type: none"> <li>• Durability/quality</li> <li>• Cost/Quality</li> <li>• Variety of styles/fits</li> <li>• Inventory</li> <li>• Customer Service</li> <li>• Location</li> <li>• Accountability</li> </ul>                                                                                                                        |
| 2. What is working well with the current school uniform provider?                                                                                         | <ul style="list-style-type: none"> <li>• Nothing</li> <li>• Location</li> <li>• Hours</li> <li>• Self-Serve Shopping Option</li> <li>• Donations for families in need</li> <li>• Smart Sizing</li> <li>• Return Policy</li> <li>• No Tax Sales/Promos</li> </ul>                                                                                       |
| 3. How can we enhance the services or products of the uniform provider?                                                                                   | <ul style="list-style-type: none"> <li>• Quality</li> <li>• Variety of Clothing Options and Styles</li> <li>• Product Availability</li> <li>• Purchase from any store location</li> <li>• Expand providers</li> <li>• Consistent sizes/better fit</li> </ul>                                                                                           |
| 4. What lessons have we learned working with school uniform providers that HCDSB staff and Trustees should keep in mind when selecting the next provider? | <ul style="list-style-type: none"> <li>• Quality of garments is important</li> <li>• Customer service – we need better service</li> <li>• Increase options for styles</li> <li>• Providers that can meet the needs/demand</li> <li>• Sizing</li> <li>• Locations – air conditioning; parking important</li> <li>• User-friendly online site</li> </ul> |



# School Uniform Consultation Form – Parent and Student

Summary of Stakeholder Feedback

Prepared by:  
*Research and Development Services*  
February 14<sup>th</sup>, 2020



## Contents

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## Introduction

This report summarizes feedback received from Halton Catholic District School Board (HCDSB) parents and students through the online survey for the School Uniform Provider Consultation.

## Background

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

Before moving ahead with the RFP process, HCDSB staff and trustees wanted to seek input from parents, students and staff on the requisite characteristics of an ideal school uniform provider.

## Feedback

On January 16, 2020, an email was sent to all HCDSB parents, inviting them to provide input on the School Uniform Provider Consultation, via an online survey. The link to the online survey was also shared with our Student Trustees, who disseminated the invitation to respond to secondary school students.

Because feedback appears as received, the dataset may contain duplicate responses. The online form was anonymous (aside from a field to include name voluntarily), and not password protected, therefore unable to prevent duplicate names and duplicate comments.

## Who Responded?

In total, 4369 completed responses were submitted via the online form. The majority of respondents were HCDSB parents (80.7%, n = 3526). There were 727 students (16.6%) and 116 unknown respondents (2.7%).

The following table displays the respondents' municipality:

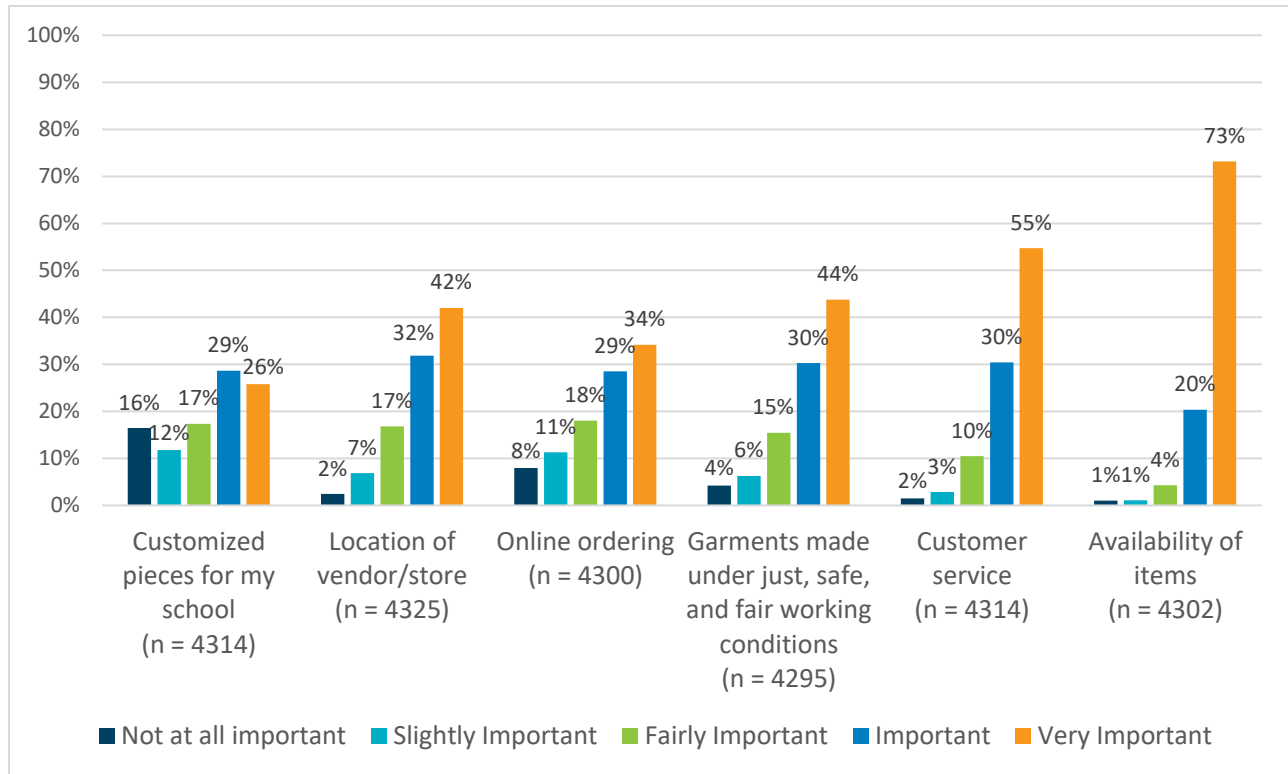
| Municipality  | Count       | Percentage  |
|---------------|-------------|-------------|
| Burlington    | 1071        | 24.5%       |
| Halton Hills  | 433         | 9.9%        |
| Milton        | 1791        | 41.0%       |
| Oakville      | 1065        | 24.4%       |
| Not specified | 9           | 0.2%        |
| <b>TOTAL:</b> | <b>4369</b> | <b>100%</b> |

4358 respondents selected their or their child(ren)'s panel. 2891 respondents selected 'elementary' (66.3% of those who responded); 2031 respondents selected 'secondary' (46.6% of those who responded). If parents had children attending both elementary and secondary schools, they were asked to select both panels, which explains why the count and percentages, noted above, surpass 4358 and 100%, respectively. In total, 565 respondents selected both 'elementary' and 'secondary'.

## Consultation Form Results

The following section presents the overall results of the consultation form.

**Q: How important are each of the following criteria to the selection of a uniform provider?**



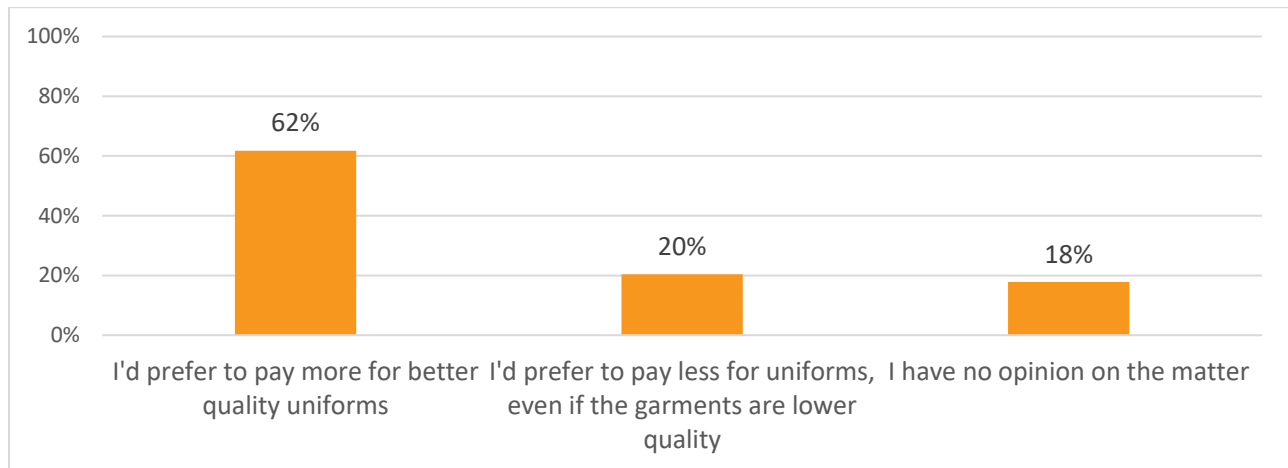
The graph above shows how important the respondents believe each criterion is to the selection of a uniform provider.

The top three criteria ranked as 'very important' by the most respondents include:

1. 'Availability of items' (73%; n = 3149);
2. 'Customer service' (55%; n = 2360);
3. 'Garments made under just, safe, and fair working conditions' (44%; n = 1881).

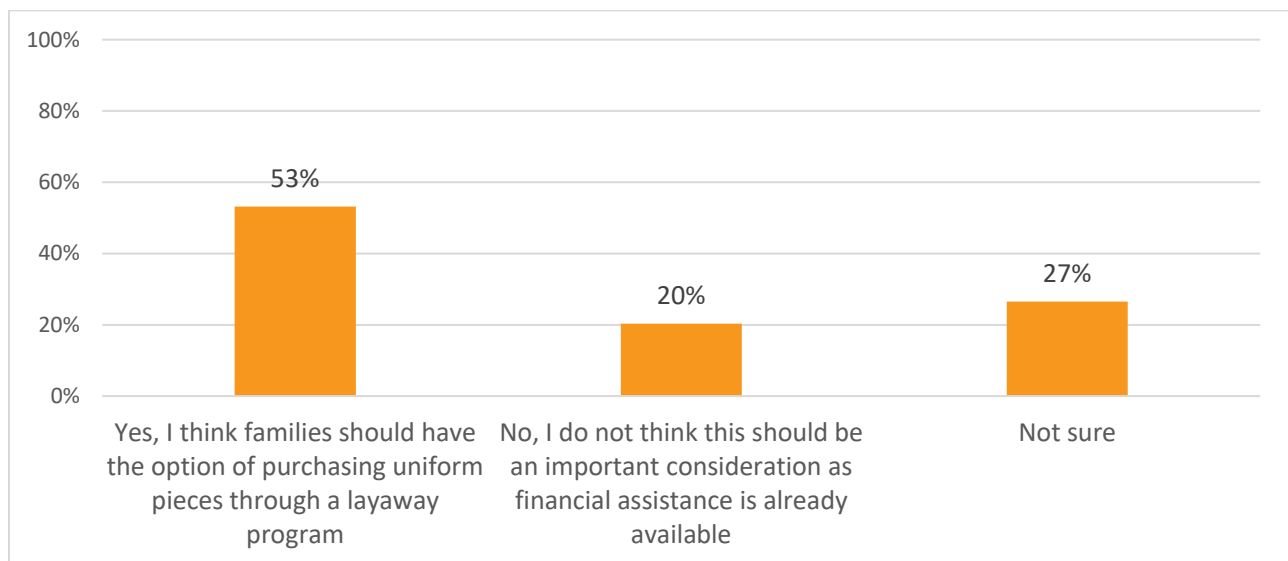
Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (16%; n = 710).

**Q: Please select the response that best reflects your opinion. (n = 4324)**



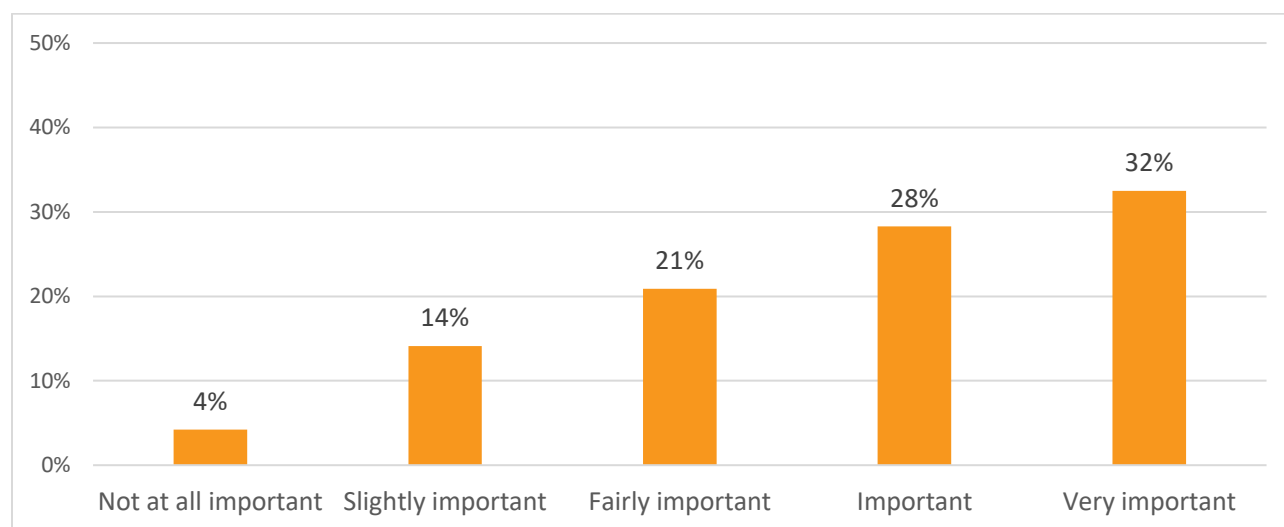
The majority of respondents (62%; n = 2671) indicated that they would prefer to pay more for better quality uniforms. Twenty percent (n = 883) would prefer to pay less for uniforms, even if the garments are lower quality; Eighteen percent (n = 769) had no opinion on the matter.

**Q: All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Keeping this financial assistance program in mind, would it be important that the uniform provider offer a layaway\* program? (n = 4349)**



Slightly more than half of respondents (53%; n = 2313) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Twenty percent (n = 883) did not think that layaway should be an important consideration as financial assistance is already available; twenty-seven percent (n = 1153) said they were not sure.

**Q: How important is it that the uniform provider meets the physical needs of students (e.g., allergies to materials, customized sizing, etc.)? (n = 4354)**



The majority of respondents (60%; n = 2646) said that the uniform provider meeting the physical needs of students was important or very important.

**Q: How can we enhance the services and/or products offered by the uniform provider? (n = 2416)**

2416 respondents (55%) provided a comment in response to this question. The responses were analyzed and coded into common themes. The most frequent themes<sup>1</sup> are discussed below.

Note: The percentage provided with each theme refers to the proportion of those who responded to this question, whose comment reflects the specified theme. For example, 35% of the 2416 respondents who responded to this question touched upon uniform quality in their answer, not 35% of all 4369 respondents. These themes do not account for all opinions expressed but provide a summary of the most frequent comments. **Please see Appendix A for the full list of responses.**

**Theme 1: Uniform quality (35%; n = 840).** Approximately one third of respondents emphasized the importance of quality uniform garments. More specifically, respondents requested garments that are durable, able to last and withstand washing and drying, made of higher quality materials, etc. Examples:

*“Better fabric for the pants - fabric is not consistent with what other school have been offering. Current fabric feels like cardboard and is uncomfortable. Better fabrics for the tops (golf shirt style) fabric balls after a few washes.*

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<sup>1</sup> ‘Frequent themes’ is defined as themes that consist of more than 10% of the comments

*“better quality uniforms, longer lasting, and much better materials - that wash well, etc.”*

*“I prefer a quality of clothing that does not fall apart nor age considerable after only a few washes and using delicate wash cycle and hang drying”*

*“We need shirts and sweaters that don't pill on the first wash. We need pants that will withstand more wear and tear especially in the knees.”*

**Theme 2: Stock/Availability (21%; n = 499).** Many respondents noted that the uniform provider should have all uniforms pieces, of various sizes, in stock. Respondents expressed frustration with discovering that their desired item(s) are out of stock after driving to the store, as well as having to wait months for their order to arrive. Examples:

*“Better quality and readily available (in stock) when required. Eg. not having to wait more than two months when you ordered well before the school year started.”*

*“... better stocking levels late August and early September, there should be no backorders for the beginning of the school year - better inventory control”*

*“Availability of products in store/ reduce wait times for products which need to be ordered. Waiting 6+ weeks for a pair of plain navy blue pants is unacceptable.”*

*“More quantities available at critical times of the year and quick turnaround on back ordered items...”*

**Theme 3: Variety of garments/styles/selection (18%; n = 442).** Respondents suggested that the chosen uniform provider have more of a variety of garments and styles. For instance, the uniform provider could offer additional uniform pieces (e.g., hoodies or yoga pants), ensure garments reflect current styles, and offer different pieces for different seasons (e.g., warmer pants for winter months, lighter shirts for summer), etc. Examples:

*Allow for more styles and options: different coloured shirts, more sweaters, blazers and ties*

*Better selection for the girls. Pants that are a bit nicer. More selection. Just a few more pieces to choose from.*

*Can the pants be more aligned with the styles of today, more consistent with what the children are used to wearing outside of school. For example, leggings for girls, tapered track pants for boys etc. The baggy, bulky style of the uniform today looks sloppy, out of date and poor quality.*

*More options, a variety for various weather options. Adjustable waists. Better quality since they require daily washing. Dressy sweat pants. leggings with school logo. More options in shirts like cotton v necks and turtlenecks.*

**Theme 4: Sizing/fit (15%; n = 367).** Respondents stressed the importance of proper sizing and proper fitting uniforms. Some respondents noted that children do not always fit in the standard sizes, and some uniforms pieces are ill-fitting (e.g., too wide, too short, too bulky). Examples:

*“Better fit. The ISW uniform shirts are very short and wide. They shrink about 3” after washing. The shirts need to be longer.”*

*“Clothing that fits different body types is important. Pants that are sized in length, as well, and not just waist. To buy pants that are 5 inches too long and then have to pay someone an extra \$20-30 to hem them is ridiculous.”*

*“Offer uniform sizing that fits all student types, not one size fits all. Offer adjustable waist in ALL types of pants for all elementary school ages.”*

*“Proper fitting clothes with adjustable waists bands not all bodies are created equal”*

**Theme 5: Dissatisfaction with current provider and/or preference to have new provider (11%; n = 275)<sup>2</sup>.** Comments included in this theme voiced dissatisfaction with the current uniform provider and/or expressed the desire for a new uniform provider. These comments explicitly mention the current uniform provider (ISW) and/or the past uniform provider (McCarthy's). Nearly half of these comments (46%; n = 126) specifically expressed their satisfaction with McCarthy's and/or suggested returning to McCarthy's. Examples:

*“Choose a company that will provide much better quality items. ISW has provided poor quality items for high prices and took a very long time to fill orders that were placed in the summer before school began.”*

*“Get rid of the supplier. McCarthy's uniforms were better quality, better fit, and had extended sizes, none of which is offered with your current supplier. The quality is cheap and the product does not last.”*

*“ISW uniforms were a very low quality yet cost was still too high. I would prefer not to have them move forward in the rfp process”*

*“We need to switch to McCarthy- they definitely have the better quality, customer service and uniform pieces actually last long enough to be passed on to siblings!”*

**Q: Do you have any other comments regarding the selection of a uniform provider? (n = 1795)**

1795 respondents (41%) provided a comment in response to this question. The responses were analyzed and coded into common themes. The most frequent themes<sup>3</sup> are discussed below.

Note: The percentage provided with each theme refers to the proportion of those who responded to this question whose comment reflects the specified theme. For example, 33% of the 1795 respondents who responded to this question touched upon uniform quality in their answer, not 33% of all 4369 respondents who completed the form. These themes do not account for all opinions expressed but

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<sup>2</sup> Note that only comments that specifically mentioned the provider included in this theme. Vague comments such as ‘bad quality’ or ‘the zipper has broken twice’ were not included in the above count. Thus, the number of respondents dissatisfied with the current provider is estimated to be much larger. Please see the full list for all responses.

<sup>3</sup> ‘Frequent themes’ is defined as themes that consist of more than 10% of the comments

provide a summary of the most frequent comments. **Please see Appendix B for the full list of responses.**

**Theme 1: Uniform quality (33%; n = 601).** Many respondents emphasized the importance of quality uniform garments and/or expressed their dissatisfaction with the quality of their current uniforms. More specifically, respondents requested garments that are durable, able to last and withstand washing and drying, made of higher quality materials, etc. Examples:

*"Current provider materials (ISW) are not durable. Girls yoga pants pill and golf shirt wear within a few washes. Not worth the cost."*

*"From the current provider, the pants are terrible quality. I've had to repair both my son's pants multiple times this school year because the seam quality is terrible. They should be double stitched and better quality. I pay enough for his product I expect better quality."*

*"High quality products, - this means: a. Shirts, skorts etc do not develop cotton piling (small balls) on the shirts after a couple of washes, and zippers are not durable b. Fabrics are not too thin, and hold their shape (particularly a shirt collar or skort shape)"*

*"I would like to see high quality, well washing uniforms that will last the school year looking pristine, not just for a few washes before they look worn out and need to be replaced."*

**Theme 2: Dissatisfaction with current provider and/or preference to have new provider (33%; n = 584)<sup>4</sup>.** Comments included in this theme voiced dissatisfaction with the current uniform provider and/or expressed the desire for a new uniform provider. These comments explicitly mention the current uniform provider (ISW) and/or the past uniform provider (McCarthy's). More than half of these comments (62%; n = 361) specifically expressed their satisfaction with McCarthy's and/or suggested returning to McCarthy's. Examples:

*"Current provider (ISW): garments are poor quality, service is terrible and ordering is difficult. I would not recommend continuing the contract with ISW."*

*"Go back to McCarthy's the uniform was much better and the customer service was excellent."*

*"I am disappointed with the quality of the current ISW uniform. Shirt sizing is ill fitting and inconsistent. Some short sleeve golf shirts have longer sleeves which both of my kids find uncomfortable. Pants lose their shape and again are poor quality. I would like to go back to R.J. McCarthy."*

*"I am not happy with the current provider - poor store hours, very slow and challenging website, poor pant quality, not instock ahead of the school year and poor customer service. Really a terrible experience every year."*

---

<sup>4</sup> Note that only comments that specifically mentioned the provider included in this theme. Vague comments such as 'bad quality' or 'the zipper has broken twice' were not included in the above count. Thus, the number of respondents dissatisfied with the current provider is estimated to be much larger. Please see the full list for all responses.



**Theme 3: Stock/Availability/Wait times (15%; n = 275).** Many respondents noted that the uniform provider should have all uniforms pieces, of various sizes, in stock. Respondents expressed frustration with discovering that their desired item(s) are out of stock after driving to the store, as well as having to wait months for their order to arrive. Examples:

*"Having stock available the months (June, July August) before school begins in September. The uniform companies know that orders will increase and there never seems to be enough inventory available before school starts. Having to place an order and waiting 4-6 weeks is unacceptable."*

*"Items were not in stock and wait time for ordered items was too long. Need to be available in quicker turnaround..."*

*"Low wait times for uniforms is essential. Waiting 10 weeks for mandatory uniform pieces for a 5 year old is totally unacceptable."*

*"Must choose a vendor that will have pieces available at all times with little wait time for pieces to arrive in store. It should be understood that most parents will be shopping for uniforms in the last two weeks of August and therefore stores should be well stocked."*

**Theme 4: Vendor logistics (e.g., location, hours, customer service, online ordering) (12%; n = 218).** Some comments revolved around the vendor. For instance, respondents spoke to the location of the vendor's stores, the vendor's hours, and the ability to order online. More than half of the comments within this theme (60%; n = 130) spoke to the importance of customer service. Examples:

*"Better customer service during peak times. Knowledgeable staff who are easily recognizable as staff and available. Ie- appointments or "take a number"."*

*"Better store hours and more help from the staff in the store"*

*"Ease of online ordering would be ideal, having to run to a physical store location with limited opening hours is quite difficult for parents who work the 9AM-6PM hours"*

*"Hours, customer service, and location are most important to our family"*

**Theme 5: Pricing (10%; n = 187).** Some comments stressed the importance of price. Examples:

*"Affordable prices are key, especially necessary for large families like myself"*

*"I prefer to have good quality uniforms for a fair/decent price"*

*"Price should be first priority, the clothing is worn for such a short period of time since they put grow so quickly. More opportunities for selling of old uniforms or exchange program."*

*"The uniforms are overpriced for the quality of the items If the items are going to be this expensive at least have them made with good quality so we don't need to keep buying it every 3 months."*

**Theme 6: Multiple vendors/flexible to buy externally (10%; n = 181).** Respondents suggested moving away from a one vendor model by allowing families to purchase uniforms from multiple uniform vendors and/or any retailer (e.g., Old Navy, Gap). Examples:

*"How about allowing us to buy the uniform crest to be sew on shirts from a different provider."*

*"I personally feel that one chain should not have a monopoly. The uniform initiative should be modelled similar to other catholic boards. Purchasing is done via a list of stores (ie Walmart, children's place, gap, old navy) provided the colours are adhered to."*

*"I think it would be great to have ability to get uniform pieces from different avenues. Not just one provider. Example: buying school colour pants from any store/provider and shirts as well- have any needed patches or emblems embroidered on at our convenience."*

*"Multiple uniform providers would increase choice for parents and kids. People can then choose price points and quality that is preferable. Some prefer ISW, some McCarthy, some Old Navy, Gap, . All should be approved and shirts can be crested."*

## Appendix A:

|                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| - alterations available (at a lower or no cost) from the provider... that way their "fit" will fit different body types.                                                                                                                                                                               |
| Better quality                                                                                                                                                                                                                                                                                         |
| Better quality                                                                                                                                                                                                                                                                                         |
| Better sizing for children. Better quality clothes, variety of uniform pieces (such as sweatshirts), better quality pants, great customer service, online ordering and delivery. Please don't use current provider again. Go with McCarthy's.                                                          |
| - easy to wash, don't need ironing, good seems that don't split, colors that don't run, options other than white                                                                                                                                                                                       |
| It is important that they have a full stock of regularly worn items. This year my son had to wear shorts well into the colder weather as we awaited his size in pants.                                                                                                                                 |
| More stock...always out when we try to shop                                                                                                                                                                                                                                                            |
| Proper sizing for thin children!!!                                                                                                                                                                                                                                                                     |
| Proper sizing for thin children!!!                                                                                                                                                                                                                                                                     |
| 1) By ensuring the pants provided (to elementary school students in particular) have reinforced knees. 2) by ensuring that the seam are correctly placed in pants, so ironing is not difficult.                                                                                                        |
| 1) Have enough items in stock at the store, especially during prime time months. Kids grow over the summer months. When I purchased items in June, they didn't fit in Sept then had to wait a long time for the correct sizes to come in.                                                              |
| 1)have them understand the concept of customer service 2)behave less like mafia and more like a Gap, 3)adjust pricing to regular stores. Everything is 2-3 times more expensive than at regular stores. I HATE how the whole thing works.                                                              |
| 1. Current quality is very poor. Rugger pants wash out in 10 washes and look faded. 2. Dress pants are less important at elementary school level. Rugger pants are far more important as gym days change/ kids more active, etc. 3. I ordered rugger pants on 4 December, still waiting on 18 January. |

|                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 100 percent cotton or natural fibers for clothing                                                                                                                                                                                                                                                   |
| A bender that can handle the demand. Better Quality and has experience working with other boards                                                                                                                                                                                                    |
| A better fit.                                                                                                                                                                                                                                                                                       |
| A better location with a larger parking lot. The current store in Milton does not have the best parking situation                                                                                                                                                                                   |
| A bigger variety of uniform types                                                                                                                                                                                                                                                                   |
| A dress code may be a better option then having to purchase a uniform for a specific supplier                                                                                                                                                                                                       |
| A iron or sew-on crest and the ability to buy uniforms elsewhere would be ideal                                                                                                                                                                                                                     |
| A more consistent uniform with mandatory pieces for students to wear.                                                                                                                                                                                                                               |
| A more organized store and the ability to try pieces on.                                                                                                                                                                                                                                            |
| A possible way to enhance the product is to make the sweaters more warmer.                                                                                                                                                                                                                          |
| A provider that actually carries inventory and are not rude to the customers                                                                                                                                                                                                                        |
| A rigorous vendor selection process. Involving other customer references, samples of garments already manufactured by them - being assessed by an inclusive advisory board ( The board, students, parent and the community); benchmarking against other like minded schools                         |
| A shirt or pants should be no more than \$20 each.                                                                                                                                                                                                                                                  |
| A sleeveless shirt would be amazing. In the summer my kids come home a hot sweaty mess. The material is so heavy even when wearing a short sleeve.                                                                                                                                                  |
| A sweatshirt available that the students can wear through the day. Like CC has for their students.                                                                                                                                                                                                  |
| A uniform store in Milton is key. That was the only benefit of ISW.                                                                                                                                                                                                                                 |
| A very important request for our family is to choose a provider that offers selection of uniform pieces that are comfortable for the students. My children often do not feel comfortable for school in dressy pants and/or shorts - especially when they are expected to play and have gym in them. |
| A very important request for our family is to choose a provider that offers selection of uniform pieces that are comfortable for the students. My children often do not feel comfortable for school in dressy pants and/or shorts - especially when they are expected to play and have gym in them. |
| Ability to buy items such as pants elsewhere                                                                                                                                                                                                                                                        |
| Ability to get the uniform items when needed; variety of sizes and help with shopping needs                                                                                                                                                                                                         |
| Ability to get the uniform items when needed; variety of sizes and help with shopping needs                                                                                                                                                                                                         |
| Ability to purchase 'basics' at other locations ie: plain white golf shirt                                                                                                                                                                                                                          |
| accepting of any credit cards: visa master amex                                                                                                                                                                                                                                                     |
| Access                                                                                                                                                                                                                                                                                              |
| Access to pieces that kids like to wear                                                                                                                                                                                                                                                             |
| Accessibility. I don't want to stand in lines for hours!                                                                                                                                                                                                                                            |
| accessible for all                                                                                                                                                                                                                                                                                  |
| Accurate sizing / good quality                                                                                                                                                                                                                                                                      |
| Accurate supply for the demand                                                                                                                                                                                                                                                                      |
| Accurately describe sizing. Have a sizing set of items readily available at the school. This way location is not as much an issue.                                                                                                                                                                  |
| accustomed to modern trends                                                                                                                                                                                                                                                                         |
| add a skirt                                                                                                                                                                                                                                                                                         |
| Add comfortable items                                                                                                                                                                                                                                                                               |

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| Add in comfortable sweaters and sweatpants!                                                                                                                                                                                |
| Add more custom and stylish things such as more sweater options and shirts and uniform sweat pants                                                                                                                         |
| Add more items available for purchase                                                                                                                                                                                      |
| Add more options for pants, The pants are not well fitted for girls.                                                                                                                                                       |
| Add more options, for sweaters. Ex: quarter zips etc.                                                                                                                                                                      |
| Add more stock                                                                                                                                                                                                             |
| Add more variety                                                                                                                                                                                                           |
| Add more variety of clothing and making sure to get things back in stock as soon as possible so less wait time. Online ordering can also help instead of making parents go far to pick something up.                       |
| Add more variety of uniform clothing. It's just so students have more choices of styling the uniform.                                                                                                                      |
| add new items to have more options such as quarter zip sweaters.                                                                                                                                                           |
| Add sweat pants, light weight elastic banded shorts                                                                                                                                                                        |
| adding additional comfortable hoodies and sweaters                                                                                                                                                                         |
| adding crew necks and back pockets on girls uniform pants                                                                                                                                                                  |
| Adequate inventory of products and quick delivery of requested products                                                                                                                                                    |
| Adequate inventory, customer service                                                                                                                                                                                       |
| Adequate stock, customer service and quality clothing are most important                                                                                                                                                   |
| Adjustable Interior Waistbands and selling iron on hemming tape                                                                                                                                                            |
| Adjustable pants for growing children                                                                                                                                                                                      |
| Adjustable waistband                                                                                                                                                                                                       |
| Adjustable waistbands in pants.                                                                                                                                                                                            |
| Affordable                                                                                                                                                                                                                 |
| Affordable AND good quality                                                                                                                                                                                                |
| Affordable with quality material                                                                                                                                                                                           |
| Agreed/set standards of the Uniforms should be checked intermittently by the school boards so that just anything are not sold to the students                                                                              |
| all items need to be able to be washed and dried in the dryer, not hung to dry. White shirts are difficult to keep white, blue or grey would be preferable                                                                 |
| All sizes of Pants need Accommodations for kids that are larger ie elastic waist bands, pants without buttons such as the swish pants or rugger pants (pull on style) for kids with disabilities made in large sizes       |
| All sizes should be available and the waiting time for an order should not exceed two weeks                                                                                                                                |
| All the students uniforms don't look like they fit very well.                                                                                                                                                              |
| All uniform item should be able to be washed and dried in a washer and drier with all other items of clothing. Parents do NOT have time to be giving special treatment to or hanging/laying flat to dry ANY uniform items. |
| Allergies to clothes? Have not heard of this before. I suppose wool would be itchy.                                                                                                                                        |
| Allow families to purchase the school crests so that families can choose where to buy their uniforms.                                                                                                                      |

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| Allow families to use some pieces purchased from regular stores (i.e. Navy pants or white cooked shirts).                                                                                                                                                   |
| Allow for more styles and options: different coloured shirts, more sweaters, blazers and ties                                                                                                                                                               |
| Allow for students to better express femininity and masculinity, I feel very Un-pretty in my uniform because the cut looks so masculine on me it would be nice to just be able to feel pretty in the uniform                                                |
| Allow girls to wear leggings. Have the store open later in the evening and on Sunday.                                                                                                                                                                       |
| Allow multiple uniform providers. It would be a simple solution to the backorders that always occur around September - if the uniform providers don't restock quickly, then parents can go somewhere else                                                   |
| Allow navy pants from any store. Allow any socks (my daughter is very particular socks and                                                                                                                                                                  |
| Allow non created uniform items from regular retailers                                                                                                                                                                                                      |
| allow pants that are not uniform                                                                                                                                                                                                                            |
| Allow pants to be non uniform provider. Pants are poor quality and uncomfortable                                                                                                                                                                            |
| Allow parents to buy items without the school crest from cheaper vendors.                                                                                                                                                                                   |
| Allow parents to purchase same style and colours from any Retailer. Should not have to be an authorized vendor!                                                                                                                                             |
| allow school crest options to store brand selections                                                                                                                                                                                                        |
| Allow school crest to be available for iron/sew onto plain polo shirts.                                                                                                                                                                                     |
| Allow uniform providers to be recommended/preferred, but NOT REQUIRED                                                                                                                                                                                       |
| Allow us more choice of uniform than just 1 shirt for example                                                                                                                                                                                               |
| Allow us to order generic uniform clothes from Old Navy                                                                                                                                                                                                     |
| allow us to purchase sew on logo and give us more options for items available in retail stores such as old navy/childrens place                                                                                                                             |
| Allow us to purchase school crest patches and iron/sew them on school coloured shirts that can be purchased for a much more inexpensive cost                                                                                                                |
| Allowing companies to compete for business.                                                                                                                                                                                                                 |
| Always have all sizes and pieces in stock.                                                                                                                                                                                                                  |
| Always have stock in store.                                                                                                                                                                                                                                 |
| Always have uniforms in store.                                                                                                                                                                                                                              |
| Always satisfied                                                                                                                                                                                                                                            |
| Ample stock available at peak times to meet needs ie j                                                                                                                                                                                                      |
| An issue for me is that the prices have been comparable regardless of quality. Skirts with built in shorts were better than skirts, elastic waists are easier for younger kids, however the polyester pants gave my child a rash.                           |
| Annual review                                                                                                                                                                                                                                               |
| Anticipating demand at the start of the school year and having items in stock is very important.                                                                                                                                                            |
| Any items provided by retailers are of better quality and lower price than your suppliers. Even stores like GAP offer more durable items for less. I don't mind paying, but why more? The only thing is the school emblem and that can be obtained for \$5. |
| Anything but the current provider, cheap materials                                                                                                                                                                                                          |
| Appropriate sizes for all kids                                                                                                                                                                                                                              |

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| As long as the uniforms for students are durable then it should be fine. Personally I don't really care about the specific uniform as long as the base items would still be made ( shirts, pants, hoodies)                                                                                               |
| As pants wear out quicker, they should be better quality, however at a FAIR price. As shirts do not wear, a standard quality is fine.However costs are far too high.                                                                                                                                     |
| As students with all different styles and tastes, it would be nice to have a broader selection of uniforms to choose from. This means a larger range of shirt colours (obviously red, but options like black, white, light blue, grey, yellow, etc) in order to make the uniforms more fun to wear!      |
| Ask more question during the rfp process                                                                                                                                                                                                                                                                 |
| At this point I am happy with the current provider                                                                                                                                                                                                                                                       |
| Availability                                                                                                                                                                                                                                                                                             |
| Availability                                                                                                                                                                                                                                                                                             |
| Availability and delivery of the product. It took me over 6 weeks to get a tshirt for my son's school.                                                                                                                                                                                                   |
| Availability and quality are extremely important. With our current uniform provider items were consistently out of stock and did not last very long.                                                                                                                                                     |
| Availability and quality of uniform are of highest importance. Consistent quality and sizing for items that are intended to be the same. Good lighting in store to try items on. Fully stocked store/guaranteed stock in store for pickup within a reasonable period with guarantee for start of school. |
| Availability and quality of uniform items                                                                                                                                                                                                                                                                |
| Availability in the beginning of school year. Enough inventory of popular items is a must.                                                                                                                                                                                                               |
| Availability is a pain for both providers. I really liked that at ISW I can walk in and choose my clothing that I need. I hated waiting at McCartney's for someone to help me when I already knew exactly what I wanted. I love that ISW had a store in Milton YEAR ROUND!                               |
| Availability of clothes, better quality materials that last longer                                                                                                                                                                                                                                       |
| Availability of different sizes,good quality of skirts and pants,better customer service                                                                                                                                                                                                                 |
| Availability of iron on crests                                                                                                                                                                                                                                                                           |
| Availability of items                                                                                                                                                                                                                                                                                    |
| Availability of items and sizing                                                                                                                                                                                                                                                                         |
| availability of items leading up to the school year.                                                                                                                                                                                                                                                     |
| availability of items, and more options                                                                                                                                                                                                                                                                  |
| Availability of items, no long wait times for items.                                                                                                                                                                                                                                                     |
| Availability of product and GOOD quality                                                                                                                                                                                                                                                                 |
| Availability of product at the beginning of the school year is key. I had to wait until well into October for new school shirts for my daughter this school year.                                                                                                                                        |
| Availability of products in store/ reduce wait times for products which need to be ordered. Waiting 6+ weeks for a pair of plain navy blue pants is unacceptable.                                                                                                                                        |
| Availability of products, waiting multiple months is unacceptable                                                                                                                                                                                                                                        |
| Availability of products.                                                                                                                                                                                                                                                                                |
| Availability of products. Durability of products. Fit of products. True to size of products. Style of products that all children will                                                                                                                                                                    |
| Availability of sizes. Hours of operation of physical store and days of operation.                                                                                                                                                                                                                       |
| Availability of sizes. Too often out of stock                                                                                                                                                                                                                                                            |

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| Availability of the uniforms                                                                                                                                                                                                                                                                                 |
| Availability of uniform pieces should never be an issue                                                                                                                                                                                                                                                      |
| Availability of uniform sizes                                                                                                                                                                                                                                                                                |
| availability of uniforms all year                                                                                                                                                                                                                                                                            |
| Availability throughout the year                                                                                                                                                                                                                                                                             |
| Availability, quality and sizing is important                                                                                                                                                                                                                                                                |
| Availability. Items can't constantly be on back order. More modern fabrics...kids prefer dry-fit and micro fibres. Quality of shirts...especially white shirts needs to be better so they aren't see-through. I like the modified sizing for girls                                                           |
| Availability. The current provider never has stock available. So you're waiting long periods of time your order. I placed an order the second week of July for shorts for my son and received them the end of October. That's ridiculous                                                                     |
| Available for September and not backordered for several months, Affordable, Better quality, lasts longer, reinforced knees, comfortable not stiff material, jogger style pants not just chinos                                                                                                               |
| available inventory and common sizes over-stocked                                                                                                                                                                                                                                                            |
| Available -not back ordered                                                                                                                                                                                                                                                                                  |
| Awful                                                                                                                                                                                                                                                                                                        |
| Back to RJ McCarthy quality                                                                                                                                                                                                                                                                                  |
| bad                                                                                                                                                                                                                                                                                                          |
| Based on the quantity of uniform required for each child, I think there needs to be a balance between decent quality and cost.                                                                                                                                                                               |
| Be able to buy the crest of the school to put on plain blue golf shirts.                                                                                                                                                                                                                                     |
| Be able to make a real hoodie that is comfortable and be able to put ur last name on it, have more options for shirts and pants                                                                                                                                                                              |
| Be fair not overprice                                                                                                                                                                                                                                                                                        |
| Be more informed about the industry of fabric, their procedure and standars                                                                                                                                                                                                                                  |
| Be sure there is ample inventory.                                                                                                                                                                                                                                                                            |
| Being able to go to the website and order online is absolutely necessary.                                                                                                                                                                                                                                    |
| Being in stock especially at the start of the year, basic items such as golf shirts and hoodies should always be in stock                                                                                                                                                                                    |
| Being washed and dried and looking nice                                                                                                                                                                                                                                                                      |
| Being well stocked especially before September                                                                                                                                                                                                                                                               |
| being you the suppliers The best quality                                                                                                                                                                                                                                                                     |
| Beter quality, more style choices (jeans, sweatpants)                                                                                                                                                                                                                                                        |
| Better and more options                                                                                                                                                                                                                                                                                      |
| Better and more options                                                                                                                                                                                                                                                                                      |
| Better availability and customer service, no longer than 2-week wait time                                                                                                                                                                                                                                    |
| Better availability of clothing, often sizes, items not available. Overpriced for poor quality allow students flexibility to buy clothes from places other than uniform provider of colours match i.e: allow them to wear navy blue pants from Walmart. A better selection of more comfortable pants, hoodie |
| Better availability of items, customer service, and overall quality                                                                                                                                                                                                                                          |
| Better availability of items, user friendly website                                                                                                                                                                                                                                                          |

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| Better availability of items.                                                                                                                                                                                                                                       |
| Better availability of stock.                                                                                                                                                                                                                                       |
| better choice and quality of uniforms and better customer service (help needs to be available to help pick out the right size, more cashiers to provide faster service)                                                                                             |
| Better comfort, material                                                                                                                                                                                                                                            |
| Better costumer service and product availability                                                                                                                                                                                                                    |
| Better customer experience, availability of products and quality                                                                                                                                                                                                    |
| Better customer experience, availability of products and quality                                                                                                                                                                                                    |
| Better customer service                                                                                                                                                                                                                                             |
| Better customer service                                                                                                                                                                                                                                             |
| Better customer service                                                                                                                                                                                                                                             |
| Better customer service                                                                                                                                                                                                                                             |
| Better customer service and a bit lower prices                                                                                                                                                                                                                      |
| Better customer service and better in stock availability.                                                                                                                                                                                                           |
| Better customer service and have more stock in store                                                                                                                                                                                                                |
| Better customer service and having products available.                                                                                                                                                                                                              |
| Better customer service at the store; make the online ordering better - right now it's a nightmare.                                                                                                                                                                 |
| Better customer service, better availability (three month back order is unacceptable), better fit (shirts aren't long enough for my 6'1 son, and having adjustable waists for adult size clothing is bizarre...not to mention uncomfortable, according to my kids). |
| Better customer service, better quality of pants as current providers pants are cold for children and poor quality, having fleece lined pants for winter months, better sizing for children and availability of items.                                              |
| Better customer service, good quality for fair price                                                                                                                                                                                                                |
| Better customer service, more stock and more options                                                                                                                                                                                                                |
| Better customer service. I have been served by very unhappy staff.                                                                                                                                                                                                  |
| Better customer service. Enough Inventory in high season. Good quality. Sizes according to age.                                                                                                                                                                     |
| Better cut for girls and better quality                                                                                                                                                                                                                             |
| Better cuts and quality. I notice a huge difference in quality between Macarthy and ISW. The sizing and cut of the Macarthy uniforms are better and the material is more durable.                                                                                   |
| Better fabric for comfort. Currently the quality is poor                                                                                                                                                                                                            |
| better fabric for dress pants and hoodies                                                                                                                                                                                                                           |
| Better fabric for the pants - fabric is not consistent with what other school have been offering. Current fabric feels like cardboard and is uncomfortable. Better fabrics for the tops (golf shirt style) fabric balls after a few washes.                         |
| Better fabric used to make the uniforms                                                                                                                                                                                                                             |
| Better fabrics - pants with stretch & different lengths                                                                                                                                                                                                             |
| Better fabrics/services                                                                                                                                                                                                                                             |
| Better fit for girls, more variety of complimentary pieces (eg. sweatshirts)                                                                                                                                                                                        |
| Better fit is the most important. Better material for pant options                                                                                                                                                                                                  |
| Better fit of clothing as well as better quality                                                                                                                                                                                                                    |
| Better fit, sizing and improve quality. Colours fade, materials stretch out of shape                                                                                                                                                                                |



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| Better fit. ISW sport pants are too baggy.                                                                                                                                                                                                                                        |
| Better fit. The ISW uniform shirts are very short and wide. They shrink about 3"" after washing. The shirts need to be longer.                                                                                                                                                    |
| Better fits                                                                                                                                                                                                                                                                       |
| Better fits on the pants. The boys shorts currently available are terrible and do not fit at all and there is only one option                                                                                                                                                     |
| Better fitted pants, for example; mens pants how sizes are harder to fit                                                                                                                                                                                                          |
| Better fitting and material for pants                                                                                                                                                                                                                                             |
| Better fitting items. le. Pants that would fit a 10 year d with a size 15 waist.                                                                                                                                                                                                  |
| Better fitting pants for boys                                                                                                                                                                                                                                                     |
| Better fitting pants for boys -more options like a slimmer leg                                                                                                                                                                                                                    |
| Better fitting uniforms. It's been 2 years and I'm unable to buy a piece of uniform from the current supplier. The uniforms dont fit properly, too wide, too short just poorly designed.                                                                                          |
| Better hoodies                                                                                                                                                                                                                                                                    |
| Better hoodies                                                                                                                                                                                                                                                                    |
| Better hours of opp at store, better supply when trying to order online.                                                                                                                                                                                                          |
| Better hours, lower pricing, more stock. The current provider does not offer these.                                                                                                                                                                                               |
| Better hours. Open past 5pm during the week.                                                                                                                                                                                                                                      |
| better inventory of items                                                                                                                                                                                                                                                         |
| Better layout in the store with clear labelling for clothing items                                                                                                                                                                                                                |
| Better location for store, better customer service                                                                                                                                                                                                                                |
| better material                                                                                                                                                                                                                                                                   |
| Better material                                                                                                                                                                                                                                                                   |
| Better material and colours                                                                                                                                                                                                                                                       |
| Better material for fabrics for the uniforms                                                                                                                                                                                                                                      |
| Better material for pants! My daughters pants are an awful polyester that doesn't breathe and doesn't fit well. I had a much better quality uniform in the 80's!                                                                                                                  |
| Better material quality                                                                                                                                                                                                                                                           |
| Better material quality                                                                                                                                                                                                                                                           |
| Better material quality and prompt check outs at store                                                                                                                                                                                                                            |
| Better material washing wise                                                                                                                                                                                                                                                      |
| Better material/more comfortable                                                                                                                                                                                                                                                  |
| Better materials, better customer service                                                                                                                                                                                                                                         |
| Better materials, better fabrics                                                                                                                                                                                                                                                  |
| Better materials, easier sizing options (currently there are males, females and unisex) there is no consistency in the the they fit. Fabric for both tops and pants are terrible. Fabric for pants at Holy Trinity is not consistent with the other schools - very uncomfortable. |
| Better materials/quality of materials used for the uniforms (i.e. pants are pilling, white polo shirts are too sheer). Consistency in sizing is important especially when ordering online. Prices of the uniform pieces are too expensive for what you get.                       |
| Better on hand quantity at stores, increased hours for stores, better customer service at store- staff didn't care or have enough knowledge to help at the store in Burlington, increase options for pants etc one choice isn't enough!                                           |

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| Better online independent ordering. More availability and variety                                                                                                                     |
| Better online ordering process, better stocking levels late August and early September, there should be no backorders for the beginning of the school year - better inventory control |
| Better online services                                                                                                                                                                |
| Better online shopping experience - better website with description of products including what fabric/size charts, detailed photos of products                                        |
| Better or longer guarantee                                                                                                                                                            |
| Better pant/rugger/joggers that don't fray at the knees. Shirts that don't fade with wash. Would like vests as an option for Sacred Heart.                                            |
| Better pants                                                                                                                                                                          |
| Better parking at the Milton location. It is crowded and messy without a paved parking lot. Entering through the back door makes it seem shady and unprofessional.                    |
| Better pockets I accidentally call people all the time                                                                                                                                |
| Better price                                                                                                                                                                          |
| Better prices                                                                                                                                                                         |
| Better prices (cheaper) and availability of items.                                                                                                                                    |
| Better prices, better product, availability of the product even if it be sold by the school in the school                                                                             |
| Better pricing considering level of quality.                                                                                                                                          |
| Better pricing considering level of quality.                                                                                                                                          |
| Better pricing!! Better fabrics.                                                                                                                                                      |
| better pricing, quality, a retail store nearby or online, available all year                                                                                                          |
| Better pricing. Bundle pricing sales. Better quality.                                                                                                                                 |
| Better product availability and quality                                                                                                                                               |
| Better product, more stock in common sizes                                                                                                                                            |
| Better provider.                                                                                                                                                                      |
| Better quality                                                                                                                                                                        |
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| BETTER QUALITY                                                                                                                                                                        |
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| Better quality                                                                             |
| Better quality                                                                             |
| Better quality - less expensive for the bad quality - more clothing options -              |
| Better quality - more options for slim and husky                                           |
| Better quality - no polyester, cotton only                                                 |
| Better quality - zippers breaking, pants balling                                           |
| Better quality , longer pants, free hemming                                                |
| better quality , reasonable pricing, availability , store location in residing city        |
| better quality , reasonable pricing, availability , store location in residing city        |
| Better quality , the bottoms appear to be years old after 2 washes . The product is Junk . |
| Better quality and actually in stock items                                                 |
| Better quality and affordable pricing.                                                     |
| better quality and availability                                                            |
| Better quality and availability                                                            |
| Better quality and availability                                                            |
| Better quality and availability                                                            |
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| Better quality and availability                                                            |

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| Better quality and availability of items                                                                                                                                                         |
| Better quality and availability of products. Mccarthys uniforms were much better quality and fit than the ISW                                                                                    |
| Better quality and availability, better service                                                                                                                                                  |
| Better quality and available (in stock)                                                                                                                                                          |
| Better quality and better customer service.                                                                                                                                                      |
| Better quality and better sizing (size 4,5,6,7 vs 5/6, 7/8)                                                                                                                                      |
| Better quality and bigger sizes                                                                                                                                                                  |
| Better quality and choice                                                                                                                                                                        |
| better quality and fair prices and more modern looking and comfortable                                                                                                                           |
| Better quality and fit                                                                                                                                                                           |
| Better quality and fit - not so boxy                                                                                                                                                             |
| Better quality and fit. Kids dont like wearing them because the fit and styles are not comfortable or current. More colours, updated styles and better selection of fit.                         |
| Better quality and flexibility on obtaining uniform pieces through different avenues. Not just one provider.                                                                                     |
| better quality and have the sport pants available                                                                                                                                                |
| Better quality and have them in stock! Better customer service!                                                                                                                                  |
| Better quality and material. Very limited/low stock - especially tights                                                                                                                          |
| Better quality and more options                                                                                                                                                                  |
| Better quality and more options.                                                                                                                                                                 |
| Better quality and more pants options                                                                                                                                                            |
| Better quality and more variety of SWEATERS.                                                                                                                                                     |
| Better quality and options for custom orders for taller students (for ex., for girls that need longer lengths)                                                                                   |
| Better quality and proper sizing (shirts fit short)                                                                                                                                              |
| Better quality and readily available (in stock) when required. Eg. not having to wait                                                                                                            |
| Better quality and readily available (in stock) when required. Eg. not having to wait more than two months when you ordered well before the school year started.                                 |
| Better quality and sizes                                                                                                                                                                         |
| Better quality and sizing options                                                                                                                                                                |
| Better quality and stock levels on hand                                                                                                                                                          |
| Better quality and variety.                                                                                                                                                                      |
| Better quality at a lower price. The quality of the current offering is on a low side for some items yet priced as if sold by a high end brand.                                                  |
| Better quality at a reasonable price                                                                                                                                                             |
| Better quality at an affordable price                                                                                                                                                            |
| better quality but shouldn't be more expensive. it's not brand name clothing and you're still paying the same price                                                                              |
| Better quality clothing and better fit. More efficient and improved customer service and assistance when purchasing items. There was little to no assistance especially at key purchasing times. |

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| Better quality clothing that is longer lasting. This is better for the environment as we will not be throwing away as many clothes and clothes can be reworn by others. Also, better for finances of parents if clothes last longer.                                                                         |
| Better quality clothing.... Clothing that doesn't shrink after the first wash.... Having clothing in stock in all sizes.... Quick delivery when order in store when size was not available.. fit the was consistent in sizes                                                                                 |
| better quality current provider is very poor quality                                                                                                                                                                                                                                                         |
| Better quality especially for the white uniforms.                                                                                                                                                                                                                                                            |
| Better quality especially in pants. The first three pairs we bought fell apart at the hem after barely any use and were used very gently.                                                                                                                                                                    |
| Better quality especially the polo shirts                                                                                                                                                                                                                                                                    |
| Better Quality even if it means higher prices                                                                                                                                                                                                                                                                |
| Better quality fabric and more availability                                                                                                                                                                                                                                                                  |
| Better quality fabric for the current price point in the Pants. Shirts and Tunics are fine.but the pants fabric is terrible and picks up all sorts of lint and hair within moments of wearing them. They are very thin.                                                                                      |
| Better quality fabrics and better fit / sizing                                                                                                                                                                                                                                                               |
| better quality fabrics!                                                                                                                                                                                                                                                                                      |
| Better quality fabrics, durable, sufficient inventory available                                                                                                                                                                                                                                              |
| Better quality fabrics, I find that the elementary uniforms are much better quality than the highschool uniforms. The pants at holy trinity are dreadful, my daughter compares them to paper towel. If we wouldn't want to wear it because it's so uncomfortable, I don't think we should make our kids wear |
| Better quality fabrics, uniform pieces available for immediate purchase instead of waiting 6 weeks for anything you need. ISW has been horrible in this regard. Bring McCarthy back!                                                                                                                         |
| Better quality fibres in clothing and sizing                                                                                                                                                                                                                                                                 |
| Better quality for less. ie...McCarthy                                                                                                                                                                                                                                                                       |
| better quality for sure, current providers clothes are not great quality and do not last as long as the previous supplier. Also the customer service aspect and the lack of stock has been a HUGE challenge.                                                                                                 |
| Better quality for uniforms taking in consideration the price it has to be paid                                                                                                                                                                                                                              |
| Better quality for your high prices or same quality for lower prices                                                                                                                                                                                                                                         |
| Better quality garments with better fit than what ISW provides                                                                                                                                                                                                                                               |
| Better quality girls pants. They pile after 1st week. I never had this problem with McCarthy's                                                                                                                                                                                                               |
| Better quality ie durability and conditions after washing                                                                                                                                                                                                                                                    |
| Better quality in the pants/shirts (the articles of clothing that touches skin) , my daughter has Tourettes and the cheaper the fabric the more agitated she gets, need good quality clothing and I'm willing to pay more for that.                                                                          |
| Better quality is a necessity                                                                                                                                                                                                                                                                                |
| Better quality items                                                                                                                                                                                                                                                                                         |
| Better quality items and items readily available (not always in backorder)                                                                                                                                                                                                                                   |
| Better quality items for the price paid                                                                                                                                                                                                                                                                      |
| Better quality like McCarthy                                                                                                                                                                                                                                                                                 |

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| better quality like McCarthy's. I still travel to hamilton mountain to buy McCarthy's pants. The ISW ones seem worn out before they're even worn!                                                                                                                                                           |
| Better quality material                                                                                                                                                                                                                                                                                     |
| Better quality material                                                                                                                                                                                                                                                                                     |
| better quality material                                                                                                                                                                                                                                                                                     |
| Better quality material and zippers                                                                                                                                                                                                                                                                         |
| Better quality material so that it's easily machine washable! Specially the bottoms pants/shorts!                                                                                                                                                                                                           |
| Better quality material so the uniform pieces last longer. Also, adjustable waists would be helpful for children with varying body types.                                                                                                                                                                   |
| Better quality material that lasts is important. Current provider has inferior quality garments                                                                                                                                                                                                             |
| Better quality material used; locally produced; more stock available; more options for sweaters (not just hooded sweatshirts)                                                                                                                                                                               |
| Better quality material without falling apart/pulling after 2 washes.                                                                                                                                                                                                                                       |
| Better quality material, consistent sizing.                                                                                                                                                                                                                                                                 |
| Better quality material, more durable                                                                                                                                                                                                                                                                       |
| Better quality material. Current provider uses very poor quality materials                                                                                                                                                                                                                                  |
| Better quality material. More options to customize trouser waists. When kids grow mine have skinny waists which don't match the pant length-waist ratio. Button-style waist elastics would be great. The cord is a nuisance, kids are too impatient/ dirty it in the washroom.                              |
| better quality material; continued option of custom order (e.g. longer pants for tall kids, etc)                                                                                                                                                                                                            |
| Better quality materials, more affordable                                                                                                                                                                                                                                                                   |
| Better quality materials, more than one location                                                                                                                                                                                                                                                            |
| Better quality materials. The pants that are part of the STA uniform are horrible! I would suggest a yoga type pant - the material of the gym pant is perfect and washes beautifully. The fit is amazing as well. A plain white t-shirt good quality thicker cotton material with the school logo on the le |
| Better quality merchandise                                                                                                                                                                                                                                                                                  |
| Better quality- not see through                                                                                                                                                                                                                                                                             |
| Better quality now the quality is horrible                                                                                                                                                                                                                                                                  |
| Better quality of fabric and lesser prices                                                                                                                                                                                                                                                                  |
| Better quality of fabric. Previous provider's garments didn't pill as easily. Also the sizing is very slim. Should be more of a relaxed fit.                                                                                                                                                                |
| Better quality of fabrics ,less wrinkles, softer fabric for shirts                                                                                                                                                                                                                                          |
| Better quality of materials used for uniforms                                                                                                                                                                                                                                                               |
| Better quality of relaxed casual sport looking pant. Thin and rips easily. And sold as being acceptable uniform attire but it seems through communication from the school that only dress pants are allowed.                                                                                                |
| Better quality of the fabric                                                                                                                                                                                                                                                                                |
| Better quality of the garments                                                                                                                                                                                                                                                                              |
| Better quality of the garments                                                                                                                                                                                                                                                                              |
| Better quality of the materials                                                                                                                                                                                                                                                                             |
| Better quality of the ones offered now. I am not pleased with the actual provider due to poor quality                                                                                                                                                                                                       |
| Better quality pants                                                                                                                                                                                                                                                                                        |

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| better quality pants                                                                                                                          |
| Better quality pants that won't ruin the first time Kids wear them                                                                            |
| Better quality pants. Provider should anticipate which items are popular and have adequate stock                                              |
| Better quality Pieces                                                                                                                         |
| Better quality product made from breathable material                                                                                          |
| BETTER QUALITY PRODUCTS                                                                                                                       |
| Better quality products                                                                                                                       |
| Better quality products and give parents the RIGHT to buy at any retailer they see appropriate for them!                                      |
| Better quality products, current provider offers poor quality, but is expensive and never well stocked, with dirty warehouse.                 |
| Better quality products, having items available in stock and not having to wait                                                               |
| better quality provider                                                                                                                       |
| Better quality provider the current one isn't as good as mccarthys                                                                            |
| Better quality shirts - they pill and don't wash very well                                                                                    |
| Better quality shirts. They pill easily.                                                                                                      |
| Better quality so they last and better fit for the boys clothing. Comfort is important too                                                    |
| Better quality than ISW offers                                                                                                                |
| Better quality than the current provider.                                                                                                     |
| Better quality than we currently have with more selection. Current providers shirts and skirts are garbage. Start pulling after a few washes. |
| Better quality than what is currently in                                                                                                      |
| Better quality that lasts, doesn't creases and fits well (nit like the ill fitting, cheap skirts and pants we have now)                       |
| Better quality uniform. The current provider's quality is very poor.                                                                          |
| Better quality Uniforms                                                                                                                       |
| better quality uniforms                                                                                                                       |
| Better quality uniforms                                                                                                                       |
| Better quality uniforms and a better return policy                                                                                            |
| Better quality uniforms and availability of pieces from provider                                                                              |
| Better quality uniforms!!!                                                                                                                    |
| better quality uniforms, longer lasting, and much better materials - that wash well, etc.                                                     |
| Better quality uniforms.                                                                                                                      |
| Better quality uniforms. Orders fulfilled in a timely manner.                                                                                 |
| Better quality uniforms. Stock on hand.                                                                                                       |
| Better quality with the right amount of price                                                                                                 |
| Better quality without being over priced                                                                                                      |
| Better quality without increasing the cost. The cost of uniforms are already high.                                                            |
| Better quality! Softer material, especially for kindergarten!                                                                                 |
| Better quality!! ISW is cheap and wears out quickly. Please go back to McCarthy!                                                              |
| BETTER QUALITY!!!!!!                                                                                                                          |

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| Better quality, accurate fit to size my daughter is normally every were else a size 10 or s/m had to buy size 14 in half zip sweater, should have hoodies uniform tops for elementary schools for winter months, and lower the cost for the poor quality.                                                  |
| Better quality, availability of pieces, better sizes, customer service                                                                                                                                                                                                                                     |
| Better quality, better fabric. Use fabric is so cheap compared to Mc carthys - pants, tunics, everything. The seams rip and the hems fall off after a month of wear. I have had to return items many times. We should be be able to buy navy pants and white /blue golf shorts from other stores ourselves |
| Better quality, better fit, better availability, better customer service. In all In-School is a very poor uniform provider.                                                                                                                                                                                |
| Better quality, better sizing and more straight forward sizing. Plus size and taller sizes.                                                                                                                                                                                                                |
| Better quality, comfortable pants for boys. A slimmer more European fit. Adjustable waist.                                                                                                                                                                                                                 |
| Better quality, current uniforms fabric is really bad.                                                                                                                                                                                                                                                     |
| Better quality, design, and style. Comfort is very important.                                                                                                                                                                                                                                              |
| Better quality, I am so disappointed with ISW poor quality and constant LIES, claiming they've improved their product and they do not. My daughter gets a rash from the pants every year. Ever since stopped wearing the pants, the rash clears.                                                           |
| Better quality, I like to have a uniform that I can wash time and time again and feel and look the same every time, not fade or look used.                                                                                                                                                                 |
| Better quality, in material and durability                                                                                                                                                                                                                                                                 |
| Better quality, less pilling, less fading, strong yoga pant fabric, matching uniform colours                                                                                                                                                                                                               |
| better quality, less see through shirts, women's pants to better fit women's body's with hips not just mannequin or model sizes                                                                                                                                                                            |
| Better quality, more comfortable                                                                                                                                                                                                                                                                           |
| Better quality, more durable materials                                                                                                                                                                                                                                                                     |
| Better quality, more inventory in the store, free shipping                                                                                                                                                                                                                                                 |
| Better quality, more true to size, cleaner facility, better customer service, product in stock, 8 weeks for out of stock items is not reasonable                                                                                                                                                           |
| better quality, no pilling                                                                                                                                                                                                                                                                                 |
| Better quality, not flimsy materials, socks to be available consistently                                                                                                                                                                                                                                   |
| better quality, online option, and more shops                                                                                                                                                                                                                                                              |
| Better quality, ordering online. Size charts. Have fitting locations-order online                                                                                                                                                                                                                          |
| Better quality, pieces that do not rip after a week or material that shows piling in a few days, provide pieces with strong zippers. The pieces that the girls wear if structured should still be comfortable and if they are made of softer materials they should not be super body hugging.              |
| Better quality, service and availability                                                                                                                                                                                                                                                                   |
| Better quality, sizing, more options                                                                                                                                                                                                                                                                       |
| Better quality, slim fit pants for boys                                                                                                                                                                                                                                                                    |
| Better quality, some white shirts are transparent, girl's pants stretch over time so we are forced to buy new pairs.                                                                                                                                                                                       |
| Better quality, they don't last and are still expensive                                                                                                                                                                                                                                                    |
| Better quality,ower price. Or, top only and wear your own navy pant (or whatever color the school is).                                                                                                                                                                                                     |



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| Better quality.                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                         |
| Better quality. I am actually paying more with the current provider because the items tear so easily.                                                                                                   |
| Better quality. The current provider (ISW) is much poorer quality than the previous provider (McCathy's)                                                                                                |
| Better quality. The pants are brutal.                                                                                                                                                                   |
| Better quality. Better customer service pieces actually in stock                                                                                                                                        |
| Better quality. Better feeling for more comfort                                                                                                                                                         |
| better quality. better fit. more comfortable                                                                                                                                                            |
| Better quality. Better prices.                                                                                                                                                                          |
| Better quality. Faster service.. size availability                                                                                                                                                      |
| Better quality. I have not been happy with the current uniforms. I have had to return multiple items because the zippers break (after very few wears). The hours at the store are also too restrictive. |
| Better quality. ISW is poor quality - piling, tears easily                                                                                                                                              |
| Better quality. Items that don't pull.                                                                                                                                                                  |
| Better quality. Lowest bidder isn't always the best product                                                                                                                                             |
| Better quality. More comfortable garments.                                                                                                                                                              |
| Better quality. More selection                                                                                                                                                                          |
| better quality. Shirts cut for females. Ensure clothing last from being washed multiple times.                                                                                                          |
| Better quality. The buttons on every pair of pants I have owned from the current company have broken off                                                                                                |
| Better quality. The ISW pants do not wash well and show lots of piling.                                                                                                                                 |
| Better quality. They are too expensive                                                                                                                                                                  |
| Better quality/ better colours                                                                                                                                                                          |
| Better quality/sizing for the prices we are paying                                                                                                                                                      |
| Better return and more supplies needed                                                                                                                                                                  |
| Better return/ exchange policy as well as longer then we have right now warranty on the uniform pieces.                                                                                                 |
| Better sales by provider                                                                                                                                                                                |
| Better selection for the girls. Pants that are a bit nicer. More selection. Just a few more pieces to chose from.                                                                                       |
| Better selection for the girls. Pants that are a bit nicer. More selection. Just a few more pieces to chose from.                                                                                       |
| better selection in pants                                                                                                                                                                               |
| Better selection of product assortment for pants and faster availability of items in stock                                                                                                              |

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| Better selection or customized sizing. More casual options for boys (track pants). The current casual pants (rugger) has sippers on bottom so they can't be hemmed and my one son needs his pants shortened. So a casual style pant with either elastic cuffs or cuffs. |
| Better service and availability. Uniforms should be comfortable for the children and wash well                                                                                                                                                                          |
| Better service as a first time purchaser. The manager at ISW was very unhelpful with sizing, availability of out of stock items, and general customer service. How would a first time purchaser know about sizing, fit, etc.?                                           |
| Better size and fit options (pants are way too big for small/slender kids), more selection in sweaters – beyond zip up fleece sweater for kids (i.e. knit cardigan, hoodie). A hoodie in the school colours would be nice.                                              |
| Better size options for pants, need way better quality                                                                                                                                                                                                                  |
| Better sizes for fuller children                                                                                                                                                                                                                                        |
| Better sizes in pants and shorts                                                                                                                                                                                                                                        |
| Better sizing - ensuring a size 10 is a size 10                                                                                                                                                                                                                         |
| Better sizing - find current provider has different sizing on similar items - ex: size 8 pants with pleats fits different than a size 8 pull up pants                                                                                                                   |
| Better sizing and fitting                                                                                                                                                                                                                                               |
| Better sizing and newer products that match what kids are wearing now                                                                                                                                                                                                   |
| Better sizing and quality                                                                                                                                                                                                                                               |
| Better sizing for all shapes, better quality pants for all seasons, same options for both sexes-girls get leggings...boys get.....? If the source cannot provide proper sizing for child - options need to be offered and accepted by school.                           |
| better sizing for girls body types, the uniforms for girls are designed as if we are shaped like boxes                                                                                                                                                                  |
| Better sizing options                                                                                                                                                                                                                                                   |
| better sizing options for pant length & waist sizes - possibly list by these sizes?                                                                                                                                                                                     |
| Better sizing options for the smallest children. Pants and skirts from current providers are much to big for small kindergartens. Consider the comfort of the pants slim leg pants would be great.                                                                      |
| Better sizing to suit different body types                                                                                                                                                                                                                              |
| Better sizing, more options and lower prices                                                                                                                                                                                                                            |
| Better sport pants for boys.                                                                                                                                                                                                                                            |
| Better staff                                                                                                                                                                                                                                                            |
| better stock availability and easier online ordering process                                                                                                                                                                                                            |
| Better store hours                                                                                                                                                                                                                                                      |
| Better store hours, more customer service during peak times and be instock.                                                                                                                                                                                             |
| Better store hours, online ordering and tracking and customer service                                                                                                                                                                                                   |
| Better style of pants and shirts                                                                                                                                                                                                                                        |
| Better styles/variety of pants for both elementary AND secondary. Yoga pants should be available for girls in high school.                                                                                                                                              |
| Better sweaters that aren't all polyester, and pants that keep you warm in the winter                                                                                                                                                                                   |
| Better uniform material quality                                                                                                                                                                                                                                         |
| better variety                                                                                                                                                                                                                                                          |
| Better wear and tear (quality is lacking with ISW)                                                                                                                                                                                                                      |

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| better working conditions (heating, cooling for employees ) and better sizing in shirts (garments are too short)                                                                                                                                                                                      |
| Better zippers, and quality fabric                                                                                                                                                                                                                                                                    |
| Bettwr selection for the tall and thin and better selection for the whole year                                                                                                                                                                                                                        |
| Bigger selection in sizing                                                                                                                                                                                                                                                                            |
| Bigger selection in sizing                                                                                                                                                                                                                                                                            |
| Biggest issue has been availability of products.                                                                                                                                                                                                                                                      |
| Bishop Reding needs much more variety. That's up to the school more so than the supplier.                                                                                                                                                                                                             |
| Both past uniform providers are too expensive, require a reduction with the new uniform provider                                                                                                                                                                                                      |
| Bottoms more like active wear                                                                                                                                                                                                                                                                         |
| Boys need a cargo pant or track pant with a cuff. This is why they wear shorts all year                                                                                                                                                                                                               |
| Boys need a comfier option for pants. Sweat pants ideally. Girls are allowed yoga pants but boys don't have an option similar.                                                                                                                                                                        |
| Boys need more stronger pant material as knee area gets worn or torn easily.                                                                                                                                                                                                                          |
| Boys pants should be offered at discount rate if 2 or more pairs are ordered due to fast wear and tear.                                                                                                                                                                                               |
| Breathable material please                                                                                                                                                                                                                                                                            |
| Bring back McCarthy                                                                                                                                                                                                                                                                                   |
| Bring back McCarthy 's                                                                                                                                                                                                                                                                                |
| Bring back McCarthy uniforms                                                                                                                                                                                                                                                                          |
| Bring back McCarthys or have no uniform for elementary some schools never got a 2nd revote.                                                                                                                                                                                                           |
| Bring uniform company into the school a couple days a year for parents to buy new uniforms right from                                                                                                                                                                                                 |
| Broader sizing available at their store locations particularly for elementary school children.                                                                                                                                                                                                        |
| By actually carrying stock in the store. Better quality clothing.                                                                                                                                                                                                                                     |
| by changing provider. McCarthy the previous provider had an excellent selection of items that were of high quality and natural fibres.                                                                                                                                                                |
| By changing the current one                                                                                                                                                                                                                                                                           |
| By choosing a provider that makes clothing that is durable. I am constantly replacing pants due to busted out knees.                                                                                                                                                                                  |
| By choosing a uniform provider with higher quality items- kids are hard on clothes and many families choose a few of each piece for children to wear, even laundering them mid-week. This means day to day wear and tear on uniform pieces is higher than a non-uniform wardrobe. Items need to last. |
| By choosing McCarthy's. I will never use the current provider.                                                                                                                                                                                                                                        |
| By ensuring garment quality and proper sizing and fit it uniform items, especially pants for younger students.                                                                                                                                                                                        |
| By far the most important issue that needs to be addressed is the timeliness of receiving garments. I am still waiting for pants that I ordered 2 months ago. And there have never been pants or shorts available to try on for sizing - it made ordering very difficult.                             |
| By getting a sample, pictures and brochures before buying it.                                                                                                                                                                                                                                         |
| by getting more high waisted pant sizes                                                                                                                                                                                                                                                               |

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| By giving more options for secondary school when it comes to bottoms rather than just having one type of pants and one short. Preferably another pant type                                                                                                                                      |
| By giving them the feedback from the public                                                                                                                                                                                                                                                     |
| By having flexible options for families while still adhering to colour code                                                                                                                                                                                                                     |
| By having more than one place to purchase the uniforms and to reduce waiting times for purchasing items                                                                                                                                                                                         |
| By having no uniforms at all                                                                                                                                                                                                                                                                    |
| By having proper sizes and better customer service                                                                                                                                                                                                                                              |
| By having sweat pants on cold days because the pants don't provide any warmth                                                                                                                                                                                                                   |
| By making a more diverse size range for all types of bodies                                                                                                                                                                                                                                     |
| By making a uniform that lasts the entire year instead of getting holes and fading.                                                                                                                                                                                                             |
| By making all sweaters organic cotton and non flammable materials. Also chocking a quality provider and not the one giving you the guest kick back and over charging for mass produced items.                                                                                                   |
| By making sure the items are not cheaply made and that they wash well.                                                                                                                                                                                                                          |
| By making sure there is sufficient stock available at all times                                                                                                                                                                                                                                 |
| By making sure you choose a provider with high quality and consistent stock availability                                                                                                                                                                                                        |
| By not enforcing a school uniform policy at all                                                                                                                                                                                                                                                 |
| By providing discounts to purchase uniforms in the summer, holding used uniform sales at schools.                                                                                                                                                                                               |
| By providing warmer clothes in the winter. Your pants are far too thin for students who walk to school or in portables                                                                                                                                                                          |
| By using a provider that has a good selection of item choices as well as fit and quality of clothing                                                                                                                                                                                            |
| Can the pants be more aligned with the styles of today, more consistant with what the children are use to wearing outside of school. For example, leggings for girls, tapered track pants for boys etc. The baggy, bulky style of the uniform today looks sloppy, out of date and poor quality. |
| Can there be a sweater vest option? This way students can wear a collared polo shirt purchase from a cheaper supplier ie Walmart, old navy etc. The sleeve are what gets dirty first/often and there for we require to purchase several shirts due to having to launder them often              |
| Canadian Made                                                                                                                                                                                                                                                                                   |
| Cancel ISW contract. Their uniform pieces are terrible.                                                                                                                                                                                                                                         |
| Cancel the contract with ISW.                                                                                                                                                                                                                                                                   |
| Change away from ISW, there service, quality and availability are horrible. I would rather drive to r j McCarthy once in a while for better quality and aervice                                                                                                                                 |
| Change back to McCarthy                                                                                                                                                                                                                                                                         |
| Change back to McCarthy's                                                                                                                                                                                                                                                                       |
| Change Current Provider - incompetent customer service, hard to find right size, dirty change room                                                                                                                                                                                              |
| Change provider                                                                                                                                                                                                                                                                                 |
| Change provider please. The current one is TERRIBLE. uniforms were very late being available, backorders didn't arrive, overcharging for basic garments, rude staff, ""popup"" store service. Horrible experience.                                                                              |
| Change provider.                                                                                                                                                                                                                                                                                |

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| Change providers go back to RJ McCarthy much better quality                                                                                                                                                                                                                                  |
| change suppliers. listen to student feedback on how the uniforms should be.                                                                                                                                                                                                                  |
| Change the provider because the quality is not good.                                                                                                                                                                                                                                         |
| Change the provider.                                                                                                                                                                                                                                                                         |
| Change the uniform provider.                                                                                                                                                                                                                                                                 |
| Changing the current provider                                                                                                                                                                                                                                                                |
| Changing the quality of fabric                                                                                                                                                                                                                                                               |
| Cheaper                                                                                                                                                                                                                                                                                      |
| Cheaper prices                                                                                                                                                                                                                                                                               |
| Cheaper uniforms they are too expensive                                                                                                                                                                                                                                                      |
| cheaper, comfortable materials and more variety of uniform options                                                                                                                                                                                                                           |
| Cheaper, more colours & wearability (no dress pants. Maybe Jean's and a shirt)                                                                                                                                                                                                               |
| Check the quality of the zippers (they never work regardless the size)                                                                                                                                                                                                                       |
| Checking over pant sizes, some are just way to wide or narrow. They don't take wear in the knees where it's an instant hole. Pull up are preferred over the button until the age of 12 at least                                                                                              |
| Chg providers. ISW is poor quality and poor fit. Pls switch back to RjM. Parents had no complaints with McCarthy uniforms!                                                                                                                                                                   |
| Choice of different styles and Colours to accommodate students styles.                                                                                                                                                                                                                       |
| Choice of uniform provider                                                                                                                                                                                                                                                                   |
| Choose a company that will provide much better quality items. ISW has provided poor quality items for high prices and took a very long time to fill orders that were placed in the summer before school began.                                                                               |
| choose a different provider. Allow us to buy our own pants and only sell tops and sweaters. Most large box stores carry uniform pants - WE can control the pricing and the quality of what we want to spend. The uniform stores are overpriced.                                              |
| Choose a good uniform provider can deliver great quality. Current provider is the worst . Products are poorly done .Can we please have McCarthy back.                                                                                                                                        |
| Choose a provider that has a wide array of fits, materials , etc. Kids are not all same shape and size. Uniform pieces for elementary should be soft, cotton, warm and comfortable. ie, like the yoga pants McCarthys offers.                                                                |
| Choose a provider that sells products that are similar to what McCarthy's provided. The uniforms (when in stock - which is rare) provided by ISW are LOW quality for active young children. Pants are poorly made (knees bust out), zippers are of poor quality and break in the dryer, etc. |
| Choose a uniform provider that delivers good quality clothing. ISW is poor quality clothing.                                                                                                                                                                                                 |
| Choose McCarthys                                                                                                                                                                                                                                                                             |
| Choose: Mccarthy uniforms                                                                                                                                                                                                                                                                    |
| Choosing a better provider                                                                                                                                                                                                                                                                   |
| Choosing one that offers good quality product, fair price and helpful staff                                                                                                                                                                                                                  |
| Chose another provider!                                                                                                                                                                                                                                                                      |
| Chose better materials and keep good inventory                                                                                                                                                                                                                                               |
| clear and stand at sizes. Better quality                                                                                                                                                                                                                                                     |
| Clearance sales                                                                                                                                                                                                                                                                              |
| Clothes that last longer                                                                                                                                                                                                                                                                     |

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| Clothing available for special needs students, pull on pants without buttons or zippers, wide flexible legs for leg braces, shirts without buttons, lower costs for purchasing more pairs due to needing changes of clothes on a daily basis                  |
| Clothing being made needs to be consistent i.e colour, size, quality                                                                                                                                                                                          |
| Clothing for tall, skinny kids (adjustable waistbands)                                                                                                                                                                                                        |
| Clothing material needs to be durable, the clothes should be available within one week rather than 4 weeks, affordable, more comfortable.                                                                                                                     |
| clothing that doesn't fall apart (quality)                                                                                                                                                                                                                    |
| Clothing that fits different body types is important. Pants that are sized in length, as well, and not just waist. To buy pants that are 5 inches too long and then have to pay someone an extra \$20-30 to hem them is ridiculous.                           |
| Colour should be navy black or any other dark colour as thus is not only more serviceable but for teenage girls with irregular periods and leaks it is critical that this be less noticeable                                                                  |
| Colour-fast, breathable material.                                                                                                                                                                                                                             |
| Comfier and better fitting                                                                                                                                                                                                                                    |
| Comfort is important                                                                                                                                                                                                                                          |
| Comfort is important. Students are in these uniforms all day, everyday. Also, having different options for clothing would be important. You can still require the uniform, same provider and school colours, but at least allow the students to have options. |
| Comfort of clothing. Unisex articles.                                                                                                                                                                                                                         |
| comfort of materials considering recess, gym, etc. Crested HCDSB instead of by school                                                                                                                                                                         |
| Comfort! Short AND long sleeve t-shirts, and hoodies (not blouse or golf shirt)                                                                                                                                                                               |
| Comfortable and flattering fitting pants and shirts. Various styles of pants for variety of body types. Make sure they are availab, good quality,                                                                                                             |
| Comfortable and pants with pockets on the back!!                                                                                                                                                                                                              |
| Comfortable quality pieces for every season and constantly in stock                                                                                                                                                                                           |
| Comfortable yet durable materials. Elementary had track pants, secondary needs clothing that is comfortable                                                                                                                                                   |
| Comfy clothing, great material that lasts, good price point                                                                                                                                                                                                   |
| Connect it to school and cash online pick up at school                                                                                                                                                                                                        |
| Consider allowing parents to buy plain navy and white pieces from any provider and iron on school crest (or not! Navy and white would be fine by me).                                                                                                         |
| Consider clothing that has natural fibres rather than crappy synthetic. Consider possibilities of outfitting for low income families.                                                                                                                         |
| Consider special needs students. Pants need to have belt loops to stay up. How easy are they to do up? High waisted stretch pants which stay up would be so much better.                                                                                      |
| Consistency in sizing, guaranteed availability of items                                                                                                                                                                                                       |
| Consistent and better quality. Better sizing. Better fit.                                                                                                                                                                                                     |
| Continue with outstanding customer service                                                                                                                                                                                                                    |
| Convenient store hours for working parents. Maybe 1 or 2 nights per week with evenings hours.                                                                                                                                                                 |
| Coordinate a discount for alterations with local company                                                                                                                                                                                                      |
| Cost effective                                                                                                                                                                                                                                                |
| Cost effective                                                                                                                                                                                                                                                |

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| Cost is too high                                                                                                                                                                                                          |
| Cost less money                                                                                                                                                                                                           |
| Cost reduction                                                                                                                                                                                                            |
| Cotton                                                                                                                                                                                                                    |
| Cotton                                                                                                                                                                                                                    |
| Cotton and better fitting options especially in the pants. Kids at Notre Dame wear shorts because the pants are just terrible.                                                                                            |
| cotton hoodies                                                                                                                                                                                                            |
| cotton material shirts. More options . maybe dress shirts                                                                                                                                                                 |
| Cotton material use if feasible as it's Gentle skin                                                                                                                                                                       |
| Cotton only material. The casual pants with a warmer / fleece option.                                                                                                                                                     |
| Cotton options should be available, even if more expensive.                                                                                                                                                               |
| Could use better, stronger material                                                                                                                                                                                       |
| could you make it so there is a specific type of pant that is a comfortable one instead of a dress pant                                                                                                                   |
| Create a wider variety for comfort ex. Better sweaters                                                                                                                                                                    |
| Create more variety for the clothing                                                                                                                                                                                      |
| Create something more comfortable like sweatpants                                                                                                                                                                         |
| Create uniform using quality fabric, not polyester                                                                                                                                                                        |
| creating a half zip sweater                                                                                                                                                                                               |
| creating more comfortable and mobile uniforms. most pants don't fit properly and can be very uncomfortable for wear throughout the entire school day.                                                                     |
| Creating new hooded sweaters for women that do not make them look like a cereal box                                                                                                                                       |
| Crests to be sewn on other stores items                                                                                                                                                                                   |
| Crew neck sweatshirts and skirts would be much appreciated by high school students. As well as freedom in ur form expression by schools (ie, cuffing pants, stylish belts, etc)                                           |
| Current location in Milton doesn't even have a paved driveway, inside of a warehouse, poor lighting                                                                                                                       |
| Current offering is pretty decent.                                                                                                                                                                                        |
| Current provider is low quality and high price. Not good at all                                                                                                                                                           |
| Current provider when asked about pant sizing (child has unique proportions) just shrugged and could not offer any help when their products are l'll fitting                                                              |
| CUrrent service worked really well                                                                                                                                                                                        |
| Current styling. The new boys shorts that came out last spring were a terrible fit. (Way too short). Ended up getting used ones in old style.                                                                             |
| Current supplies is terrible. Go back to RJM                                                                                                                                                                              |
| Current uniforms quality is low and price is high. We want better quality for the same or low price.                                                                                                                      |
| currently the quality it extremely poor                                                                                                                                                                                   |
| Currently the uniforms quality and the price are not matching. Please just try to wash any of the white shirts! It's very low quality. The fabric makes my son itchy. If they bring higher quality's that would be great. |
| Currently, the quality of the products is low and the price is bit of high.                                                                                                                                               |
| Customer service and availability of sizes from current provider are HORRIBLE. Quality of trousers is terrible as well, boys RIP through the knees in no time.                                                            |

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| Customer service and availability would be important not happening with current provider.                                                                   |
| Customer service is very important                                                                                                                          |
| Customer service lines at stores                                                                                                                            |
| Customer service, availability and natural materials would be greatly appreciated                                                                           |
| Customer service; quality and stock of uniforms                                                                                                             |
| customized (names)                                                                                                                                          |
| Customized sizing eg: slim, regular, husky. Garments should be durable and also comfortable to wear.                                                        |
| Customized sizing, Hours of operation, late closing times even if they open late, most parents work during the day                                          |
| Decent quality , fair prices, make a variety of fits available.                                                                                             |
| Decrease wait times for items. I have waited months for a pair of pants.                                                                                    |
| Deeper stock levels w/ online ordering                                                                                                                      |
| Definitely need smaller sizing than the receipt provider                                                                                                    |
| Definitely prefer McCarthy over the current uniform provider                                                                                                |
| Delivery                                                                                                                                                    |
| Delivery service                                                                                                                                            |
| Delivery time and customer service                                                                                                                          |
| Design things that the kids will actually wear. Lime pants that are made of comfortable material and have some consideration for today's styles             |
| Did not like the provider of the uniforms for the last couple of years.                                                                                     |
| Different pant options.                                                                                                                                     |
| Different styles of pants should be available to accommodate different body types. Would be nice if different lengths were offered such as tall and petite. |
| Discount for early bird                                                                                                                                     |
| Do away with uniforms                                                                                                                                       |
| Do in depth background checks before moving forward with new uniform provider.                                                                              |
| DO NOT CONSIDER ISP as a provider                                                                                                                           |
| Do not have ISW as a provider again                                                                                                                         |
| Do not have the uniform pieces customized. Allow families to purchase pieces from anywhere they can afford based on a uniform style model. No crests.       |
| Do not renew with ISW. They are horrendous-move back to McCarthy.                                                                                           |
| Do not understand the question .....                                                                                                                        |
| Don't increase prices                                                                                                                                       |
| Don't be cheap about uniforms. And stop making it expensive for shit quality and making money off of it.                                                    |
| Don't ever use ISW again! They are absolutely horrific!!!                                                                                                   |
| don't have a single provider-provide a colour dress code (pants and shirt) and allow parents to purchase uniforms at the store of their choosing.           |
| Don't have any issues. If uniform ordered in a timely manner there's no issues. If people leave it to last week of school then they'll have issues.         |
| Don't have them                                                                                                                                             |
| Dont have uniforms                                                                                                                                          |



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| Don't let the provider use low quality garments that are thin and make a bra easily visible through the clothing. Also the supplier needs to have multi locations, excellent hours, and customer service. As well, being able to return an item, brand new with tag still attached, should be standard.     |
| Don't make the so so expensive                                                                                                                                                                                                                                                                              |
| Don't make them ugly and make sure they're good quality and fit human bodies properly                                                                                                                                                                                                                       |
| Dont put gaps on sizes. The current one has no 6-7 and jumps to 7-8.                                                                                                                                                                                                                                        |
| Don't require a school crest and let people purchase from major retailers were you can get excellent quality for low pricing                                                                                                                                                                                |
| don't run out and if you do, deliver much quicker than ISW                                                                                                                                                                                                                                                  |
| Don't specify a provider. Specify uniform and colours and let parents pick whatever suits needs and budget. I.e. black pants/white shirt.                                                                                                                                                                   |
| Don't use a provider. Let people buy where they want under an established guideline                                                                                                                                                                                                                         |
| Don't use ISW                                                                                                                                                                                                                                                                                               |
| Dry fit material- uniforms hot- better pant/short options- poorly fitted                                                                                                                                                                                                                                    |
| DUAL SOURCING SHOULD BE A MUST                                                                                                                                                                                                                                                                              |
| Durable buttons, zippers and fasteners                                                                                                                                                                                                                                                                      |
| Durable for young kids; reinforced knees, adjustable waistbands, expandable lengths                                                                                                                                                                                                                         |
| Durable items, readily available. Current the cost is high for such poor quality.                                                                                                                                                                                                                           |
| Durable material and less wider pants                                                                                                                                                                                                                                                                       |
| Durable, high quality, comfortable, current styles. Ensure the hours of operation and location are convenient for parents. Make sure the material used done wash out, pile, change colour and fall apart. It is imperative that there is stock on hand. Kids outgrow clothes and it is unacceptable to wait |
| Durable, we'll fitting clothing                                                                                                                                                                                                                                                                             |
| E sure quality materials are used. Ones that last more than 3 washes!                                                                                                                                                                                                                                       |
| Ease of returns; ease of follow-up for back orders; not taking upfront payments ahead of backorders, and then not bothering to refund even after a no. of follow-up queries on status of orders. This situation happened for hoodies that I had ordered, which weren't exactly cheap.                       |
| Easier online ordering                                                                                                                                                                                                                                                                                      |
| Easier online purchase                                                                                                                                                                                                                                                                                      |
| Easy online ordering                                                                                                                                                                                                                                                                                        |
| Easy to wear , pull up designs, stretchy and                                                                                                                                                                                                                                                                |
| Easy to wear , pull up designs, stretchy and cotton material                                                                                                                                                                                                                                                |
| Easy washing instructions/easy care of the garments                                                                                                                                                                                                                                                         |
| Effective online ordering system                                                                                                                                                                                                                                                                            |
| Eliminate buttons on pants. Either provide pull-on or latch style. Consider cargo style / location pockets rather than pockets at hip which cause rips if kids put objects or hands in their pockets.                                                                                                       |
| Eliminate school crest/ logo with HCDSB logo for all schools so that families with children at various schools within our board can share uniform pieces and pass down when our grown. Also, allows for easier tradition when families move and attend another school.                                      |
| Enabling different sizes of clothing (customized). Taller kids that have smaller waists have to wear oversized pants.                                                                                                                                                                                       |

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| Enduring that the supply is available at all times.                                                                                                                                                                                                                                                         |
| Enforce quality in the pieces and availability as current provided lacks both                                                                                                                                                                                                                               |
| Enhance the material and quality of the garments. The current providers materials are poor quality, uncomfortable and dont wear well which means I'm replacing more often and ultimatley spending more. Also, customer service of the current provider is unacceptable and needs improvement overall!       |
| Ensure a better quality product.                                                                                                                                                                                                                                                                            |
| Ensure ability to stock items is fast.                                                                                                                                                                                                                                                                      |
| Ensure adequate inventory                                                                                                                                                                                                                                                                                   |
| Ensure adequate stock                                                                                                                                                                                                                                                                                       |
| Ensure ample supply and staff during peak periods ie All of August                                                                                                                                                                                                                                          |
| Ensure availability of all sizes and improve speed of delivery of uniforms                                                                                                                                                                                                                                  |
| ensure availability of product, and product that is not overpriced for the quality of the item                                                                                                                                                                                                              |
| Ensure availability of the items at various sizes.                                                                                                                                                                                                                                                          |
| Ensure better quality materials and workmanship.                                                                                                                                                                                                                                                            |
| Ensure comfortable pieces that are kid friendly (adjustable waist bands and durable knees)                                                                                                                                                                                                                  |
| Ensure customer service                                                                                                                                                                                                                                                                                     |
| Ensure easy shopping experience, I like selecting my own product vs McCarthy needing a sales person to bring product to you there fore waiting for someone to be available to help                                                                                                                          |
| Ensure garments are available. Uniforms are always out of stock! Also improve customer service.                                                                                                                                                                                                             |
| Ensure good quality                                                                                                                                                                                                                                                                                         |
| Ensure good quality at reasonable price with adequate inventory and better customer service                                                                                                                                                                                                                 |
| Ensure good quality to price ratio and customer service                                                                                                                                                                                                                                                     |
| Ensure inventory is sufficient to service students needs. In the event of a stock out situation, stock should be replenished quickly. Back orders requiring upwards of a three month wait are unacceptable. Quality items are extremely important. Children are hard on their clothes, they need to be made |
| Ensure it is durable and breathable.                                                                                                                                                                                                                                                                        |
| Ensure item are in stock and arrive on time during peak perids                                                                                                                                                                                                                                              |
| Ensure items are comfortable with easy tabs/easy for primary students to dress themselves. Items made with 100% cotton, option of tshirts/sweatpants in addition to dress pants and golf shirts.                                                                                                            |
| Ensure many product items are available during peek times - e.g., Aug/Sept. Ensure quality of product - e.g., hems are reinforced, material is non pilling                                                                                                                                                  |
| Ensure products are actually IN stock and not have to wait 4 months for items to arrive (when no longer in season!)                                                                                                                                                                                         |
| Ensure quality, quality, quality                                                                                                                                                                                                                                                                            |
| Ensure sizes are available for all. We were unable to get items for my son and custom order would have taken too long for the start of school.                                                                                                                                                              |
| Ensure sizes are available. This current provider is a joke as many items are not available.                                                                                                                                                                                                                |
| Ensure styles are current to ensure students are o.k. with them                                                                                                                                                                                                                                             |

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| Ensure that all bottoms (both pants and shorts) come in elastic waist band so the youngest students can just pull up and down without having to use zippers. Right now all options for shorts have buttons and zippers which are difficult for kindergarten students                                   |
| Ensure that all schools have the same options i.e. long sleeve Polo                                                                                                                                                                                                                                    |
| Ensure that long sleeve shirts are available at all school as an alternative to the rugby shirts                                                                                                                                                                                                       |
| ensure that sizes are readily available, free shipping to homes, knowledgeable/helpful staff                                                                                                                                                                                                           |
| Ensure that the contract had non stock penalties if items are not i stock the items should be given a discount to the parents                                                                                                                                                                          |
| Ensure that the contract had non stock penalties if items are not i stock the items should be given a discount to the parents                                                                                                                                                                          |
| Ensure that the quality is excellent. The current uniforms don't even last the school year.                                                                                                                                                                                                            |
| Ensure that the quality is excellent. The current uniforms don't even last the school year.                                                                                                                                                                                                            |
| Ensure that the supplier has the availability to have enough stock on hand to fill orders just prior to school starting.                                                                                                                                                                               |
| Ensure that the uniform provider commits to having ample stock and business hours that support the fact that Oakville is a commuting community                                                                                                                                                         |
| Ensure that the uniform provider has adequate stock for students' needs.                                                                                                                                                                                                                               |
| Ensure that there is adequate stock on hand (waiting months for items is unacceptable). Offer greater variety                                                                                                                                                                                          |
| Ensure that there is not a shortage of uniforms (quantity, sizes, various items like pants, sweaters, shirts.) Uniforms must be made available before September.                                                                                                                                       |
| Ensure that they can handle the demand of the community                                                                                                                                                                                                                                                |
| Ensure that they commit to having products in stock and if they don't it should be shipped to my house at no cost. Also current provider is disorganized. I ordered a youth XL shirt for my son who is 11 and they gave me an adult xl. This item was back ordered. So this has resulted in 3 trips!!! |
| Ensure that they have adequate sizes and styles available, as well as accessories, ie tights for girls                                                                                                                                                                                                 |
| Ensure that they have sufficient stock of any given uniform item and size                                                                                                                                                                                                                              |
| Ensure that uniform is well made , available when needed, adjustable wait at least for elementary school (current pants don't have adjustable waist which is horrible, elastic does not help)                                                                                                          |
| Ensure that uniform pieces that are required to be worn, are ALWAYS AVAILABLE.                                                                                                                                                                                                                         |
| Ensure the clothing can fit under winter wear easily. I find that the current uniform pants are uncomfortable under snow pants, so a softer pant would be more helpful for the kids who need to wear snow pant in the winter.                                                                          |
| Ensure the clothing materials are ethically sourced                                                                                                                                                                                                                                                    |
| Ensure the fit of of clothing is realitc to a child's size                                                                                                                                                                                                                                             |
| Ensure the material is comfortable (with stretch) and durable.                                                                                                                                                                                                                                         |
| Ensure the provide has ample stock available in all sizes AT ALL TIMES.                                                                                                                                                                                                                                |
| Ensure the provider is able to efficiently supply the needs of the school, minimal/no wait times for sellouts                                                                                                                                                                                          |
| Ensure the provider provides quality products                                                                                                                                                                                                                                                          |
| ensure the quality of material is comfortable (ie. not stiff/starchy) and durable. The pant style/cut should keep in mind what a teenage student would wear (ie. dark colour, tailored leg). My daughter's school wears shorts year round because no one will wear the pants.                          |

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| Ensure the quality of the uniform can last more than a year. Previous Mccarthy uniforms lasted multiple years and barely tore or pilled. The uniforms now material. Is not as durable and the skorts wear out fast.                                                                                      |
| Ensure the styles are likeable by students while maintaining appropriateness                                                                                                                                                                                                                             |
| Ensure the uniforms are available for purchase and supply in stock. Also ensure quality is good and shirts can last a season.                                                                                                                                                                            |
| Ensure the uniforms are of good quality; they are being washed multiple times and sometimes passed down through children. I think there should be a more comfortable option for pants; stiff khaki style are not realistic for younger kids.                                                             |
| Ensure the white shirts are not flimsy and see through.                                                                                                                                                                                                                                                  |
| Ensure their online ordering service works.                                                                                                                                                                                                                                                              |
| Ensure there is stock available during peak times ie., month before school                                                                                                                                                                                                                               |
| Ensure there's sufficient stock, plan for peak purchase times.                                                                                                                                                                                                                                           |
| Ensure they are quality products                                                                                                                                                                                                                                                                         |
| Ensure they have a current inventory management system. An apparel supplier should have an inventory system where the stores are able to view inventory on hand in the central warehouse, orders placed and provide accurate delivery dates. Also use historical data to forecast properly for surges.   |
| Ensure they have enough stock                                                                                                                                                                                                                                                                            |
| Ensure they have proper stock of items. ISW is always out of stock.                                                                                                                                                                                                                                      |
| Ensure they stock enough items for the start of the year, ensure they communicate when they change suppliers and sizing may differ, ensure they pay attention to the colour of the items at least being close in colour for tops & bottoms, using material that washes well and lasts more than 3 months |
| Ensure they're able to handle the volume of customers and their respective orders without everything being on back order for months.                                                                                                                                                                     |
| ensure to have enough options and stock                                                                                                                                                                                                                                                                  |
| Ensure uniform are not polyester or synthetic, a combination of cotton and polyester would be best. Washes well and is comfortable for all students. Have flexibility with options for students. Prices must be reasonable and quality of clothing high since students will be wearing on regular basis. |
| Ensure waist bands are adjustable and offer slim fit versus regular fit in pants.                                                                                                                                                                                                                        |
| Ensuring adequate inventory and minimal wait times if items sell out.                                                                                                                                                                                                                                    |
| Ensuring availability of the products                                                                                                                                                                                                                                                                    |
| Ensuring better quality that washes well.                                                                                                                                                                                                                                                                |
| Ensuring products are well-made, COMFORTABLE, and fit the varying sizes and shapes of our young people.                                                                                                                                                                                                  |
| Ensuring stock is available when required. More options, not just white short-sleeve shirts.                                                                                                                                                                                                             |
| Ensuring the comfort of the garments. Our children wear the same items everyday and I believe comfort is of prime importance. Stiff materials without any stretch make very little sense. Also, warmth is a factor. Some kids get very cold, others very hot. Material options would be beneficial.      |
| Ensuring the provider has a modern online purchasing system, has items in stock for purchase rather than having to wait months to receive the items, friendly customer service; and updated style options for pants, shorts.                                                                             |

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| Ensuring there is a strong online presence. Most parents work full time and going to a store is not always feasible. In addition, making sure there are adequate sized for all body types. My son is slim therefore finding a uniform/clothing and sizing that fits his stature is important. |
| Especially for elementary uniforms, please ensure the items are comfortable. Stretchy "yoga" style pants are much preferred by my kids over the rigid khaki/dockers style dresspants.                                                                                                         |
| Establish reasonable competitive pricing with more selection                                                                                                                                                                                                                                  |
| Ethically made clothing                                                                                                                                                                                                                                                                       |
| Ethically made clothing                                                                                                                                                                                                                                                                       |
| Everything indicated above. I can never find pants for my son. Always on back order                                                                                                                                                                                                           |
| Excellent customer service to deal with any and all deficiencies in the quality of their products.                                                                                                                                                                                            |
| Excellent customer service, enough stock at the beginning of school. Items that are excellent quality. And don't wear too quickly.                                                                                                                                                            |
| Excellent customer service/more items of same garment stocked                                                                                                                                                                                                                                 |
| fabric quality is very important                                                                                                                                                                                                                                                              |
| fabrics must be able to stand up to frequent washing, Availability is essential                                                                                                                                                                                                               |
| Fair prices, good quality and close location                                                                                                                                                                                                                                                  |
| Faster customer service                                                                                                                                                                                                                                                                       |
| Faster order fulfillment. We have been waiting for over 8 weeks.                                                                                                                                                                                                                              |
| Feed back, better quality and reasonable price                                                                                                                                                                                                                                                |
| Feedback from students on fit before the supplier is chosen. Must include male and female and worn a few times all day to see how it performs.                                                                                                                                                |
| Find a provider that understands that children come in all shapes and sizes. Buying a uniform is quite a humiliating experience for one of my daughters, since they are made exclusively for skinny girls..                                                                                   |
| Find Uniforms that don't pill after a few washes. Finding sizes that are "slim fit" for children with small builds. I have NEVER been able to find a pair of uniform pants that fit my grade 7 student. Properly. Everything is sized too big or not long enough in the legs.                 |
| First off, better customer service. Better quality in the materials that are used and not have to wait over two months for one item when they know it sell out.                                                                                                                               |
| fits can be inconsistent. Materials pill very quickly, even when washing instructions are followed.                                                                                                                                                                                           |
| Fix girls pants pleaseee                                                                                                                                                                                                                                                                      |
| Flexibility, better choices for cold weather                                                                                                                                                                                                                                                  |
| Flexible and need to have the products in stock                                                                                                                                                                                                                                               |
| Flexible uniform pieces                                                                                                                                                                                                                                                                       |
| Follow through on promise that uniform provider will accommodate ALL BODY TYPES. Current provider does not do this for overweight children.                                                                                                                                                   |
| For girls items, it is important to offer more than just a slim cut in pants/shorts. The shorts are all super short and tight and not all girls want to or feel comfortable wearing this style. The supplier should offer bermuda or athletic style cut shorts for girls.                     |
| Form to current trends and styles                                                                                                                                                                                                                                                             |
| free delivery                                                                                                                                                                                                                                                                                 |
| Free home delivery especially because they never have what you need in stock. Every other retailer delivers for free. This is a cash grab.                                                                                                                                                    |

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| Full refunds (instead of credit) should be the norm. Kids outgrow clothes., And they're not cheap!                                                                                                                                            |
| Garment size transitions could be better. Sometimes one size up is way too big or not big enough.                                                                                                                                             |
| Garment warranty                                                                                                                                                                                                                              |
| Get a better provider                                                                                                                                                                                                                         |
| Get a better provider that has higher quality items                                                                                                                                                                                           |
| Get a crew neck for Jv                                                                                                                                                                                                                        |
| Get a new one.                                                                                                                                                                                                                                |
| Get a new provider! McCarthy was hands down better quality and service!                                                                                                                                                                       |
| Get a provider with better quality products. 5 of my child's pants broke with your current provider.                                                                                                                                          |
| get better employees at uniform store                                                                                                                                                                                                         |
| Get better quality uniform material, add more sizes (petites), add                                                                                                                                                                            |
| Get crewnecks for Assumption                                                                                                                                                                                                                  |
| Get feedback from students who wear uniforms. No girls wear the long pants - uncomfortable, not stylish - this means girls are wearing shorts in winter and track pants over top while in transit                                             |
| Get feedback from the students and parents on the actual garments before deciding. The parents and students should get to see what the styles, quality and prices are going to be and then they can help make the decision on who to go with. |
| Get hoodies made from cotton                                                                                                                                                                                                                  |
| Get McCarthy's back and get better quality uniforms.                                                                                                                                                                                          |
| Get rid of current provider and go to a provider with better quality uniforms                                                                                                                                                                 |
| Get rid of ISW and bring back McCarthy.                                                                                                                                                                                                       |
| Get rid of ISW. Terrible supplier, long wait times to get clothing and never have common sizes in stock. Terrible quality. Go back to mccarthys                                                                                               |
| Get rid of ISW. Horrible quality                                                                                                                                                                                                              |
| Get rid of ISW... worst uniforms ever                                                                                                                                                                                                         |
| Get rid of the current provider, nothing but cheap garbage and go back to McCarthy's.                                                                                                                                                         |
| Get rid of the supplier. McCarthy's uniforms were better quality, better fit, and had extended sizes, none of which is offered with your current supplier. The quality is cheap and the product does not last.                                |
| Get rid of uniforms                                                                                                                                                                                                                           |
| Get rid of uniforms                                                                                                                                                                                                                           |
| Get rid of uniforms                                                                                                                                                                                                                           |
| Girls pants to not ball up after one wash. Boys rugby pants should have a slimmer option for thinner boys                                                                                                                                     |
| Girls should have more options for clothing that fits. Sweatshirts are made and sizes for boys, they look awful. The shorts are also too stiff and awkward which is why no girls wear shorts.                                                 |
| Girls should have thick good quality leggings with slim ankle and options for summer and winter, winter being a fleece lined leggings for example.                                                                                            |
| Girls tights need to be offered through the uniform provider!                                                                                                                                                                                 |
| girls uniform pants with the size adjust on the inseam                                                                                                                                                                                        |
| Give parents more deals and offer good pricing. Keep costs down!                                                                                                                                                                              |
| Give the children who actually have to wear these uniforms a say. They should have a survey that reflects what they think of the uniforms.                                                                                                    |

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| Give the option for skirts as well.                                                                                                                                          |
| Give the uniforms more flavour and variety and not have them be so bland                                                                                                     |
| Give us more options. Turn the AC on in the storage room.                                                                                                                    |
| Giving more bottom options for secondary schools                                                                                                                             |
| Giving us the option to buy anywhere                                                                                                                                         |
| Go back to                                                                                                                                                                   |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy - must better product for the price                                                                                                                      |
| Go back to McCarthy!                                                                                                                                                         |
| Go back to McCarthy. ISW is very poor quality and sizing/ options do not fit my daughter                                                                                     |
| Go back to mccarthys                                                                                                                                                         |
| Go back to McCarthys                                                                                                                                                         |
| Go back to mccarthys                                                                                                                                                         |
| Go back to mccarthys                                                                                                                                                         |
| Go back to mccarthys                                                                                                                                                         |
| Go back to McCarthy's                                                                                                                                                        |
| Go back to McCarthys period!! Quality of ISW is terrible. Customer service non existent. I drive to Etobicoke and buy bottoms from McCarthys                                 |
| Go back to McCarthys quality much better.                                                                                                                                    |
| Go back to mccarthys. The new provider doesn't make the uniform well. My kids refuse to wear anything from them                                                              |
| Go back to The last uniform provider. ISW is terrible there customer service is awful as well as the quality. They barely have enough stock. Takes for ever to order things. |
| Go back to using RJ McCarthy                                                                                                                                                 |
| Going back the last provider: Mccarthy uniforms                                                                                                                              |
| Going back to McCarthy as they have far better quality products that are durable, wear better, fit better and last longer.                                                   |
| Good                                                                                                                                                                         |
| Good long lasting quality                                                                                                                                                    |
| Good quality                                                                                                                                                                 |
| Good quality                                                                                                                                                                 |
| Good quality and affordable is just fair for all                                                                                                                             |
| Good quality and availability. Current supplier provides neither                                                                                                             |
| Good quality and price                                                                                                                                                       |
| Good quality at a reasonable price.                                                                                                                                          |
| good quality at an affordable price                                                                                                                                          |
| Good quality is key                                                                                                                                                          |
| good quality material                                                                                                                                                        |

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| Good quality pieces with high quality material.                                                                                                                                                                                                                                              |
| Good quality products at fair prices, why do I need to buy high priced navy pants that I can get often on sale at children store with better quality                                                                                                                                         |
| Good quality that is comfortable and doesn't feel and look cheap                                                                                                                                                                                                                             |
| Good quality to reasonable price                                                                                                                                                                                                                                                             |
| Good quality to withhold wear and tear and multiple machine washers and dryers.                                                                                                                                                                                                              |
| Good quality with great customer service                                                                                                                                                                                                                                                     |
| Good quality with reasonable prices                                                                                                                                                                                                                                                          |
| Good quality, comfortable pieces                                                                                                                                                                                                                                                             |
| Good quality, durable, available and good customer service                                                                                                                                                                                                                                   |
| good quality, fair price                                                                                                                                                                                                                                                                     |
| good quality, fair price and have stock                                                                                                                                                                                                                                                      |
| Good quality, good fabric, convenient to purchase                                                                                                                                                                                                                                            |
| Good quality, ISW is not good quality!!!                                                                                                                                                                                                                                                     |
| Good quality, lower cost                                                                                                                                                                                                                                                                     |
| Good quality, softer fabrics                                                                                                                                                                                                                                                                 |
| Good store layout, friendly customer service.                                                                                                                                                                                                                                                |
| Great material and durable.                                                                                                                                                                                                                                                                  |
| Greater options for different types of pants and perhaps another colour option to match the school colours (St Timothy's)                                                                                                                                                                    |
| Greater selection of products                                                                                                                                                                                                                                                                |
| Greater variety in styles especially pants. Sizing that is true to fit (in line with traditional retail sizes) as having to always go in to try on sizes is not convenient. Location that is closer to school that is being serviced so that the store is accessible to all (public transit) |
| Guaranteed stock, easy online shopping and on time delivery                                                                                                                                                                                                                                  |
| Have a better and reliable provider                                                                                                                                                                                                                                                          |
| Have a board wide logo instead of individual schools.                                                                                                                                                                                                                                        |
| Have a more variety of sizes.                                                                                                                                                                                                                                                                |
| Have a provider that does not have low quality products for a ridiculous price. Items need to be available when ordered and customer service to handle the job of the HCDSB                                                                                                                  |
| Have a provider that offers uniforms made out of good quality fabric not polyester                                                                                                                                                                                                           |
| Have a school store 2x a year where parents can purchase new uniforms directly from the school                                                                                                                                                                                               |
| Have all items available. Especially during summer in preparation for September. Keep costs down.                                                                                                                                                                                            |
| Have all sizes and colours in stock at all times                                                                                                                                                                                                                                             |
| Have all sizes and items on the sales floor instead of waiting for the staff to look in the back of store. It would speed up the shopping time. Maybe sell some items at the schools?                                                                                                        |
| Have all the pieces of uniform in stock! I waste my time everytime I walk into the store, the company never has sizes in the store. When ordered it takes 6 weeks, it is very frustrating.                                                                                                   |
| have all uniforms sizes always in stock in store                                                                                                                                                                                                                                             |
| Have always a good inventory                                                                                                                                                                                                                                                                 |
| Have available in different stores not a monopoly                                                                                                                                                                                                                                            |



|                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Have better inventory in store and improve wait times for items not in stock. The current wait times are unacceptable.                                                                                                         |
| Have better quality 100% cotton and more sizes available                                                                                                                                                                       |
| Have better sizing and more options. And make better hoodies and sweatshirts that are warmer for winter.                                                                                                                       |
| have clothes in stock                                                                                                                                                                                                          |
| Have cotton fabric!!!                                                                                                                                                                                                          |
| Have COTTON options! The tops are made of uncomfortable and unhealthy synthetic fabrics! This uniform is a reason to switch to Public Board.                                                                                   |
| Have enough inventory in most popular sizes. Last year it was really difficult to find sizing by the beginning of the school year. You would think a uniform provider would be prepared!                                       |
| Have enough on hand so when people come to the store they can buy on the spot                                                                                                                                                  |
| Have enough staff on-hand to provide customers with guidance and assistance                                                                                                                                                    |
| Have enough staff on-hand to provide customers with guidance and assistance, offer better quality garments at competitive prices (ie McCarthy's)                                                                               |
| Have enough stock available                                                                                                                                                                                                    |
| Have enough stock available for all students BEFORE THE NEW SCHOOL YEAR BEGINS.                                                                                                                                                |
| Have enough stock available for all students BEFORE THE NEW SCHOOL YEAR BEGINS.                                                                                                                                                |
| Have enough stock on hand. they are always out of sizes especially in august when school starts in the coming weeks                                                                                                            |
| Have enough supplies during uniform buying season, before school starts                                                                                                                                                        |
| Have families buy pants somewhere else and just have them buy the tops with logo.                                                                                                                                              |
| Have good quality materials that last                                                                                                                                                                                          |
| Have husky sizes available                                                                                                                                                                                                     |
| Have in stock. Not 8-10 week wait like current supplier                                                                                                                                                                        |
| Have inventory                                                                                                                                                                                                                 |
| Have inventory in stock. Have staff at stores. Shouldn't have to wait an hour just to pick up an online order.                                                                                                                 |
| Have inventory when school starts and people need it.                                                                                                                                                                          |
| Have it in stock                                                                                                                                                                                                               |
| Have items actually in stock. Better quality & price. Good customer service                                                                                                                                                    |
| Have items in stock                                                                                                                                                                                                            |
| Have items in stock                                                                                                                                                                                                            |
| Have items in stock or at least short wait times.                                                                                                                                                                              |
| Have jogging pants available as another option to gym shorts                                                                                                                                                                   |
| Have less customized products                                                                                                                                                                                                  |
| Have many customer services reps available, have several size and style options available.                                                                                                                                     |
| Have many items available at the store, so we don't have to order them and wait for such long periods of time. Have better quality materials so that the items don't rip easily or zippers breaking in a short period of time. |
| Have more availability of sizes/colors/models                                                                                                                                                                                  |
| Have more cash registers when you are ready to cash out ESPECIALLY in busy periods                                                                                                                                             |
| have more choices                                                                                                                                                                                                              |

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| Have more items in stock                                                                                                                                                                                                                                                                                   |
| Have more options for fit / 3/4 zip hoodie                                                                                                                                                                                                                                                                 |
| Have more options for hoodie colors, for example bishop reding only has grey hoodies, i would prefer red or black. Also the BR hoodies should be made out of cotton                                                                                                                                        |
| Have more options that are comfortable                                                                                                                                                                                                                                                                     |
| Have more products in stock before school. Items are often out of stock for WEEKS.                                                                                                                                                                                                                         |
| Have more sizes (e.g. they do not have a 37" waist, so we had to tailor a 38". Also we bought three 38" waists and each one was actually a different size. Very frustrating since they were on back order and when we finally got them, we had to return one because it was too small!                     |
| Have more sizes available and pants should come in various styles.                                                                                                                                                                                                                                         |
| Have more slim fitting pants for females and better tops that would fit in with the modern style                                                                                                                                                                                                           |
| Have more stock on hand and available, bring back McCarthy as it was the best quality and bring down the pricing it is so expensive to buy uniforms. Or lift the rules against wearing other brands.                                                                                                       |
| have more than 1 option                                                                                                                                                                                                                                                                                    |
| Have more than one or two people at the cash. Better set up and customer service.                                                                                                                                                                                                                          |
| Have more than one sole provider and allow for the sale of crests only.                                                                                                                                                                                                                                    |
| Have more than one supplier. Then they will truly have to provide good service, possibly sales and discounts and give options. The current buying process is one of the worst retail experiences I have had.                                                                                               |
| Have more than one uniform provider                                                                                                                                                                                                                                                                        |
| Have more than one uniform provider to allow for completion of prices, selection, customer service and quality. Ensure that the provider has experience in providing clothes for kids and teenagers. Ensure provider commits to having adequate stock (shorts should be available from May to September.   |
| Have more than one uniform vendor to choose from so parents can make the decisions re: uniforms that best meet their needs (e.g. quality vs. price)                                                                                                                                                        |
| Have more uniform                                                                                                                                                                                                                                                                                          |
| Have more up to date styles and better quality material                                                                                                                                                                                                                                                    |
| Have more variety for uniforms (sweatshirts, better pants)                                                                                                                                                                                                                                                 |
| have more variety of pieces, such as a zippered hoodie and a button up or zip up cardigan, as well as a lightweight/warm weather cardigan. Students go from rooms that are cold to rooms that are very hot, they need to be able to wear layers that can easily be taken on and off. Also narrow leg pants |
| Have more variety of products ex. Short and long version of uniform pants                                                                                                                                                                                                                                  |
| Have more variety specially for children with motor skills challenges                                                                                                                                                                                                                                      |
| Have more variety                                                                                                                                                                                                                                                                                          |
| Have multiple options for pants, shirts, etc. for boys, better quality (meaning products don't fade or fray), have store locations close by, open on weekends, and have lots of selection in stock.                                                                                                        |
| Have multiple providers with competitive pricing                                                                                                                                                                                                                                                           |
| Have no concerns with existing provider. Had great service, easy access to store and clothes and the uniforms have been durable                                                                                                                                                                            |
| Have options of different body types slim fit, etc                                                                                                                                                                                                                                                         |
| Have prices on-par with major retailers, allow school crests to be sewn on by caretakers, implement online ordering.                                                                                                                                                                                       |

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| Have product available for back to school                                                                                                                                                        |
| Have product available!!! The current provider is terrible, never enough sizes in stock, terrible customer service too                                                                           |
| Have products available. Every time I go to the store, they don't have sizes, products, etc..                                                                                                    |
| Have products in stock for the seasons. To wait 6 weeks for a rugby shirts in the winter and shorts in the spring or September is ridiculous.                                                    |
| Have products in stock, helpful staff, standard sizing                                                                                                                                           |
| Have products in stock, not gouge the customer. Product quality would be great to maintain. Washable materials that have longevity.                                                              |
| Have products in stock. Have products that fit properly. Have products that are not cheaply made                                                                                                 |
| Have proper amounts of uniforms in stock instead of having to wait everytime we are in need of uniform items                                                                                     |
| have proper sizing and adjustable clothing accessories (zipper, expanded waistbands)                                                                                                             |
| Have proper stock at start of school year to eliminate wait time. Offer more options for bottoms (different style pants) because fits are different on different body types.                     |
| Have quality products. Not scratchy materials. Also, consider letting us buy the items where we like and get the crest put on.                                                                   |
| Have seasonal items available in correct season. Have stock not 4 week back orders                                                                                                               |
| Have sizes available so you don't have to wait 8 weeks for clothing and provide better quality and variation on styles for clothing Especially boys clothing that currently have limited options |
| Have sizes especially before school.. have a different fit for different body sizes                                                                                                              |
| Have sizes in stock.                                                                                                                                                                             |
| Have sizing listed in standard clothing sizes such as size 10 and not in inches such as pants labelled 24/26".                                                                                   |
| Have stock                                                                                                                                                                                       |
| Have stock                                                                                                                                                                                       |
| Have stock al year round. Specially in the weeks before school initiates                                                                                                                         |
| Have stock available; have one item of each size available to try on in the event that something needs to be ordered                                                                             |
| Have stock readily available                                                                                                                                                                     |
| Have stock when needed ie beginning of school year- customer service basics                                                                                                                      |
| Have stock. Increase quality. Increase options for various-sized students.                                                                                                                       |
| Have stock. It isn't right to go to the store and they have NO pants. Then are required to pay ing full and wait 3-4 weeks to get them.                                                          |
| Have stock... there is never any stock currently                                                                                                                                                 |
| Have supplies on hand and offer all sizes.                                                                                                                                                       |
| Have the ability to hem the athletic pants. Better quality material. Have them answer their phone when you call. User friendly website.                                                          |
| Have the items in stock                                                                                                                                                                          |
| Have the option to purchase school crest to sew on shirts..                                                                                                                                      |
| Have the products available                                                                                                                                                                      |
| Have the sizes available in the store                                                                                                                                                            |
| Have the sizes required for September and be open on week days                                                                                                                                   |

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Have the uniform sizes, and proper material.                                                                                                                                                                                                                                            |
| Have them current available and the custom items not making the children look bad                                                                                                                                                                                                       |
| Have them in stock , shorten wait time                                                                                                                                                                                                                                                  |
| Have them in stock in a timely manner. Also sales in June and a 30 day exchange policy make no sense. It is very frustrating to try to return an item purchased in June to be told it's past the 30 days.                                                                               |
| Have them sell/provide 'patches' or other materials so that uniforms can be repaired and passed down to younger siblings/friends. This will save money for parents and prevent so much clothing in the landfills.                                                                       |
| Have uniform pieces in stock!!!! Have more responsive associates to assist customers.                                                                                                                                                                                                   |
| Have uniforms available in store, better size descriptions                                                                                                                                                                                                                              |
| Have uniforms in stock                                                                                                                                                                                                                                                                  |
| Have uniforms that don't fall apart after a month of gentle use                                                                                                                                                                                                                         |
| Have various fits- example husky, the ability to hem a pant (the zippers on the ""track pant"" make it harder to do so. Also actually have a track pant for boys. There should also absolutely be a T-shirt option available. This is for St. Matthew's in Oakville                     |
| Have various fittings within a size bracket. No pants fitted my children due to small waist and leg length. I then had to pay to have them altered- an extra cost. That or adjustable waist ( this years skirts did not have this so did not fit my child , yet we had no other options |
| Having a large amount of selection and products on hand always. Also location should be in the Falgarwood area only.                                                                                                                                                                    |
| Having a uniform provider that specializes in kids sizes.                                                                                                                                                                                                                               |
| Having adequate stock available in august.                                                                                                                                                                                                                                              |
| Having an on-site tailor for enhanced customization of the product. Larger sizes. A Reward System for students to get uniforms with good grades.                                                                                                                                        |
| Having enough supply for demand and proving a short wait time for orders (1-2 weeks max)                                                                                                                                                                                                |
| Having items available !!!!! Frustrating                                                                                                                                                                                                                                                |
| Having items available on time. I had to wait 6 months for a hoodie which of course was useless since was already summer when its arrived and the school year about to finish                                                                                                           |
| Having items available. Having more information from the company for sales or overstock.                                                                                                                                                                                                |
| Having items in stock                                                                                                                                                                                                                                                                   |
| Having items in stock                                                                                                                                                                                                                                                                   |
| Having items in stock and a few choices in atyke of pant to suit biys and gurls unisex clothing does not work                                                                                                                                                                           |
| Having items in stock and not on a long wait list                                                                                                                                                                                                                                       |
| Having items on stock not always back ordered                                                                                                                                                                                                                                           |
| Having made to order garnements                                                                                                                                                                                                                                                         |
| Having minimal back orders would be helpful.                                                                                                                                                                                                                                            |
| Having more clothing uniform options and better quality clothing                                                                                                                                                                                                                        |
| Having more than one distributor and imposing the obligation to have stock to meet the demand. I've waited months for a coat the size of my son.                                                                                                                                        |
| Having more than one option for cut, style, materials of pants/ shirts/shorts etc is very important. Options that include elastic waste bands, relaxes fit pants etc to accommodate all body types                                                                                      |

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| Having products and sizes in stock                                                                                                                                                                                                                                                                           |
| Having products in inventory. And making the purchasing process efficient and easy. Some of the online shopping/login is very cumbersome. Not user friendly                                                                                                                                                  |
| Having sizes available or if they have to be ordered that they come in quickly!!!                                                                                                                                                                                                                            |
| Having smaller or bigger sizes                                                                                                                                                                                                                                                                               |
| Having stock available                                                                                                                                                                                                                                                                                       |
| Having stock available; Products are currently subpar - the boys "track pants" are horrible my son looked like a balloon today - the fit is just awful.                                                                                                                                                      |
| Having Stock.. I have been happy with your current provider.                                                                                                                                                                                                                                                 |
| Having store open with better hours . Have sizes available latter in summer                                                                                                                                                                                                                                  |
| Having sufficient stock                                                                                                                                                                                                                                                                                      |
| Having the items in stock at all times                                                                                                                                                                                                                                                                       |
| Having the uniforms sizes in stock at all time                                                                                                                                                                                                                                                               |
| Having them in stock and good material                                                                                                                                                                                                                                                                       |
| Having them in stock to try on                                                                                                                                                                                                                                                                               |
| HCDSB PLS continue mix&matching of tops and bottoms to ensure flexibility & comfort. Always consider parents 'reasonable' input, +ve & -ve. Many parents willingly pay good money, but if unhappy about service/quality, a safe place to voice them @HCDSB is appreciated. We love the uniforms!! Thank you! |
| High quality is key. Winter uniforms are good win.                                                                                                                                                                                                                                                           |
| Higher quality and better fitting garments                                                                                                                                                                                                                                                                   |
| Higher quality material                                                                                                                                                                                                                                                                                      |
| higher quality of the uniform                                                                                                                                                                                                                                                                                |
| Higher quality pants, the male ISW pants tip extremely easily on the right side pocket and frequently                                                                                                                                                                                                        |
| Higher quality that doesn't pull after 5 washes, product available thru the school year                                                                                                                                                                                                                      |
| Highest quality materials                                                                                                                                                                                                                                                                                    |
| Hold the accountable by evaluating their service and commitments annually. If they fail to meet, another can be selected                                                                                                                                                                                     |
| Hold them accountable for poor customer service and long wait times                                                                                                                                                                                                                                          |
| Holding the provider accountable for having inventory.                                                                                                                                                                                                                                                       |
| Home delivery with online ordering                                                                                                                                                                                                                                                                           |
| Hoodie is bulky                                                                                                                                                                                                                                                                                              |
| Hoodies should be available as part of the uniform option, its a better option during the winter months. Currently it is not option for Elementary Catholic schools.                                                                                                                                         |
| How about allowing generic brands that are in the appropriate colour. Like Old Navy uniform pants are the same colour as the many shades that are currently allowed, better quality, and cheaper.                                                                                                            |
| How about we allow parents the option of buying navy bottoms, and a navy or white golf shirt wherever they want, and give them the option of buying iron on transfers for the shirts, like other school boards- and we currently buy no compliant bottoms due to ISW not having appropriate sizing           |
| How products available                                                                                                                                                                                                                                                                                       |

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| Hrs of operation and location should be local and accessible for working parents in Milton. After 6pm on weekdays and open at least one day in the weekend. Comfortable uniforms and seasonal options.                                                                                                |
| Hypoallergenic materials will be excellent                                                                                                                                                                                                                                                            |
| I am happy with current supplier. However uniform costs seem to be way above regular clothing                                                                                                                                                                                                         |
| I am happy with the current uniform provider. I would like to see pants with NO buttons (for the little ones)                                                                                                                                                                                         |
| I am not sure. McCarthy was great in both fronts. ISW has great cust service but poor quality of products. I twice replaced high school pants when stitches got undone. They were very understanding and helpful though.                                                                              |
| I am surprised to see quality is not one of the criteria to rank in question 3 above. If it were, I would rank as very important.                                                                                                                                                                     |
| I am very much pleased by ISW                                                                                                                                                                                                                                                                         |
| I believe that question 4 is misleading. I would like to pay for good quality clothing, I do not believe that always means we have to pay more. Maybe the questions should have been broken down one regarding price point and another regarding quality. continues in answer 8                       |
| I believe that the company that becomes the provider should be able to meet the families at the school to order their uniforms. Halton Hills is located in a unique location that is furthest away from other communities.                                                                            |
| I dislike the quality of ISW uniforms however I like how their store is laid out with its "help yourself" approach. I preferred McCarthy quality but thought their store layout or process for purchasing uniforms outrageous (nothing on display, must wait for associate)                           |
| I don't know where to buy uniforms                                                                                                                                                                                                                                                                    |
| I don't know, have the products in stock? Have them made of good quality rather than trash? Have quick turnarounds on orders? It's not rocket science!                                                                                                                                                |
| I don't like uniforms at all. One of my children's school doesn't require uniforms at all and this is the best option for me. Buying uniforms is another headache for me. This is time consuming and they are too expensive. I would rather spend this time and money for my family.                  |
| I feel that there are many retail stores that offer standard uniform pieces in fairly common colours (ie a navy or gray "uniform" pant or white polo similar at Children's Place, Gap, Old Navy, etc.) Who tend to have sales throughout the year. (Cont.)                                            |
| I feel the price for uniforms are too high and the quality is low                                                                                                                                                                                                                                     |
| I feel the quality of the current provider is sub par and the quality of McCarthy's product were superior. ISW shirts fade quickly and start to pile after a few washes. The sports pants are made of inferior quality and kids tend to wear through the knees quickly.                               |
| I find that the uniform quality has very thin fabric and it leaves students feeling very cold                                                                                                                                                                                                         |
| I find the current provider for our school, unorganized, poor quality and impossible store times. I have been unsatisfied with ISW since we made the switch.                                                                                                                                          |
| I have bought lots of the clothes for my kids from the uniform sale as we have been trying to reuse as much as possible. Good quality uniforms are very important. I would rather pay a bit more and know that others could possibly get use or pass it down to siblings as opposed to ordering more. |
| I have bought better quality clothing that has lasted longer than the crap at ISW.                                                                                                                                                                                                                    |
| I have bought better quality clothing that last                                                                                                                                                                                                                                                       |

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| I have four children and found that the McCarthy uniforms were of better quality.                                                                                                                                                                                                                            |
| I have had positive experiences thus far and don't mind the quality or price.                                                                                                                                                                                                                                |
| I have no concerns with the current supplier, uniforms are lasting well and easy to care for                                                                                                                                                                                                                 |
| I have no issues.                                                                                                                                                                                                                                                                                            |
| I have slim kids and never buy the pants for kids, they do not fit and are uncomfortable. I end up buying pants from other vendors                                                                                                                                                                           |
| I like our current provider but they could have better inventory control in August.                                                                                                                                                                                                                          |
| I like the current no tax sales offered twice a year, but durable, well fitting uniform pieces (along the lines with standard children's sizing) would be ideal                                                                                                                                              |
| I liked the quality of McCarthy's but going to their store was a nightmare. I like how InSchoolWear has their stores but the quality and availability is terrible.                                                                                                                                           |
| I much preferred RJ McCarthys. I think most parents do. I both wore these uniforms and had two children wear them.                                                                                                                                                                                           |
| I prefer a quality of clothing that does not fall apart nor age considerable after only a few washes and using delicate wash cycle and hang drying                                                                                                                                                           |
| I prefer more cotton in the uniform pieces, eg. as of now pants -100% polyester ....they are cold in winter and hot in summer; same is true with the polo shirts.                                                                                                                                            |
| I really like the fact we need to wear uniforms, just not happy with the quality of ISW                                                                                                                                                                                                                      |
| I shop with my mom and complains about the uniform providers all the time and I agree. Customer service has been terrible. Sizing has not been great even though I'm a medium in literally everything. School sweaters should be half zip instead of full zip.                                               |
| I strongly believe that students in JK, SK, and even Gr. 1, should be able to buy generic blue and white tops/bottoms rather than those from a specific uniform provider. My children get very dirty playing and I'm doing laundry every night. They are also incur a lot of wear and tear on their clothes. |
| I suggest a Better quality of uniform                                                                                                                                                                                                                                                                        |
| I think all pants should really be elastic waist (no clasps, no buttons). That becomes very difficult for the primary grade students. I believe buttons are more for your grade 6 to high school students.                                                                                                   |
| I think it's very important to ensure quality of materials are used.                                                                                                                                                                                                                                         |
| I think that the issue of students being out of uniform would be resolved if we were allowed to wear more comfortable uniform pieces such as jogging pants and sweatshirts. There should be more options for pants because the dress pants are very uncomfortable, which is why students only wear shorts.   |
| I think that the products should reflect some style, comfort and quality. Also, for the service of the store to be knowledgeable about the products available for purchase.                                                                                                                                  |
| I think that we should have a hoodie that isn't so body on the shoulders for girls and maybe the white shirts shouldn't be as see through so no one can see our bras. I would also like a crew neck sweater instead of a hoodie too cause I feel more comfortable in those                                   |
| I think the option of a zip up hoodie should be available.                                                                                                                                                                                                                                                   |
| I think there should be more options for pants, I think it would be beneficial to have jogging pants, winter friendly.                                                                                                                                                                                       |

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| I think this provider offers expensive pieces with poor quality. When you order in back order it takes forever to arrive average 3 weeks but it could take more than 2 months. On top of that the sizes for pants are confusing. Previous vendor was way better.                                           |
| I think you should make uniforms cheaper because the uniforms we buy 1st year might not fit us by 2nd year so to waste money on something that's not gonna last for very long is not a good way to spend money.                                                                                            |
| I think, we have to have several provider so, we have more option to choose.                                                                                                                                                                                                                               |
| I want a quality uniform and am fine to pay for it. The current uniform is of cheap quality and I do my best to ensure my child wears McCarthy only.                                                                                                                                                       |
| I want good quality material                                                                                                                                                                                                                                                                               |
| I was unaware of the financial assistance.                                                                                                                                                                                                                                                                 |
| I was very happy with all product and service of this supplier. Sometimes staff struggled with processing orders but the store was always neat, tidy and well organized..                                                                                                                                  |
| i Will like to have different options where to buy and quality versus prices. My son is a teenager and he grows Every 2 months so I don't want to spend a lot of money in something that is not going to fit him for long periods.                                                                         |
| i Will like to have different options where to buy and quality versus prices. My son is a teenager and he grows Every 2 months so I don't want to spend a lot of money in something that is not going to fit him for long periods.                                                                         |
| I wish all catholic elementary schools had uniforms                                                                                                                                                                                                                                                        |
| I wish that the pants were just a little tighter towards the feet because they often make everyone look chunky and the shorter you are the chubbier you look because of how stocky each pant leg is.                                                                                                       |
| I wish the items to be stocked timely and be available always at store                                                                                                                                                                                                                                     |
| I wish there was another colour than blue and white. It is a terrible pick of colour.                                                                                                                                                                                                                      |
| I would like more clothing options available to purchase. There isn't a whole lot of selection to choose from. Other schools serviced by our current provider have a wider variety of options. In particular, I'd like to be able to purchase the cardigan that I've seen available for other schools.     |
| I would like the provider to have a semi-spacious location. Would like to have a provider that has enough stock at the beginning of the school year (tired of going to a provider a couple of weeks before school starts to find out that items are on back order). Provide sufficient sizing (husky, etc) |
| I would like to see different styles of pants/shirts, since not every child is the same shape. Example:currently pencil skirts available for girls, no shorts/skirts, pencil skirts look horrible on heavy set girls.                                                                                      |
| I would like to see more choices in the uniform hoodie/ sweatshirt. Right now only one colour/ style available and most kids don't like either the grey colour or the material, none of the sport team and gym hoodies are allowed to be worn in classrooms!                                               |
| I would like to see more choices in the uniform hoodie/ sweatshirt. Right now only one colour/ style available and most kids don't like either the grey colour or the material, none of the sport team and gym hoodies are allowed to be worn in classrooms!                                               |
| I would like to see more choices in the uniform hoodie/ sweatshirt. Right now only one is available                                                                                                                                                                                                        |
| I would much prefer to pay additional cost if necessary to have better quality of items. ISW is not good quality at all. One wash and pants and shirts are already ripping, tattering and have holes. Whereas, McCarthy products last for years. ISW is such thin/see through quality.                     |
| I would suggest providing 100% cotton if possible                                                                                                                                                                                                                                                          |



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| I would the uniform to be more comfortable and more good looking because my opinion the uniforms look really bad and student don't want to wear there uniform at all, at least make them look nice so students don't have a problem with wearing uniform.                                                  |
| I'd like to see consistency in colour of shirts. We have shirts in 3/4 that are different colour than 7/8 both from ISW                                                                                                                                                                                    |
| I'd prefer if the boys pants were made for comfortable for elementary students.                                                                                                                                                                                                                            |
| Ideally the uniform would be redesigned with better quality and/or natural materials, ecologically friendly manufacturing processes, and comfortable.                                                                                                                                                      |
| If an item is out of stock, the online system should indicate that before the purchase is complete. There should be better communication around order progress. There should be tracking numbers for mailed orders. If a large # of items are backordered, they should be shipped once available not held. |
| If it can be bought and has the school name on it they should be able to wear it at all time..ex corpus graduation hoodies!!                                                                                                                                                                               |
| If it is a new provider, they need to know in advance if the volume of orders / merchandise available for July and August                                                                                                                                                                                  |
| If kids have to wear uniform pieces from a certain store, there needs to be expanded sizing options. My sons are tall and very slim. The manager at ISW actually told me to purchase pants from the Gap instead, as none of the ISW pants would fit them.                                                  |
| If the provider had sufficient stock of items. It's not acceptable to have to wait 4+ weeks for items that should be fairly standard (e.g. long or short sleeve polos).                                                                                                                                    |
| if The uniform company could provide hoodies, track pant material bottoms and comfy tops. Also have warmer pants                                                                                                                                                                                           |
| If they use better quality of fabric, better customer service and the store should be bigger.                                                                                                                                                                                                              |
| If uniform is not available in store it is nice for the company to then ship to home rather than have to pick up each time items arrive in store. An online store is also very helpful. I prefer 100% cotton due to my children's sensitive skin which has not been available the past couple of years.    |
| If wait times exceed a certain number of months then products should be free. 6 months wait times are not acceptable for neither standard or custom sizes.                                                                                                                                                 |
| if you are switching providers, give them enough time to get enough uniforms                                                                                                                                                                                                                               |
| Improve availability of items and quality of items - previous uniform provider had higher quality product, better customer service, and no or brief wait times for product to come in                                                                                                                      |
| Improve customer service and have enough employees at the peack time.                                                                                                                                                                                                                                      |
| Improve customer service and offer all sizes for students to try on before ordering                                                                                                                                                                                                                        |
| Improve customer service, Offer better quality clothing and to have in stock when purchasing.                                                                                                                                                                                                              |
| Improve fabric Quality                                                                                                                                                                                                                                                                                     |
| Improve fit quality and style                                                                                                                                                                                                                                                                              |
| Improve on the quality                                                                                                                                                                                                                                                                                     |
| Improve online ordering features (user-friendly, simple layout, easy to navigate, website displays quantities available and sizes available). Provider should be required to be transparent in back order policy (ie. wait times) and should be upfront on what alternative items are available.           |
| Improve product availability                                                                                                                                                                                                                                                                               |
| Improve quality of fabric especially pants for girl                                                                                                                                                                                                                                                        |
| Improve quality and comfort of clothing options                                                                                                                                                                                                                                                            |

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| Improve quality and functionality. Improve for winter environment, current uniforms doesn't keep us warm.                                                                      |
| Improve quality at a affordable fare price                                                                                                                                     |
| Improve quality of pants as current ones tend to rip at the seams                                                                                                              |
| Improve quality.                                                                                                                                                               |
| improve sizing. There is a massavie difference between each size with the current provider. We need accurate sizing                                                            |
| Improve stock and decrease wait times. Wait times like 3 months for a garment is ridiculous. Sizing and quality need to be better for the price point.                         |
| Improve the quality and availability of clothing                                                                                                                               |
| improve the quality as the cost is very high                                                                                                                                   |
| improve the quality of the fabrics                                                                                                                                             |
| Improve the quality of the material. Have options for warmer pants/track pants for the cold winter months as welll as light and breathable materials for the hot months.       |
| Improve the quality of the uniform                                                                                                                                             |
| Improve the quality. Current quality is rubbish and sizing is ill fitting                                                                                                      |
| Improve wait time... provide more consistency in the product quality.                                                                                                          |
| Improve wait times foe items not in stock. The current wait times are unacceptable.                                                                                            |
| Improved availability. Online ordering                                                                                                                                         |
| Improved durability. The pants are not holding up well at all                                                                                                                  |
| Improved material; more sizes (some children outgrow the sizes offered before finishing elementary school)                                                                     |
| Improved online ordering, more availability and better quality - the current provider's fabric and durability is substandard                                                   |
| improved order to pick up wait times; size availability in retail or online                                                                                                    |
| Improved quality especially the bottoms, a customer experience that doesn't have me doing the serenity prayer over and over                                                    |
| Improved quality, selection, availability and service                                                                                                                          |
| Improvement in quality of product needs to be made                                                                                                                             |
| improving the quality of the uniforms and the uniforms are comfortable for the students.                                                                                       |
| Improving quality. I returned the school hoodie twice this year because the zip kept breaking                                                                                  |
| Improving wait times would be extremely beneficial                                                                                                                             |
| In my opinion, the quality of the uniform shirts, belts, and pants are not very good quality. So the provider should make the prices significantly lower to make it fair.      |
| In regards to question 4,I think that there has to middle ground between price and quality. This is our first year with uniforms so not sure what things were like previously. |
| In stock                                                                                                                                                                       |
| In stock items, good quality for longevity, variety of pieces                                                                                                                  |
| In the event that we switch the uniform provider, have them ensure that they will be ready for the launch.                                                                     |
| Include more options (l.e: more comfortable shorts for girls, capris, etc)                                                                                                     |
| Included more popular styles for teenagers nowadays.                                                                                                                           |

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| Increase availability of products before peak season. For example: If summer is close, and the students need shorts for summer, the inventory of shorts needs to be increased before summer, not by the third week of June, when the students are almost out of school                                       |
| Increase in quality, better service and ultimately change the current supplier as they do not fit any of the above requirements.                                                                                                                                                                             |
| Increase sized to fit all students so everyone feels comfortable!!                                                                                                                                                                                                                                           |
| Increase the number of employees before/beginning of the school year. Waiting in lines to long.                                                                                                                                                                                                              |
| Increased variety of sizing in girls pants and shorts. I had to size up because they did not fit my hips but fit my waist, but now they're so big that they fall down!                                                                                                                                       |
| Insist on using better quality products...ISW has cheaply made pieces not like McCarthy's. Also, customer service must improve...yes, the store is local BUT they never answer the phone, on line ordering is horrible and unorganized!                                                                      |
| Insure the the uniform items are readily available. Good quality. Variety of sizes. Potentially petite and tall options for pants.                                                                                                                                                                           |
| Insuring all sizes are always available                                                                                                                                                                                                                                                                      |
| Inventory and the quality of material for the pants. The older version were much nicer.                                                                                                                                                                                                                      |
| Involve the students, ask them what they would like to wear.                                                                                                                                                                                                                                                 |
| ISW cannot fill the demand. They've had ample time and have showed parents time and time again that they cannot fulfill our needs the most. I don't believe you can enhance the products/service offered if you continue on with ISW. They are more expensive & their material is cheap.                     |
| ISW has awful quality                                                                                                                                                                                                                                                                                        |
| ISW is terrible! Find another provider                                                                                                                                                                                                                                                                       |
| ISW is terrible. Anything new selected will be better. No availability in products, white uniform shirts are see through                                                                                                                                                                                     |
| ISW never has enough stock on items at the warehouse. Uniform pieces are always on backorder. For instance for the month of June they offer a pay no tax event for the month. If you are offering an event like that you should have ample stock of uniforms. Took 2 months before I got my full order compl |
| Isw products are sub-par and overpriced.                                                                                                                                                                                                                                                                     |
| ISW quality and customer service were terrible. McCarthy qualify was great, but a little pricey. Would be nice to have good quality at a reasonable cost.                                                                                                                                                    |
| ISW Quality of yoga wear is awful, purchased the ""new and improved"" yoga and skirt and its still awful!                                                                                                                                                                                                    |
| ISW styles and fabrics are not nearly as good McCarthy. I still buy McCarthy yoga pants three years later.                                                                                                                                                                                                   |
| ISW uniforms were a very low quality yet cost was still too high. I would prefer not to have them move forward in the rfp process                                                                                                                                                                            |
| It is crucial that the uniform provider be local and close to the school.                                                                                                                                                                                                                                    |
| It needs to be a quicker process in selecting items, purchasing them, and then leaving the store                                                                                                                                                                                                             |
| It will be a good idea to purchase shoes ( all black) from the same uniform provider                                                                                                                                                                                                                         |
| It will be nice if the uniform will have the same patch of HCDSB so if the child moves to a different school in the region, the uniform can still be worn rather than purchasing new tops all the time.                                                                                                      |
| It would be great if there were multiple stores where one can purchase the uniforms, and sufficient stock available with the correct sizes                                                                                                                                                                   |

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| It would be great if they would give an opportunity once a month to purchase at the school or we order online and they deliver next day.                                                                                                                                                             |
| It would be great if they would give an opportunity once a month to purchase at the school or we order online and they deliver next day.                                                                                                                                                             |
| It would be great if we had the option to crest our own garments                                                                                                                                                                                                                                     |
| It would be helpful to make uniforms that are made for everyone. Don't make light pants if you know girls will have to wear them. Or at least off darker options. Also make clothes that are comfortable, we will be wearing them for 4 years so if they are uncomfortable it makes learning harder. |
| It would be nice at the secondary level to have a male and female option for the uniform shirts. The different fit for body type would be appreciated. Secondly, the two options for pants in secondary is appreciated. Lastly I love the yoga pant option at the elementary level.                  |
| It would be nice of there was more to choice from, different option, maybe 3 different styles of pants to choice from. Also it would be nice of they have more items in stock, when I go there there is never enough items of the same size to purchase.                                             |
| It would be perfect that parents pick the quality they can afford to pay. I mean that there are good quality items with higher prices and also lower quality items that others can bare with given their financial situation.                                                                        |
| It would be very nice if sport-specific items were available for students participating on teams. Hoodies, tshirts, etc                                                                                                                                                                              |
| It would be very nice if we had lighter shirts for summer and thicker ones for winter, or at least thin shirts that we can layer, because the shirts that we have right now are too warm for summer and too light for winter.                                                                        |
| Items actually in stock when required                                                                                                                                                                                                                                                                |
| Items are in stock, sizes are better suited for smaller children, better material for the pants are used                                                                                                                                                                                             |
| Items are rarely available at ISW, and the quality of the items are not great. I would prefer a provider that, at the very least, has inventory.                                                                                                                                                     |
| items more available                                                                                                                                                                                                                                                                                 |
| Items mu be available to try on in the store. Currently they rarely have sizes.                                                                                                                                                                                                                      |
| Items need to be in stock and less waiting times.                                                                                                                                                                                                                                                    |
| Items need to be in stock at the beginning of the school year. Shirts and pants in more stretchable and breathable fabrics should be considered.                                                                                                                                                     |
| Items should be available at all times, especially at the start of the school year.                                                                                                                                                                                                                  |
| Items should be in stock in Aug and Sept. Athletic pants for girls and better pant options for boys. Athletic shorts for boys.                                                                                                                                                                       |
| items that can be washed and dried without the clothes piling.                                                                                                                                                                                                                                       |
| Items to be on stock.                                                                                                                                                                                                                                                                                |
| Items/ uniform Must be consistent. Quality is very important! We witness that qulaity items are consider vintage to this day and re-sold at the Used Clothing Uniform Sales                                                                                                                          |
| It's too expensive and we shouldn't been forced to by your pants and shorts                                                                                                                                                                                                                          |
| Just do shirts and or sweaters and allow for certain assigned coloured dress pants.                                                                                                                                                                                                                  |
| Just don't use ISW.                                                                                                                                                                                                                                                                                  |
| Just have products available for kids to wear for start of school year                                                                                                                                                                                                                               |

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| Just keep doing what u are doing                                                                                                                                                                                                                                                                        |
| Just make sure there is enough stock. I've had to go back a few times to get certain items, especially in common sizes.                                                                                                                                                                                 |
| Just making it available for people to purchase and affordable pricing                                                                                                                                                                                                                                  |
| just reasonable and easy to deal with at the same time accessible if new/used items needed                                                                                                                                                                                                              |
| Just stop making uniforms                                                                                                                                                                                                                                                                               |
| Keep enough inventory on hand - especially during peak sale times like before school start. It's ridiculous that the supplier takes weeks (more than a month at times) to provide orders. Kids have growth spurts and if uniforms don't fit and the provider doesn't have stock on hand, what do we do? |
| Keep inventory, longer lasting material, better for weather protection, fabric fades, material that doesn't lose shape or shrink.                                                                                                                                                                       |
| Keep it the same                                                                                                                                                                                                                                                                                        |
| Keep stock on site all year!!!!                                                                                                                                                                                                                                                                         |
| Keep the stock ready                                                                                                                                                                                                                                                                                    |
| Keep things minimal and always have stock                                                                                                                                                                                                                                                               |
| Keep your interaction with Parents like this                                                                                                                                                                                                                                                            |
| Keeping large stock in inventory                                                                                                                                                                                                                                                                        |
| Keeping stock of common sizes for fast shipping and when pieces have to be made it can't take longer than a week.                                                                                                                                                                                       |
| Keeping up with styles and comfort clothing for kids. For example, a legging pant or skinny leg pant for girls.                                                                                                                                                                                         |
| Kindergarten (and possibly primary grades) should have clothing (specifically pants) options that will not wear out so quickly (knees). Maybe reinforced knees on pants should be a consideration, and elastic only (no buttons or clasp to do up)                                                      |
| Kindergarten classes should have more athletic options, jogging pants. My child's pants all tore at the knees due to the amount of play and time on their knees in the classroom.                                                                                                                       |
| larger sizes and more availability.                                                                                                                                                                                                                                                                     |
| Lasts                                                                                                                                                                                                                                                                                                   |
| Later hours that they are open                                                                                                                                                                                                                                                                          |
| Learn from the past. The last provider had the worst service, they were short on all the various clothing and sizes. When you contract a clothing provider ensure they are equipped to handle the volume. As well since my child will be in grade 11 I will not be purchasing brand new uniform         |
| Less back ordered items. More available in the store. Better fitting sweatshirts                                                                                                                                                                                                                        |
| Less cost for shipping                                                                                                                                                                                                                                                                                  |
| Less expensive                                                                                                                                                                                                                                                                                          |
| Less people on the floor and more people at the checkout                                                                                                                                                                                                                                                |
| Less price they charge extremely high price                                                                                                                                                                                                                                                             |
| Less restrictive clothing                                                                                                                                                                                                                                                                               |
| Less wait time. For online order, better customer service.                                                                                                                                                                                                                                              |
| Less waiting time and stitching should be of better quality and most of the times after few washes the stitches come off                                                                                                                                                                                |

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| Let kids wear what they are comfortable in (ie: navy blue pants and polo tops from whatever company suits their body type and preferences best). I do not support a solitary uniform provider.                                                                                                              |
| Let nike provide uniforms                                                                                                                                                                                                                                                                                   |
| Let parents buy uniform items at local retails. Uniforms are very expensive                                                                                                                                                                                                                                 |
| Let parents choose where to buy clothes. You just choose colours.                                                                                                                                                                                                                                           |
| Let parents shop where they want; decide between price and quality and all the other factors. Parents are spending their own money; school board has no right to tell parents where to shop. If school board is concerned about fair labour practices they should look at their own purchases using tax \$  |
| Let people not have to wear uniforms during exams                                                                                                                                                                                                                                                           |
| Let regular stores be providers. Let parents buy blue and white uniform pieces wherever they want. An HCDSB superintendent once told parents that a single provider ensures everyone has the same shade of navy blue! btwn ISW and McCarthy kids now wear 3 shades of navy blue!                            |
| Let students wear spirit wear from non-uniform provider of design is approved by administrators                                                                                                                                                                                                             |
| Let students wear spirit wear in school and show their school commitment with uniform peices                                                                                                                                                                                                                |
| Let the students chose how the uniforms look like because at the end of the day we're the ones wearing it and paying for it                                                                                                                                                                                 |
| let the students wear normal clothes lmao                                                                                                                                                                                                                                                                   |
| let the students wear normal clothes lmao                                                                                                                                                                                                                                                                   |
| let there be more than one provider so its competitive                                                                                                                                                                                                                                                      |
| Let ya buy some pieces at other stores like old navy, etc                                                                                                                                                                                                                                                   |
| Light pants for girls are not preferred. Potential monthly stress of wearing light pants and having period. My friend had a daughter with bleeding disorder that had to get permission to wear another colour pant but now of course she looks different than everyone else. Pants should be black or navy. |
| Lighter fabrics, variety of options, styles                                                                                                                                                                                                                                                                 |
| Listen to parents                                                                                                                                                                                                                                                                                           |
| Listening to parents, so thanks for the opportunity                                                                                                                                                                                                                                                         |
| Location Central to the Board (i.e. Milton)                                                                                                                                                                                                                                                                 |
| Long sleeve polo's, better fitting pants for girls with more sizing.                                                                                                                                                                                                                                        |
| Longer lasting pieces of uniform and more available in store                                                                                                                                                                                                                                                |
| longer open hours                                                                                                                                                                                                                                                                                           |
| Longer skirts for girls, please! We need to enhance modesty more.                                                                                                                                                                                                                                           |
| Longer store hours                                                                                                                                                                                                                                                                                          |
| Looking for a provider that we know and provide the service and the quality they promised at the beginning of the process selection                                                                                                                                                                         |
| Lots of available stock.                                                                                                                                                                                                                                                                                    |
| Lots of stock                                                                                                                                                                                                                                                                                               |
| lots of stock is unavailable                                                                                                                                                                                                                                                                                |
| Lots of stock of common sizes and variety of uniform options shirts shorts skirts etc                                                                                                                                                                                                                       |
| Love the current quality and uniforms                                                                                                                                                                                                                                                                       |
| Low prices                                                                                                                                                                                                                                                                                                  |
| Lower cost                                                                                                                                                                                                                                                                                                  |

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| Lower cost ...                                                                                                                                                                                                |
| Lower cost ...                                                                                                                                                                                                |
| Lower cost but good quality                                                                                                                                                                                   |
| Lower price for good quality                                                                                                                                                                                  |
| Lower price!!!!                                                                                                                                                                                               |
| Lower prices                                                                                                                                                                                                  |
| Lower prices                                                                                                                                                                                                  |
| Lower prices                                                                                                                                                                                                  |
| Lower prices have more stock levels available all year round. Offer turtle necks as an option for cold weather!                                                                                               |
| Lower prices. garments that fit properly, customer service                                                                                                                                                    |
| Lower prices. Less polyester and uncomfortable, cheap material.                                                                                                                                               |
| Lower pricing or allow to buy pants from other less expensive stores (Walmart, Joe fresh...etc.) it is becoming very expensive for families with multiple kids and the uniform don't last for the whole year. |
| Lower the prices                                                                                                                                                                                              |
| Lowering the prices and make the products available beforehand.                                                                                                                                               |
| Made in canada ?                                                                                                                                                                                              |
| maintain stock level and avoid backorders                                                                                                                                                                     |
| Make a normal and nice comfy hoodie not the regular ones where they have ""sporty"" type feel. And to have more options then just a couple shirts and pants.                                                  |
| Make a sweatshirt, also make more options in the uniform                                                                                                                                                      |
| Make all schools have the same kinds of uniforms. For example St. Anthony has hoodies where Lumen Christi doesn't. If one school has the others should too. .                                                 |
| Make an effort for better quality.... McCarthy was same price but superior quality                                                                                                                            |
| Make any school sweater completely different from sports wear to make it clearer what is uniform and what is not.                                                                                             |
| Make better pants and sweaters                                                                                                                                                                                |
| Make better pants for girls.                                                                                                                                                                                  |
| Make better quality and better looking sweaters                                                                                                                                                               |
| Make better quality garments. Allow for exchanges/returns. Shirts seem to have gotten cheaper quality.                                                                                                        |
| Make better quality garments. Allow for exchanges/returns. Shirts seem to have gotten cheaper quality.                                                                                                        |
| Make better zippers for sweaters and provide warm hoodies                                                                                                                                                     |
| Make both women's and men's sizes when it comes to sweatshirts                                                                                                                                                |
| Make clothing more comfortable                                                                                                                                                                                |
| Make comfortable pants with elastic                                                                                                                                                                           |
| Make custom hoodies and other sweaters with last name on it, have more options to wear ex: more options for shirts, pants , hoodies and have not just polo style shirts                                       |
| Make different fits (for different body types) and add more variety in clothing - for example more jackets, hoodies and full sleeve shirts that fit the school's uniform policy                               |
| Make durable products that aren't always backordered/ridiculous wait                                                                                                                                          |

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| Make elementary schools uniforms logo free. All the same across all schools.                                                                                                                                                                                                                |
| Make em cheaper                                                                                                                                                                                                                                                                             |
| Make it affordable                                                                                                                                                                                                                                                                          |
| Make it affordable to all!                                                                                                                                                                                                                                                                  |
| Make it all 100% cotton..                                                                                                                                                                                                                                                                   |
| Make it comfortable                                                                                                                                                                                                                                                                         |
| Make it comfortable                                                                                                                                                                                                                                                                         |
| MAKE IT COMFORTABLE, and try to make it last unlike the current ones                                                                                                                                                                                                                        |
| Make it easy to order online.                                                                                                                                                                                                                                                               |
| Make it more affordable                                                                                                                                                                                                                                                                     |
| Make it more comfortable                                                                                                                                                                                                                                                                    |
| Make it more comfortable.                                                                                                                                                                                                                                                                   |
| Make it warm or add options that are warm. In winter walking to a city bus is brutal in the pmts provided                                                                                                                                                                                   |
| Make more comfortable sweaters                                                                                                                                                                                                                                                              |
| Make more fancy looking shirts,hoodies a cotton material and skirts for girls                                                                                                                                                                                                               |
| Make more options                                                                                                                                                                                                                                                                           |
| make more options and fitting better for females and males.                                                                                                                                                                                                                                 |
| Make more selection                                                                                                                                                                                                                                                                         |
| Make more sizes, I never fit into the ISW uniforms but I fit into the McCarthy's fine                                                                                                                                                                                                       |
| Make more slim fit, there to baggy!                                                                                                                                                                                                                                                         |
| Make more sweater options and more comfortable                                                                                                                                                                                                                                              |
| Make more variety of clothing like, zip up hoodies, comfortable clothing                                                                                                                                                                                                                    |
| make nicer designs                                                                                                                                                                                                                                                                          |
| Make nicer hoodies. Our current hoodie is not comfortable.                                                                                                                                                                                                                                  |
| MAKE PANTS AND SHORTS THAT FIT GIRLS. The current uniform pants do not work on girls with any curves and they make female students uncomfortable as every girls who are a size 6 have problems with the waist fitting on the pants                                                          |
| Make pants more comfortable                                                                                                                                                                                                                                                                 |
| Make pants with reinforced knees, especially for K- gr. 3 ages.                                                                                                                                                                                                                             |
| Make Plus sizes available, girls yoga pants in                                                                                                                                                                                                                                              |
| Make sizes by North American standards. ISW's sizes are too small. Also the material should be comfortable. No dress pants for elementary school. It's not easy or comfortable to run around at recess in dress pants. The material should have a bit of stretch especially in the sleeves. |
| Make skirts for girls my daughter wants a skirt                                                                                                                                                                                                                                             |
| Make slim and husky options for sizing                                                                                                                                                                                                                                                      |
| make some of the clothes better quality and give more of a variety                                                                                                                                                                                                                          |
| Make stuff that's better looking                                                                                                                                                                                                                                                            |
| make sure garments are majority cotton..even the pants                                                                                                                                                                                                                                      |
| Make sure it's McCarthy's                                                                                                                                                                                                                                                                   |
| Make sure that the pants are not see through, as when you put it up to a light they are see through.                                                                                                                                                                                        |



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| Make sure that there is adequate stock, options that every student would wear and not cheap quality as seen with the last set provider.                                                                                                               |
| Make sure that they have stock available at all times of the year for replacements.                                                                                                                                                                   |
| Make sure the clothing is actually comfortable to wear in all seasons, every day. The current pants are too big for my skinny son and they are just very ugly.                                                                                        |
| Make sure the fabric is durable, customizable waist, high quality, comfortable, knowledgeable staff and available. Waiting three months for uniform pieces is ridiculous.                                                                             |
| Make sure the pants are a good style for girls, and that they don't look old after 2 months. Daughters pants only washed on delicate and hung dry look old!                                                                                           |
| Make sure the quality is good and does not look bad after 3 months.                                                                                                                                                                                   |
| Make sure the quality is good. The uniform gets washed every week so it has to last. Make sure sizes are fitted properly. The current provider has a big difference between sizes.                                                                    |
| Make sure the uniform is comfortable and appreciate for our children                                                                                                                                                                                  |
| Make sure the uniform items are good quality, comfortable, and fit well. I personally did not like the fit or quality of the current provider. Sizes were often not available.                                                                        |
| Make sure the uniform pieces are available well in advance of the beginning of the school year.                                                                                                                                                       |
| Make sure the uniforms are available                                                                                                                                                                                                                  |
| Make sure the uniforms are true to size. They are all over the place and it's frustrating trying to get the right size                                                                                                                                |
| make sure there's always stock                                                                                                                                                                                                                        |
| Make sure they are durable                                                                                                                                                                                                                            |
| Make sure they are high quality like McCarthy not ISW.                                                                                                                                                                                                |
| Make sure they are quality pieces. The current provider does not supply the quality for what I pay. Fit is also important! McCarthy's offered adjustable waists in the notions - ISW does not and it's just about impossible to get bottoms that fit! |
| Make sure they are fully stocked on EVERYTHING in August when demand will be high                                                                                                                                                                     |
| Make sure they can carry a good inventory selection                                                                                                                                                                                                   |
| Make sure they can deliver the product they advertise                                                                                                                                                                                                 |
| Make sure they don't have too much pilling                                                                                                                                                                                                            |
| Make sure they have stock. Long wait times are unacceptable                                                                                                                                                                                           |
| Make sure they're cruelty free and not making us pay so much for no reason                                                                                                                                                                            |
| Make sure to have sizes that for extra small children and uniform that actually look good like good pants and shorts                                                                                                                                  |
| Make sure we check the quality upfront before selecting the uniform provider                                                                                                                                                                          |
| make sweaters and shirts warmer(eg: the sweaters do not keep you very warm, therefore diminishing the point of one and also the key reason to many students being out of uniform, making the sweaters out of cotton, etc)                             |
| Make the bottoms actually fit                                                                                                                                                                                                                         |
| Make the clothing less stiff and breathable, have the option for different material in the summer and winter.                                                                                                                                         |
| Make the girls pants more comfortable                                                                                                                                                                                                                 |
| Make the hoodie of a less stiff material. Have comfy sweatpants please.                                                                                                                                                                               |
| Make the hoodies out of cotton                                                                                                                                                                                                                        |

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| make the pants less tight                                                                                                                                              |
| Make the pants more comfortable. Better fit for their growing bodies.                                                                                                  |
| Make the pants more optional, such as short or skinny                                                                                                                  |
| make the pants stretchier and be able to be a comfortable thing to wear since it is the only thing we are allowed to wear for the whole year                           |
| Make the pants to fit a curvier figure more stretch and tighter waist and looser hips                                                                                  |
| Make the product available and good quality                                                                                                                            |
| Make the products better quality, I paid so much for a pair of pants and the elastic broke within a week                                                               |
| Make the products higher quality                                                                                                                                       |
| Make the quality and and colour better (shirts). For the pants do not make them so tight, or too wide.                                                                 |
| Make the sweaters out of a comfortable and good material. And don't make them look like boxes.                                                                         |
| Make the uniform a little cheaper for families to buy                                                                                                                  |
| Make the uniform better quality that won't turn a grey colour after a few washes and thins out the material and make the pants colour not transfer on to other items   |
| Make the uniform comfortable.                                                                                                                                          |
| Make the uniform the same for all schools in hcsb ppl move                                                                                                             |
| make the zippers properly, they always break and we have to get new ones for \$40 which is a waste of money for terrible quality's                                     |
| make them actually fit bodies properly                                                                                                                                 |
| Make them affordable and in stock. ISW rarely has what I need in stock and it takes a long time for them to get items.                                                 |
| Make them affordable!                                                                                                                                                  |
| make them better quality                                                                                                                                               |
| Make them better quality at a reasonable price                                                                                                                         |
| Make them comfortable and somewhat stylish. Why do kids chose not to wear uniform pants at some high schools in HCDSB, because they look stodgy and are uncomfortable. |
| Make them comfortable.                                                                                                                                                 |
| Make them compete for the market. Not monopolies                                                                                                                       |
| Make them fit properly                                                                                                                                                 |
| Make them Look more appealing and more like the style that teenagers like to wear                                                                                      |
| Make them machine washable & dryer friendly so they keep looking nice.                                                                                                 |
| Make them more affordable for everyone                                                                                                                                 |
| make them more comfortable                                                                                                                                             |
| Make them more comfortable and make sweatpants as uniform                                                                                                              |
| Make them more comfortable and offer a more wide variety of sizes                                                                                                      |
| Make them more comfortable and the hoodies made of different material                                                                                                  |
| Make them more comfortable, we are in them for almost a whole day                                                                                                      |
| Make them more comfortable. Arms are too long on short sleeve shirts. Never have any available. Customer service is bad.                                               |
| Make them more durable and cost efficient                                                                                                                              |
| Make them more long-lasting, especially the pants.                                                                                                                     |

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| Make them not so absolutely [word removed] !                                                                                                                                                                                                                           |
| Make them so they don't pill or fade after a few uses. And offer more styles of clothing.                                                                                                                                                                              |
| make them softer                                                                                                                                                                                                                                                       |
| Make them somewhat attractive, and well-fitting                                                                                                                                                                                                                        |
| Make track pant bottoms                                                                                                                                                                                                                                                |
| Make uniform pants that the student would wear                                                                                                                                                                                                                         |
| Make uniforms more comfortable                                                                                                                                                                                                                                         |
| make uniforms more stylish                                                                                                                                                                                                                                             |
| Make uniforms that fit                                                                                                                                                                                                                                                 |
| Making all of one size the same, so that I don't have to try on 30 pairs of pants or shorts just to find 3 that fit                                                                                                                                                    |
| Making better quality uniforms. Having enough product so there's no backorders.                                                                                                                                                                                        |
| Making it easy affordable for all                                                                                                                                                                                                                                      |
| Making patches of the school logo available for families that cannot afford as an option, rather than that I'm very satisfied with the provider.                                                                                                                       |
| Making sure quality is good and sizes are consistent.                                                                                                                                                                                                                  |
| Making sure that uniform provider meet all the requirements expected by parents                                                                                                                                                                                        |
| Making sure the store is neat and clean and well organized even at the beginning of the year , so it will be easy to find the necessary item ( the current provider's store is a total mess ); more options for boys pants (rubber band on waist) and customized sizes |
| Making sure the zipper last longer than a month on the sweaters.                                                                                                                                                                                                       |
| making sure there are enough items in stock; especially at peak shopping times such as August /back to school.                                                                                                                                                         |
| Making sure there are lots of little kids sizes 4-7. As I found it hard to get my son shirts for JK                                                                                                                                                                    |
| Making the colour of tops and bottoms match (sometimes even though they're both navy blue they are different colours)                                                                                                                                                  |
| Making the uniforms comfortable and affordable.                                                                                                                                                                                                                        |
| Matching blues, ie tops and bottoms. Better quality, current pants pill, dress hem came undone.                                                                                                                                                                        |
| Material is extremely important. Needs to withstand the dryer. No pillowing or shrinking                                                                                                                                                                               |
| Material should be cotton instead of polyester. Majority of people have tolerance for cotton material because it is breathable. Polyester make the kids sweat and hot during the summer. Providing unisex pieces is also important to me.                              |
| material should be more comfortable, and softer. pants are just too complicated and need alot of alteration. yoga pants with wide bottoms are very dated and look awkward                                                                                              |
| Materials should be kid friendly and washing machine friendly. Also different styles to accommodate other body types (e.g., husky build)                                                                                                                               |
| Maybe make the pants bigger and not tight as [words removed]                                                                                                                                                                                                           |
| Maybe more variety and nicer looking (maybe a nice vest or nice skirts, not too expensive)                                                                                                                                                                             |
| McCarthy had an item - yoga pants for girls, it was one of the best items for girls, was very comfortable and kids loved it. Also if they can have a similar item for boys(similar to the rugger pants they had) but like just an athletic pants for boys.             |
| McCarthy uniforms much better quality than ISW                                                                                                                                                                                                                         |
| McCarthy uniforms much better quality than ISW                                                                                                                                                                                                                         |

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| McCarthys                                                                                                                                                                                                 |
| McCarthy's is the best                                                                                                                                                                                    |
| McCarthy's items were far superior quality                                                                                                                                                                |
| Menstruating teen girls should not wear beige pants.                                                                                                                                                      |
| Milton location and customer service needs improvement                                                                                                                                                    |
| Minimal back order and higher standard of customer service as well as better quality.                                                                                                                     |
| Minimize wait times. Have inventory available in store so you don't need to wait 4 to 6 weeks after you place order.                                                                                      |
| Minimum requirements for availability and wait times.                                                                                                                                                     |
| Modern fits/styles, durable, wash and go                                                                                                                                                                  |
| Modernize the outer or gym wear . Extremely out of date!!                                                                                                                                                 |
| Monitor quality and availability                                                                                                                                                                          |
| More accurate sizing                                                                                                                                                                                      |
| More affordable and good quality                                                                                                                                                                          |
| More affordable prices and good quality                                                                                                                                                                   |
| More availability, reduced prices, good quality                                                                                                                                                           |
| More available sizes in-store, Better quality material, one-year return policy on unworn- tagged clothing                                                                                                 |
| more casual pants for boys                                                                                                                                                                                |
| more choice in styles                                                                                                                                                                                     |
| More choices                                                                                                                                                                                              |
| More choices and pieces. Better fit for all body types. Better prices and sales. Better quality.                                                                                                          |
| more choices in pants like drawstring yoga pants for example, and better quality, stitching falls apart after very little wear. Our previous uniform provider had much better quality and choice of items |
| More choices in styles and fit                                                                                                                                                                            |
| More clothing options                                                                                                                                                                                     |
| more clothing options                                                                                                                                                                                     |
| More clothing options                                                                                                                                                                                     |
| More clothing options, more type of pants or stretch pants for boys                                                                                                                                       |
| More colors selection. Blue and White is boring                                                                                                                                                           |
| More comfortable                                                                                                                                                                                          |
| More comfortable                                                                                                                                                                                          |
| More comfortable                                                                                                                                                                                          |
| more comfortable clothing, softer material, in stock and variety of sizes                                                                                                                                 |
| More comfortable hoodies (like the old purple hoodies)                                                                                                                                                    |
| more comfortable hoodies, ei. cotton warmer clothes                                                                                                                                                       |
| more comfortable material                                                                                                                                                                                 |
| More comfortable materials and fits at affordable costs                                                                                                                                                   |
| More comfortable pants                                                                                                                                                                                    |
| More comfortable pants as they are actually not that warm                                                                                                                                                 |
| More comfortable pants, not dress pants please                                                                                                                                                            |

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| more comfortable pants. we liked the girl yoga/sweat pants 2 years ago. boy pants are too baggy (gym) and too stiff (dress pant)                                                                                               |
| More comfortable shorts.                                                                                                                                                                                                       |
| More comfortable uniform                                                                                                                                                                                                       |
| More communication between provider and parents, and between school and parents.                                                                                                                                               |
| More cost efficient                                                                                                                                                                                                            |
| More cotton products. 100% cotton, especially for shirts.                                                                                                                                                                      |
| More customized sizes, all pants were too big for my daughter and the current provider was not helpful. Also wouldn't let us see / try on tights to determine size.                                                            |
| More customized, COMFORTABLE pieces need to be made. We need student input on sizes and styles in order to make them comfortable.                                                                                              |
| More designs                                                                                                                                                                                                                   |
| more different styles of tops to wear other such as a quarter zip sweater                                                                                                                                                      |
| more diverse styles in pants - slim fit, regular fit, husky, etc.                                                                                                                                                              |
| More expensive and durable materials in order for possible resale.                                                                                                                                                             |
| More help and improved customer service in store                                                                                                                                                                               |
| More information when you register your child for school                                                                                                                                                                       |
| more inseam lengths for boys pants and shorts, hard to buy when your child is very tall                                                                                                                                        |
| More inventory leading up to start of school                                                                                                                                                                                   |
| More items in stock and if not offer free shipping                                                                                                                                                                             |
| More layer options and more versatility                                                                                                                                                                                        |
| More locations available; avoid having to wait for items on backorder (it took weeks!)                                                                                                                                         |
| More locations during "back to school".                                                                                                                                                                                        |
| More modern fit in bottoms, better 'feel' of fabrics, more availability of sizing on consistent basis (especially during peak purchasing times)                                                                                |
| More number of uniforms onsite.. no back ordering                                                                                                                                                                              |
| More of quality at a reasonable market Top branded prices.                                                                                                                                                                     |
| More options                                                                                                                                                                                                                   |
| More options                                                                                                                                                                                                                   |
| More options                                                                                                                                                                                                                   |
| more options for bottoms for girls. sweaters that are specific for boys& girls (sizing) & more options of what to wear.                                                                                                        |
| More options for boys (specifically 5-7yrs)                                                                                                                                                                                    |
| More options for boys (the rugger pants are horrible). The choir at St.Matts wears a lovely knit red vest, can't this be available? Navy on navy is so dark and the white shirts get destroyed for kids in primary.            |
| More options for late & early Summer. Material is too heavy & warm that is used to make the shorts. It is very uncomfortable to be wearing heavy material for shorts & shirts when the temperature is over 25 degrees celsius. |
| More options for pieces that students will be comfortable in - ie. track pants, collarless shirts                                                                                                                              |
| more options for shirts/sweaters and club swag uniform options                                                                                                                                                                 |
| More options for style of pants, especially for boys.                                                                                                                                                                          |
| More options for warmer pants and tops                                                                                                                                                                                         |

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| More options for weather appropriate items.                                                                                                                                                                                         |
| More options in cotton                                                                                                                                                                                                              |
| More options in store. Better customer service in stores. Quality garments that will do well when washed often. COMFORTABLE slacks for boys.                                                                                        |
| More options in style. Eg. Creating leggings for girls                                                                                                                                                                              |
| More options of clothing attire.                                                                                                                                                                                                    |
| More options, a variety for various weather options. Adjustable waists. Better quality since they require daily washing. Dressy sweat pants. leggings with school logo. More options in shirts like cotton v necks and turtlenecks. |
| More options, better quality sweaters, more sizes, cheaper prices                                                                                                                                                                   |
| More options, like comfortable bottoms for boys for the gym days, both winter and summer                                                                                                                                            |
| More options. A rugby shirt, a jogging pant verduis warm up pant. A t shirt rather than collared shirrs all the time.                                                                                                               |
| More options: quarter zips, jogging pants, chinos, t-shirts.                                                                                                                                                                        |
| More organized                                                                                                                                                                                                                      |
| More organized.                                                                                                                                                                                                                     |
| More pant options                                                                                                                                                                                                                   |
| More pant options that are age and activity appropriate                                                                                                                                                                             |
| More pieces to choose from. Not one size fits all.                                                                                                                                                                                  |
| More 'play-friendly' clothing for elementary. Lined sport pants with reinforced knees is essential.                                                                                                                                 |
| More polyester blended products. Even better if from recycled product!                                                                                                                                                              |
| More pop up stores.                                                                                                                                                                                                                 |
| More product selection                                                                                                                                                                                                              |
| More product, better product, current product is horrible                                                                                                                                                                           |
| More products available!!!! ISW never seems to have enough EVER, especially during less busy times of the year.                                                                                                                     |
| More promotional times to buy                                                                                                                                                                                                       |
| More quantities                                                                                                                                                                                                                     |
| More quantities available at critical times of the year and quick turnaround on back ordered items. Also better quality clothing (reinforced knees, more durable fabric).                                                           |
| More sales on the uniforms.                                                                                                                                                                                                         |
| More sales or special offers                                                                                                                                                                                                        |
| More selection                                                                                                                                                                                                                      |
| More selection                                                                                                                                                                                                                      |
| More selection                                                                                                                                                                                                                      |
| More selection (spirit wear) and more inventory in stores                                                                                                                                                                           |
| More selection and better shipping, delivery options                                                                                                                                                                                |
| More selection apart from golf shorts and long sleeve shirts                                                                                                                                                                        |
| More selection available in store                                                                                                                                                                                                   |
| More selection of pieces...ie leggings for girls, track pants for boys                                                                                                                                                              |
| more selection of types of clothes (e.g hoodies and sweaters). Seams on pants give away for no reason and with limited use. Zippers on sweaters are cheap.                                                                          |

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| more selection of uniform piece                                                                                                                                                                                                        |
| more selection- options to choose from-                                                                                                                                                                                                |
| More selection, better quality, bundle discounts                                                                                                                                                                                       |
| More selection, bigger sizes for older elementary grades                                                                                                                                                                               |
| More size in stock                                                                                                                                                                                                                     |
| More size options                                                                                                                                                                                                                      |
| more sizes                                                                                                                                                                                                                             |
| more sizes (not grouping sizes together)                                                                                                                                                                                               |
| More sizes and better customer service                                                                                                                                                                                                 |
| More sizes available in store, friendlier staff, faster working staff, easier to operate online shopping options.                                                                                                                      |
| More sizes for all                                                                                                                                                                                                                     |
| More sizes for tall and very thin boys                                                                                                                                                                                                 |
| More sizes readily available. Alterations on site.                                                                                                                                                                                     |
| More stock available on site. Ordered shorts in early august, arrived end of October... three months not acceptable. Mens golf shorts had to be 'made'. why not any in store stock? need more sweatshirt options for teens.            |
| More stock available. Every time I go to the store, they don't have the item available in the size I need. Also, there needs to be more variety in the pants and shorts styles. Quality and comfort are important to kids and parents. |
| More stock available; when order is placed a quicker turnaround time (not having to wait months for items to arrive)                                                                                                                   |
| More stock in stores                                                                                                                                                                                                                   |
| More stock less wait                                                                                                                                                                                                                   |
| More stock of all sizes.                                                                                                                                                                                                               |
| More stock... less back orders                                                                                                                                                                                                         |
| More stocks, better prices                                                                                                                                                                                                             |
| More styles and options                                                                                                                                                                                                                |
| More styles of pants and shorts to choose from. Not just one fit.                                                                                                                                                                      |
| More styles of pants to choose from to accommodate everyone comfort                                                                                                                                                                    |
| More stylish pants                                                                                                                                                                                                                     |
| More sustainable choices                                                                                                                                                                                                               |
| More sweater and sweatshirt options. Jackets, toques etc                                                                                                                                                                               |
| More sweater varieties for girls and boys body types, and more varieties for pants (they don't fit me because I have a small waist but bigger thighs                                                                                   |
| More types of clothing. Please stop JV from having bootcut pants for girls, can we game normal tight jeans please                                                                                                                      |
| more uniform options                                                                                                                                                                                                                   |
| more uniform options.                                                                                                                                                                                                                  |
| More uniform swap during the year                                                                                                                                                                                                      |
| More up to date options of pieces. Eg. pants are baggy and sloppy. Products ball.                                                                                                                                                      |
| more variety                                                                                                                                                                                                                           |

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| More variety                                                                                                                                                                                                                                                                                                 |
| More variety                                                                                                                                                                                                                                                                                                 |
| More variety and softer material                                                                                                                                                                                                                                                                             |
| More variety in comfortable boys pants                                                                                                                                                                                                                                                                       |
| More variety in each category ie. Skirt styles, pant styles etc.                                                                                                                                                                                                                                             |
| more variety in the styles of sweaters                                                                                                                                                                                                                                                                       |
| more variety in uniform pieces                                                                                                                                                                                                                                                                               |
| More variety of colors and styles, not everyone is the same shape and size. Better quality.                                                                                                                                                                                                                  |
| More variety of pants for girls in high school.                                                                                                                                                                                                                                                              |
| More variety of styles for all ages                                                                                                                                                                                                                                                                          |
| More variety of tops...ie pullovers and or long sleeve garments                                                                                                                                                                                                                                              |
| More variety of uniforms (i.e. more styles)                                                                                                                                                                                                                                                                  |
| more variety, more fashionable options                                                                                                                                                                                                                                                                       |
| Most important to me is quality, online ordering and having lots of inventory.                                                                                                                                                                                                                               |
| Much better quality and available of products                                                                                                                                                                                                                                                                |
| Much more comfortable pieces yoga pants sweat pants etc                                                                                                                                                                                                                                                      |
| Multiple providers                                                                                                                                                                                                                                                                                           |
| Multiple store locations so one doesn't have to drive far to buy a child's school uniform, custom sizing as the pants do not fit tall people very well and well stocked stores (have driven far in the past only to find the store out of stock)                                                             |
| must have products in stock (or within acceptable period), provide a variety of products for girls (skirt) even if it is NOT top seller!), keep logo graphics for a longer period of time                                                                                                                    |
| My daughter has had 3 pair of pants so far this year. Each time the teeth in the zipper broke. When I returned them, they said lots of people had the same issue! Each time I went to return the damage pants, they didn't have stock and said I would have to wait 1-6 weeks! Unacceptable!                 |
| My daughter has had 3 pair of pants this year and it's only January. Each time the teeth in the zipper broke. The last time, it broke the first day she got her third pair! When I went back to report this and get a new pair, they were out of stock! This is always the case with IS W!                   |
| My son attends Corpus Christi and I find that outside of the pant and shirts there are not really any other options for alternate choices like the rugby shirt the girls can wear. Overall I like the look and simple design of the uniform. They hold up well in the wash and the colour maintains well.    |
| My son hates to wear pants with buttons. I would like a track pant option for boys                                                                                                                                                                                                                           |
| Natural materials, no polyester is a MUST ! High quality materials                                                                                                                                                                                                                                           |
| NBetter quality!!                                                                                                                                                                                                                                                                                            |
| Nedd a better variety. Why are twre only certain designs. Maybe create more sports shirts other than rugby. The latest shorts are to short. They are not designed for the older boys.                                                                                                                        |
| Need a provider that has available stock, quality products                                                                                                                                                                                                                                                   |
| Need a reasonable balance between cost & quality. Returns policy (ie. not just credit note or exchange). Option for pants without zippers/buttons, esp for kindergarten kids. Adjustable waists sizes & lengths (ie. cargo style rucker pants vs. zippers on pant legs); warmer pant options for fall/winter |
| Need better customer service and reasonable prices.                                                                                                                                                                                                                                                          |



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| Need better quality clothing- I have had to replace a number of shirts because of fraying, balling, tearing etc.                                                                                                                                                                           |
| Need better quality material such as better zippers and more natural breathable materials, improved fit, have stock from the same manufacturer instead of pieces from all sorts of different companies, and the company should stand by their product no matter how ""old"" the article is |
| Need friendly customer service                                                                                                                                                                                                                                                             |
| Need good quality. ISW we pay more and quality is poor. It fades, shrinks and get ripped in few months.                                                                                                                                                                                    |
| Need more clothing like another type of pant such as a styled track pant with a cotton elastic mix instead of just 1 type of paint. 2 colours of hoodies instead of 1. The selection of clothing is too limited too basic.                                                                 |
| Need more comfortable options/sportswear for elementary. These students are very active and some of sensory needs that makes structured clothing difficult.                                                                                                                                |
| need more options, especially for boys. A jogging pant. The option to purchase a crest to but on a blue shirt would be great too. Sizes need to be in stock. ie. my son's pants were not in stock for 3 months!                                                                            |
| Need practical pants for boys. Dress pants are uncomfortable.                                                                                                                                                                                                                              |
| need to allow multi provider so they can compete to provide better quality and decent prices                                                                                                                                                                                               |
| need to have more available products                                                                                                                                                                                                                                                       |
| Needs to be better quality material then current provider                                                                                                                                                                                                                                  |
| news letter emails                                                                                                                                                                                                                                                                         |
| Nicer looking uniform sweaters/hoodies                                                                                                                                                                                                                                                     |
| Nicer pants! The Holy Trinity pants are not nice quality or comfort for the kids.                                                                                                                                                                                                          |
| Nicer quality                                                                                                                                                                                                                                                                              |
| No availability of sizes at all times...we have to wait 6 to 8 weeks to have a T shirt                                                                                                                                                                                                     |
| No back ordered items                                                                                                                                                                                                                                                                      |
| No backorders. Better sizing for girls. Rugger pants should be better sizes for girls. Zippers should be easier to zip up on sweaters.                                                                                                                                                     |
| No enhancement needed since no uniform enquiry.                                                                                                                                                                                                                                            |
| No need for pants to be single sourced. Should only have shirt / sweater purchased at customized vendor, but pants should just be a color guideline (ie. blue jeans or grey pants), and kids should be able to purchase anywhere.                                                          |
| No polyester                                                                                                                                                                                                                                                                               |
| No polyester please                                                                                                                                                                                                                                                                        |
| No tags. More comfortable.                                                                                                                                                                                                                                                                 |
| no uniform for elementary                                                                                                                                                                                                                                                                  |
| No uniforms                                                                                                                                                                                                                                                                                |
| No uniforms please                                                                                                                                                                                                                                                                         |
| No, I don't think I will.                                                                                                                                                                                                                                                                  |
| None really I am very impressed with the current uniform provider.                                                                                                                                                                                                                         |
| NOT ENOUGH SPACE!! - should not be mandated provider(s); assistance would not be required if parents could just shop where they can afford; shouldn't have to travel out of town; online ordering                                                                                          |

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| s/b free shipping and not charged until product shipped; MANAGING THIS PROCESS IS A WASTE OF EDU RESOURCES                                                                                               |
| Not even having to wear one.                                                                                                                                                                             |
| Not having to wait forever for garments!                                                                                                                                                                 |
| Not having to wait SIX weeks for items to come in.                                                                                                                                                       |
| Not having uniforms                                                                                                                                                                                      |
| Not hiring high school students to run the store                                                                                                                                                         |
| Not quite sure, just keeping things in stock I guess                                                                                                                                                     |
| Not sea through                                                                                                                                                                                          |
| Not see through,new provider, better hoodies, quarter zips                                                                                                                                               |
| Not sure as I my school does not have uniforms today                                                                                                                                                     |
| Not to use ISW again                                                                                                                                                                                     |
| Not use a sole source provider. Follow examples in Toronto and York that have dress codes rather than uniforms                                                                                           |
| Not use in school wear again go back to mccarthys                                                                                                                                                        |
| Not use ISW                                                                                                                                                                                              |
| Offer a bigger variety of shirt colours to choose from as well as styles of pants, skirts and tops. Being able to buy crests separately and attach them to uniform closing ourselves would be preferable |
| Offer a choice of grey shirts as well. White is not a great option in Elementary they get dirty and stained too fast and then the kids are stuck wearing only blue.                                      |
| Offer a clothing recycling program rather than HCDSB financial assistance.                                                                                                                               |
| Offer a comfortable pant for boys (track pant, not swishy pant), and clothes made from cotton                                                                                                            |
| Offer a higher selection of products, ACTUAL COTTON HOODIES FOR WARMTH, diverse sizing                                                                                                                   |
| Offer a larger variety for students who are not necessarily comfortable in the strict and tight selection of uniforms currently available.                                                               |
| Offer a longer length in the pants.. too short for tall kids and change the style of the shorts.. not a good style for all shapes                                                                        |
| Offer a uniform for physical education days (shorts and t-shirt)                                                                                                                                         |
| offer a warmer relaxed pant option for boys. Current pants are thin and not warm for winter months. A non-collared shirt option should be available (i.e. thin T-shirt) for summer months.               |
| Offer a wider array of options for comfortable clothing.                                                                                                                                                 |
| Offer adjustable waist not elastic on pants, better fitting athletic pants not wide styled 'parachute' pants for boys - awful selection with this last provider                                          |
| Offer adjustments on site                                                                                                                                                                                |
| Offer alteration services on location to help with the fit of uniforms.                                                                                                                                  |
| Offer alternatives at a cheaper price- plain shirts and pants, especially for younger kids.                                                                                                              |
| offer an option to purchase patches to put on uniform items, uniform companies charge 4 to 5 times more for pieces that other stores sell for only because of logo                                       |
| Offer another material other than cotton. A lot of kids are sensitive to cotton.                                                                                                                         |
| Offer athletic type shorts or shorts that fit other body types for active children                                                                                                                       |
| Offer better quality items, more variety for both males and females , more sizing,                                                                                                                       |
| Offer better quality of materials...lately the quality of shirts is very bad                                                                                                                             |

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| Offer better quality uniforms and more selection/variation on uniform bottoms                                                                                                                                                                                                                             |
| Offer better sizing and fit for all body types                                                                                                                                                                                                                                                            |
| Offer clothing items that are comfortable and contemporary/classic in terms of style.                                                                                                                                                                                                                     |
| Offer comfier pieces. Pieces for skinny children but tall not the average child. Pieces that the collar won't stiffen up after washing. More Jersey style material to be comfortable in especially for boys                                                                                               |
| Offer different materials. Offer clothing that doesn't look like it was made for an old man. Make it more flattering.                                                                                                                                                                                     |
| Offer different varieties such as a hoodie or sweatshirt for a sweater                                                                                                                                                                                                                                    |
| offer enough quantity , I was not able to find pants for my child last time they were sold out                                                                                                                                                                                                            |
| Offer full cotton items; especially bottoms for girls.                                                                                                                                                                                                                                                    |
| Offer good quality clothing that does not wear out or pull after 2 months and well stocked warehouse                                                                                                                                                                                                      |
| Offer items that fit properly ie more elastic waist or adjustable waist, better/more comfortable fabric, cinched or cuffed ankle joggers would be great. Or better yet let us buy the uniform from retailers and have a choice! And then sew on the school crest would be ideal.                          |
| Offer leggings and sweatpants as an option for bottoms                                                                                                                                                                                                                                                    |
| offer many choices such as kilts for high school or skorts.                                                                                                                                                                                                                                               |
| Offer Mcarthy's again! In the uniform resell groups online no one buys the ISW only McCarthy's. Families also drive to a HAMILTON to buy from McCarthy's blue and white store because of the quality of their product. Washes well and has lasted multiple children for years and still life left in them |
| Offer more choices for hoodies/sweaters                                                                                                                                                                                                                                                                   |
| offer more clothing options: females- skirts ect                                                                                                                                                                                                                                                          |
| Offer more comfortable and casual options                                                                                                                                                                                                                                                                 |
| Offer more dark colored shirt choices. I like the dark Polo shirt option.                                                                                                                                                                                                                                 |
| Offer more in stock options in popular sizes. Zippers on sweaters need to be better quality and last longer                                                                                                                                                                                               |
| Offer more items in cotton, pants for children are synthetic and give my child a rash                                                                                                                                                                                                                     |
| Offer more selection for Boys, specifically short have an athletic short available. Those shorts are crusty and gross.                                                                                                                                                                                    |
| offer more than one provider, give parents an option instead of sole source                                                                                                                                                                                                                               |
| Offer more variety of products, sports pants style and quality is horrible                                                                                                                                                                                                                                |
| Offer much more selection of styles of clothing to choose from.                                                                                                                                                                                                                                           |
| offer online booking for fitting times during peak periods                                                                                                                                                                                                                                                |
| Offer pants and shirts in different cuts in order to accommodate different body types                                                                                                                                                                                                                     |
| Offer petite/ husky sizes                                                                                                                                                                                                                                                                                 |
| Offer products for slim, regular and plus sized kids so they can have the right fit and be comfortable all day; quality products that don't fall apart. I've had 3 zipper sweaters and the zipper broke on all 3 after a few washes; suppliers who are prepared for the volume demands                    |
| Offer quality products made of quality materials that are durable and comfortable                                                                                                                                                                                                                         |
| Offer sales certain times or buy back opportunities                                                                                                                                                                                                                                                       |
| Offer sales/promotional/discount items                                                                                                                                                                                                                                                                    |

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| Offer sample uniforms as prototypes for tests and allow parents to choose which provider is best suitable as THEIR children are wearing the uniforms.                                                                                                                  |
| Offer school appropriate items like hoodies or more comfortable pants that could be worn by students in class. Some of the sweater styles available are dated (cardigans, vests) let students be comfortable while they learn while maintaining the code of a uniform. |
| Offer sizes to fit various body types. ie petite/regular/tall. Slim/regular/husky                                                                                                                                                                                      |
| offer skirts and yoga pants                                                                                                                                                                                                                                            |
| Offer smaller/slim fits for petite kids. Uniform pants are usually too baggy and boxy.                                                                                                                                                                                 |
| Offer some of the uniforms in the schools to purchase so we don't have to travel to purchase                                                                                                                                                                           |
| Offer standard colors that can be purchased at more reasonable prices as GAP, etc                                                                                                                                                                                      |
| Offer taller sizes in pants for girls!                                                                                                                                                                                                                                 |
| Offer uniform sizing that fits all student types, not one size fits all. Offer adjustable waste in ALL types of pants for all elementary school ages.                                                                                                                  |
| Offer various fits for boys pants - Skinny, slim, husky and better quality                                                                                                                                                                                             |
| Offer warmer pants options for use during the winter season. Uniforms should be made from materials that require less maintenance. For example the girls jumpers the girls jumpers easily collect lint and require ironing.                                            |
| Offering a wider combination of sizes, mainly pants sizes,i.e, waist vs length combinations,                                                                                                                                                                           |
| Offering deals. Repair or free exchange on broken items is hems or zippers                                                                                                                                                                                             |
| Offering discounts, sales and more size options                                                                                                                                                                                                                        |
| Offering husky sizes                                                                                                                                                                                                                                                   |
| Offering more sizing options. My daughter is very slim and tall and have a hard time finding pants, especially uniform pants that fit. I had to resort to buying a slim size pant at The Gap                                                                           |
| Offering more styles of clothes                                                                                                                                                                                                                                        |
| Offering more variety for Different body types                                                                                                                                                                                                                         |
| Offering special sizing (i.e. slim sizes); we are unable to purchase uniform pants from the uniform provider as they don't fit and it's too expensive to alter pieces.                                                                                                 |
| Online                                                                                                                                                                                                                                                                 |
| Online Facility                                                                                                                                                                                                                                                        |
| online option, better quality so we dont have to purchase 3 times due to the quality                                                                                                                                                                                   |
| Online options                                                                                                                                                                                                                                                         |
| Online ordering                                                                                                                                                                                                                                                        |
| Online ordering and better fits and quality                                                                                                                                                                                                                            |
| Online ordering and having adequate supply levels that meet the needs of the school board are a necessity.                                                                                                                                                             |
| Online ordering and low shipping costs                                                                                                                                                                                                                                 |
| Online ordering and website should be easy to use, siblings who attend 1 elementary and 1 secondary school should be able to order using the same account. At this point in time the current provider does not offer this option. Stock should be available!           |
| Online ordering made easier - the system is not very user friendly.                                                                                                                                                                                                    |
| Online ordering with no minimum or a reasonable one (\$50) and free shipping.                                                                                                                                                                                          |
| Online ordering would be nice as well as them having the actual pieces we are looking for                                                                                                                                                                              |
| Online ordering, better fitting clothes                                                                                                                                                                                                                                |

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| Online ordering, popular sizes in stock. Better customer service.                                                                                                                                                                                                                                    |
| online purchases and quick delivery                                                                                                                                                                                                                                                                  |
| online services for purchases, also the store should be more pleasant than the current one                                                                                                                                                                                                           |
| Online store needs to function                                                                                                                                                                                                                                                                       |
| only customized badges that can be detached....have standard colour for your school...like in the United Kingdom                                                                                                                                                                                     |
| Only the tops should have school crest                                                                                                                                                                                                                                                               |
| open later during the week for multiple days to give families a chance to make it to store                                                                                                                                                                                                           |
| Open more locations                                                                                                                                                                                                                                                                                  |
| Open on Mondays and more evenings                                                                                                                                                                                                                                                                    |
| Open on weekends including Sundays and either better stock held at the location, or faster delivery of online ordering. Weekdays are just not feasible, they only open on Saturdays, when we show up they don't have our sizes and ordering takes forever.                                           |
| Open options for everyone                                                                                                                                                                                                                                                                            |
| Open up our choices. School shirt but any navy bottom for example. Old Navy and Children's Place have very affordable options.                                                                                                                                                                       |
| Organic cotton fabric                                                                                                                                                                                                                                                                                |
| Organic cotton, Turkey Portugal                                                                                                                                                                                                                                                                      |
| Our current provider have terrible customer service in store. That needs to be changed. The quality of the clothes are very poor. White shirts easily get stained and the hem has come undone with the first use. Zipper on the sweater is very cheap and easily broke on my daughter's sweater.     |
| Our current provider ISW yes the clothing is cheaper to buy but also cheaper made. My child has been wearing my nephew's clothing from 5 years ago and they are in better condition than the new shirts I have purchased from ISW less than a year ago and have since returned.                      |
| Our main concern was availability of sizes - always had a hard time with sizing with the current vendor                                                                                                                                                                                              |
| Package deals; sales on items that are not being discontinued; different fits available for different body types                                                                                                                                                                                     |
| Pant size/fit for elementary, they grow fast. I think the uniform provider should offer pants with waist adjustment and a large hem line so that parents can adjust through the year. I have struggled to find a fit that works for both waist and length, very frustrating. Custom orders are \$\$. |
| Pant sizing/style. Better selection for different body types.                                                                                                                                                                                                                                        |
| Pants and shorts should be left to the parents to purchase elsewhere, like The Children's Place, Old Navy or Lands End. These stores all have uniform shops and the quality and price for pants and shorts plus sizing and design are far superior.                                                  |
| Pants and shorts with stretch and elastic waist. Also the hoodie is important and needs to continue to be part of the uniform.                                                                                                                                                                       |
| Pants are too expensive and get ripped often. If we can purchase not only from a sole provider, that might be a better option.                                                                                                                                                                       |
| Pants in various lengths, zipper quality                                                                                                                                                                                                                                                             |
| pants in various sizes for women                                                                                                                                                                                                                                                                     |
| Pants need to be durable, comfortable and similar to current styles. The current pant offerings are awful.                                                                                                                                                                                           |

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| Pants should have adjustors to meet kids changing shapes to reduce alterations. The sizing currently is terrible and lack of adjustors made it expensive.                                                                                                                                                  |
| Pants that are made to be played in for elementary boys!                                                                                                                                                                                                                                                   |
| Pants that fit all children. Current provider will not customize for tall skinny kids                                                                                                                                                                                                                      |
| Pants that fit well on the girls according to the styles that are out there. For example, the yoga pants previously offered by the previous provider were great quality, fit well, warm on the inside & all the mom's are still looking for those pants on mommy groups, etc. The golf shirts do not fit p |
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| Pants with extra length are needed                                                                                                                                                                                                                                                                         |
| Pants. Current provider's pants are terrible. Way too big in waist and leg width for my boys. I have to outside of provider for these currently.                                                                                                                                                           |
| Parents and students need items that can hold up better to wear and washing.                                                                                                                                                                                                                               |
| Parents don't want a uniform provider.They would like to purchase the coloured uniforms from other stores.                                                                                                                                                                                                 |
| Perhaps the uniform supplier can travel to schools to offer fitting/pre purchasing sessions if they don't open local stores                                                                                                                                                                                |
| Perhaps this is already done (my son is only in jk) but a uniform exchange program at the beginning and end of each school year would be a great way to save parents money and support sustainability! Very wasteful to let unifoms that don't fit get tossed!                                             |
| personally i hate wearing my school uniform due to the poor materials and how it fits me. personally i would rather pay more to have a higher quality uniform that fits me better as i spend most of my day wearing these uniforms                                                                         |
| Pick an established provider with a proven record and good customer service! ISW has been the absolute WORST to deal with. Their girls yoga pants are made of synthetic material that pills ands must be hung to dry. We loved McCarthy.                                                                   |
| Picking a provider with better quality shirts                                                                                                                                                                                                                                                              |
| Please bring back McCarthy's.                                                                                                                                                                                                                                                                              |
| Please change current provider                                                                                                                                                                                                                                                                             |
| Please choose a different provider, ISW has terrible quality.                                                                                                                                                                                                                                              |
| Please choose a uniform provider that produces good quality clothing that fits well. And a provider that can guarantee that buttons will stay on beyond the first week of wear!                                                                                                                            |
| Please consider a provider who can offer more variety of pants styles and sizes, including tall and slim. Reinforced knees are a must-have. Tagless shirts are preferred.                                                                                                                                  |
| Please consider comfort of clothing - go to the students and have them                                                                                                                                                                                                                                     |
| Please consider comfort of clothing - go to the students and have them do a survey to see what they want                                                                                                                                                                                                   |
| Please do not select ISW, the current one, again , terrible customer service and quality of the uniforms.                                                                                                                                                                                                  |

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| Please dont sell white shirts! They look awful after several washes, regardless of how well the kids treat them. Please bring some colour into their lives! Even a light blue option or something. I love the uniform but they are children and I would love to see a bright vibrant option for golf shirts. |
| Please ensure high quality items are offered like McCarthys used to have. These items last for years, even decades. This is most important because we are not adding as many new garments to landfill because of low quality, shrinkage etc.                                                                 |
| Please ensure that sizes and items are in stock regularly - this is a major frustration with the current uniform provider. There should also be incentive deals/sales and better retail hours. If we are loyal to one provider these details need to be negotiated beforehand and followed.                  |
| Please ensure that sizes and items are in stock regularly - this is a major frustration with the current uniform provider. There should also be incentive deals/sales and better retail hours. If we are loyal to one provider these details need to be negotiated beforehand and followed.                  |
| Please find a provider that offers quality for the price.                                                                                                                                                                                                                                                    |
| Please go back to McCarthys much better quality of clothing                                                                                                                                                                                                                                                  |
| Please go back to McCarthys.                                                                                                                                                                                                                                                                                 |
| Please go back to McCarthys. Albeit, they may have been more expensive the quality was so much better.                                                                                                                                                                                                       |
| Please go back to the old uniform store the one we had before this store this store the quality was not that great                                                                                                                                                                                           |
| Please improve rhe quality of the garment, especially the tops and the sweater zipper                                                                                                                                                                                                                        |
| Please lower the prices. It's way tooooooo expensive.                                                                                                                                                                                                                                                        |
| Please make a better quality product                                                                                                                                                                                                                                                                         |
| Please make better fitted uniform and maybe also provide a black polo tee with the jv logo along with the purple and the white. the sweaters can also be of much better quality they're uncomfortable and caused eczema for me                                                                               |
| Please make sure all uniform pieces can be placed in the washer AND dryer (eg. we were told that current providers pants should not be placed in the dryer otherwise they show signs of ware)<br>Some families cannot afford clothes for all days of the week and need to do laundry mid week which is hard  |
| Please make sure you can cancel the contract if the QUALITY of the product is questioned by vast majority of students .                                                                                                                                                                                      |
| Please make them more comfortable.                                                                                                                                                                                                                                                                           |
| Please negotiate product availability, adherence to better quality in the clothing, and using vendors who only sell from places using fair labour practices as well as differing size ranges- ie not only slim fit pants,                                                                                    |
| Please offer comfy jogger pants for boys. They need something with a softer and warmer material for the winter months. Currently there are no suuch options.                                                                                                                                                 |
| Please please please only consider navy or black pants (not beige). Females have enough to worry about and don't need the added worry of staining her pants if she gets her period. This is especially traumatizing for girls with social anxiety.                                                           |
| Pleaseeee get crew necks or thicker sweaters! It's cold!                                                                                                                                                                                                                                                     |
| Plenty of options                                                                                                                                                                                                                                                                                            |
| Plenty of stock of each item - so frustrating to always have to wait for back-orders!                                                                                                                                                                                                                        |
| Plus and petite sizing. More flexible, comfortable options.                                                                                                                                                                                                                                                  |

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| Poor                                                                                                                                                                                                                                                                  |
| Poor                                                                                                                                                                                                                                                                  |
| Poor                                                                                                                                                                                                                                                                  |
| pop up shop to try on sizing etc.                                                                                                                                                                                                                                     |
| Por quality                                                                                                                                                                                                                                                           |
| Possibly by making hours of the provider more consistent throughout the week, if anything happens to the uniform. Another thing that should be done is making the uniforms more comfortable, as me and my peers find them uncomfortable and sometimes somewhat itchy. |
| Possibly, key pieces with school crest on them, however can buy trousers, skirts etc, children's clothing store. It would keep costs down for parents.                                                                                                                |
| Practical options for JK-Gr 2. Comfortable, elastic waist with multiple length options AND waist. Boys need slim fit options for tall skinny builds!                                                                                                                  |
| Prefer to only buy tops through the provider and bottoms from wherever the parents choose.                                                                                                                                                                            |
| Prefered mcarthy skort, isw was ugly! Fit of yoga pants at isw was perfect no plumber crack...whereas mcarthy fit were puffy and baggy, fit terrible. Fit options so important plus decent quality. Mcarthy shirts way thicker than flimsy isw                        |
| Price - the uniforms are expensive - kids grow, pants get holes in them. It is possible to have uniform pant be purchased at other locations like Children's Place, Old Navy, Joe Fresh, etc.                                                                         |
| Price is the biggest factor.                                                                                                                                                                                                                                          |
| Price needs to reflect quality (it does not right now ðŸ˜˜;)                                                                                                                                                                                                          |
| price. quality, sizing, availablitiy and customer service                                                                                                                                                                                                             |
| price-quality should be taken in consideration. Not overcharge for good quality                                                                                                                                                                                       |
| Prices are already high enough but quality is not there. mcCarthys was better quality wise than in school wear                                                                                                                                                        |
| Prices are already high, and quality is horrible. I bought some yoga pants for my daughter, and were trash in one month!!!                                                                                                                                            |
| Prices are WAY TOO HIGH and quality is low anyway so I'd prefer to pay lower prices for the quality we currently get. I've had issues with 2 pieces that I purchased, 1 of them a repeated problem and I paid a crazy amount for the item                             |
| Prices are way too much, boys shirts arw boxy and dont fit tall thin boys.. shoyld have straight legs for boys                                                                                                                                                        |
| Prices should be feasible , quality should be very good as last provider prices were high and quality was low                                                                                                                                                         |
| Prices, quality and designed                                                                                                                                                                                                                                          |
| pricing                                                                                                                                                                                                                                                               |
| Pricing should be more reasonable                                                                                                                                                                                                                                     |
| Product needs to be in stock at all times                                                                                                                                                                                                                             |
| Products are too expensive while the quality isn't up to par                                                                                                                                                                                                          |
| Products available at all times with no lengthy back orders.                                                                                                                                                                                                          |
| Products available for different body types, for example slim fit, husky                                                                                                                                                                                              |
| products being available. current waiting times are too long.                                                                                                                                                                                                         |
| Products need to be of better quality than what is currently offered. They tear, pill easily and the colour variations in navy is awful.                                                                                                                              |



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| Products should be affordable and well made. With the other school uniform providers in the past the quality was terrible and the prices were very high. The hems on the pants constantly came undone and the quality of the fabrics were very poor.                                                      |
| Proper fitting clothes with adjustable waists bands not all bodies are created equal                                                                                                                                                                                                                      |
| Proper inventory management strategies. Product variety is also                                                                                                                                                                                                                                           |
| Provide 1yr warranty.                                                                                                                                                                                                                                                                                     |
| provide a couple basic varieties for body types like old navy for the pants & maybe shorts                                                                                                                                                                                                                |
| Provide a good quality uniform but at the same time affordable for parents.                                                                                                                                                                                                                               |
| provide a pair of sweatpants or sweat sets for gym or uniform                                                                                                                                                                                                                                             |
| Provide better customer service at the Burlington store / better variety of items for Assumption                                                                                                                                                                                                          |
| Provide better hoodies and make sweatpants, I want to be comfortable                                                                                                                                                                                                                                      |
| provide better options- ie. the straight leg pant does not fit all size children, however the only other option is a casual pant that isnt that comfortable and as well it is extremely difficult to hem due to the zipper at the bottom and inside mesh layer. ?offer a straight leg type track pant?    |
| Provide better quality- 1 wash an the clothes currently look horrible                                                                                                                                                                                                                                     |
| Provide better quality at a lower price or let parents buy the unbranded uniform pieces from Walmart where you get both good price and good quality.                                                                                                                                                      |
| Provide better quality for the price that we are paying                                                                                                                                                                                                                                                   |
| Provide better quality of clothing. For example Bishop Reding has hoodies that is very bad quality and will not keep you warm in the winter. The quality of shirts is very poor too as the red dye is different on everyone. The zip up hoodie has lint balls after 1 week. The grey color is horrendous. |
| Provide clothes that are comfortable and durable . ISW pants and shirts are 100% polyester.                                                                                                                                                                                                               |
| Provide different fits for pants ie husky/ skinny etc to cater to body types. Offer more comfortable pant options for secondary for example khaki style vs polyester dress pants.                                                                                                                         |
| Provide different styles of shirts and pants, for example instead of just golf shirts and dress pants provide track pants and lighter shirts to be available                                                                                                                                              |
| Provide good material and consider the weather condition and activities student involved in                                                                                                                                                                                                               |
| Provide good quality fabrics that do not have a life span of more than 1 year. Offer bigger variety of shoes.                                                                                                                                                                                             |
| Provide good quality product.                                                                                                                                                                                                                                                                             |
| Provide good quality products at fair prices.                                                                                                                                                                                                                                                             |
| Provide good quality uniforms for cheaper prices                                                                                                                                                                                                                                                          |
| Provide more comfortable and sporty uniform options                                                                                                                                                                                                                                                       |
| Provide more discounts throughout the year. Guarantee of size availability                                                                                                                                                                                                                                |
| Provide more options                                                                                                                                                                                                                                                                                      |
| Provide more options for clothing, ie. crew necks, plain long sleeved, more fitted shorts, etc.                                                                                                                                                                                                           |
| Provide more options for different pieces that wear well.                                                                                                                                                                                                                                                 |
| Provide more options of the official uniforms(e.g. quarter zip sweaters, or making school team clothing official uniform)                                                                                                                                                                                 |
| Provide more than one vendor option. This way there is more competition and lower prices. Other countries allow you to buy uniforms in any/ all grocery stores. Why have one company monopolize the industry where they can charge ridiculous prices                                                      |
| Provide options that are more comfortable to wear, especially for younger students                                                                                                                                                                                                                        |

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| Provide pants for jk and sk that are pull up at the waist and fitted around the ankles. This allows the pants to be slightly too big(long) and allows them to wear it without tripping or frequent hemming.                                                 |
| Provide parents with the opportunity to purchase quality uniforms that are durable enough to be used by more than 1 child.                                                                                                                                  |
| provide quality products for less money                                                                                                                                                                                                                     |
| Provide school crest as iron on so that we can take advantage of generic back to school uniform offers at cheaper rates and iron on crest. Makes it affordable and more convenient. As well, if your provider is on back Order students still have options. |
| Provide school jackets so students don't have to be yelled at to take off their jackets when they came from outdoors                                                                                                                                        |
| Provide smaller sized uniforms for secondary school students who are smaller framed and require smaller sizes without going into elementary sizing (ie. uniform shorts)                                                                                     |
| Provide uniform pants that meet today's standards, the sizing is terrible, the cut is terrible. The dress pants do not meet any parents standard for quality or durability. The athletic pants sizing is unlike anything anywhere.                          |
| Provider in Oakville does not give good customer service                                                                                                                                                                                                    |
| Provider needs to accurately forecast so they don't consistently run in to back order issues forcing parents to wait extended periods of time for clothing.                                                                                                 |
| Provider needs to be in stock at all times.                                                                                                                                                                                                                 |
| Provider should be open on either Saturday or Sunday                                                                                                                                                                                                        |
| Provider that will do the necessary alterations                                                                                                                                                                                                             |
| Provider to have enough stock throughout the year, good quality at reasonable prices, strong online service ,.                                                                                                                                              |
| Providers that have stock year round but more importantly during peak season (ie before school year start). I can't tell you how many times ISW doesn't have an item I need. My kids are walking around in floods.                                          |
| Provision of appropriate sizing to compliment the body types                                                                                                                                                                                                |
| Q4- you should have asked if I think i am paying too much/ too little/reasonable amount                                                                                                                                                                     |
| Qualit, meaning the pieces look old quickly and are not comfortable.                                                                                                                                                                                        |
| Quality                                                                                                                                                                                                                                                     |
| Quality                                                                                                                                                                                                                                                     |
| Quality                                                                                                                                                                                                                                                     |
| Quality                                                                                                                                                                                                                                                     |
| Quality & availability.                                                                                                                                                                                                                                     |
| Quality & more regular sizing metrics                                                                                                                                                                                                                       |
| Quality and availability                                                                                                                                                                                                                                    |
| Quality and durability are key as are availability of stock                                                                                                                                                                                                 |
| Quality and durability is important                                                                                                                                                                                                                         |
| Quality and durability is important as well has having sufficient stock throughout the school year.                                                                                                                                                         |
| Quality and durability. ISW clothing is extremely poor quality where McCarthys lasts ""forever"" and maintains amazing condition with regular wear and wash.                                                                                                |

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| quality and fit are most important as the kids are in their uniforms all day long. Importance to availability of items as well.                                                                                                                                                        |
| Quality and price                                                                                                                                                                                                                                                                      |
| Quality and price, presently provider offers low quality and yet pricey                                                                                                                                                                                                                |
| Quality and supply on hand are important.                                                                                                                                                                                                                                              |
| Quality balanced with cost                                                                                                                                                                                                                                                             |
| Quality comfort affordability                                                                                                                                                                                                                                                          |
| Quality is important and remains top priority for me.                                                                                                                                                                                                                                  |
| Quality is key!                                                                                                                                                                                                                                                                        |
| Quality is not very good                                                                                                                                                                                                                                                               |
| quality is of course important - but warmth is one thing where i feel is lacking. a nice pair of jogging pants or yoga pants to keep the kids cozy and allow them to be comfortable and active is lacking                                                                              |
| Quality is probably one of the most important items to focus on with customer service and availability a very close second and third                                                                                                                                                   |
| Quality is the most important factor and that includes the feel of the fabric. And easier to follow sizing specification. Following market standard sizing. McCarthy's sizing program was difficult to understand. However quality was amazing.                                        |
| Quality is the most important issue for me. I don't mind more in order to get superior quality. Customer service is also a huge factor.                                                                                                                                                |
| Quality is very important. Ensure that it will last                                                                                                                                                                                                                                    |
| Quality items logos should not be coming off the the garments stitching should not be coming apart                                                                                                                                                                                     |
| Quality material used and fit. Current uniform provider significantly lacks in that.                                                                                                                                                                                                   |
| Quality materials                                                                                                                                                                                                                                                                      |
| Quality materials are a must, as these uniforms are worn every day, 5 days a week.                                                                                                                                                                                                     |
| quality materials so it can be used longer; minimize back order                                                                                                                                                                                                                        |
| Quality materials, minimal wait time for orders, always have popular sizes in stock, ownership of delays                                                                                                                                                                               |
| Quality of garments, proper fit, comfort for student                                                                                                                                                                                                                                   |
| Quality of ISW was terrible                                                                                                                                                                                                                                                            |
| quality of material, availability of product and customer service                                                                                                                                                                                                                      |
| Quality of pants is vital. We go through a lot of pants in one school year with two boys.                                                                                                                                                                                              |
| Quality of products is very important                                                                                                                                                                                                                                                  |
| Quality of the clothing should be relevant to pricing. The pricing of uniform pieces is too expensive from all suppliers, ISW and McCarthy. In England where uniforms are used by all schools, you can buy the crest from the school and apply it to items offered by other retailers. |
| Quality of the fabric                                                                                                                                                                                                                                                                  |
| Quality of the garments and longevity. More options for students with special needs in regards to the fasteners used, and. style of tops and bottoms                                                                                                                                   |
| Quality of the items should be improved (all cotton vs polyester blend)                                                                                                                                                                                                                |
| Quality of the product is so important as is the location                                                                                                                                                                                                                              |
| Quality of the product, customer service                                                                                                                                                                                                                                               |

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| Quality of the uniform both materials and true sizes                                                                                                                                                                                                                                                        |
| quality of the uniforms                                                                                                                                                                                                                                                                                     |
| Quality of uniform is low compare with price.                                                                                                                                                                                                                                                               |
| quality of zipper, material ie fading, and stain resistant                                                                                                                                                                                                                                                  |
| Quality pieces that last and available stock                                                                                                                                                                                                                                                                |
| Quality products, variety of pieces I.e more options in pants for boys                                                                                                                                                                                                                                      |
| Quality products. Not poly falling apart after 3 washes                                                                                                                                                                                                                                                     |
| Quality Quality Quality                                                                                                                                                                                                                                                                                     |
| quality should be made to withstand a year's worth of washings                                                                                                                                                                                                                                              |
| Quality standards are high!                                                                                                                                                                                                                                                                                 |
| quality! the current provider has very poor quality                                                                                                                                                                                                                                                         |
| Quality, comfortable fabrics. Long lasting garments.                                                                                                                                                                                                                                                        |
| Quality, consistency and availability                                                                                                                                                                                                                                                                       |
| Quality, variety and selection are key                                                                                                                                                                                                                                                                      |
| Quality/availability/customer service                                                                                                                                                                                                                                                                       |
| Quality-fabric does not wear poorly after repeated washing                                                                                                                                                                                                                                                  |
| Quantity available at all times.                                                                                                                                                                                                                                                                            |
| Quarter zip hoodies and zip up hoodies                                                                                                                                                                                                                                                                      |
| Question 4: I feel the clothing from ISW is overpriced and quality is poor. In this case I want to                                                                                                                                                                                                          |
| Question 4: I feel the clothing from ISW is overpriced and quality is poor. In this case I want to pay less for the items.                                                                                                                                                                                  |
| Quick availability of uniform pieces                                                                                                                                                                                                                                                                        |
| Quicker delivery. Cheaper prices                                                                                                                                                                                                                                                                            |
| Range of clothing options available.                                                                                                                                                                                                                                                                        |
| Range of different styles of clothing to accommodate different body types. My skinny kids are left floating in baggy pants. It is also important that pants could be warmer. Also better quality than the current provider. I've had seams come undone after 1 wash and pilling on clothing even with hang. |
| read online customer reviews to help inform decision making                                                                                                                                                                                                                                                 |
| Readily available better quality better fits for kids like athletes and huskier builds                                                                                                                                                                                                                      |
| Readily available items with less wait times & back orders. More variety of bottoms, pants, shorts and skorts that are comfortable.                                                                                                                                                                         |
| Reduce cost of pants as they don't have any logo so shouldn't cost as much.                                                                                                                                                                                                                                 |
| reduce line ups at store                                                                                                                                                                                                                                                                                    |
| Reduce price                                                                                                                                                                                                                                                                                                |
| Reduce price. Enhance quality. Improve back order fulfilment.                                                                                                                                                                                                                                               |
| reduce the price                                                                                                                                                                                                                                                                                            |
| Reduce the price to be affordable!                                                                                                                                                                                                                                                                          |
| Reduce the prices!!! You are WAY too expensive...                                                                                                                                                                                                                                                           |
| Reinforced knees in pants especially for younger students. Hypoallergenic lining to prevent chaffing in thigh area.                                                                                                                                                                                         |
| Reinforced knees in pants!!!!                                                                                                                                                                                                                                                                               |

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| Remember that kids are different sizes, ie. husky, slim. Current clothing line really only fits the slim kid.                                                                                                                                                                  |
| Replacement of items that wear out/pill/shrink in less than 2 months with no questions asked; better customer service in this area.                                                                                                                                            |
| Retail hours that are more in line with working parents schedule eg open both days on the weekend and open past 6 pm a couple of days during the week eg Thur or Fri                                                                                                           |
| Revamp question 4 give better quality at Lower prices. There is an idea!                                                                                                                                                                                                       |
| Safe facility - paved parking lot, air conditioning, shelves that won't fall over, adequate bathroom availability, clear lighting, access to front door for those with disability (currently have to step up in Milton), staff that are easily identifiable and able to assist |
| sample request and evaluation by a panel during tender period                                                                                                                                                                                                                  |
| Sample them                                                                                                                                                                                                                                                                    |
| Seasonal products available all year. Tshirts in winter                                                                                                                                                                                                                        |
| select a provider that actually has stock. I was not able to get any shirts for my daughter in size 10 to 12 this year. I ordered items and had to cancel in late October when the items still did not arrive.                                                                 |
| Select design by voting.                                                                                                                                                                                                                                                       |
| Selecting a provider that has good quality, good availability and food customer service is critical. ISW the current provider has none of these.                                                                                                                               |
| Selection                                                                                                                                                                                                                                                                      |
| Selection of items and materials needs to be extended!                                                                                                                                                                                                                         |
| Sell uniform crests that can be applied to any clothing items.                                                                                                                                                                                                                 |
| Selling cotton and not polyester clothes                                                                                                                                                                                                                                       |
| shipping or flexible retail storefront hours for access by working families needs to be in place for pick up or shopping for items outside of daytime working hours.                                                                                                           |
| Shirts should be 100% cotton, don't shrink, and won't fade or pill.                                                                                                                                                                                                            |
| Shirts that don't fold on the embroidery after a couple washes .                                                                                                                                                                                                               |
| Shirts that don't pill after one wear and navy shirts that match the navy pants. Royal blue is not navy.                                                                                                                                                                       |
| Shoes need to be allowed to have a white sole. Finding all black in a good support (not vans, converse or Bobs-they are flat soled shoes, no support)sweatshirts like Corpus Christi that is part of uniform. More uniform piece options/colours                               |
| Short wait times for pieces ordered                                                                                                                                                                                                                                            |
| Shorter wait time for custom orders/alterations                                                                                                                                                                                                                                |
| Shorter wait time for orders                                                                                                                                                                                                                                                   |
| shorter wait times for orders, better customer service and products ie. shirts that aren't see through, zippers that don't break and more than 2 cashiers                                                                                                                      |
| Should be less expensive with good quality                                                                                                                                                                                                                                     |
| Should have logo so we can sewing shirts then order too expensive for 5 days outfit                                                                                                                                                                                            |
| Should not have to pay in advance for out of stock items that take over 6 weeks to come in.                                                                                                                                                                                    |
| Simple. Don't use a uniform provider. The world has far better options available.                                                                                                                                                                                              |
| Simplify the options                                                                                                                                                                                                                                                           |
| Size availability in stock.                                                                                                                                                                                                                                                    |

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| Size availability, quality of materials used.                                                                                                                                                                                                                                       |
| size selection and fit. I understand getting the shirt with logo from uniform provider, but can't we get pants anywhere. Even if get shirt and pants from ISW they are diff navy, they don't match.                                                                                 |
| Sizes available online and in store without backorder                                                                                                                                                                                                                               |
| Sizes should be readily available. Wait times for uniform pieces should be weeks, not months                                                                                                                                                                                        |
| Sizes that fit very slim children.                                                                                                                                                                                                                                                  |
| Sizes to be similar to box store sizes (eg. Size 10-12 or 13/14) not by waist size for bottoms                                                                                                                                                                                      |
| Sizes which are the same as normal Children's clothing sizes.                                                                                                                                                                                                                       |
| Sizing and style to be up to date with current fashion trends                                                                                                                                                                                                                       |
| sizing charts available for online ordering, return and exchange options,                                                                                                                                                                                                           |
| sizing consistency and quality is important. Current provider sends me the same shirts same size in theory but are different sizes or fabrics                                                                                                                                       |
| Sizing for different body shapes. For example my child has a narrow frame yet height is average. When the length works, Adjustable items look bunched up and many styles are only for larger frames. Uniform looks sloppy.                                                          |
| Sizing for larger kids, options for different body shapes, more variety in terms of uniforms                                                                                                                                                                                        |
| sizing is important. I have a child that is tall and slim and we currently have to size up to fit his length but it is to wide.                                                                                                                                                     |
| Sizing is terrible, expensive for awful quality. Just sell iron on crest and allow parent to buy navy blue shirts and pants.                                                                                                                                                        |
| Sizing is very important and pants with varying lengths                                                                                                                                                                                                                             |
| Sizing is very important. My daughter is tall but her waist is small and none of the pants uniform fit her- Creating pants with drawstrings would be better, and is currently working for my child.                                                                                 |
| Sizing to consider different body types - for example: slim, regular, plus sized available in a variety of options for tops and bottoms. Quality is critical - zippers that will last, materials that won't 'pill' after washing                                                    |
| Sizing, comfort                                                                                                                                                                                                                                                                     |
| Slightly better quality                                                                                                                                                                                                                                                             |
| Slim fit                                                                                                                                                                                                                                                                            |
| Slim sizes and extra long should not be special order which you receive half way through the school year.                                                                                                                                                                           |
| Small children like pants with elastic waistbands. The current option is made of poor quality material that look extremely worn after just one wash. It would also be great if there was a light cardigan option, and not just a bulky sweatshirt, in terms of layering for winter. |
| Smaller size waist pants                                                                                                                                                                                                                                                            |
| Softer fabrics                                                                                                                                                                                                                                                                      |
| Softer material                                                                                                                                                                                                                                                                     |
| Some Milton schools have more uniform options than others I.e cardigans. Please make it available across all schools.                                                                                                                                                               |
| Souvenir items. Team jackets, mitts, hats, t-shirts OR NO uniform at all!!!                                                                                                                                                                                                         |
| special events held at the school                                                                                                                                                                                                                                                   |

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| Specially for little kids, cloth with reinforced areas like knees and elbow will be important. I want my kids feel freely and engaged in physical activities at school. So I would expect the uniforms are considering those factors.                                |
| Specialty sizes. Realise that children are NOT measured by their age as they are individuals and that they come in vastly different sizes (such as tall).                                                                                                            |
| Sri fit type golf shorts (short sleeves) for summer. Current material is quite hot in the summer.                                                                                                                                                                    |
| Standard sizes, less fading of navy items, good quality zippers on sweaters, lined athletic pants for cooler temperatures,                                                                                                                                           |
| Standardized sizing and provide more clothing options (ie wider variety of pant styles)                                                                                                                                                                              |
| Standardizing the sizes. The sizes should be consistent across all uniforms and should match general standards.                                                                                                                                                      |
| Stock                                                                                                                                                                                                                                                                |
| Stock                                                                                                                                                                                                                                                                |
| Stock                                                                                                                                                                                                                                                                |
| Stock availability                                                                                                                                                                                                                                                   |
| Stock availability, affordable price                                                                                                                                                                                                                                 |
| Stock needs to be available at all times. Quality needs to be better.                                                                                                                                                                                                |
| Stock, finding availability, wait times is a problem                                                                                                                                                                                                                 |
| Stop changing providers and introducing new proud gear after year.                                                                                                                                                                                                   |
| stop changing providers! Sign a long term contract and be done with it.                                                                                                                                                                                              |
| Stop changing stuff all the time                                                                                                                                                                                                                                     |
| Stop making everything with so much polyester.                                                                                                                                                                                                                       |
| Store accessibility                                                                                                                                                                                                                                                  |
| Store hours should be a bit longer. And products need to be well made as they are aggressively used everyday.                                                                                                                                                        |
| Store locations should be available to parents outside of regular business hours (e.g. evenings and weekends)                                                                                                                                                        |
| Store should have more than one cashier, preferably three so there are not massive lines.                                                                                                                                                                            |
| Store stocked with items. The store ran out of many sizes during back time school.                                                                                                                                                                                   |
| Stores need to have more selection of sizes on hand. I frequently go to store and can't find what I need for my children.                                                                                                                                            |
| Stretch comfort, pockets and adjustable waistbands.                                                                                                                                                                                                                  |
| Stronger reinforcements on boy uniform pieces. Currently paying more for lower quality items that fall apart. Have had to return many new pieces as they don't last                                                                                                  |
| Students have been wearing uniforms since the beginning of time. Stop coddling everyone and just get a normal, standard uniform!                                                                                                                                     |
| Supply more comfortable items (ie crew neck sweaters, pants which actually fit more than just one body type, etc)                                                                                                                                                    |
| Supply needs to be adequate, more sizing options, ie length of bottoms. Bring back kilts for Secondary. You allow elementary to wear skirts/skorts. If the issue is length, the administration should provide consequences rather than only threats of consequences. |
| Sweatpants                                                                                                                                                                                                                                                           |
| Switch back to McCarthy                                                                                                                                                                                                                                              |

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| Switch back to McCarthy. Or introduce adjustable and draw string pants                                                                                                                                                                                                                |
| Switch back to McCarthy                                                                                                                                                                                                                                                               |
| Switch back to McCarthy!                                                                                                                                                                                                                                                              |
| Switch Back to the Old Provider                                                                                                                                                                                                                                                       |
| Switch supplier                                                                                                                                                                                                                                                                       |
| Switch them to McCarthy                                                                                                                                                                                                                                                               |
| Switch to a provider that sell uniforms that are of superior quality and have sizes readily available/in stock. I shouldn't have to wait 3-4 weeks for clothes when my kids need them ASAP. Current provider receives a failing grade.                                                |
| switch to McCarthy                                                                                                                                                                                                                                                                    |
| Take a physical survey and ask kids what pieces they want. For example, the CTK hoodie is very masculine and most girls agree it does not look good on them, so it is one less uniform piece for us.                                                                                  |
| Take away uniforms                                                                                                                                                                                                                                                                    |
| take away uniforms and let kids wear their own clothes.                                                                                                                                                                                                                               |
| take back uniforms for defective and bad quality material                                                                                                                                                                                                                             |
| Take in to consideration allergies to materials more seriously                                                                                                                                                                                                                        |
| Take input from actual students that have to wear those uniforms and make changes accordingly. Students should feel comfortable and confident in uniforms.                                                                                                                            |
| Taking I to consideration quality of fabric especially when washed, being true to size and providing clothes for both shorter and or taller than average kids                                                                                                                         |
| Talk to the kids who have to wear them. What is cool in terms of style. Student voice is important                                                                                                                                                                                    |
| Terrible quality and material                                                                                                                                                                                                                                                         |
| that the fabric is not so rigid                                                                                                                                                                                                                                                       |
| the 2 biggest things I am looking for are proper and consistent fit of all garments and having stock available.                                                                                                                                                                       |
| The availability of uniform at all times through the whole year and in different sizes for any emergency situation                                                                                                                                                                    |
| The best way to improve is that the uniform supplier offers a better quality product. I bought 3 pants and each one of them I had to repair the first week of school because the bottom of the pants sew off                                                                          |
| The boys' shorts currently sold are much too narrow and short. We only buy used shorts since the previous provider's shorts are more comfortable, roomier and longer. As well, there should be more girl appealing selections for the girls, cute skorts etc,                         |
| The clothes need to be able to go in the dryer. The ability to sew a school emblem onto a plain shirt would be helpful for struggling parents. Plus the logo always gets ruined once it goes in the dryer.                                                                            |
| The clothes should fit Much better especially if prices going up. Girls tops look like men's.                                                                                                                                                                                         |
| The clothing is a poor fit for my daughter. Pants are terrible and I have opted to purchase at children's place for comfort and fit. The shirts are terrible quality and will wash poorly fading and pilling.                                                                         |
| The clothing should have reinforced knees for younger students. The clothing should not pill (ball) after washing. Should be machine wash and dry. Could we purchase a school crest to put on our own golf shirt? More options for comfortable pants for boys (girls have yoga pants) |



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| The collared shirts should be larger and the material should change. The color is absolutely ugly and the Crest for the Bishop Reding Logo is extremely uncomfortable.                                                                                                                                   |
| The collared shirts should be larger and the material should change. The color is absolutely ugly and the Crest for the Bishop Reding Logo is extremely uncomfortable.                                                                                                                                   |
| The company should be able to refund money/accept returns on unused items.                                                                                                                                                                                                                               |
| The crest in the shirts and also the dress is so sharp and gave my daughter a rash. It's okay to wear undershirts under one the winter but the summer!!!! That's not fair to her. The golf shirt is already a thicker material to wear in the summer.                                                    |
| The Ctk girls pants are simply awful. They stretch out so quickly I need to buy new ones every 6 weeks                                                                                                                                                                                                   |
| The current customer service is non existent in my opinion. I bought shirts for my kids in August and paid for them and only got a call that they were in stock in December! Also whenever I go there they don't have what I'm looking for. Just horrible. McCarthys was so much better, product as well |
| The current pant material is SUPER poor. Everything gets stuck to them and it                                                                                                                                                                                                                            |
| The current provider has a less superior product than the last provider                                                                                                                                                                                                                                  |
| The current provider has a store front where we can walk in and see the inventory. I would like to keep that feature going forward. Also, perhaps they could show approximate inventory on-line.                                                                                                         |
| The current provider has no customer service or organization, items are often on back order and there are zero 100% cotton options for children with skin sensitivities                                                                                                                                  |
| The current provider has terrible customer service. It never appears to be managed well and the service is slow and lineups long at almost any time. I preferred McCarthy's web site and store model.                                                                                                    |
| The current provider is terrible, zero service, overpriced garments made of garbage, my daughter needs 100% cotton, major eczema and psoriasis                                                                                                                                                           |
| The current provider ISW in Milton has been adequate but their hours are not convenient. The quality of their pants is awful for the price we pay. They pill and deteriorate after a few washes. I have never seen pants of such poor quality. MCCarthys uniforms are excellent quality.                 |
| The current provider makes low-quality clothing that does not last. I have experienced piling on both skirts and shirts. The McCarthy shirts I bought can be passed down to my son but not the ISW ones. My main issue is quality, the clothes look bad after a short period of time and don't last.     |
| The current provider, ISW, offers low quality materials. The only way to fix that is to get a new provider or have the current provider enhance their product.                                                                                                                                           |
| The current uniform provider does not offer slim fit pants for Boys without having a shortened length pant. I currently do not purchase uniform pants for my Grade 3 son as they are twice the width of his waist size on his "skinny" body but he is of average height.                                 |
| The current uniform provider for Holy Trinity is hard to reach, has a long line up and often is out of stock for weeks and weeks. The need to order more quantity and have more staff to serve customers.                                                                                                |
| The current uniform provider seems to use sub-par materials - my kids do not like the look and feel of the current uniforms.                                                                                                                                                                             |
| The current uniform provider's customer service is undesirable. The quality and craftsmanship is poor.                                                                                                                                                                                                   |

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| The current uniform provider's garments are EXTREMELY LOW QUALITY. Quality needs to improve - I still have McCarthy items that are in better shape than ISW items I purchased within the last year. The decline in quality when switched to ISW is unacceptable.                                      |
| The current uniforms fit terribly. The tops are so short and boxy. I hate putting my kids in these shirts. If we have to wear a uniform it should at least fit my children.                                                                                                                           |
| The customer service and ability to get the products needs to improve because in my experience the school codes don't work/things are always on back order or I have to purchase them in another town who doesn't always have what I need in stock                                                    |
| The cut of the uniform pants and shirts needs to be better; the pants are huge, and as a result look really bad on the kids. We have shirts from both McCarthy's and ISP. The ISP ones - though newer- have not held up nearly as well as the McCarthy's. The quality is really poor given the price. |
| The dress pants need to be made of better material as they hinder the mobility of the students                                                                                                                                                                                                        |
| The elementary schoolboys pants are a complete waste. My son's are ripped at the knees after a couple recesses. New material /design needed.                                                                                                                                                          |
| The fit and style of pants/shorts have been the issue for my kids. Either too long or waist too tight. Tab closure pops off, kids struggle with buttons, etc.                                                                                                                                         |
| The fit and type of material is very important. My son had a lot of issues with the golf shirts at ISW rubbing on his armpits and making them raw.                                                                                                                                                    |
| The girls pants are horrible fabric and don't fit them well. I had to spend \$120 to have two pairs of pants altered to fit my daughter. I buy her clothes off the rack in all other stores without alterations.                                                                                      |
| The girls shorts do not fit properly. They are boxy, stiff, and don't sit where they are supposed to (they ride up).                                                                                                                                                                                  |
| The girls yoga pants are terrible quality. They become ""bally"" after just a couple washes.                                                                                                                                                                                                          |
| The hoodie is very thin and doesn't keep the students warm.                                                                                                                                                                                                                                           |
| The ISW design for Bishop Reding does not look good. Give a design like McCarthy's or ask the students before choosing.                                                                                                                                                                               |
| The ISW pants last about a month in the knees for boys - no good at all                                                                                                                                                                                                                               |
| The last provider never had anything in stock. And the quality was horrendous. Our previous suppliers shirts would was and wash and never come apart.                                                                                                                                                 |
| The last switch in provider brought lower quality material                                                                                                                                                                                                                                            |
| The material could be more comfortable and fitted for children as that is the largest concern and reasoning to why kids don't want to wear uniform                                                                                                                                                    |
| The material is very important, need to be durable                                                                                                                                                                                                                                                    |
| The material needs to be easy to clean and not require ironing                                                                                                                                                                                                                                        |
| The material needs to be more good quality                                                                                                                                                                                                                                                            |
| The material of the yoga pants for our current provider is poor quality and the material pills after only a wash or two                                                                                                                                                                               |
| The materials need to be wash friendly and modern cuts for shirts and bottoms                                                                                                                                                                                                                         |
| The most important thing is consistent good service. This whole question of a monopoly is irrelevant. A new company starting up every few years is chaotic and unhappy for everyone involved. One or two companies should be able to stay in business not under two or three year contracts           |

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| The most important thing is to keep the kids comfortable and happy in what they are wearing to school. They have to wear the uniform so it's key that they are at the heart of the decision.                                                                                                                 |
| The pants can be more comfortable                                                                                                                                                                                                                                                                            |
| The pants currently offered to boys are terrible. Can we not just buy navy or gray and affix crests like the Hamilton schools? Then everyone can choose clothes that fits and works for their child and can purchase items when they are on sale.                                                            |
| The pants dont fit my daughter. We struggle as she has a small waist and is very tall. She currently has 1 pair that fits her.                                                                                                                                                                               |
| The pants need to be better quality and have various fits based body size.                                                                                                                                                                                                                                   |
| the pants should be made bigger. theyre so tight on the bum. daughter is small as it is and is in the biggest size.                                                                                                                                                                                          |
| The pants/shorts options need to be revisited. Have an option that looks like Roots sweats since that's what all the kids like to wear anyway. Current bottom selection is terrible.                                                                                                                         |
| The prices are high enough already and the quality is poor compared with previous provider.                                                                                                                                                                                                                  |
| The prices are ridiculous for what you get. Also, the sizes are very different and it gets hard finding the right size.                                                                                                                                                                                      |
| The prices need to be more affordable                                                                                                                                                                                                                                                                        |
| the Product needs to be available when needed. Every time I go to purchase something from current provider it's not available or I have to wait minimum 8 weeks to receive it. I ordered summer skirt in mid August and received it end of October. It's the same story every year. I really hope we change! |
| The product should be of very quality, comfortable and well cut for a good fit.                                                                                                                                                                                                                              |
| The products need to be good quality. The shirts shouldn't pill after wear (afterall, this is elementary school). The pants should have reinforced knees for small children that are on the floor and customer service!! No back orders!                                                                     |
| The products should be of a high quality that is made durable to be able to withstand the wear and tear that younger children inflict.                                                                                                                                                                       |
| The products should be of good quality and at a good value. It is important to be able to wash the clothes over and over again throughout the weeks of school and not have any tearing at the seams or threading falling apart. That would be unacceptable.                                                  |
| The provider needs more stock, better quality products. Example the CTK Logo on the pants is now white, it was green when we bought it.                                                                                                                                                                      |
| The provider needs to have adequate stock                                                                                                                                                                                                                                                                    |
| The provider needs to know all their products and be able to provide answers to questions about, sizing and options available. I never got anyone knowledge to help me.                                                                                                                                      |
| The provider needs to provide items that are durable for wear. Children wear out the knees.                                                                                                                                                                                                                  |
| The provider should have adequate stocks & sizes                                                                                                                                                                                                                                                             |
| The provider should have enough availability all year round, We have to wait almost 4 month for replacing a sweater.s                                                                                                                                                                                        |
| The quality and price do matter..but they need to be in stock. In my opinion pants should be any black pants except yoga                                                                                                                                                                                     |
| The quality is terrible. I have bought McCarthy pieces second hand and they have lasted longer than new pieces from ISW. Often pieces from ISW are not in stock.                                                                                                                                             |

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| The quality needs to be better. Machine washable and dry-able important. Options for taller students, especially pants would be appreciated.                                                                                                                                                                 |
| The quality of ISW is poor. I resent paying the current prices when items quickly look worn out. In part, uniforms are designed to teach our children that appropriate clothing in school, in public and later in the workplace matters. So providing poor quality clothing contradicts this message.        |
| The quality of items is terrible with ISW - I buy twice as much as I did with McCarthy as they have the worst quality.                                                                                                                                                                                       |
| The quality of school uniforms has always been horrible, even when I was going to school. We spend a good amount of money, and unfortunately after one or two washes the shirts, pants and sweaters all get pilled, and look very, very old. Sweaters and pants have holes soon after use.                   |
| The Quality of the Fabric Prefer Cotton and Polyester                                                                                                                                                                                                                                                        |
| The quality of the clothes aren't the best                                                                                                                                                                                                                                                                   |
| The quality of the current provide is terrible in every way. Pilling after one wash, sizing is always off, material is cheap and low quality. The uniform is not flattering at all in any way shape or form.                                                                                                 |
| The quality of the girls pants need a lot of improvement. Bishop Reding Milton                                                                                                                                                                                                                               |
| The quality of the isw uniforms are terrible and cheap bring back mccarthys                                                                                                                                                                                                                                  |
| The quality of the product is important as well as the service by the provider. On-line purchasing and delivery should be an option available to parents. In particular, if the provider is out of stock and items are back ordered, they should be sent directly to the parent.                             |
| the quality of the products at the price we paid is not equal.                                                                                                                                                                                                                                               |
| The quality of the uniform is very low. I have inherited uniforms that are 10 years old and look a lot better than the brand new ones after a wash. We are paying good money for very low quality products and I'm wondering how the selection was done.                                                     |
| The quality of the uniforms should be reflected in the price. The current quality of some items like the yoga pants is very poor                                                                                                                                                                             |
| The quality should be good. The current sweaters are not warm at all!                                                                                                                                                                                                                                        |
| The quality, items do not last. Previous providers quality was much better                                                                                                                                                                                                                                   |
| The school uniform pants are a terrible terrible fit and types of material. I would love to see pants that are a better fit and material. As well as a jogger type pant especially for the younger children. Also the sweatshirt type garment is awfully thick. I would love to see a more traditional style |
| The services by checking policy for customer satisfaction and product by insuring quality                                                                                                                                                                                                                    |
| The shirts are extremely low quality and pulled after the first wash. The price is high for such relatively low quality.                                                                                                                                                                                     |
| The shirts are fine...but the pants and skirts are poor quality for how much they cost. They should not be mandatory to buy from ISW, like they do in Hamilton and Niagara Catholic.                                                                                                                         |
| The shorts for secondary for the girls are wide at the bottom                                                                                                                                                                                                                                                |
| The sizing in the pants specifically for some reason are very odd. If I purchase 2 pairs of the same size pants one always fit tighter than the other. Which is an annoyance if they do not fit right. I believe a yoga type (spandex) pant should be made as it will fit all body shapes better.            |
| The sizing is off, and the quality from the current provider is very poor.                                                                                                                                                                                                                                   |
| the store could be a bit more organized. I found it hard to find my child's school. Also shorten wait times for back orders especially since uniforms are mandatory. I had to wait 6 weeks for my order.                                                                                                     |

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| The supplier should have an online store that works. When my kids entered the system three years ago, I had set up an account. That account is now useless as it has switched the kids over to another school and would not let me change it back to St. Timothy. A website with better UI and has less bugs |
| The sweaters are bad quality and feel like construction paper and teachers wonder why students are always wearing non-uniform sweaters. If there were better quality sweaters and more options (ex. quarter-zips) more students would actually be in uniform.                                                |
| the uniform hoodies should be warmer for the winter, they're should also be an option for sweatpants                                                                                                                                                                                                         |
| The uniform material are uncomfortable to the students, we need better quality and comfort for these students. As well, further options, ie. leggings for girls, better short options for boys ie. shorts with no zipper/clasps, younger kids have trouble with this so elastic band options are needed.     |
| The uniform pants available for elementary students have a horrible fit. They are too wide in the legs. The girl pants look like bell bottoms and the boy pants look like McHammer pants. My children refuse to wear ISW pants as they feel uncomfortable in them.                                           |
| The uniform pants colour needs to be changed - khaki pants are not a good option for girl students during adolescence. Too much of a risk of period leaking - this happened to my daughter, and she was horrified.                                                                                           |
| The uniform provider should do everything possible to meet both affordable price and quality for the garments. In the end, the school providers are competing to be chosen, therefore the requirements from school should be fully met by them.                                                              |
| The Uniform should be good quality because the bottoms on the pants are always breaking off.                                                                                                                                                                                                                 |
| The uniforms are already not cheap in terms of prices but the quality isn't that good. I would prefer the uniform quality of McCarthy amongst others.                                                                                                                                                        |
| The uniforms are already not great quality for pieces that are very expensive (50 dollars for a jacket but the jacket wears out in two years)                                                                                                                                                                |
| The uniforms are thin and don't provide any warmth when it is cold outside                                                                                                                                                                                                                                   |
| the uniforms at Our Lady of Peace are great especially the girls yoga pants...my daughter just started going to Holy Trinity in Grade 9 and her pants there are awful.                                                                                                                                       |
| The uniforms now are not fire resistive - the material warning reads ""keep away from fire"" how UNSAFE is that                                                                                                                                                                                              |
| The uniforms should be better quality and made with better materials. They should also be warmer and the hoodies should be nicer and thicker. The quality for the hoodies is horrible, they feel like cardboard. The sweaters and v-necks should be shorter, the width is good but the length is way too lon |
| the uniforms should be more comfortable                                                                                                                                                                                                                                                                      |
| The uniforms were incredibly expensive and children are growing so much during a school year you are having to buy multiples in various sizes. As well, some children are so rough on their clothing uniforms it becomes costly to keep replacing items.                                                     |
| The vendor had no clothing for either of my child size and told me to check in December. I find this completely unacceptable.                                                                                                                                                                                |
| The waiting time for the sizes need improvement and the prices are beyond reasonable                                                                                                                                                                                                                         |
| The yoga pants ball up after 1 wash so better quality material would be nice                                                                                                                                                                                                                                 |

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| There are a lot of shapes and sizes out there. The provider should not cater to the unrealistic slim, petite girls only. There are many athletic girls out there who should share the same comfort in their clothing.                                                                                   |
| There needs to be a clause in the contract that pertains to product availability. Families should not have to worry before school even starts that there will not be stock to purchase in time for the beginning of the school year. Being told that we have to wait months is not acceptable           |
| There needs to be availability of all school uniform items for customers. Waiting months for items is unacceptable.                                                                                                                                                                                     |
| There needs to be more options in styles of parents. The one-size-fits-all does not work for all body types. The quality in the material of the girls pants at Holy Trinity is very poor. The rugged pants for the elementary school boys does not fit Slimmer type boys. My high school daughter's cur |
| There needs to be stock in the stores at all times - can not wait 6 weeks for a hoodie to arrive in the middle of winter!                                                                                                                                                                               |
| There should be at least 2 uniform providers in order to create competence, so there will be fair prices and good customer service, since the actual provider lack of both of them. Their prices are EXTREMELY HIGH and the customer service is THE WORST in the country.                               |
| There should be different waist vs. length options for different sized children                                                                                                                                                                                                                         |
| There should be more color options available instars of just blue and white may be as                                                                                                                                                                                                                   |
| There should be more than one uniform provider. As well, parents should be able to spend there money where they please.                                                                                                                                                                                 |
| These uniforms are garbage! there is no comparison to McCarthy                                                                                                                                                                                                                                          |
| they can be out of stock, they can be delayed, as long as they have excellent customer service, parents will be willing to work with you                                                                                                                                                                |
| They could have more stock available for September. We ordered 3 sweatshirts in August 2019 and they didn't come in until January 2020.                                                                                                                                                                 |
| They could make it a bit for fashionable                                                                                                                                                                                                                                                                |
| They just need to be better quality and better fit.                                                                                                                                                                                                                                                     |
| They just need to be better quality and better fit.                                                                                                                                                                                                                                                     |
| They need more inventory in store. They need more modern designs example would be stretchy dress pants offering more comfort.                                                                                                                                                                           |
| They need to be better quality. The shirts dis-colour quickly and the material looks old and worn. I am less likely t                                                                                                                                                                                   |
| They need to be more prepared with enough product as the school year is about to begin.                                                                                                                                                                                                                 |
| They need to carry more inventory of common sizes.                                                                                                                                                                                                                                                      |
| they need to carry more stock. Their pants need to last longer.                                                                                                                                                                                                                                         |
| They need to have proper stock. Current provider is horrendous. Nothing is ever available. Ordering takes forever.                                                                                                                                                                                      |
| They need to improve quality of material and fit of the uniform pants and shorts. They are absolutely awful. I'm specifically referring to boys pants. They need to provide an option without zipper and hook closure for kindergarten kids.                                                            |
| They need to provide quality clothing with string customer service and have good availability of uniform pieces at all times (peak time in August as an exception)                                                                                                                                      |
| They should be well stocked in the summer anticipating orders for back to school. There should not be 6-8 week delays at this time.                                                                                                                                                                     |

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| They should customize fit better. None of the pants are good for my children because they are very tall and very thin. All pants available are too large at the waist and too short. They need to be better at catering to different needs.                                                             |
| they should have fleece lined pants for the cold months. So far the two uniform provider I have tried neither one has pants made for the cold months.                                                                                                                                                   |
| They should have product in stock (especially during peak purchasing times) and it should be in perfect condition                                                                                                                                                                                       |
| They're too expensive, items like shirts/pants should be less than 15\$                                                                                                                                                                                                                                 |
| Thick(warm) trousers for winter                                                                                                                                                                                                                                                                         |
| This years items are of better quality and style than last years                                                                                                                                                                                                                                        |
| Timely management                                                                                                                                                                                                                                                                                       |
| To always have the uniforms in stock as sizes are impor                                                                                                                                                                                                                                                 |
| To have the items available in store. A wider selection in stores with sizes available to us .                                                                                                                                                                                                          |
| To make sure you can get the uniform and not have it on back order for months.                                                                                                                                                                                                                          |
| To make the uniforms more toward the students size, so that there isnt a short kid wearing a super baggy pant                                                                                                                                                                                           |
| To provide better stitch and good quality                                                                                                                                                                                                                                                               |
| Today customers expect quality items for a low price                                                                                                                                                                                                                                                    |
| Today customers expect quality items for a low price                                                                                                                                                                                                                                                    |
| Tops 100% cotton, Bottoms with elastic and adjustable waist; option for the winter-warmer pants for boys other than dress pants, no zip at the bottom of pants                                                                                                                                          |
| Try-on sizes available at school esp for reordering online                                                                                                                                                                                                                                              |
| Turn around time for orders should not be 2 months                                                                                                                                                                                                                                                      |
| U cant                                                                                                                                                                                                                                                                                                  |
| Unfortunately young girls have a hard time monitoring their periods at this age and quite often have accidents. This can be life destroying at this age. Darker colour like navy blue or black would be preferred.                                                                                      |
| Uniform are to worn and washed everyday, sometimes we don't have time to iron. So we need a good quality with material that can be durable, comfortable and look sharp                                                                                                                                  |
| Uniform availability better pricing and affordability                                                                                                                                                                                                                                                   |
| Uniform items should be in stock, especially near the beginning of the year. Orders should be fulfilled accurately and in a timely fashion for items not in store.                                                                                                                                      |
| Uniform jogger pants are not good quality and not a good fit. Students need a good everyday alternative that is comfortable, durable, and easy to take off and on                                                                                                                                       |
| Uniform knee highs that fit all sizes including small feet jk/SK.                                                                                                                                                                                                                                       |
| Uniform mustn't be mandatory we haven't voted since it was decided to use uniforms back in 2015 or Only tops should be mandatory we could have the option to buy more cheaper bottoms                                                                                                                   |
| Uniform need to be higher quality                                                                                                                                                                                                                                                                       |
| Uniform pants for smaller children should allow for adjustable waste                                                                                                                                                                                                                                    |
| Uniform pieces need to always be readily available if that is their specialty. Also good clothing clothing at a fair and reasonable price. Right now uniforms are low quality and expensive for what they are. We should want better from a quality stand point and a fair operating price for families |
| Uniform pieces need to hold up well in the washer and dryer. Some pieces now cannot be out in the dryer. Sizes do not reflect your typical sizes found at other clothing shops. Many pieces                                                                                                             |

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| needed to be altered adding to the cost of the items. Considering the cost, some items with zippers broke easily                                                                                                                                                                        |
| uniform provider to offer more practical and comfortable clothes for children such as jogging pants and sweat shirts so students can no limitations in movements.                                                                                                                       |
| uniform should be better quality, more comfortable since it has to be worn everyday, and the price should be more affordable/cheaper                                                                                                                                                    |
| Uniform should match the weather condition; the pants are very light and not suitable for winter                                                                                                                                                                                        |
| uniform sweaters should be much softer, warmer and less stiff the current sweaters looks like a cardboard box                                                                                                                                                                           |
| uniforms are very expensive, price needs to be lowered                                                                                                                                                                                                                                  |
| Uniforms currently are expensive but not very good quality, Ripped or unraveling seams on boys pants, labels sewn on wrong side-confusing for my young son to put on, adjustable button waists would be good to! Buy back program for used or outgrown uniforms.                        |
| Uniforms [word removed] suck                                                                                                                                                                                                                                                            |
| Uniforms in stock when needed                                                                                                                                                                                                                                                           |
| Uniforms must be much cheaper. The prices as they are now are ridiculous and place unnecessary financial hardship on families that aren't necessarily meant for the assistance program, but still have to spend hundreds of dollars on uniforms for often more than one child.          |
| Uniforms should be comfortable and durable. Geared towards kids everyday wear rather than collars and buttons. Kids are kids and they focus better when they are comfortable and can move freely. Most uniform pants in our past experience tear at the seams. It is very embarrassing. |
| Uniforms should be comfortable. Kids sit an entire day in them, it is important for kids back and digestive system that the pants don't press their waist. The current pant styles are very uncomfortable - why not make them in sweater fabric?                                        |
| Uniforms should be good quality that last.                                                                                                                                                                                                                                              |
| Uniforms should be priced reasonably.                                                                                                                                                                                                                                                   |
| Uniforms that fit skynny and obese students                                                                                                                                                                                                                                             |
| Uniforms that last!!                                                                                                                                                                                                                                                                    |
| up date the look for current trends so the children don't mind wearing it. Feel good about themselves at school with peers.                                                                                                                                                             |
| Up the quality. As a family with four children in the system, I do not feel that the price we pay reflects the poor quality of the clothing.                                                                                                                                            |
| Use a diferent company for better quality                                                                                                                                                                                                                                               |
| Use a higher quality provider than current provider. Quality is very poor....                                                                                                                                                                                                           |
| Use a provider who is equipped with a large stock of clothing items at key ordering times, such as the beginning of the school year. Use a provider who has great product quality.                                                                                                      |
| Use better fabrics/materials. Make sure the uniforms don't take so long to arrive (wait time).                                                                                                                                                                                          |
| Use better quality materials, pre-shrunk cotton - it is not reasonable for us to purchase clothes and have to guess how much it will shrink and how much my child will grow.                                                                                                            |
| use better zipper handles, more reliable                                                                                                                                                                                                                                                |
| Use Cotton. Not polyester                                                                                                                                                                                                                                                               |
| Use materials that will not wear out or ruin within 3 months of wearing them!!!! ISW also did not have stock this year. I waited 4 months for skirts which I returned because I purchased from McCarthy's in the meantime.                                                              |



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| Use McCarthy                                                                                                                                                                                                                                 |
| Use McCarthy the newer one is terrible                                                                                                                                                                                                       |
| Use McCarthys - options, quality and availability                                                                                                                                                                                            |
| use more comfortable materials for hoodies                                                                                                                                                                                                   |
| Use more comfortable/easy to wear material (cotton sweatpants, cotton hoodies)                                                                                                                                                               |
| Use only cotton fabrics only!                                                                                                                                                                                                                |
| Use the same type quality of fabric for the short sleeve shirt, that the long sleeve shirts already have(Long sleeve shirts are really comfy. Use a better quality of fabric for the pants as they rip easily!                               |
| Using a measuring guideline, we can submit our child's measurements and make purchases all online.                                                                                                                                           |
| Varied styles of pants at high school level especially. Teen girls do not have 1 shape. Current pants have had to be altered 10 ways to Sunday. It is extremely expensive to do so, and inconvenient.                                        |
| Variety                                                                                                                                                                                                                                      |
| Variety and material: suiting different seasons and temperatures                                                                                                                                                                             |
| Variety and online buying option                                                                                                                                                                                                             |
| Variety in materials (fleece in the winter, breathable fabric in warmer months) proper fit.                                                                                                                                                  |
| Variety of clothing options and preferably not in white as the shirts get dirty too easily in younger grades!                                                                                                                                |
| Variety of pieces, kilt, skirt, dress, fashion forward pants not those hideous baggy things currently sold. Tapered does not have to be tight but at least it is better fitting and nearer. The pants make the young kids look sloppy.       |
| variety of products (more sweaters, different types of shirts and pants etc.)                                                                                                                                                                |
| Variety of sizes (thin/reg/plus) and lengths (short/reg/long)                                                                                                                                                                                |
| Variety of sizes (thin/reg/plus) and lengths (short/reg/long)                                                                                                                                                                                |
| Variety of sizes in LENGTHS of pants                                                                                                                                                                                                         |
| various options                                                                                                                                                                                                                              |
| Very poor quality and not comfortable material also offer jogging pants for elementary students                                                                                                                                              |
| Waiting months for items as with our current provider is very frustrating.                                                                                                                                                                   |
| Warm hoodies, and smaller sizes for girls                                                                                                                                                                                                    |
| Warmer clothes for the winter                                                                                                                                                                                                                |
| Warmer hoodies                                                                                                                                                                                                                               |
| Warmer material for winter ( pants) more option sizes( slim cut)                                                                                                                                                                             |
| Warmer pants, maybe lined, for winter. Many children walk to school in winter.                                                                                                                                                               |
| Warranty on material, quality and workmanship                                                                                                                                                                                                |
| Washable and don't fall apart.                                                                                                                                                                                                               |
| We all miss McCarthy's, better customer service and quality of uniforms                                                                                                                                                                      |
| We are already paying a premium for better quality and yet the quality isn't there. The price of the uniforms is very high (comparable to expensive name brands) but the zipper already broke on my daughter's sweater (it's 4 months old..) |

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| We could ask the provider to keep both options based on pricing. Based on the quality of the materials, they can keep high and low price and then leave it to the families to choose what they want.                                                                                                         |
| We have had Continued issues with stock. Ex I have tried to order pants for my daughter since October and they say not available until June. What's the point?                                                                                                                                               |
| We need better quality                                                                                                                                                                                                                                                                                       |
| We need better quality garments that can hold up year after year                                                                                                                                                                                                                                             |
| We need better quality, the materials look worn out within few months of purchase                                                                                                                                                                                                                            |
| we need comfy unisex sweaters                                                                                                                                                                                                                                                                                |
| We need elastic waist shorts and lighter pants for younger kids. They can't do up the buttons on the pants/shorts                                                                                                                                                                                            |
| We need sensory informed uniforms - I am cutting labels out. The pant sizing does not work and they wear out. Size availability is a problem and the service has been terrible. They make you prepay for out of stock items.                                                                                 |
| We need shirts and sweaters that don't pill on the first wash. We need pants that will withstand more wear and tear especially in the knees.                                                                                                                                                                 |
| We need somewhere that offers better quality items. ISW items fade quickly and are not nearly comparable to McCarthy                                                                                                                                                                                         |
| We need to switch to McCarthy- they definitely have the better quality, customer service and uniform pieces actually last long enough to be passed on to siblings!                                                                                                                                           |
| We need warm pants and sweater with hoodies. We live in Canada and warm cloth is really importantChanging the current supplier                                                                                                                                                                               |
| We should have easy access to viewing the school's selection                                                                                                                                                                                                                                                 |
| We should have reasonable prices for all school uniforms. TShirt should not be more than \$10, pants no more that \$15 and jackets no more than \$25. Especially considering the low quality of fabric and colour retention.                                                                                 |
| We want good quality clothing that will last. Want a provider that can handle the volume of uniforms required by all Halton schools.                                                                                                                                                                         |
| We want skirts                                                                                                                                                                                                                                                                                               |
| We would like pants that have a slimmer leg, waistband that is elastic not a drawstring. Better materials used such as more cotton. Shirts to fit better. The arms are too short. The white shirts are see through. The crest is itchy and rough on the inside of the tops. Nicer skirts.                    |
| We'd prefer to buy where we want to buy and not be restricted to a uniform provider.                                                                                                                                                                                                                         |
| Well if only they could have the product would be good have gone 5 times to ISW to purchase long sleeve blue polo for my son and never in stock and website doesn't allow me to do the order either this has been going on since end of Sept almost 4 months, I gave up and wash my son's only polo everyday |
| When purchasing items that are sold out, consider having them shipped out to us. We made several extra visits to pick up items that should have been in stock.                                                                                                                                               |
| Where are the student discounts?                                                                                                                                                                                                                                                                             |
| Why not have just the shirts with the school emblem on them? If the dresses and sweaters don't need the school emblem then we be prices of these items should come down. I think there needs to be more flexible thinking to keep costs lower and avoid the uniforms being made in sweatshops.               |

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| Why not use patches and let parents use any store they like Gap or Old Navy to purchase uniforms? The uniforms providers chosen in the past have always been problematic in many aspects. Long wait time, expensive, low quality...                 |
| With children constantly growing, and at varying stages, the provider should ALWAYS have a sample of each product in each size for the purchaser to try on, even if it is in some awful colour that stands out alleviating it from being purchased. |
| Would appreciate the same level of quality as McCarthy's (iSW just isn't the same)                                                                                                                                                                  |
| Would be glad to see blouses/shirts for girls instead of polo tshirts                                                                                                                                                                               |
| Would it be possible to have a few basic items that could be bought from Gap or Children's place like blue trousers etc and only have shirts that need to be purchased from a uniform provider?                                                     |
| Would like to see a warranty. Would like to see more selection.                                                                                                                                                                                     |
| Would like to see elastic waist pants for boys- ones that don't have zippered bottoms as these pants can't be hemmed when a larger size is required to accommodate large waisted individuals                                                        |
| Would like to see good quality that lasts                                                                                                                                                                                                           |
| Wrinkle/shrink/fade free. All safe for wash and dryer                                                                                                                                                                                               |
| Yearly in school fitting session's                                                                                                                                                                                                                  |
| Yes, do not choose a single provider. Just a uniform, ie navy pants, and have parents buy navy pants.                                                                                                                                               |
| yoga pants and skirts                                                                                                                                                                                                                               |
| Yoga pants were a terrible quality this year not even usable after 3 wears.                                                                                                                                                                         |
| You can enhance it by not having a single source uniform provider. Set a guideline for what uniform is then allow parents to source their own items. Sell a crest to be put on those clothes and be done with it.                                   |
| you could enhance by customizing to every student size ,height and body type and also have more better materials for seasons especially winter and better option for boys when it comes to comfort and fashion                                      |
| You need a summer light weight dress option for the girls. The tshirts are too heavy when its really hot outside                                                                                                                                    |
| You need to get a better representation of sizes. For example you need to know how much to increase the waist and length of pants to actually fit a person because usually one of the 2 measurement is wrong which leads to discomfort.             |
| You should allow the students and parents to buy shirts in the colors of the school but no school crest on them so they can be purchased cheaper.                                                                                                   |
| You should have a survey mid-september and half way through school year and allow parents to provide feedback to the provider as to their satisfaction with uniform service provided.                                                               |
| Zipper jackets are very slim, impossible to wear. Need to adjust the design.                                                                                                                                                                        |
| Zippers that work on sweaters and lower prices on sweaters and pants for elementary age kids.                                                                                                                                                       |
| greater availability of items in stock                                                                                                                                                                                                              |
| sweatpants                                                                                                                                                                                                                                          |
| more durable for elementary pants                                                                                                                                                                                                                   |
| Larger Sizes                                                                                                                                                                                                                                        |
| easy to wash                                                                                                                                                                                                                                        |

## Appendix B:

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| #6 should be differentiated. Allergies are very important (i.e. life or death), compared to custom sizes                                                                                                                                                                                                     |
| (cont) I feel that having sweaters or other logo items available from vendor but the other non-branded items may be available to purchase at the aforementioned retail stores listed by HCDSB may have an impactful effect on parents wallets.                                                               |
| 1. Warm clothes/ fleece pants and jackets should be an option. It is cold and it's flu season. I always need to provide extra (non-uniform) layers for the top, but kids still feel cold on the legs if the weather turns during the day. 2. I'd like more cotton rich/natural fibers even if more expensive |
| 100% cotton at a reasonable price                                                                                                                                                                                                                                                                            |
| A balance of quality and price                                                                                                                                                                                                                                                                               |
| A better balance quality / price                                                                                                                                                                                                                                                                             |
| A better lined pant is beneficial for the boys, McCarthy's were much better than ISW's                                                                                                                                                                                                                       |
| A Canadian company would be nice                                                                                                                                                                                                                                                                             |
| A Canadian company would be nice                                                                                                                                                                                                                                                                             |
| A cleaner and more organized facility                                                                                                                                                                                                                                                                        |
| A convenient location. Enough supply during peak bind times before school starts so that you do not have to wait for an item. And good service in regards to communication for any sales especially when buying for more than one child it can get very expensive.                                           |
| A fair market competition is always healthy.                                                                                                                                                                                                                                                                 |
| A less expensive supplier would be appreciated.                                                                                                                                                                                                                                                              |
| A lot of the sizes have a huge difference in between them. For example, one pant's waist might be too small but when you go a size up, the length gets way too huge and the waist might be too big as well.                                                                                                  |
| A new provider needs to be found. Enough inventory needs to be made available and arrive at the store quickly. Wait times of months is unacceptable. The ability to travel elsewhere should be an option should the vendor in town not have the sizing for months.                                           |
| A previous uniform provider offered families a package deal at the start of the school year which offered a discount for several items at once: shirts, pants and a sweater for a flat rate.                                                                                                                 |
| A provider should have working hours till a little late as the timings impact our work schedule                                                                                                                                                                                                              |
| A provider that makes pants that have adjustable waistbands, pants that don't pull after the first wash and a company that has a warranty/guarantee for the clothes if they ripped/wear out within the school year they were                                                                                 |
| A provider that provides excellent customer service and accommodates ALL body types (without judgement or prejudice) is extremely important. Pls know that your current provider has proven itself to be lacking in both of these areas.                                                                     |
| a Provider that will have good quality items like Rj McCarthy did                                                                                                                                                                                                                                            |
| A provider with a variety of pants for boys, ie jogging pants, no buttons, more tapered pants for boys                                                                                                                                                                                                       |
| A provider with comfort and quality in mind, a provider that has options for Slim and tall fit/husky fit                                                                                                                                                                                                     |
| A provider with lower costs. My young children often lose items and its stressful to have to immediately replace expensive items.                                                                                                                                                                            |

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| A quality uniform that will last at least the year. McCarthy's last much longer. My child out grows their uniform before the wears out. He will wear his uniforms for 2-4 years.                                                                                                                    |
| A uniform provider should score well on the following characteristics:                                                                                                                                                                                                                              |
| A variety of options in school pieces is nice as well                                                                                                                                                                                                                                               |
| Ability to return poor quality items (ex: McCarthy zippers consistently break on pants, should be able to return or have replaced for free!)                                                                                                                                                        |
| Add more jackets, and please add full length skirts                                                                                                                                                                                                                                                 |
| Adjustable waist                                                                                                                                                                                                                                                                                    |
| Adjustable waists for elementary school children for all genders in pants and shorts                                                                                                                                                                                                                |
| Affordable is important and a light weight option for the hotter months                                                                                                                                                                                                                             |
| Affordable prices are key, especially necessary for large families like myself                                                                                                                                                                                                                      |
| Again ensure supplier can handle volume.                                                                                                                                                                                                                                                            |
| Again I can't stress enough, the quality should reflect the price. Even possibly considering that pants/shorts/skirts/dress etc be purchased from any store just needs to be a particular colour. Colours don't match now so I don't understand why just any blue pant isn't ok?                    |
| Again they never have ample stock and their staff have been rude each time I have gone there. Under staffed to have help finding sizes and styles. Preferred McCarthy's for actual quality of uniforms and customer service.                                                                        |
| all good, no concerns                                                                                                                                                                                                                                                                               |
| All I can say is I have hamy down mcarthys that I pull to west before grabbing the ISW brand.                                                                                                                                                                                                       |
| All items should be available during the entire year. With past suppliers availability has always been a problem. If you expect students to be in uniform then there should be no back orders                                                                                                       |
| All sizes should be readily avaiambe                                                                                                                                                                                                                                                                |
| All the best                                                                                                                                                                                                                                                                                        |
| Allow any type of bottoms of same color as long as they all use same shirts and sweaters                                                                                                                                                                                                            |
| Allow females to wear skorts in high school.                                                                                                                                                                                                                                                        |
| Allow greater choice in purchasing. Preferred the quality of the last provider but like the accessibility of locations with this one.                                                                                                                                                               |
| allow pants and that are not uniform                                                                                                                                                                                                                                                                |
| Allow parents to be able to purchase school uniforms at Children's Place,Walmart,Old Navy                                                                                                                                                                                                           |
| Allow parents to buy uniforms at major retailers- better quality for lower price. Stop trying to look pretentious with school crests when some families struggle to pay for uniforms - added cost in embroidery and customization. A Cotton polo shirt at old navy \$5, at ISW it is close to \$20? |
| Allow parents to purchase pants at any store as most school boards do this. I.e, Old Navy, Children's Place...since the style is baggy and outdated and a lot more money. Other school boards have this option and it makes more sense..                                                            |
| Allow parents to purchase pants at any store as most school boards do this. I.e, Old Navy, Children's Place...since the style is baggy and outdated and a lot more money. Other school boards have this option and it makes more sense..                                                            |
| Allow parents to purchase same style and colours from any Retailer. Should not have to be an authorized vendor!                                                                                                                                                                                     |
| allow school crest options to store brand selections                                                                                                                                                                                                                                                |
| Allow students to wear uniform colour bottoms from other stores (ie. gap, old navy, children's place).                                                                                                                                                                                              |

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| Allow the parents to purchase the shirts, pants in other, not uniform stores, or Walmart, Old Navy etc who offer the same colours for MUCH cheaper and much better quality (cotton). Official uniforms are made of very bad quality made from close to it all 100% polyester very unhealthy for kids. |
| Already mentioned above                                                                                                                                                                                                                                                                               |
| Although McCarthy was more expensive, the quality, and selective from the most recent provider was horrible. Quality would have been better at a Walmart brand compared to this company. And they seemed to have adequate stock only during off peak season.                                          |
| An important consideration is larger sizes and better quality. My son has a few years left in elementary school and is already wearing the largest size ISW provides. The shirts pull very easily and pants have broken several times, needing to be replaced.                                        |
| Anti pile is key. I hate the balls on clothes. Fade resistant and easy care. Dryer safe.                                                                                                                                                                                                              |
| Any store except the one we use now                                                                                                                                                                                                                                                                   |
| Anyone but ISW!                                                                                                                                                                                                                                                                                       |
| Anyone but ISW! What was wrong with McCarthy's?                                                                                                                                                                                                                                                       |
| Anything but ISW!                                                                                                                                                                                                                                                                                     |
| As a Catholic school board, I think it is very important that we follow Catholic and social justice values in choosing a uniform provider that has fair working conditions for employees and practices that reduce their environmental footprint                                                      |
| As a single parent, yes price is an issue however the overall quality is extremely important. If I continue to have to purchase more clothing because of the quality I end up spending more then if we had a better quality provider.                                                                 |
| As above                                                                                                                                                                                                                                                                                              |
| As long as he quality of product and service as well as close accessibility is maintained, I'll be satisfied.                                                                                                                                                                                         |
| As partents we should have more say where we shop for uniform pieces, kids grow constantly and buying uniform items all year at full price is expensive. How do families know if they are eligible for uniform assistance? This info.should be given to new families.                                 |
| As the HCDSB has indicated that ""fair work conditions"" are important in the manufacturing of clothing, I feel it necessary to point out that by switching providers from McCarthy's - the entire business closed down in the area. This hardly seems like a fair practice on behalf of the HCDSB.   |
| Assurance that the excessive profits go to the school and not to a greedy supplier.                                                                                                                                                                                                                   |
| Auctual cute uniforms, something that won't make us go uhhh this again. Something cute and comfortable and a little trendy. And not boxey pencil skirts. More highwasted things and cute sweaters, but personally I would prefer no uniforms but a good and reasonable dress code                     |
| Availability                                                                                                                                                                                                                                                                                          |
| Availability & customer service really balance each other out. When you lack in one area, the other area should be reinforced & supported. It can be stressful for families new to uniform culture as well as their kids, please find a provider who understands the balance .                        |
| Availability and a minimal of coutesy with clients is very important                                                                                                                                                                                                                                  |
| Availability and price is important and quality.                                                                                                                                                                                                                                                      |
| Availability and quality are impoertant.                                                                                                                                                                                                                                                              |

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| Availability is key. Shirts should be available during warmer weather and sweaters available during colder weather. Unfortunately had to wait 2 months in 2 different seasons to get products for my children to wear and ended up posting on Facebook to get used items. |
| Availability of items , clean stores and quality of the uniforms.                                                                                                                                                                                                         |
| Availability of items is most important.                                                                                                                                                                                                                                  |
| Availability of items is paramount                                                                                                                                                                                                                                        |
| availability of product                                                                                                                                                                                                                                                   |
| availability of uniforms all year                                                                                                                                                                                                                                         |
| Availability. Having enough uniforms, and good quality for kids use.                                                                                                                                                                                                      |
| Avoid the monopoly of only having one provider.                                                                                                                                                                                                                           |
| Avoid the provider and put a dress                                                                                                                                                                                                                                        |
| Bad customer service and the quality is so bad                                                                                                                                                                                                                            |
| Be able to manage the demand of the size of the board                                                                                                                                                                                                                     |
| Be better than the current one                                                                                                                                                                                                                                            |
| Be flexible for families to purchase uniform pieces (particularly pants, shorts, skirts) from vendors other than the official uniform provider, as long as they are the proper color/style.                                                                               |
| Be relatively close to school                                                                                                                                                                                                                                             |
| Be if able to keep up with demand... having items on hand thru out the year and well made items                                                                                                                                                                           |
| being a buyer can appreciate new uniform company start up....perhaps have ""samplers"" out there first get parents to launder..i.e. pants already piling - catch issues before they happen?                                                                               |
| Better and more options for smaller kids. Slimy pants for boys and girls. More up-to-date styles.                                                                                                                                                                         |
| Better and more options for smaller kids. Slimy pants for boys and girls. More up-to-date styles.                                                                                                                                                                         |
| Better availability of clothes and customer service                                                                                                                                                                                                                       |
| better colours                                                                                                                                                                                                                                                            |
| Better communications about sales and discounts.                                                                                                                                                                                                                          |
| Better customer service during peak times. Knowledgeable staff who are easily recognizable as staff and available. ie appointments or ""take a number"".                                                                                                                  |
| Better customer service in store. ISW do not have very friendly staff!                                                                                                                                                                                                    |
| Better customer service, faster turn around times on items that are not in stock in stores, better quality of clothing.                                                                                                                                                   |
| Better evening hours. Air conditioning in the store. Early bird discounts.                                                                                                                                                                                                |
| better fit especially in the pants. Boys pants are way to baggy.                                                                                                                                                                                                          |
| Better fit for different shapes and sizes                                                                                                                                                                                                                                 |
| better fitting and better material                                                                                                                                                                                                                                        |
| Better hours, sizes, customer services, prices                                                                                                                                                                                                                            |
| Better online shopping portal                                                                                                                                                                                                                                             |
| Better pant selection for boys, more track pants style                                                                                                                                                                                                                    |
| Better pants options for girls-slim sit pants                                                                                                                                                                                                                             |
| Better prices                                                                                                                                                                                                                                                             |
| Better pricing                                                                                                                                                                                                                                                            |
| Better pricing for multi-item purchases                                                                                                                                                                                                                                   |
| Better quality                                                                                                                                                                                                                                                            |

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| Better quality                                                                                                                                                 |
| Better quality                                                                                                                                                 |
| better quality                                                                                                                                                 |
| Better quality                                                                                                                                                 |
| Better quality and availability than current supplier                                                                                                          |
| Better quality and more variety, it's impossible to fit different shapes into a unique style                                                                   |
| Better quality fabrics                                                                                                                                         |
| better quality fabrics, more choice in styles                                                                                                                  |
| Better quality- last longer                                                                                                                                    |
| Better quality material so that it's easily machine washable! Specially the bottoms pants/shorts!                                                              |
| better quality materials                                                                                                                                       |
| Better quality materials, no pilling.                                                                                                                          |
| Better quality pants (reinforced knees, casual/warm up style, leggings for girls)                                                                              |
| Better quality pants, that are warmer for winter, for high school kids                                                                                         |
| Better quality please!!! If the clothing is uncomfortable for the students it is distracting for them.                                                         |
| Better quality product                                                                                                                                         |
| Better quality provided with McCarthy's                                                                                                                        |
| Better quality uniforms                                                                                                                                        |
| Better quality uniforms that wash well and are durable. The colours should also match (not have various different navy blues that do not match pants/shirts)   |
| Better quality uniforms! After washing couple times clothes looks terrible. Low quality materials.                                                             |
| BETTER QUALITY!!!!                                                                                                                                             |
| Better quality, easier sizing options, too many pant style for HT, better inventory, longer pant option - too short for kids. Very disappointed and unhappy    |
| Better quality, more selection. Friendly staff                                                                                                                 |
| Better quality, more variety of sizes (xs, short lengths)                                                                                                      |
| Better quality, not flimsy materials, socks to be available consistently                                                                                       |
| Better sizing and fit for all body types; better track pant for boys.                                                                                          |
| Better sizing options, current sizing is not accurate                                                                                                          |
| Better stock of items. Higher quality items.                                                                                                                   |
| Better store hours and more help from the staff in the store                                                                                                   |
| Better/stronger quality shirts                                                                                                                                 |
| Big store area                                                                                                                                                 |
| Bigger store better hours                                                                                                                                      |
| Biggest factor is cost.                                                                                                                                        |
| Bottoms should not have to be purchased from the uniform provider as long as they are in the same colour and basic in fashion.                                 |
| Bring back Macarthy!!! Isw clothes are horribly made low quality horrible fit more expensive then McCarthy's. Product is always low and take months to come in |
| Bring back MacCarthy. Way. Ster quality!!                                                                                                                      |
| Bring back McCarthy as their clothing is much better quality and more durable than ISW. The sizing and fit is better than ISW too.                             |



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| Bring back McCarthy uniforms! Better quality!                                                                                                                                                                                                                                                               |
| bring back mccarthy!                                                                                                                                                                                                                                                                                        |
| Bring back McCarthy. The uniforms were superior to ISW                                                                                                                                                                                                                                                      |
| Bring back McCarthys                                                                                                                                                                                                                                                                                        |
| Bring back McCarthys                                                                                                                                                                                                                                                                                        |
| Bring back McCarthy's - ISW quality is awful and not durable.                                                                                                                                                                                                                                               |
| Bring back RJ McCarthy and stop thinking you need to give every company equal opportunity. They have been around a very long time and Loyalty to a business like that is okay.                                                                                                                              |
| Bring back RJ McCarthy uniforms                                                                                                                                                                                                                                                                             |
| Bring McCarthy back!!                                                                                                                                                                                                                                                                                       |
| bring McCarthy's back please! Their pieces have long out lived ISW garbage that literally falls apart                                                                                                                                                                                                       |
| Bring McCarthy's back!                                                                                                                                                                                                                                                                                      |
| Bring McCarthy's back!                                                                                                                                                                                                                                                                                      |
| But back program- they will buy back at a discount used items for resale at a lower price                                                                                                                                                                                                                   |
| Can the location please be closer to georgetown                                                                                                                                                                                                                                                             |
| Can the price of the uniforms become much lesser than it it now.                                                                                                                                                                                                                                            |
| Can the uniform be provided at mainstream stores like Walmart or superstore etc...                                                                                                                                                                                                                          |
| Can they handle the volume?                                                                                                                                                                                                                                                                                 |
| Can we move away from logo shirts to just wearing white shirt and offering logo crests if you want to sew them on? My daughter switched schools because of gifted programs and sweaters and shirts that were still in excellent condition were wasted.                                                      |
| Canadian Company                                                                                                                                                                                                                                                                                            |
| Canadian company and product!                                                                                                                                                                                                                                                                               |
| Canadian made garments! You have the market.                                                                                                                                                                                                                                                                |
| Cancel ISW. Go back to McCarthy                                                                                                                                                                                                                                                                             |
| Capris pants for the summer time                                                                                                                                                                                                                                                                            |
| Central Location with good inventory and staff.                                                                                                                                                                                                                                                             |
| Certain sizes, items not available for weeks. The McCarthy *rugger* pant was more comfortable and preferred by most. The new provider ""rugger"" pant (casual elastic band waist) too ""baggy"" and uncomfortable. Children need a better selection of items like zippered school hoodies with school logo. |
| Change back to McCartney                                                                                                                                                                                                                                                                                    |
| Change Current provider - McCarthy was better                                                                                                                                                                                                                                                               |
| Change the current provider. We don't want ISW                                                                                                                                                                                                                                                              |
| Change the one you have now, poor inventory, poor quality                                                                                                                                                                                                                                                   |
| CHANGE THE PROVIDER PLEASE!!!!                                                                                                                                                                                                                                                                              |
| changing the material of the hoodies to be more comfortable and warm                                                                                                                                                                                                                                        |
| Cheap quality.                                                                                                                                                                                                                                                                                              |
| cheap! Allow items from Children's Place/Walmart!                                                                                                                                                                                                                                                           |
| Cheaper prices                                                                                                                                                                                                                                                                                              |
| Check the design, it has to work for the weather conditions. How can you have a sweater without a hood?. I wont ever buy a sweater anymore as they dont work when you need them the most.                                                                                                                   |

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| Check their logistics and replenishment existing system, how to avoid backorders at beginning or year? They should have an accurate forecast and not cheaping out and let files and kids wait for their mercy to supply paid products and make profit on waiting time (interest rate on paid supplies)   |
| Chg providers. ISW is poor quality and poor fit. Pls switch back to RjM. Parents had no complaints with McCarthy uniforms!                                                                                                                                                                               |
| Children need durable, comfortable, stylish options that are readily available                                                                                                                                                                                                                           |
| Choose a company that will provide good looking, longer wearing uniform pieces. I felt that the quality of ISW uniforms was a step down from McCarthy.                                                                                                                                                   |
| Choose for better quality and service please. McCarthy's is good but also very expensive. Are there any others out there? Also having the option for parents to provide their own uniform bottoms in a particular colour.                                                                                |
| Choose McCarthys                                                                                                                                                                                                                                                                                         |
| Choose McCarthy's. By using the current provider all you have done positively is forced recycling. I have never bought one price from them after the experience I had in the store and how the clothes look on students. It is outrageous that this was ever chosen                                      |
| Choose provider who has a good customer service proces,efficiency, organization and lower uniform prices.                                                                                                                                                                                                |
| Choose reputable vendor with proven quality standards and availability                                                                                                                                                                                                                                   |
| Clean environment                                                                                                                                                                                                                                                                                        |
| Close proximity to shop in store                                                                                                                                                                                                                                                                         |
| Clothes don't fit well and the materials used are unsafe (polyester is treated with chemicals that are harmful)                                                                                                                                                                                          |
| Clothes should be ""Made in Canada""                                                                                                                                                                                                                                                                     |
| Clothing that is affordable for most people. The assistance program is nice for little who need it, but many families fine need financial aid but also don't want to pay very high prices for clothing                                                                                                   |
| Clothing quality is important. Helpful staff that can provide solutions is important. Store hours and selection are important. Backorders times should be tightened up. Alterations at a discounted rate should be an option.                                                                            |
| Coat has been an issue for my family                                                                                                                                                                                                                                                                     |
| Comfort should be looked at in boys pants                                                                                                                                                                                                                                                                |
| Comfortable and not stiff                                                                                                                                                                                                                                                                                |
| Comfortable kid options which are                                                                                                                                                                                                                                                                        |
| Comfortable sweatshirt material                                                                                                                                                                                                                                                                          |
| comfy sweater and uniforms, we sit in them all day they should not be uncomfortable                                                                                                                                                                                                                      |
| Companies competing for the RFQ should commit a weekend one month where they have their price list and samples available at a local mall in Burl, Oakville, Milton etc. Parents would be notified where/when to drop by to ask questions, feel the materials, see the prices. Week after Online vote.    |
| Comparing McCarthy to ISW: McCarthy uniform pieces are far more tough/durable with triple the life span/longevity. My family now purchases used McCarthy uniform pieces rather than new ISW uniform pieces. As these are expensive items of clothing, we are not willing to chance the clothing failing. |
| Consider allowing parents to buy polo shirts and have crest available for ironing on.                                                                                                                                                                                                                    |
| Consider alteration services                                                                                                                                                                                                                                                                             |

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| consider setting colours and allowing parents to buy anywhere                                                                                                                                                                                                                                            |
| Considering children wear these uniforms daily quality is important. I have had to go to the old supplier for pants as the current one are not at all suitable.                                                                                                                                          |
| Considering our faith and our option for the poor, and where these uniforms are made, we should absolutely and unequivocally be supporting vendors that ensure fair and just labour practices. NO SWEATSHOPS!                                                                                            |
| Considering the chosen supplier wins the bid partly on price, that same price should filter down to families. Costs are spared for the chosen supplier as marketing costs are eliminated and they need not solicit. The customer is forced to buy. 20 yrs in the industry gives me FACTUAL knowledge.    |
| Consistency in fabrics/colours and sizing.                                                                                                                                                                                                                                                               |
| Consistency would be nice. You go into the current provider and the shirts are inconsistent in colour and sizing.                                                                                                                                                                                        |
| Consistency, responsiveness, quality and pricing are key.                                                                                                                                                                                                                                                |
| Consistent and reliable !!!                                                                                                                                                                                                                                                                              |
| Continue to involve parents in the selection process. Our experience first hand with our children allow us to recognize quality material. Especially since we are paying with our own hard earned money.                                                                                                 |
| Continue with ISW as a provider. Selection, quality and customer service is extremely good! ""If it isn't broken, don't fix it"" would be my opinion in this case.                                                                                                                                       |
| Cost is an issue. I would r buy multiple items knowing the children are growing, will lose items, the washer damages or stains the item etc. These items are worn regularly and take punishment but I'm not willing to pay an arm and a leg for public school. I'd rather switch out if that is the case |
| Costumer services is important.                                                                                                                                                                                                                                                                          |
| Costumer services is important.                                                                                                                                                                                                                                                                          |
| Cotton                                                                                                                                                                                                                                                                                                   |
| Could make it a lot easier if you allowed parents to buy general pants from multiple retailers (could be specific to who) so that a range of quality, prices, and styles are available. Would just have to be in that colour for that specific school.                                                   |
| Current ones are horrible quality                                                                                                                                                                                                                                                                        |
| Current provider (ISW): garments are poor quality, service is terrible and ordering is difficult. I would not recommend continuing the contract with ISW.                                                                                                                                                |
| Current provider always seems to be out of stock                                                                                                                                                                                                                                                         |
| current provider can't meet the demand - waited MONTHS (when ordered in summer) for items. Prices are OK, do NOT like ordering process online, ONE STUDENT PER EMAIL ADDRESS?!                                                                                                                           |
| current provider charges about the same as McCarthy's for very cheap quality uniforms, I would rather pay a little more for McCarthy quality.                                                                                                                                                            |
| Current provider did not offer a small enough size in shorts for my child, which then required additional tailoring. This is frustrating                                                                                                                                                                 |
| Current provider for Holy Trinity is the worst provider. Wait time are way too long they go up to couple of months and they confuse orders. I would not like to have anything in future with current uniform provider.                                                                                   |
| Current provider had limited to no items in store                                                                                                                                                                                                                                                        |
| Current provider has bad products....                                                                                                                                                                                                                                                                    |

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| Current provider has decent quality of uniforms                                                                                                                                                                                                               |
| Current provider is located close by, and very helpful. They provided us with a recommendation on what to buy in the first year for our daughter, which was very helpful to parents. I think this should be taken into consideration when selecting a vendor. |
| Current provider is not good.                                                                                                                                                                                                                                 |
| Current provider is poor in many aspects. Why not return to the old one?                                                                                                                                                                                      |
| Current provider is terrible.                                                                                                                                                                                                                                 |
| Current provider materials (ISW) are not durable. Girls yoga pants pill and golf shirt wear within a few washes. Not worth the cost.                                                                                                                          |
| Current provider offers poor quality uniforms and their sizes do not fit my kids well.                                                                                                                                                                        |
| current provider's pants are not good quality and do not fit most children                                                                                                                                                                                    |
| Current providers quality, customer service and availability is awful                                                                                                                                                                                         |
| Current service worked really well                                                                                                                                                                                                                            |
| Current supplier offers very poor quality. Previous supplier offered great service and quality.                                                                                                                                                               |
| Current uniform provider has terrible customer service, seems disorganized, and unhelpful with uniform selections                                                                                                                                             |
| Current uniform provider is terrible. Garbage quality and no stock. Customer service at Oakville location is horrible.                                                                                                                                        |
| Current uniform provider lacks quality, customer service and has big issues with supply.                                                                                                                                                                      |
| Current uniforms are very poor quality and they do not fit well to all body types. I would rather pay more money to have uniforms that will last the year and my children feel comfortable wearing to school.                                                 |
| currently the uniform is over priced and material used is low quality so need to allow multi provider and they can compete to provide better quality and decent prices                                                                                        |
| Currently with ISW and do not like their products at all. There's always a variety of different shades of blue, cheaper quality. Not impressed at all.                                                                                                        |
| Custom orders at the Milton Branch turned out to be very poor quality at a very high priced item! This occurred twice!                                                                                                                                        |
| Customer care is top important and the provider needs to have a customer support channel, balance their profits with client care.                                                                                                                             |
| customer service and ease of ordering - online order with free delivery - esp if product is not available. if you are switching - don't ask me to buy all new - ensure there is a transition year (s)                                                         |
| Customer service is also important, ISW has had the worst customer service!                                                                                                                                                                                   |
| Customer service is critical as well, have had challenges on back orders, answering their phones for questions, help in the store to find items.                                                                                                              |
| Customer service is far lacking in the current provider.                                                                                                                                                                                                      |
| Customer service is important, as well as making the kids feel valued.                                                                                                                                                                                        |
| Customer service is key                                                                                                                                                                                                                                       |
| customer service is key and quality to allow for use by a sibling later on                                                                                                                                                                                    |
| Customer service is very important                                                                                                                                                                                                                            |
| Customer service is very important along with a company that is accountable and reliable unlike the current provider.                                                                                                                                         |
| Customer service isn't the best nor is the amount of uniforms in stock is ridiculous.                                                                                                                                                                         |

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| Definitely the quality of the garments offered by ISW was very poor compared with the previous provider (McCarthy). There wasn't a huge difference in terms of price from both providers. I don't think the prices for the garments should be rise in exchange for better quality. |
| Didn't get a text when order arrives they brush it off as it was sent to you                                                                                                                                                                                                       |
| Different payment options, locations, pricing should all be considerations for all socioeconomic levels.                                                                                                                                                                           |
| Discontinue use of a dedicated uniform provider. Standard navy pants and white/blue tops are available at most children's clothing stores. Sell an iron-on school crest to be affixed to tops instead. This would provide families with much more flexibility and save costs.      |
| Do away with all providers, have the schools sell iron on patches and I'll buy all products from the Gap. Better quality, better price.                                                                                                                                            |
| Do NOT choose Mark's Warehouse as the successful proponent as they do not provide complete shipment.                                                                                                                                                                               |
| Do not continue service with the current provider!!!!                                                                                                                                                                                                                              |
| Do not do a sole source provider, you stated you hope for 5 RFP responses allow all 5 to offer uniforms to the board students. This increased competition and lowers cost to parents the board still has control as each approved vendor meets the board's requirements.           |
| Do not do a sole source provider, you stated you hope for 5 RFP responses allow all 5 to offer uniforms to the board students. This increased competition and lowers cost to parents the board still has control as each approved vendor meets the board's requirements.           |
| Do not encourage a monopoly.                                                                                                                                                                                                                                                       |
| Do not ever select ISW again                                                                                                                                                                                                                                                       |
| Do not have poor quality current provider is crap uniforms last less than month and always tear                                                                                                                                                                                    |
| Do not offer husky sizes                                                                                                                                                                                                                                                           |
| Do not renew the contract with ISE. The quality is horrible, there is no availability of items when needed. they have terrible customer service. Needing to purchase items through them is infuriating. Please go back to McCarthy.                                                |
| Do not shrink                                                                                                                                                                                                                                                                      |
| Do not use isw                                                                                                                                                                                                                                                                     |
| Do not wish to buy from our current uniform supplier very poor quality                                                                                                                                                                                                             |
| Does it need to be a single uniform provider? Can it not be a uniform (ie. white shirt, blue pants) that could be purchased anywhere, like Old Navy, Gap, etc.?                                                                                                                    |
| Don't choose ISW.                                                                                                                                                                                                                                                                  |
| Don't find the quality as good as mCarthys                                                                                                                                                                                                                                         |
| don't have a single provider-provide a colour dress code (pants and shirt) and allow parents to purchase uniforms at the store of their choosing.                                                                                                                                  |
| Don't have a uniform or at the very least don't require a single uniform provider. Allow patents to get uniforms from any store. The gap, children's place, joe fresh. I find the sizes/cuts of both McCarthy and ISW don't fit my kids very well.                                 |
| Don't have just one provider. Offer various vendor options. Why make parents pay ridiculously prices items.                                                                                                                                                                        |
| Don't increase the pricing , its already at the higher end! Bring back McCarthy, they had better quality. Still expensive but way better quality than ISW.                                                                                                                         |
| don't like uniforms                                                                                                                                                                                                                                                                |

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Don't sign a [word removed] contract not allowing other non uniform sweaters...                                                                                                                                                            |
| Don't use ISW                                                                                                                                                                                                                              |
| Don't use one                                                                                                                                                                                                                              |
| Don't want to have to travel far distances to get it, different fits, more selection                                                                                                                                                       |
| Durability and quality should be top priority                                                                                                                                                                                              |
| Durability- to withstand a certain level of wear and tear as well as none pilling fabrics would be appreciated.                                                                                                                            |
| Durable clothing that does not pile after two washes. Whites that have some sort of fabric/stain protection on them. Offer bundle and save deals when buying items.                                                                        |
| Durable, comfortable, adjustable pants: a must!                                                                                                                                                                                            |
| Each municipality should have its own location.                                                                                                                                                                                            |
| Ease of online ordering would be ideal, having to run to a physical store location with limited opening hours is quite difficult for parents who work the 9AM-6PM hours                                                                    |
| Ease of online ordering would be ideal, having to run to a physical store location with limited opening hours is quite difficult for parents who work the 9AM-6PM hours                                                                    |
| Ease of purchase important                                                                                                                                                                                                                 |
| Easily accessible and available in stock items are the biggest factors for us.                                                                                                                                                             |
| Easily accessible and good hours to shop with parking.                                                                                                                                                                                     |
| Easy access to uniform provider (location, easy online shopping, affordable shipping rates), better quality uniforms that wash well and can stand up to the wear and tear.                                                                 |
| Easy online ordering is helpful for busy families and working parents that don't have time to go to stores with limited open hours                                                                                                         |
| Either a better one or freedom to select own uniform prices as long as it meets color standards                                                                                                                                            |
| Elementary children should have a BETTER QUALITY RUGGED PANT WITH MATCHING HOODIES                                                                                                                                                         |
| Enforce quality in the pieces and availability as current provided lacks both                                                                                                                                                              |
| Ensure good quality for pants as my child usually gets holes in pants at knees by spring time                                                                                                                                              |
| Ensure it's a smooth transition to a new provider. And the quality is better than the previous provider                                                                                                                                    |
| ensure sizing for larger students                                                                                                                                                                                                          |
| Ensure the sales associates are knowledgeable, friendly, and motivated to help.                                                                                                                                                            |
| Ensure they are easily accessible in Milton not far away. Not using child labour or slave labour to make the garments.                                                                                                                     |
| Ensure they have a reasonable warranty program and that they provide quality fabrics and require to have stock at all times.                                                                                                               |
| Ensure they have the uniform in stock,                                                                                                                                                                                                     |
| Ensure uniforms are appropriately priced and have good quality.                                                                                                                                                                            |
| Ensuring the school logo washes well. Sizing is consistent with how regular clothes fit                                                                                                                                                    |
| Ensuring they have stock available at all times and that stock is replenished quickly.                                                                                                                                                     |
| Everything is bad quality: fabric and workmanship                                                                                                                                                                                          |
| Excellent customer service and clean environment. The current provider the place is so dusty including uniforms ,hard to find the right size and poor customer service. I prefer McCarthy expensive , limited size , ordering take so long |

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| Expensive, bad quality, not available most of the time, the only good thing that they are open during Saturdays                                                                                                                                                                                           |
| Extremely long wait times for standard items (eg - golf shirts, sweaters). Never have tights, yet they are part of the uniform.                                                                                                                                                                           |
| fabric should wash well and not pill right away                                                                                                                                                                                                                                                           |
| Fair price And made well                                                                                                                                                                                                                                                                                  |
| Far more durable tights                                                                                                                                                                                                                                                                                   |
| Faster ordering                                                                                                                                                                                                                                                                                           |
| Feasible price , very good quality , discount offered for more than one kid                                                                                                                                                                                                                               |
| Find better way to reuse uniforms                                                                                                                                                                                                                                                                         |
| Find someone who knows how to manage stock                                                                                                                                                                                                                                                                |
| Fit of uniform is more important than who provides it.                                                                                                                                                                                                                                                    |
| Fix the bottom of the pants to close in like there's a reason we tuck our pants in our socks                                                                                                                                                                                                              |
| Flexible store hours and on-line shopping option with a good exchange policy.                                                                                                                                                                                                                             |
| Focus on quality of service, previous vendor had a 1:1 customer service model that may have had a bit of a wait time but you didn't spend time wandering around asking staff where things are and having half of them not know where it is or even in some cases what you are asking for                  |
| For both our kids, they have been out of stock of some basic items and very long waits and we have had to cancel and buy used. ISW has been terrible compared to the prior supplier.                                                                                                                      |
| For the price that's being paid, the quality should match. Since moving from the previous vendor, the quality has been a huge issue (uniforms with cheap material & pilling) as well as supply levels. The current vendor was not prepared for the contract and the quality is a huge issue in my opinion |
| For the quality and functionality the price is OVER priced                                                                                                                                                                                                                                                |
| For those who are currently in uniforms should be allowed to continue to wear pieces they have                                                                                                                                                                                                            |
| From the current provider, the pants are terrible quality. I've had to repair both my son's pants multiple times this school year because the seam quality is terrible. They should be double stitched and better quality. I pay enough for this product I expect better quality.                         |
| Generic clothing like the Hamilton board would be the best option                                                                                                                                                                                                                                         |
| Generic non-crested uniforms as an option (allow parents to purchase through whatever vendor they prefer such as Gap, Old Navy, Children's Place, Giant Tiger) – or sell iron-on crests if necessary                                                                                                      |
| Generic T shirts should be allowed as pants without Logo                                                                                                                                                                                                                                                  |
| Get better quality like mccarthys.                                                                                                                                                                                                                                                                        |
| Get provider that uses better quality material                                                                                                                                                                                                                                                            |
| Get rid of ISW                                                                                                                                                                                                                                                                                            |
| Get rid of ISW and bring back McCarthy.                                                                                                                                                                                                                                                                   |
| Get rid of Isw they suck                                                                                                                                                                                                                                                                                  |
| Get rid of uniforms                                                                                                                                                                                                                                                                                       |
| Get rid of uniforms, children should be able to express themselves through their clothes. Some people might have lower self esteem when wearing uniform, and it can be very bad on their mental health.                                                                                                   |
| Get rid of white top option as they dirty too easily. Add a school hoodies and jogging pants.                                                                                                                                                                                                             |
| Getting someone who can tell you what you need.                                                                                                                                                                                                                                                           |

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| Give girls an option to wear shorts, not just tunics, skorts and pants                                                          |
| Give us skirts please                                                                                                           |
| Given how rough kids are with their pants, recommend allowing kids to wear blue jeans with standard uniform shirt.              |
| Go back to Mcarthys they were great!!!                                                                                          |
| Go back to McCarthy                                                                                                             |
| Go back to McCarthy                                                                                                             |
| Go back to McCarthy                                                                                                             |
| go back to McCarthy                                                                                                             |
| Go back to McCarthy                                                                                                             |
| Go back to McCarthy                                                                                                             |
| Go back to McCarthy                                                                                                             |
| Go back to McCarthy                                                                                                             |
| Go back to McCarthy                                                                                                             |
| Go back to McCarthy. The quality is better.                                                                                     |
| Go back to mccarthys                                                                                                            |
| Go back to mccarthys                                                                                                            |
| Go back to mccarthys                                                                                                            |
| Go back to McCarthy's                                                                                                           |
| Go Back to McCarthy's the Quality and Service was much better                                                                   |
| Go back to McCarthy's the uniform was much better and the customer service was excellent.                                       |
| Go back to McCarthy's they have better quality products that last for more than 6 months                                        |
| Go back to McCarthys!                                                                                                           |
| Go back to McCarthy's!                                                                                                          |
| Go back to McCarthy's. Allow parent to buy crests and get same coloured shirt from their own source                             |
| Go back to McCarthys. Not sure why we changed. The current quality is terrible.                                                 |
| Go back to original supplier. McCarthy Uniform store.                                                                           |
| Go back to RJ McCarthy                                                                                                          |
| Go back to someone who can with stand the quality and volume, customer service as McCarthys did.                                |
| Go back to. Mc Carthys                                                                                                          |
| God service, good quality                                                                                                       |
| Good availability of product and quick turn around.                                                                             |
| Good clothing material ex. hoodies, use cotton material instead instead of the shiny fabric                                     |
| Good Customer service and assistance                                                                                            |
| Good customer service.                                                                                                          |
| Good fabrics with good style and cut important                                                                                  |
| good hours, weekend service, variety of sizes for different body types, variety of outfits ie. hoodies, pullovers, jackets, etc |
| Good quality                                                                                                                    |
| Good quality                                                                                                                    |



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| Good quality                                                                                                                                                                                                                                                                                             |
| Good quality clothing is important to me, but having to purchase uniforms for 3 children every year is extremely expensive, so I am now not as concerned about the quality as I was in the past. Company needs to be a completely different provider than the current one, which is absolutely terrible. |
| Good quality clothing. ISW is cheaply made and horrible.                                                                                                                                                                                                                                                 |
| Good quality materials and more options                                                                                                                                                                                                                                                                  |
| Good quality sweaters are very important. The zippers need to LAST!!                                                                                                                                                                                                                                     |
| Good quality that could possibly cost more for durability then you would buy less                                                                                                                                                                                                                        |
| Good quality. Mac Carthy quality and sizing is much better tgen ISW                                                                                                                                                                                                                                      |
| Good quality. Mac Carthy quality and sizing is much better tgen ISW                                                                                                                                                                                                                                      |
| Good return policy if items have not been worn and tags still on items (d/t growth spurt, child not wanting to wear it)                                                                                                                                                                                  |
| Good stock                                                                                                                                                                                                                                                                                               |
| GoodLuck!!                                                                                                                                                                                                                                                                                               |
| great return/exchange policy and possible quality guarantee                                                                                                                                                                                                                                              |
| Great to have store in town, rather than having to travel out of our city                                                                                                                                                                                                                                |
| greater variety of providers                                                                                                                                                                                                                                                                             |
| Guarantee quality (ie. zippers)                                                                                                                                                                                                                                                                          |
| Guarantee that items will be available immediately. I waited months for St. Anne crested shirts at the Burlington location when the board switched to ISW                                                                                                                                                |
| Had the mc carthy uniform brand before and it lasted longer.                                                                                                                                                                                                                                             |
| Happy with current provider                                                                                                                                                                                                                                                                              |
| Happy with current provider.                                                                                                                                                                                                                                                                             |
| Happy with them. Used them in elementary private school and had no issues.                                                                                                                                                                                                                               |
| Have a better quality provider.                                                                                                                                                                                                                                                                          |
| Have a customized size such as 34 32 instead of the length and width ring the same (34 34) or (32 32)                                                                                                                                                                                                    |
| Have a discount offer for those entering elementary or secondary for the first time. Bundle costs if you buy top and bottom as a set                                                                                                                                                                     |
| Have a good variety of boys clothes/styles as well.                                                                                                                                                                                                                                                      |
| Have a logo patch that can be sewn on like the Hamilton Board provides!                                                                                                                                                                                                                                  |
| have a plain standard uniform that can be purchased from anywhere.                                                                                                                                                                                                                                       |
| Have a policy of free replacement for any tips in the clothes in the first year. Would be great if there was a discount offered for new clothes if you return items that kids have outgrown.                                                                                                             |
| Have available uniforms at the store for a longer time                                                                                                                                                                                                                                                   |
| Have better pant and short options for girls. Nicer fits                                                                                                                                                                                                                                                 |
| Have discount for parents with multiple children that don't qualify under the financial assistance. I have more then 3 children and it is quite expensive specially since they are of different shapes.                                                                                                  |
| Have had no issues with the current uniform provider. Good selection and location from Georgetown.                                                                                                                                                                                                       |
| Have isw and McCarthy as a choice. Having two providers would be beneficial for parents and some items are better at one location than the other.                                                                                                                                                        |

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| Have items in stock for children to try on. Waiting over 2 and a half months for orders placed in August is unacceptable.                                                                                                                                                                               |
| Have more providers and stores                                                                                                                                                                                                                                                                          |
| Have not been impressed with current provider's selection of styles or stock availability                                                                                                                                                                                                               |
| Have not been impressed with the current provider, poor quality pants last 8-12 weeks buttons call off quite easily and always waiting for stock                                                                                                                                                        |
| Have someone that can keep an inventory                                                                                                                                                                                                                                                                 |
| Have stock available! Items back ordered are unacceptable. Students need the uniform pieces before the school year begins.                                                                                                                                                                              |
| Have stock available! Items back ordered are unacceptable. Students need the uniform pieces before the school year begins.                                                                                                                                                                              |
| Have stock in the popular sizes. They must know what sizes sell most so have more stock in the shelves in those sizes.                                                                                                                                                                                  |
| Have the logo patch available for parents to iron on to clothing like at Hamilton Board.                                                                                                                                                                                                                |
| Have the navy pieces match                                                                                                                                                                                                                                                                              |
| have the option to buy blue/white for elementary students from outside stores as other school boards do and not solely rely on one uniform provider. This process every few years is a hassle. As long as students are wearing blue/white that should be enough. Use the provider for high school only. |
| Having a slim& tall option (like most popular Children's clothing retailers) would be a great Offering. Many parents I've spoken with have commented on the bulky feel and appearance of the pants                                                                                                      |
| Having enough staff, especially at high peak buying times. The current provider was terrible at this. So much time was spent waiting in line and waiting for garments to arrive.                                                                                                                        |
| Having experienced uniform pieces from both ISW and McCarthy's I can honestly speak to the quality and durability of McCarthy's clothing. My daughter has skorts that still fit 3 years later and haven't faded. Sweaters have been passed down between siblings and are still in very good condition.  |
| Having had uniforms from both McCarthy and ICS the quality was much better when with McCarthy                                                                                                                                                                                                           |
| Having items in stock is incredibly important. Customer service is also important as well as quality of uniforms.                                                                                                                                                                                       |
| Having stock available the months (June, July August) before school begins in September. The uniform companies know that orders will increase and there never seems to be enough inventory available before school starts. Having to place an order and waiting 4-6 weeks is unacceptable.              |
| Having stock on hand or it's only a few weeks to get items not 6-8 like we have to currently wait. That is unacceptable. Customer service is key. I do think the prices could be better.                                                                                                                |
| Having the uniform pieces available for the start of school is critical (i.e. August and September)                                                                                                                                                                                                     |
| Having uniforms on stock prior to the school year is very important. Minimize waits on backordered items.                                                                                                                                                                                               |
| High quality and durable uniforms.                                                                                                                                                                                                                                                                      |
| High quality items at a reasonable price                                                                                                                                                                                                                                                                |
| High quality products, - this means: a. Shirts, skorts etc do not develop cotton piling (small balls) on the shirts after a couple of washes, and zippers are not durable b. Fabrics are not too thin, and hold their shape (particularly a shirt collar or skort shape)                                |

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| Higher cotton blend please. My kids had issues with the pants that were mostly polyester. They did not breathe, wear, or wash well at all.                                                                                                                                                            |
| Hoodie would be nice                                                                                                                                                                                                                                                                                  |
| hoodies aren't nice and there's not a lot of selection for different ones                                                                                                                                                                                                                             |
| Hoodies Should be available, and yoga pants should fit smaller sized children                                                                                                                                                                                                                         |
| Horrible                                                                                                                                                                                                                                                                                              |
| Hours, customer service, and location are most important to our family                                                                                                                                                                                                                                |
| How about allowing us to buy the uniform crest to be sew on shirts from a different provider.                                                                                                                                                                                                         |
| hUSKY SIZES MUST BE A MUST AS CUSTOMISED / TAILORED TO FIT DOES NOT WORK, ALSO YOU SHOULD ALLOW OR MADATE STRECH MATERIAL (SPECIALY FOR PANT)                                                                                                                                                         |
| i absolutely love the idea of school uniform but the provider should use quality material. There's no point paying a lot of money for a low quality material                                                                                                                                          |
| I always appreciate keeping our business local, if possible. Thank you for asking for our feedback!                                                                                                                                                                                                   |
| I am against uniforms all together.                                                                                                                                                                                                                                                                   |
| I am disappointed with the quality of the current ISW uniform. Shirt sizing is ill fitting and inconsistent. Some short sleeve golf shirts have longer sleeves which both of my kids find uncomfortable. Pants lose their shape and again are poor quality. I would like to go back to R.J. McCarthy. |
| I am happy with the current one                                                                                                                                                                                                                                                                       |
| I am happy with the current provider. ISW                                                                                                                                                                                                                                                             |
| I am happy with the current provider. The location is excellent as are the quality of the clothes, customer service, availability, etc. I will not be happy if new provider is not located in my community.                                                                                           |
| I am happy with the current uniform provider.                                                                                                                                                                                                                                                         |
| I am not at all pleased with the quality and fit of the current uniform by this provider                                                                                                                                                                                                              |
| I am not happy with the current provider - poor store hours, very slow and challenging website, poor pant quality, not instock ahead of the school year and poor customer service. Really a terrible experience every year.                                                                           |
| I am not happy with the current provider , poor quality                                                                                                                                                                                                                                               |
| I am not happy with the quality of ISW uniforms and I hope the board will not be renewing the contract.                                                                                                                                                                                               |
| I am not happy with the quality of the uniform from the current ISW uniform provider                                                                                                                                                                                                                  |
| I am only familiar with McCarthy's and ISW, and much preferred the quality of McCarthy garments.                                                                                                                                                                                                      |
| I believe that pants should be able to be purchased any where as long as they are the same style and colour. I am not sure why we can't purchase the pants and shorts sold by other children's stores.                                                                                                |
| I believe the uniform provider should have a good variety of sizing as right now I feel my son is always in between sizes. Furthermore, products should be available at all times. Last year I ordered shorts and short sleeved shirts for my kindergartener and didn't receive them until October.   |
| I believe there shouldn't be ONE uniform provider, I believe it takes away parents RIGHTS to buy quality products for their children and it does not allow reflect the rights every child has to a free education. If uniforms are mandatory than they should be provided by the board.               |
| I can pay more for quality uniforms but I believe the price should be right for all parents.                                                                                                                                                                                                          |

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| I can stress the importance of high quality, durable uniforms.                                                                                                                                                                                                                                               |
| I cannot purchase online because it needs me to fill out numbers that I do not know.                                                                                                                                                                                                                         |
| I did prefer the quality of McCarthy's over In School wear. The boys rugger pants were much better with McCarthy's. However my daughter likes the In School Wear yoga pants.                                                                                                                                 |
| I dislike the customer service at ISW and the quality!                                                                                                                                                                                                                                                       |
| I do believe that USW is a better provider than McCarthy's. McCarthy's was awful.                                                                                                                                                                                                                            |
| I do not / will not purchase the pants offered by the uniform provider as they are poor quality, poor fit and pricey.                                                                                                                                                                                        |
| I do not agree with uniform.                                                                                                                                                                                                                                                                                 |
| I do recommend to consider the shirt only and leave all other stuff as per family availability to offload the families from any extra expenses                                                                                                                                                               |
| I don't have a child wearing uniforms yet but I remember mine from high school. It was awful. I see the kids walking in comfortable pants, sweaters and shoes and I feel that they'd learn better. I love the fact that high school has uniforms. Makes every day easy and simple in the mornings.           |
| I don't like current uniform provider. Their customer service is so bad.                                                                                                                                                                                                                                     |
| I don't like ISW and I prefer McCarthy.                                                                                                                                                                                                                                                                      |
| I don't like the quality                                                                                                                                                                                                                                                                                     |
| I don't mind the quality/cost of uniform provider but style/comfortable fit could be better. The Loyola high school uniform is really nice looking but others like HT could really be improved. Light pants get dirty and also not flattering/practical. Darker colours more appropriate in winter.          |
| I don't see any reason to have to purchase uniform trousers/pants from a specific supplier. It increases costs to parents as these are usually cost much more than buying formal style pants from other stores. I believe you should                                                                         |
| i don't see the quality of the current uniforms being any better than we buy for non-uniforms so don't justify the extra cost. It has also been way too difficult to get clothes from the current provider.                                                                                                  |
| I don't suffer from financial hardship but I am sure this is added stress on some families to keep their children outfitted properly in the school uniform with higher quality but more expensive. Online makes it easier and more convenient. The uniform exchange is a good program to help some parents   |
| I don't think it's necessary to get a new uniform provider                                                                                                                                                                                                                                                   |
| I don't think their needs to be 1 specific provider, make it a dress code, let parents have the choice of where they buy. This current provider sells garbage Quality, and it really isn't any cheaper in the long run- also the sizing is limited, they don't offer extra length or waist tightening        |
| I emailed a letter to you with my thoughts hope you received                                                                                                                                                                                                                                                 |
| I fail to understand the requirement to have a single official uniform provider. The current one is terrible their store is a pig sty covered in dust. On top of that they care little about the customers or the clothes. I have between my daughters 23 shirts of which they are made by 8 different brand |
| I feel ISW can not meet the needs of the HDCSB                                                                                                                                                                                                                                                               |
| I feel like question #4 is unfair. I don't believe giving us the ultimatum of pay more to get better quality is fair. There are families of all different economic situation. I think the board need to come up with a provider that can both provide us with a good quality garment for a fair cost.        |

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| I feel that if students are made to wear uniforms, staff should also wear uniforms. At the very least staff should be made to wear the school uniform colours. Adults should not ask the students to do what they are not prepared to do themselves. I am opposed to uniforms.                               |
| I feel that uniform tops and sweaters are important, but I wish that we could buy navy blue pants on our own as they fit my child better (adjustable waist) as well they are less expensive and better quality.                                                                                              |
| I feel the price is very expensive and the quality isn't all that great, I noticed the pants i bought have stretched in size because I wear them so often and now barely fit.                                                                                                                                |
| I feel the school should reveal all the kick backs they receive from the supplier. I don't believe we should have to buy pants at a designated supplier as so many stores offer these with various cuts and price points to suit the students. A logo'd top is sufficient if really needed                   |
| I feel uniform pants should not be mandatory, just colour, . This would make this more affordable. The hoodie was a good addition but expensive.                                                                                                                                                             |
| I feel uniform pants should not be mandatory, just colour, . This would make this more affordanle                                                                                                                                                                                                            |
| I feel warm jogging pants would be beneficial to students in the winter time.                                                                                                                                                                                                                                |
| I find the current prices to be high for the quality.                                                                                                                                                                                                                                                        |
| I find the current uniform material is not comfortable and is scratchy.                                                                                                                                                                                                                                      |
| I find the old mc carthy pieces I have purchased second had to be in better shape them the ISW items. I also find a lot of the ISW items slim fit/slim cut which does not fit everyone.                                                                                                                      |
| I find the pants for high school girls pile very easily. I would like                                                                                                                                                                                                                                        |
| I find the prices to be high Especially when the kids outgrown them year to year.                                                                                                                                                                                                                            |
| I find the quality of the current provider's items quite poor quality and ill fitting.                                                                                                                                                                                                                       |
| I find the quality very cheap for how expensive the cost is                                                                                                                                                                                                                                                  |
| I found that this years uniform provider was not prepared for the last push leading up to school. Two weeks prior to school starting, the selection of sizing was poor and the availability of choices was limited.                                                                                          |
| I found the current uniform provider a bit disorganized and there have been excessive waits for items which was very disappointing especially the first time we were buying uniform pieces. Some pieces took months to come in.                                                                              |
| I found the layout of the store confusing. I was unclear as to which bottoms my daughter could wear - which were ""boy"" bottoms vs ""girl"" bottoms. And there didn't seem to be enough fitting rooms available.                                                                                            |
| I found the service ok, availability was ok (some items needed to be ordered but arrived in a timely manner), quality of tops is fine. However, lime stated above my JK kid has serious issues wearing those itchy, uncomfortable material pants and shorts. Also, impossible for him to close the top hook. |
| I guess better to get the affordable prices but durable materials that children can wear and last long.                                                                                                                                                                                                      |
| I had bought a customized sweatshirt and bought it in my regular size not realizing they were unisex. It is very large and the seams on the shoulders make you look very broad and boxy.                                                                                                                     |
| I hate having to wear them, especially during exams.                                                                                                                                                                                                                                                         |
| I have avoided purchasing from ISW at all cost - the quality of pieces is lacking, consistency is terrible (uniform colours are not even consistent), customer service is completely lacking. Please take these points into consideration.                                                                   |

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| I have been consistently disappointed with ISW. Staff working in the Oakville store and rude and unresponsive and many basic items (eg pants, hoodies) are often out of stock for long periods of time.                                                                                                     |
| I have been disappointed in the quality of ISW really hope McCarthy returns as the supplier way better quality                                                                                                                                                                                              |
| I have been extremely pleased with the quality of McCarthy uniforms. My kids have been wearing their old uniforms for a few years and the quality remains unbeaten.                                                                                                                                         |
| I have been in the store multiple times to buy ladies I short sleeve shirt and no luck. Kids now days are bigger that they used to be, no sizes are available to purchase. I was suggested to buy unisex, but they are long down to your knees, not an option.                                              |
| I have found ISW to have poor quality. We have had to return/exchange several items purchased, within a month of daily wear, and have had zippers break, seams pull apart, etc. I think the boys pants fit poorly and have purchased pants from McCarthy's and Children's Place, because they do not fit.   |
| I have invested on uniforms with current provider, why we want to change it again? who is making money from the school board changing uniform provider? if we were to have a free market, we should allow more than one provider at the time... exclusivity doesn't help to get better quality and pricing. |
| I have McCarthy clothing that has lasted a few years for my girls. Great quality.                                                                                                                                                                                                                           |
| I have no problem with ISW - I do feel that the quality of McCarthy uniforms was much better                                                                                                                                                                                                                |
| I have not been happy with the quality of our current provider.                                                                                                                                                                                                                                             |
| I have not been impressed with the longevity of ISW clothing. I have a few tunics from RJM that are 5-6 years old and have been used by 3 children and still look new. I can't say the same for ISW quality                                                                                                 |
| I have not been thrilled with the quality of the current provider, nor with their supply of stock items.                                                                                                                                                                                                    |
| I have noticed that ISW quality is poorly made, please bring back Mccharthy!!                                                                                                                                                                                                                               |
| I have purchased clothing from ISW and McCarthy's. I preferred McCarthy's & contacted them to purchase polo shirts - still in stock once the contract was awarded to ISW. Difference in the quality of fabric & cut is quite noticable. Not sure why McCarthy's contract did not continue.                  |
| I have to say that the MCarthy clothing line was way better quality my youngest child can still use my oldest shirts from mCarthy but the ISW brand wont last past a season for my son.                                                                                                                     |
| I haven't been impressed by either ones you have used in the last 10 years                                                                                                                                                                                                                                  |
| I just have a suggestion, I believe uniforms are important because not only sets discipline but equality. However, there are families struggling to pay the high cost of them. My suggestion doesn't fit on this field, and I am not sure where to send an email to provide it.                             |
| I just want stock to be readily available.                                                                                                                                                                                                                                                                  |
| I like ISW best                                                                                                                                                                                                                                                                                             |
| I like that our current provider is in a convenient location. Some later store hours would also be helpful.                                                                                                                                                                                                 |
| I like the current company and I like the prices much better than McCarthy's                                                                                                                                                                                                                                |
| I like the current provider                                                                                                                                                                                                                                                                                 |
| I like the current provider.                                                                                                                                                                                                                                                                                |
| I like the fact it's good quality at a fair price right now. I like we have a store location in Oakville.                                                                                                                                                                                                   |

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| I like the fact that girls tops are offered because of shape. Soft fabrics, especially for kindergarten while sitting on a rug. Would be nice if parents could provide the tops and have Crest sew on, much cheaper for many with better quality, ex.Gap, Old Navy, WalMart tops. |
| I like the provider we are currently using.                                                                                                                                                                                                                                       |
| I like the quality of the current provider and always helpful when I visit                                                                                                                                                                                                        |
| I like the quality of the uniform. The issue was availability at the start of the year and length of wait for basics such as t shirts                                                                                                                                             |
| I like the supplier we have. I think they're fair and the pieces don't wrinkle and stand up really well in the wash.                                                                                                                                                              |
| I liked both McCarthy's and ISW. I would like to see more comfortable options available, like yoga pants and sweatshirts, esp. for high school.                                                                                                                                   |
| I liked McCatharty's quality way better.                                                                                                                                                                                                                                          |
| I liked that ISW was less busy than McCarthy's but find the quality is lacking and in-stock availability. I preferred McCarthy's as the supplier.                                                                                                                                 |
| I liked the customer service from Maccarthys but I liked that this new provider only managed a small amount of schools. It wasn't busy but inventory was always low.                                                                                                              |
| I love McCarthys. Not a dab of ISW                                                                                                                                                                                                                                                |
| I love the provider we currently have. Great location and service and love that there is the option of the 'yoga' style pant                                                                                                                                                      |
| I much preferred the quality and styles available through McCarthy uniforms. I find the quality of clothing of our current provider is poor                                                                                                                                       |
| I myself wore McCarthy's uniforms over 30 years ago. Excellent fit, excellent service, reasonable pricing for excellent quality. It was extremely disappointing when our uniform provider was switched to ISW...as they are far, far inferior in every way. PLEASE switch back!!! |
| I NEVER buy pants from the uniform store anymore. I did the first time , they weren't cheap, and after the first wash they were ruined. Make better quality - yoga like pants please                                                                                              |
| I paid similar pricing on boys pants with the current provider and the last provider, however the prior providers pants were reinforced in the knees, which is huge with kids. My sons have both worn pants from the current provide and put wholes in the knee on 1st wear.      |
| I personally feel that one chain should not have a monopoly. The uniform initiative should be modelled similar to other catholic boards. Purchasing is done via a list of stores (ie Walmart, children's place, gap, old navy) provided the colours are adhered to.               |
| I possible, prefer to go back to McCarthy's for their quality, but would like to see them open a location in Burlington.                                                                                                                                                          |
| I prefer Mcarthys, better quality, customer service and fit for my daughter and I can hand                                                                                                                                                                                        |
| I prefer Mcarthys, better quality, customer service and fit for my daughter and I can hand                                                                                                                                                                                        |
| I prefer McCarthy uniforms - the current provider is very substandard                                                                                                                                                                                                             |
| I prefer McCarthy's but they need to have a location in Burlington.                                                                                                                                                                                                               |
| I prefer McCarthy's uniforms. They're great quality                                                                                                                                                                                                                               |
| I prefer McCarthys, ISW shirts are thin, low quality. The ISW store on Nipissing was always under staffed and extremely hot during summer months. Regardless of the time of year I have always found them out of stock and had to order online                                    |
| I prefer McCarthy's, the old provider. I have not paid for any of the ISW items. I would also prefer a provider that shares its profits with the school board.                                                                                                                    |

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| I prefer RJ McCarthys because of the quality.                                                                                                                                                                                                                                                               |
| I prefer the location to be located within Milton                                                                                                                                                                                                                                                           |
| I prefer the quality and customer service of McCarthy uniforms. This provider quality is not as good                                                                                                                                                                                                        |
| I prefer the quality of McCarthys over ISW                                                                                                                                                                                                                                                                  |
| I prefer to have good quality uniforms for a fair/decent price                                                                                                                                                                                                                                              |
| I preferred the McCarthy's line of uniforms                                                                                                                                                                                                                                                                 |
| I preferred McCarthy uniforms cause I liked their girls half zip sweater I see a couple girls with it and I really like it and would really want one of my own.                                                                                                                                             |
| I preferred McCarthy uniforms over the current provider.                                                                                                                                                                                                                                                    |
| I preferred McCarthy's and their quality of uniforms                                                                                                                                                                                                                                                        |
| I preferred McCarthy's uniforms over ISW for quality, comfort and customer service.                                                                                                                                                                                                                         |
| I preferred the fabrics of the clothing when we were with McCarthy Uniforms compared to ISW                                                                                                                                                                                                                 |
| I purchased uniforms through McCarthy when my oldest boy was in SK and the collar is still stiff. Only started to experienced colour fading or shrinkage in the garments when washed. Not comparable to current uniform provider. I still purchase pants through McCarthy and wish I could purchase more!   |
| I really like Mcarthys as they are a lot better quality                                                                                                                                                                                                                                                     |
| I really like McCarthys, I have purchased from isw and their customer service, quality of clothing and wait times for articles to come in stock are horrible. I have had to purchase second hand McCarthy pants for my child because the fit of isw is terrible.                                            |
| I really liked Mc Carthy's                                                                                                                                                                                                                                                                                  |
| I really liked the uniform from McCarthy because the quality was much better.                                                                                                                                                                                                                               |
| I refused to purchase pants etc at ISW. I now buy uniform pants at other retailers because the quality at ISW IS NOT WORTH THE MONEY.                                                                                                                                                                       |
| I said it before: This vendor is expensive and poor quality. The colors are mismatched (pants and t-shirts are different shades of navy). Back orders take forever to come in (between 3 weeks to 2 months). The quality of the previous vendor was way better. I ended up buying pants from somewhere else |
| I spoke with the current provider about that issue with the inside of the shirts and she told me my daughter doesn't have a choice and it was too bad for her that she gets a rash. It's very unfinished on the inside and should have a backing on the inside of those crests.                             |
| I suggest having more than one provider for the board, but not per school, based on location.                                                                                                                                                                                                               |
| I think a good design is important. Kids has to use it every day,,,make then pretty.                                                                                                                                                                                                                        |
| I think as a catholic school board we should select a provider we should select a provider that demonstrates ethical business practices in manufacturing and distribution, and is transparent in doing so.                                                                                                  |
| I think for elementary school kids, you can have lower quality and lower price point. the kids are running around more, secondary school don't play on the ground, they can use the better quality                                                                                                          |
| I think having larger sizes like XXL should be more available and not have to wait for weeks                                                                                                                                                                                                                |
| I think it is important to have options for different body types so that we don't have to get the clothes altered as much. Choices at the old uniform provider fit better and lasted much longer.                                                                                                           |
| I think it should be allowed that certain items can be purchased outside of the uniform provider. For example bottoms of the selected colour can be bought from other stores.                                                                                                                               |
| I think it should be changed the provider for next term                                                                                                                                                                                                                                                     |



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| I think it would be great to have ability to get uniform pieces from different avenues. Not just one provider. Example: buying school colour pants from any store/provider and shirts as well- have any needed patches or emblems embroidered on at our convenience.                                         |
| I think it would make more sense to allow the option of getting uniform pieces from places other than the board's uniform provider (eg Navy pants would be allowed from children's place, old navy, etc). Especially for the younger kids who grow out of their uniforms so quickly.                         |
| I think it's bad that there is only one uniform supplier. There is no competition and so end up being of doubtful quality and reduced stocks.                                                                                                                                                                |
| I think it's great that we're using local, but using local shouldn't be the only criteria. Quality and cost effectiveness should come before that.                                                                                                                                                           |
| i think it's important that the provider stand by their product. product replacement (where something is damaged) is important as well as selling items that can be returned. several times i was at our current uniform provider and items were final sale because they were discontinued. kids need to try |
| I think pants with adjustable waists (drawstring, hidden elastic buttons etc) should be incorporated. Many children are lean and skinny making it challenging to get pants that fit both length and waist. Or belt loops on the yoga pants?                                                                  |
| I think parents should be able to purchase any blue bottoms and any shirts and sweaters should be purchased through the uniform provider. ISW pants do not fit my kids properly and are not very good quality. I like RJ McCarthy much better as their pants are great and wash well.                        |
| I think parents should be able to voice concerns over the preference of a uniform provider brand. It should also be made in Canada!                                                                                                                                                                          |
| I think quality and a greater selection of clothing options is key. I have McCarthy shirts that are 5 years old that are in better shape than ISW clothing that is a year old.                                                                                                                               |
| I think RJ MacArthy's quality is way better than the current provider. This is important to me because both my kids will be using the uniform pieces.                                                                                                                                                        |
| I think sustainability of uniforms is key - whether this is better quality or not, see above comment. I also think that location is important (e.g., parents do not have to drive far), along with opening hours.                                                                                            |
| I think that the uniform we are purchasing now are terrible quality, I purchased a full set of uniforms for my daughter and their shirts are awful, in my opinion I spent a lot of money on them and now I have to buy new ones because the shirts are torn Apart                                            |
| I think that you need to look at the quality of items and hold the uniform provider accountable for poorly manufactured items. I think the uniform provider should also anticipate a large amount of orders in the summer months and ensure that they have stock available for this                          |
| I think that you should go back to McCarthy's, the quality was better and lasted longer                                                                                                                                                                                                                      |
| I think the uniforms need to be more affordable or at least allow parents to purchase bottoms from other places other then the uniform provider to lower the cost for the parents.                                                                                                                           |
| I think there is a reason why so many kids wear shorts in the winter - the pants are horrible.                                                                                                                                                                                                               |
| I think uniforms are great especially for secondary.                                                                                                                                                                                                                                                         |
| I think we just be able to purchase where we would like as long as school colours.                                                                                                                                                                                                                           |
| I think we need to consider like many schools having no logos and a school just setting colours for pants and shirts and the parents buying from the stores of their choosing so they can get sizing, quality and pricing they like. This can spread the number of places uniforms are available and have mo |

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| I think we should be able to buy a logo to attach to uniform pieces purchased at other stores.                                                                                                                                                                                             |
| I think we should not have uniforms                                                                                                                                                                                                                                                        |
| I thought I would hate the material (tencel) in the girls one piece jumper but I LOVE it. It cleans up great.                                                                                                                                                                              |
| I thought I would hate the material (tencel) in the girls one piece jumper but I LOVE it. It cleans up great.                                                                                                                                                                              |
| I thought McCarthy has better quality pants... I still go to them as I prefer their pants for my kids                                                                                                                                                                                      |
| I want a provider that offers organic cotton and tailoring, better sizing and customer service, our current provider, ISW, offers none of this.                                                                                                                                            |
| I want McCarty back                                                                                                                                                                                                                                                                        |
| I want no uniform                                                                                                                                                                                                                                                                          |
| I want our uniform providers to make great-quality and sustainable clothing. For Bishop Reding's uniforms, I want them to make more modern uniforms that are actually tailored to the students. This means introducing different styles of shirts (like sweatshirts and crew necks).       |
| I want quality with my uniforms. I liked Mccarthy because I could pass the uniforms down to younger siblings. ISW's quality make that difficult.                                                                                                                                           |
| I want uniform pieces that will last longer than a few months and will look nice on my children.                                                                                                                                                                                           |
| I want value for money, reliable stock availability and good return policy when products wear out before they should.                                                                                                                                                                      |
| I was fine with RJ McCarthy they always had stock and clothing was really good quality, ISW their clothing is cheap and garbage                                                                                                                                                            |
| I was happy with almost every aspect of ISW provider, except the cheap, thin material used in the white shirts. It is so thin that it's see through. Not a huge issue for my son but when my daughter starts high school next year it will be                                              |
| I was happy with McCarthy's, great quality                                                                                                                                                                                                                                                 |
| I was pleased with the quality, availability and location of Mccarthy's as a uniform provider. Mccarthy's would be the ideal uniform provider for our family.                                                                                                                              |
| I was shocked to learn the previous uniforms are not safe for the dryer. I was told we have to lay them flat to dry. Obviously no parent with more than 1 child has time/space to do this so I put these items in the dryer. Items should be washer/dryer safe!!                           |
| I was unaware of the financial assistance.                                                                                                                                                                                                                                                 |
| I was very happy with the quality and pricing of RJ McCarthy and am still currently using older uniform pieces from RJM on my children.                                                                                                                                                    |
| I wish the girls kilt had not been discontinued. Instead school should just enforce the policy.                                                                                                                                                                                            |
| I wish there was a 100% cotton option for the polos. The current tops are not breathable or comfortable.                                                                                                                                                                                   |
| I wish there would be more options, especially in the pants area. The model that is offered now is not at all practical. For instance, during winter time, those pants can't go under the snow pants. Also, a sweat pants would be good.                                                   |
| I wish they would stay with the same company. We tend to find something that fits perfectly, as that is very difficult for tiny waists. Then when we go to get the bigger size as they outgrow it there is a slight change in the model and it no longer fits correctly. Very frustrating. |

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| I wish we can have options. You can just simply allow the students to wear the required plain clothes not just they should carry the logo. A black pair of pants should not cost \$50 . Thank you very much for your kind congratulations.                                                                 |
| I would                                                                                                                                                                                                                                                                                                    |
| I would appreciate higher quality clothing that is in available and in stock (or quickly able to be sent).                                                                                                                                                                                                 |
| I would be open to multiple uniform vendors instead of sole source. Old Navy, Children's place, Carter's offer good products at reasonable prices.                                                                                                                                                         |
| I would like more options for sweaters and tops                                                                                                                                                                                                                                                            |
| I would like the option of having crew neck shirts in the uniform, like the old ones from McCarthy's. I hope this becomes an option again.                                                                                                                                                                 |
| I would like the option to buy the school crest that I can iron or sew on to shirts that I purchase from wherever I choose. the current uniforms do not fit my skinny child well and I can find more affordable and better fitting clothing elsewhere.                                                     |
| I would like to have RJ MaCarthy as the provider                                                                                                                                                                                                                                                           |
| I would like to return to RJ McCarthys, I do like some of the options ISW has but the uniforms feel cheaper. Also the pants are incredibly thin and not at all appropriate for winter. I also prefer no uniform in Elementary. Children grow so quickly and can be very difficult to fit into the uniform. |
| I would like to see a uniform that fits my child, the current sizing is one size fits all. Cheaply made and over priced for the poor quality garments.                                                                                                                                                     |
| I would like to see fair pricing for quality clothing.                                                                                                                                                                                                                                                     |
| I would like to see high quality, well washing uniforms that will last the school year looking pristine, not just for a few washes before they look worn out and need to be replaced.                                                                                                                      |
| I would like to see the schools use a reputable uniform provider I've had alot of bad experiences with isw ie. Sizes, quality, clothes not fitting right                                                                                                                                                   |
| I would like to see us not pick a provider, and allow parents to choose mass merchants to purchase items that meet the guidelines (e.g. Old Navy/Gap/Carters)                                                                                                                                              |
| I would love to have a provider who cares about the service they provide. Good quality items. They must have excellent customer service.                                                                                                                                                                   |
| I would love to see at least a little more variety. E.g. Perhaps two shirt colour options (not white ... becomes dirty and worn looking)                                                                                                                                                                   |
| I would love to see mccarthy again. I am still using some items handed down to my younger child. The clothes also fit better, the collars were not so flimsy and the material was thick durable and warmer.                                                                                                |
| I would love to see more of a fabric quality.                                                                                                                                                                                                                                                              |
| I would prefer if the uniform provider went back to McCarthy's . Their quality is much higher and the clothing ages well, which allows for it to be passed down to siblings or donated to the school so others can make use of it.                                                                         |
| I would prefer McCarthy                                                                                                                                                                                                                                                                                    |
| I would prefer McCarthy was selected as they have a long reputation of quality products. I wore them as a student in the early 1990's and was pleased to know they were the provider when my daughter started school. While ISW is ok, they do not meet the quality standards of McCarthy's.               |
| i would prefer someone would customized it and provide a good quality for specific weather as well a                                                                                                                                                                                                       |

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| I would prefer to change provider. I believe the quality of Macarthey was way better. ISW uniforms after a few washes look old and fall apart.                                                                                                                                                                 |
| I would prefer to have a colour-based dress code. For example, a parent can purchase ""uniform-style"" pants/polos/sweaters from stores like Old Navy, Gap, The Children's Place. School emblems could be sold separately to affix to the shirts. Schools can sell individualized items ( ex. school hoodies). |
| I would prefer to purchase monogrammed shirts but pants/skirts/shorts from any store as long as the garments match the uniform colour.                                                                                                                                                                         |
| I would prefer to use McCarthys as the provider                                                                                                                                                                                                                                                                |
| I would rather not have uniforms at all                                                                                                                                                                                                                                                                        |
| I would really appreciate having items available quickly not having to wait for months.                                                                                                                                                                                                                        |
| I would say for example if the pants are black that people can buy black pants anywhere as long as it adheres to the code                                                                                                                                                                                      |
| I would very much prefer not to have uniforms considering the kids already have school gym outfits, hockey and swim team uniforms and playwear, private training clothes, after school /non sports/athletics clothes - just creates a lot of extra laundry and associated cost.                                |
| I'd like a variety of colours with the school logo on it                                                                                                                                                                                                                                                       |
| Id like to see a provider with quality items, and have inventory available.                                                                                                                                                                                                                                    |
| I'd like to see more items available.                                                                                                                                                                                                                                                                          |
| I'd pay more for quality, however pricing of items should be an important consideration.                                                                                                                                                                                                                       |
| I'd prefer no uniforms                                                                                                                                                                                                                                                                                         |
| I'd prefer we go back to our old provider, McCarthy.                                                                                                                                                                                                                                                           |
| I'd rather pay more for McCarthy's because I'm guaranteed quality. I cannot list enough negative comments about the present ISW provider. Poor quality, lack of availability, doesn't wash well, sizing is COMPLETELY off, no samples kept in the store for my son to try so I can order online                |
| Ideally Canadian made. If not, made to Canadian quality and labour standards.                                                                                                                                                                                                                                  |
| If I had to choose between McCarthy's and ISW, I would choose McCarthy's. Although McCarth's sizing was inconsistent, ISW was way too wide - if it fir in the width it was way too short                                                                                                                       |
| If new uniform provider is acquired all uniform pieces should be high quality with comfortable and materials                                                                                                                                                                                                   |
| If parents are forced to purchase uniforms in order to attend a publicly funded catholic school the board should not be making large profits on the uniforms. Lower costs would allow greater access for all.                                                                                                  |
| If possible to reconsider McCarthys as the quality, wear, durability, colour are much better. They have quality customer service and much more selection which help with availability which in school wear always have a problem. This consideration would be greatly appreciated                              |
| If there can only be one uniform provider, it should be McCarthy's. The quality of the clothing is far superior.                                                                                                                                                                                               |
| If there is an issue with the craftsmanship of the uniform, parents should be able to walk in to get it quickly sewn / fixed up.                                                                                                                                                                               |
| If you choose a provider in a corrupted manner, I hope you get cut!                                                                                                                                                                                                                                            |
| If you go low quality. Then you should allow other low quality providers. IE gap, Children's place. Change the uniform to dress code                                                                                                                                                                           |

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| If you want parents buy in and children to wear the uniform you need to use a provider that actually provides clothing styled from the last decade. I will not buy the pants from this provider until they provide something completely different i.e. style and durability. |
| I'm                                                                                                                                                                                                                                                                          |
| I'm fine paying the current prices for uniforms, I'd like the quality to be better. Eg. there has been a lot of issues with zipper tags that have broken off. ISW has been difficult to replace those sweatshirts affected.                                                  |
| I'm happy with current provider and location in Oakville. They should have a phone number to call and reach them too and not just by sending them an email.                                                                                                                  |
| I'm happy with the current provider, just think the pants should be black.                                                                                                                                                                                                   |
| I'm not happy with ISW quality, McCarthys uniforms are great quality                                                                                                                                                                                                         |
| I'm not happy with our current provider, I think we should be able to buy from any uniform store and have school patches available. Anyone in a low income bracket would struggle with the cost for poor product                                                             |
| I'm pleased with ISW Uniforms                                                                                                                                                                                                                                                |
| Improve quality                                                                                                                                                                                                                                                              |
| Improved fit on boys pants.                                                                                                                                                                                                                                                  |
| improved size availability during peak times (ie before the new school year)                                                                                                                                                                                                 |
| In my opinion I think MacArthey is better                                                                                                                                                                                                                                    |
| In my opinion I think that school shouldn't have uniform because it is expensive, boring and uncomfortable.                                                                                                                                                                  |
| In my opinion, there did not appear to be significant savings using ISW. Fortunately I have be able to find 2nd hand McCarthy pieces because the 2 pairs of ISW pants I've purchased were flimsy and poorly made.                                                            |
| In my opinion, the uniform shouldn't be a polo tee or sweater but rather a button up shirt and sweater vest. Something a little more appropriate for a Catholic uniform. I think the provider should be able to offer this option.                                           |
| In my opinion, uniforms should be taken out all together since it's already such a big problem. Parents are forced to spend so much money on this, when they may not even have it and students don't like uniforms anyway, people do not feel comfortable in them.           |
| Increased supply                                                                                                                                                                                                                                                             |
| Increasing costs is of concern                                                                                                                                                                                                                                               |
| Inventory low, customer service really poor, Skorts and tunics not good quality                                                                                                                                                                                              |
| Inventory must be there!!!                                                                                                                                                                                                                                                   |
| Is it possible to just make the shirt have a school crest/logo and the pants just be a specific colour purchased from a retailer ie old Navy , children's place or the gap                                                                                                   |
| is there a chance to have more than one provider? If there's competition they will do things better. I responded that I'm willing to pay more for quality but you can find bottoms in other stores that are better and cheaper!                                              |
| ISW did such a poor job this year. My daughter has been at school for half a year with only 2 shirts and one pair of pants due to their inability to keep stock levels. Inexcusable. Would prefer any provider over them.                                                    |
| ISW does not provide good quality clothing and constantly has stock issues. I would like to see a new vendor chosen                                                                                                                                                          |

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| ISW has a poor performance                                                                                                                                                                                                                                                                       |
| iSW has been a disappointment                                                                                                                                                                                                                                                                    |
| ISW has been a good provide thus far                                                                                                                                                                                                                                                             |
| ISW has been extremely disappointing. They're customer service is awful, and nothing is ever in stock.                                                                                                                                                                                           |
| ISW has been poor quality, majority of parents I've spoken to prefer quality of McCarthys, their sizing is off as well                                                                                                                                                                           |
| ISW has been very unreliable, mostly out of stock with lengthy back orders. Very frustrating to deal with and often wished for a alternative supplier                                                                                                                                            |
| ISW has not provided quality in the uniform. We still use my sons mccarthy uniform for my daughter 5 years later and the quality still stands up. ISWs stock is always limited and takes a very long time to be replenished. The sizes are not up to par and consistent with true sizes.         |
| ISW has terrible quality material                                                                                                                                                                                                                                                                |
| ISW has terrible quality!! My children's clothing barely makes it through a term.                                                                                                                                                                                                                |
| ISW is [word removed]                                                                                                                                                                                                                                                                            |
| ISW is a good choice but they didn't have shorts available and had to wait 6 weeks to receive them                                                                                                                                                                                               |
| ISW is an unacceptable provider of uniforms for a variety of reasons of which you have likely heard at the public consultation. Please go back to McCarthy uniforms.                                                                                                                             |
| ISW is cheap clothings that isn't good quality yet is still expensive                                                                                                                                                                                                                            |
| iSW is horrible quality wise for bottoms                                                                                                                                                                                                                                                         |
| ISW is horrible.. in my opinion                                                                                                                                                                                                                                                                  |
| Isw is not customer service oriented . I liked Mccarthy better                                                                                                                                                                                                                                   |
| ISW is not good provider as out of stock & back orders are upsetting we love McCarthy's .                                                                                                                                                                                                        |
| Isw is not reliable and have never had enough stock to supply demand. The products sold are cheap and break easily, not durable for young kids.                                                                                                                                                  |
| ISW is poorer quality than previous supplier (McCarthy's)                                                                                                                                                                                                                                        |
| ISW is so cheaply made and overpriced. Wash it once and it's falling apart. I would rather buy Walmart uniforms.                                                                                                                                                                                 |
| ISW is terrible                                                                                                                                                                                                                                                                                  |
| Isw is terrible. Change back to mccarthys                                                                                                                                                                                                                                                        |
| ISW is the worst of all bad quality bad online purchase option expensive                                                                                                                                                                                                                         |
| ISW is the worst service I've ever received. Nothing ever in stock. Customer service horrible                                                                                                                                                                                                    |
| ISW Milton is difficult to do business with. Never have stock and the quality is poor.                                                                                                                                                                                                           |
| ISW- Milton location has very poor customer service. They will not return clothes with defective seams and the manager is very rude. The stock is poor and there is always a 6-8week wait (unacceptable given the kids MUST be in uniform or they can be suspended. The ISW quality is horrible! |
| ISW online shopping website was not very good. It was hard to access with a password that never worked, no description of products, no detailed pictures                                                                                                                                         |
| ISW overall has been a terrible experience. I would pay more for a provider as organized as McCarthy.                                                                                                                                                                                            |
| ISW products are poor quality. Sizing often is unavailable. Their boys rugger pant is terrible - so thin and baggy. I still go to mccarthys for my bottoms                                                                                                                                       |

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| ISW provider has very poor quality pants after a few washes looked worn out. I love MacArthy and still buy they offer bundles for better pricing and wash better.                                                                                                                                         |
| ISW quality and supply has been horrible. Fit and colour are inconsistent. Material pills quickly and hems fall out just as fast. Please go back to McCarthy. Strongly suggest selecting 1 or 2 retailers as acceptable bottoms to purchahse. Uniform pants are so expensive given growth and wear/ tear. |
| isw quality is so poor. Please bring back Mc Carthy. I rather pay more for better quality                                                                                                                                                                                                                 |
| ISW quality is TERRIBLE and customer service even worse!                                                                                                                                                                                                                                                  |
| ISW quality is VERY BAD and has to be changed . McCarthy was more durable                                                                                                                                                                                                                                 |
| ISW quality of shirts is terrible. Stock/inventory is terrible. Go back to MCarthy's, please!                                                                                                                                                                                                             |
| lsw quality sucks. I bought 5 pants and within 2 months...all the elastic gave out. My kid had to keep pulling her pants. The zipper for the sweater broke within 1 week. We paid so much money but the quality is really poot                                                                            |
| ISW seems to do this as a hobby..they have no stock, no timelines, always a delay. Order in August-deliver whenever.                                                                                                                                                                                      |
| ISW service was very unacceptable over the first few years-even now the item is never there.                                                                                                                                                                                                              |
| ISW uniform shirts wear out much quicker than McCarthy shirts. I would prefer longer lasting, better quality uniform pieces.                                                                                                                                                                              |
| ISW uniforms are cheap quality, and they don't carry everything                                                                                                                                                                                                                                           |
| ISW uniforms are garbage quality, and still cost so much. all polyester, the one from McCarthy where much better quality with a mix of cotton.                                                                                                                                                            |
| ISW uniforms are very low quality! After the first wash the pants get pilled.                                                                                                                                                                                                                             |
| ISW wait times is way too long. Purchased a long sleeve sweater in August, it didn't come until November., They told me two weeks.                                                                                                                                                                        |
| ISW was horrible. The material was thin, and did not wash well. Considering the cost of the uniform, these are pieces that students should pass on to siblings. The quality and style is of utmost importance. RJ McCarthy's was top quality.                                                             |
| ISW was incredibly understaffed. The location must have the ability to staff at appropriate levels both at peak times and at slower times. They also need to be able to provide the pieces on a timely basis. Shouldn't have to wait months for a sweatshirt                                              |
| ISW was more expensive and many times it took a long time to get items. McCarthy's was inconvenient because there is only a pop-up Milton store. My kids preferred McCarthy's pants.                                                                                                                      |
| ISW was not a good experience. Uniforms were always sold out or unavailable. Please go back to McCarthys as the service, quality and selection were always excellent.                                                                                                                                     |
| ISW was truly horrible and I really liked the uniform provided we had right before them                                                                                                                                                                                                                   |
| ISW was VERY GOOD in exchanging pants without a receipt when th super broke. No questions asked and no challenges encountered.                                                                                                                                                                            |
| It has to be reliable and not too expensive.                                                                                                                                                                                                                                                              |
| It is expensive and break easily                                                                                                                                                                                                                                                                          |
| It is important that the location of the store be local and that the uniform pieces are good quality and not cheaply made.                                                                                                                                                                                |
| It is important the uniform is made from quality material and lasts longer than a few months.                                                                                                                                                                                                             |
| It is overpriced for the plastic material content, terrible service and I know my kid loves McCarthy pieces I could find. We have complex special needs and this loads him for meltdowns at school,                                                                                                       |

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| failure. I wore cotton uniform in school and they were comfortable. You privilege the morality to shame                                                                                                                                                                                                      |
| It is terrible. ISW was not a good provider. The fit sucked, the materials we're poor quality, and the customer service was not excellent. We also did not feel like any of the promises we're kept when being sold the new provider. Get rid of the service provider to allow us to find uniforms in our bu |
| It is very important that sizing is offered in slim, regular and husky as the current selection appears to be made using American sizing of a husky child. Thank you.                                                                                                                                        |
| It seems that it's hard to get exact fit on the pants. The high quality ones are too expensive. Quality is not important when your kid is a new size every 6 months. Maybe allow parents to buy pants elsewhere.                                                                                             |
| It their store needs to be dusted and cleaned - absolutely messy and so much dust and dirt on the floor and also on the merchandise                                                                                                                                                                          |
| It was be greatly appreciative to return to McCarthy's for school uniforms.                                                                                                                                                                                                                                  |
| It would be great if they made quarter-zip sweaters that McCarthys made when they were the uniform provider.                                                                                                                                                                                                 |
| It would be great to have a few providers in Halton; they may be franchisers offering uniforms for various schools. Having only one location is very inconvenient.                                                                                                                                           |
| It would be nice for girls to be able to wear uniform leggings. Otherwise the yoga pants are nice but better quality material would be preferred.                                                                                                                                                            |
| It would be nice if the navy blue shirts would be darker so they match the pants                                                                                                                                                                                                                             |
| It would be nice if we could make appointments online for when we can take our kids in to be sized and order everything there                                                                                                                                                                                |
| It would be nice to have a khaki coloured pants to go with navy blue shirt                                                                                                                                                                                                                                   |
| It would be nice to see a plaid skirt, white blouse or just some other options than the very basic. If the quality is good it can be reused in a program.                                                                                                                                                    |
| It would be nice to understand the general view of this survey. It will help me understand what the majority want if I'm in the minority.                                                                                                                                                                    |
| It would be perfect that parents pick the quality they can afford to pay. I mean that there are good quality items with higher prices and also lower quality items that others can bare with given their financial situation.                                                                                |
| It would be preferred if uniforms can be bought from any store as long as they meet basic requirements (ex. navy bottoms, etc.) like other school boards. Also, could offer the option of a school patch for tops. It is expensive when you move schools and can't get logos changed on new uniform pieces.  |
| Items and sizes are out of stock                                                                                                                                                                                                                                                                             |
| Items are never in stock and that means never.                                                                                                                                                                                                                                                               |
| Items in stock                                                                                                                                                                                                                                                                                               |
| Items should always be in stock                                                                                                                                                                                                                                                                              |
| Items were not in stock and wait time for ordered items was too long. Need to be available in quicker turnaround. Existing provider quality was poor - zippers broke on multiple sweaters, clasps on shorts                                                                                                  |
| It's not easy meeting everyone's needs but the current provider has little option for various body types                                                                                                                                                                                                     |
| It's not far how long it takes for items to arrive. I went in June and didn't get the sweater till almost October. It's important to have clothes that last when you wash them almost daily. ISW DOESNT                                                                                                      |



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| Its too expensive and shouldn't be a single vendor parents should be able to choose to purchase from store of their choice.                                                                                                                                                                               |
| It's too expensive and so frustrating you know that so offer a layaway plan. If we don't have money to buy it - it's too expensive.                                                                                                                                                                       |
| I've had 4 children through the HCDSB over the last 17 years. The quality at ISW is poor and has not been anything I've ever had.                                                                                                                                                                         |
| I've never had a great experience in dealing with the Milton location. The staff do not know about products, not helpful, orders were never delivered on time or in stock. There should be more variety of items ... i.e., long sleeve shirt (without collar), better rugger pants (material and weight). |
| I've used RJ MCCARTHY AND ISW and mccarthys is much better quality and strive was much better. My daughter is still using the rj mccarthys pieces                                                                                                                                                         |
| IWS uniform skirts are the worst. I purchased McCarthy skirts for my daughter this year even though ISW is our uniform provider. Both providers have their pros and cons. ISW pants and better for my daughters preference but we did have sizing issues this year.                                       |
| Jerseys and sweaters should be less costly                                                                                                                                                                                                                                                                |
| Jesereys and sweaters should be less costly                                                                                                                                                                                                                                                               |
| Just better stock in Aug, sept and October                                                                                                                                                                                                                                                                |
| Just find a good provider LMAO                                                                                                                                                                                                                                                                            |
| Just keep it simple - as parents don't need more things to deal with in dressing our kids for school. Thanks !                                                                                                                                                                                            |
| Just mainly the quality of the shirts are a problem. The hoodies and sweatshirts seem to be ok. Shopping experience itself is good with current provider. I like how we can walk in and pick up the pieces ourselves instead of having to deal with an attendant.                                         |
| Just more size selection.                                                                                                                                                                                                                                                                                 |
| Just the quality of pants please                                                                                                                                                                                                                                                                          |
| Just the quality, right now the items are polyester or combination and a lot of children are allergic to it.                                                                                                                                                                                              |
| Just try to have many different sizes in stock.                                                                                                                                                                                                                                                           |
| Just use the one in Milton. You are making it too complicated and asking for everyone's feedback. Just make a decision and stick by it. Out in the private workforce you don't get to vote on almost anything. Working for the gov't has turned everyone into babies. Sorry for the negative feedback.    |
| Keep isw they're better than previous one!                                                                                                                                                                                                                                                                |
| Keep personal data collected to a minimum for what's required to do the job of supplying uniforms.                                                                                                                                                                                                        |
| Keep prices low                                                                                                                                                                                                                                                                                           |
| Keep the same provider selling locally made uniforms as an example to students or cancel the uniform providers all together and just have each school select basic solid colour uniform and these items can be purchased from anywhere (ie. Walmart, children's place, gap, old navy)                     |
| Keep the uniform as comfortable as possible                                                                                                                                                                                                                                                               |
| Keep them navy blue                                                                                                                                                                                                                                                                                       |
| Keep things as they are now. Why fix something that is not broken. The current system is working perfectly!                                                                                                                                                                                               |
| keeping the location of the uniform provider near the families of the schools it provides to                                                                                                                                                                                                              |
| Kids grow fast I don't think paying extra for uniforms with super high quality is worth it since they wear them for so little time and grow out of them                                                                                                                                                   |

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| Kids need to wear warmer pants, those need to be available if it is a must to buy from the provider.                                                                                                                                                                                                        |
| Kids should be able to wear their own cloths at the elementary level and stop taking money from families.                                                                                                                                                                                                   |
| Knees always rip and hem falls.                                                                                                                                                                                                                                                                             |
| Lack of inventory as was the case with current provider is unacceptable as is irregular colours between lots. Best yo stick with white black and blue for less variability.                                                                                                                                 |
| Leggings should be allowed as a uniform in appropriate colours. They are comfortable and easy for elementary age students.                                                                                                                                                                                  |
| Leggings should be made for all secondary schools                                                                                                                                                                                                                                                           |
| Less back order items, more selection for shorts and for boys longer and looser fit                                                                                                                                                                                                                         |
| Less back orders. Also needs to be easier to order online for sizing correctly                                                                                                                                                                                                                              |
| Less expensive with good quality                                                                                                                                                                                                                                                                            |
| Less options- better quality and availability                                                                                                                                                                                                                                                               |
| Let parents buy from a variety of stores including the big name stores and not limit to just one.                                                                                                                                                                                                           |
| Let parents decide who they want and not finances                                                                                                                                                                                                                                                           |
| Let parents decide who they want and not finances or benefits determine the provider. Be open and transparent about why one provider was chosen over a another provider. The benefits gained from                                                                                                           |
| Let parents decide who they want and not finances or benefits determine the provider. Be open and transparent about why one provider was chosen over a another. What ever the reasons for the last successful bid applicant cost our family more as the quality was worse, materials were uncomfortable,    |
| Let parents decide who they want,not finances or benefits determine the provider. Be open and transparent about why one provider was chosen over a another. What ever the reasons for the last successful bid applicant cost our family more as the quality was worse, materials uncomfortable              |
| Let the students purchase bottoms of their choice                                                                                                                                                                                                                                                           |
| Let us buy our own product from any retailer and then sew on a school crest. The board stores costs are beyond any retailer and the product isn't any better                                                                                                                                                |
| Let us choose our own supplier and just sell the iron on logos. My son wore out the knees on all of his pants constantly in kindergarten and i couldn't afford to keep paying top dollar for uniform pants. Children have different needs accroding to their size and uniform suppliers don't always sell n |
| Let us wear what we want [word removed]                                                                                                                                                                                                                                                                     |
| let's relax uniform requirements to a simple colour for bottom and top. I would love to buy pants at non uniform suppliers that fit my kids frames best, at price points I decide on when and where I want. I resent having to pay money for uniforms at all, esp when they are just fundraisers.           |
| Light pants are not ideal for young menstrating girls                                                                                                                                                                                                                                                       |
| Like the close location and colours of my daughter's uniform.                                                                                                                                                                                                                                               |
| Local is important                                                                                                                                                                                                                                                                                          |
| Local store available, wash well, reasonable prices                                                                                                                                                                                                                                                         |
| Local vendor for convenience.                                                                                                                                                                                                                                                                               |
| Locally made/Canadian made                                                                                                                                                                                                                                                                                  |
| Locally made/Canadian made                                                                                                                                                                                                                                                                                  |

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| Location                                                                                                                                                                                                                                                                                   |
| Location and cleanliness of the shop must be considered                                                                                                                                                                                                                                    |
| Location in each of the cities.                                                                                                                                                                                                                                                            |
| Location of store needs to be close, with a large stock, things were already out of stock at ordering time                                                                                                                                                                                 |
| Location to buy in each city/town. If stock not avail/back order-free shipping to home                                                                                                                                                                                                     |
| Location with appropriate change rooms in stores                                                                                                                                                                                                                                           |
| Location! - Should be in Falgarwood area , Customer service, items readily available                                                                                                                                                                                                       |
| Lots of kids in Milton with various HC schools therefore provider should guarantee a wide range of sizes, styles, and be able to keep up with the growing demand. BRING BACK McCarthy's!!!!                                                                                                |
| Low prices and no uniforms because kids in elementary grow too fast and we need to buy uniforms too often, 2 maybe 3 times a year, no uniforms would be more efficient                                                                                                                     |
| Low quality at ISW                                                                                                                                                                                                                                                                         |
| Low wait times for uniforms is essential. Waiting 10 weeks for mandatory uniform pieces for a 5 year old is totally unacceptable.                                                                                                                                                          |
| Lower price                                                                                                                                                                                                                                                                                |
| Lower prices by putting the kick back money the board gets. Yes we know this is the reason why elementary schools have uniforms. Could have also gone towards better janitorial contract. I hear and see the poor quality the kids get. Can't believe schools are s open.                  |
| Lower prices if the quality is not great.                                                                                                                                                                                                                                                  |
| Lower the pricese                                                                                                                                                                                                                                                                          |
| lowest prices possible with providing good quality for washing and staying nice...comfortable breathable materials with some stretch is good                                                                                                                                               |
| Macarthy                                                                                                                                                                                                                                                                                   |
| Macarthy's is much better quality... ISW continues to disappoint                                                                                                                                                                                                                           |
| MacCarthys was excellent. Costumer service was excellent and they knew what they were doing. They were excellent. Location was great. An idea situation would be allow the suppliers to come to the schools once a year to pre order and send them to student houses.                      |
| Make a dress code not uniform. Allow for generic supplies to be allowed. Gap children's place, Walmart                                                                                                                                                                                     |
| Make better uniforms and stop [word removed] around with pre orders and get better customer service                                                                                                                                                                                        |
| Make clothes that dont fade                                                                                                                                                                                                                                                                |
| Make different sweaters                                                                                                                                                                                                                                                                    |
| Make it better quality do it lasts longer.                                                                                                                                                                                                                                                 |
| Make it policy across all schools that pants and shorts can be purchased at retail (provide guidelines like - no cargo pants, no leggings, etc) I am aware that some schools already allow this, why not make this policy across the board? Pants are the biggest issue with the uniforms. |
| make more options                                                                                                                                                                                                                                                                          |
| Make more sweaters because the ones they make are very bad and a square shaped and everyone at school look like LEGO people because the sweaters don't fit and there an ugly grey so get on that now please                                                                                |

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| MAKE PANTS AND SHORTS THAT FIT GIRLS. The current uniform pants do not work on girls with any curves and they make female students uncomfortable as every girls who are a size 6 have problems with fit to the point that the shorts/ pants are uncomfortable |
| make sizes better for petit girls to minimize getting a seamstress.                                                                                                                                                                                           |
| Make sure it changes from the current one                                                                                                                                                                                                                     |
| Make sure it's good quality                                                                                                                                                                                                                                   |
| Make sure the clothing actually fits                                                                                                                                                                                                                          |
| Make sure the shirts are high quality and a comfortable not only for when sitting but for when moving as well!                                                                                                                                                |
| Make sure the uniforms are sturdy yet comfortable                                                                                                                                                                                                             |
| Make sure their online ordering system is easy to follow and can be done entirely online in a matter of minutes.                                                                                                                                              |
| Make sure they actually have stock.                                                                                                                                                                                                                           |
| Make sure they have adequate stock in sizes                                                                                                                                                                                                                   |
| Make sure they have stock                                                                                                                                                                                                                                     |
| make sure they make more sweaters for students!!!                                                                                                                                                                                                             |
| Make sure they offer good quality items at competitive prices which is currently not the case.                                                                                                                                                                |
| Make sure they understand the stock levels of clothes they need to provide and that they can guarantee they will have the main items, pants and shirts in stock.                                                                                              |
| Make sure wait times for sold out items come back or the kids go to school and get in trouble over and over again when the uniforms aren't even delivered yet. Which makes the student have a negative view at school or doesn't want to go to school.        |
| Make sure we get best quality with minimal cost                                                                                                                                                                                                               |
| make sweatpants or just better pants in general                                                                                                                                                                                                               |
| Make sweatpants or something comfortable                                                                                                                                                                                                                      |
| Make the clothes comfortable                                                                                                                                                                                                                                  |
| Make the hoodies have a better design or colour and make them less boxy fitted                                                                                                                                                                                |
| Make the pants shorter because every single pair of pants no matter what size small or big are so long and have to get them fitted (which is a waste of money) because you are dragging your pants everywhere                                                 |
| Make the process transparent this time                                                                                                                                                                                                                        |
| make them                                                                                                                                                                                                                                                     |
| Make them better safer and quality and the sizes they should have adjust                                                                                                                                                                                      |
| Make them less expensive, and better quality I am a student you went through a pair of uniform pants per semester due to holes in the thigh                                                                                                                   |
| Make them more adorable and keep a close eye on sizing of thing                                                                                                                                                                                               |
| make them more affordable by allowing more providers to sale them                                                                                                                                                                                             |
| Make uniforms resonably priced!                                                                                                                                                                                                                               |
| Many locations, like Old Navy or Children's place providers would be much better, not only for convenience, but price.                                                                                                                                        |
| Many pieces were not available to try on or even view for my daughter new high school. Ensure peices are accessible to view so you can decide if the would like to order.                                                                                     |
| Material is thin. Unigo                                                                                                                                                                                                                                       |

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| Materials to last through more than a single year for older students, less expensive pieces for fast growing elementary students.                                                                                                                                                                        |
| Materials used should be mostly cotton                                                                                                                                                                                                                                                                   |
| May the Best provider with the best price be the winner                                                                                                                                                                                                                                                  |
| Mc Carthy                                                                                                                                                                                                                                                                                                |
| Mc Carthy was great. We would like slimmer pants.                                                                                                                                                                                                                                                        |
| McCarthy                                                                                                                                                                                                                                                                                                 |
| McCarthy                                                                                                                                                                                                                                                                                                 |
| McCarthy all the way! Better quality clothing for price. Current provider is horrible. They have poor customer service and support, poor quality of clothing, high prices, poor warranty on clothes and more. They are really horrible and need to be removed. McCarthy clothing is much better quality. |
| McCarthy had better quality and fit!                                                                                                                                                                                                                                                                     |
| McCarthy had better quality material                                                                                                                                                                                                                                                                     |
| McCarthy had very good quality products                                                                                                                                                                                                                                                                  |
| McCarthy has been a trusted and reliable brand for a VERY long time. They should be seriously considered.                                                                                                                                                                                                |
| McCarthy has much far superior quality in items. Please bring McCarthy back. We've had McCarthy products last for years, with multiple children and even hand me downs from friends and family. Children even prefer the look, feel and quality of the items. Hands down McCarthy please!                |
| McCarthy is a great provider for uniforms                                                                                                                                                                                                                                                                |
| McCarthy is better than ISW in terms of quality                                                                                                                                                                                                                                                          |
| McCarthy please                                                                                                                                                                                                                                                                                          |
| McCarthy uniform provider is excellent quality                                                                                                                                                                                                                                                           |
| McCarthy Uniform was better quality and fit better than the current ISW uniform.                                                                                                                                                                                                                         |
| McCarthy uniforms are better quality than ISW.                                                                                                                                                                                                                                                           |
| McCarthy uniforms are better than LSW                                                                                                                                                                                                                                                                    |
| McCarthy uniforms are much better quality compare the to current provider.                                                                                                                                                                                                                               |
| McCarthy Uniforms are much better quality then in school wear                                                                                                                                                                                                                                            |
| McCarthy was better quality clothing that lasted a long time.                                                                                                                                                                                                                                            |
| McCarthy was fabulous. Please look at returning!                                                                                                                                                                                                                                                         |
| McCarthy was great quality                                                                                                                                                                                                                                                                               |
| McCarthy was much better and had better quality and sizes. ISW isnt very good.                                                                                                                                                                                                                           |
| McCarthy was the best                                                                                                                                                                                                                                                                                    |
| McCarthy was the best                                                                                                                                                                                                                                                                                    |
| McCarthy's                                                                                                                                                                                                                                                                                               |
| McCarthy's brand was much better quality and the yoga pants for girls are the best! Keep a store in Milton!                                                                                                                                                                                              |
| McCarthy's had far better quality products than ISW and pricing was similar. At least McCarthy's uniforms lasted the year and could be handed down to siblings. This is NOT the case with ISW!                                                                                                           |
| McCarthy's had far better quality products than ISW and pricing was similar. At least McCarthy's uniforms lasted the year and could be handed down to siblings. This is NOT the case with ISW!                                                                                                           |
| McCarthy's had much better quality uniforms.                                                                                                                                                                                                                                                             |
| McCarthy's has better quality and better fit.                                                                                                                                                                                                                                                            |

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| McCarthys is better quality and rarely had difficulties filling orders. Better all round experience and better quality.                                                                                                                                                        |
| MCCarthy's is WAY better than our current ISW provider                                                                                                                                                                                                                         |
| McCarthys materials are much better                                                                                                                                                                                                                                            |
| McCarthy's offered better quality products. The material and cut of these new suppliers are not what I've come to expect from a uniform provider                                                                                                                               |
| McCarthy's offered better quality, but needed more in variety/selection.                                                                                                                                                                                                       |
| McCarthy's price and quality was way better than the current provider. Not happy with the current provider.                                                                                                                                                                    |
| McCarthy's quality and wearability far exceeds that of ISW                                                                                                                                                                                                                     |
| McCarthy's quality was far superior...when I can find used McCarthy's I buy them                                                                                                                                                                                               |
| McCarthy's really has better quality uniforms and the customer service is great! When my daughter can, she still uses McCarthy's over ISW. I have never seen such awful everything from them!                                                                                  |
| McCarthy's uniform is better quality. Washes and wears better. Lasts for years. ISW uniform shirts are paper thin and you can see through them. I won't allow my daughter to wear the white shirts. The zippers keep breaking on ISW items. We are not happy with ISW uniform. |
| Mccarthy's uniforms were better quality, but they are very expensive now.                                                                                                                                                                                                      |
| McCarthys uniforms were much better all around                                                                                                                                                                                                                                 |
| McCarthys was a fantastic provider for so many years. The quality of their clothing was great. ISW has seams come worst, buttons and fasteners falling off after one wearing, fades                                                                                            |
| McCarthy's was a much better provider. Would love to go back to them.                                                                                                                                                                                                          |
| McCarthy's was always a good supplier. I find ISW to be sub standard.                                                                                                                                                                                                          |
| McCarthy's was better                                                                                                                                                                                                                                                          |
| McCarthy's was better isw is crap                                                                                                                                                                                                                                              |
| McCarthy's was better quality than ISW. I also think that parents should be able to purchase uniform pants from other stores as long as they are the correct colour.                                                                                                           |
| McCarthys was better than ISW in customer service and organization in store, availability of product and limited wait times, and better quality product                                                                                                                        |
| McCarthys was better. Quality and service.                                                                                                                                                                                                                                     |
| McCarthy's was by far a better provider, quality was great, durable, prices were the same as current provider                                                                                                                                                                  |
| Mccarthys was expensive but better quality. Provide more pant options for boys. Similar to the yoga pants for girls.                                                                                                                                                           |
| McCarthy's was expensive but of a much higher quality than ISW. ISW was unorganized from the start.                                                                                                                                                                            |
| McCarthys was hands down the best!                                                                                                                                                                                                                                             |
| Mccarthy's was higher quality, same or lower price. This one is terrible quality and higher priced. Not an improvement at all.                                                                                                                                                 |
| McCarthys was much better quality!                                                                                                                                                                                                                                             |
| McCarthys!                                                                                                                                                                                                                                                                     |
| Mckarthy was a much better provider for quality and service.                                                                                                                                                                                                                   |
| more accessible business hours and a location in Milton is very important                                                                                                                                                                                                      |

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| More casual pant offerings for boys, the current casual pants offered for OLP boys are not comfortable, a proper track pant would be better. Girls have yoga pants, boys need something in the same category                                                                |
| more casual pants for boys                                                                                                                                                                                                                                                  |
| More color on uniforms                                                                                                                                                                                                                                                      |
| More comfortable clothing                                                                                                                                                                                                                                                   |
| More comfortable material for the pants. Maybe something more breathable for the warmer months.                                                                                                                                                                             |
| More comfortable material for the pants. Maybe something more breathable for the warmer months.                                                                                                                                                                             |
| More discount opportunities                                                                                                                                                                                                                                                 |
| More fashionable pants for girls                                                                                                                                                                                                                                            |
| More hard wearing. Especially trousers.                                                                                                                                                                                                                                     |
| More helpful/knowledgeable staff in the store                                                                                                                                                                                                                               |
| More knowledgeable and a smile.                                                                                                                                                                                                                                             |
| More options                                                                                                                                                                                                                                                                |
| More options for school wear and definitely better quality!                                                                                                                                                                                                                 |
| More options; better service; better quality.                                                                                                                                                                                                                               |
| More pants options. Slim fit options                                                                                                                                                                                                                                        |
| More range in sizes and more appropriate colouring to match school colours                                                                                                                                                                                                  |
| More reasonably priced items and key items should have a guaranteed stock availability.                                                                                                                                                                                     |
| More sizes available in store, friendlier staff, faster working staff, easier to operate online shopping options.                                                                                                                                                           |
| More stores to open                                                                                                                                                                                                                                                         |
| More than one distributor so there is competition and lower prices.                                                                                                                                                                                                         |
| More variety and not just one provider                                                                                                                                                                                                                                      |
| More variety in pieces offered.. example tights option for girls                                                                                                                                                                                                            |
| More variety on sizing. My child is larger and some of the options are not for them.                                                                                                                                                                                        |
| Most of these questions are lame. What about an option I'll pay the same price for same quality. No political affiliations or donations.                                                                                                                                    |
| Most parents I have talked to also prefer McCarthy's. Also, hard to define just, safe working conditions.                                                                                                                                                                   |
| Much happier having a supplier in our town, rather than having to go to another town                                                                                                                                                                                        |
| Much prefer your current provider than McCarthy which was our uniform provider last year before our daughter transferred. We had numerous issues with their cloth sizing and terrible customer service.                                                                     |
| Multiple times I have needed to order items that were on back order, if children have to wear a uniform then the items we need should be available ALL the time. You can't be out of long sleeve shirts or sweater in the winter! Or shorts and short sleeve in the summer! |
| Multiple uniform providers would increase choice for parents and kids. People can then choose price points and quality that is preferable. Some prefer ISW, some McCarthy, some Old Navy, Gap, . All should be approved and shirts can be crested.                          |

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| Must be customer focused and have an excellent refund policy and warranty. Offer different options and must be online.                                                                                                                                                                                     |
| Must carry styles & sizes in store for children to try on                                                                                                                                                                                                                                                  |
| Must choose a vendor that will have pieces available at all times with little wait time for pieces to arrive in store. It should be understood that most parents will be shopping for uniforms in the last two weeks of August and therefore stores should be well stocked.                                |
| Must have ability to handle peak volumes before Sept (adequate staff, change rooms, stock, cashiers)                                                                                                                                                                                                       |
| MUST have adequate stock available, ISW regularly run out of items and does not replenish for several months                                                                                                                                                                                               |
| Must have good inventory management                                                                                                                                                                                                                                                                        |
| My 2 sons were St Gabriel school students so have worn the uniform longer than all other schools as we were one of the two trial schools at the beginning. McCarthy's was the provider originally and I believe their products were better quality than the present one. Ten years of use for ND uniform   |
| My comment is for Holy Trinity HS in Oakville, the pant colour needs to be changed or at least give an option for girls to wear black pants, it will help these young ladies feel better during their monthly cycle esp for those who can have a leak and at least with black pants that Anxiety is eased. |
| My daughter loves the clothing from the current provider as compared to the fit and options that McCarthy had.                                                                                                                                                                                             |
| My kids in the elementary panel loved McCarthy's track pants, shorts and skirts and did not want ISW's. Since the uniform company changed, I have been driving to Brampton to buy McCarthy's products. The difference in quality and style is remarkable. And ISW is not even cheap.                       |
| My main concern is the material of the uniform. 100% cotton is ideal. The current pants available for the elementary schools are horrible; I purchased my sons pants at children's place. He has eczema and polyester pants may be more durable but it's horrible for the skin.                            |
| My main concern is the provider is organized, gets the order in ON TIME, acknowledges the concerns and any correspondence from their customers, and provides a product of high quality. This year I found the service and the quality to be very very poor. Very disappointed.                             |
| My McCarthy uniform pieces are almost 4 years old and are in great condition. I can't say the same about ISW. They fall apart in the wash, zippers fall OFF, pants get holes easily, shirts fade after 2 or 3 washes.                                                                                      |
| Natural fabrics please. No synthetics such as polyester. Cotton would be preferable.                                                                                                                                                                                                                       |
| Need better hours at retail location and need them to answer their phones/email                                                                                                                                                                                                                            |
| Need better quality uniforms                                                                                                                                                                                                                                                                               |
| Need enough material and staff available                                                                                                                                                                                                                                                                   |
| Need husky sizes                                                                                                                                                                                                                                                                                           |
| Need more options. Especially sizes. Need more designs.                                                                                                                                                                                                                                                    |
| Need more physical education clothing options                                                                                                                                                                                                                                                              |
| Need more than one provider competing                                                                                                                                                                                                                                                                      |
| Need provider that offers more styles for each school                                                                                                                                                                                                                                                      |
| Need quality uniforms (pants) that are durable and in stock.                                                                                                                                                                                                                                               |
| Need reasonable quality garments, not ones where the zippers break regularly                                                                                                                                                                                                                               |
| Need to be more consistent with availability and provide more options in fit, fabric                                                                                                                                                                                                                       |
| Need to change to a place with better quality                                                                                                                                                                                                                                                              |



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| Need to have stock                                                                                                                                                                                                                                                                                           |
| Need to meet a wider variety of needs                                                                                                                                                                                                                                                                        |
| Need to provide the option to buy at a third party like GAP and sew on the label.                                                                                                                                                                                                                            |
| Needs to have consistent sizing and products. With the current provider, I bought 2 tunics of the same size and they were different materials, buttons/zippers and sizing. Also tried to buy the same sweater the next year and it was discontinued! Lastly never has any stock and by the time the orders e |
| Never should of changed from MCCarthys Unifrms. Make a better deal with them to assist in high costs.                                                                                                                                                                                                        |
| Nike uniforms                                                                                                                                                                                                                                                                                                |
| No customer service at all, poor quality and expensive                                                                                                                                                                                                                                                       |
| No further comments.                                                                                                                                                                                                                                                                                         |
| No ISW                                                                                                                                                                                                                                                                                                       |
| No just hope the location is not far and inconvenient                                                                                                                                                                                                                                                        |
| No major issues with them.                                                                                                                                                                                                                                                                                   |
| No more boot cut pants for JV, add hood to zip up sweater, can we get ties that would be cool, and can there be different colours or shades for the different grades. I think a lot of the students agree with this, our say should be important. Oh and we don't want teachers going on strike and stuff.   |
| No more colour navy!!! It fades so quickly. Grease stains don't come out. When next to white it makes the white dingy. It is a depressing colour. Every kids uniform no matter the school is navy.                                                                                                           |
| No more uniforms                                                                                                                                                                                                                                                                                             |
| No synthetics please!                                                                                                                                                                                                                                                                                        |
| No uniform                                                                                                                                                                                                                                                                                                   |
| No uniform                                                                                                                                                                                                                                                                                                   |
| No uniform at all.                                                                                                                                                                                                                                                                                           |
| no uniforms                                                                                                                                                                                                                                                                                                  |
| No uniforms at all                                                                                                                                                                                                                                                                                           |
| No uniforms please.                                                                                                                                                                                                                                                                                          |
| No uniforms please. Too expensive. Not beneficial. Hard to accommodate the weather. Kids are growing fast. Too much money wasted by parents. Not really needed.                                                                                                                                              |
| No uniforms, let the students wear what they want so they are as comfortable as can be.                                                                                                                                                                                                                      |
| no, I feel like the uniforms are pretty pricey as a single mother. I bought 4 pants ,4 sweaters ,3 t-shirts and 3 jackets and it cost me close to \$400 and the pants did not end up fitting her because her waist is small although they were size 4 pants.                                                 |
| No, I hope we can keep the current provider..                                                                                                                                                                                                                                                                |
| no, only better quality than InWear                                                                                                                                                                                                                                                                          |
| No. As long as they have enough sizes and colours in stock. Schools need to make sweatshirts part of the daily uniform as well                                                                                                                                                                               |
| No. Because we shouldn't have uniforms                                                                                                                                                                                                                                                                       |
| None other than uniforms a waste                                                                                                                                                                                                                                                                             |
| Not about provider but all schools should have kilt option                                                                                                                                                                                                                                                   |

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| Not all elementary schools have uniforms. Our sons school doesn't so I'm not sure why I am doing this survey                                                                                                                                                                                  |
| Not being so pricey especially in the 3-4T sizing when they're going to grow out of it so fast. Different pricing for different sizing.                                                                                                                                                       |
| Not current. Ordered in August got in October                                                                                                                                                                                                                                                 |
| not enough stock in store                                                                                                                                                                                                                                                                     |
| Not enough variety for younger children                                                                                                                                                                                                                                                       |
| Not good quality, never have items in stock                                                                                                                                                                                                                                                   |
| Not happy with current provider. Low quality, very often dont have sizes available in the store. And waiting time could take over a month                                                                                                                                                     |
| Not happy with quality of items for the price                                                                                                                                                                                                                                                 |
| Not happy with the current provider ISW                                                                                                                                                                                                                                                       |
| Not have to wait months for a uniform                                                                                                                                                                                                                                                         |
| Not having a strict requirement to have items only from the supplier but rather allow for plain pants and shirts from regular department stores                                                                                                                                               |
| Not impressed with ISW quality please bring back McCarthy                                                                                                                                                                                                                                     |
| Not impressed with ISW. Make our online sizing charts easier to find and understand when ordering online. Request more sale opportunities from provider as opposed to once a year because kids grow and purchases often have to be made mid year. Bring back the fleece, yoga pant for girls. |
| Not ISW                                                                                                                                                                                                                                                                                       |
| Not ISW again PLEASE!!!                                                                                                                                                                                                                                                                       |
| Not ISW again. McCarthy's quality and service far exceeded.                                                                                                                                                                                                                                   |
| Not ISW! The quality is terrible, material is awful and overall not comfortable for the kids to wear all day!                                                                                                                                                                                 |
| Not isw! Clothing is horrible and is very bad quality!                                                                                                                                                                                                                                        |
| Not ISW.. quality is horrendous, service is terrible and availability of pieces was always an issue. McCarthy is a way better supplier ... the best quality! Lasts for years. Worth the money                                                                                                 |
| Not just quality but styles that are comfortable for children are important                                                                                                                                                                                                                   |
| Not regarding the provider, but I believe the uniform rules for certain coloured shoes should change. Some students may not have shoes in those particular colours and will have to go ahead and buy brand new shoes in those colours unnecessarily.                                          |
| Not specific to uniform provide but in my opinion girls pants should be black to avoid embarrassing period leaks and stains. I know personally of almost 10 girls this has happened to in high school which would have been avoided if black had been the pant colour.                        |
| Not sure if staff are underpaid & overworked, because a lot of them can be rather grouchy.                                                                                                                                                                                                    |
| Not the same current one. Terrible customer service, bad quality and lack of inventory. McCarthy's was great in comparison. InSchool Wear does not even compare in any way.                                                                                                                   |
| Not wearable, jeans or shirt is more preferred                                                                                                                                                                                                                                                |
| Of the brands used by the school board over the years, my children and I have found that Halpern's is by far the best, McCarthy's is very good and ISW is very poor.                                                                                                                          |
| Offer a service where you can bring your own clothing to put the school insignia on.                                                                                                                                                                                                          |
| Offer good quality items and able to deal with the volume required.                                                                                                                                                                                                                           |
| Offer smarter options for girls like cardigans with school crest on them. Blouses would be a nice option.                                                                                                                                                                                     |

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| Offer some more affordable options for some pieces (plain shirts and pants), especially for the younger kids as they often stain or rip their clothing and outgrow them much quicker than older students. ("uniform" lines offered buy a variety of stores for a fraction of the price).   |
| Offer support to needy families                                                                                                                                                                                                                                                            |
| Offering of branded tops and bottoms for gym                                                                                                                                                                                                                                               |
| Old navy                                                                                                                                                                                                                                                                                   |
| On hand stock is a must. ISW was ALWAYS out of stock. Having sample sizes of EVERYTHING would help with having to place an order. They can be generic with no school logos so u can at least try on to know what size to order.                                                            |
| On line ordering would be a huge help in addressing stock issues if the online system is connected to supplier inventory so the customer can see what is in stock rather than calling or visiting the location and waiting for stock to come in.                                           |
| One that will have all uniform items in stock and will not have to order them and wait weeks or months to receive them                                                                                                                                                                     |
| One that will understand the demand and have proper stock                                                                                                                                                                                                                                  |
| Online inventory is key                                                                                                                                                                                                                                                                    |
| Online ordering with free shipping is an important characteristic                                                                                                                                                                                                                          |
| Online ordering with quick turnaround                                                                                                                                                                                                                                                      |
| Online sale channel                                                                                                                                                                                                                                                                        |
| Online shipping                                                                                                                                                                                                                                                                            |
| ONLY allow natural materials: cotton, wool, silk and no artificial fabrics (polyester, viscose, etc.)                                                                                                                                                                                      |
| Only require shirts/tops to be crested at a max. Allow non-vendor bottoms, as long as they are of the suitable colours. i.e. have a "dress code" vs "uniform".                                                                                                                             |
| Only sell school crest patches. Don't waste time/money to purchase from ONE specific vendor.                                                                                                                                                                                               |
| Only that materials used should be breathable and comfortable                                                                                                                                                                                                                              |
| Open later during some evening times and weekends.                                                                                                                                                                                                                                         |
| opportunity to purchase navy or black pants elsewhere. Current supplier quality is not as good as last supplier for some pieces. More comfortable items for children that are playing and do not like stiff, itchy, restrictive clothing.                                                  |
| Option to be neutral/generic, and be able to purchase generic pieces at other retailers to add to the main uniform. Please keep in mind comfort and have younger kids Allowed to wear a legging/fitted sweat or athletic style pant. pant                                                  |
| Option to buy it at school (one/two days) before September                                                                                                                                                                                                                                 |
| Option to purchase school crest and to iron on pain                                                                                                                                                                                                                                        |
| Options for lined winter pants, softshell crested jackets/polyester large logo hoodies                                                                                                                                                                                                     |
| ordering online should not take weeks for the items to arrive                                                                                                                                                                                                                              |
| Other than it costs too much, nothing else                                                                                                                                                                                                                                                 |
| Our current provider has consistently not had items in stock when needed. Even when I shop early. When items are put on hold, they take way too long to come in. This is unacceptable in my view as we have growing children who need new items and it is difficult to access them needed. |
| Our current provider is over priced, very obviously has the monopoly and if they continue to be the provider with zero 100% cotton options, we will go elsewhere and have mock ups custom made                                                                                             |
| Our current provider is unacceptable. Uniform pieces are NEVER AVAILABLE and always on back order.                                                                                                                                                                                         |

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| Our previous supplier had a superior product and better customer service.                                                                                                                                                                                                                                   |
| Overall had no problems but the zipper has broke 2 times on the sweaters I've bought new                                                                                                                                                                                                                    |
| Pant are terrible in cut.                                                                                                                                                                                                                                                                                   |
| Pant material is very thin and the white gulf shirts are thin as well - would prefer better quality                                                                                                                                                                                                         |
| Pants are bad                                                                                                                                                                                                                                                                                               |
| Pants not long enough for my grade 1 son and no option for long after size 23                                                                                                                                                                                                                               |
| Pants that fit properly, better styles, better fabrics                                                                                                                                                                                                                                                      |
| Pantsat Holy Trinity for the girls, including colour, material and styles of the uniform pants are awful....Who forces girls to wear beige pants? The navy yoga pants at Our Lady of Peace are fantastic and way more comfortable and practcle for girls during these vunerable teenage years. How Barbaric |
| Parents should be able to purchase at least the bottoms at other stores. Students in elementary school rip there pants easily. When spending over \$20 on bottoms, it gets costly. Other school boards allow the parents to shop for bottoms else where.                                                    |
| Parents should be allowed to purchase uniform elsewhere, like Old Navy, without school logos                                                                                                                                                                                                                |
| parents should be permitted to purchase uniforms from regular clothing stores as opposed to designated uniform companies                                                                                                                                                                                    |
| Parents spend a lot of money on uniforms. It's important that the quality is the best it can be and last. The quality of the current provider is not subpar.                                                                                                                                                |
| Paying more for better quality items doesn't mean I want to pay more than what we're already paying                                                                                                                                                                                                         |
| Perhaps a vote from parents on which provider they prefer I have had experience with both McCarthys and ISW and can easily vote on this based on quality and service.                                                                                                                                       |
| Perhaps look at having a multiple vendor option for families to choose from between 2 suppliers instead of just one so there are more options?                                                                                                                                                              |
| Perhaps one day per month the provider could come into the high schools in order to sell items directly to the students and/or parents. Like after school for an hour?                                                                                                                                      |
| Personally I don't like clothes made in China. Also yoga pants for girls would be good idea                                                                                                                                                                                                                 |
| Personally MacArthy's uniform had a better fit and quality that got my older children all the way thru HIGHSCHOOL with only a few items needed each year. I don't have the same confidence with my younger child's uniform                                                                                  |
| Peter McCarthy brand                                                                                                                                                                                                                                                                                        |
| Pick a good company that is not so ridiculous expensive. Kids are growing fast                                                                                                                                                                                                                              |
| Pick a provider close and convenient to most schools.                                                                                                                                                                                                                                                       |
| Pick a provider that offers different pant choices, including jogging pants or pull ons. My 5 year old is special needs and has difficulty with zippers and buttons, so he wears cotton pull on pants from McCarthy because ISW doesn't have anything for him.                                              |
| Pick McCarthy everyone will be happy. They were great and quality lasted for years. ISW after a few washes it's piling, see threw, the zippers break. Not happy with this provider at all.                                                                                                                  |
| Pick one and stick with it. As a parent, I am not willing to continuously change uniforms. My goodness, enough already                                                                                                                                                                                      |
| Please add more colors to uniforms perhaps a red or pink some thing more happy and child like for kids to express their individuality, currently the uniform looks very institutional and sad.                                                                                                              |
| Please avoid the poor/cheap quality you have selected currently.                                                                                                                                                                                                                                            |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Please bring back McCarthy!!                                                                                                                                                                                                                                                                             |
| Please bring back McCarthy's                                                                                                                                                                                                                                                                             |
| Please bring back McCarthys. In School Wear has terrible quality and availability of items.                                                                                                                                                                                                              |
| please bring back the kilt!! but make it a skort so that it can't be rolled up. please please please, everyone wants it back.                                                                                                                                                                            |
| Please bring McCarthy back. ISW was terrible.                                                                                                                                                                                                                                                            |
| Please change provider. Even previous provider was far way better                                                                                                                                                                                                                                        |
| Please change provider. My son won't benefit because he will have graduated, but here's hoping nobody else has to spend the first two months without a uniform, incorrect sizing, being overcharged, back orders arriving almost 6 months later rude staff disorganised, crappy quality scratchy clothes |
| Please Change the Colour of the Pants for Girls. Beige pants are not very practical for girls during their Period every month. This causes girls anxiety and Stress.                                                                                                                                     |
| Please change the current provider. The uniforms are very low quality and expensive; they are always having inventory issues, they don't offer warm pants. They are really bad uniform providers                                                                                                         |
| Please change the current uniform provider. The quality, selection and sizing is poor. The price point is too high as well considering the poor quality of the clothing. It is very difficult at pretty much all times of the year to get the items as well. They are never in stock.                    |
| Please change to a better quality company!                                                                                                                                                                                                                                                               |
| Please change. ISW has been absolutely horrible to deal with. I haven't bought a single piece in months.                                                                                                                                                                                                 |
| please choose 100% cotton whenever possible.                                                                                                                                                                                                                                                             |
| Please choose a provider who will be able to have items in stock! The wait times and product unavailability has been extremely frustrating over the past few years.                                                                                                                                      |
| Please choose one that can handle demand, are courteous and helpful                                                                                                                                                                                                                                      |
| Please choose someone that always has enough selection ready before new school year starts                                                                                                                                                                                                               |
| Please consider adjustable waists for girls skorts. Also consider anti pilling material. Not impressed with ISW quality. Still have a handful of McCarthy items which have stood the test of wear and tear.                                                                                              |
| Please consider changing back to McMarthys                                                                                                                                                                                                                                                               |
| Please consider McCarthy. Their quality is exceptional and product lasts and be passed to siblings/friends. The ISW is garbage.                                                                                                                                                                          |
| Please consider providers with better quality products that will last - current supplier was disappointing therefore I purchased only minimal items                                                                                                                                                      |
| Please consider the feedback (and complaints) from parents on our current provider when reviewing the RFP. Price is not the only factor.                                                                                                                                                                 |
| Please consider using a provider with an exemplary record of customer satisfaction, proven experience in the industry (specific to the GTA) and comes heavily recommended by previous clients.                                                                                                           |
| Please do not renew with ISW...It's nothing but expensive sub par clothing.                                                                                                                                                                                                                              |
| Please do not select ISW, MCCarthy uniforms was much better.                                                                                                                                                                                                                                             |
| Please do not switch to a provider who provides inferior quality uniforms at the same or higher price, like what happened last time.                                                                                                                                                                     |
| Please don't skimp out on quality to save a dollar.                                                                                                                                                                                                                                                      |

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| Please ensure that next vendor provide quality of uniforms and a variety of sizes and styles                                                                                                                                                                                               |
| Please ensure the quality is better + the prices are affordable.                                                                                                                                                                                                                           |
| Please ensure there is enough of each size available At the beginning of the year. A bigger variety of clothing options would be good as well                                                                                                                                              |
| Please ensure they fulfill the contact terms and do not under-service and over-promise.                                                                                                                                                                                                    |
| Please ensure they fulfill the contact terms and do not under-service and over-promise.                                                                                                                                                                                                    |
| Please find a supplier that makes proper fit and not so boxy                                                                                                                                                                                                                               |
| Please get mccarthys back                                                                                                                                                                                                                                                                  |
| Please get rid of in school wear as the provider. Their clothes were terrible quality. Go back to McCarthy if you can.                                                                                                                                                                     |
| Please get rid of ISW - quality is not there!                                                                                                                                                                                                                                              |
| Please go back to Mc Carthy. We still continue to buy all the pieces from them except the crested shirts because their quality and fit are better.                                                                                                                                         |
| Please go back to mcarthys                                                                                                                                                                                                                                                                 |
| Please go back to McCarthy                                                                                                                                                                                                                                                                 |
| Please go back to McCarthy                                                                                                                                                                                                                                                                 |
| Please go back to McCarthy                                                                                                                                                                                                                                                                 |
| Please go back to McCarthy                                                                                                                                                                                                                                                                 |
| Please go back to McCarthy                                                                                                                                                                                                                                                                 |
| Please go back to McCarthy uniforms                                                                                                                                                                                                                                                        |
| Please go back to McCarthy!!! The current provider never has what is needed, the uniform quality is very subpar for the price they charge, the female pants dont fit the average girl, and overall ISW is not a good choice. Google reviews offer insight. Please go back to McCartyhy!!!! |
| Please go back to McCarthy. Or the current provider should include style or cut to fit taller kids                                                                                                                                                                                         |
| Please go back to McCarthy. The quality of their clothes is amazing compared to the awful quality ISW provides.                                                                                                                                                                            |
| Please go back to mccarthys                                                                                                                                                                                                                                                                |
| Please go back to McCarthy's                                                                                                                                                                                                                                                               |
| PLEASE GO BACK TO McCarthy's !!!!!!! THE QUALITY AT ISW IS AWFUL                                                                                                                                                                                                                           |
| Please go back to McCarthys much better quality of clothing                                                                                                                                                                                                                                |
| Please go back to McCarthys! Loved the quality!                                                                                                                                                                                                                                            |
| Please go back to McCarthys.                                                                                                                                                                                                                                                               |
| Please go back to McCarthys. They have good quality product.                                                                                                                                                                                                                               |
| Please go back to RJ Mac Cartney. They're product was better than ISW. The material more comfortable and the sizes were what we expect in North America.                                                                                                                                   |
| Please go back to RJ McCarthy!                                                                                                                                                                                                                                                             |
| Please go back to using McCarthy's! They were a more superior quality product, a clean and organized facility, product always in stock - nothing to complain about really.                                                                                                                 |
| Please go back with McCarthy brand or any other that has a similar quality of clothes. The current provider doesn't meet students and parents expectations. After just 2 weeks of school new clothes looked like they were worn for years.                                                 |

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| Please have a better uniform provider. The quality of isw is horrendous. I have McCarthy clothes that I bought at a used uniform before my twins started jk (3 yrs ago they are currently in grade 1). It is in better condition then isw less then a year purchased clothing.                               |
| Please have all sizes in stock. Better quality long lasting clothes                                                                                                                                                                                                                                          |
| Please have McCarthy return back. Their material quality is great                                                                                                                                                                                                                                            |
| Please have slim and husky fits. My children are slim and the current Holy Rosary pants are ridiculously wide. It's a joke. They don't even fit without alterations.                                                                                                                                         |
| Please keep affordability top of mind recognizing that most families would sooner struggle to pay for the uniforms than seek formal assistance.                                                                                                                                                              |
| Please keep environmental impacts of 'fast fashion' on the forefront as well as labour conditions. We must be the change we wish to see in the world.                                                                                                                                                        |
| Please keep in mind that uniforms are what students wear for most of the year. Uniforms have previously been uncomfortable, and always either too hot or too cold for many students. Please rectify this with the schools board's new uniform provider.                                                      |
| Please keep them as local as possible and ordering online made easy                                                                                                                                                                                                                                          |
| Please look for quality and variety at a reasonable price.                                                                                                                                                                                                                                                   |
| Please make a better quality product                                                                                                                                                                                                                                                                         |
| Please make it similar to the ones that the we already have as people will feel left it out if you chose to continue with changing the uniforms.                                                                                                                                                             |
| Please make some new uniform pieces that Include nice crew necks or hoodie because if people like the uniform they will stay in uniform.                                                                                                                                                                     |
| Please make sure that the uniform provider can supply clothing at a timely manner. We've experienced long wait times on our orders.                                                                                                                                                                          |
| Please make sure the uniform provider use 100% cotton.                                                                                                                                                                                                                                                       |
| Please make sure they provide pants with elastic on the waist for overweight kids or with belly. The slim fit pants are a waste of money when purchasing for kids which are not slim. Please have the option for the summer pants too. Greatly appreciated. More cotton products please for pants too. Sweat |
| Please make the environment comfortable for the employees like with heaters/air conditioning! They are already overwhelmed with the amount of customers they deal with.                                                                                                                                      |
| Please make the hoodies out of cotton.                                                                                                                                                                                                                                                                       |
| Please no blazers!                                                                                                                                                                                                                                                                                           |
| Please no more ISW.....                                                                                                                                                                                                                                                                                      |
| Please no polyester in uniforms.                                                                                                                                                                                                                                                                             |
| Please not ISW                                                                                                                                                                                                                                                                                               |
| Please offer a wide variety of sweaters for the cold weather.                                                                                                                                                                                                                                                |
| Please offer more of a variety of clothing for all 4 seasons.                                                                                                                                                                                                                                                |
| Please pick a provider that does better quality , you may pay more but it lasts and looks much better on the children                                                                                                                                                                                        |
| Please pick somebody with better quality pants for boys!                                                                                                                                                                                                                                                     |
| Please pick somebody with better quality pants for boys!                                                                                                                                                                                                                                                     |
| Please please please make custom clothes. If something does not fit the provider should provide custom making pants. My kids are very tall and they have a hard time finding pants that are long enough                                                                                                      |

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| Please please please only consider navy or black pants (not beige). Females have enough to worry about and don't need the added worry of staining her pants if she gets her period. This is especially traumatizing for girls with social anxiety.                                                          |
| Please please switch back to McCarthys. The quality is terrible at ISW                                                                                                                                                                                                                                      |
| Please provide more options. (Bring back the cardigan and v-neck grey sweater)                                                                                                                                                                                                                              |
| Please refer to number 7.                                                                                                                                                                                                                                                                                   |
| Please remember we have chosen to have uniforms in our school and we spend lots of money for the uniforms . Please make sure this is a fair company for all involved , or there is really no point in having uniforms .                                                                                     |
| Please replace ISW, they have never had the product I need in stock and the quality of the items is terrible                                                                                                                                                                                                |
| Please return to McCarthy or similar. the ISW uniforms did not fit my kids properly, the quality is poor (pilling after a few washes) and I limited purchases and instead purchased all bottoms through the McCarthy Navy and white store.                                                                  |
| Please review quality over price. Uniforms have poor quality and are not well made.                                                                                                                                                                                                                         |
| Please search for better quality than the current provider. And modifications for special needs students. I'd rather pay more to have better quality than the current provider.                                                                                                                             |
| Please select a provide who can actually have stock on hand. Uniforms are not a fun thing to buy. There is nothing worse than getting up the energy to spend money on something you don't want to find no stock available, no sample sizes to try in and a wait time of 3-4 weeks to receive items          |
| Please select a provider that has a supply in stock. My son lost his sweater and I went to purchase a new one...they were backordered and it took almost 2 months. This is completely unacceptable. Also the sizing is way off. His shirts say size 2, his sweater is a 3/4...they are all about a size 4.  |
| Please select a provider that uses good quality fabrics, well stocked with shorter wait times for clothing and more fashion forward options for pants. The Current pant selection is absolutely horrible for both girls and boys.                                                                           |
| Please select a provider that will supply quality clothing. The uniforms go through a lot of wear and laundering. The uniforms need to be able to withstand the higher rate of laundering                                                                                                                   |
| Please select a provider who has a better quality product that lasts.                                                                                                                                                                                                                                       |
| Please select a uniform provider that can provide quality uniform items that last and are able to provide stock of items                                                                                                                                                                                    |
| Please select another.                                                                                                                                                                                                                                                                                      |
| Please test the durability:quality (wash and dry to see how they turn out)                                                                                                                                                                                                                                  |
| Please think long and hard with ur new provider as I have a child in elementary school and a second one on its way and I need good quality clothing as they are very active and need a provider that can last as long as them, also more option of clothing for girls like shorts and maybe vest for winter |
| Please use McCarthy's! :)                                                                                                                                                                                                                                                                                   |
| Please, you already know who is the best provider, why not going back? pay more for low quality is ridiculous.                                                                                                                                                                                              |
| Pls change the current company, material is horrible                                                                                                                                                                                                                                                        |
| Pls consider also a better quality of fabric for girl's pants. Present pants has many lint balls.                                                                                                                                                                                                           |
| Pockets in pullover sweaters would be nice. Our current provider makes excellent clothing.                                                                                                                                                                                                                  |



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| Poor quality                                                                                                                                                                                                                                                                                  |
| Poor quality fabrics only save money short term...end up buying two shirts due to staining and pilling vs. purchasing one that is durable and comes out of wash looking great week after week.                                                                                                |
| Poor quality for the price. Always a shortage of products. They wait time is ridiculous.                                                                                                                                                                                                      |
| Poor quality, ill fitting clothes, terrible service                                                                                                                                                                                                                                           |
| Poor service limited availability during summer, conditions in the store are poor very hot                                                                                                                                                                                                    |
| Possibility of using more than provider to create competition that can improve better customer service and prices                                                                                                                                                                             |
| predict how many items needed and order twice as many for before september so all students will have a uniform for the first day.                                                                                                                                                             |
| Prefer chain in each region vs small independent store (ie like a Mark's Work Warehouse vs ISW)                                                                                                                                                                                               |
| Prefer McCarthy                                                                                                                                                                                                                                                                               |
| prefer McCarthy's due to selection                                                                                                                                                                                                                                                            |
| Prefer McCarthys. Do not like ISW                                                                                                                                                                                                                                                             |
| prefer not to have uniforms at all                                                                                                                                                                                                                                                            |
| Prefer quality workmanship and quality materials such as cotton. These items are in the wash often and need to last, current provider does not have that level of quality, items need to be replaced often.                                                                                   |
| Prefer somew                                                                                                                                                                                                                                                                                  |
| Preferably to be in town.                                                                                                                                                                                                                                                                     |
| Prefers a good quality uniform                                                                                                                                                                                                                                                                |
| Price - the uniforms are expensive, Variety - Finally selection is key- just about every parent has complained about lack of variety for pants, location, free shipping regardless of amount spent, stock, is possible for the Board amend their policy so that there is an out, Transparency |
| Price affordable.                                                                                                                                                                                                                                                                             |
| Price is always an issue. Currently the cost is too expensive.                                                                                                                                                                                                                                |
| Price should be affordable to all families.                                                                                                                                                                                                                                                   |
| Price should be first priority, the clothing is worn for such a short period of time since they put grow so quickly. More opportunities for selling of old uniforms or exchange program.                                                                                                      |
| Price...need to be more economical and inventory more readily available. \$40 for school pants is far to high when you consider what it actually costs to make them.                                                                                                                          |
| Prices are already high and quality not the greatest especially white shirts turn yellow after only few washes ... terrible fabric                                                                                                                                                            |
| Prices are high and quality is ok. Up the quality so we don't feel ripped off. Cheaper standard options are available for much less at Gap etc that is equal or better quality for a fraction of the price.                                                                                   |
| Prices need to be online with quality                                                                                                                                                                                                                                                         |
| Prices need to be reasonable with decent quality                                                                                                                                                                                                                                              |
| Prices seem to be a lot higher with ISW then Mc                                                                                                                                                                                                                                               |
| Prices should be more affordable                                                                                                                                                                                                                                                              |
| Prices, pants were very expensive. Bulk pricing for parents                                                                                                                                                                                                                                   |
| pricing is important, retailers provide same basic items (pants) at much better prices                                                                                                                                                                                                        |
| Pricing, kids grow fast ! They need to lower the prices ,                                                                                                                                                                                                                                     |

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| pricing/value is most important                                                                                                                                                                                                                                                                          |
| Product availability in store could be improved, frequently items are back ordered.                                                                                                                                                                                                                      |
| Product needs to be available at all times...not 6 week wait                                                                                                                                                                                                                                             |
| Products from in school wear no a good fit or quality, always on back order                                                                                                                                                                                                                              |
| Provide accurate sizing - such disparity between waist sizes from uniform store and all other retail stores.                                                                                                                                                                                             |
| Provide clothes that are comfortable, ISW shirts and pants are 100% polyester. Also pick a provider that offers more pant choices                                                                                                                                                                        |
| Provide more dates where students do not have to go to one central location but rather to their school location to purchase uniforms. Going to one central store with high schools and elementary schools is chaotic and crowded especially in August.                                                   |
| Provide more options so that it provides us convenience                                                                                                                                                                                                                                                  |
| Provide options for more layering of clothing such as vests, cardigans, etc.                                                                                                                                                                                                                             |
| Provide sweatshirts without hoods!                                                                                                                                                                                                                                                                       |
| Provider for any school in Burlington should be located in Burlington!                                                                                                                                                                                                                                   |
| Provider should be able to offer kid comfortable quality pieces that are durable and long lasting                                                                                                                                                                                                        |
| Provider should be able to supply the demand. Every time I go in to the current supplier they don't have what I need in stock.                                                                                                                                                                           |
| Provider should be environmentally friendly                                                                                                                                                                                                                                                              |
| Provider should have a sample size of every piece of clothing on site for trials and future orders.                                                                                                                                                                                                      |
| Provider should have staff that are knowledgeable about the clothing items and are able to serve customers in a friendly and efficient manner.                                                                                                                                                           |
| Provider should have uniforms avail email for purchase at all times , and not telling parent s the uniform is out of stuck.                                                                                                                                                                              |
| Provider should provide discounts or coupons. Parents should be the deciding factor and not anyone from the school board or committees                                                                                                                                                                   |
| Provider who is already known                                                                                                                                                                                                                                                                            |
| Providers should be prepared for the demand for uniform pieces- in recent years many items are on back order even with early summer ordering- many not available until well into the school year. The ability for the provider to keep up with supply and demand needs to be a factor for consideration. |
| Proximity to home is most important for me                                                                                                                                                                                                                                                               |
| Quality needs to be at the forefront, the current provider has shirts that are see-through and I've had to wait too long for items purchased in the summer, starting school without them for nearly a month.                                                                                             |
| Quality - the current provider does not provide quality pieces that last.                                                                                                                                                                                                                                |
| Quality and availability of product are important                                                                                                                                                                                                                                                        |
| Quality and comfort a priority.                                                                                                                                                                                                                                                                          |
| Quality and comfortable clothing is of the utmost importance.                                                                                                                                                                                                                                            |
| Quality and durability are most important.                                                                                                                                                                                                                                                               |
| Quality and fair prices                                                                                                                                                                                                                                                                                  |
| Quality and fit options most important                                                                                                                                                                                                                                                                   |
| Quality and fit was much better with our previous provider                                                                                                                                                                                                                                               |

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| Quality and price point. Also availability.                                                                                                                                                                                                                                                              |
| quality clothing, customer service and availability of items was missing with the current supplier. Having a store in town was a big plus though                                                                                                                                                         |
| Quality has to be good. I don't want syntetic materials                                                                                                                                                                                                                                                  |
| Quality is extremely important. Uniforms are washed daily in our house and need to stand up to the wear and tear of children at play. ISW is terrible quality. I have McCarthy pieces at are 7 years old and are in better condition than ISW items purchased this year. Please do not renew with ISW!!! |
| Quality is extremely important. Knowledge and definitely customer service                                                                                                                                                                                                                                |
| Quality is good. Pants are horrible                                                                                                                                                                                                                                                                      |
| Quality is important                                                                                                                                                                                                                                                                                     |
| quality is important but cost should also be reduced especially if you are servicing a large quantity of students.                                                                                                                                                                                       |
| Quality is important environmental factor as well... if clothing is poor quality and wears quickly(holes, broken zippers on sweaters etc) they are tossed out. Considering the number of students who wear our uniforms this is a lot of waste to put in landfill if the quality is poor.                |
| Quality is important. With the current provider I have had to replace numerous items due to the seams coming apart.                                                                                                                                                                                      |
| Quality is key                                                                                                                                                                                                                                                                                           |
| Quality is key. Present supplier does not match up to previous supplier                                                                                                                                                                                                                                  |
| Quality is not good                                                                                                                                                                                                                                                                                      |
| Quality is of upmost importance. Ideal if pieces could be handed down to younger students and last through multiple wears and washes                                                                                                                                                                     |
| Quality is of utmost importance. Also, it would be great if there were a service available to repair pant closure pieces.                                                                                                                                                                                |
| Quality is poor compared to McCarthys but service is leaps and bounds better.                                                                                                                                                                                                                            |
| Quality is so important!! McCarthys uniform is better quality overall and has stood the test of time. Pieces used for for years with weekly washing have not faded, ripped or pilled. Two children have worn these pieces and they are still good and wait to be used by a younger sibling!              |
| Quality is so important, I can't afford my pants ripping all the time. The sizing and overall fit of the items (especially pants) is crucial... if it has great quality and good fits kids are more inclined to be in uniform then out of it.                                                            |
| Quality is the most important, needs to to prove that their uniforms can with stand being washed multiple times a week and not wear out before they are grown out of. In the UK uniform suppliers guarantee that if the uniform wears out before the child goes out of it they will replace.             |
| Quality is the most important. The school clothes get washed regularly and young kids in particular are quite hard on their clothes, so having low quality clothing that falls apart after 4-5 months and is still expensive is really, really annoying - creates unnecessary waste and expenditure.     |
| Quality is unsatisfactory.                                                                                                                                                                                                                                                                               |
| Quality is very important as uniforms are to be worn on a daily basis, to avoid ripping especially for pants (knees )                                                                                                                                                                                    |
| Quality is very important to me as well more comfortable options (i.e. joggers for boys) and quick access to clothing (no backorders)                                                                                                                                                                    |
| Quality is very important.                                                                                                                                                                                                                                                                               |
| Quality is very important.                                                                                                                                                                                                                                                                               |

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| Quality materials                                                                                                                                                                                                                                                                                          |
| Quality materials, family owned. Lasts                                                                                                                                                                                                                                                                     |
| Quality matters (ie- won't fall apart after a few washes) and the comfort of the material.                                                                                                                                                                                                                 |
| Quality matters to me and so does price. Maybe if the schools took less from the sales we could get quality for less. If that happens of coarse... but I'm sure it does as if it wasn't the case we would all be shopping at the gap/old navy for uniform pieces.                                          |
| quality matters, these items are worn and washed frequently, they need to last                                                                                                                                                                                                                             |
| Quality of clothes, seams, fabric, wearability, comfort should be a providers priority.                                                                                                                                                                                                                    |
| Quality of clothing and fabric should be a top priority. Uniform items should not look tarnished after initial washing.                                                                                                                                                                                    |
| Quality of material that lasts is extremely important                                                                                                                                                                                                                                                      |
| Quality of materials should be key, and comfort for kids                                                                                                                                                                                                                                                   |
| Quality of pants with current provider is poor. Pants looked used after 2 wears. Material loves fluff.                                                                                                                                                                                                     |
| Quality of shorts and sweaters are terrible                                                                                                                                                                                                                                                                |
| Quality of the clothes. I had shorts rip the first time they were worn. Also the fit should be somewhat current. Not wide leg trousers.                                                                                                                                                                    |
| Quality of the current provider is very cheap however cost is at a premium rate compared with the previous provider                                                                                                                                                                                        |
| Quality of the uniform is important and ISW uniforms are poor quality.                                                                                                                                                                                                                                     |
| Quality over price. ISW products are crap and only last for a couple of washes before pilling.                                                                                                                                                                                                             |
| Quality over quantity. Boys bottoms are curently very                                                                                                                                                                                                                                                      |
| Quality pieces, variety for boys and a great online ordering system. Those are top 3 priorities                                                                                                                                                                                                            |
| Quality reflective of the cost, excellent customer service and convenient location                                                                                                                                                                                                                         |
| Quality yet affordable                                                                                                                                                                                                                                                                                     |
| Quality!!!                                                                                                                                                                                                                                                                                                 |
| quality, comfort, and current                                                                                                                                                                                                                                                                              |
| Quality, comfort, and price are priority. The cost is far less than the other clothes desired daily. The kids wear these everyday and if there is quality repurchasing is reduced                                                                                                                          |
| Quality, consistency, stock and customer service are very important. I've been very disappointed with every aspect of InSchool Wear. McCarthy was a great provider and I'm not sure why the Board switched in the first place                                                                              |
| Quality, customer service, reliable, warranty                                                                                                                                                                                                                                                              |
| Quality, durability and comfort are very important. My children have very sensitive skin and the poly blends are terrible for them. Cotton options would be very important to us as well as proper fitting clothes. I dont think kids should be in the position of only feeling comfortable to wear shorts |
| quality, feel of items, and choice is very important. What one of my kids likes ""rugger pants Choose a supplier that will give family discounts to families with multiple children                                                                                                                        |
| Question 4 - while I would prefer good quality, the clothes don't need to last more than a year or two. I don't want the material to be pilling or having holes but it doesn't need to last forever. Having some sort of stain blocking would be great for the white shirts too. Thank you!                |
| Question 4 how can the uniforms get any lower in quality? Even the Cadet uniforms are better quality and they were made in world war 1                                                                                                                                                                     |

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| Question 4 is ridiculous....how about a provider that provides quality pieces for a reasonable price. Quality should NOT come at a higher price. If the board goes with a provider that costs more than ISW or what McCarthys previously was, they will continue to find alternative options.    |
| Quicker ordering time, 4-6 weeks is too long. I can't predict when the uniform is going to wear out/when a growth spurt is going to happen. Kids live in the uniforms 5 days of the week. Worse quality than Carters but similar price.                                                          |
| quit switching providers                                                                                                                                                                                                                                                                         |
| R J McCarthy uniform selection and pieces were great value and quality.                                                                                                                                                                                                                          |
| re the school shirts - the current placement of the school logo on the shirt is terribly uncomfortable for my daughter and she needs to wear an undershirt(fine in the winter, but too hot to wear one in the summer!) The underside of the logo is very scratchy and causes chafing.            |
| re: #4 - means different things to different people - quality for price now seems good, for a high school student.                                                                                                                                                                               |
| Re: question 4 - I believe the current uniform prices are already high, so would not like to see any increase. The uniform provider should be able to offer a range of quality pieces at reasonable prices - less than \$40 for bottoms; less than \$25 for tops.                                |
| Really did not like the last store the quality was horrible the customer service was OK and they never really had stock always back ordered wear the uniform store in Oakville that we had before them was amazing we never had a problem and my kids shared their clothes for a couple of years |
| really liked the quality of uniforms provided by McCarthys vs ISW.                                                                                                                                                                                                                               |
| Really loved the quality of rjm! lsw was not the best quality and more expensive                                                                                                                                                                                                                 |
| Really, the quality is just awful                                                                                                                                                                                                                                                                |
| Reasonable price for good quality. A uniform piece should last at least one school year , and extra length needed on ALL pants required as costs to alter bigger sizes to obtain extra inches just too costly                                                                                    |
| reasonable pricing                                                                                                                                                                                                                                                                               |
| Reasonable pricing                                                                                                                                                                                                                                                                               |
| Recommend quality, clothes are destroyed very quickly and cost a lot                                                                                                                                                                                                                             |
| Reinforced knees are great for elementary kids!                                                                                                                                                                                                                                                  |
| Removing restrictions on pants suppliers would be ideal.                                                                                                                                                                                                                                         |
| Replace the current one. ISW is the worst.                                                                                                                                                                                                                                                       |
| Resolve stock issues and reduce order timelines, colours of pants and tops should match, sizing/fit issues resolved, track pants for boys as girls have yoga pants, quality of some fabrics needs to be improved                                                                                 |
| Respect the different budgets of families. Although I'm in a position where I'm not concerned personally, I would hope that this is respected for those who might be in a tight budget.                                                                                                          |
| Return policy is crucial! Often to avoid the rush/ back orders or to budget wisely, I order in advance. And if the tag is still on an item & unused, Stress Free RETURNS/exchanges are a must! 2. Online orders should give free shipping if done well in advance plus free store pick up.       |
| Return to McCarthys                                                                                                                                                                                                                                                                              |
| Rj mcarthy items more durable                                                                                                                                                                                                                                                                    |
| RJ McCarthy uniforms were a bit more but the material lasted. I was able to pass along to another child. I find with ISW my daughters shirts are balled and warm looking the material feels cheap .                                                                                              |

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| RJ McCarthy was a fantastic supplier and have been since I was a child. Quality items, sufficient stock levels and great customer service.                                                                                                                                                                 |
| RJ McCarthy was more expensive but the quality of the clothes are a lot better                                                                                                                                                                                                                             |
| RJ McCarthy was way way way better in terms of uniform quality and customer service. Please switch back to them. ISW is terrible quality and really had customer service.                                                                                                                                  |
| Rj McCarthy's quality and service was much better than ISW. We would prefer to renew our contract with them.                                                                                                                                                                                               |
| RJM has been around for years and is way better then the garbage we are purchasing these days.                                                                                                                                                                                                             |
| RJM would be a great provider. Better quality and a provider that's reliable                                                                                                                                                                                                                               |
| Sadly none are willing to compete with regular clothing stores on price/quality/selection. Using them only serves to limit choices and increase prices. What are you thinking?                                                                                                                             |
| Same as 7. It's important that the provider consider comfort and age appropriate clothing. The pants options horrible currently and completely not age appropriate for ie. kindergarteners.                                                                                                                |
| Same as above. It breaks my heart to see my daughter struggle to find uniform pieces that fit, since she's not skinny.                                                                                                                                                                                     |
| Savings when buying multiple items. More you spend more you save.                                                                                                                                                                                                                                          |
| Scheduled time for fitting sessions to reduce wait times                                                                                                                                                                                                                                                   |
| School uniforms should have minimal school recognition for safety. I don't think students should be identifiable by their school. All uniforms should be generic in nature.                                                                                                                                |
| Schools that have uniforms in place should have a consistent enforcement policy across the board!                                                                                                                                                                                                          |
| See above. Make it easier, allow kids to wear white shirts and blue pants from children's place. The goal of uniform in my opinion is to help curb bullying and class creation from name brands. Children's place is affordable, always has availability of all size and the kids will still look the same |
| See previous comment. Would pay slightly more if it means better quality clothing and customer service.                                                                                                                                                                                                    |
| Select a vendor that can handle the scale of the contract                                                                                                                                                                                                                                                  |
| Select comfortable, nice looking yoga style pants for the girls.                                                                                                                                                                                                                                           |
| Selection always an issue; sizes are often not true to child retail sizes; fit is almost always off. The material is of bad quality - the shirts after a couple wears and washes looks like it is old with piling and stains often do not come out in wash.                                                |
| selection too small/ need more pieces                                                                                                                                                                                                                                                                      |
| Selling better quality yoga pants                                                                                                                                                                                                                                                                          |
| Sensory friendly options should be available. Embroidered shirts are not great for kids with autism and are highly sensitive to touch. Please go back to McCarthys. The prices and quality were far far better. ISw has very ill fitting clothing, especially for the young kids                           |
| Shorter delivery                                                                                                                                                                                                                                                                                           |
| Should be able to apply school crest on our own but also have the option to buy clothing with it on                                                                                                                                                                                                        |
| Should be allowed to buy pants and shorts anywhere. The ones sold through the provider do not match the tops anyway.                                                                                                                                                                                       |
| Should be located near the schools                                                                                                                                                                                                                                                                         |
| Should be organized, have a user friendly online site, be courteous and helpful. Have sample sizes for all uniform items. There are not enough size choices available for young husky sizes (or sizes for tall students in high school).                                                                   |

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| Should have a standard, not a sole provider. This makes no sense in a free, democratic fair society. May the best competitor prevail.                                                                                                                                                                      |
| Should have slim/average/husky choices in all items                                                                                                                                                                                                                                                        |
| Should have the option to use 'regular' (non-school specific) items, such as plain white/black polo shirts and plain navy pants. Uniforms are never on sale, and ability to use plain items makes financial sense. Also, students can wear the 'plain' top/plants on other occasions, not just for school. |
| Should not be mandatory if can find the same colour garment else where.                                                                                                                                                                                                                                    |
| Side of pants always tearing                                                                                                                                                                                                                                                                               |
| Single supplier is problematic. Allow for purchase of generic items through Old Navy or similar stores.                                                                                                                                                                                                    |
| Sizes are off, they fade like crazy and kids don't like the cuts                                                                                                                                                                                                                                           |
| Sizes that are normal! Some are so off and don't fit the kids properly as well as poorly made!                                                                                                                                                                                                             |
| Sizing has to be better according with kids size                                                                                                                                                                                                                                                           |
| Sizing, quality, availability are important                                                                                                                                                                                                                                                                |
| Slender and husky should be an option . Not flare. No one wears flare. Also polyester doesn't breathe. My son can't wear the pants. He's in high school now.                                                                                                                                               |
| Small waist. Long legs.                                                                                                                                                                                                                                                                                    |
| So far customer service with current provider great even if items on back order they are fair and answer promptly, love the pants - organic cotton for shirts and sweaters would be easier for allergies rashes                                                                                            |
| Soft fabrics very important; some fabrics itch                                                                                                                                                                                                                                                             |
| Someone that can provide better quality and less wait time for back orders.                                                                                                                                                                                                                                |
| Someone with better quality products than what we are being provided right now . McCarthys was great                                                                                                                                                                                                       |
| something simple like shirts and pants available from providers such as old navy are quite acceptable                                                                                                                                                                                                      |
| Something that does not crumple at the very first wash!                                                                                                                                                                                                                                                    |
| Sport pants for boys need to be better. Having the zipper at the end of the pant is completely unnecessary and prevents us from hemming the pants. In our case, my on needed a larger size for the waist. As a result, he has pants that are too long for him and can't be hemmed.                         |
| staff that are willing to assist with sizing and choices in store - this is not the case with current provider bs. Previous provider                                                                                                                                                                       |
| Stain resistant would be great especially for the white shirts                                                                                                                                                                                                                                             |
| Stick with who you already have.                                                                                                                                                                                                                                                                           |
| Stock available, pre Order form                                                                                                                                                                                                                                                                            |
| Stock... every time we go there is never stock in what we need!                                                                                                                                                                                                                                            |
| Stop changing providers all the time                                                                                                                                                                                                                                                                       |
| Stop changing providers.                                                                                                                                                                                                                                                                                   |
| stop changing them                                                                                                                                                                                                                                                                                         |
| Stop chosing unknown providers and choose quality providers that can actually deliver affordable uniforms that don't rip/break/tear                                                                                                                                                                        |

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| Stop getting rich off hard working parents, offer customer service, stop using uniforms as fund raising tools, allow kids who want to wear a non regulation garment to keep themselves warm. I despise and loath the uniform requirement as it is nothing but a rip off, make teachers wear uniforms. |
| Stores should be close to schools                                                                                                                                                                                                                                                                     |
| Strongly ask to move to a more flexible policy about uniforms providers. Establish uniforms guidelines and allow parents choose where to buy them. There are so many affordable options out there. The restriction to one supplier only is not only expensive for parents but also unnecessary.       |
| Style and selection are important.                                                                                                                                                                                                                                                                    |
| Sufficient quantity in peak times is very important                                                                                                                                                                                                                                                   |
| Supplier should provide higher quality clothing. Zippers keep breaking on sweaters. While ISW exchanges the product, it is wasteful to discard clothes before they are worn out. I had McCarthy uniforms when I went to school and never had to repair a piece of clothing.                           |
| supply chain needs to be improved from curren provider ... my child had to wait almost three months for two pairs of pants                                                                                                                                                                            |
| Supplying pants in various lengths for all sizes. Currently the larger pants come in one length which results in more cost to hem.                                                                                                                                                                    |
| Support a local business if possible                                                                                                                                                                                                                                                                  |
| Sweatpants uniforms                                                                                                                                                                                                                                                                                   |
| Sweatshirt/hoodie option is good                                                                                                                                                                                                                                                                      |
| sweatshirts should be better quality and not gender neutral, because sizing is different.                                                                                                                                                                                                             |
| Switch back to McCarthy                                                                                                                                                                                                                                                                               |
| Switch back to McCarthys!                                                                                                                                                                                                                                                                             |
| Switch happens at the beginning of school year and not the middle                                                                                                                                                                                                                                     |
| Switch to crests.                                                                                                                                                                                                                                                                                     |
| Take away uniforms                                                                                                                                                                                                                                                                                    |
| take away uniforms and let kids wear their own clothes.                                                                                                                                                                                                                                               |
| Take the pieces from McCarthy's & tell them this is what we want.                                                                                                                                                                                                                                     |
| Take the pieces from McCarthy's & tell them this is what we want.                                                                                                                                                                                                                                     |
| Take the pieces from McCarthy's & tell them this is what we want.                                                                                                                                                                                                                                     |
| Tan pants are not a good colour idea for females in secondary due to leaks during their menstrual cycle                                                                                                                                                                                               |
| terrible hours. I find it really hard to get to the other end of Burlington by 5:30                                                                                                                                                                                                                   |
| Terrible size variances. Frequently out of stock for long periods of time (e.g. ordered shorts in August and got them in November when the weather was no longer hot. Very poor service. Would like to use a better company in the future.                                                            |
| Test the clothing prior to committing; have trial families who wear the items and wash them as they would normally, let them decide who to choose.                                                                                                                                                    |
| The 100% cotton is the best material, also kids in elementary like bright colours, at Lumen Christi we have dark blue..why it cant be brighter?                                                                                                                                                       |
| The actual provider does not meet my uniform expectations                                                                                                                                                                                                                                             |
| The back orders were problematic. This could be the 3rd provider since my children started at their school. It's ridiculous and should not keep changing. This demonstrates that it is not about students looking the same, but about rebates.                                                        |



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| The Board should implement a clause in the agreement whereby the contract can be terminated if the supplier is not abiding by the conditions. Current supplier promised parents additional pant options that never came to fruition. Waiting months for items to come in is unacceptable.                     |
| The clothing has to be suitable for children. My son cannot fit into the current pants – at all.... the shirts are okay - but the bottoms are impossible.                                                                                                                                                     |
| The clothing should be breathable for the warmer weather. The quality of clothing and zippers should be better. And if a zipper is broken for example, the the uniform company should replace the garment no questions asked!                                                                                 |
| The colour and fabric is very low quality compared to the price                                                                                                                                                                                                                                               |
| The cost of isw is too high. Need to find lower cost options                                                                                                                                                                                                                                                  |
| the current offering at ISW is very cheap and not durable especially for the younger kids who are constantly on their knees.                                                                                                                                                                                  |
| The current pant options are terrible.                                                                                                                                                                                                                                                                        |
| The current provider (ISW) is subpar. The garments are of poor design and quality and should not be considered for future contracts.                                                                                                                                                                          |
| The current provider has been notorious for producing low quality products. Prices do not go along the quality of the products offered.                                                                                                                                                                       |
| The current provider has not been able to provide sizes that fits that work for my children and the quality is worse than the previous provider. Stocking has also been an issue.                                                                                                                             |
| The current provider has noticeably inferior quality whole still charging prices similar to McCarthy's, which has superior quality.                                                                                                                                                                           |
| The current provider has poor quality items as well as ill fitting clothing. Their items are also synthetic blends. The New provider should have items that fit children of all sizes properly, with many choices in pieces. Their items should also be of natural fibres such as cotton instead of blends    |
| The current provider has very poor quality. Shrinkage was 6"" in pant length. Nothing presrunk!! Therefore nothing could go in the dryer. For people who don't have a lot of money to buy multiple items it's impossible to wash and hang dry overnight for next day use. And very few options for tall child |
| The current provider is inadequate. Uniforms are nearly always out of stock and are of very poor quality.                                                                                                                                                                                                     |
| The current provider is not as good as previous provider. The quality of products is less and the quality of customer service is lower.                                                                                                                                                                       |
| The current provider is terrible. No stock, long waits, poor customer service.                                                                                                                                                                                                                                |
| The current provider is terrible; quality, service and availability I would rate 0/10                                                                                                                                                                                                                         |
| The current provider never has any stock. It's ridiculous. Hopefully the board will choose a new provider that knows how to order and stock appropriate quantities                                                                                                                                            |
| The current provider never has the items I need. I've been waiting for pants for my son since October. He only has one pair that I've had to stitch twice.                                                                                                                                                    |
| The current provider of uniforms fails to keep regular stock. The quality and fit is poor                                                                                                                                                                                                                     |
| The current provider wouldn't be on my list of choices - EVER                                                                                                                                                                                                                                                 |
| The current provider, ISW's quality of clothing is very low grade and disappointing.                                                                                                                                                                                                                          |

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| The current providers garments are poor quality. After only a single wash the clothes begin to pill. Also the wait times to receive clothes is unacceptable. Oftentimes we wait for months for a single item. Pick anybody else.                                                                             |
| The current providers quality is very poor as is the availability, sizing and customer service.                                                                                                                                                                                                              |
| The current quality is awful. I have had to return every pair of pants purchased.                                                                                                                                                                                                                            |
| The current quality is not good. Boys pants pill, girls pants stretch out of shape. Horrible quality. I can't see many of the pieces lasting more than a year                                                                                                                                                |
| The current quality of pants and skirts is terrible and look very worn just after 2 washes. I have stopped purchasing these items due to that reason.                                                                                                                                                        |
| The current uniform polo shirts have bands on the sleeves that are so small that my 4 yr old, who sits in the 90% percentile for height and 30% for weight is in a 6/7 polo shirt and the bands on the sleeve are tight on him though the shirt is big. Ideally a stitched seam instead of an arm band       |
| The current uniform provider has changed the material of the fabric with cheaper quality fabric. I have gone through several pants for my kids because the pants are tearing easily on the knee during play. The uniforms are quiet expense when considering the quality of the material.                    |
| The current uniform provider is beyond awful. The quality has dropped significantly, the selection is limited and the customer service is atrocious. This is my first child in uniform but growing up our uniforms were from RJ McCarthy's and yes we paid more but they still looked new after a year.      |
| The current uniform provider is very expensive and low quality. The uniform designs are bad and they always are low on stock.                                                                                                                                                                                |
| The current uniform provider, ISW, has horrible quality. The Yoga pants for girls are complete garbage after one wash (washed on delicate and hang to dry!). I have never seen such poor quality materials.                                                                                                  |
| The current uniform seems much lower quality than the previous RJ McCarthy one. The shirts pill immediately, the shorts are unsuitable for cold weather and the pants are so unstylish that most students are wearing shorts year-round with track pants over them. It looks sloppy and defeats the purpose. |
| The current uniform supplier is very poor quality. After only a few washes the pants look horrible. Also it is very difficult to find slim pants that are long enough for my son                                                                                                                             |
| The current uniforms are expensive and very low quality. Walmart brand pants are less then half price and better quality. ISW informs has no quality, both pants and sweaters has broken zippers just after a few weeks. Also the Oakville store never has in stock the size we need.                        |
| The current uniforms are of very poor quality and delivery times of clothing items is too long.                                                                                                                                                                                                              |
| The embroidery only adds cost and is unnecessary - without the crest parents can choose to get uniforms from any of the major retailers that now offer them- joe fresh, old navy, gap, children's place - they all provide better quality for a low price - can take advantage of deals/much better service  |
| The experience with ISW is horrible and they do not have any items available nor are their turnaround times acceptable. My daughter did not have pants until January when ISW became the supplier.                                                                                                           |
| The fabric for the pants must be stretch. That will make the items much more durable                                                                                                                                                                                                                         |
| The fabric is horrible                                                                                                                                                                                                                                                                                       |
| The fit should be better                                                                                                                                                                                                                                                                                     |
| The functionality of the pieces should be considered. My daughter can't get ISWs dresses on, or is swimming in the next size up. She currently wears hand me downs from the previous supplier                                                                                                                |

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| The garments are poor quality                                                                                                                                                                                                                                                                           |
| The hoodies offered this year are awesome, great quality, emblem is lovely and good quality. Pants are all really bad, a better athletic option For boys would be better. Need to be more durable..                                                                                                     |
| The idea of having a uniform is great and should continue, but the provider should not be allowed to take advantage of being an exclusive provider and charge so much money for low quality clothing.                                                                                                   |
| The ISW uniforms are very thin, and such poor quality. The piling on them is horrible.                                                                                                                                                                                                                  |
| The ISW uniforms for Bishop Reding so not look good. Ask students before deploying a new selection.                                                                                                                                                                                                     |
| The isw yoga pants pill easily and are terrible quality.                                                                                                                                                                                                                                                |
| the last time provider was switched, their was not enough uniforms for the grade 9                                                                                                                                                                                                                      |
| The material used in the elementary girls' pants is prone to pilling and seems to wear easily in high use areas like the knees. The elastic waist also seems less elastic after only 4 months of use.                                                                                                   |
| The new uniform provider is terrible. Go back to McCarthys                                                                                                                                                                                                                                              |
| The old style girl shorts from McCarthy with some stretch seem to be in high demand at the used uniform sales at Notre Dame. It would be great to get that style if shorts back. Also the ISW shorts for men were too short and so the McCarthy men's shorts were also in high demand at the used sale. |
| The on going complaint about uniforms has been regarding high costs and poor quality.                                                                                                                                                                                                                   |
| The pants are extremely out of style that are available and don't fit slim builds well.                                                                                                                                                                                                                 |
| The pants are so uncomfortable can you make them tighter at the ankles                                                                                                                                                                                                                                  |
| The pants aren't warm during days that are in the minuses for people who walk to school or who have a portable and we all want sweat pants for those days. And maybe you guys made the pants more modern than maybe people would wear them                                                              |
| The pants do not fit properly. My son is in third grade and is average height, however, when i went up a size bc of length the waist was too big and the width was far too large and looked sloppy. I MUCH prefer McCarthy.                                                                             |
| the pants on girls uniforms should have back pockets                                                                                                                                                                                                                                                    |
| The patterns need to be designed to fit the kids. It's common to see jackets with extremely long sleeves (ridiculously long) or tight fit around the belly. This is specially significant for younger students. Adjustable waistbands would be a nice option too, at least in the smaller sizes.        |
| The previous provider was an all round better choice as a uniform provider. I have been less than satisfied with current provider on numerous occasions over last few years.                                                                                                                            |
| The price of uniforms should be reasonable                                                                                                                                                                                                                                                              |
| The prices are too high for the quality                                                                                                                                                                                                                                                                 |
| The process was not transparent enough in the past. The switch from McCarthy's to the current provider was one of one poor provider to a worse one. Sell the school patches and let parent's buy the uniforms from big box retailers - school logos can be sewn on after.                               |
| The provider needs to be able to understand the market and have enough Customer Service Associates during the last 2 weeks of August ( the busiest period), to reduce wait times in store                                                                                                               |
| The provider needs to be over -stocked in sizes so that there is no shortage of items at the very beginning of school year. The employees need to be polite and helpful. The material needs to be of quality and pants used in winter need to be warm enough not paper thin for winter and fit well.    |

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| The provider should be more professional .                                                                                                                                                                                                                                                                   |
| The provider should have a policy that guarantees generic items always in stock or they are free/discounted , e.g. navy blue pants in sz 10 should never be out of stock or on back order for 6 weeks. (Most parents will go to Old Navy instead of waiting).                                                |
| The provider should price their products fairly since they are providing uniforms to a lot of families.                                                                                                                                                                                                      |
| The provider we had in 2019 was terrible                                                                                                                                                                                                                                                                     |
| The providers should have a large quantity of items in stock. The current provider sells out fairly quickly and it takes WEEKS to replenish the items in need.                                                                                                                                               |
| The quality and durability of the uniforms are of great importance to me as they do not come cheap as there should be value for the money spent purchasing them                                                                                                                                              |
| The quality and fit of the current provider has not been satisfying, I would favour a change                                                                                                                                                                                                                 |
| The quality and sizing of our present uniforms are VERY disappointing. They DO NOT properly fit the various sizes and shapes of my own 3 children. Body image is so important at this age! Students need a variety of styles to choose from to ensure that it fits a variety of body types.                  |
| The quality and wait times during regular school year (never mind peak season) are unacceptable. Previous provider offered higher quality product and much faster.                                                                                                                                           |
| The quality between the current provider and the previous provider has decreased significantly. The material feels awful and the sizing is all off.                                                                                                                                                          |
| The quality is horrible, my kid is slim and tall so the pants and skirts just fall off                                                                                                                                                                                                                       |
| The quality is important because in the past experiences the fabric of the pants had problems                                                                                                                                                                                                                |
| The quality is so important. Pulling of items after only 1-2 washes is not acceptable. And availability of items - to go in November and December and have only one sweatshirt available in an adult size is just not acceptable customer service. And having a provider that is organized is critical       |
| The quality isn't the best. They always seem to be unprepared for the school year                                                                                                                                                                                                                            |
| The quality must be better. I would like to be able to wash a garment more than once and not have it diminish in quality.                                                                                                                                                                                    |
| The quality needs to be better! Paying all this money for these articles to fall apart.                                                                                                                                                                                                                      |
| The quality of clothes should be higher to stop parents from having to buy new sets every school year                                                                                                                                                                                                        |
| The quality of isw is lower than when we were with McCarty yet we pay the same price makes no sense . I'd prefer you return with McCarty better quality for same price                                                                                                                                       |
| The quality of material/workmanship from current provider provider is no where close to McCarthy's uniform. Not only should we be choosing uniforms that are made ethically - we should be thinking of our environment and be closing good quality clothes that last so poor quality ones r not in landfills |
| The quality of the ISW uniforms is very poor. I have had to replace many pieces. Even though there is a guarantee, this is a hassle. Just make them better to begin with. We never had a problem with McCarthy's.                                                                                            |
| The quality of the materials presently is very poor. Also there is no variety especially for to keep the children warm in the fall winter and spring. It would be great to have more hoodies available and or a spring jacket that could be worn when having to walk between portables etc                   |
| The quality of the shirts changed within a school year, the fabric feels a lot cheaper, but the price remained the same.                                                                                                                                                                                     |

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| The quality of the uniform pieces should be of the utmost importance.                                                                                                                                                                                                                        |
| The quality should not be compromised by a lower price point. Look at children's clothing stores and you'll see its possible to have soft breathable cotton that doesnt pill and us reasonably priced.                                                                                       |
| The quality was inconsistent the last 3 years                                                                                                                                                                                                                                                |
| The quality we currently have with ISW is horrible!                                                                                                                                                                                                                                          |
| The shirts are never in stock. Unacceptable.                                                                                                                                                                                                                                                 |
| The shorts my son got this year were a complete joke. There were way too short. Like something from the 80's. Does nobody from the board have the responsibility to ensure the products meet a minimum level. Shorts that are 4 inches too short are ridiculous.                             |
| The sore is horrible. Long lines with no organization. The availability of items was very poor and they took forever when ordering online. My daughters love the cut of the girls pants and shirts. The clothing we do have are great!                                                       |
| The stock available in 2017/18 was good. The following year it was horrible quality                                                                                                                                                                                                          |
| The store location in Milton is terrible and unsafe (lack of lighting and unpaved parking lot).                                                                                                                                                                                              |
| The store should have air-conditioning (esp. when most uniform purchases are made over the summer months).                                                                                                                                                                                   |
| The sweaters aren't thick enough to keep students warm during winter. Having thicker crew necks would make the students warmer and they would like the style.                                                                                                                                |
| The UK's model (department stores) makes it more realistic for families to choose pieces that work for their families. Summer dress options should be given.                                                                                                                                 |
| The uniform made by In-School wear are not good quality. All parents I have spoken to agree.                                                                                                                                                                                                 |
| The uniform is made of very itchy non stretch material. It's not comfortable                                                                                                                                                                                                                 |
| The uniform pants colour needs to be changed - khaki pants are not a good option for girl students during adolescence. Too much of a risk of period leaking - this happened to my daughter, and she was horrified.                                                                           |
| The uniform provider can significantly reduce complexity and likely cost by providing HCDSB shirts vs. school specific shirts. This would also reduce costs for families whose kids switch schools for specialized programs or who are split across schools due to immersion lottery system. |
| The uniform provider is forcing parents to provide personal data in order to ""serve"" us better. At the end of the day they are just a store and collecting personal data should be optional (by law, providing personal data should be optional).                                          |
| The uniform provider is way too expensive please choose someone more modest                                                                                                                                                                                                                  |
| The uniform provider should be able to provide higher quality products than the current provider, but also maintain fair pricing.                                                                                                                                                            |
| The uniform provider should be held to a very high standard when it comes to customer service. ISW has HORRIBLE customer service and a horrible online ordering system and a blatant disregard for customer experience.                                                                      |
| The uniform provider should count with inventory. I wasn't impressed with the currently provider, I had to pay and wait 4 months for the uniform for my daughter.                                                                                                                            |
| The uniforms are an investment and many families try to pass on key pieces to other children. In my family, with the current ISW provider this is seldom possible. With McCarthys it was.                                                                                                    |
| The uniforms are currently very expensive and girls pants are low quality. We need better quality for what we pay.                                                                                                                                                                           |

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| The uniforms are overpriced for the quality of the items If the items are going to be this expensive at least have them made with good quality so we don't need to keep buying it every 3 months.                                                                                                            |
| The uniforms need to of a proper quality in order to help families. When the quality is poor we spend more to repair or renew supplies. The products offered by McCarthy were much better. ISW is not a comparable provider.                                                                                 |
| The Uniforms price should be reasonable and affordable for all income bracket families                                                                                                                                                                                                                       |
| The uniforms provided by ISW are of very poor quality. The material was flimsy and the waist and elastic in my daughter's uniform pants just fell apart. I had 2 older girls that wore uniforms from McCarthy's and they were much better quality. I don't think there was much of a price difference        |
| The uniforms should be somewhat modern. Sizing more accurate with less alterations                                                                                                                                                                                                                           |
| The uniforms that we purchased through Macarthy we were able to hand down to siblings/cousins...the ones purchased through the current provider barely made it through one child without fading, small tears.                                                                                                |
| The uniforms we purchard at ISW were not good quality. Their customer service is terrible. The new provider should offer bundles for potential savings.                                                                                                                                                      |
| the use uniforms are not good quality, compared to rj mccarthy                                                                                                                                                                                                                                               |
| The women's shorts are very uncomfortable and do not fit properly. The women's pants stretch out way to much and are a very cheap fabric.                                                                                                                                                                    |
| then ask, would you pay more/less. how can you make any conclusions without knowing what my current opinion is. also define better                                                                                                                                                                           |
| Theonline ordering is terrible. Not userfriendly                                                                                                                                                                                                                                                             |
| there are children with very sensitive skin, they cannot use any type of fabric                                                                                                                                                                                                                              |
| There has been a problem getting the beige HT pants. I would prefer the school to change to a dark coloured pant for many reasons, but if they I sister on beige then we need a provider that can keep up with demand.                                                                                       |
| There is no consistency in the tint/shade of blue. Sometimes brighter and sometimes looks black. It's A uniform that is suppose to look good and sharp and instead the pieces often look mismatched                                                                                                          |
| There is not enough selection in style of pants. Hoodies and sweaters and shirts are fine but pants fit everyone differently. I have a daughter in high school and a son in elementary school and I do not find that there is quality in the pants election for either of them. The same applies to the shor |
| There needs to be a variety for all body types and the materials need to be soft and not boxy. The quality also changes over time and it feels cheap.                                                                                                                                                        |
| There needs to be fast and attentive customer service. This has been a huge issue with current and past providers. The system of staff waiting around doing nothing while their customer is in the fitting room while other customers wait for service is totally unacceptable.                              |
| There needs to be more bottom options for boys in more comfortable/breathable material.                                                                                                                                                                                                                      |
| There needs to be some sort of accountability piece in the contract whereby if the products are not of the quality expected there is some recourse as well there needs to be some agreement of minimum stock at all times they also need to fulfill orders in a reasonable time frame                        |
| There should be better fitted clothing, and more style options for pants. E.g. casual style for boys.                                                                                                                                                                                                        |
| There should be more than one provider, it will ensure higher quality and lower prices.                                                                                                                                                                                                                      |
| There should be options to wear uniform pieces that are not privatized. Cheaper options are available at places like Walmart and Costco, those options should be accepted. The clause on                                                                                                                     |

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| expensive contracts that prohibits this should be negotiated as it is a symptom of late capitalism where school                                                                                                                                                                                   |
| there should be thicker hoodies, as the ones now are way too thin                                                                                                                                                                                                                                 |
| There should be two providers to ensure better service and availability.                                                                                                                                                                                                                          |
| There should be two providers to ensure better service and availability. On many occasions, products were not available and took months to come in.                                                                                                                                               |
| There should NOT be a sole provider. It creates a monopoly. The uniform should be a standard of what to wear, NOT where to buy it!                                                                                                                                                                |
| There should not be one sole provider. Parents should be able to shop wherever they choose.                                                                                                                                                                                                       |
| They are [word removed]                                                                                                                                                                                                                                                                           |
| They are garbage. Garbage quality. Garbage customer service. Constant order delays. Only one location in east Oakville. Shortage of inventory. They are poor in every regard.                                                                                                                     |
| They are great quality and wash well                                                                                                                                                                                                                                                              |
| they are not efficient, never have anything in stock, highly uncomfortable, overpriced and have horrible wait times                                                                                                                                                                               |
| They can definitely improve their customer service. Policy and hours on website is different from what is communicated in the store.                                                                                                                                                              |
| They didn't have stock for my daughter numerous times and we had to wait                                                                                                                                                                                                                          |
| They have run out of product, the sizes are unclear, inconsistent with the garments, still very expensive                                                                                                                                                                                         |
| They have surplus of sizes throughout the year as there pants rip often.                                                                                                                                                                                                                          |
| They have to have the capacity to outfit students, last two vendors had startup problems                                                                                                                                                                                                          |
| They know we need them before school yet they don't keep enough sizes in stock, leading up to the school year starting. Then when you order, it takes forever to receive. Quality of rugger pants is thin and always rip and crotch and knees. Kids are active and they need to be more durable . |
| They make comfortable, easy to slip on clothes                                                                                                                                                                                                                                                    |
| They must have the sizes available.                                                                                                                                                                                                                                                               |
| They need longevity, meaning they wash well over time.                                                                                                                                                                                                                                            |
| They need to be able to get items in stock quickly                                                                                                                                                                                                                                                |
| They need to be able to serve the schools in their area with lots of pieces and knowledgeable staff.                                                                                                                                                                                              |
| They need to be efficient and have at least one piece per size all the time                                                                                                                                                                                                                       |
| They need to have more stock available and better sizing. Sizing is all off. Make it more consistent to what we see in regular children's stores                                                                                                                                                  |
| They never have enough stock.                                                                                                                                                                                                                                                                     |
| They never have inventory. They need a hemming service in store.                                                                                                                                                                                                                                  |
| They said we can take it back and exchange any time. I had really hard time with that as well. I just wanted a different size and I had hard time.                                                                                                                                                |
| They should ask the kids for their opinions especially for comfort                                                                                                                                                                                                                                |
| They should be a reliable company                                                                                                                                                                                                                                                                 |
| They should be able to have more sizes kept in stock. Too many types ISW didn't have my daughters size in anything she needed and it was very frustrating                                                                                                                                         |
| They should be able to provide ample stock during peak times (beginning of school year).                                                                                                                                                                                                          |
| They should be able to supply fast. They should be in Ontario.                                                                                                                                                                                                                                    |

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| They should be more affordable                                                                                                                                                                                                                                                                       |
| They should be respectful of Catholic values!                                                                                                                                                                                                                                                        |
| They should have a return policy                                                                                                                                                                                                                                                                     |
| They should have a Used section in the store for selling at discounted prices.                                                                                                                                                                                                                       |
| They should have sufficient inventory to fullfil demand and provide shipping for online orders.                                                                                                                                                                                                      |
| They should offer an affordable price.                                                                                                                                                                                                                                                               |
| they should provide skirts and different clothing designs                                                                                                                                                                                                                                            |
| Think about the younger students and their needs                                                                                                                                                                                                                                                     |
| this current provider is v bad quality                                                                                                                                                                                                                                                               |
| This is not necessary in this day and age with so many different needs. Allow parents to buy whatever suits their needs and budget.                                                                                                                                                                  |
| This provider never has enough in stock I've always had to come back and pick up at a later time no matter how much time In advance I order.                                                                                                                                                         |
| This survey is avoiding asking the right questions because it knows it won't like the answer. Why aren't you asking parents whether they want to be told where they want to shop or whether they want to make that individual choice. When asked, and when when not, 90% have said they want choice. |
| This whole process shows a continued disrespect for parents as it skips over the actual BOARD POLICY - which dictates a sole supplier - which is the part that school boards are actually MANDATED to consult with parents on as per Regulation 612. Total waste of time and money.                  |
| Timely delivery of items and/or having the items in stock would be the most important consideration                                                                                                                                                                                                  |
| To be consistent with product that are readily available                                                                                                                                                                                                                                             |
| To be in Milton                                                                                                                                                                                                                                                                                      |
| To be sure they use a full size and not half of it. The sizing should be realistic to our students                                                                                                                                                                                                   |
| To go back with McCarthys. The clothes have great quality even after 5 yrs of wear. ISW clothes always fall apart or zippers always break and customer service not good at all.                                                                                                                      |
| Too expensive for the quality in return!!!,!                                                                                                                                                                                                                                                         |
| Too expensive!! Shelves are almost always out of stock for smaller sizes . Boys pants are terrible!!! Too wide.                                                                                                                                                                                      |
| Too many school uniforms are crammed into a really small space. Bigger space, more change rooms, more sizes, make it easier to self serve, pant sizes are just crazy currently!                                                                                                                      |
| Transparency of any kickbacks provided to the Board. There are rumours that the Board receives money from the revenue - not sure this is true though                                                                                                                                                 |
| Uniform bottoms should be allowed to be purchased wherever the parents chooses (old navy, gap, children's place) in specific colour. Ridiculous to be paying \$45 for a pair of blue pants I can buy on sale for \$10 elsewhere.                                                                     |
| Uniform exchange program in store                                                                                                                                                                                                                                                                    |
| Uniform fit and fabric should be comfortable.                                                                                                                                                                                                                                                        |
| Uniform items need to be more affordable and better quality... There needs to be more variety of items for both sexes                                                                                                                                                                                |
| Uniform materials/fabric should be fairly resilient, non-shrinking and dryer safe. Kids clothing should be dryer friendly and not pill and look tattered.                                                                                                                                            |



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| Uniform quality was really bad this year. Extremely disappointing. Zipper already broke on my hoodie. I did not have a good experience with this uniform provider and do not look forward to buying anything from them                                                         |
| Uniform should be machine washable and dryer friendly                                                                                                                                                                                                                          |
| Uniform shouldn't be overly priced but it should look good and elegant and weather appropriate                                                                                                                                                                                 |
| Uniforms are a great idea but parents need more freedom to buy where they want, particularly in elementary                                                                                                                                                                     |
| Uniforms are cheaply made and after 2 washes the colour fades                                                                                                                                                                                                                  |
| Uniforms are still and ill fitting, too hot in the summer and not warm at all for winter                                                                                                                                                                                       |
| Uniforms are very expensive and sometimes unaffordable. Kids grow fast and we have to buy uniforms sometimes twice a year.                                                                                                                                                     |
| Uniforms are very uncomfortable, especially pants for girls. Skirts are very uncomfortable, they also are ugly.                                                                                                                                                                |
| Uniforms don't [word removed] matter                                                                                                                                                                                                                                           |
| Uniforms in elementary school is ridiculous! Kids grow way too much! If uniforms are implemented my kids will go to public school!!                                                                                                                                            |
| Uniforms provide a safe peace of mind for all parents leaving their children at school.                                                                                                                                                                                        |
| Uniforms should be in stock at all times. Particularly in June they should not already be sold out for students ordering for September.                                                                                                                                        |
| Uniforms should be priced based on the cost to make and not based on the company selling the product                                                                                                                                                                           |
| Uniforms should last more than 2 months with zippers not breaking.... even when hung dry.                                                                                                                                                                                      |
| Uniforms should not have to be ordered 6-8 weeks in advance and there should be enough product that you can buy off the shelf most of the time.                                                                                                                                |
| uniforms that fit skinny and obese students                                                                                                                                                                                                                                    |
| Uniforms wear well - service not the greatest                                                                                                                                                                                                                                  |
| Unless parents were unhappy with the service and product offered by our current supplier, why change? The pain of set up and figuring out our needs is frustrating to live with. I'm a parent and perfectly happy with this vendor.                                            |
| Unless the school board receives a percentage back on sales, uniform should be blue bottoms and white or blue polo and allow purchase at any store                                                                                                                             |
| Use McCarthy's                                                                                                                                                                                                                                                                 |
| Use McCarthys - options, quality and availability                                                                                                                                                                                                                              |
| Use others not just one                                                                                                                                                                                                                                                        |
| Use reputable companies that have provided uniforms at high volumes. Look at feedback on uniform suppliers.                                                                                                                                                                    |
| Use someone who has a long history.                                                                                                                                                                                                                                            |
| USW had been TERRIBLE! Wait times are WAY too long, the customer service is AWFUL they don't have enough trained staff and they are not polite in store. I purchased items online and waited 2.5 months to get them. I no longer needed the items, as the weather has changed. |
| Value (sufficient quality for a good price) is key. Good return/exchange policy is important. A kids quality guarantee would be amazing (ie. replace if it wears out before they outgrow it)                                                                                   |
| Value for what you are getting and more customization on the clothing to suit body types                                                                                                                                                                                       |

|                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Value is #1. We want good quality and fair prices. The options many times feel very inflated either price wise or cheap quality etc.                                                                                                                                                                        |
| Variety of sizing- husky, petite etc.                                                                                                                                                                                                                                                                       |
| Vendor should provide a variety of clothing options.                                                                                                                                                                                                                                                        |
| Vendors should always have at least 1 size of each garment at the stores in order to ensure proper fit when ordering items not in stock                                                                                                                                                                     |
| Vendors should always have at least 1 size of each garment at the stores in order to ensure proper fit when ordering items not in stock. Re-enforced material and stitching on knee and pant hems should be mandatory                                                                                       |
| Very bad quality                                                                                                                                                                                                                                                                                            |
| Very bad quality                                                                                                                                                                                                                                                                                            |
| Very bad quality                                                                                                                                                                                                                                                                                            |
| Very disappointment with quality and customer service of ISW                                                                                                                                                                                                                                                |
| Very dissatisfied with the current provider - poor quality of uniform pieces, they do not wash well, poor customer service, the locations of the milton store is terrible. Extremely dissatisfied with ISW overall!!!!                                                                                      |
| Very frustrating when product is not available                                                                                                                                                                                                                                                              |
| Very happy with McCarthys. Had nothing but problems with ISW.                                                                                                                                                                                                                                               |
| Very poor customer service with current uniform provider as have had backlogged orders for two years in a row with shorts arriving in winter for daughter and no pants available for son in Fall. Fit and quality poor compared to McCarthy. Found ISW incompetent!                                         |
| Very poor quality and high price                                                                                                                                                                                                                                                                            |
| very poor quality. stores are located in run down warehouses and very poor material quality                                                                                                                                                                                                                 |
| Very poor selection offered / slow check out / impersonable customer service                                                                                                                                                                                                                                |
| Very unhappy                                                                                                                                                                                                                                                                                                |
| Very unhappy with the pants options from ISW                                                                                                                                                                                                                                                                |
| Vote for McCarthy fair prices and excellent quality                                                                                                                                                                                                                                                         |
| We appreciate the option for a hoodie. It's comfortable and everyday thing                                                                                                                                                                                                                                  |
| We are not happy about current ISW provider store in Milton as their customer service is very slow. Also, when online orders are arrived to their store, they fail to contact us.                                                                                                                           |
| We are paying high prices for mediocre quality uniforms                                                                                                                                                                                                                                                     |
| We are very disappointed with ISW. When ordering clothing ( pants and shorts for my son in September) we had to wait 6 weeks for his order! They never have enough stock! The uniform provider should be able to provide clothing quickly. The uniforms should be good quality as we do pay a lot for them. |
| We can buy better quality less price from perhaps children place. Students should be given n option                                                                                                                                                                                                         |
| We dislike the provider and its quality. We wish we can go back to McCarthy's                                                                                                                                                                                                                               |
| we do not mind who provides the uniform but simply would like a say in the material and size and shape                                                                                                                                                                                                      |
| We dont care for ISW as the provider.... the uniform quality is not very good, some of the white shirts are somewhat see-thru. I would rather pay more to go back to previous provider. ISW customer service is not great and cant say were impressed overall                                               |
| We had really bad experience with the current one. Would be very happy to see McCarthy returning                                                                                                                                                                                                            |

|                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We have had better, and less better providers. Back to better please.                                                                                                                                                                                                  |
| We have heard many very positive things regarding the quality of RJ McCarthy Uniforms                                                                                                                                                                                  |
| We have not been happy at all with In School Wear. Their quality, customer service and availability of items is far inferior to our previous experience with McCarthy's                                                                                                |
| We like ISW despite the location. Keeping them would be a good decision.                                                                                                                                                                                               |
| We love the current provider and hope it is maintained.                                                                                                                                                                                                                |
| We need a better provider. The quality of the ISW pieces is subpar. Items fall apart after one wash or pill quickly. McCarthy's is much better quality.                                                                                                                |
| We need a good quality product with reasonable pricing since we will need to buy more uniform pieces as our kids grow. We need more comfortable and warm bottoms options for the girls.                                                                                |
| We need a provider that will stand by their products. Any defects other than wear and tear should be guaranteed.                                                                                                                                                       |
| We need better service. Products should always be in stock. We should not have to wait in line for an hour during peak times.                                                                                                                                          |
| we NEED comfy unisex sweaters                                                                                                                                                                                                                                          |
| We need McCarthy back , with a location that services burlington                                                                                                                                                                                                       |
| We need merchandise to be in stock; correct sizing; prompt shipping and pleasant customer service!                                                                                                                                                                     |
| We need more durable clothes that last.                                                                                                                                                                                                                                |
| We need more options for girls, comfortable and not as boxy and unflattering. Also some lighter options for summer and bring back the quilt but as a skort                                                                                                             |
| We need people who are friendly and knowledgeable. Also if I return an item with tags, I should not be given a store credit, it should be money back.                                                                                                                  |
| we need to option for clothing styles                                                                                                                                                                                                                                  |
| We need to prioritize quality and ability to customize (i.e. extend length).                                                                                                                                                                                           |
| We need uniforms that fit properly and look nice and is comfortable                                                                                                                                                                                                    |
| We prefer McCarthy in terms of quality and longevity of uniform pieces. McCarthy is definitely superior to ISW. We are not happy with ISW at all!                                                                                                                      |
| We prefer McCarthy quality over ISW. The shirts that I purchased from McCarthy years ago are in better condition than the ISW items I purchased this year. Also the ISW white shirts are see-through. I still purchase the bottoms from McCarthy's blue/white website. |
| We prefer mccarthy uniforms, they are the leader in the market and their products are of the highest quality and durability.                                                                                                                                           |
| We prefer the present uniform material now over the previous uniforms.                                                                                                                                                                                                 |
| We shd be able to buy from departmental stores                                                                                                                                                                                                                         |
| We should be able to buy from anywhere                                                                                                                                                                                                                                 |
| We should be able to buy our own navy and white pants/skirts/golf shirts from affordable stores we choose instead of being forced to buy expensive clothing from one board provider.                                                                                   |
| We should be able to buy uniforms outside of the vendor. Eg Gap                                                                                                                                                                                                        |
| We should get new u uniforms and change the style of the old ones                                                                                                                                                                                                      |
| We should get skirts.                                                                                                                                                                                                                                                  |
| We should have stayed with McCarthy's. BETTER QUALITY all around.                                                                                                                                                                                                      |
| We should switch because isw sucks and their stuff is low quality and fits weird                                                                                                                                                                                       |

|                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We Strongly prefer to have the option for NO UNIFORM or the ability to purchase from where we want and what works for our families - GAP, OLD NAVY etc. Being restricted to one sole provider is not ideal and not right                                                                                 |
| We were happy with McCarthys. Much better quality than ISW                                                                                                                                                                                                                                               |
| We were very happy with McCarthys and went out of our way to still purchase from them even after the board switched to ISW. Found ISW to be very disappointing all around.                                                                                                                               |
| We would prefer a uniform provider who has more options available for styles - especially pants - and who has sizes in stock. We have struggled with the current uniform provider getting pants that fit for elementary.                                                                                 |
| We would prefer to pay a little more money for better quality items that last longer and can be passed on to siblings                                                                                                                                                                                    |
| Wel the girls pants for the past three years are awful, they are short from the crouch to the waist band and cut my child in half when sitting. She has come home daily with stomach pains. The only time it's comfortable is her letting the zipper down and undoing the button.                        |
| When out of stock, the provider needs to replenish the stock quicker.                                                                                                                                                                                                                                    |
| When we couldn't find what we needed or get the assistance at ISW (and that was often), we always got it from McCarthy (they have tall sizes!).                                                                                                                                                          |
| While I understand the cost is important, we are actually spending more money replacing inferior clothing. The pants fit horribly and not once have they had what we needed in stock.                                                                                                                    |
| While saying that I would prefer to pay a little more for quality uniforms, this does not mean that I want to take out a loan each year to dress my child. The prices must still be within reason as kids grow out of things so quickly. I find pricing currently a little high.                         |
| While the price may be higher quality is extremely important both to me and my fellow peers. It is essential that as we deal with trials and tribulations of school that we are comfortable in what we are forced to wear. Please keep that in mind when choosing the uniform provider :)                |
| White shirts stain easily under the armpits-difficult to clean.                                                                                                                                                                                                                                          |
| Whoever is selected should be required to have physical locations established and sufficient stock of items available well before the next school year to ensure families have time to purchase items before school                                                                                      |
| Whoever you choose, please make sure the material ps the white shirts actually stay white. They discolour and look grey after just a couple of washes.                                                                                                                                                   |
| why can we not purchase options outside the uniform provider if its a basic item. ie. black pants                                                                                                                                                                                                        |
| Why can't parents purchase generic uniform pieces and iron on the school logo? It's not very hard to find uniform pieces at stores like children's place and old navy. Obviously there are schools allowing this, it feels very archaic and unfair to force parents to purchase uniforms from one source |
| Why can't we move to generic navy blue bottoms and other generic uniform components. Stores like old navy are already providing these. The school board should disclose how much they are getting/earning from the selected vendor either in sales or other payments.                                    |
| Why do we need a uniform provider? If there is perimeters on what kids wear, what does it matter where the clothes were bought?                                                                                                                                                                          |
| Why do we need one?                                                                                                                                                                                                                                                                                      |
| why does this have to go to an RFP? Why not allow parents to purchase standardized pieces from third party providers (gap, old navy, etc)? Similar to Hamilton?                                                                                                                                          |

|                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Why don't we allow for both ISW and McCarthys to provide uniforms and parents can choose?<br>Some competition will help keep prices down.                                                                                                                                                     |
| Why have a specific provider - have a uniform and people can source as they preference and have badges that can be stitched on - in addition to a preferred provider.                                                                                                                         |
| Why is it not possible to go back to an old provider when most seemed happy with that provider and most don't like the new one?                                                                                                                                                               |
| Why is there not an option for question #4 :"" I would prefer to have the option of purchasing clothes at a store of my own choosing such as the Children's Place or Old Navy (so that parents can shop according to their means, and keep their dignity by not having to ask for assistance? |
| Why limit the number of uniform providers and why limit the locations of stores.                                                                                                                                                                                                              |
| Why not consider giving elementary school parents the options of buying uniform pieces that are sold by Children's Place, Carters or Walmart. They always have stock in their uniform sizes. It is frustrating when inventory isn't readily available which is the case with ISW              |
| Why not do what the Toronto Catholic Board does and just have uniforms be navy bottoms/white tops, with parents able to purchase the pieces wherever they'd like? This seems most fair and lets parents choose styles that fit their kids, at a price they can afford.                        |
| Why would we switch from McCarthy? A provider of uniforms for decades to go with a ISW who is so frustrating to deal with. I don't get it                                                                                                                                                     |
| winter friendly uniforms!                                                                                                                                                                                                                                                                     |
| Wish we could go back to McCarthy                                                                                                                                                                                                                                                             |
| With many families hoping to use uniforms for multiple children in their family, it would be great if the quality of the pieces was better through this provider or another one.                                                                                                              |
| With regards to question 4, I would prefer to pay for reasonable prices for quality clothes. The quality of clothes from ISW is absolutely not worth the prices they charge.                                                                                                                  |
| Would also like quality over long term and repeated washing without losing quality . Having experienced both uniform providers I definitely without question prefer the original provider McCarthy uniforms. There is no comparison in quality or customer service in my opinion.             |
| Would be nice for the provider to offer a rewards program or points towards future purchase incentive.                                                                                                                                                                                        |
| Would be nice to be able to have flexibility where pants are concerned. To be able to purchase from retailer of choice so long as they meet dress code would be great.                                                                                                                        |
| Would it be possible to have a few basic items that could be bought from Gap or Children's place like blue trousers etc and only have shirts that need to be purchased from a uniform provider?                                                                                               |
| Would like a provider that is local and has enough selection and inventory for Milton. Seemed like the last one never had any stock for my children's school. Quality was poor and price was too high.                                                                                        |
| Would like for the provider to be producing in Canada, employing Canadians rather than China. Also, optionality would be welcomed, ie Gap, Old Navy etc as the single source does not have the variety needed for certain body types.                                                         |
| Would like the option to purchase crests and apply them to cheaper tops that are of a more substantial quality.                                                                                                                                                                               |
| Would like to deal again with McCarthy's                                                                                                                                                                                                                                                      |
| Would like to have pants that come in tall and reg length. Also pants that fit for a wide waist as my Son wears a 16 waist but need only a 10-12 length.                                                                                                                                      |

|                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Would love to leave ISW and return to McCarthy. Products at ISW feel like they're inferior quality and often rip at the knees after few weeks of use. Shirts feel thin and cheap. Products from McCarthy feel better quality, last longer = better value for my money.                                      |
| Would love to make sure that items are in stock or at least if they are not have the option to have free shipping to our home. Time is precious and when items are not in stock it means another trip to the store to pick up my order.                                                                     |
| Would much prefer a return to McCarthy's                                                                                                                                                                                                                                                                    |
| Would prefer McCarthy's as previous. Current provider quality is quite poor comparatively.                                                                                                                                                                                                                  |
| Would prefer to purchase clothing for my child that withstands daily wear and tear. Some garments pill and pile after the first wash                                                                                                                                                                        |
| Would prefer to source pants and other items that don't require a crest from other stores.                                                                                                                                                                                                                  |
| Would the old uniform still be able to wear? This is a concern because the uniform service has changed and some of the uniform is not allowed to be worn anymore and students get in trouble for it which is not fair.                                                                                      |
| Yes - bring McCarthy's back. Much better quality and I don't see there is a huge difference in price. The little extra you pay is FAR worth it. The current provider's quality is TERRIBLE.                                                                                                                 |
| yes 100% cotton shirt option heavier more fabric                                                                                                                                                                                                                                                            |
| Yes I wish they had short regular and short sizes in pants. Also please bring back full skirts with shorts underneath. The short on back skirt on front ones are so not nice looking.                                                                                                                       |
| Yes lower the price people can't afford                                                                                                                                                                                                                                                                     |
| Yes McCarthy's was more \$\$\$ but they last. I have child #4 wearing hand-me-downs from McCarthy's that look great. I refuse to shop at ISW                                                                                                                                                                |
| yes they're ugly uniforms                                                                                                                                                                                                                                                                                   |
| Yes use McCarthy again. They were never on back order and had faster service and better quality                                                                                                                                                                                                             |
| Yes! All the zippers break. Terrible quality                                                                                                                                                                                                                                                                |
| Yes, basic pieces like pants and shorts should be able to be purchased from any store, not just the provider                                                                                                                                                                                                |
| Yes, DO NOT choose a single provider. MONOPOLY'S NEVER deliver anything of value to the customer.                                                                                                                                                                                                           |
| Yes, go back to McCarthy please.                                                                                                                                                                                                                                                                            |
| Yes, having the provider located locally makes it very convenient. For many years I have travelled to the neighbouring town to buy uniforms often taking time off work. Also, uniforms don't need to be of highest quality as kids are constantly growing and quality costs money.                          |
| Yes, I would love a uniform provider that can meet the demands of the customer in store rather than have items on back order for 4-6 weeks. I feel quality is extremely important because I have been very inconvenienced with our current provider as the pieces continually come unstitched and loss of c |
| Yes, items are grossly overpriced, I believe that parents should be able to buy from anywhere we choose as long as it meets a standard spec.                                                                                                                                                                |
| YES, MCCARTHY'S IS A MUCH BETTER QUALITY                                                                                                                                                                                                                                                                    |
| Yes, please choose a provider with better customer service. If we are forced to buy and wear this uniform, the people selling it could at least be helpful and cordial.                                                                                                                                     |
| Yes, please go back to McCarthy!                                                                                                                                                                                                                                                                            |

|                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes, thanks. Children wear and sit in class in uniforms 5 days a week. They should be of good quality, comfortable and soft to the skin/touch. As a mom if 2 athletic boys, comfort, flexibility, especially in the pant options is critical.                                                                |
| Yes, the consistency of the materials being used. My kids shirts have two different shades of the blue colored shirts. When I bought an additional one in the same size, it shrunk down too much as if I bought a size smaller which is now useless. The first ones that I bought didnt shrink.              |
| Yes, there are ""NO"" YOGA Pants offered anymore. This is a MUST. And ensure ""ALL"" Clothes is 100% Cotton, top quality, not the garbage being sold by ISW.                                                                                                                                                 |
| Yes, why aren't they fre?e?                                                                                                                                                                                                                                                                                  |
| yes. The isw yoga pants are Amazing but bad quality. My daughter started jk this September and I'm already on a 3rd pair.                                                                                                                                                                                    |
| Yoga pant bottom - better wear, material. Better quality top - shirting material or thick cotton tshirt. Blazer option would be nice. Or cardigan.                                                                                                                                                           |
| You and your competition have made this whole process extremely complicated                                                                                                                                                                                                                                  |
| You could also do the board logo on the shirts so that the uniforms can be handed down more often. Better for the environment because we are reducing waste.                                                                                                                                                 |
| You need a new provider. They never have enough of the size. And they are always late with our orders.                                                                                                                                                                                                       |
| You should allow for big box. Old Navy, etc.                                                                                                                                                                                                                                                                 |
| You should allow parents to purchase pants/bottoms from any source, reducing the costs and delays associated with these uniform providers.                                                                                                                                                                   |
| You should impose or penalties to the provider for not delivering on elements of the contract, ie: availability and quality of items                                                                                                                                                                         |
| You should offer shortsleeved T-shirts for boys (crewneck) for gym, track, and hot summer days.                                                                                                                                                                                                              |
| Your #4 question is asked in a very sneaky way..i want to pay a fair price for a decent uniform. McCarthy provided that, ISW cost is the same and quality is not as good...soi dont want to pay more for a better quality uniform...the cost is already high enough, i want a decent uniform for the cost.   |
| Your provider is awful. Worst customer service in world. They are the only supplier for items kids need to go to school and never have popular sizes in stock. Staff is rude and couldn't care less. Need online ordering also to see if things are in stock before driving all the way down!!! Get in 2000' |
| Your survey is one tracked ! That's pushing for uniform ! School board vendors are expensive , should be open to get patents to either stitch their own or available from outside!!                                                                                                                          |



# School Uniform Consultation Form – Parent and Student

Summary of Stakeholder Feedback – Panel and Municipality Analysis

Prepared by:  
*Research and Development Services*



February 14<sup>th</sup>, 2020

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## Introduction

This report summarizes feedback received from Halton Catholic District School Board (HCDSB) parents and students through the online survey for the School Uniform Provider Consultation.

## Background

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

Before moving ahead with the RFP process, HCDSB staff and trustees wanted to seek input from parents, students and staff on the requisite characteristics of an ideal school uniform provider.

## Feedback

On January 16, 2020, an email was sent to all HCDSB parents, inviting them to provide input on the School Uniform Provider Consultation, via an online survey. The link to the online survey was also shared with our Student Trustees, who disseminated the invitation to respond to secondary school students.

Because feedback appears as received, the dataset may contain duplicate responses. The online form was anonymous (aside from a field to include name voluntarily), and not password protected, therefore unable to prevent duplicate names and duplicate comments.

## Who Responded?

In total, 4369 completed responses were submitted via the online form. The majority of respondents were HCDSB parents (80.7%, n = 3526). There were 727 students (16.6%) and 116 unknown respondents (2.7%). The following table displays the respondents' municipality:

| Municipality  | Count       | Percentage  |
|---------------|-------------|-------------|
| Burlington    | 1071        | 24.5%       |
| Halton Hills  | 433         | 9.9%        |
| Milton        | 1791        | 41.0%       |
| Oakville      | 1065        | 24.4%       |
| Not specified | 9           | 0.2%        |
| <b>TOTAL:</b> | <b>4369</b> | <b>100%</b> |

4358 respondents selected their or their child(ren)'s panel. 2891 respondents selected 'elementary' (66.3% of those who responded); 2031 respondents selected 'secondary' (46.6% of those who responded). If parents had children attending both elementary and secondary schools, they were asked to select both panels, which explains why the count and percentages, noted above, surpass 4358 and 100%, respectively. In total, 565 respondents selected both 'elementary' and 'secondary'. Please see the table below for the full breakdown:

| Municipality  | Number of all respondents who selected 'Elementary' (solely or in combination with 'Secondary') | Number of all respondents who selected 'Secondary' (solely or in combination with 'Elementary') | Number of respondents who selected both panels |
|---------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------|
| Burlington    | 857                                                                                             | 375                                                                                             | 161                                            |
| Halton Hills  | 187                                                                                             | 292                                                                                             | 46                                             |
| Milton        | 1041                                                                                            | 974                                                                                             | 225                                            |
| Oakville      | 806                                                                                             | 390                                                                                             | 133                                            |
| <b>TOTAL:</b> | <b>2891 (66.3%)</b>                                                                             | <b>2031 (46.6%)</b>                                                                             | <b>565</b>                                     |

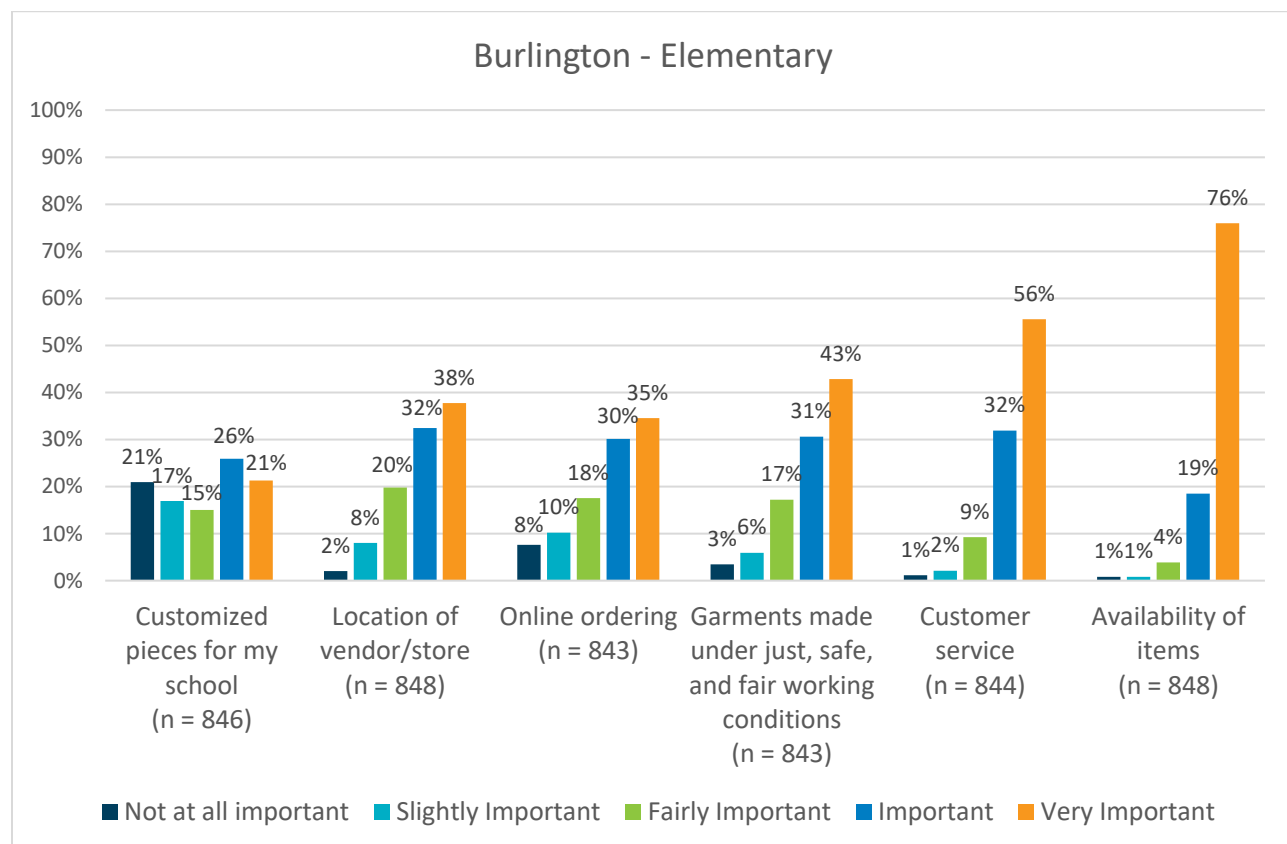
## Consultation Form Results

The following presents the results of the consultation form, grouped by panel and then municipality. Note that respondents who selected both panels are included in both the elementary and secondary datasets, below.

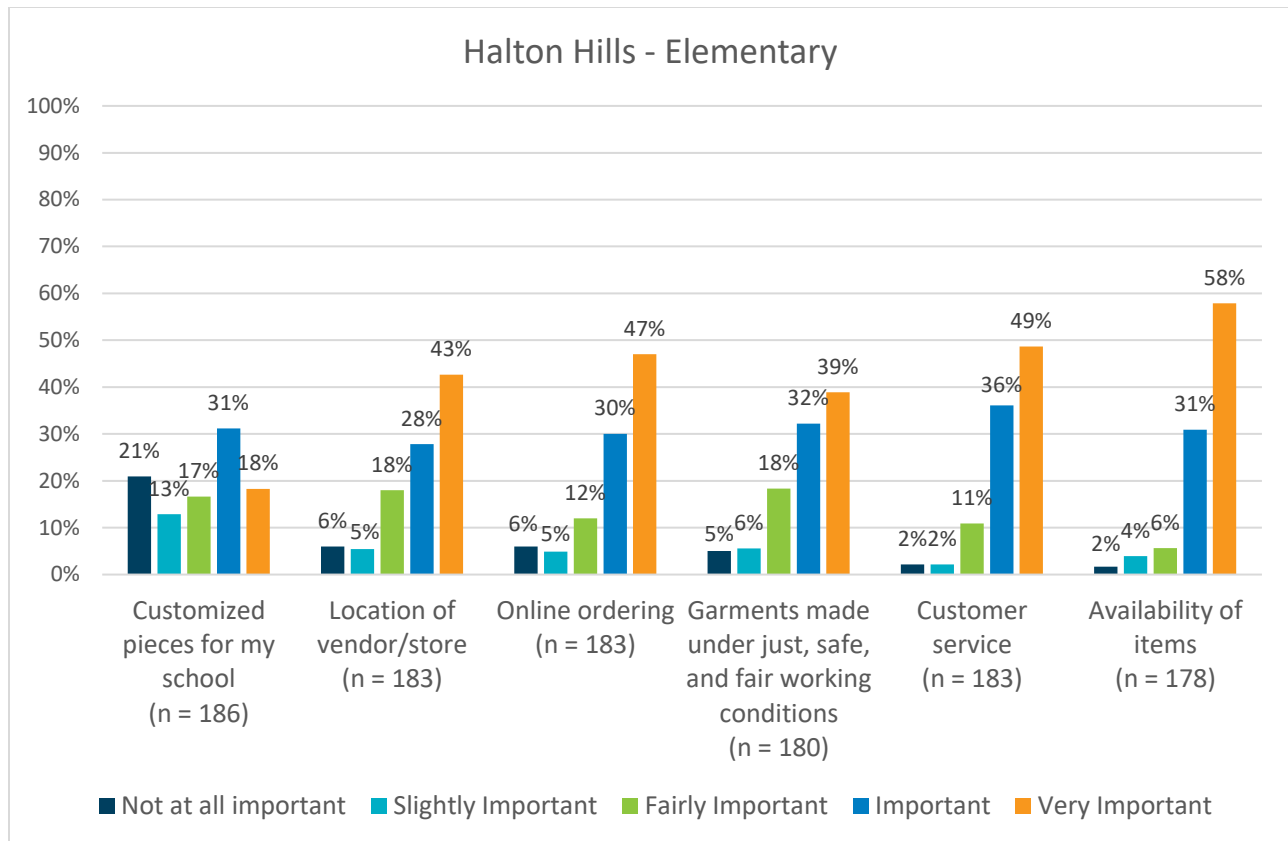
**Q: How important are each of the following criteria to the selection of a uniform provider?**

### ELEMENTARY:

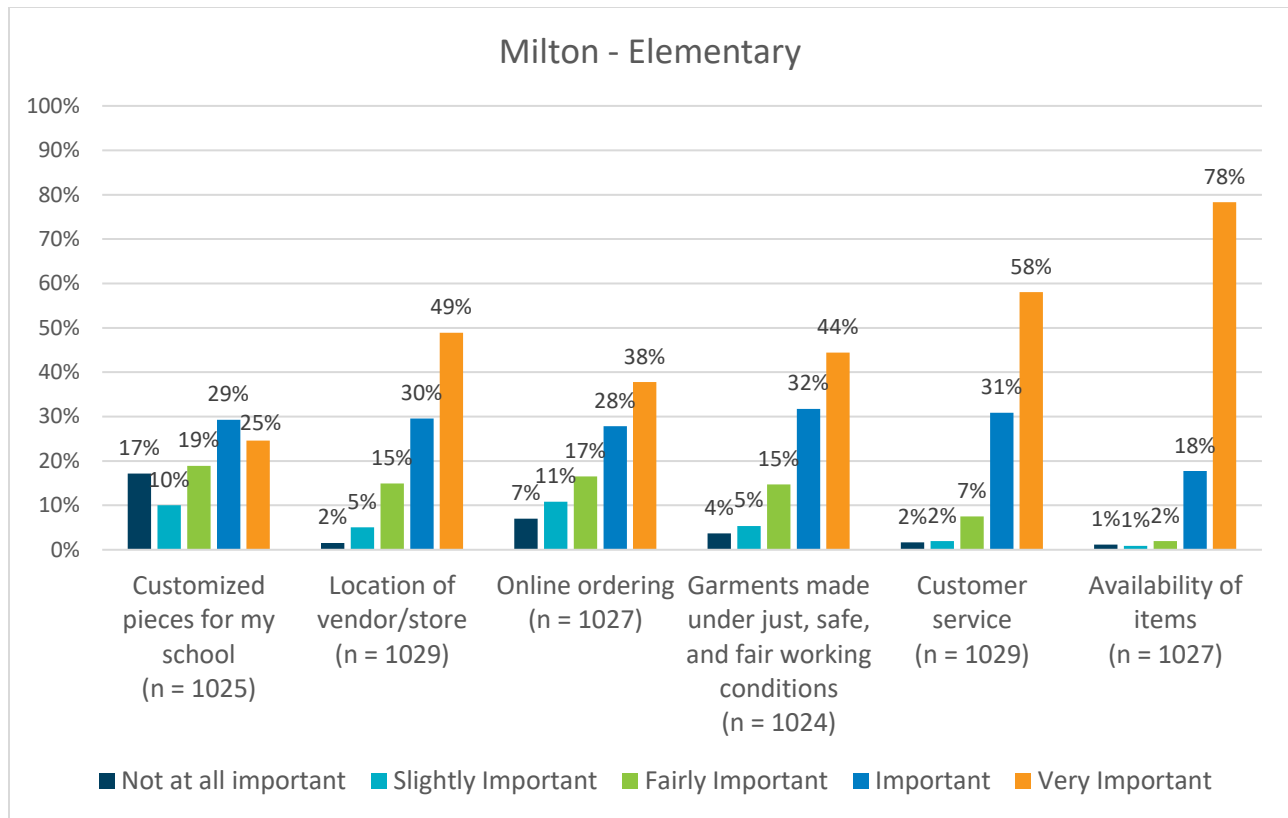
The four graphs below display the results for respondents who indicated that they are or have a child in the elementary panel, organized by municipality.



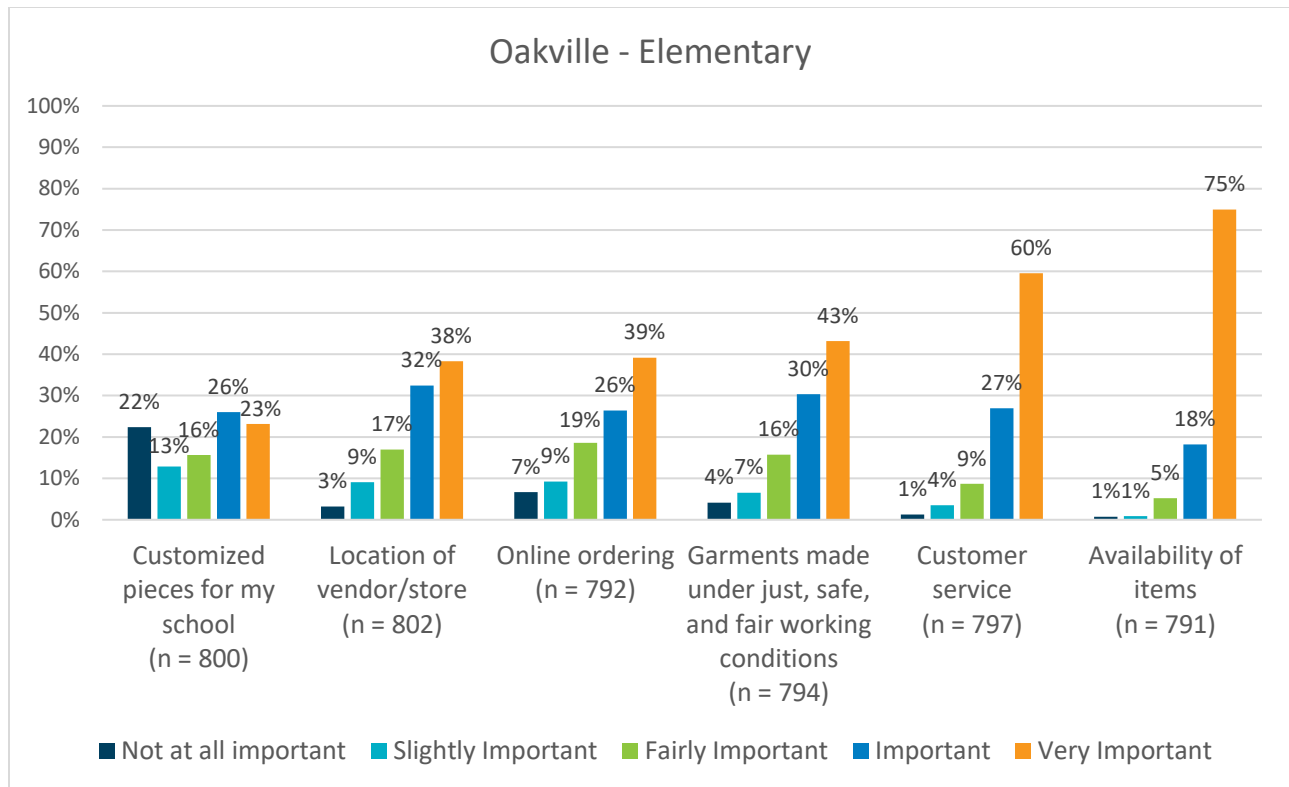
For Burlington respondents, the top three criteria ranked as 'very important' by the most respondents include: 'Availability of items' (76%; n = 644); 'Customer service' (56%; n = 469); 'Garments made under just, safe, and fair working conditions' (43%; n = 361). Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (21%; n = 177).



For Halton Hills respondents, the top three criteria ranked as 'very important' by the most respondents include: 'Availability of items' (58%; n = 103); 'Customer service' (49%; n = 89); 'Online ordering' (47%; n = 86). Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (21%; n = 39).



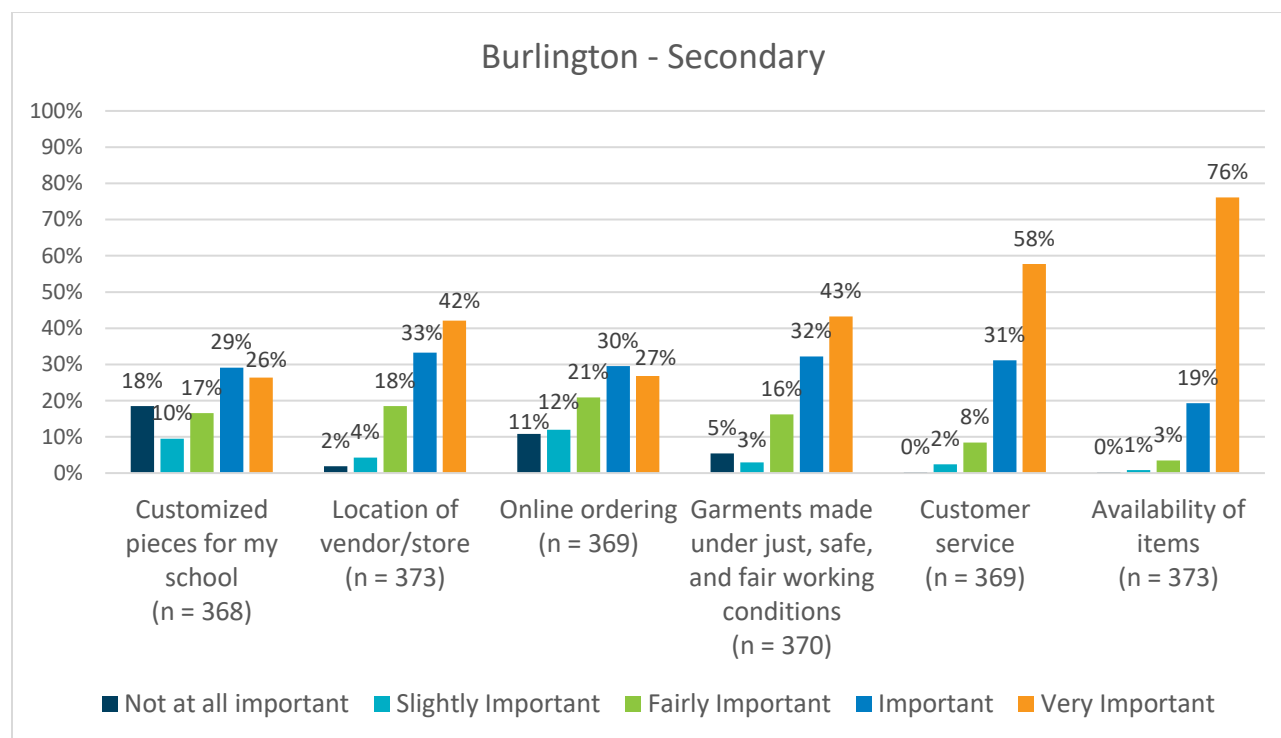
For Milton respondents, the top three criteria ranked as 'very important' by the most respondents include: 'Availability of items' (78%; n = 804); 'Customer service' (58%; n = 597); 'Online ordering' (49%; n = 388). Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (17%; n = 176).



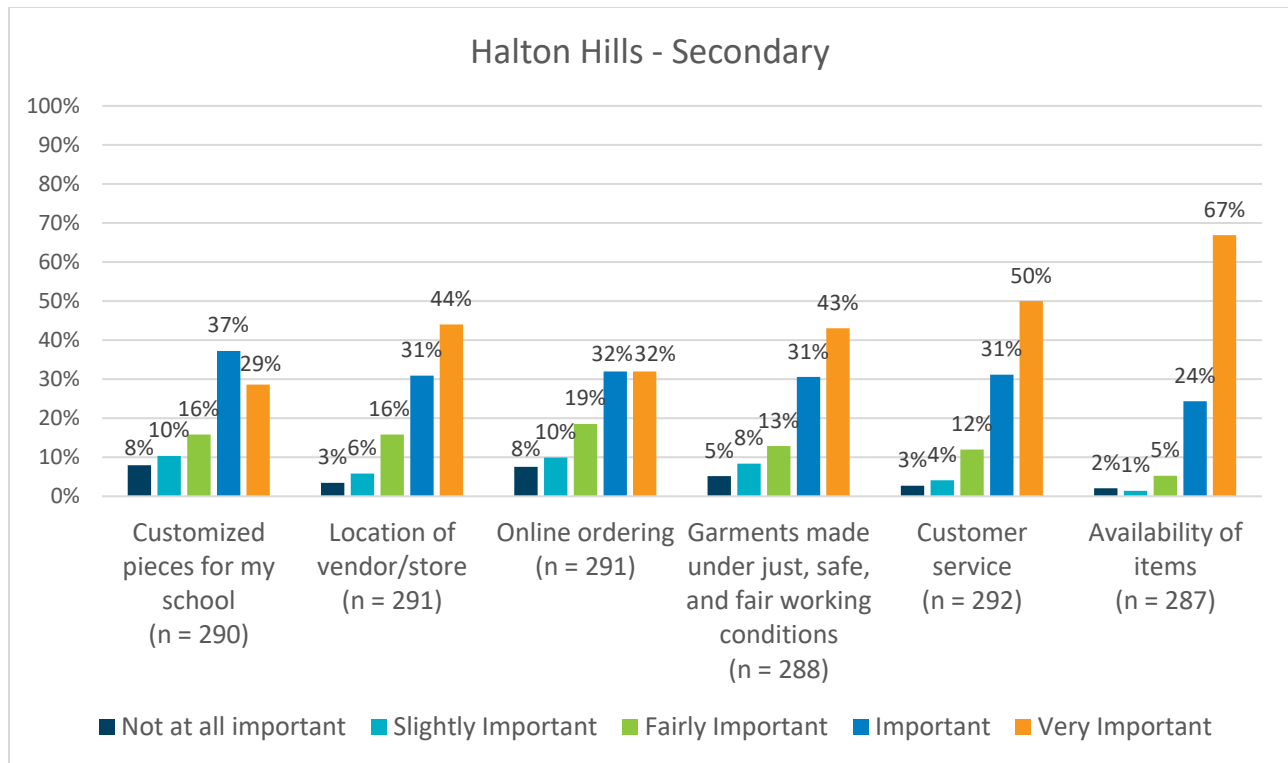
For Oakville respondents, the top three criteria ranked as 'very important' by the most respondents include: 'Availability of items' (75%; n = 593); 'Customer service' (60%; n = 475); 'Garments made under just, safe, and fair working conditions' (43%; n = 343). Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (21%; n = 179).

## SECONDARY

The four graphs below display the results for respondents who indicated that they are or have a child in the secondary panel, organized by municipality.

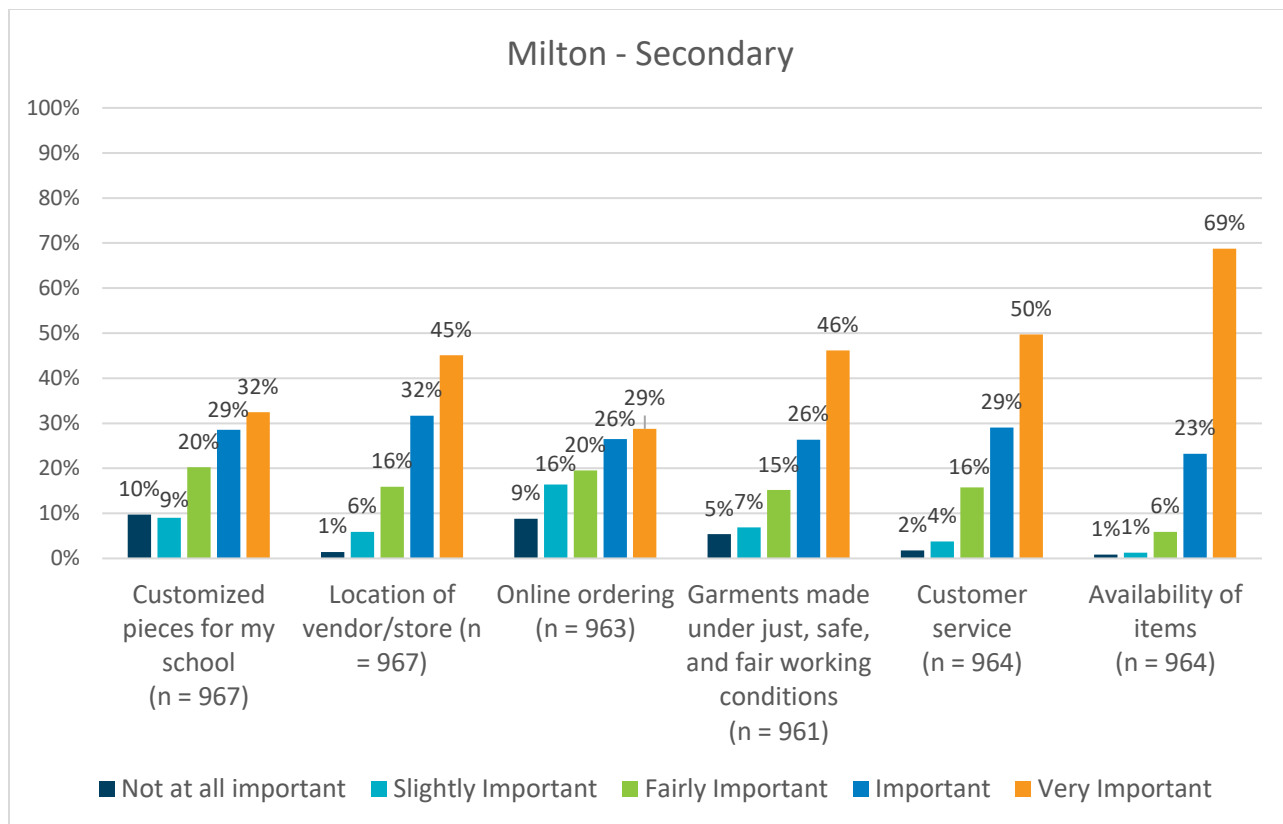


For Burlington respondents, the top three criteria ranked as 'very important' by the most respondents include: 'Availability of items' (76%; n = 284); 'Customer service' (58%; n = 213); 'Garments made under just, safe, and fair working conditions' (43%; n = 160). Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (18%; n = 68).

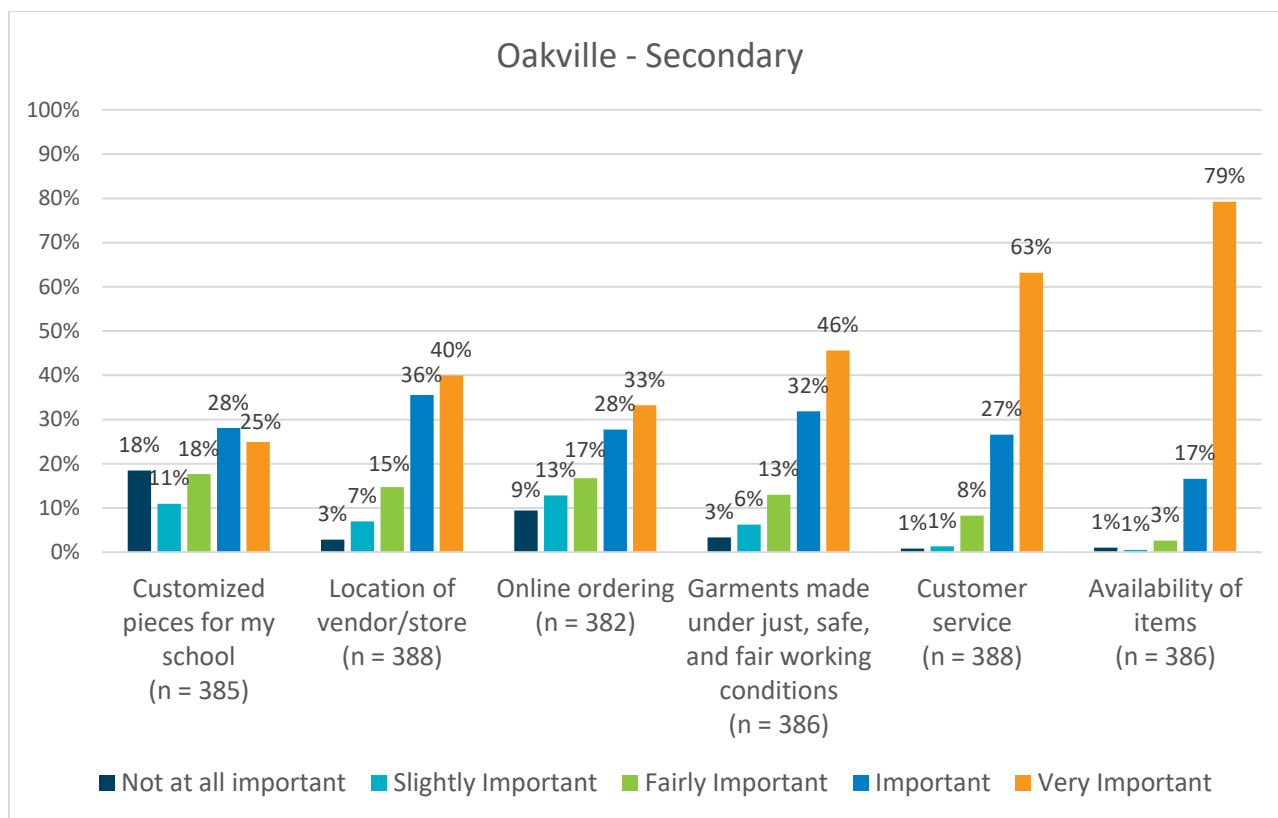


For Halton Hills respondents, the top three criteria ranked as 'very important' by the most respondents include: 'Availability of items' (67%; n = 192); 'Customer service' (50%; n = 146); 'Location of vendor/store' (44%; n = 128). Of all the criteria, 'customized pieces for my school' (8%; n = 23) and 'online ordering' (8%; n = 22) had the most respondents rate them as 'not at all important'.





For Milton respondents, the top three criteria ranked as 'very important' by the most respondents include: 'Availability of items' (69%; n = 663); 'Customer service' (50%; n = 479); 'Garments made under just, safe, and fair working conditions' (46%; n = 444). Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (10%; n = 94).



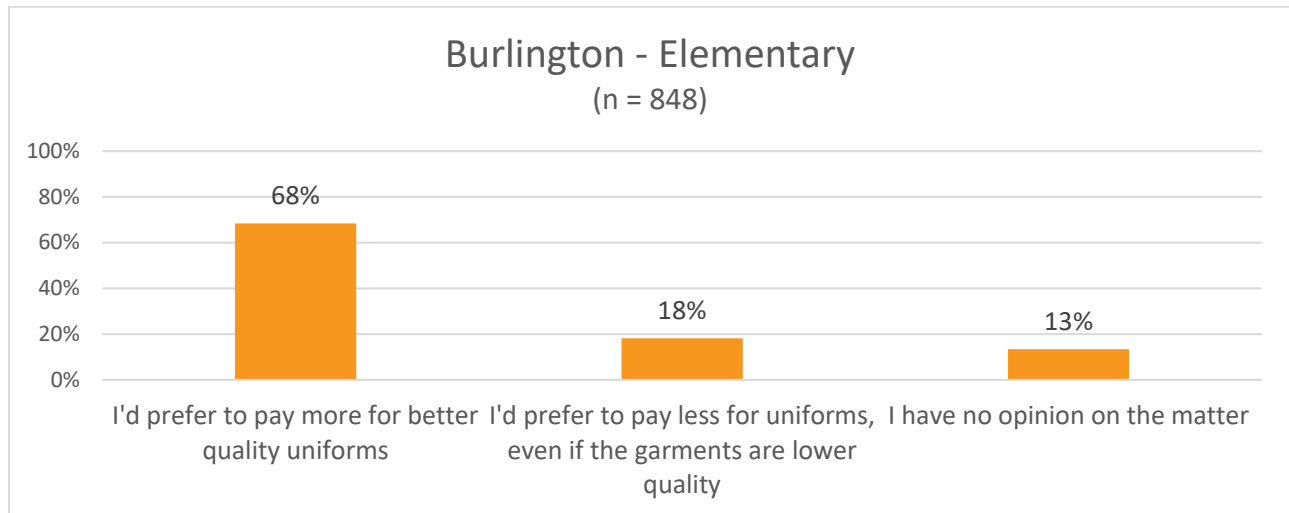
For Oakville respondents, the top three criteria ranked as 'very important' by the most respondents include: 'Availability of items' (79%; n = 306); 'Customer service' (63%; n = 245); 'Garments made under just, safe, and fair working conditions' (46%; n = 176). Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (18%; n = 71).

Overall, 'availability of items' was the criteria with the highest proportion of respondents ranking it as 'very important' for all municipalities, across both panels. Thus, it can be concluded that the availability of items is the most important criterion for the selection of a uniform provider, of the criteria provided.

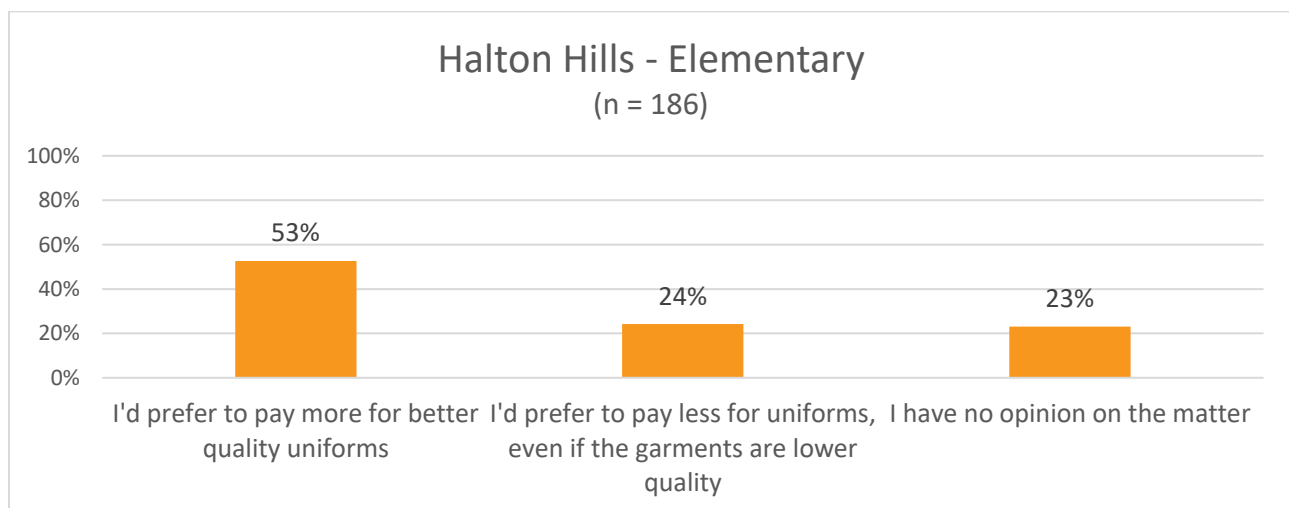
**Q: Please select the response that best reflects your opinion.**

## **ELEMENTARY**

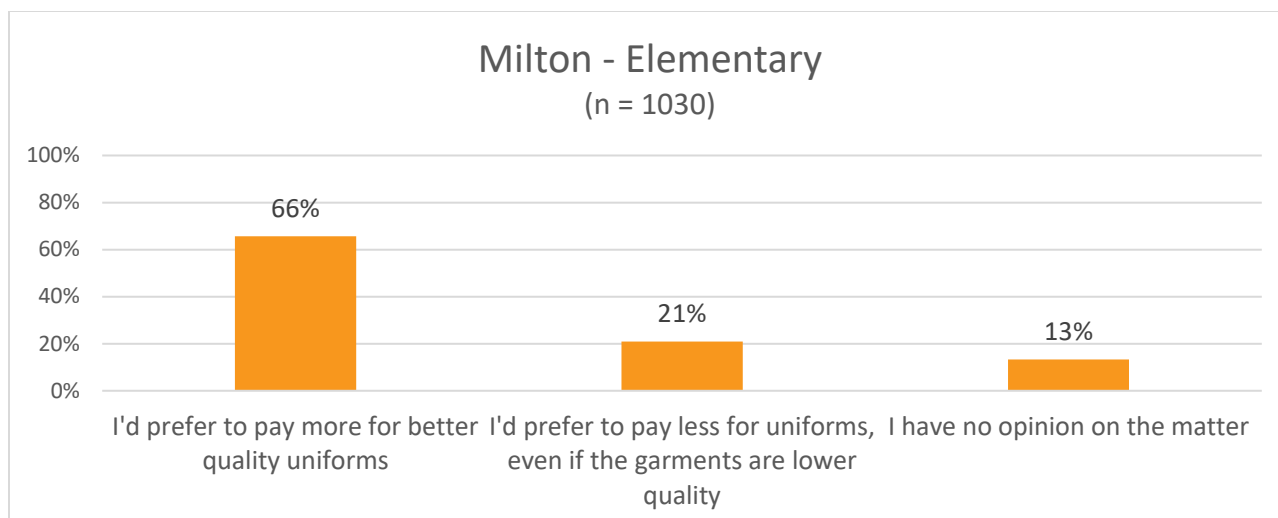
The four graphs below display the results for respondents who indicated that they are or have a child in the elementary panel, organized by municipality.



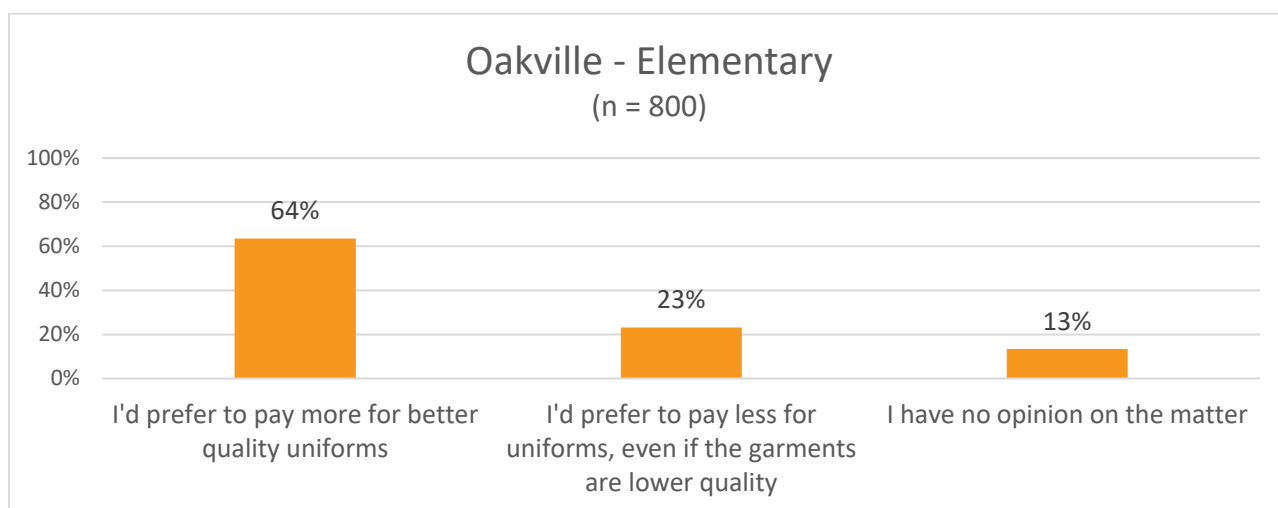
The majority of respondents (68%; n = 580) indicated that they would prefer to pay more for better quality uniforms. Eighteen percent (n = 154) would prefer to pay less for uniforms, even if the garments are lower quality; thirteen percent (n = 114) had no opinion on the matter.



The majority of respondents (53%; n = 98) indicated that they would prefer to pay more for better quality uniforms. Twenty-four percent (n = 45) would prefer to pay less for uniforms, even if the garments are lower quality; twenty-three percent (n = 43) had no opinion on the matter.



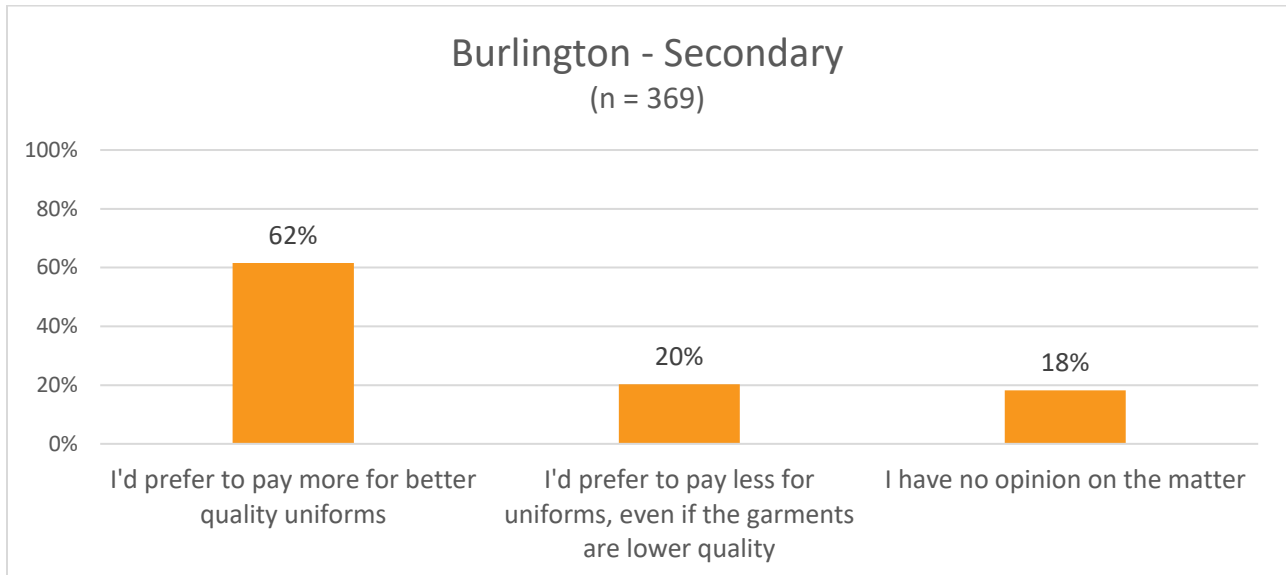
The majority of respondents (66%; n = 677) indicated that they would prefer to pay more for better quality uniforms. Twenty-one percent (n = 216) would prefer to pay less for uniforms, even if the garments are lower quality; thirteen percent (n = 137) had no opinion on the matter.



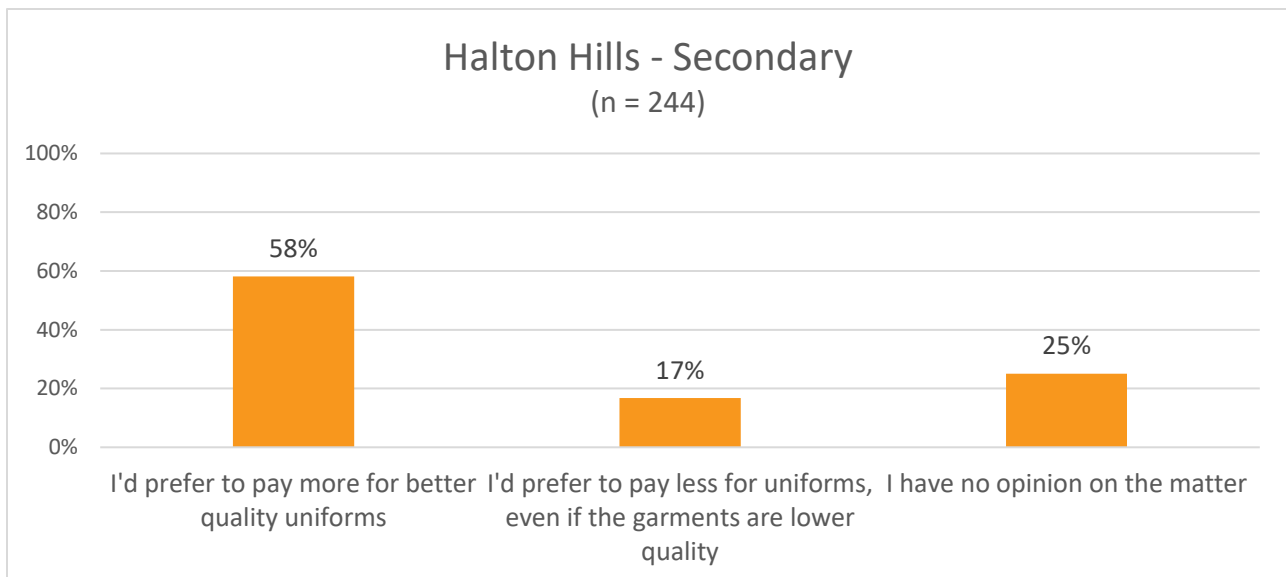
The majority of respondents (64%; n = 508) indicated that they would prefer to pay more for better quality uniforms. Twenty-three percent (n = 185) would prefer to pay less for uniforms, even if the garments are lower quality; thirteen percent (n = 107) had no opinion on the matter.

## SECONDARY

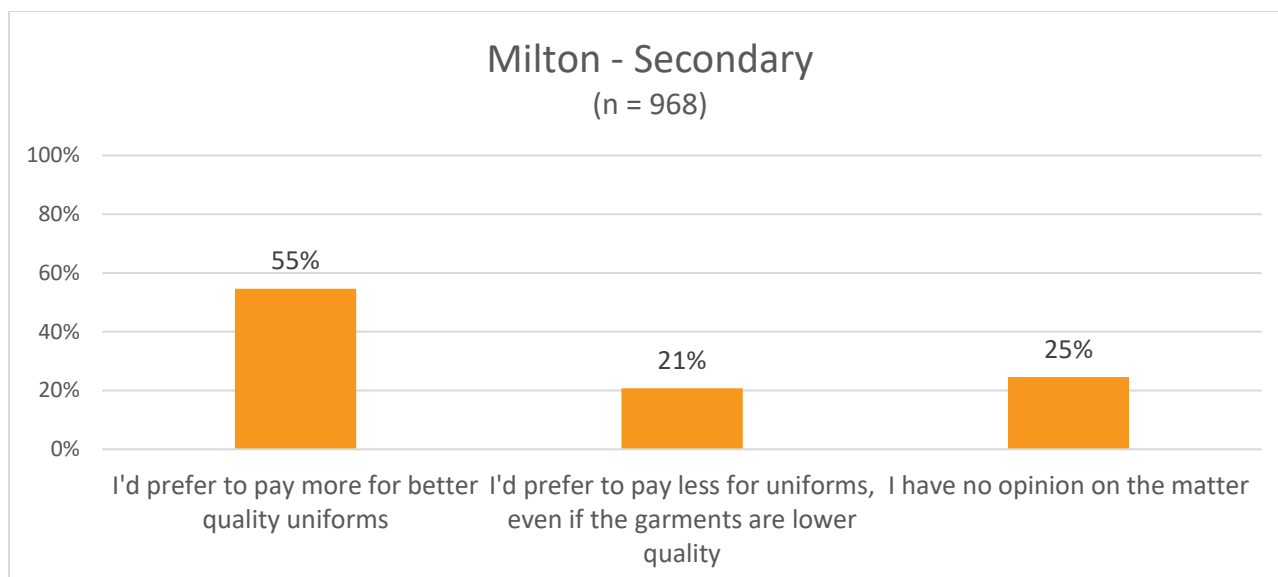
The four graphs below display the results for respondents who indicated that they are or have a child in the secondary panel, organized by municipality.



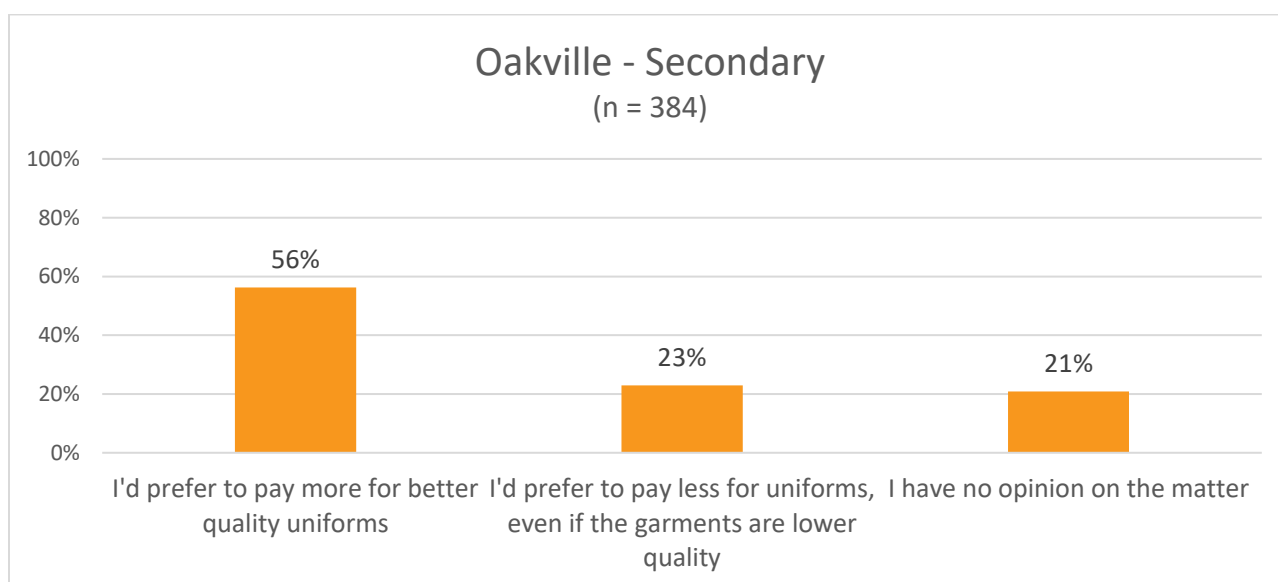
The majority of respondents (62%; n = 227) indicated that they would prefer to pay more for better quality uniforms. Twenty percent (n = 75) would prefer to pay less for uniforms, even if the garments are lower quality; eighteen percent (n = 67) had no opinion on the matter.



The majority of respondents (58%; n = 142) indicated that they would prefer to pay more for better quality uniforms. Seventeen percent (n = 41) would prefer to pay less for uniforms, even if the garments are lower quality; twenty-five percent (n = 61) had no opinion on the matter.



The majority of respondents (55%; n = 529) indicated that they would prefer to pay more for better quality uniforms. Twenty-one percent (n = 201) would prefer to pay less for uniforms, even if the garments are lower quality; twenty-five percent (n = 238) had no opinion on the matter.



The majority of respondents (56%; n = 216) indicated that they would prefer to pay more for better quality uniforms. Twenty-three percent (n = 88) would prefer to pay less for uniforms, even if the garments are lower quality; twenty-one percent (n = 80) had no opinion on the matter.

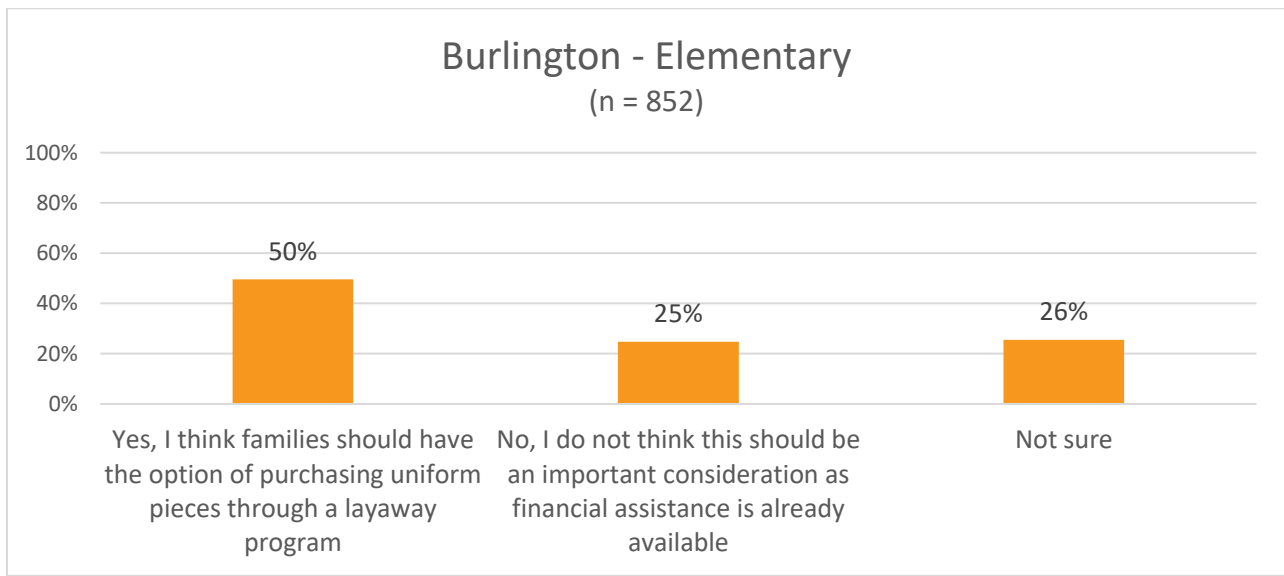
Overall, the majority of respondents in each municipality and each panel said that they would prefer to pay more for better quality uniforms.

**Q: All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Keeping this financial**

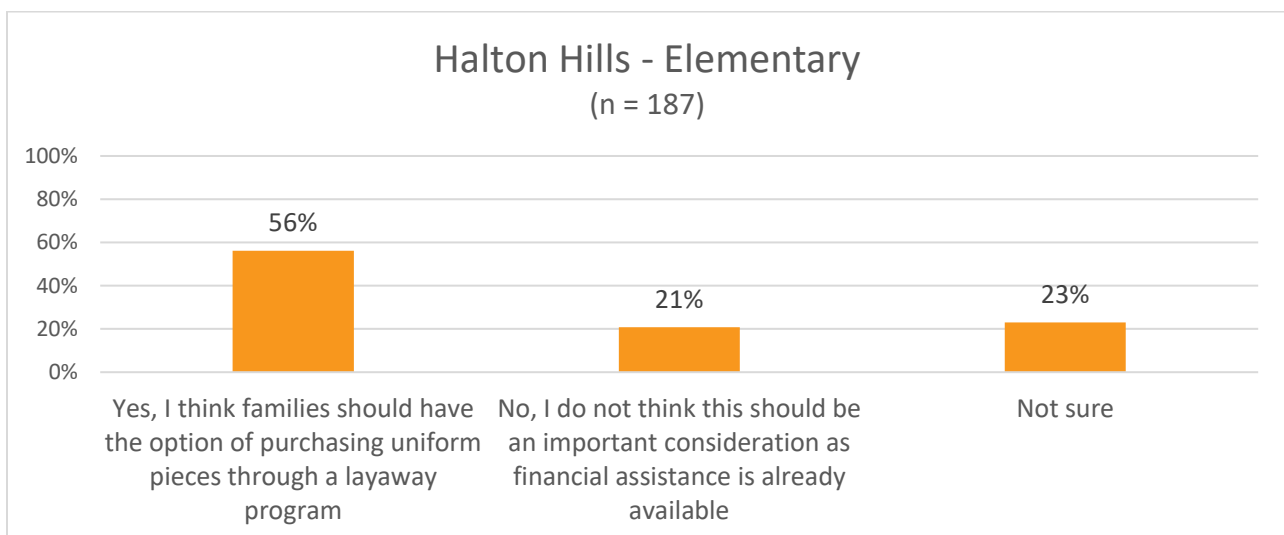
**assistance program in mind, would it be important that the uniform provider offer a layaway\* program?**

## **ELEMENTARY**

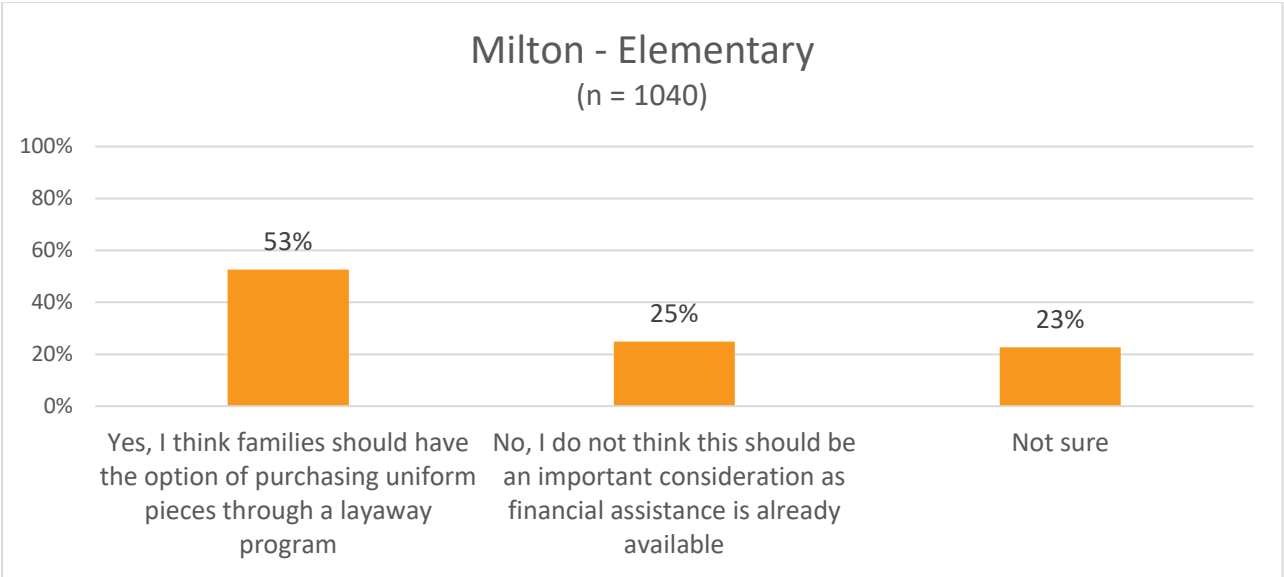
The four graphs below display the results for respondents who indicated that they are or have a child in the elementary panel, organized by municipality.



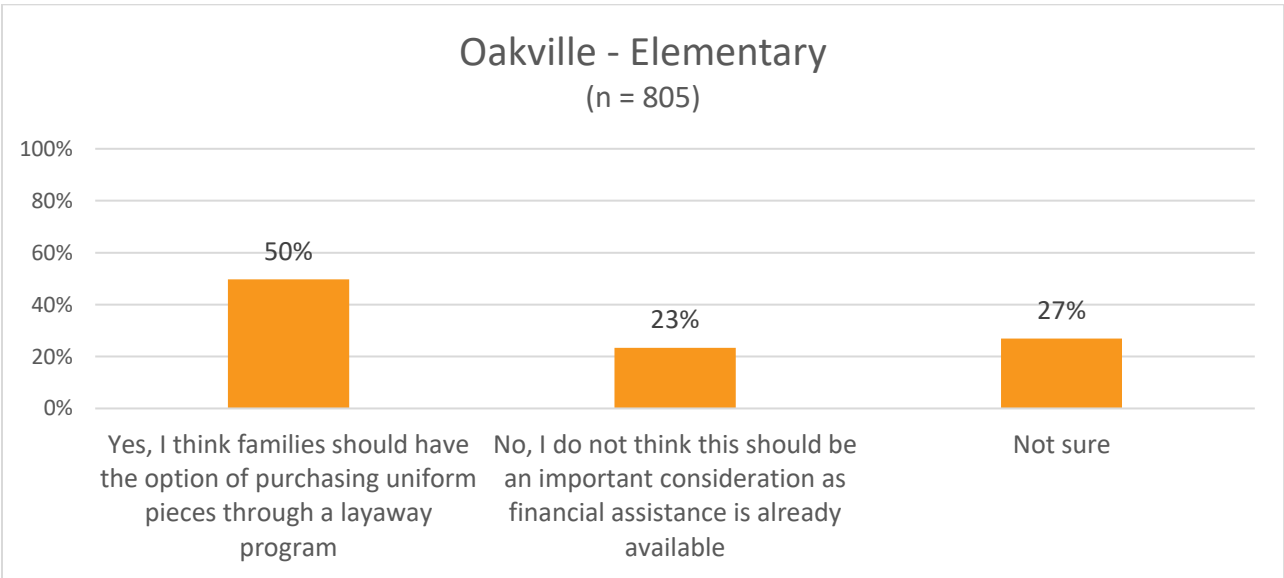
Half of respondents (50%; n = 423) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Twenty-five percent (n = 211) did not think that layaway should be an important consideration as financial assistance is already available; twenty-six percent (n = 218) said they were not sure.



Slightly more than half of respondents (56%; n = 105) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Twenty-one percent (n = 39) did not think that layaway should be an important consideration as financial assistance is already available; twenty-three percent (n = 43) said they were not sure.



Slightly more than half of respondents (53%; n = 547) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Twenty-five percent (n = 258) did not think that layaway should be an important consideration as financial assistance is already available; twenty-three percent (n = 235) said they were not sure.



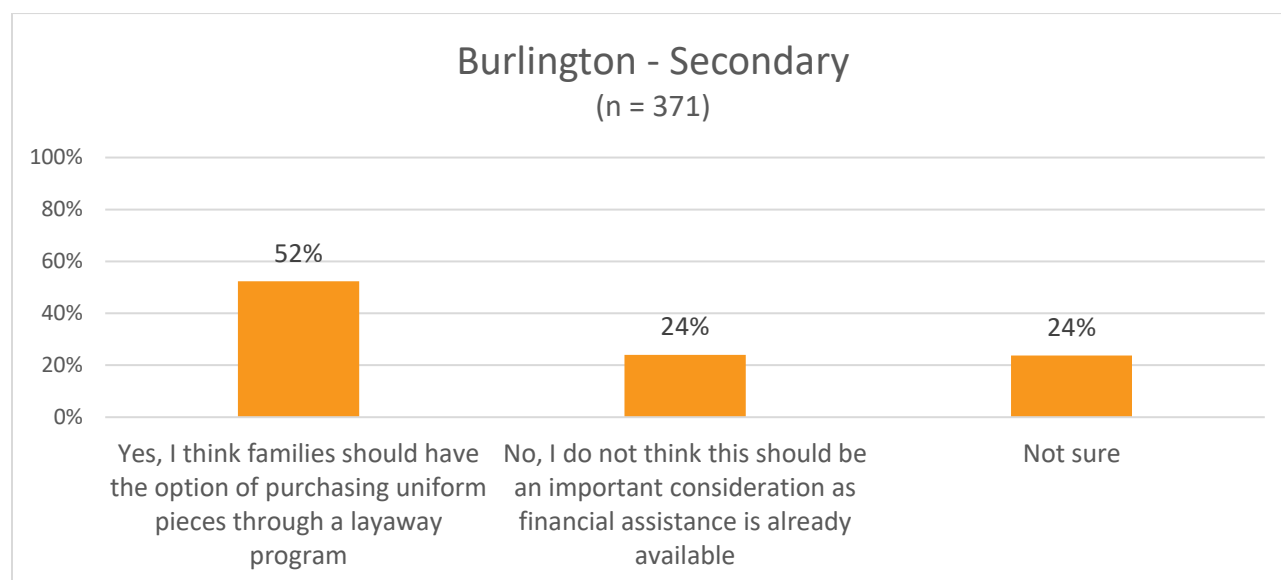
Half of respondents (50%; n = 400) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Twenty-three percent (n = 188) did not think that layaway



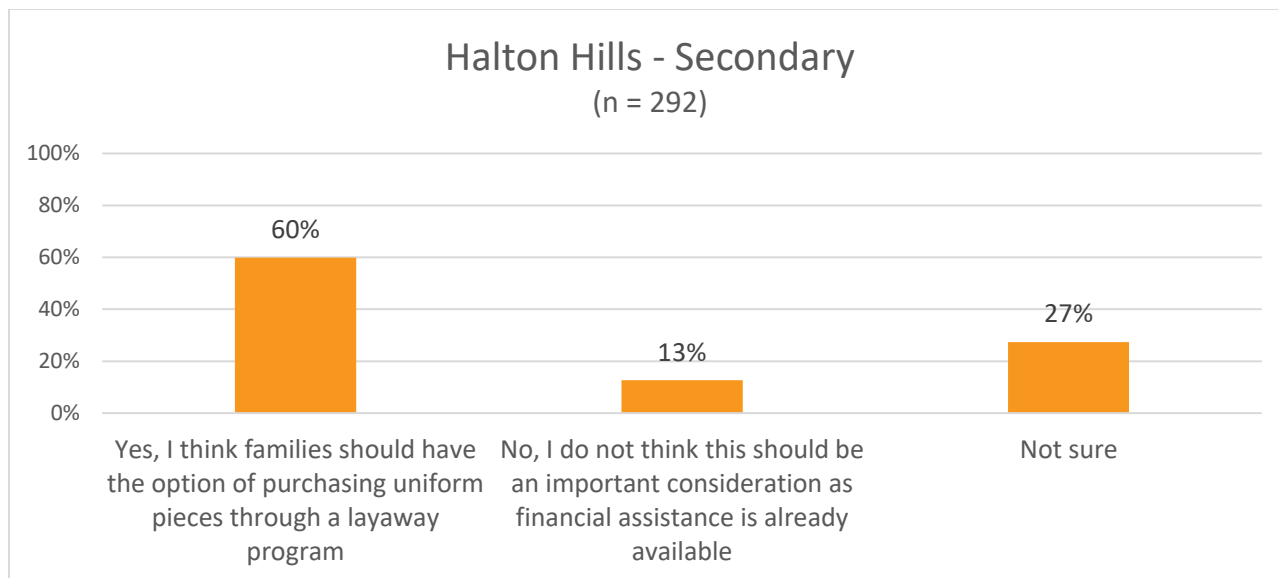
should be an important consideration as financial assistance is already available; twenty-seven percent (n = 217) said they were not sure.

## SECONDARY

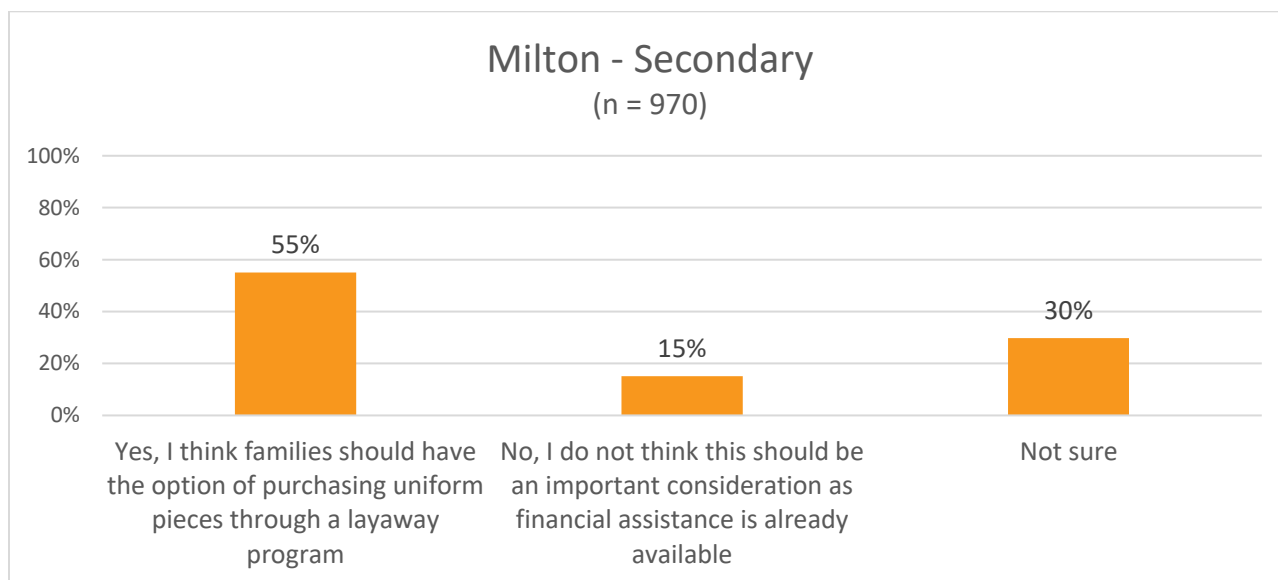
The four graphs below display the results for respondents who indicated that they are or have a child in the secondary panel, organized by municipality.



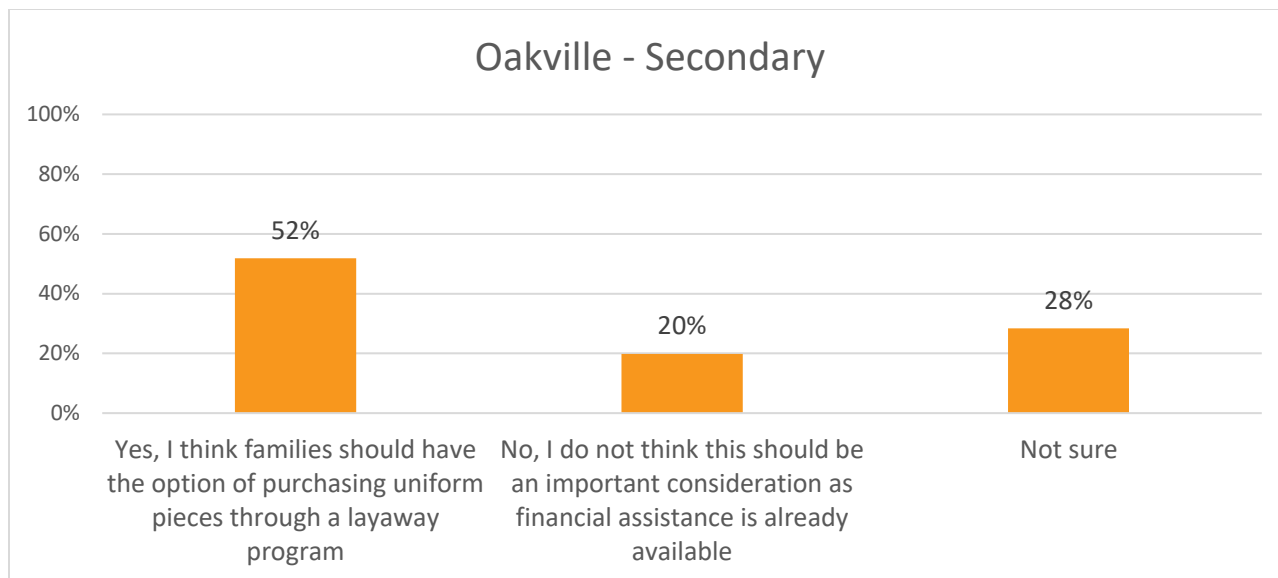
Slightly more than half of respondents (52%; n = 194) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Twenty-four percent (n = 89) did not think that layaway should be an important consideration as financial assistance is already available; twenty-four percent (n = 88) said they were not sure.



More than half of respondents (60%; n = 175) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Thirteen percent (n = 37) did not think that layaway should be an important consideration as financial assistance is already available; twenty-seven percent (n = 80) said they were not sure.



Slightly more than half of respondents (55%; n = 534) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Fifteen percent (n = 147) did not think that layaway should be an important consideration as financial assistance is already available; thirty percent (n = 289) said they were not sure.

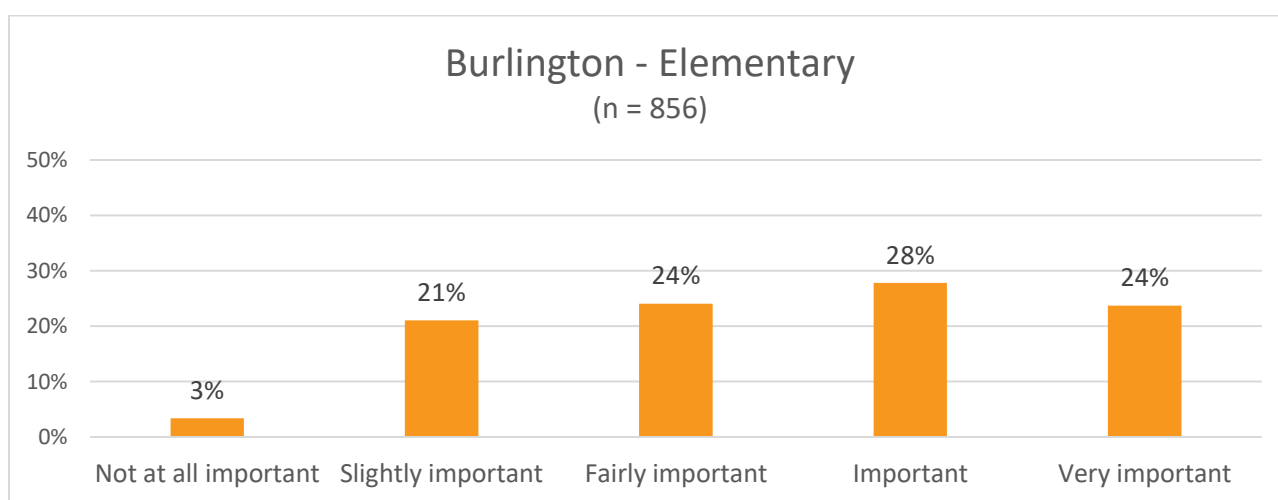


Slightly more than half of respondents (52%;  $n = 201$ ) believed that yes, families should have the option of purchasing uniform pieces through a layaway program. Twenty percent ( $n = 77$ ) did not think that layaway should be an important consideration as financial assistance is already available; twenty-eight percent ( $n = 110$ ) said they were not sure.

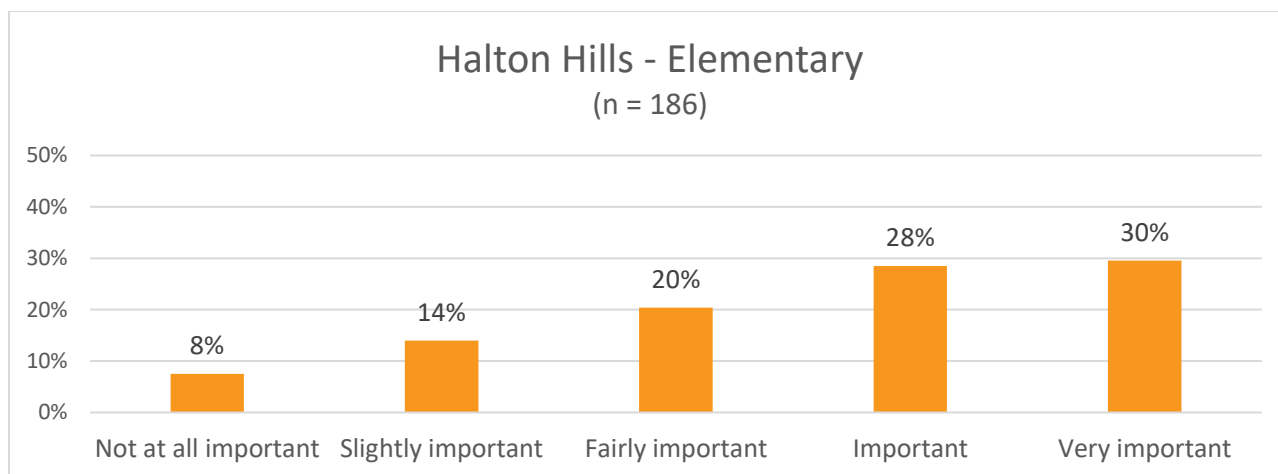
Overall, slightly more than half of respondents for each municipality and each panel indicated that yes, they think families should have the option of purchasing uniform pieces through a layaway program.

**Q: How important is it that the uniform provider meets the physical needs of students (e.g., allergies to materials, customized sizing, etc.)?**

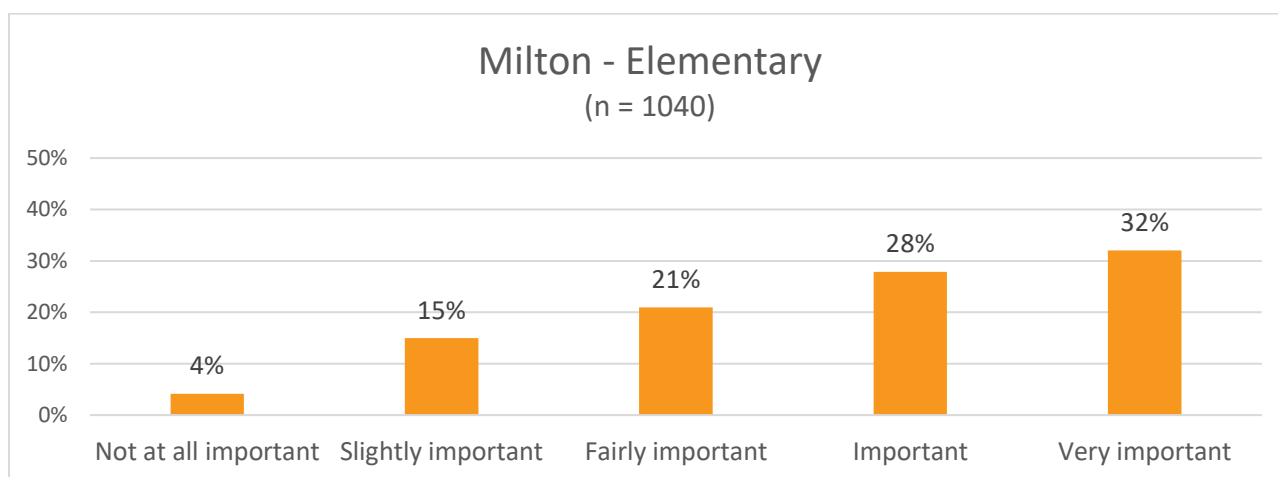
#### ELEMENTARY



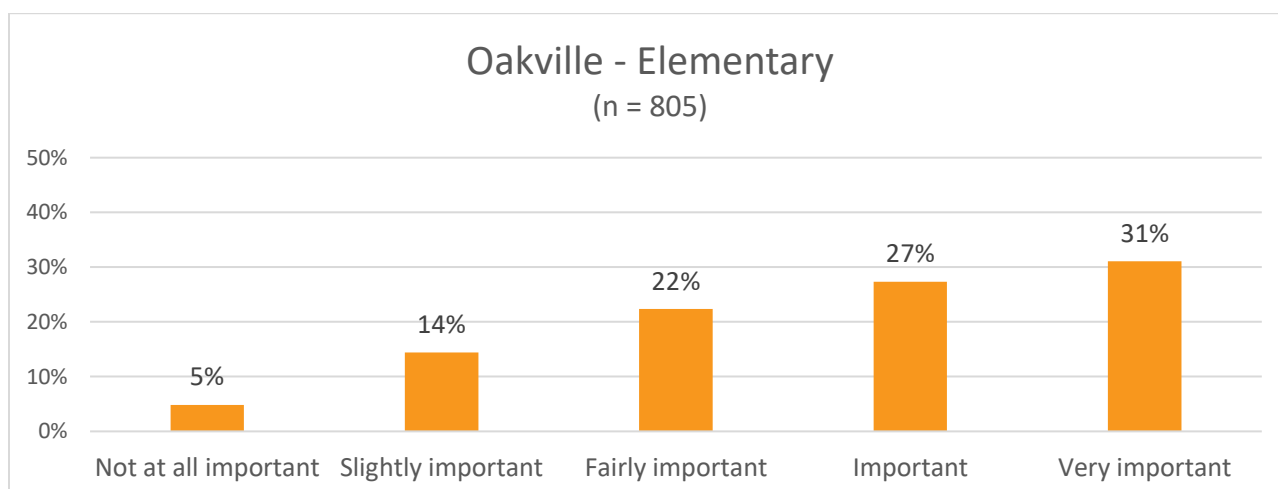
The majority of respondents (52%;  $n = 441$ ) said that the uniform provider meeting the physical needs of students was important or very important.



The majority of respondents (58%; n = 108) said that the uniform provider meeting the physical needs of students was important or very important.

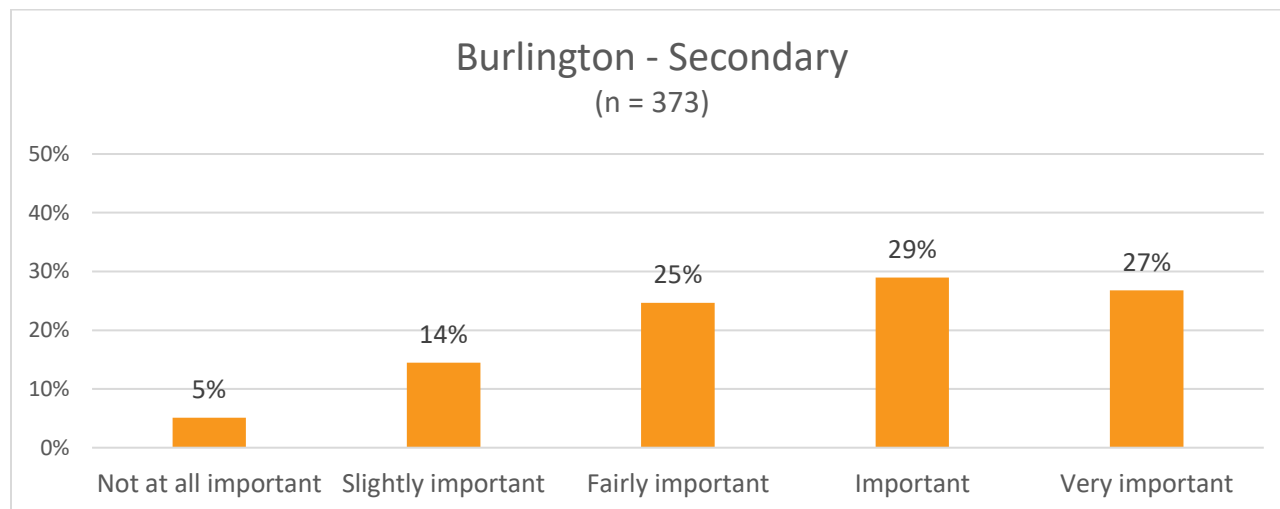


The majority of respondents (60%; n = 623) said that the uniform provider meeting the physical needs of students was important or very important.

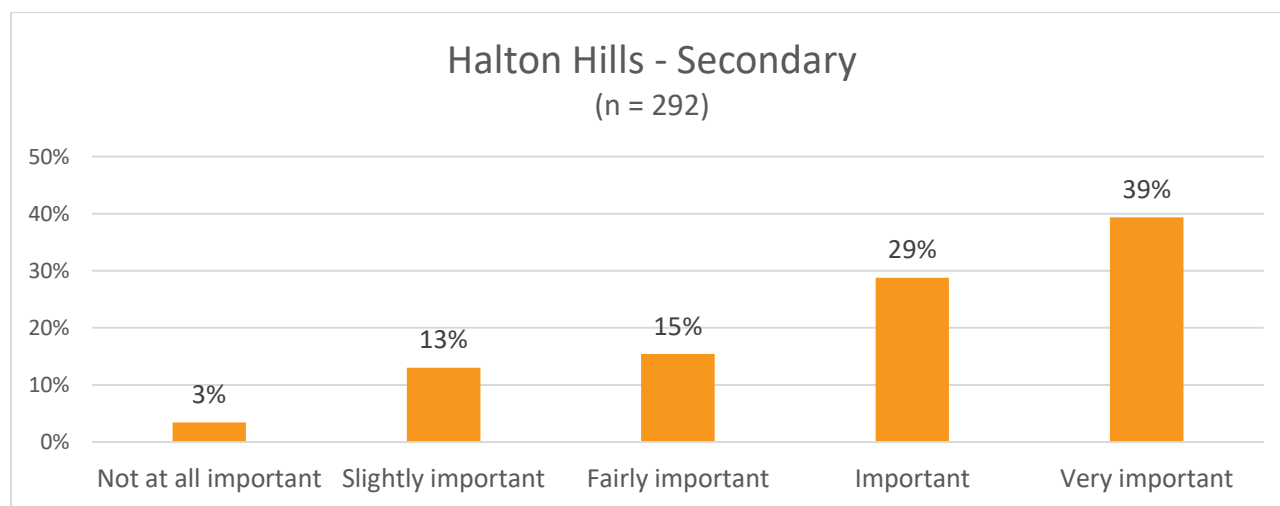


The majority of respondents (58%; n = 370) said that the uniform provider meeting the physical needs of students was important or very important.

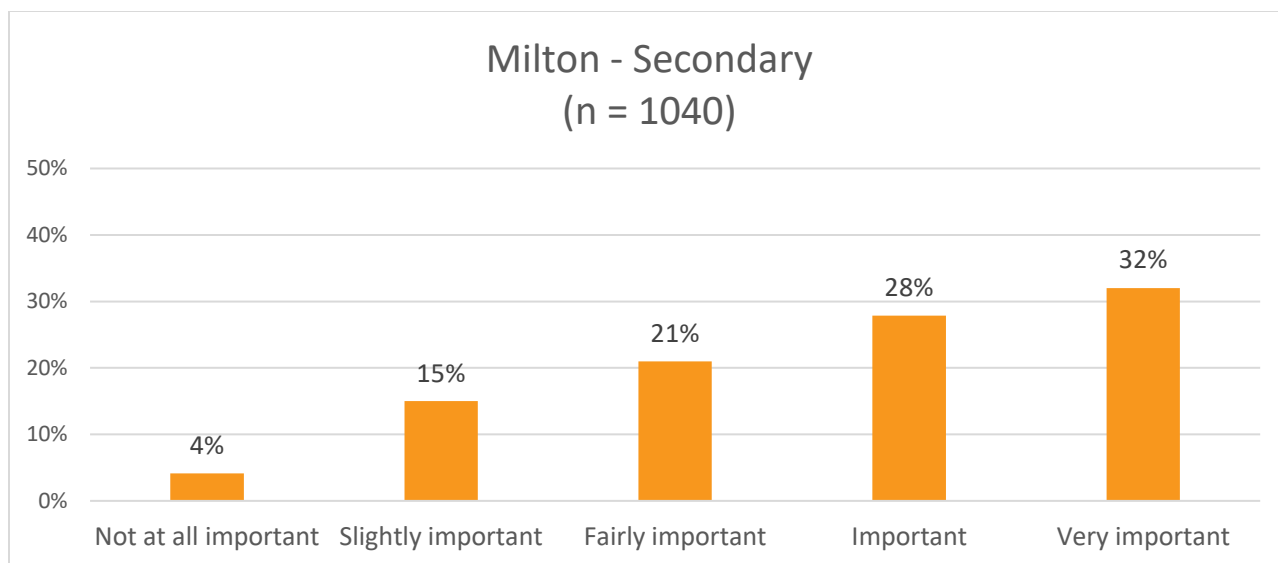
## SECONDARY



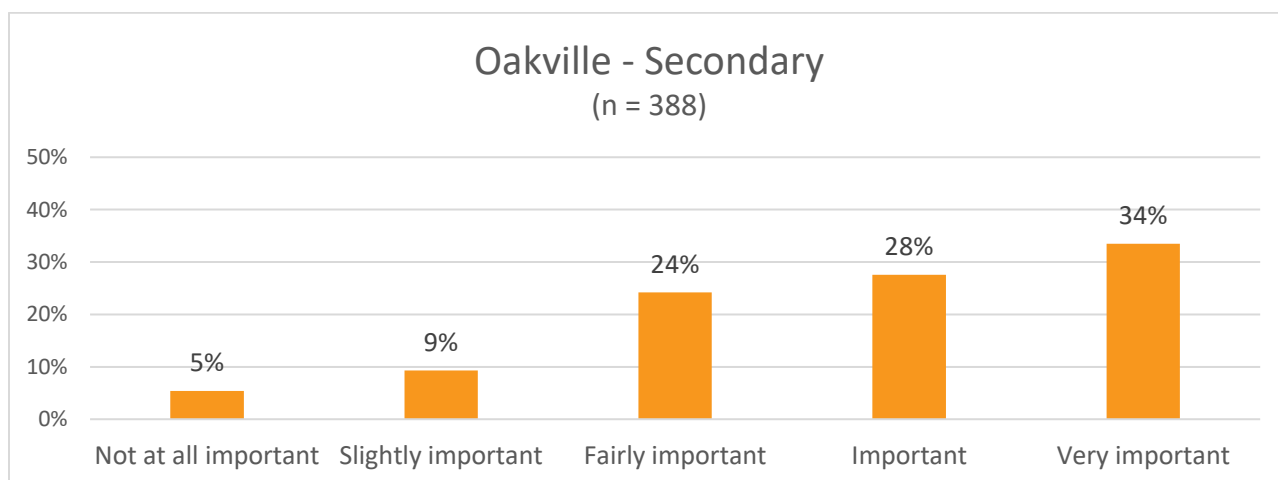
The majority of respondents (56%; n = 208) said that the uniform provider meeting the physical needs of students was important or very important.



The majority of respondents (68%; n = 199) said that the uniform provider meeting the physical needs of students was important or very important.



The majority of respondents (60%; n = 623) said that the uniform provider meeting the physical needs of students was important or very important.



The majority of respondents (62%; n = 237) said that the uniform provider meeting the physical needs of students was important or very important.

**Please note that the data for the following two questions were not grouped by panel or municipality.**

**Q: How can we enhance the services and/or products offered by the uniform provider?** (n = 2416)

2416 respondents (55%) provided a comment in response to this question. The responses were analyzed and coded into common themes. The most frequent themes<sup>1</sup> are discussed below.

Note: The percentage provided with each theme refers to the proportion of those who responded to this question, whose comment reflects the specified theme. For example, 35% of the 2416 respondents who responded to this question touched upon uniform quality in their answer, not 35% of all 4369 respondents who completed the form. These themes do not account for all opinions expressed but provide a summary of the most frequent comments. Please see Appendix A for the full list of responses.

**Theme 1: Uniform quality (35%; n = 840).** Approximately one third of respondents emphasized the importance of quality uniform garments. More specifically, respondents requested garments that are durable, able to last and withstand washing and drying, made of higher quality materials, etc. Examples:

*“Better fabric for the pants - fabric is not consistent with what other school have been offering. Current fabric feels like cardboard and is uncomfortable. Better fabrics for the tops (golf shirt style) fabric balls after a few washes.*

*“better quality uniforms, longer lasting, and much better materials - that wash well, etc.”*

*“I prefer a quality of clothing that does not fall apart nor age considerable after only a few washes and using delicate wash cycle and hang drying”*

*“We need shirts and sweaters that don't pill on the first wash. We need pants that will withstand more wear and tear especially in the knees.”*

**Theme 2: Stock/Availability (21%; n = 499).** Many respondents noted that the uniform provider should have all uniforms pieces, of various sizes, in stock. Respondents expressed frustration with discovering that their desired item(s) are out of stock after driving to the store, as well as having to wait months for their order to arrive. Examples:

*“Better quality and readily available (in stock) when required. Eg. not having to wait more than two months when you ordered well before the school year started.”*

*“... better stocking levels late August and early September, there should be no backorders for the beginning of the school year - better inventory control”*

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<sup>1</sup> 'Frequent themes' is defined as themes that consist of more than 10% of the comments

*“Availability of products in store/ reduce wait times for products which need to be ordered. Waiting 6+ weeks for a pair of plain navy blue pants is unacceptable.”*

*“More quantities available at critical times of the year and quick turnaround on back ordered items...”*

**Theme 3: Variety of garments/styles/selection (18%; n = 442).** Respondents suggested that the chosen uniform provider have more of a variety of garments and styles. For instance, the uniform provider could offer additional uniform pieces (e.g., hoodies or yoga pants), ensure garments reflect current styles, and offer different pieces for different seasons (e.g., warmer pants for winter months, lighter shirts for summer), etc. Examples:

*Allow for more styles and options: different coloured shirts, more sweaters, blazers and ties*

*Better selection for the girls. Pants that are a bit nicer. More selection. Just a few more pieces to chose from.*

*Can the pants be more aligned with the styles of today, more consistant with what the children are use to wearing outside of school. For example, leggings for girls, tapered track pants for boys etc. The baggy, bulky style of the uniform today looks sloppy, out of date and poor quality.*

*More options, a variety for various weather options. Adjustable waists. Better quality since they require daily washing. Dressy sweat pants. leggings with school logo. More options in shirts like cotton v necks and turtlenecks.*

**Theme 4: Sizing/fit (15%; n = 367).** Respondents stressed the importance of proper sizing and proper fitting uniforms. Some respondents noted that children do not always fit in the standard sizes, and some uniforms pieces are ill-fitting (e.g., too wide, too short, too bulky). Examples:

*“Better fit. The ISW uniform shirts are very short and wide. They shrink about 3” after washing. The shirts need to be longer.”*

*“Clothing that fits different body types is important. Pants that are sized in length, as well, and not just waist. To buy pants that are 5 inches too long and then have to pay someone an extra \$20-30 to hem them is ridiculous.”*

*“Offer uniform sizing that fits all student types, not one size fits all. Offer adjustable waste in ALL types of pants for all elementary school ages.”*

*“Proper fitting clothes with adjustable waists bands not all bodies are created equal”*

**Theme 5: Dissatisfaction with current provider and/or preference to have new provider (11%; n = 275)<sup>2</sup>.** Comments included in this theme voiced dissatisfaction with the current uniform provider and/or expressed the desire for a new uniform provider. These comments explicitly mention the current uniform provider (ISW) and/or the past uniform provider (McCarthy's). Nearly half of these

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<sup>2</sup> Note that only comments that specifically mentioned the provider included in this theme. Vague comments such as ‘bad quality’ or ‘the zipper has broken twice’ were not included in the above count. Thus, the number of respondents dissatisfied with the current provider is estimated to be much larger. Please see the full list for all responses.



comments (46%; n = 126) specifically expressed their satisfaction with McCarthy's and/or suggested returning to McCarthy's. Examples:

*"Choose a company that will provide much better quality items. ISW has provided poor quality items for high prices and took a very long time to fill orders that were placed in the summer before school began."*

*"Get rid of the supplier. McCarthy's uniforms were better quality, better fit, and had extended sizes, none of which is offered with your current supplier. The quality is cheap and the product does not last."*

*"ISW uniforms were a very low quality yet cost was still too high. I would prefer not to have them move forward in the rfp process"*

*"We need to switch to McCarthy- they definitely have the better quality, customer service and uniform pieces actually last long enough to be passed on to siblings!"*

**Q: Do you have any other comments regarding the selection of a uniform provider? (n = 1795)**

1795 respondents (41%) provided a comment in response to this question. The responses were analyzed and coded into common themes. The most frequent themes<sup>3</sup> are discussed below.

Note: The percentage provided with each theme refers to the proportion of those who responded to this question whose comment reflects the specified theme. For example, 33% of the 1795 respondents who responded to this question touched upon uniform quality in their answer. These themes do not account for all opinions expressed but provide a summary of the most frequent comments. Please see Appendix B for the full list of responses.

**Theme 1: Uniform quality (33%; n = 601).** Many respondents emphasized the importance of quality uniform garments and/or expressed their dissatisfaction with the quality of their current uniforms. More specifically, respondents requested garments that are durable, able to last and withstand washing and drying, made of higher quality materials, etc. Examples:

*"Current provider materials (ISW) are not durable. Girls yoga pants pill and golf shirt wear within a few washes. Not worth the cost."*

*"From the current provider, the pants are terrible quality. I've had to repair both my son's pants multiple times this school year because the seam quality is terrible. They should be double stitched and better quality. I pay enough for his product I expect better quality."*

*"High quality products, - this means: a. Shirts, skorts etc do not develop cotton piling (small balls) on the shirts after a couple of washes, and zippers are not durable b. Fabrics are not too thin, and hold their shape (particularly a shirt collar or skort shape)"*

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<sup>3</sup> 'Frequent themes' is defined as themes that consist of more than 10% of the comments

*"I would like to see high quality, well washing uniforms that will last the school year looking pristine, not just for a few washes before they look worn out and need to be replaced."*

**Theme 2: Dissatisfaction with current provider and/or preference to have new provider (33%; n = 584)<sup>4</sup>.** Comments included in this theme voiced dissatisfaction with the current uniform provider and/or expressed the desire for a new uniform provider. These comments explicitly mention the current uniform provider (ISW) and/or the past uniform provider (McCarthy's). More than half of these comments (62%; n = 361) specifically expressed their satisfaction with McCarthy's and/or suggested returning to McCarthy's. Examples:

*"Current provider (ISW): garments are poor quality, service is terrible and ordering is difficult. I would not recommend continuing the contract with ISW."*

*"Go back to McCarthy's the uniform was much better and the customer service was excellent."*

*"I am disappointed with the quality of the current ISW uniform. Shirt sizing is ill fitting and inconsistent. Some short sleeve golf shirts have longer sleeves which both of my kids find uncomfortable. Pants lose their shape and again are poor quality. I would like to go back to R.J. McCarthy."*

*"I am not happy with the current provider - poor store hours, very slow and challenging website, poor pant quality, not instock ahead of the school year and poor customer service. Really a terrible experience every year."*

**Theme 3: Stock/Availability/Wait times (15%; n = 275).** Many respondents noted that the uniform provider should have all uniforms pieces, of various sizes, in stock. Respondents expressed frustration with discovering that their desired item(s) are out of stock after driving to the store, as well as having to wait months for their order to arrive. Examples:

*"Having stock available the months (June, July August) before school begins in September. The uniform companies know that orders will increase and there never seems to be enough inventory available before school starts. Having to place an order and waiting 4-6 weeks is unacceptable."*

*"Items were not in stock and wait time for ordered items was too long. Need to be available in quicker turnaround..."*

*"Low wait times for uniforms is essential. Waiting 10 weeks for mandatory uniform pieces for a 5 year old is totally unacceptable."*

*"Must choose a vendor that will have pieces available at all times with little wait time for pieces to arrive in store. It should be understood that most parents will be shopping for uniforms in the last two weeks of August and therefore stores should be well stocked."*

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<sup>4</sup> Note that only comments that specifically mentioned the provider included in this theme. Vague comments such as 'bad quality' or 'the zipper has broken twice' were not included in the above count. Thus, the number of respondents dissatisfied with the current provider is estimated to be much larger. Please see the full list for all responses.

**Theme 4: Vendor logistics (e.g., location, hours, customer service, online ordering) (12%; n = 218).** Some comments revolved around the vendor. For instance, respondents spoke to the location of the vendor's stores, the vendor's hours, and the ability to order online. More than half of the comments within this theme (60%; n = 130) spoke to the importance of customer service. Examples:

*"Better customer service during peak times. Knowledgeable staff who are easily recognizable as staff and available. le- appointments or ""take a number".*

*"Better store hours and more help from the staff in the store"*

*"Ease of online ordering would be ideal, having to run to a physical store location with limited opening hours is quite difficult for parents who work the 9AM-6PM hours"*

*"Hours, customer service, and location are most important to our family"*

**Theme 5: Pricing (10%; n = 187).** Some comments stressed the importance of price. Examples:

*"Affordable prices are key, especially necessary for large families like myself"*

*"I prefer to have good quality uniforms for a fair/decent price"*

*"Price should be first priority, the clothing is worn for such a short period of time since they put grow so quickly. More opportunities for selling of old uniforms or exchange program."*

*"The uniforms are overpriced for the quality of the items If the items are going to be this expensive at least have them made with good quality so we don't need to keep buying it every 3 months."*

**Theme 6: Multiple vendors/flexible to buy externally (10%; n = 181).** Respondents suggested moving away from a one vendor model by allowing families to purchase uniforms from multiple uniform vendors and/or any retailer (e.g., Old Navy, Gap). Examples:

*"How about allowing us to buy the uniform crest to be sew on shirts from a different provider."*

*"I personally feel that one chain should not have a monopoly. The uniform initiative should be modelled similar to other catholic boards. Purchasing is done via a list of stores (ie Walmart, children's place, gap, old navy) provided the colours are adhered to."*

*"I think it would be great to have ability to get uniform pieces from different avenues. Not just one provider. Example: buying school colour pants from any store/provider and shirts as well- have any needed patches or emblems embroidered on at our convenience."*

*"Multiple uniform providers would increase choice for parents and kids. People can then choose price points and quality that is preferable. Some prefer ISW, some McCarthy, some Old Navy, Gap, . All should be approved and shirts can be crested."*

## Appendix A:

|                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| - alterations available (at a lower or no cost) from the provider... that way their ""fit"" will fit different body types.                                                                                                                                                                             |
| Better quality                                                                                                                                                                                                                                                                                         |
| Better quality                                                                                                                                                                                                                                                                                         |
| Better sizing for children. Better quality clothes, variety of uniform pieces (such as sweatshirts), better quality pants, great customer service, online ordering and delivery. Please don't use current provider again. Go with McCarthy's.                                                          |
| - easy to wash, don't need ironing, good seems that don't split, colors that don't run, options other than white                                                                                                                                                                                       |
| It is important that they have a full stock of regularly worn items. This year my son had to wear shorts well into the colder weather as we awaited his size in pants.                                                                                                                                 |
| More stock...always out when we try to shop                                                                                                                                                                                                                                                            |
| Proper sizing for thin children!!!                                                                                                                                                                                                                                                                     |
| Proper sizing for thin children!!!                                                                                                                                                                                                                                                                     |
| 1) By ensuring the pants provided (to elementary school students in particular) have reinforced knees. 2) by ensuring that the seam are correctly placed in pants, so ironing is not difficult.                                                                                                        |
| 1) Have enough items in stock at the store, especially during prime time months. Kids grow over the summer months. When I purchased items in June, they didn't fit in Sept then had to wait a long time for the correct sizes to come in.                                                              |
| 1)have them understand the concept of customer service 2)behave less like mafia and more like a Gap, 3)adjust pricing to regular stores. Everything is 2-3 times more expensive than at regular stores. I HATE how the whole thing works.                                                              |
| 1. Current quality is very poor. Rugger pants wash out in 10 washes and look faded. 2. Dress pants are less important at elementary school level. Rugger pants are far more important as gym days change/ kids more active, etc. 3. I ordered rugger pants on 4 December, still waiting on 18 January. |
| 100 percent cotton or natural fibers for clothing                                                                                                                                                                                                                                                      |
| A bender that can handle the demand. Better Quality and has experience working with other boards                                                                                                                                                                                                       |
| A better fit.                                                                                                                                                                                                                                                                                          |

|                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A better location with a larger parking lot. The current store in Milton does not have the best parking situation                                                                                                                                                                                   |
| A bigger variety of uniform types                                                                                                                                                                                                                                                                   |
| A dress code may be a better option than having to purchase a uniform for a specific supplier                                                                                                                                                                                                       |
| An iron-on crest and the ability to buy uniforms elsewhere would be ideal                                                                                                                                                                                                                           |
| A more consistent uniform with mandatory pieces for students to wear.                                                                                                                                                                                                                               |
| A more organized store and the ability to try pieces on.                                                                                                                                                                                                                                            |
| A possible way to enhance the product is to make the sweaters more warmer.                                                                                                                                                                                                                          |
| A provider that actually carries inventory and are not rude to the customers                                                                                                                                                                                                                        |
| A rigorous vendor selection process. Involving other customer references, samples of garments already manufactured by them - being assessed by an inclusive advisory board (The board, students, parent and the community); benchmarking against other like-minded schools                          |
| A shirt or pants should be no more than \$20 each.                                                                                                                                                                                                                                                  |
| A sleeveless shirt would be amazing. In the summer my kids come home a hot sweaty mess. The material is so heavy even when wearing a short sleeve.                                                                                                                                                  |
| A sweatshirt available that the students can wear through the day. Like CC has for their students.                                                                                                                                                                                                  |
| A uniform store in Milton is key. That was the only benefit of ISW.                                                                                                                                                                                                                                 |
| A very important request for our family is to choose a provider that offers selection of uniform pieces that are comfortable for the students. My children often do not feel comfortable for school in dressy pants and/or shorts - especially when they are expected to play and have gym in them. |
| A very important request for our family is to choose a provider that offers selection of uniform pieces that are comfortable for the students. My children often do not feel comfortable for school in dressy pants and/or shorts - especially when they are expected to play and have gym in them. |
| Ability to buy items such as pants elsewhere                                                                                                                                                                                                                                                        |
| Ability to get the uniform items when needed; variety of sizes and help with shopping needs                                                                                                                                                                                                         |
| Ability to get the uniform items when needed; variety of sizes and help with shopping needs                                                                                                                                                                                                         |
| Ability to purchase 'basics' at other locations ie: plain white golf shirt                                                                                                                                                                                                                          |
| accepting of any credit cards: visa master amex                                                                                                                                                                                                                                                     |
| Access                                                                                                                                                                                                                                                                                              |
| Access to pieces that kids like to wear                                                                                                                                                                                                                                                             |
| Accessibility. I don't want to stand in lines for hours!                                                                                                                                                                                                                                            |
| accessible for all                                                                                                                                                                                                                                                                                  |
| Accurate sizing / good quality                                                                                                                                                                                                                                                                      |
| Accurate supply for the demand                                                                                                                                                                                                                                                                      |
| Accurately describe sizing. Have a sizing set of items readily available at the school. This way location is not as much an issue.                                                                                                                                                                  |
| accustomed to modern trends                                                                                                                                                                                                                                                                         |
| add a skirt                                                                                                                                                                                                                                                                                         |
| Add comfortable items                                                                                                                                                                                                                                                                               |
| Add in comfortable sweaters and sweatpants!                                                                                                                                                                                                                                                         |
| Add more custom and stylish things such as more sweater options and shirts and uniform sweat pants                                                                                                                                                                                                  |
| Add more items available for purchase                                                                                                                                                                                                                                                               |

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| Add more options for pants, The pants are not well fitted for girls.                                                                                                                                                       |
| Add more options, for sweaters. Ex: quarter zips etc.                                                                                                                                                                      |
| Add more stock                                                                                                                                                                                                             |
| Add more variety                                                                                                                                                                                                           |
| Add more variety of clothing and making sure to get things back in stock as soon as possible so less wait time. Online ordering can also help instead of making parents go far to pick something up.                       |
| Add more variety of uniform clothing. It's just so students have more choices of styling the uniform.                                                                                                                      |
| add new items to have more options such as quarter zip sweaters.                                                                                                                                                           |
| Add sweat pants, light weight elastic banded shorts                                                                                                                                                                        |
| adding additional comfortable hoodies and sweaters                                                                                                                                                                         |
| adding crew necks and back pockets on girls uniform pants                                                                                                                                                                  |
| Adequate inventory of products and quick delivery of requested products                                                                                                                                                    |
| Adequate inventory, customer service                                                                                                                                                                                       |
| Adequate stock, customer service and quality clothing are most important                                                                                                                                                   |
| Adjustable Interior Waistbands and selling iron on hemming tape                                                                                                                                                            |
| Adjustable pants for growing children                                                                                                                                                                                      |
| Adjustable waistband                                                                                                                                                                                                       |
| Adjustable waistbands in pants.                                                                                                                                                                                            |
| Affordable                                                                                                                                                                                                                 |
| Affordable AND good quality                                                                                                                                                                                                |
| Affordable with quality material                                                                                                                                                                                           |
| Agreed/set standards of the Uniforms should be checked intermittently by the school boards so that just anything are not sold to the students                                                                              |
| all items need to be able to be washed and dried in the dryer, not hung to dry. White shirts are difficult to keep white, blue or grey would be preferable                                                                 |
| All sizes of Pants need Accommodations for kids that are larger ie elastic waist bands, pants without buttons such as the swish pants or rugger pants (pull on style) for kids with disabilities made in large sizes       |
| All sizes should be available and the waiting time for an order should not exceed two weeks                                                                                                                                |
| All the students uniforms don't look like they fit very well.                                                                                                                                                              |
| All uniform item should be able to be washed and dried in a washer and drier with all other items of clothing. Parents do NOT have time to be giving special treatment to or hanging/laying flat to dry ANY uniform items. |
| Allergies to clothes? Have not heard of this before. I suppose wool would be itchy.                                                                                                                                        |
| Allow families to purchase the school crests so that families can choose where to buy their uniforms.                                                                                                                      |
| Allow families to use some pieces purchased from regular stores (i.e. Navy pants or white cooked shirts).                                                                                                                  |
| Allow for more styles and options: different coloured shirts, more sweaters, blazers and ties                                                                                                                              |

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| Allow for students to better express femininity and masculinity, I feel very Un-pretty in my uniform because the cut looks so masculine on me it would be nice to just be able to feel pretty in the uniform                                                |
| Allow girls to wear leggings. Have the store open later in the evening and on Sunday.                                                                                                                                                                       |
| Allow multiple uniform providers. It would be a simple solution to the backorders that always occur around September - if the uniform providers don't restock quickly, then parents can go somewhere else                                                   |
| Allow navy pants from any store. Allow any socks (my daughter is very particular socks and                                                                                                                                                                  |
| Allow non created uniform items from regular retailers                                                                                                                                                                                                      |
| allow pants that are not uniform                                                                                                                                                                                                                            |
| Allow pants to be non uniform provider. Pants are poor quality and uncomfortable                                                                                                                                                                            |
| Allow parents to buy items without the school crest from cheaper vendors.                                                                                                                                                                                   |
| Allow parents to purchase same style and colours from any Retailer. Should not have to be an authorized vendor!                                                                                                                                             |
| allow school crest options to store brand selections                                                                                                                                                                                                        |
| Allow school crest to be available for iron/sew onto plain polo shirts.                                                                                                                                                                                     |
| Allow uniform providers to be recommended/preferred, but NOT REQUIRED                                                                                                                                                                                       |
| Allow us more choice of uniform than just 1 shirt for example                                                                                                                                                                                               |
| Allow us to order generic uniform clothes from Old Navy                                                                                                                                                                                                     |
| allow us to purchase sew on logo and give us more options for items available in retail stores such as old navy/childrens place                                                                                                                             |
| Allow us to purchase school crest patches and iron/sew them on school coloured shirts that can be purchased for a much more inexpensive cost                                                                                                                |
| Allowing companies to compete for business.                                                                                                                                                                                                                 |
| Always have all sizes and pieces in stock.                                                                                                                                                                                                                  |
| Always have stock in store.                                                                                                                                                                                                                                 |
| Always have uniforms in store.                                                                                                                                                                                                                              |
| Always satisfied                                                                                                                                                                                                                                            |
| Ample stock available at peak times to meet needs ie j                                                                                                                                                                                                      |
| An issue for me is that the prices have been comparable regardless of quality. Skirts with built in shorts were better than skirts, elastic waists are easier for younger kids, however the polyester pants gave my child a rash.                           |
| Annual review                                                                                                                                                                                                                                               |
| Anticipating demand at the start of the school year and having items in stock is very important.                                                                                                                                                            |
| Any items provided by retailers are of better quality and lower price than your suppliers. Even stores like GAP offer more durable items for less. I don't mind paying, but why more? The only thing is the school emblem and that can be obtained for \$5. |
| Anything but the current provider, cheap materials                                                                                                                                                                                                          |
| Appropriate sizes for all kids                                                                                                                                                                                                                              |
| As long as the uniforms for students are durable then it should be fine. Personally I don't really care about the specific uniform as long as the base items would still be made ( shirts, pants, hoodies)                                                  |

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| As pants wear out quicker, they should be better quality, however at a FAIR price. As shirts do not wear, a standard quality is fine. However costs are far too high.                                                                                                                                    |
| As students with all different styles and tastes, it would be nice to have a broader selection of uniforms to choose from. This means a larger range of shirt colours (obviously red, but options like black, white, light blue, grey, yellow, etc) in order to make the uniforms more fun to wear!      |
| Ask more question during the rfp process                                                                                                                                                                                                                                                                 |
| At this point I am happy with the current provider                                                                                                                                                                                                                                                       |
| Availability                                                                                                                                                                                                                                                                                             |
| Availability                                                                                                                                                                                                                                                                                             |
| Availability and delivery of the product. It took me over 6 weeks to get a tshirt for my son's school.                                                                                                                                                                                                   |
| Availability and quality are extremely important. With our current uniform provider items were consistently out of stock and did not last very long.                                                                                                                                                     |
| Availability and quality of uniform are of highest importance. Consistent quality and sizing for items that are intended to be the same. Good lighting in store to try items on. Fully stocked store/guaranteed stock in store for pickup within a reasonable period with guarantee for start of school. |
| Availability and quality of uniform items                                                                                                                                                                                                                                                                |
| Availability in the beginning of school year. Enough inventory of popular items is a must.                                                                                                                                                                                                               |
| Availability is a pain for both providers. I really liked that at ISW I can walk in and choose my clothing that I need. I hated waiting at McCartney's for someone to help me when I already knew exactly what I wanted. I love that ISW had a store in Milton YEAR ROUND!                               |
| Availability of clothes, better quality materials that last longer                                                                                                                                                                                                                                       |
| Availability of different sizes, good quality of skirts and pants, better customer service                                                                                                                                                                                                               |
| Availability of iron on crests                                                                                                                                                                                                                                                                           |
| Availability of items                                                                                                                                                                                                                                                                                    |
| Availability of items and sizing                                                                                                                                                                                                                                                                         |
| availability of items leading up to the school year.                                                                                                                                                                                                                                                     |
| availability of items, and more options                                                                                                                                                                                                                                                                  |
| Availability of items, no long wait times for items.                                                                                                                                                                                                                                                     |
| Availability of product and GOOD quality                                                                                                                                                                                                                                                                 |
| Availability of product at the beginning of the school year is key. I had to wait until well into October for new school shirts for my daughter this school year.                                                                                                                                        |
| Availability of products in store/ reduce wait times for products which need to be ordered. Waiting 6+ weeks for a pair of plain navy blue pants is unacceptable.                                                                                                                                        |
| Availability of products, waiting multiple months is unacceptable                                                                                                                                                                                                                                        |
| Availability of products.                                                                                                                                                                                                                                                                                |
| Availability of products. Durability of products. Fit of products. True to size of products. Style of products that all children will                                                                                                                                                                    |
| Availability of sizes. Hours of operation of physical store and days of operation.                                                                                                                                                                                                                       |
| Availability of sizes. Too often out of stock                                                                                                                                                                                                                                                            |
| Availability of the uniforms                                                                                                                                                                                                                                                                             |
| Availability of uniform pieces should never be an issue                                                                                                                                                                                                                                                  |
| Availability of uniform sizes                                                                                                                                                                                                                                                                            |



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| availability of uniforms all year                                                                                                                                                                                                                                                                            |
| Availability throughout the year                                                                                                                                                                                                                                                                             |
| Availability, quality and sizing is important                                                                                                                                                                                                                                                                |
| Availability. Items can't constantly be on back order. More modern fabrics...kids prefer dry-fit and micro fibres. Quality of shirts...especially white shirts needs to be better so they aren't see-through. I like the modified sizing for girls                                                           |
| Availability. The current provider never has stock available. So you're waiting long periods of time your order. I placed an order the second week of July for shorts for my son and received them the end of October. That's ridiculous                                                                     |
| Available for September and not backordered for several months, Affordable, Better quality, lasts longer, reinforced knees, comfortable not stiff material, jogger style pants not just chinos                                                                                                               |
| available inventory and common sizes over-stocked                                                                                                                                                                                                                                                            |
| Available -not back ordered                                                                                                                                                                                                                                                                                  |
| Awful                                                                                                                                                                                                                                                                                                        |
| Back to RJ McCarthy quality                                                                                                                                                                                                                                                                                  |
| bad                                                                                                                                                                                                                                                                                                          |
| Based on the quantity of uniform required for each child, I think there needs to be a balance between decent quality and cost.                                                                                                                                                                               |
| Be able to buy the crest of the school to put on plain blue golf shirts.                                                                                                                                                                                                                                     |
| Be able to make a real hoodie that is comfortable and be able to put ur last name on it, have more options for shirts and pants                                                                                                                                                                              |
| Be fair not overprice                                                                                                                                                                                                                                                                                        |
| Be more informed about the industry of fabric, their procedure and standars                                                                                                                                                                                                                                  |
| Be sure there is ample inventory.                                                                                                                                                                                                                                                                            |
| Being able to go to the website and order online is absolutely necessary.                                                                                                                                                                                                                                    |
| Being in stock especially at the start of the year, basic items such as golf shirts and hoodies should always be in stock                                                                                                                                                                                    |
| Being washed and dried and looking nice                                                                                                                                                                                                                                                                      |
| Being well stocked especially before September                                                                                                                                                                                                                                                               |
| being you the suppliers The best quality                                                                                                                                                                                                                                                                     |
| Beter quality, more style choices (jeans, sweatpants)                                                                                                                                                                                                                                                        |
| Better and more options                                                                                                                                                                                                                                                                                      |
| Better and more options                                                                                                                                                                                                                                                                                      |
| Better availability and customer service, no longer than 2-week wait time                                                                                                                                                                                                                                    |
| Better availability of clothing, often sizes, items not available. Overpriced for poor quality allow students flexibility to buy clothes from places other than uniform provider of colours match i.e: allow them to wear navy blue pants from Walmart. A better selection of more comfortable pants, hoodie |
| Better availability of items, customer service, and overall quality                                                                                                                                                                                                                                          |
| Better availability of items, user friendly website                                                                                                                                                                                                                                                          |
| Better availability of items.                                                                                                                                                                                                                                                                                |
| Better availability of stock.                                                                                                                                                                                                                                                                                |

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| better choice and quality of uniforms and better customer service (help needs to be available to help pick out the right size, more cashiers to provide faster service)                                                                                             |
| Better comfort, material                                                                                                                                                                                                                                            |
| Better costumer service and product availability                                                                                                                                                                                                                    |
| Better customer experience, availability of products and quality                                                                                                                                                                                                    |
| Better customer experience, availability of products and quality                                                                                                                                                                                                    |
| Better customer service                                                                                                                                                                                                                                             |
| Better customer service                                                                                                                                                                                                                                             |
| Better customer service                                                                                                                                                                                                                                             |
| Better customer service                                                                                                                                                                                                                                             |
| Better customer service and a bit lower prices                                                                                                                                                                                                                      |
| Better customer service and better in stock availability.                                                                                                                                                                                                           |
| Better customer service and have more stock in store                                                                                                                                                                                                                |
| Better customer service and having products available.                                                                                                                                                                                                              |
| Better customer service at the store; make the online ordering better - right now it's a nightmare.                                                                                                                                                                 |
| Better customer service, better availability (three month back order is unacceptable), better fit (shirts aren't long enough for my 6'1 son, and having adjustable waists for adult size clothing is bizarre...not to mention uncomfortable, according to my kids). |
| Better customer service, better quality of pants as current providers pants are cold for children and poor quality, having fleece lined pants for winter months, better sizing for children and availability of items.                                              |
| Better customer service, good quality for fair price                                                                                                                                                                                                                |
| Better customer service, more stock and more options                                                                                                                                                                                                                |
| Better customer service. I have been served by very unhappy staff.                                                                                                                                                                                                  |
| Better customer service. Enough Inventory in high season. Good quality. Sizes according to age.                                                                                                                                                                     |
| Better cut for girls and better quality                                                                                                                                                                                                                             |
| Better cuts and quality. I notice a huge difference in quality between Macarthy and ISW. The sizing and cut of the Macarthy uniforms are better and the material is more durable.                                                                                   |
| Better fabric for comfort. Currently the quality is poor                                                                                                                                                                                                            |
| better fabric for dress pants and hoodies                                                                                                                                                                                                                           |
| Better fabric for the pants - fabric is not consistent with what other school have been offering. Current fabric feels like cardboard and is uncomfortable. Better fabrics for the tops (golf shirt style) fabric balls after a few washes.                         |
| Better fabric used to make the uniforms                                                                                                                                                                                                                             |
| Better fabrics - pants with stretch & different lengths                                                                                                                                                                                                             |
| Better fabrics/services                                                                                                                                                                                                                                             |
| Better fit for girls, more variety of complimentary pieces (eg. sweatshirts)                                                                                                                                                                                        |
| Better fit is the most important. Better material for pant options                                                                                                                                                                                                  |
| Better fit of clothing as well as better quality                                                                                                                                                                                                                    |
| Better fit, sizing and improve quality. Colours fade, materials stretch out of shape                                                                                                                                                                                |
| Better fit. ISW sport pants are too baggy.                                                                                                                                                                                                                          |
| Better fit. The ISW uniform shirts are very short and wide. They shrink about 3" after washing. The shirts need to be longer.                                                                                                                                       |

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| Better fits                                                                                                                                                                                                                                                                       |
| Better fits on the pants. The boys shorts currently available are terrible and do not fit at all and there is only one option                                                                                                                                                     |
| Better fitted pants, for example; mens pants how sizes are harder to fit                                                                                                                                                                                                          |
| Better fitting and material for pants                                                                                                                                                                                                                                             |
| Better fitting items. I.e. Pants that would fit a 10 year old with a size 15 waist.                                                                                                                                                                                               |
| Better fitting pants for boys                                                                                                                                                                                                                                                     |
| Better fitting pants for boys -more options like a slimmer leg                                                                                                                                                                                                                    |
| Better fitting uniforms. It's been 2 years and I'm unable to buy a piece of uniform from the current supplier. The uniforms don't fit properly, too wide, too short just poorly designed.                                                                                         |
| Better hoodies                                                                                                                                                                                                                                                                    |
| Better hoodies                                                                                                                                                                                                                                                                    |
| Better hours of opp at store, better supply when trying to order online.                                                                                                                                                                                                          |
| Better hours, lower pricing, more stock. The current provider does not offer these.                                                                                                                                                                                               |
| Better hours. Open past 5pm during the week.                                                                                                                                                                                                                                      |
| better inventory of items                                                                                                                                                                                                                                                         |
| Better layout in the store with clear labelling for clothing items                                                                                                                                                                                                                |
| Better location for store, better customer service                                                                                                                                                                                                                                |
| better material                                                                                                                                                                                                                                                                   |
| Better material                                                                                                                                                                                                                                                                   |
| Better material and colours                                                                                                                                                                                                                                                       |
| Better material for fabrics for the uniforms                                                                                                                                                                                                                                      |
| Better material for pants! My daughters pants are an awful polyester that doesn't breathe and doesn't fit well. I had a much better quality uniform in the 80's!                                                                                                                  |
| Better material quality                                                                                                                                                                                                                                                           |
| Better material quality                                                                                                                                                                                                                                                           |
| Better material quality and prompt check outs at store                                                                                                                                                                                                                            |
| Better material washing wise                                                                                                                                                                                                                                                      |
| Better material/more comfortable                                                                                                                                                                                                                                                  |
| Better materials, better customer service                                                                                                                                                                                                                                         |
| Better materials, better fabrics                                                                                                                                                                                                                                                  |
| Better materials, easier sizing options (currently there are males, females and unisex) there is no consistency in the way they fit. Fabric for both tops and pants are terrible. Fabric for pants at Holy Trinity is not consistent with the other schools - very uncomfortable. |
| Better materials/quality of materials used for the uniforms (i.e. pants are pilling, white polo shirts are too sheer). Consistency in sizing is important especially when ordering online. Prices of the uniform pieces are too expensive for what you get.                       |
| Better on hand quantity at stores, increased hours for stores, better customer service at store- staff didn't care or have enough knowledge to help at the store in Burlington, increase options for pants etc one choice isn't enough!                                           |
| Better online independent ordering. More availability and variety                                                                                                                                                                                                                 |
| Better online ordering process, better stocking levels late August and early September, there should be no backorders for the beginning of the school year - better inventory control                                                                                             |

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| Better online services                                                                                                                                             |
| Better online shopping experience - better website with description of products including what fabric/size charts, detailed photos of products                     |
| Better or longer guarantee                                                                                                                                         |
| Better pant/rugger/joggers that don't fray at the knees. Shirts that don't fade with wash. Would like vests as an option for Sacred Heart.                         |
| Better pants                                                                                                                                                       |
| Better parking at the Milton location. It is crowded and messy without a paved parking lot. Entering through the back door makes it seem shady and unprofessional. |
| Better pockets I accidentally call people all the time                                                                                                             |
| Better price                                                                                                                                                       |
| Better prices                                                                                                                                                      |
| Better prices (cheaper) and availability of items.                                                                                                                 |
| Better prices, better product, availability of the product even if it be sold by the school in the school                                                          |
| Better pricing considering level of quality.                                                                                                                       |
| Better pricing considering level of quality.                                                                                                                       |
| Better pricing!! Better fabrics.                                                                                                                                   |
| better pricing, quality, a retail store nearby or online, available all year                                                                                       |
| Better pricing. Bundle pricing sales. Better quality.                                                                                                              |
| Better product availability and quality                                                                                                                            |
| Better product, more stock in common sizes                                                                                                                         |
| Better provider.                                                                                                                                                   |
| Better quality                                                                                                                                                     |
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| Better quality                                                                                                |
| Better quality                                                                                                |
| Better quality - less expensive for the bad quality - more clothing options -                                 |
| Better quality - more options for slim and husky                                                              |
| Better quality - no polyester, cotton only                                                                    |
| Better quality - zippers breaking, pants balling                                                              |
| Better quality , longer pants, free hemming                                                                   |
| better quality , reasonable pricing, availability , store location in residing city                           |
| better quality , reasonable pricing, availability , store location in residing city                           |
| Better quality , the bottoms appear to be years old after 2 washes . The product is Junk .                    |
| Better quality and actually in stock items                                                                    |
| Better quality and affordable pricing.                                                                        |
| better quality and availability                                                                               |
| Better quality and availability                                                                               |
| Better quality and availability                                                                               |
| Better quality and availability                                                                               |
| Better quality and availability                                                                               |
| Better quality and availability                                                                               |
| Better quality and availability of items                                                                      |
| Better quality and availability of products. Mccarthys uniforms were much better quality and fit than the ISW |

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| Better quality and availability, better service                                                                                                                                                                                      |
| Better quality and available (in stock)                                                                                                                                                                                              |
| Better quality and better customer service.                                                                                                                                                                                          |
| Better quality and better sizing (size 4,5,6,7 vs 5/6, 7/8)                                                                                                                                                                          |
| Better quality and bigger sizes                                                                                                                                                                                                      |
| Better quality and choice                                                                                                                                                                                                            |
| better quality and fair prices and more modern looking and comfortable                                                                                                                                                               |
| Better quality and fit                                                                                                                                                                                                               |
| Better quality and fit - not so boxy                                                                                                                                                                                                 |
| Better quality and fit. Kids dont like wearing them because the fit and styles are not comfortable or current. More colours, updated styles and better selection of fit.                                                             |
| Better quality and flexibility on obtaining uniform pieces through different avenues. Not just one provider.                                                                                                                         |
| better quality and have the sport pants available                                                                                                                                                                                    |
| Better quality and have them in stock! Better customer service!                                                                                                                                                                      |
| Better quality and material. Very limited/low stock - especially tights                                                                                                                                                              |
| Better quality and more options                                                                                                                                                                                                      |
| Better quality and more options.                                                                                                                                                                                                     |
| Better quality and more pants options                                                                                                                                                                                                |
| Better quality and more variety of SWEATERS.                                                                                                                                                                                         |
| Better quality and options for custom orders for taller students (for ex., for girls that need longer lengths)                                                                                                                       |
| Better quality and proper sizing (shirts fit short)                                                                                                                                                                                  |
| Better quality and readily available (in stock) when required. Eg. not having to wait                                                                                                                                                |
| Better quality and readily available (in stock) when required. Eg. not having to wait more than two months when you ordered well before the school year started.                                                                     |
| Better quality and sizes                                                                                                                                                                                                             |
| Better quality and sizing options                                                                                                                                                                                                    |
| Better quality and stock levels on hand                                                                                                                                                                                              |
| Better quality and variety.                                                                                                                                                                                                          |
| Better quality at a lower price. The quality of the current offering is on a low side for some items yet priced as if sold by a high end brand.                                                                                      |
| Better quality at a reasonable price                                                                                                                                                                                                 |
| Better quality at an affordable price                                                                                                                                                                                                |
| better quality but shouldn't be more expensive. it's not brand name clothing and you're still paying the same price                                                                                                                  |
| Better quality clothing and better fit. More efficient and improved customer service and assistance when purchasing items. There was little to no assistance especially at key purchasing times.                                     |
| Better quality clothing that is longer lasting. This is better for the environment as we will not be throwing away as many clothes and clothes can be reworn by others. Also, better for finances of parents if clothes last longer. |

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| Better quality clothing.... Clothing that doesn't shrink after the first wash.... Having clothing in stock in all sizes.... Quick delivery when order in store when size was not available.. fit the was consistent in sizes                                                                                 |
| better quality current provider is very poor quality                                                                                                                                                                                                                                                         |
| Better quality especially for the white uniforms.                                                                                                                                                                                                                                                            |
| Better quality especially in pants. The first three pairs we bought fell apart at the hem after barely any use and were used very gently.                                                                                                                                                                    |
| Better quality especially the polo shirts                                                                                                                                                                                                                                                                    |
| Better Quality even if it means higher prices                                                                                                                                                                                                                                                                |
| Better quality fabric and more availability                                                                                                                                                                                                                                                                  |
| Better quality fabric for the current price point in the Pants. Shirts and Tunics are fine.but the pants fabric is terrible and picks up all sorts of lint and hair within moments of wearing them. They are very thin.                                                                                      |
| Better quality fabrics and better fit / sizing                                                                                                                                                                                                                                                               |
| better quality fabrics!                                                                                                                                                                                                                                                                                      |
| Better quality fabrics, durable, sufficient inventory available                                                                                                                                                                                                                                              |
| Better quality fabrics, I find that the elementary uniforms are much better quality than the highschool uniforms. The pants at holy trinity are dreadful, my daughter compares them to paper towel. If we wouldn't want to wear it because it's so uncomfortable, I don't think we should make our kids wear |
| Better quality fabrics, uniform pieces available for immediate purchase instead of waiting 6 weeks for anything you need. ISW has been horrible in this regard. Bring McCarthy back!                                                                                                                         |
| Better quality fibres in clothing and sizing                                                                                                                                                                                                                                                                 |
| Better quality for less. ie...McCarthy                                                                                                                                                                                                                                                                       |
| better quality for sure, current providers clothes are not great quality and do not last as long as the previous supplier. Also the customer service aspect and the lack of stock has been a HUGE challenge.                                                                                                 |
| Better quality for uniforms taking in consideration the price it has to be paid                                                                                                                                                                                                                              |
| Better quality for your high prices or same quality for lower prices                                                                                                                                                                                                                                         |
| Better quality garments with better fit than what ISW provides                                                                                                                                                                                                                                               |
| Better quality girls pants. They pile after 1st week. I never had this problem with McCarthy's                                                                                                                                                                                                               |
| Better quality ie durability and conditions after washing                                                                                                                                                                                                                                                    |
| Better quality in the pants/shirts (the articles of clothing that touches skin) , my daughter has Tourettes and the cheaper the fabric the more agitated she gets, need good quality clothing and I'm willing to pay more for that.                                                                          |
| Better quality is a necessity                                                                                                                                                                                                                                                                                |
| Better quality items                                                                                                                                                                                                                                                                                         |
| Better quality items and items readily available (not always in backorder)                                                                                                                                                                                                                                   |
| Better quality items for the price paid                                                                                                                                                                                                                                                                      |
| Better quality like McCarthy                                                                                                                                                                                                                                                                                 |
| better quality like McCarthy's. I still travel to hamilton mountain to buy McCarthy's pants. The ISW ones seem worn out before they're even worn!                                                                                                                                                            |
| Better quality material                                                                                                                                                                                                                                                                                      |

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| Better quality material                                                                                                                                                                                                                                                                                     |
| better quality material                                                                                                                                                                                                                                                                                     |
| Better quality material and zippers                                                                                                                                                                                                                                                                         |
| Better quality material so that it's easily machine washable! Specially the bottoms pants/shorts!                                                                                                                                                                                                           |
| Better quality material so the uniform pieces last longer. Also, adjustable waists would be helpful for children with varying body types.                                                                                                                                                                   |
| Better quality material that lasts is important. Current provider has inferior quality garments                                                                                                                                                                                                             |
| Better quality material used; locally produced; more stock available; more options for sweaters (not just hooded sweatshirts)                                                                                                                                                                               |
| Better quality material without falling apart/pulling after 2 washes.                                                                                                                                                                                                                                       |
| Better quality material, consistent sizing.                                                                                                                                                                                                                                                                 |
| Better quality material, more durable                                                                                                                                                                                                                                                                       |
| Better quality material. Current provider uses very poor quality materials                                                                                                                                                                                                                                  |
| Better quality material. More options to customize trouser waists. When kids grow mine have skinny waists which don't match the pant length-waist ratio. Button-style waist elastics would be great. The cord is a nuisance, kids are too impatient/ dirty it in the washroom.                              |
| better quality material; continued option of custom order (e.g. longer pants for tall kids, etc)                                                                                                                                                                                                            |
| Better quality materials, more affordable                                                                                                                                                                                                                                                                   |
| Better quality materials, more than one location                                                                                                                                                                                                                                                            |
| Better quality materials. The pants that are part of the STA uniform are horrible! I would suggest a yoga type pant - the material of the gym pant is perfect and washes beautifully. The fit is amazing as well. A plain white t-shirt good quality thicker cotton material with the school logo on the le |
| Better quality merchandise                                                                                                                                                                                                                                                                                  |
| Better quality- not see through                                                                                                                                                                                                                                                                             |
| Better quality now the quality is horrible                                                                                                                                                                                                                                                                  |
| Better quality of fabric and lesser prices                                                                                                                                                                                                                                                                  |
| Better quality of fabric. Previous provider's garments didn't pill as easily. Also the sizing is very slim. Should be more of a relaxed fit.                                                                                                                                                                |
| Better quality of fabrics ,less wrinkles, softer fabric for shirts                                                                                                                                                                                                                                          |
| Better quality of materials used for uniforms                                                                                                                                                                                                                                                               |
| Better quality of relaxed casual sport looking pant. Thin and rips easily. And sold as being acceptable uniform attire but it seems through communication from the school that only dress pants are allowed.                                                                                                |
| Better quality of the fabric                                                                                                                                                                                                                                                                                |
| Better quality of the garments                                                                                                                                                                                                                                                                              |
| Better quality of the garments                                                                                                                                                                                                                                                                              |
| Better quality of the materials                                                                                                                                                                                                                                                                             |
| Better quality of the ones offered now. I am not pleased with the actual provider due to poor quality                                                                                                                                                                                                       |
| Better quality pants                                                                                                                                                                                                                                                                                        |
| better quality pants                                                                                                                                                                                                                                                                                        |
| Better quality pants that won't ruin the first time Kids wear them                                                                                                                                                                                                                                          |
| Better quality pants. Provider should anticipate which items are popular and have adequate stock                                                                                                                                                                                                            |



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| Better quality Pieces                                                                                                                                                                                                                                     |
| Better quality product made from breathable material                                                                                                                                                                                                      |
| BETTER QUALITY PRODUCTS                                                                                                                                                                                                                                   |
| Better quality products                                                                                                                                                                                                                                   |
| Better quality products and give parents the RIGHT to buy at any retailer they see appropriate for them!                                                                                                                                                  |
| Better quality products, current provider offers poor quality, but is expensive and never well stocked, with dirty warehouse.                                                                                                                             |
| Better quality products, having items available in stock and not having to wait                                                                                                                                                                           |
| better quality provider                                                                                                                                                                                                                                   |
| Better quality provider the current one isn't as good as mccarthys                                                                                                                                                                                        |
| Better quality shirts - they pill and don't wash very well                                                                                                                                                                                                |
| Better quality shirts. They pill easily.                                                                                                                                                                                                                  |
| Better quality so they last and better fit for the boys clothing. Comfort is important too                                                                                                                                                                |
| Better quality than ISW offers                                                                                                                                                                                                                            |
| Better quality than the current provider.                                                                                                                                                                                                                 |
| Better quality than we currently have with more selection. Current providers shirts and skirts are garbage. Start pulling after a few washes.                                                                                                             |
| Better quality than what is currently in                                                                                                                                                                                                                  |
| Better quality that lasts, doesn't creases and fits well (nit like the ill fitting, cheap skirts and pants we have now)                                                                                                                                   |
| Better quality uniform. The current provider's quality is very poor.                                                                                                                                                                                      |
| Better quality Uniforms                                                                                                                                                                                                                                   |
| better quality uniforms                                                                                                                                                                                                                                   |
| Better quality uniforms                                                                                                                                                                                                                                   |
| Better quality uniforms and a better return policy                                                                                                                                                                                                        |
| Better quality uniforms and availability of pieces from provider                                                                                                                                                                                          |
| Better quality uniforms!!!                                                                                                                                                                                                                                |
| better quality uniforms, longer lasting, and much better materials - that wash well, etc.                                                                                                                                                                 |
| Better quality uniforms.                                                                                                                                                                                                                                  |
| Better quality uniforms. Orders fulfilled in a timely manner.                                                                                                                                                                                             |
| Better quality uniforms. Stock on hand.                                                                                                                                                                                                                   |
| Better quality with the right amount of price                                                                                                                                                                                                             |
| Better quality without being over priced                                                                                                                                                                                                                  |
| Better quality without increasing the cost. The cost of uniforms are already high.                                                                                                                                                                        |
| Better quality! Softer material, especially for kindergarten!                                                                                                                                                                                             |
| Better quality!! ISW is cheap and wears out quickly. Please go back to McCarthy!                                                                                                                                                                          |
| BETTER QUALITY!!!!!!                                                                                                                                                                                                                                      |
| Better quality, accurate fit to size my daughter is normally every were else a size 10 or s/m had to buy size 14 in half zip sweater, should have hoodies uniform tops for elementary schools for winter months, and lower the cost for the poor quality. |
| Better quality, availability of pieces, better sizes, customer service                                                                                                                                                                                    |

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| Better quality, better fabric. Use fabric is so cheap compared to Mc carthys - pants, tunics, everything. The seams rip and the hems fall off after a month of wear. I have had to return items many times. We should be able to buy navy pants and white /blue golf shorts from other stores ourselves |
| Better quality, better fit, better availability, better customer service. In all In-School is a very poor uniform provider.                                                                                                                                                                             |
| Better quality, better sizing and more straight forward sizing. Plus size and taller sizes.                                                                                                                                                                                                             |
| Better quality, comfortable pants for boys. A slimmer more European fit. Adjustable waist.                                                                                                                                                                                                              |
| Better quality, current uniforms fabric is really bad.                                                                                                                                                                                                                                                  |
| Better quality, design, and style. Comfort is very important.                                                                                                                                                                                                                                           |
| Better quality, I am so disappointed with ISW poor quality and constant LIES, claiming they've improved their product and they do not. My daughter gets a rash from the pants every year. Ever since stopped wearing the pants, the rash clears.                                                        |
| Better quality, I like to have a uniform that I can wash time and time again and feel and look the same every time, not fade or look used.                                                                                                                                                              |
| Better quality, in material and durability                                                                                                                                                                                                                                                              |
| Better quality, less pilling, less fading, strong yoga pant fabric, matching uniform colours                                                                                                                                                                                                            |
| better quality, less see through shirts, women's pants to better fit women's body's with hips not just mannequin or model sizes                                                                                                                                                                         |
| Better quality, more comfortable                                                                                                                                                                                                                                                                        |
| Better quality, more durable materials                                                                                                                                                                                                                                                                  |
| Better quality, more inventory in the store, free shipping                                                                                                                                                                                                                                              |
| Better quality, more true to size, cleaner facility, better customer service, product in stock, 8 weeks for out of stock items is not reasonable                                                                                                                                                        |
| better quality, no pilling                                                                                                                                                                                                                                                                              |
| Better quality, not flimsy materials, socks to be available consistently                                                                                                                                                                                                                                |
| better quality, online option, and more shops                                                                                                                                                                                                                                                           |
| Better quality, ordering online. Size charts. Have fitting locations-order online                                                                                                                                                                                                                       |
| Better quality, pieces that do not rip after a week or material that shows piling in a few days, provide pieces with strong zippers. The pieces that the girls wear if structured should still be comfortable and if they are made of softer materials they should not be super body hugging.           |
| Better quality, service and availability                                                                                                                                                                                                                                                                |
| Better quality, sizing, more options                                                                                                                                                                                                                                                                    |
| Better quality, slim fit pants for boys                                                                                                                                                                                                                                                                 |
| Better quality, some white shirts are transparent, girl's pants stretch over time so we are forced to buy new pairs.                                                                                                                                                                                    |
| Better quality, they don't last and are still expensive                                                                                                                                                                                                                                                 |
| Better quality, lower price. Or, top only and wear your own navy pant (or whatever color the school is).                                                                                                                                                                                                |
| Better quality.                                                                                                                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                                                                                                                         |

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| Better quality.                                                                                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                                                                                         |
| Better quality.                                                                                                                                                                                                                                                         |
| Better quality. I am actually paying more with the current provider because the items tear so easily.                                                                                                                                                                   |
| Better quality. The current provider (ISW) is much poorer quality than the previous provider (McCathy's)                                                                                                                                                                |
| Better quality. The pants are brutal.                                                                                                                                                                                                                                   |
| Better quality. Better customer service pieces actually in stock                                                                                                                                                                                                        |
| Better quality. Better feeling for more comfort                                                                                                                                                                                                                         |
| better quality. better fit. more comfortable                                                                                                                                                                                                                            |
| Better quality. Better prices.                                                                                                                                                                                                                                          |
| Better quality. Faster service.. size availability                                                                                                                                                                                                                      |
| Better quality. I have not been happy with the current uniforms. I have had to return multiple items because the zippers break (after very few wears). The hours at the store are also too restrictive.                                                                 |
| Better quality. ISW is poor quality - piling, tears easily                                                                                                                                                                                                              |
| Better quality. Items that don't pull.                                                                                                                                                                                                                                  |
| Better quality. Lowest bidder isn't always the best product                                                                                                                                                                                                             |
| Better quality. More comfortable garments.                                                                                                                                                                                                                              |
| Better quality. More selection                                                                                                                                                                                                                                          |
| better quality. Shirts cut for females. Ensure clothing last from being washed multiple times.                                                                                                                                                                          |
| Better quality. The buttons on every pair of pants I have owned from the current company have broken off                                                                                                                                                                |
| Better quality. The ISW pants do not wash well and show lots of piling.                                                                                                                                                                                                 |
| Better quality. They are too expensive                                                                                                                                                                                                                                  |
| Better quality/ better colours                                                                                                                                                                                                                                          |
| Better quality/sizing for the prices we are paying                                                                                                                                                                                                                      |
| Better return and more supplies needed                                                                                                                                                                                                                                  |
| Better return/ exchange policy as well as longer then we have right now warranty on the uniform pieces.                                                                                                                                                                 |
| Better sales by provider                                                                                                                                                                                                                                                |
| Better selection for the girls. Pants that are a bit nicer. More selection. Just a few more pieces to chose from.                                                                                                                                                       |
| Better selection for the girls. Pants that are a bit nicer. More selection. Just a few more pieces to chose from.                                                                                                                                                       |
| better selection in pants                                                                                                                                                                                                                                               |
| Better selection of product assortment for pants and faster availability of items in stock                                                                                                                                                                              |
| Better selection or customized sizing. More casual options for boys (track pants). The current casual pants (rugger) has sippers on bottom so they can't be hemmed and my one son needs his pants shortened. So a casual style pant with either elastic cuffs or cuffs. |
| Better service and availability. Uniforms should be comfortable for the children and wash well                                                                                                                                                                          |

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| Better service as a first time purchaser. The manager at ISW was very unhelpful with sizing, availability of out of stock items, and general customer service. How would a first time purchaser know about sizing, fit, etc.?                 |
| Better size and fit options (pants are way too big for small/slender kids), more selection in sweaters – beyond zip up fleece sweater for kids (i.e. knit cardigan, hoodie). A hoodie in the school colours would be nice.                    |
| Better size options for pants, need way better quality                                                                                                                                                                                        |
| Better sizes for fuller children                                                                                                                                                                                                              |
| Better sizes in pants and shorts                                                                                                                                                                                                              |
| Better sizing - ensuring a size 10 is a size 10                                                                                                                                                                                               |
| Better sizing - find current provider has different sizing on similar items - ex: size 8 pants with pleats fits different than a size 8 pull up pants                                                                                         |
| Better sizing and fitting                                                                                                                                                                                                                     |
| Better sizing and newer products that match what kids are wearing now                                                                                                                                                                         |
| Better sizing and quality                                                                                                                                                                                                                     |
| Better sizing for all shapes, better quality pants for all seasons, same options for both sexes-girls get leggings...boys get.....? If the source cannot provide proper sizing for child - options need to be offered and accepted by school. |
| better sizing for girls body types, the uniforms for girls are designed as if we are shaped like boxes                                                                                                                                        |
| Better sizing options                                                                                                                                                                                                                         |
| better sizing options for pant length & waist sizes - possibly list by these sizes?                                                                                                                                                           |
| Better sizing options for the smallest children. Pants and skirts from current providers are much to big for small kindergartens. Consider the comfort of the pants slim leg pants would be great.                                            |
| Better sizing to suit different body types                                                                                                                                                                                                    |
| Better sizing, more options and lower prices                                                                                                                                                                                                  |
| Better sport pants for boys.                                                                                                                                                                                                                  |
| Better staff                                                                                                                                                                                                                                  |
| better stock availability and easier online ordering process                                                                                                                                                                                  |
| Better store hours                                                                                                                                                                                                                            |
| Better store hours, more customer service during peak times and be instock.                                                                                                                                                                   |
| Better store hours, online ordering and tracking and customer service                                                                                                                                                                         |
| Better style of pants and shirts                                                                                                                                                                                                              |
| Better styles/variety of pants for both elementary AND secondary. Yoga pants should be available for girls in high school.                                                                                                                    |
| Better sweaters that aren't all polyester, and pants that keep you warm in the winter                                                                                                                                                         |
| Better uniform material quality                                                                                                                                                                                                               |
| better variety                                                                                                                                                                                                                                |
| Better wear and tear (quality is lacking with ISW)                                                                                                                                                                                            |
| better working conditions (heating, cooling for employees ) and better sizing in shirts (garments are too short)                                                                                                                              |
| Better zippers, and quality fabric                                                                                                                                                                                                            |
| Bettwr selection for the tall and thin and better selection for the whole year                                                                                                                                                                |

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| Bigger selection in sizing                                                                                                                                                                                                                                                                            |
| Bigger selection in sizing                                                                                                                                                                                                                                                                            |
| Biggest issue has been availability of products.                                                                                                                                                                                                                                                      |
| Bishop Reding needs much more variety. That's up to the school more so than the supplier.                                                                                                                                                                                                             |
| Both past uniform providers are too expensive, require a reduction with the new uniform provider                                                                                                                                                                                                      |
| Bottoms more like active wear                                                                                                                                                                                                                                                                         |
| Boys need a cargo pant or track pant with a cuff. This is why they wear shorts all year                                                                                                                                                                                                               |
| Boys need a comfier option for pants. Sweat pants ideally. Girls are allowed yoga pants but boys don't have an option similar.                                                                                                                                                                        |
| Boys need more stronger pant material as knee area gets worn or torn easily.                                                                                                                                                                                                                          |
| Boys pants should be offered at discount rate if 2 or more pairs are ordered due to fast wear and tear.                                                                                                                                                                                               |
| Breathable material please                                                                                                                                                                                                                                                                            |
| Bring back McCarthy                                                                                                                                                                                                                                                                                   |
| Bring back McCarthy 's                                                                                                                                                                                                                                                                                |
| Bring back McCarthy uniforms                                                                                                                                                                                                                                                                          |
| Bring back McCarthys or have no uniform for elementary some schools never got a 2nd revote.                                                                                                                                                                                                           |
| Bring uniform company into the school a couple days a year for parents to buy new uniforms right from                                                                                                                                                                                                 |
| Broader sizing available at their store locations particularly for elementary school children.                                                                                                                                                                                                        |
| By actually carrying stock in the store. Better quality clothing.                                                                                                                                                                                                                                     |
| by changing provider. McCarthy the previous provider had an excellent selection of items that were of high quality and natural fibres.                                                                                                                                                                |
| By changing the current one                                                                                                                                                                                                                                                                           |
| By choosing a provider that makes clothing that is durable. I am constantly replacing pants due to busted out knees.                                                                                                                                                                                  |
| By choosing a uniform provider with higher quality items- kids are hard on clothes and many families choose a few of each piece for children to wear, even laundering them mid-week. This means day to day wear and tear on uniform pieces is higher than a non-uniform wardrobe. Items need to last. |
| By choosing McCarthy's. I will never use the current provider.                                                                                                                                                                                                                                        |
| By ensuring garment quality and proper sizing and fit it uniform items, especially pants for younger students.                                                                                                                                                                                        |
| By far the most important issue that needs to be addressed is the timeliness of receiving garments. I am still waiting for pants that I ordered 2 months ago. And there have never been pants or shorts available to try on for sizing - it made ordering very difficult.                             |
| By getting a sample, pictures and brochures before buying it.                                                                                                                                                                                                                                         |
| by getting more high waisted pant sizes                                                                                                                                                                                                                                                               |
| By giving more options for secondary school when it comes to bottoms rather than just having one type of pants and one short. Preferably another pant type                                                                                                                                            |
| By giving them the feedback from the public                                                                                                                                                                                                                                                           |
| By having flexible options for families while still adhering to colour code                                                                                                                                                                                                                           |

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| By having more than one place to purchase the uniforms and to reduce waiting times for purchasing items                                                                                                                                                                                         |
| By having no uniforms at all                                                                                                                                                                                                                                                                    |
| By having proper sizes and better customer service                                                                                                                                                                                                                                              |
| By having sweat pants on cold days because the pants don't provide any warmth                                                                                                                                                                                                                   |
| By making a more diverse size range for all types of bodies                                                                                                                                                                                                                                     |
| By making a uniform that lasts the entire year instead of getting holes and fading.                                                                                                                                                                                                             |
| By making all sweaters organic cotton and non flammable materials. Also chocking a quality provider and not the one giving you the guest kick back and over charging for mass produced items.                                                                                                   |
| By making sure the items are not cheaply made and that they wash well.                                                                                                                                                                                                                          |
| By making sure there is sufficient stock available at all times                                                                                                                                                                                                                                 |
| By making sure you choose a provider with high quality and consistent stock availability                                                                                                                                                                                                        |
| By not enforcing a school uniform policy at all                                                                                                                                                                                                                                                 |
| By providing discounts to purchase uniforms in the summer, holding used uniform sales at schools.                                                                                                                                                                                               |
| By providing warmer clothes in the winter. Your pants are far too thin for students who walk to school or in portables                                                                                                                                                                          |
| By using a provider that has a good selection of item choices as well as fit and quality of clothing                                                                                                                                                                                            |
| Can the pants be more aligned with the styles of today, more consistant with what the children are use to wearing outside of school. For example, leggings for girls, tapered track pants for boys etc. The baggy, bulky style of the uniform today looks sloppy, out of date and poor quality. |
| Can there be a sweater vest option? This way students can wear a collared polo shirt purchase from a cheaper supplier ie Walmart, old navy etc. The sleeve are what gets dirty first/often and there for we require to purchase several shirts due to having to launder them often              |
| Canadian Made                                                                                                                                                                                                                                                                                   |
| Cancel ISW contract. Their uniform pieces are terrible.                                                                                                                                                                                                                                         |
| Cancel the contract with ISW.                                                                                                                                                                                                                                                                   |
| Change away from ISW, there service, quality and availability are horrible. I would rather drive to r j McCarthy once in a while for better quality and aervice                                                                                                                                 |
| Change back to McCarthy                                                                                                                                                                                                                                                                         |
| Change back to McCarthy's                                                                                                                                                                                                                                                                       |
| Change Current Provider - incompetent customer service, hard to find right size, dirty change room                                                                                                                                                                                              |
| Change provider                                                                                                                                                                                                                                                                                 |
| Change provider please. The current one is TERRIBLE. uniforms were very late being available, backorders didn't arrive, overcharging for basic garments, rude staff, ""popup"" store service. Horrible experience.                                                                              |
| Change provider.                                                                                                                                                                                                                                                                                |
| Change providers go back to RJ MaCarthy much better quality                                                                                                                                                                                                                                     |
| change suppliers. listen to student feedback on how the uniforms should be.                                                                                                                                                                                                                     |
| Change the provider because the quality is not good.                                                                                                                                                                                                                                            |
| Change the provider.                                                                                                                                                                                                                                                                            |

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| Change the uniform provider.                                                                                                                                                                                                                                                                 |
| Changing the current provider                                                                                                                                                                                                                                                                |
| Changing the quality of fabric                                                                                                                                                                                                                                                               |
| Cheaper                                                                                                                                                                                                                                                                                      |
| Cheaper prices                                                                                                                                                                                                                                                                               |
| Cheaper uniforms they are too expensive                                                                                                                                                                                                                                                      |
| cheaper, comfortable materials and more variety of uniform options                                                                                                                                                                                                                           |
| Cheaper, more colours & wearability (no dress pants. Maybe Jean's and a shirt)                                                                                                                                                                                                               |
| Check the quality of the zippers (they never work regardless the size)                                                                                                                                                                                                                       |
| Checking over pant sizes, some are just way to wide or narrow. They don't take wear in the knees where it's an instant hole. Pull up are preferred over the button until the age of 12 at least                                                                                              |
| Chg providers. ISW is poor quality and poor fit. Pls switch back to RjM. Parents had no complaints with McCarthy uniforms!                                                                                                                                                                   |
| Choice of different styles and Colurs to accommodate students styles.                                                                                                                                                                                                                        |
| Choice of uniform provider                                                                                                                                                                                                                                                                   |
| Choose a company that will provide much better quality items. ISW has provided poor quality items for high prices and took a very long time to fill orders that were placed in the summer before school began.                                                                               |
| choose a different provider. Allow us to buy our own pants and only sell tops and sweaters. Most large box stores carry uniform pants - WE can control the pricing and the quality of what we want to spend. The uniform stores are overpriced.                                              |
| Choose a good uniform provider can deliver great quality. Current provider is the worst . Products are poorly done .Can we please have McCarthy back.                                                                                                                                        |
| Choose a provider that has a wide array of fits, materials , etc. Kids are not all same shape and size. Uniform pieces for elementary should be soft, cotton, warm and comfortable. Ie, like the yoga pants McCarthys offers.                                                                |
| Choose a provider that sells products that are similar to what McCarthy's provided. The uniforms (when in stock - which is rare) provided by ISW are LOW quality for active young children. Pants are poorly made (knees bust out), zippers are of poor quality and break in the dryer, etc. |
| Choose a uniform provider that delivers good quality clothing. ISW is poor quality clothing.                                                                                                                                                                                                 |
| Choose McCarthys                                                                                                                                                                                                                                                                             |
| Choose: Mccarthy uniforms                                                                                                                                                                                                                                                                    |
| Choosing a better provider                                                                                                                                                                                                                                                                   |
| Choosing one that offers good quality product, fair price and helpful staff                                                                                                                                                                                                                  |
| Chose another provider!                                                                                                                                                                                                                                                                      |
| Chose better materials and keep good inventory                                                                                                                                                                                                                                               |
| clear and stand at sizes. Better quality                                                                                                                                                                                                                                                     |
| Clearance sales                                                                                                                                                                                                                                                                              |
| Clothes that last longer                                                                                                                                                                                                                                                                     |
| Clothing available for special needs students, pull on pants without buttons or zippers, wide flexible legs for leg braces, shirts without buttons, lower costs for purchasing more pairs due to needing changes of clothes on a daily basis                                                 |
| Clothing being made needs to be consistent I.e colour, size, quality                                                                                                                                                                                                                         |

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| Clothing for tall, skinny kids (adjustable waistbands)                                                                                                                                                                                                        |
| Clothing material needs to be durable, the clothes should be available within one week rather than 4 weeks, affordable, more comfortable.                                                                                                                     |
| clothing that doesn't fall apart (quality)                                                                                                                                                                                                                    |
| Clothing that fits different body types is important. Pants that are sized in length, as well, and not just waist. To buy pants that are 5 inches too long and then have to pay someone an extra \$20-30 to hem them is ridiculous.                           |
| Colour should be navy black or any other dark colour as thus is not only more serviceable but for teenage girls with irregular periods and leaks it is critical that this be less noticeable                                                                  |
| Colour-fast, breathable material.                                                                                                                                                                                                                             |
| Comfier and better fitting                                                                                                                                                                                                                                    |
| Comfort is important                                                                                                                                                                                                                                          |
| Comfort is important. Students are in these uniforms all day, everyday. Also, having different options for clothing would be important. You can still require the uniform, same provider and school colours, but at least allow the students to have options. |
| Comfort of clothing. Unisex articles.                                                                                                                                                                                                                         |
| comfort of materials considering recess, gym, etc. Crested HCDSB instead of by school                                                                                                                                                                         |
| Comfort! Short AND long sleeve t-shirts, and hoodies (not blouse or golf shirt)                                                                                                                                                                               |
| Comfortable and flattering fitting pants and shirts. Various styles of pants for variety of body types. Make sure they are availab, good quality,                                                                                                             |
| Comfortable and pants with pockets on the back!!                                                                                                                                                                                                              |
| Comfortable quality pieces for every season and constantly in stock                                                                                                                                                                                           |
| Comfortable yet durable materials. Elementary had track pants, secondary needs clothing that is comfortable                                                                                                                                                   |
| Comfy clothing, great material that lasts, good price point                                                                                                                                                                                                   |
| Connect it to school and cash online pick up at school                                                                                                                                                                                                        |
| Consider allowing parents to buy plain navy and white pieces from any provider and iron on school crest (or not! Navy and white would be fine by me).                                                                                                         |
| Consider clothing that has natural fibres rather than crappy synthetic. Consider possibilities of outfitting for low income families.                                                                                                                         |
| Consider special needs students. Pants need to have belt loops to stay up. How easy are they to do up? High waisted stretch pants which stay up would be so much better.                                                                                      |
| Consistency in sizing, guaranteed availability of items                                                                                                                                                                                                       |
| Consistent and better quality. Better sizing. Better fit.                                                                                                                                                                                                     |
| Continue with outstanding customer service                                                                                                                                                                                                                    |
| Convenient store hours for working parents. Maybe 1 or 2 nights per week with evenings hours.                                                                                                                                                                 |
| Coordinate a discount for alterations with local company                                                                                                                                                                                                      |
| Cost effective                                                                                                                                                                                                                                                |
| Cost effective                                                                                                                                                                                                                                                |
| Cost is too high                                                                                                                                                                                                                                              |
| Cost less money                                                                                                                                                                                                                                               |
| Cost reduction                                                                                                                                                                                                                                                |
| Cotton                                                                                                                                                                                                                                                        |



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| Cotton                                                                                                                                                                                                                    |
| Cotton and better fitting options especially in the pants. Kids at Notre Dame wear shorts because the pants are just terrible.                                                                                            |
| cotton hoodies                                                                                                                                                                                                            |
| cotton material shirts. More options . maybe dress shirts                                                                                                                                                                 |
| Cotton material use if feasible as it's Gentle skin                                                                                                                                                                       |
| Cotton only material. The casual pants with a warmer / fleece option.                                                                                                                                                     |
| Cotton options should be available, even if more expensive.                                                                                                                                                               |
| Could use better, stronger material                                                                                                                                                                                       |
| could you make it so there is a specific type of pant that is a comfortable one instead of a dress pant                                                                                                                   |
| Create a wider variety for comfort ex. Better sweaters                                                                                                                                                                    |
| Create more variety for the clothing                                                                                                                                                                                      |
| Create something more comfortable like sweatpants                                                                                                                                                                         |
| Create uniform using quality fabric, not polyester                                                                                                                                                                        |
| creating a half zip sweater                                                                                                                                                                                               |
| creating more comfortable and mobile uniforms. most pants don't fit properly and can be very uncomfortable for wear throughout the entire school day.                                                                     |
| Creating new hooded sweaters for women that do not make them look like a cereal box                                                                                                                                       |
| Crests to be sewn on other stores items                                                                                                                                                                                   |
| Crew neck sweatshirts and skirts would be much appreciated by high school students. As well as freedom in ur form expression by schools (ie, cuffing pants, stylish belts, etc)                                           |
| Current location in Milton doesn't even have a paved driveway, inside of a warehouse, poor lighting                                                                                                                       |
| Current offering is pretty decent.                                                                                                                                                                                        |
| Current provider is low quality and high price. Not good at all                                                                                                                                                           |
| Current provider when asked about pant sizing (child has unique proportions) just shrugged and could not offer any help when their products are ill fitting                                                               |
| CUrrent service worked really well                                                                                                                                                                                        |
| Current styling. The new boys shorts that came out last spring were a terrible fit. (Way too short). Ended up getting used ones in old style.                                                                             |
| Current supplies is terrible. Go back to RJM                                                                                                                                                                              |
| Current uniforms quality is low and price is high. We want better quality for the same or low price.                                                                                                                      |
| currently the quality it extremely poor                                                                                                                                                                                   |
| Currently the uniforms quality and the price are not matching. Please just try to wash any of the white shirts! It's very low quality. The fabric makes my son itchy. If they bring higher quality's that would be great. |
| Currently, the quality of the products is low and the price is bit of high.                                                                                                                                               |
| Customer service and availability of sizes from current provider are HORRIBLE. Quality of trousers is terrible as well, boys RIP through the knees in no time.                                                            |
| Customer service and availability would be important not happening with current provider.                                                                                                                                 |
| Customer service is very important                                                                                                                                                                                        |
| Customer service lines at stores                                                                                                                                                                                          |
| Customer service, availability and natural materials would be greatly appreciated                                                                                                                                         |

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| Customer service; quality and stock of uniforms                                                                                                                                                                                                                                                         |
| customized (names)                                                                                                                                                                                                                                                                                      |
| Customized sizing eg: slim, regular, husky. Garments should be durable and also comfortable to wear.                                                                                                                                                                                                    |
| Customized sizing, Hours of operation, late closing times even if they open late, most parents work during the day                                                                                                                                                                                      |
| Decent quality , fair prices, make a variety of fits available.                                                                                                                                                                                                                                         |
| Decrease wait times for items. I have waited months for a pair of pants.                                                                                                                                                                                                                                |
| Deeper stock levels w/ online ordering                                                                                                                                                                                                                                                                  |
| Definitely need smaller sizing than the receipt provider                                                                                                                                                                                                                                                |
| Definitely prefer McCarthy over the current uniform provider                                                                                                                                                                                                                                            |
| Delivery                                                                                                                                                                                                                                                                                                |
| Delivery service                                                                                                                                                                                                                                                                                        |
| Delivery time and customer service                                                                                                                                                                                                                                                                      |
| Design things that the kids will actually wear. Lime pants that are made of comfortable material and have some consideration for today's styles                                                                                                                                                         |
| Did not like the provider of the uniforms for the last couple of years.                                                                                                                                                                                                                                 |
| Different pant options.                                                                                                                                                                                                                                                                                 |
| Different styles of pants should be available to accommodate different body types. Would be nice if different lengths were offered such as tall and petite.                                                                                                                                             |
| Discount for early bird                                                                                                                                                                                                                                                                                 |
| Do away with uniforms                                                                                                                                                                                                                                                                                   |
| Do in depth background checks before moving forward with new uniform provider.                                                                                                                                                                                                                          |
| DO NOT CONSIDER ISP as a provider                                                                                                                                                                                                                                                                       |
| Do not have ISW as a provider again                                                                                                                                                                                                                                                                     |
| Do not have the uniform pieces customized. Allow families to purchase pieces from anywhere they can afford based on a uniform style model. No crests.                                                                                                                                                   |
| Do not renew with ISW. They are horrendous-move back to McCarthy.                                                                                                                                                                                                                                       |
| Do not understand the question .....                                                                                                                                                                                                                                                                    |
| Don't increase prices                                                                                                                                                                                                                                                                                   |
| Don't be cheap about uniforms. And stop making it expensive for shit quality and making money off of it.                                                                                                                                                                                                |
| Don't ever use ISW again! They are absolutely horrific!!!                                                                                                                                                                                                                                               |
| don't have a single provider-provide a colour dress code (pants and shirt) and allow parents to purchase uniforms at the store of their choosing.                                                                                                                                                       |
| Don't have any issues. If uniform ordered in a timely manner there's no issues. If people leave it to last week of school then they'll have issues.                                                                                                                                                     |
| Don't have them                                                                                                                                                                                                                                                                                         |
| Dont have uniforms                                                                                                                                                                                                                                                                                      |
| Don't let the provider use low quality garments that are thin and make a bra easily visible through the clothing. Also the supplier needs to have multi locations, excellent hours, and customer service. As well, being able to return an item, brand new with tag still attached, should be standard. |

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| Don't make the so so expensive                                                                                                                                                                                                                                                                              |
| Don't make them ugly and make sure they're good quality and fit human bodies properly                                                                                                                                                                                                                       |
| Dont put gaps on sizes. The current one has no 6-7 and jumps to 7-8.                                                                                                                                                                                                                                        |
| Don't require a school crest and let people purchase from major retailers were you can get excellent quality for low pricing                                                                                                                                                                                |
| don't run out and if you do, deliver much quicker than ISW                                                                                                                                                                                                                                                  |
| Don't specify a provider. Specify uniform and colours and let parents pick whatever suits needs and budget. I.e. black pants/white shirt.                                                                                                                                                                   |
| Don't use a provider. Let people buy where they want under an established guideline                                                                                                                                                                                                                         |
| Don't use ISW                                                                                                                                                                                                                                                                                               |
| Dry fit material- uniforms hot- better pant/short options- poorly fitted                                                                                                                                                                                                                                    |
| DUAL SOURCING SHOULD BE A MUST                                                                                                                                                                                                                                                                              |
| Durable buttons, zippers and fasteners                                                                                                                                                                                                                                                                      |
| Durable for young kids; reinforced knees, adjustable waistbands, expandable lengths                                                                                                                                                                                                                         |
| Durable items, readily available. Current the cost is high for such poor quality.                                                                                                                                                                                                                           |
| Durable material and less wider pants                                                                                                                                                                                                                                                                       |
| Durable, high quality, comfortable, current styles. Ensure the hours of operation and location are convenient for parents. Make sure the material used done wash out, pile, change colour and fall apart. It is imperative that there is stock on hand. Kids outgrow clothes and it is unacceptable to wait |
| Durable, we'll fitting clothing                                                                                                                                                                                                                                                                             |
| E sure quality materials are used. Ones that last more than 3 washes!                                                                                                                                                                                                                                       |
| Ease of returns; ease of follow-up for back orders; not taking upfront payments ahead of backorders, and then not bothering to refund even after a no. of follow-up queries on status of orders. This situation happened for hoodies that I had ordered, which weren't exactly cheap.                       |
| Easier online ordering                                                                                                                                                                                                                                                                                      |
| Easier online purchase                                                                                                                                                                                                                                                                                      |
| Easy online ordering                                                                                                                                                                                                                                                                                        |
| Easy to wear , pull up designs, stretchy and                                                                                                                                                                                                                                                                |
| Easy to wear , pull up designs, stretchy and cotton material                                                                                                                                                                                                                                                |
| Easy washing instructions/easy care of the garments                                                                                                                                                                                                                                                         |
| Effective online ordering system                                                                                                                                                                                                                                                                            |
| Eliminate buttons on pants. Either provide pull-on or latch style. Consider cargo style / location pockets rather than pockets at hip which cause rips if kids put objects or hands in their pockets.                                                                                                       |
| Eliminate school crest/ logo with HCDSB logo for all schools so that families with children at various schools within our board can share uniform pieces and pass down when our grown. Also, allows for easier tradition when families move and attend another school.                                      |
| Enabling different sizes of clothing (customized). Taller kids that have smaller waists have to wear oversized pants.                                                                                                                                                                                       |
| Enduring that the supply is available at all times.                                                                                                                                                                                                                                                         |
| Enforce quality in the pieces and availability as current provided lacks both                                                                                                                                                                                                                               |
| Enhance the material and quality of the garments. The current providers materials are poor quality, uncomfortable and dont wear well which means I'm replacing more often and ultimatley spending                                                                                                           |

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| more. Also, customer service of the current provider is unacceptable and needs improvement overall!                                                                                                                                                                                                         |
| Ensure a better quality product.                                                                                                                                                                                                                                                                            |
| Ensure ability to stock items is fast.                                                                                                                                                                                                                                                                      |
| Ensure adequate inventory                                                                                                                                                                                                                                                                                   |
| Ensure adequate stock                                                                                                                                                                                                                                                                                       |
| Ensure ample supply and staff during peak periods ie All of August                                                                                                                                                                                                                                          |
| Ensure availability of all sizes and improve speed of delivery of uniforms                                                                                                                                                                                                                                  |
| ensure availability of product, and product that is not overpriced for the quality of the item                                                                                                                                                                                                              |
| Ensure availability of the items at various sizes.                                                                                                                                                                                                                                                          |
| Ensure better quality materials and workmanship.                                                                                                                                                                                                                                                            |
| Ensure comfortable pieces that are kid friendly (adjustable waist bands and durable knees)                                                                                                                                                                                                                  |
| Ensure customer service                                                                                                                                                                                                                                                                                     |
| Ensure easy shopping experience, I like selecting my own product vs McCarthy needing a sales person to bring product to you there fore waiting for someone to be available to help                                                                                                                          |
| Ensure garments are available. Uniforms are always out of stock! Also improve customer service.                                                                                                                                                                                                             |
| Ensure good quality                                                                                                                                                                                                                                                                                         |
| Ensure good quality at reasonable price with adequate inventory and better customer service                                                                                                                                                                                                                 |
| Ensure good quality to price ratio and customer service                                                                                                                                                                                                                                                     |
| Ensure inventory is sufficient to service students needs. In the event of a stock out situation, stock should be replenished quickly. Back orders requiring upwards of a three month wait are unacceptable. Quality items are extremely important. Children are hard on their clothes, they need to be made |
| Ensure it is durable and breathable.                                                                                                                                                                                                                                                                        |
| Ensure item are in stock and arrive on time during peak perids                                                                                                                                                                                                                                              |
| Ensure items are comfortable with easy tabs/easy for primary students to dress themselves. Items made with 100% cotton, option of tshirts/sweatpants in addition to dress pants and golf shirts.                                                                                                            |
| Ensure many product items are available during peek times - e.g., Aug/Sept. Ensure quality of product - e.g., hems are reinforced, material is non pilling                                                                                                                                                  |
| Ensure products are actually IN stock and not have to wait 4 months for items to arrive (when no longer in season!)                                                                                                                                                                                         |
| Ensure quality, quality, quality                                                                                                                                                                                                                                                                            |
| Ensure sizes are available for all. We were unable to get items for my son and custom order would have taken too long for the start of school.                                                                                                                                                              |
| Ensure sizes are available. This current provider is a joke as many items are not available.                                                                                                                                                                                                                |
| Ensure styles are current to ensure students are o.k. with them                                                                                                                                                                                                                                             |
| Ensure that all bottoms (both pants and shorts) come in elastic waist band so the youngest students can just pull up and down without having to use zippers. Right now all options for shorts have buttons and zippers which are difficult for kindergarten students                                        |
| Ensure that all schools have the same options i.e. long sleeve Polo                                                                                                                                                                                                                                         |
| Ensure that long sleeve shirts are available at all school as an alternative to the rugby shirts                                                                                                                                                                                                            |
| ensure that sizes are readily available, free shipping to homes, knowledgeable/helpful staff                                                                                                                                                                                                                |

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| Ensure that the contract had non stock penalties if items are not i stock the items should be given a discount to the parents                                                                                                                                                                          |
| Ensure that the contract had non stock penalties if items are not i stock the items should be given a discount to the parents                                                                                                                                                                          |
| Ensure that the quality is excellent. The current uniforms don't even last the school year.                                                                                                                                                                                                            |
| Ensure that the quality is excellent. The current uniforms don't even last the school year.                                                                                                                                                                                                            |
| Ensure that the supplier has the availability to have enough stock on hand to fill orders just prior to school starting.                                                                                                                                                                               |
| Ensure that the uniform provider commits to having ample stock and business hours that support the fact that Oakville is a commuting community                                                                                                                                                         |
| Ensure that the uniform provider has adequate stock for students' needs.                                                                                                                                                                                                                               |
| Ensure that there is adequate stock on hand (waiting months for items is unacceptable). Offer greater variety                                                                                                                                                                                          |
| Ensure that there is not a shortage of uniforms (quantity, sizes, various items like pants, sweaters, shirts.) Uniforms must be made available before September.                                                                                                                                       |
| Ensure that they can handle the demand of the community                                                                                                                                                                                                                                                |
| Ensure that they commit to having products in stock and if they don't it should be shipped to my house at no cost. Also current provider is disorganized. I ordered a youth XL shirt for my son who is 11 and they gave me an adult xl. This item was back ordered. So this has resulted in 3 trips!!! |
| Ensure that they have adequate sizes and styles available, as well as accessories, ie tights for girls                                                                                                                                                                                                 |
| Ensure that they have sufficient stock of any given uniform item and size                                                                                                                                                                                                                              |
| Ensure that uniform is well made , available when needed, adjustable wait at least for elementary school (current pants don't have adjustable waist which is horrible, elastic does not help)                                                                                                          |
| Ensure that uniform pieces that are required to be worn, are ALWAYS AVAILABLE.                                                                                                                                                                                                                         |
| Ensure the clothing can fit under winter wear easily. I find that the current uniform pants are uncomfortable under snow pants, so a softer pant would be more helpful for the kids who need to wear snow pant in the winter.                                                                          |
| Ensure the clothing materials are ethically sourced                                                                                                                                                                                                                                                    |
| Ensure the fit of of clothing is realitc to a child's size                                                                                                                                                                                                                                             |
| Ensure the material is comfortable (with stretch) and durable.                                                                                                                                                                                                                                         |
| Ensure the provide has ample stock available in all sizes AT ALL TIMES.                                                                                                                                                                                                                                |
| Ensure the provider is able to efficiently supply the needs of the school, minimal/no wait times for sellouts                                                                                                                                                                                          |
| Ensure the provider provides quality products                                                                                                                                                                                                                                                          |
| ensure the quality of material is comfortable (ie. not stiff/starchy) and durable. The pant style/cut should keep in mind what a teenage student would wear (ie. dark colour, tailored leg). My daughter's school wears shorts year round because no one will wear the pants.                          |
| Ensure the quality of the uniform can last more than a year. Previous Mccarthy uniforms lasted multiple years and barely tore or piled. The uniforms now material. Is not as durable and the skorts wear out fast.                                                                                     |
| Ensure the styles are likeable by students while maintaining appropriateness                                                                                                                                                                                                                           |
| Ensure the uniforms are available for purchase and supply in stock. Also ensure quality is good and shirts can least a season.                                                                                                                                                                         |

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| Ensure the uniforms are of good quality; they are being washed multiple times and sometimes passed down through children. I think there should be a more comfortable option for pants; stiff khaki style are not realistic for younger kids.                                                             |
| Ensure the white shirts are not flimsy and see through.                                                                                                                                                                                                                                                  |
| Ensure their online ordering service works.                                                                                                                                                                                                                                                              |
| Ensure there is stock available during peak times ie., month before school                                                                                                                                                                                                                               |
| Ensure there's sufficient stock, plan for peak purchase purchase times.                                                                                                                                                                                                                                  |
| Ensure they are quality products                                                                                                                                                                                                                                                                         |
| Ensure they have a current inventory management system. An apparel supplier should have an inventory system where the stores are able to view inventory on hand in the central warehouse, orders placed and provide accurate delivery dates. Also use historical data to forecast properly for surges.   |
| Ensure they have enough stock                                                                                                                                                                                                                                                                            |
| Ensure they have proper stock of items. ISW is always out of stock.                                                                                                                                                                                                                                      |
| Ensure they stock enough items for the start of the year, ensure they communicate when they change suppliers and sizing may differ, ensure they pay attention to the colour of the items at least being close in colour for tops & bottoms, using material that washes well and lasts more than 3 months |
| Ensure they're able to handle the volume of customers and their respective orders without everything being on back order for months.                                                                                                                                                                     |
| ensure to have enough options and stock                                                                                                                                                                                                                                                                  |
| Ensure uniform are not polyester or synthetic, a combination of cotton and polyester would be best. Washes well and is comfortable for all students. Have flexibility with options for students. Prices must be reasonable and quality of clothing high since students will be wearing on regular basis. |
| Ensure waist bands are adjustable and offer slim fit versus regular fit in pants.                                                                                                                                                                                                                        |
| Ensuring adequate inventory and minimal wait times if items sell out.                                                                                                                                                                                                                                    |
| Ensuring availability of the products                                                                                                                                                                                                                                                                    |
| Ensuring better quality that washes well.                                                                                                                                                                                                                                                                |
| Ensuring products are well-made, COMFORTABLE, and fit the varying sizes and shapes of our young people.                                                                                                                                                                                                  |
| Ensuring stock is available when required. More options, not just white short-sleeve shirts.                                                                                                                                                                                                             |
| Ensuring the comfort of the garments. Our children wear the same items everyday and I believe comfort is of prime importance. Stiff materials without any stretch make very little sense. Also, warmth is a factor. Some kids get very cold, others very hot. Material options would be beneficial.      |
| Ensuring the provider has a modern online purchasing system, has items in stock for purchase rather than having to wait months to receive the items, friendly customer service; and updated style options for pants, shorts.                                                                             |
| Ensuring there is a strong online presence. Most parents work full time and going to a store is not always feasible. In addition, making sure there are adequate sized for all body types. My son is slim therefore finding a uniform/clothing and sizing that fits his stature is important.            |
| Especially for elementary uniforms, please ensure the items are comfortable. Stretchy "yoga" style pants are much preferred by my kids over the rigid khaki/dockers style dresspants.                                                                                                                    |
| Establish reasonable competitive pricing with more selection                                                                                                                                                                                                                                             |

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| Ethically made clothing                                                                                                                                                                                                                                                         |
| Ethically made clothing                                                                                                                                                                                                                                                         |
| Everything indicated above. I can never find pants for my son. Always on back order                                                                                                                                                                                             |
| Excellent customer service to deal with any and all deficiencies in the quality of their products.                                                                                                                                                                              |
| Excellent customer service, enough stock at the beginning of school. Items that are excellent quality. And don't wear too quickly.                                                                                                                                              |
| Excellent customer service/more items of same garment stocked                                                                                                                                                                                                                   |
| fabric quality is very important                                                                                                                                                                                                                                                |
| fabrics must be able to stand up to frequent washing, Availability is essential                                                                                                                                                                                                 |
| Fair prices, good quality and close location                                                                                                                                                                                                                                    |
| Faster customer service                                                                                                                                                                                                                                                         |
| Faster order fulfillment. We have been waiting for over 8 weeks.                                                                                                                                                                                                                |
| Feed back, better quality and reasonable price                                                                                                                                                                                                                                  |
| Feedback from students on fit before the supplier is chosen. Must include male and female and worn a few times all day to see how it performs.                                                                                                                                  |
| Find a provider that understands that children come in all shapes and sizes. Buying a uniform is quite a humiliating experience for one of my daughters, since they are made exclusively for skinny girls..                                                                     |
| Find Uniforms that don't pill after a few washes. Finding sizes that are ""slim fit"" for children with small builds. I have NEVER been able to find a pair of uniform pants that fit my grade 7 student. Properly. Everything is sized too big or not long enough in the legs. |
| First off, better customer service. Better quality in the materials that are used and not have to wait over two months for one item when they know it sell out.                                                                                                                 |
| fits can be inconsistent. Materials pill very quickly, even when washing instructions are followed.                                                                                                                                                                             |
| Fix girls pants pleaseee                                                                                                                                                                                                                                                        |
| Flexibility, better choices for cold weather                                                                                                                                                                                                                                    |
| Flexible and need to have the products in stock                                                                                                                                                                                                                                 |
| Flexible uniform pieces                                                                                                                                                                                                                                                         |
| Follow through on promise that uniform provider will accommodate ALL BODY TYPES. Current provider does not do this for overweight children.                                                                                                                                     |
| For girls items, it is important to offer more than just a slim cut in pants/shorts. The shorts are all super short and tight and not all girls want to or feel comfortable wearing this style. The supplier should offer bermuda or athletic style cut shorts for girls.       |
| Form to current trends and styles                                                                                                                                                                                                                                               |
| free delivery                                                                                                                                                                                                                                                                   |
| Free home delivery especially because they never have what you need in stock. Every other retailer delivers for free. This is a cash grab.                                                                                                                                      |
| Full refunds (instead of credit) should be the norm. Kids outgrow clothes., And they're not cheap!                                                                                                                                                                              |
| Garment size transitions could be better. Sometimes one size up is way too big or not big enough.                                                                                                                                                                               |
| Garment warranty                                                                                                                                                                                                                                                                |
| Get a better provider                                                                                                                                                                                                                                                           |
| Get a better provider that has higher quality items                                                                                                                                                                                                                             |
| Get a crew neck for Jv                                                                                                                                                                                                                                                          |

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| Get a new one.                                                                                                                                                                                                                                |
| Get a new provider! McCarthy was hands down better quality and service!                                                                                                                                                                       |
| Get a provider with better quality products. 5 of my child's pants broke with your current provider.                                                                                                                                          |
| get better employees at uniform store                                                                                                                                                                                                         |
| Get better quality uniform material, add more sizes (petites), add                                                                                                                                                                            |
| Get crewnecks for Assumption                                                                                                                                                                                                                  |
| Get feedback from students who wear uniforms. No girls wear the long pants - uncomfortable, not stylish - this means girls are wearing shorts in winter and track pants over top while in transit                                             |
| Get feedback from the students and parents on the actual garments before deciding. The parents and students should get to see what the styles, quality and prices are going to be and then they can help make the decision on who to go with. |
| Get hoodies made from cotton                                                                                                                                                                                                                  |
| Get McCarthy's back and get better quality uniforms.                                                                                                                                                                                          |
| Get rid of current provider and go to a provider with better quality uniforms                                                                                                                                                                 |
| Get rid of ISW and bring back McCarthy.                                                                                                                                                                                                       |
| Get rid of ISW. Terrible supplier, long wait times to get clothing and never have common sizes in stock. Terrible quality. Go back to mccarthys                                                                                               |
| Get rid of ISW. Horrible quality                                                                                                                                                                                                              |
| Get rid of ISW... worst uniforms ever                                                                                                                                                                                                         |
| Get rid of the current provider, nothing but cheap garbage and go back to McCarthy's.                                                                                                                                                         |
| Get rid of the supplier. McCarthy's uniforms were better quality, better fit, and had extended sizes, none of which is offered with your current supplier. The quality is cheap and the product does not last.                                |
| Get rid of uniforms                                                                                                                                                                                                                           |
| Get rid of uniforms                                                                                                                                                                                                                           |
| Get rid of uniforms                                                                                                                                                                                                                           |
| Girls pants to not ball up after one wash. Boys rugger pants should have a slimmer option for thinner boys                                                                                                                                    |
| Girls should have more options for clothing that fits. Sweatshirts are made and sizes for boys, they look awful. The shorts are also too stiff and awkward which is why no girls wear shorts.                                                 |
| Girls should have thick good quality leggings with slim ankle and options for summer and winter, winter being a fleece lined leggings for example.                                                                                            |
| Girls tights need to be offered through the uniform provider!                                                                                                                                                                                 |
| girls uniform pants with the size adjust on the inseam                                                                                                                                                                                        |
| Give parents more deals and offer good pricing. Keep costs down!                                                                                                                                                                              |
| Give the children who actually have to wear these uniforms a say. They should have a survey that reflects what they think of the uniforms.                                                                                                    |
| Give the option for skirts as well.                                                                                                                                                                                                           |
| Give the uniforms more flavour and variety and not have them be so bland                                                                                                                                                                      |
| Give us more options. Turn the AC on in the storage room.                                                                                                                                                                                     |
| Giving more bottom options for secondary schools                                                                                                                                                                                              |
| Giving us the option to by anywhere                                                                                                                                                                                                           |
| Go back to                                                                                                                                                                                                                                    |



|                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy                                                                                                                                                          |
| Go back to McCarthy - must better product for the price                                                                                                                      |
| Go back to Mccarthy!                                                                                                                                                         |
| Go back to McCarthy. ISW is very poor quality and sizing/ options do not fit my daughter                                                                                     |
| Go back to mccarthys                                                                                                                                                         |
| Go back to McCarthys                                                                                                                                                         |
| Go back to mccarthys                                                                                                                                                         |
| Go back to mccarthys                                                                                                                                                         |
| Go back to mccarthys                                                                                                                                                         |
| Go back to McCarthy's                                                                                                                                                        |
| Go back to McCarthys period!! Quality of ISW is terrible. Customer service non existent. I drive to Etobicoke and buy bottoms from McCarthys                                 |
| Go back to McCarthys quality much better.                                                                                                                                    |
| Go back to mccarthys. The new provider doesn't make the uniform well. My kids refuse to wear anything from them                                                              |
| Go back to The last uniform provider. ISW is terrible there customer service is awful as well as the quality. They barely have enough stock. Takes for ever to order things. |
| Go back to using RJ McCarthy                                                                                                                                                 |
| Going back the last provider: Mccarthy uniforms                                                                                                                              |
| Going back to McCarthy as they have far better quality products that are durable, wear better, fit better and last longer.                                                   |
| Good                                                                                                                                                                         |
| Good long lasting quality                                                                                                                                                    |
| Good quality                                                                                                                                                                 |
| Good quality                                                                                                                                                                 |
| Good quality and affordable is just fair for all                                                                                                                             |
| Good quality and availability. Current supplier provides neither                                                                                                             |
| Good quality and price                                                                                                                                                       |
| Good quality at a reasonable price.                                                                                                                                          |
| good quality at an affordable price                                                                                                                                          |
| Good quality is key                                                                                                                                                          |
| good quality material                                                                                                                                                        |
| Good quality pieces with high quality material.                                                                                                                              |
| Good quality products at fair prices, why do I need to buy high priced navy pants that I can get often on sale at children store with better quality                         |
| Good quality that is comfortable and doesn't feel and look cheap                                                                                                             |
| Good quality to reasonable price                                                                                                                                             |
| Good quality to withhold wear and tear and multiple machine washers and dryers.                                                                                              |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Good quality with great customer service                                                                                                                                                                                                                                                     |
| Good quality with reasonable prices                                                                                                                                                                                                                                                          |
| Good quality, comfortable pieces                                                                                                                                                                                                                                                             |
| Good quality, durable, available and good customer service                                                                                                                                                                                                                                   |
| good quality, fair price                                                                                                                                                                                                                                                                     |
| good quality, fair price and have stock                                                                                                                                                                                                                                                      |
| Good quality, good fabric, convenient to purchase                                                                                                                                                                                                                                            |
| Good quality, ISW is not good quality!!!                                                                                                                                                                                                                                                     |
| Good quality, lower cost                                                                                                                                                                                                                                                                     |
| Good quality, softer fabrics                                                                                                                                                                                                                                                                 |
| Good store layout, friendly customer service.                                                                                                                                                                                                                                                |
| Great material and durable.                                                                                                                                                                                                                                                                  |
| Greater options for different types of pants and perhaps another colour option to match the school colours (St Timothy's)                                                                                                                                                                    |
| Greater selection of products                                                                                                                                                                                                                                                                |
| Greater variety in styles especially pants. Sizing that is true to fit (in line with traditional retail sizes) as having to always go in to try on sizes is not convenient. Location that is closer to school that is being serviced so that the store is accessible to all (public transit) |
| Guaranteed stock, easy online shopping and on time delivery                                                                                                                                                                                                                                  |
| Have a better and reliable provider                                                                                                                                                                                                                                                          |
| Have a board wide logo instead of individual schools.                                                                                                                                                                                                                                        |
| Have a more variety of sizes.                                                                                                                                                                                                                                                                |
| Have a provider that does not have low quality products for a ridiculous price. Items need to be available when ordered and customer service to handle the job of the HCDSB                                                                                                                  |
| Have a provider that offers uniforms made out of good quality fabric not polyester                                                                                                                                                                                                           |
| Have a school store 2x a year where parents can purchase new uniforms directly from the school                                                                                                                                                                                               |
| Have all items available. Especially during summer in preparation for September. Keep costs down.                                                                                                                                                                                            |
| Have all sizes and colours in stock at all times                                                                                                                                                                                                                                             |
| Have all sizes and items on the sales floor instead of waiting for the staff to look in the back of store. It would speed up the shopping time. Maybe sell some items at the schools?                                                                                                        |
| Have all the pieces of uniform in stock! I waste my time everytime I walk into the store, the company never has sizes in the store. When ordered it takes 6 weeks, it is very frustrating.                                                                                                   |
| have all uniforms sizes always in stock in store                                                                                                                                                                                                                                             |
| Have always a good inventory                                                                                                                                                                                                                                                                 |
| Have available in different stores not a monopoly                                                                                                                                                                                                                                            |
| Have better inventory in store and improve wait times for items not in stock. The current wait times are unacceptable.                                                                                                                                                                       |
| Have better quality 100% cotton and more sizes available                                                                                                                                                                                                                                     |
| Have better sizing and more options. And make better hoodies and sweatshirts that are warmer for winter.                                                                                                                                                                                     |
| have clothes in stock                                                                                                                                                                                                                                                                        |
| Have cotton fabric!!!                                                                                                                                                                                                                                                                        |

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Have COTTON options! The tops are made of uncomfortable and unhealthy synthetic fabrics! This uniform is a reason to switch to Public Board.                                                                                   |
| Have enough inventory in most popular sizes. Last year it was really difficult to find sizing by the beginning of the school year. You would think a uniform provider would be prepared!                                       |
| Have enough on hand so when people come to the store they can by on the spot                                                                                                                                                   |
| Have enough staff on-hand to provide customers with guidance and assistance                                                                                                                                                    |
| Have enough staff on-hand to provide customers with guidance and assistance, offer better quality garments at competitive prices (ie McCarthy's)                                                                               |
| Have enough stock available                                                                                                                                                                                                    |
| Have enough stock available for all students BEFORE THE NEW SCHOOL YEAR BEGINS.                                                                                                                                                |
| Have enough stock available for all students BEFORE THE NEW SCHOOL YEAR BEGINS.                                                                                                                                                |
| Have enough stock on hand. they are always out of sizes especially in august when school starts in the coming weeks                                                                                                            |
| Have enough supplies during uniform buying season, before school starts                                                                                                                                                        |
| Have families buy pants somewhere else and just have them buy the tops with logo.                                                                                                                                              |
| Have good quality materials that last                                                                                                                                                                                          |
| Have husky sizes available                                                                                                                                                                                                     |
| Have in stock. Not 8-10 week wait like current supplier                                                                                                                                                                        |
| Have inventory                                                                                                                                                                                                                 |
| Have inventory in stock. Have staff at stores. Shouldn't have to wait an hour just to pick up an online order.                                                                                                                 |
| Have inventory when school starts and people need it.                                                                                                                                                                          |
| Have it in stock                                                                                                                                                                                                               |
| Have items actually in stock. Better quality & price. Good customer service                                                                                                                                                    |
| Have items in stock                                                                                                                                                                                                            |
| Have items in stock                                                                                                                                                                                                            |
| Have items in stock or at least short wait times.                                                                                                                                                                              |
| Have jogging pants available as another option to gym shorts                                                                                                                                                                   |
| Have less customized products                                                                                                                                                                                                  |
| Have many customer services reps available, have several size and style options available.                                                                                                                                     |
| Have many items available at the store, so we don't have to order them and wait for such long periods of time. Have better quality materials so that the items don't rip easily or zippers breaking in a short period of time. |
| Have more availability of sizes/colors/models                                                                                                                                                                                  |
| Have more cash registers when you are ready to cash out ESPECIALLY in busy periods                                                                                                                                             |
| have more choices                                                                                                                                                                                                              |
| Have more items in stock                                                                                                                                                                                                       |
| Have more options for fit / 3/4 zip hoodie                                                                                                                                                                                     |
| Have more options for hoodie colors, for exampe bishop reding only has grey hoodies, i would prefer red or black. Also the BR hoodies should be made out of cotton                                                             |
| Have more options that are comfortable                                                                                                                                                                                         |
| Have more products in stock before school. Items are often out of stock for WEEKS.                                                                                                                                             |

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| Have more sizes (e.g. they do not have a 37" waist, so we had to tailor a 38". Also we bought three 38" waists and each one was actually a different size. Very frustrating since they were on back order and when we finally got them, we had to return one because it was too small!                     |
| Have more sizes available and pants should come in various styles.                                                                                                                                                                                                                                         |
| Have more slim fitting pants for females and better tops that would fit in with the modern style                                                                                                                                                                                                           |
| Have more stock on hand and available, bring back McCarthy as it was the best quality and bring down the pricing it is so expensive to buy uniforms. Or lift the rules against wearing other brands.                                                                                                       |
| have more than 1 option                                                                                                                                                                                                                                                                                    |
| Have more than one or two people at the cash. Better set up and customer service.                                                                                                                                                                                                                          |
| Have more than one sole provider and allow for the sale of crests only.                                                                                                                                                                                                                                    |
| Have more than one supplier. Then they will truly have to provide good service, possibly sales and discounts and give options. The current buying process is one of the worst retail experiences I have had.                                                                                               |
| Have more than one uniform provider                                                                                                                                                                                                                                                                        |
| Have more than one uniform provider to allow for completion of prices, selection, customer service and quality. Ensure that the provider has experience in providing clothes for kids and teenagers. Ensure provider commits to having adequate stock (shorts should be available from May to September.   |
| Have more than one uniform vendor to choose from so parents can make the decisions re: uniforms that best meet their needs (e.g. quality vs. price)                                                                                                                                                        |
| Have more uniform                                                                                                                                                                                                                                                                                          |
| Have more up to date styles and better quality material                                                                                                                                                                                                                                                    |
| Have more variety for uniforms (sweatshirts, better pants)                                                                                                                                                                                                                                                 |
| have more variety of pieces, such as a zippered hoodie and a button up or zip up cardigan, as well as a lightweight/warm weather cardigan. Students go from rooms that are cold to rooms that are very hot, they need to be able to wear layers that can easily be taken on and off. Also narrow leg pants |
| Have more variety of products ex. Short and long version of uniform pants                                                                                                                                                                                                                                  |
| Have more variety specially for children with motor skills challenges                                                                                                                                                                                                                                      |
| Have more variety                                                                                                                                                                                                                                                                                          |
| Have multiple options for pants, shirts, etc. for boys, better quality (meaning products don't fade or fray), have store locations close by, open on weekends, and have lots of selection in stock.                                                                                                        |
| Have multiple providers with competitive pricing                                                                                                                                                                                                                                                           |
| Have no concerns with existing provider. Had great service, easy access to store and clothes and the uniforms have been durable                                                                                                                                                                            |
| Have options of different body types slim fit, etc                                                                                                                                                                                                                                                         |
| Have prices on-par with major retailers, allow school crests to be sewn on by caretakers, implement online ordering.                                                                                                                                                                                       |
| Have product available for back to school                                                                                                                                                                                                                                                                  |
| Have product available!!! The current provider is terrible, never enough sizes in stock, terrible customer service too                                                                                                                                                                                     |
| Have products available. Every time I go to the store, they don't have sizes, products, etc..                                                                                                                                                                                                              |
| Have products in stock for the seasons. To wait 6 weeks for a rugby shirts in the winter and shorts in the spring or September is ridiculous.                                                                                                                                                              |

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| Have products in stock, helpful staff, standard sizing                                                                                                                                                    |
| Have products in stock, not gouge the customer. Product quality would be great to maintain. Washable materials that have longevity.                                                                       |
| Have products in stock. Have products that fit properly. Have products that are not cheaply made                                                                                                          |
| Have proper amounts of uniforms in stock instead of having to wait everytime we are in need of uniform items                                                                                              |
| have proper sizing and adjustable clothing accessories (zipper, expanded waistbands)                                                                                                                      |
| Have proper stock at start of school year to eliminate wait time. Offer more options for bottoms (different style pants) because fits are different on different body types.                              |
| Have quality products. Not scratchy materials. Also, consider letting us buy the items where we like and get the crest put on.                                                                            |
| Have seasonal items available in correct season. Have stock not 4 week back orders                                                                                                                        |
| Have sizes available so you don't have to wait 8 weeks for clothing and provide better quality and variation on styles for clothing Especially boys clothing that currently have limited options          |
| Have sizes especially before school.. have a different fit for different body sizes                                                                                                                       |
| Have sizes in stock.                                                                                                                                                                                      |
| Have sizing listed in standard clothing sizes such as size 10 and not in inches such as pants labelled 24/26".                                                                                            |
| Have stock                                                                                                                                                                                                |
| Have stock                                                                                                                                                                                                |
| Have stock al year round. Specially in the weeks before school initiates                                                                                                                                  |
| Have stock available; have one item of each size available to try on in the event that something needs to be ordered                                                                                      |
| Have stock readily available                                                                                                                                                                              |
| Have stock when needed ie beginning of school year- customer service basics                                                                                                                               |
| Have stock. Increase quality. Increase options for various-sized students.                                                                                                                                |
| Have stock. It isn't right to go to the store and they have NO pants. Then are required to pay ing full and wait 3-4 weeks to get them.                                                                   |
| Have stock... there is never any stock currently                                                                                                                                                          |
| Have supplies on hand and offer all sizes.                                                                                                                                                                |
| Have the ability to hem the athletic pants. Better quality material. Have them answer their phone when you call. User friendly website.                                                                   |
| Have the items in stock                                                                                                                                                                                   |
| Have the option to purchase school crest to sew on shirts..                                                                                                                                               |
| Have the products available                                                                                                                                                                               |
| Have the sizes available in the store                                                                                                                                                                     |
| Have the sizes required for September and be open on week days                                                                                                                                            |
| Have the uniform sizes, and proper material.                                                                                                                                                              |
| Have them current available and the custom items not making the children look bad                                                                                                                         |
| Have them in stock , shorten wait time                                                                                                                                                                    |
| Have them in stock in a timely manner. Also sales in June and a 30 day exchange policy make no sense. It is very frustrating to try to return an item purchased in June to be told it's past the 30 days. |

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| Have them sell/provide 'patches' or other materials so that uniforms can be repaired and passed down to younger siblings/friends. This will save money for parents and prevent so much clothing in the landfills.                                                                       |
| Have uniform pieces in stock!!! Have more responsive associates to assist customers.                                                                                                                                                                                                    |
| Have uniforms available in store, better size descriptions                                                                                                                                                                                                                              |
| Have uniforms in stock                                                                                                                                                                                                                                                                  |
| Have uniforms that don't fall apart after a month of gentle use                                                                                                                                                                                                                         |
| Have various fits- example husky, the ability to hem a pant (the zippers on the ""track pant"" make it harder to do so. Also actually have a track pant for boys. There should also absolutely be a T-shirt option available. This is for St. Matthew's in Oakville                     |
| Have various fittings within a size bracket. No pants fitted my children due to small waist and leg length. I then had to pay to have them altered- an extra cost. That or adjustable waist ( this years skirts did not have this so did not fit my child , yet we had no other options |
| Having a large amount of selection and products on hand always. Also location should be in the Falgarwood area only.                                                                                                                                                                    |
| Having a uniform provider that specializes in kids sizes.                                                                                                                                                                                                                               |
| Having adequate stock available in august.                                                                                                                                                                                                                                              |
| Having an on-site tailor for enhanced customization of the product. Larger sizes. A Reward System for students to get uniforms with good grades.                                                                                                                                        |
| Having enough supply for demand and proving a short wait time for orders (1-2 weeks max)                                                                                                                                                                                                |
| Having items available !!!!! Frustrating                                                                                                                                                                                                                                                |
| Having items available on time. I had to wait 6 months for a hoodie which of course was useless since was already summer when its arrived and the school year about to finish                                                                                                           |
| Having items available. Having more information from the company for sales or overstock.                                                                                                                                                                                                |
| Having items in stock                                                                                                                                                                                                                                                                   |
| Having items in stock                                                                                                                                                                                                                                                                   |
| Having items in stock and a few choices in atyke of pant to suit biys and gurls unisex clothing does not work                                                                                                                                                                           |
| Having items in stock and not on a long wait list                                                                                                                                                                                                                                       |
| Having items on stock not always back ordered                                                                                                                                                                                                                                           |
| Having made to order garnements                                                                                                                                                                                                                                                         |
| Having minimal back orders would be helpful.                                                                                                                                                                                                                                            |
| Having more clothing uniform options and better quality clothing                                                                                                                                                                                                                        |
| Having more than one distributor and imposing the obligation to have stock to meet the demand. I've waited months for a coat the size of my son.                                                                                                                                        |
| Having more than one option for cut, style, materials of pants/ shirts/shorts etc is very important. Options that include elastic waste bands, relaxes fit pants etc to accommodate all body types                                                                                      |
| Having products and sizes in stock                                                                                                                                                                                                                                                      |
| Having products in inventory. And making the purchasing process efficient and easy. Some of the online shopping/login is very cumbersome. Not user friendly                                                                                                                             |
| Having sizes available or if they have to be ordered that they come in quickly!!!                                                                                                                                                                                                       |
| Having smaller or bigger sizes                                                                                                                                                                                                                                                          |
| Having stock available                                                                                                                                                                                                                                                                  |

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| Having stock available; Products are currently subpar - the boys ""track pants"" are horrible my son looked like a balloon today - the fit is just awful.                                                                                                                                                   |
| Having Stock.. I have been happy with your current provider.                                                                                                                                                                                                                                                |
| Having store open with better hours . Have sizes available latter in summer                                                                                                                                                                                                                                 |
| Having sufficient stock                                                                                                                                                                                                                                                                                     |
| Having the items in stock at all times                                                                                                                                                                                                                                                                      |
| Having the uniforms sizes in stock at all time                                                                                                                                                                                                                                                              |
| Having them in stock and good material                                                                                                                                                                                                                                                                      |
| Having them in stock to try on                                                                                                                                                                                                                                                                              |
| HCDSB PLS continue mix&matching of tops and bottoms to ensure flexibilty & comfort. Always consider parents 'reasonable' input, +ve & -ve. Many parents willingly pay good money, but if unhappy about service/quality, a safe place to voice them @HCDSB is appreciated. We love the uniforms!! Thank you! |
| High quality is key. Winter uniforms are good win.                                                                                                                                                                                                                                                          |
| Higher quality and better fitting garments                                                                                                                                                                                                                                                                  |
| Higher quality material                                                                                                                                                                                                                                                                                     |
| higher quality of the uniform                                                                                                                                                                                                                                                                               |
| Higher quality pants, the male ISW pants tip extremely easily on the right side pocket and frequently                                                                                                                                                                                                       |
| Higher quality that doesn't pull after 5 washes, product available thru the school year                                                                                                                                                                                                                     |
| Highest quality materials                                                                                                                                                                                                                                                                                   |
| Hold the accountable by evaluating their service and commitments annually. If they fail to meet, another can be selected                                                                                                                                                                                    |
| Hold them accountable for poor customer service and long wait times                                                                                                                                                                                                                                         |
| Holding the provider accountable for having inventory.                                                                                                                                                                                                                                                      |
| Home delivery with online ordering                                                                                                                                                                                                                                                                          |
| Hoodie is bulky                                                                                                                                                                                                                                                                                             |
| Hoodies should be availbe as part of the uniform option, its a better option during the winter months. Currently it is not option for Elementary Catholic schools.                                                                                                                                          |
| How about allowing generic brands that are in the appropriate colour. Like Old Navy uniform pants are the same colour as the many shades that are currently allowed, better quality, and cheaper.                                                                                                           |
| How about we allow parents the option of buying navy bottoms, and a navy or white golf shirt wherever they want, and give them the option of buying iron on transfers for the shirts, like other school boards- and we currently buy no compliant bottoms due to ISW not having appropriate sizing          |
| How products available                                                                                                                                                                                                                                                                                      |
| Hrs of operation and location should be local and accessible for working parents in Milton. After 6pm on weekdays and open at least one day in the weekend. Comfortable uniforms and seasonal options.                                                                                                      |
| Hypoalergenic materiales will be excelent                                                                                                                                                                                                                                                                   |
| I am happy with current supplier. However uniform costs seems be way above regular clothing                                                                                                                                                                                                                 |
| I am happy with the current uniform provider. I would like to see pants with NO buttons (for the little ones)                                                                                                                                                                                               |

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| I am not sure. McCarthy was great in both fronts. ISW has great cust service but poor quality of products. I twice replaced high school pants when stitches got undone. They were very understanding and helpful though.                                                                              |
| I am surprised to see quality is not one of the criteria to rank in question 3 above. If it were, I would rank as very important.                                                                                                                                                                     |
| I am very much pleased by ISW                                                                                                                                                                                                                                                                         |
| I beleive that questions 4 is misleading. I woud like to pay for good quality clothing, I do not beleive that always means we have to pay more. Maybe the questions should have been broken down one regarding price point and another regarding quality. continues in answer 8                       |
| I believe that the company that becomes the provider should be able to meet the families at the school to order their uniforms. Halton Hills is located in an unique location that is furthest away from other communities.                                                                           |
| I dislike the quality of ISW uniforms however I like how their store is laid out with its ""help yourself"" approach. I preferred McCarthy quality but thought their store lay out or process for purchasing uniforms outrageous (nothing on display, must wait for associate)                        |
| I dont know where to buy uniforms                                                                                                                                                                                                                                                                     |
| I dont know, have the products in stock? Have them made of good quality rather than trash? Have quick turnarounds on orders? Its not rocket science!                                                                                                                                                  |
| I don't like uniforms at all. One of my children school doesn't required uniforms at all and this is the best option for me. Buying uniform is another headache for me. This is time consuming and they are too expensive. I woud rather spent this time and money for my family.                     |
| I feel that there are many retail stores that offer standard uniform pieces in fairly common colours (ie a navy or gray ""uniform"" pant or white polo similar at Children's Place, Gap, Old Navy, etc.) Who tend to have sales throughout the year. (Cont.)                                          |
| I feel the price for uniforms are too high and the quality is low                                                                                                                                                                                                                                     |
| I feel the quality of the current provider is sub par and the quality of McCarty' product were superior. ISW shirts fade quickly and start to pile after a few washes . The sports pants are made of inferior quality and kids tend to wear through the knees quickly.                                |
| I find that the uniform quality has very thin fabric and is leaves students feeling very cold                                                                                                                                                                                                         |
| I find the current provide for our school, unorganized, poor quality and impossible store times. I have been unsatisfied with ISW since we made the switch.                                                                                                                                           |
| I have bought lots of the clothes for my kids from the uniform sale as we have been trying to reuse as much as possible. Good quality uniforms are very important. I would rather pay a bit more and know that others could possibly get use or pass it down to siblings as opposed to ordering more. |
| I have bought better quality clothing that has lasted longer then the crap at ISW.                                                                                                                                                                                                                    |
| I have bought better quality clothing that last                                                                                                                                                                                                                                                       |
| I have four children and found that the McCarthy uniforms were of better quality.                                                                                                                                                                                                                     |
| I have had positive experiences thus far and don't mind the quality or price.                                                                                                                                                                                                                         |
| I have no concerns with the current supplier, uniforms are lasting well and easy to care for                                                                                                                                                                                                          |
| I have no issues.                                                                                                                                                                                                                                                                                     |
| I have slim kids and never buy the pants for kids, they do not fit and are uncomfortable. I end up buying pants from other vendors                                                                                                                                                                    |
| I like our current provider but they could have better inventory control in August.                                                                                                                                                                                                                   |



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| I like the current no tax sales offered twice a year, but durable, well fitting uniform pieces (along the lines with standard children's sizing) would be ideal                                                                                                                                              |
| I liked the quality of McCarthy's but going to their store was a nightmare. I like how InSchoolWear has their stores but the quality and availability is terrible.                                                                                                                                           |
| I much preferred RJ McCarthys. I think most parents do. I both wore these uniforms and had two children wear them.                                                                                                                                                                                           |
| I prefer a quality of clothing that does not fall apart nor age considerable after only a few washes and using delicate wash cycle and hang drying                                                                                                                                                           |
| I prefer more cotton in the uniform pieces, eg. as of now pants -100% polyester ....they are cold in winter and hot in summer; same is true with the polo shirts.                                                                                                                                            |
| I really like the fact we need to wear uniforms, just not happy with the quality of ISW                                                                                                                                                                                                                      |
| I shop with my mom and complains about the uniform providers all the time and I agree. Customer service has been terrible. Sizing has not been great even though I'm a medium in literally everything. School sweaters should be half zip instead of full zip.                                               |
| I strongly believe that students in JK, SK, and even Gr. 1, should be able to buy generic blue and white tops/bottoms rather than those from a specific uniform provider. My children get very dirty playing and I'm doing laundry every night. They are also incur a lot of wear and tear on their clothes. |
| I suggest a Better quality of uniform                                                                                                                                                                                                                                                                        |
| I think all pants should really be elastic waist (no clasps, no buttons). That becomes very difficult for the primary grade students. I believe buttons are more for your grade 6 to high school students.                                                                                                   |
| I think it's very important to ensure quality of materials are used.                                                                                                                                                                                                                                         |
| I think that the issue of students being out of uniform would be resolved if we were allowed to wear more comfortable uniform pieces such as jogging pants and sweatshirts. There should be more options for pants because the dress pants are very uncomfortable, which is why students only wear shorts.   |
| I think that the products should reflect some style, comfort and quality. Also, for the service of the store to be knowledgeable about the products available for purchase.                                                                                                                                  |
| I think that we should have a hoodie that isn't so body on the shoulders for girls and maybe the white shirts shouldn't be as see through so no one can see our bras. I would also like a crew neck sweater instead of a hoodie too cause I feel more comfortable in those                                   |
| I think the option of a zip up hoodie should be available.                                                                                                                                                                                                                                                   |
| I think there should be more options for pants, I think it would be beneficial to have jogging pants, winter friendly.                                                                                                                                                                                       |
| I think this provider offers expensive pieces with poor quality. When you order in back order it takes forever to arrive average 3 weeks but it could take more than 2 months. On top of that the sizes for pants are confusing. Previous vendor was way better.                                             |
| I think you should make uniforms cheaper because the uniforms we buy 1st year might not fit us by 2nd year so to waste money on something that's not gonna last for very long is not a good way to spend money.                                                                                              |
| I think, we have to have several provider so, we have more option to choose.                                                                                                                                                                                                                                 |
| I want a quality uniform and am fine to pay for it. The current uniform is of cheap quality and I do my best to ensure my child wears McCarthy only.                                                                                                                                                         |
| I want good quality material                                                                                                                                                                                                                                                                                 |

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| I was unaware of the financial assistance.                                                                                                                                                                                                                                                                 |
| I was very happy with all product and service of this supplier. Sometimes staff struggled with processing orders but the store was always neat, tidy and well organized..                                                                                                                                  |
| i Will like to have different options where to buy and quality versus prices. My son is a teenager and he grows Every 2 months so I don't want to spend a lot of money in something that is not going to fit him for long periods.                                                                         |
| i Will like to have different options where to buy and quality versus prices. My son is a teenager and he grows Every 2 months so I don't want to spend a lot of money in something that is not going to fit him for long periods.                                                                         |
| I wish all catholic elementary schools had uniforms                                                                                                                                                                                                                                                        |
| I wish that the pants were just a little tighter towards the feet because they often make everyone look chunky and the shorter you are the chubbier you look because of how stocky each pant leg is.                                                                                                       |
| I wish the items to be stocked timely and be available always at store                                                                                                                                                                                                                                     |
| I wish there was another colour than blue and white. It is a terrible pick of colour.                                                                                                                                                                                                                      |
| I would like more clothing options available to purchase. There isn't a whole lot of selection to choose from. Other schools serviced by our current provider have a wider variety of options. In particular, I'd like to be able to purchase the cardigan that I've seen available for other schools.     |
| I would like the provider to have a semi-spacious location. Would like to have a provider that has enough stock at the beginning of the school year (tired of going to a provider a couple of weeks before school starts to find out that items are on back order). Provide sufficient sizing (husky, etc) |
| I would like to see different styles of pants/shirts, since not every child is the same shape. Example:currently pencil skirts available for girls, no shorts/skirts, pencil skirts look horrible on heavy set girls.                                                                                      |
| I would like to see more choices in the uniform hoodie/ sweatshirt. Right now only one colour/ style available and most kids don't like either the grey colour or the material, none of the sport team and gym hoodies are allowed to be worn in classrooms!                                               |
| I would like to see more choices in the uniform hoodie/ sweatshirt. Right now only one colour/ style available and most kids don't like either the grey colour or the material, none of the sport team and gym hoodies are allowed to be worn in classrooms!                                               |
| I would like to see more choices in the uniform hoodie/ sweatshirt. Right now only one is available                                                                                                                                                                                                        |
| I would much prefer to pay additional cost if necessary to have better quality of items. ISW is not good quality at all. One wash and pants and shirts are already ripping, tattering and have holes. Whereas, McCarthy products last for years. ISW is such thin/see through quality.                     |
| I would suggest providing 100% cotton if possible                                                                                                                                                                                                                                                          |
| I would the uniform to be more comfortable and more good looking because my opinion the uniforms look really bad and student don't want to wear there uniform at all, at least make them look nice so students don't have a problem with wearing uniform.                                                  |
| I'd like to see consistency in colour of shirts. We have shirts in 3/4 that are different colour than 7/8 both from ISW                                                                                                                                                                                    |
| I'd prefer if the boys pants were made for comfortable for elementary students.                                                                                                                                                                                                                            |
| Ideally the uniform would be redesigned with better quality and/or natural materials, ecologically friendly manufacturing processes, and comfortable.                                                                                                                                                      |
| If an item is out of stock, the online system should indicate that before the purchase is complete. There should be better communication around order progress. There should be tracking numbers                                                                                                           |

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| for mailed orders. If a large # of items are backordered, they should be shipped once available not held.                                                                                                                                                                                               |
| If it can be bought and has the school name on it they should be able to wear it at all time..ex corpus graduation hoodies!!                                                                                                                                                                            |
| If it is a new provider, they need to know in advance if the volume of orders / merchandise available for July and August                                                                                                                                                                               |
| If kids have to wear uniform pieces from a certain store, there needs to be expanded sizing options. My sons are tall and very slim. The manager at ISW actually told me to purchase pants from the Gap instead, as none of the ISW pants would fit them.                                               |
| If the provider had sufficient stock of items. It's not acceptable to have to wait 4+ weeks for items that should be fairly standard (e.g. long or short sleeve polos).                                                                                                                                 |
| if The uniform company could provide hoodies, track pant material bottoms and comfy tops. Also have warmer pants                                                                                                                                                                                        |
| If they use better quality of fabric, better customer service and the store should be bigger.                                                                                                                                                                                                           |
| If uniform is not available in store it is nice for the company to then ship to home rather than have to pick up each time items arrive in store. An online store is also very helpful. I prefer 100% cotton due to my children's sensitive skin which has not been available the past couple of years. |
| If wait times exceed a certain number of months then products should be free. 6 months wait times are not acceptable for neither standard or custom sizes.                                                                                                                                              |
| if you are switching providers, give them enough time to get enough uniforms                                                                                                                                                                                                                            |
| Improve availability of items and quality of items - previous uniform provider had higher quality product, better customer service, and no or brief wait times for product to come in                                                                                                                   |
| Improve customer service and have enough employees at the peak time.                                                                                                                                                                                                                                    |
| Improve customer service and offer all sizes for students to try on before ordering                                                                                                                                                                                                                     |
| Improve customer service, Offer better quality clothing and to have in stock when purchasing.                                                                                                                                                                                                           |
| Improve fabric Quality                                                                                                                                                                                                                                                                                  |
| Improve fit quality and style                                                                                                                                                                                                                                                                           |
| Improve on the quality                                                                                                                                                                                                                                                                                  |
| Improve online ordering features (user-friendly, simple layout, easy to navigate, website displays quantities available and sizes available). Provider should be required to be transparent in back order policy (ie. wait times) and should be upfront on what alternative items are available.        |
| Improve product availability                                                                                                                                                                                                                                                                            |
| Improve quality of fabric especially pants for girl                                                                                                                                                                                                                                                     |
| Improve quality and comfort of clothing options                                                                                                                                                                                                                                                         |
| Improve quality and functionality. Improve for winter environment, current uniforms doesn't keep us warm.                                                                                                                                                                                               |
| Improve quality at a affordable fare price                                                                                                                                                                                                                                                              |
| Improve quality of pants as current ones tend to rip at the seams                                                                                                                                                                                                                                       |
| Improve quality.                                                                                                                                                                                                                                                                                        |
| improve sizing. There is a massvie difference between each size with the current provider. We need accurate sizing                                                                                                                                                                                      |
| Improve stock and decrease wait times. Wait times like 3 months for a garment is ridiculous. Sizing and quality need to be better for the price point.                                                                                                                                                  |
| Improve the quality and availability of clothing                                                                                                                                                                                                                                                        |

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| improve the quality as the cost is very high                                                                                                                                                                                                                           |
| improve the quality of the fabrics                                                                                                                                                                                                                                     |
| Improve the quality of the material. Have options for warmer pants/track pants for the cold winter months as well as light and breathable materials for the hot months.                                                                                                |
| Improve the quality of the uniform                                                                                                                                                                                                                                     |
| Improve the quality. Current quality is rubbish and sizing is ill fitting                                                                                                                                                                                              |
| Improve wait time... provide more consistency in the product quality.                                                                                                                                                                                                  |
| Improve wait times for items not in stock. The current wait times are unacceptable.                                                                                                                                                                                    |
| Improved availability. Online ordering                                                                                                                                                                                                                                 |
| Improved durability. The pants are not holding up well at all                                                                                                                                                                                                          |
| Improved material; more sizes (some children outgrow the sizes offered before finishing elementary school)                                                                                                                                                             |
| Improved online ordering, more availability and better quality - the current provider's fabric and durability is substandard                                                                                                                                           |
| improved order to pick up wait times; size availability in retail or online                                                                                                                                                                                            |
| Improved quality especially the bottoms, a customer experience that doesn't have me doing the serenity prayer over and over                                                                                                                                            |
| Improved quality, selection, availability and service                                                                                                                                                                                                                  |
| Improvement in quality of product needs to be made                                                                                                                                                                                                                     |
| improving the quality of the uniforms and the uniforms are comfortable for the students.                                                                                                                                                                               |
| Improving quality. I returned the school hoodie twice this year because the zip kept breaking                                                                                                                                                                          |
| Improving wait times would be extremely beneficial                                                                                                                                                                                                                     |
| In my opinion, the quality of the uniform shirts, belts, and pants are not very good quality. So the provider should make the prices significantly lower to make it fair.                                                                                              |
| In regards to question 4, I think that there has to be middle ground between price and quality. This is our first year with uniforms so not sure what things were like previously.                                                                                     |
| In stock                                                                                                                                                                                                                                                               |
| In stock items, good quality for longevity, variety of pieces                                                                                                                                                                                                          |
| In the event that we switch the uniform provider, have them ensure that they will be ready for the launch.                                                                                                                                                             |
| Include more options (i.e: more comfortable shorts for girls, capris, etc)                                                                                                                                                                                             |
| Included more popular styles for teenagers nowadays.                                                                                                                                                                                                                   |
| Increase availability of products before peak season. For example: If summer is close, and the students need shorts for summer, the inventory of shorts needs to be increased before summer, not by the third week of June, when the students are almost out of school |
| Increase in quality, better service and ultimately change the current supplier as they do not fit any of the above requirements.                                                                                                                                       |
| Increase sized to fit all students so everyone feels comfortable!!                                                                                                                                                                                                     |
| Increase the number of employees before/beginning of the school year. Waiting in lines too long.                                                                                                                                                                       |
| Increased variety of sizing in girls pants and shorts. I had to size up because they did not fit my hips but fit my waist, but now they're so big that they fall down!                                                                                                 |

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| Insist on using better quality products...ISW has cheaply made pieces not like McCarthy's. Also, customer service must improve...yes, the store is local BUT they never answer the phone, on line ordering is horrible and unorganized!                                                                      |
| Insure the the uniform items are readily available. Good quality. Variety of sizes. Potentially petite and tall options for pants.                                                                                                                                                                           |
| Insuring all sizes are always available                                                                                                                                                                                                                                                                      |
| Inventory and the quality of material for the pants. The older version were much nicer.                                                                                                                                                                                                                      |
| Involve the students, ask them what they would like to wear.                                                                                                                                                                                                                                                 |
| ISW cannot fill the demand. They've had ample time and have showed parents time and time again that they cannot fulfill our needs the most. I don't believe you can enhance the products/service offered if you continue on with ISW. They are more expensive & their material is cheap.                     |
| ISW has awful quality                                                                                                                                                                                                                                                                                        |
| ISW is terrible! Find another provider                                                                                                                                                                                                                                                                       |
| ISW is terrible. Anything new selected will be better. No availability in products, white uniform shirts are see through                                                                                                                                                                                     |
| ISW never has enough stock on items at the warehouse. Uniform pieces are always on backorder. For instance for the month of June they offer a pay no tax event for the month. If you are offering an event like that you should have ample stock of uniforms. Took 2 months before I got my full order compl |
| Isw products are sub-par and overpriced.                                                                                                                                                                                                                                                                     |
| ISW quality and customer service were terrible. McCarthy qualify was great, but a little pricey. Would be nice to have good quality at a reasonable cost.                                                                                                                                                    |
| ISW Quality of yoga wear is awful, purchased the ""new and improved"" yoga and skirt and its still awful!                                                                                                                                                                                                    |
| ISW styles and fabrics are not nearly as good McCarthy. I still buy McCarthy yoga pants three years later.                                                                                                                                                                                                   |
| ISW uniforms were a very low quality yet cost was still too high. I would prefer not to have them move forward in the rfp process                                                                                                                                                                            |
| It is crucial that the uniform provider be local and close to the school.                                                                                                                                                                                                                                    |
| It needs to be a quicker process in selecting items, purchasing them, and then leaving the store                                                                                                                                                                                                             |
| It will be a good idea to purchase shoes ( all black) from the same uniform provider                                                                                                                                                                                                                         |
| It will be nice if the uniform will have the same patch of HCDSB so if the child moves to a different school in the region, the uniform can still be worn rather than purchasing new tops all the time.                                                                                                      |
| It would be great if there were multiple stores where one can purchase the uniforms, and sufficient stock available with the correct sizes                                                                                                                                                                   |
| It would be great if they would give an opportunity once a month to purchase at the school or we order online and they deliver next day.                                                                                                                                                                     |
| It would be great if they would give an opportunity once a month to purchase at the school or we order online and they deliver next day.                                                                                                                                                                     |
| It would be great if we had the option to crest our own garments                                                                                                                                                                                                                                             |
| It would be helpful to make uniforms that are made for everyone. Don't make light pants if you know girls will have to wear them. Or at least off darker options. Also make clothes that are comfortable, we will be wearing them for 4 years so if they are uncomfortable it makes learning harder.         |

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| It would be nice at the secondary level to have a male and female option for the uniform shirts. The different fit for body type would be appreciated. Secondly, the two options for pants in secondary is appreciated. Lastly I love the yoga pant option at the elementary level. |
| It would be nice if there was more choice from, different options, maybe 3 different styles of pants to choose from. Also it would be nice if they have more items in stock, when I go there there is never enough items of the same size to purchase.                              |
| It would be perfect that parents pick the quality they can afford to pay. I mean that there are good quality items with higher prices and also lower quality items that others can bare with given their financial situation.                                                       |
| It would be very nice if sport-specific items were available for students participating on teams. Hoodies, tshirts, etc                                                                                                                                                             |
| It would be very nice if we had lighter shirts for summer and thicker ones for winter, or at least thin shirts that we can layer, because the shirts that we have right now are too warm for summer and too light for winter.                                                       |
| Items actually in stock when required                                                                                                                                                                                                                                               |
| Items are in stock, sizes are better suited for smaller children, better material for the pants are used                                                                                                                                                                            |
| Items are rarely available at ISW, and the quality of the items are not great. I would prefer a provider that, at the very least, has inventory.                                                                                                                                    |
| items more available                                                                                                                                                                                                                                                                |
| Items must be available to try on in the store. Currently they rarely have sizes.                                                                                                                                                                                                   |
| Items need to be in stock and less waiting times.                                                                                                                                                                                                                                   |
| Items need to be in stock at the beginning of the school year. Shirts and pants in more stretchable and breathable fabrics should be considered.                                                                                                                                    |
| Items should be available at all times, especially at the start of the school year.                                                                                                                                                                                                 |
| Items should be in stock in Aug and Sept. Athletic pants for girls and better pant options for boys. Athletic shorts for boys.                                                                                                                                                      |
| items that can be washed and dried without the clothes piling.                                                                                                                                                                                                                      |
| Items to be on stock.                                                                                                                                                                                                                                                               |
| Items/ uniform Must be consistent. Quality is very important! We witness that quality items are considered vintage to this day and re-sold at the Used Clothing Uniform Sales                                                                                                       |
| It's too expensive and we shouldn't be forced to buy your pants and shorts                                                                                                                                                                                                          |
| Just do shirts and or sweaters and allow for certain assigned coloured dress pants.                                                                                                                                                                                                 |
| Just don't use ISW.                                                                                                                                                                                                                                                                 |
| Just have products available for kids to wear for start of school year                                                                                                                                                                                                              |
| Just keep doing what u are doing                                                                                                                                                                                                                                                    |
| Just make sure there is enough stock. I've had to go back a few times to get certain items, especially in common sizes.                                                                                                                                                             |
| Just making it available for people to purchase and affordable pricing                                                                                                                                                                                                              |
| just reasonable and easy to deal with at the same time accessible if new/used items needed                                                                                                                                                                                          |
| Just stop making uniforms                                                                                                                                                                                                                                                           |
| Keep enough inventory on hand - especially during peak sale times like before school start. It's ridiculous that the supplier takes weeks (more than a month at times) to provide orders. Kids have                                                                                 |

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| growth spurts and if uniforms don't fit and the provider doesn't have stock on hand, what do we do?                                                                                                                                                                                                        |
| Keep inventory, longer lasting material, better for weather protection, fabric fades, material that doesn't lose shape or shrink.                                                                                                                                                                          |
| Keep it the same                                                                                                                                                                                                                                                                                           |
| Keep stock on site all year!!!!                                                                                                                                                                                                                                                                            |
| Keep the stock ready                                                                                                                                                                                                                                                                                       |
| Keep thinks minimal and always have stock                                                                                                                                                                                                                                                                  |
| Keep your interaction with Parents like this                                                                                                                                                                                                                                                               |
| Keeping large stock in inventory                                                                                                                                                                                                                                                                           |
| Keeping stock of common sizes for fast shipping and when pieces have to be made it can't take longer than a week.                                                                                                                                                                                          |
| Keeping up with styles and comfort clothing for kids. For example, a legging pant or skinny leg pant for girls.                                                                                                                                                                                            |
| Kindergarten (and possibly primary grades) should have clothing (specifically pants) options that will not wear out so quickly (knees). Maybe reinforced knees on pants should be a consideration, and elastic only (no buttons or clasp to do up)                                                         |
| Kindergarten classes should have more athletic options, jogging pants. My child's pants all tore at the knees due to the amount of play and time on their knees in the classroom.                                                                                                                          |
| larger sizes and more availability.                                                                                                                                                                                                                                                                        |
| Lasts                                                                                                                                                                                                                                                                                                      |
| Later hours that they are open                                                                                                                                                                                                                                                                             |
| Learn from the past. The last provider had the worst service , they were short on all the various clothing and sizes. When you contract a clothing provider ensure they are equipped to handle the volume. As well since my child will be in grade 11 I will not be purchasing brand new uniform           |
| Less back ordered items. More available in the store. Better fitting sweatshirts                                                                                                                                                                                                                           |
| Less cost for shipping                                                                                                                                                                                                                                                                                     |
| Less expensive                                                                                                                                                                                                                                                                                             |
| Less people on the floor and more people at the checkout                                                                                                                                                                                                                                                   |
| Less price they charge extremely high price                                                                                                                                                                                                                                                                |
| Less restrictive clothing                                                                                                                                                                                                                                                                                  |
| Less wait time. For online order, better customer service .                                                                                                                                                                                                                                                |
| Less waiting time and stitching should be of better quality and most of the times after few washes the stitches come off                                                                                                                                                                                   |
| Let kids wear what they are comfortable in (ie: navy blue pants and polo tops from whatever company suits their body type and preferences best). I do not support a solitary uniform provider.                                                                                                             |
| Let nike provide uniforms                                                                                                                                                                                                                                                                                  |
| Let parents buy uniform items at local retails. Uniforms are very expensive                                                                                                                                                                                                                                |
| Let parents choose where to buy clothes. You just choose colours.                                                                                                                                                                                                                                          |
| Let parents shop where they want; decide between price and quality and all the other factors. Parents are spending their own money; school board has no right to tell parents where to shop. If school board is concerned about fair labour practices they should look at their own purchases using tax \$ |

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| Let people not have to wear uniforms during exams                                                                                                                                                                                                                                                           |
| Let regular stores be providers. Let parents buy blue and white uniform pieces wherever they want. An HCDSB superintendent once told parents that a single provider ensures everyone has the same shade of navy blue! btwn ISW and McCarthy kids now wear 3 shades of navy blue!                            |
| Let students wear spirit wear from non-uniform provider of design is approved by administrators                                                                                                                                                                                                             |
| Let students wear spirit wear in school and show their school commitment with uniform peices                                                                                                                                                                                                                |
| Let the students chose how the uniforms look like because at the end of the day we're the ones wearing it and paying for it                                                                                                                                                                                 |
| let the students wear normal clothes lmao                                                                                                                                                                                                                                                                   |
| let the students wear normal clothes lmao                                                                                                                                                                                                                                                                   |
| let there be more than one provider so its competitive                                                                                                                                                                                                                                                      |
| Let ya buy some pieces at other stores like old navy, etc                                                                                                                                                                                                                                                   |
| Light pants for girls are not preferred. Potential monthly stress of wearing light pants and having period. My friend had a daughter with bleeding disorder that had to get permission to wear another colour pant but now of course she looks different than everyone else. Pants should be black or navy. |
| Lighter fabrics, variety of options, styles                                                                                                                                                                                                                                                                 |
| Listen to parents                                                                                                                                                                                                                                                                                           |
| Listening to parents, so thanks for the opportunity                                                                                                                                                                                                                                                         |
| Location Central to the Board (i.e. Milton)                                                                                                                                                                                                                                                                 |
| Long sleeve polo's, better fitting pants for girls with more sizing.                                                                                                                                                                                                                                        |
| Longer lasting pieces of uniform and more available in store                                                                                                                                                                                                                                                |
| longer open hours                                                                                                                                                                                                                                                                                           |
| Longer skirts for girls, please! We need to enhance modesty more.                                                                                                                                                                                                                                           |
| Longer store hours                                                                                                                                                                                                                                                                                          |
| Looking for a provider that we know and provide the service and the quality they promised at the beginning of the process selection                                                                                                                                                                         |
| Lots of available stock.                                                                                                                                                                                                                                                                                    |
| Lots of stock                                                                                                                                                                                                                                                                                               |
| lots of stock is unavailable                                                                                                                                                                                                                                                                                |
| Lots of stock of common sizes and variety of uniform options shirts shorts skirts etc                                                                                                                                                                                                                       |
| Love the current quality and uniforms                                                                                                                                                                                                                                                                       |
| Low prices                                                                                                                                                                                                                                                                                                  |
| Lower cost                                                                                                                                                                                                                                                                                                  |
| Lower cost ...                                                                                                                                                                                                                                                                                              |
| Lower cost ...                                                                                                                                                                                                                                                                                              |
| Lower cost but good quality                                                                                                                                                                                                                                                                                 |
| Lower price for good quality                                                                                                                                                                                                                                                                                |
| Lower price!!!!                                                                                                                                                                                                                                                                                             |
| Lower prices                                                                                                                                                                                                                                                                                                |
| Lower prices                                                                                                                                                                                                                                                                                                |
| Lower prices                                                                                                                                                                                                                                                                                                |



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| Lower prices have more stock levels available all year round. Offer turtle necks as an option for cold weather!                                                                                               |
| Lower prices. garments that fit properly, customer service                                                                                                                                                    |
| Lower prices. Less polyester and uncomfortable, cheap material.                                                                                                                                               |
| Lower pricing or allow to buy pants from other less expensive stores (Walmart, Joe fresh...etc.) it is becoming very expensive for families with multiple kids and the uniform don't last for the whole year. |
| Lower the prices                                                                                                                                                                                              |
| Lowering the prices and make the products available beforehand.                                                                                                                                               |
| Made in canada ?                                                                                                                                                                                              |
| maintain stock level and avoid backorders                                                                                                                                                                     |
| Make a normal and nice comfy hoodie not the regular ones where they have ""sporty"" type feel. And to have more options then just a couple shirts and pants.                                                  |
| Make a sweatshirt, also make more options in the uniform                                                                                                                                                      |
| Make all schools have the same kinds of uniforms. For example St. Anthony has hoodies where Lumen Christi doesn't. If one school has the others should too. .                                                 |
| Make an effort for better quality.... McCarthy was same price but superior quality                                                                                                                            |
| Make any school sweater completely different from sports wear to make it clearer what is uniform and what is not.                                                                                             |
| Make better pants and sweaters                                                                                                                                                                                |
| Make better pants for girls.                                                                                                                                                                                  |
| Make better quality and better looking sweaters                                                                                                                                                               |
| Make better quality garments. Allow for exchanges/returns. Shirts seem to have gotten cheaper quality.                                                                                                        |
| Make better quality garments. Allow for exchanges/returns. Shirts seem to have gotten cheaper quality.                                                                                                        |
| Make better zippers for sweaters and provide warm hoodies                                                                                                                                                     |
| Make both women's and men's sizes when it comes to sweatshirts                                                                                                                                                |
| Make clothing more comfortable                                                                                                                                                                                |
| Make comfortable pants with eleastic                                                                                                                                                                          |
| Make custom hoodies and other sweaters with last name on it, have more options to wear ex: more options for shirts, pants , hoodies and have not just polo style shirts                                       |
| Make different fits (for different body types) and add more variety in clothing - for example more jackets, hoodies and full sleeve shirts that fit the school's uniform policy                               |
| Make durable products that aren't always backordered/ridiculous wait                                                                                                                                          |
| Make elementary schools uniforms logo free. All the same across all schools.                                                                                                                                  |
| Make em cheaper                                                                                                                                                                                               |
| Make it affordable                                                                                                                                                                                            |
| Make it affordable to all!                                                                                                                                                                                    |
| Make it all 100% cotton..                                                                                                                                                                                     |
| Make it comfortable                                                                                                                                                                                           |
| Make it comfortable                                                                                                                                                                                           |
| MAKE IT COMFORTABLE, and try to make it last unlike the current ones                                                                                                                                          |

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| Make it easy to order online.                                                                                                                                                                                                                                                               |
| Make it more affordable                                                                                                                                                                                                                                                                     |
| Make it more comfortable                                                                                                                                                                                                                                                                    |
| Make it more comfortable.                                                                                                                                                                                                                                                                   |
| Make it warm or add options that are warm. In winter walking to a city bus is brutal in the pmts provided                                                                                                                                                                                   |
| Make more comfortable sweaters                                                                                                                                                                                                                                                              |
| Make more fancy looking shirts,hoodies a cotton material and skirts for girls                                                                                                                                                                                                               |
| Make more options                                                                                                                                                                                                                                                                           |
| make more options and fitting better for females and males.                                                                                                                                                                                                                                 |
| Make more selection                                                                                                                                                                                                                                                                         |
| Make more sizes, I never fit into the ISW uniforms but I fit into the McCarthy's fine                                                                                                                                                                                                       |
| Make more slim fit, there to baggy!                                                                                                                                                                                                                                                         |
| Make more sweater options and more comfortable                                                                                                                                                                                                                                              |
| Make more variety of clothing like, zip up hoodies, comfortable clothing                                                                                                                                                                                                                    |
| make nicer designs                                                                                                                                                                                                                                                                          |
| Make nicer hoodies. Our current hoodie is not comfortable.                                                                                                                                                                                                                                  |
| MAKE PANTS AND SHORTS THAT FIT GIRLS. The current uniform pants do not work on girls with any curves and they make female students uncomfortable as every girls who are a size 6 have problems with the waist fitting on the pants                                                          |
| Make pants more comfortable                                                                                                                                                                                                                                                                 |
| Make pants with reinforced knees, especially for K- gr. 3 ages.                                                                                                                                                                                                                             |
| Make Plus sizes available, girls yoga pants in                                                                                                                                                                                                                                              |
| Make sizes by North American standards. ISW's sizes are too small. Also the material should be comfortable. No dress pants for elementary school. It's not easy or comfortable to run around at recess in dress pants. The material should have a bit of stretch especially in the sleeves. |
| Make skirts for girls my daughter wants a skirt                                                                                                                                                                                                                                             |
| Make slim and husky options for sizing                                                                                                                                                                                                                                                      |
| make some of the clothes better quality and give more of a variety                                                                                                                                                                                                                          |
| Make stuff that's better looking                                                                                                                                                                                                                                                            |
| make sure garments are majority cotton..even the pants                                                                                                                                                                                                                                      |
| Make sure it's McCarthy's                                                                                                                                                                                                                                                                   |
| Make sure that the pants are not see through, as when you put it up to a light they are see through.                                                                                                                                                                                        |
| Make sure that there is adequate stock, options that every student would wear and not cheap quality as seen with the last set provider.                                                                                                                                                     |
| Make sure that they have stock available at all times of the year for replacements.                                                                                                                                                                                                         |
| Make sure the clothing is actually comfortable to wear in all seasons, every day. The current pants are too big for my skinny son and they are just very ugly.                                                                                                                              |
| Make sure the fabric is durable, customizable waist, high quality, comfortable, knowledgeable staff and available. Waiting three months for uniform pieces is ridiculous.                                                                                                                   |
| Make sure the pants are a good style for girls, and that they don't look old after 2 months. Daughters paints only washed on delicate and hung dry look old!                                                                                                                                |

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| Make sure the quality is good and does not look bad after 3 months.                                                                                                                                                                                   |
| Make sure the quality is good. The uniform gets washed every week so it has to last. Make sure sizes are fitted properly. The current provider has a big difference between sizes.                                                                    |
| Make sure the uniform is comfortable and appreciate for our children                                                                                                                                                                                  |
| Make sure the uniform items are good quality, comfortable, and fit well. I personally did not like the fit or quality of the current provider. Sizes were often not available.                                                                        |
| Make sure the uniform pieces are available well in advance of the beginning of the school year.                                                                                                                                                       |
| Make sure the uniforms are available                                                                                                                                                                                                                  |
| Make sure the uniforms are true to size. They are all over the place and it's frustrating trying to get the right size                                                                                                                                |
| make sure there's always stock                                                                                                                                                                                                                        |
| Make sure they are durable                                                                                                                                                                                                                            |
| Make sure they are high quality like McCarthy not ISW.                                                                                                                                                                                                |
| Make sure they are quality pieces. The current provider does not supply the quality for what I pay. Fit is also important! McCarthy's offered adjustable waists in the notions - ISW does not and it's just about impossible to get bottoms that fit! |
| Make sure they are fully stocked on EVERYTHING in August when demand will be high                                                                                                                                                                     |
| Make sure they can carry a good inventory selection                                                                                                                                                                                                   |
| Make sure they can deliver the product they advertise                                                                                                                                                                                                 |
| Make sure they don't have too much pilling                                                                                                                                                                                                            |
| Make sure they have stock. Long wait times are unacceptable                                                                                                                                                                                           |
| Make sure they're cruelty free and not making us pay so much for no reason                                                                                                                                                                            |
| Make sure to have sixties that fit extra small children and uniform that actually look good like good pants and shorts                                                                                                                                |
| Make sure we check the quality upfront before selecting the uniform provider                                                                                                                                                                          |
| make sweaters and shirts warmer(eg: the sweaters do not keep you very warm, therefore diminishing the point of one and also the key reason to many students being out of uniform, making the sweaters out of cotton, etc)                             |
| Make the bottoms actually fit                                                                                                                                                                                                                         |
| Make the clothing less stiff and breathable, have the option for different material in the summer and winter.                                                                                                                                         |
| Make the girls pants more comfortable                                                                                                                                                                                                                 |
| Make the hoodie of a less stiff material. Have comfy sweatpants please.                                                                                                                                                                               |
| Make the hoodies out of cotton                                                                                                                                                                                                                        |
| make the pants less tight                                                                                                                                                                                                                             |
| Make the pants more comfortable. Better fit for their growing bodies.                                                                                                                                                                                 |
| Make the pants more optional, such as short or skinny                                                                                                                                                                                                 |
| make the pants stretchier and be able to be a comfortable thing to wear since it is the only thing we are allowed to wear for the whole year                                                                                                          |
| Make the pants to fit a curvier figure more stretch and tighter waist and looser hips                                                                                                                                                                 |
| Make the product available and good quality                                                                                                                                                                                                           |
| Make the products better quality, I paid so much for a pair of pants and the elastic broke within a week                                                                                                                                              |

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| Make the products higher quality                                                                                                                                       |
| Make the quality and and colour better (shirts). For the pants do not make them so tight, or too wide.                                                                 |
| Make the sweaters out of a comfortable and good material. And don't make them look like boxes.                                                                         |
| Make the uniform a little cheaper for families to buy                                                                                                                  |
| Make the uniform better quality that won't turn a grey colour after a few washes and thins out the material and make the pants colour not transfer on to other items   |
| Make the uniform comfortable.                                                                                                                                          |
| Make the uniform the same for all schools in hcsb ppl move                                                                                                             |
| make the zippers properly, they always break and we have to get new ones for \$40 which is a waste of money for terrible quality's                                     |
| make them actually fit bodies properly                                                                                                                                 |
| Make them affordable and in stock. ISW rarely has what I need in stock and it takes a long time for them to get items.                                                 |
| Make them affordable!                                                                                                                                                  |
| make them better quality                                                                                                                                               |
| Make them better quality at a reasonable price                                                                                                                         |
| Make them comfortable and somewhat stylish. Why do kids chose not to wear uniform pants at some high schools in HCDSB, because they look stodgy and are uncomfortable. |
| Make them comfortable.                                                                                                                                                 |
| Make them compete for the market. Not monopolies                                                                                                                       |
| Make them fit properly                                                                                                                                                 |
| Make them Look more appealing and more like the style that teenagers like to wear                                                                                      |
| Make them machine washable & dryer friendly so they keep looking nice.                                                                                                 |
| Make them more affordable for everyone                                                                                                                                 |
| make them more comfortable                                                                                                                                             |
| Make them more comfortable and make sweatpants as uniform                                                                                                              |
| Make them more comfortable and offer a more wide variety of sizes                                                                                                      |
| Make them more comfortable and the hoodies made of different material                                                                                                  |
| Make them more comfortable, we are in them for almost a whole day                                                                                                      |
| Make them more comfortable. Arms are too long on short sleeve shirts. Never have any available. Customer service is bad.                                               |
| Make them more durable and cost efficient                                                                                                                              |
| Make them more long-lasting, especially the pants.                                                                                                                     |
| Make them not so absolutely [word removed] !                                                                                                                           |
| Make them so they don't pill or fade after a few uses. And offer more styles of clothing.                                                                              |
| make them softer                                                                                                                                                       |
| Make them somewhat attractive, and well-fitting                                                                                                                        |
| Make track pant bottoms                                                                                                                                                |
| Make uniform pants that the student would wear                                                                                                                         |
| Make uniforms more comfortable                                                                                                                                         |
| make uniforms more stylish                                                                                                                                             |

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| Make uniforms that fit                                                                                                                                                                                                                                                 |
| Making all of one size the same, so that I don't have to try on 30 pairs of pants or shorts just to find 3 that fit                                                                                                                                                    |
| Making better quality uniforms. Having enough product so there's no backorders.                                                                                                                                                                                        |
| Making it easy affordable for all                                                                                                                                                                                                                                      |
| Making patches of the school logo available for families that cannot afford as an option, rather than that I'm very satisfied with the provider.                                                                                                                       |
| Making sure quality is good and sizes are consistent.                                                                                                                                                                                                                  |
| Making sure that uniform provider meet all the requirements expected by parents                                                                                                                                                                                        |
| Making sure the store is neat and clean and well organized even at the beginning of the year , so it will be easy to find the necessary item ( the current provider's store is a total mess ); more options for boys pants (rubber band on waist) and customized sizes |
| Making sure the zipper last longer than a month on the sweaters.                                                                                                                                                                                                       |
| making sure there are enough items in stock; especially at peak shopping times such as August /back to school.                                                                                                                                                         |
| Making sure there are lots of little kids sizes 4-7. As I found it hard to get my son shirts for JK                                                                                                                                                                    |
| Making the colour of tops and bottoms match (sometimes even though they're both navy blue they are different colours)                                                                                                                                                  |
| Making the uniforms comfortable and affordable.                                                                                                                                                                                                                        |
| Matching blues, ie tops and bottoms. Better quality, current pants pill, dress hem came undone.                                                                                                                                                                        |
| Material is extremely important. Needs to withstand the dryer. No pillowing or shrinking                                                                                                                                                                               |
| Material should be cotton instead of polyester. Majority of people have tolerance for cotton material because it is breathable. Polyester make the kids sweat and hot during the summer. Providing unisex pieces is also important to me.                              |
| material should be more comfortable, and softer. pants are just too complicated and need alot of alteration. yoga pants with wide bottoms are very dated and look awkward                                                                                              |
| Materials should be kid friendly and washing machine friendly. Also different styles to accommodate other body types (e.g., husky build)                                                                                                                               |
| Maybe make the pants bigger and not tight as [words removed]                                                                                                                                                                                                           |
| Maybe more variety and nicer looking (maybe a nice vest or nice skirts, not too expensive)                                                                                                                                                                             |
| McCarthy had an item - yoga pants for girls, it was one of the best items for girls, was very comfortable and kids loved it. Also if they can have a similar item for boys(similar to the rugger pants they had) but like just an athletic pants for boys.             |
| McCarthy uniforms much better quality than ISW                                                                                                                                                                                                                         |
| McCarthy uniforms much better quality than ISW                                                                                                                                                                                                                         |
| McCarthy's                                                                                                                                                                                                                                                             |
| McCarthy's is the best                                                                                                                                                                                                                                                 |
| McCarthy's items were far superior quality                                                                                                                                                                                                                             |
| Menstruating teen girls should not wear beige pants.                                                                                                                                                                                                                   |
| Milton location and customer service needs improvement                                                                                                                                                                                                                 |
| Minimal back order and higher standard of customer service as well as better quality.                                                                                                                                                                                  |
| Minimize wait times. Have inventory available in store so you don't need to wait 4 to 6 weeks after you place order.                                                                                                                                                   |

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| Minimum requirements for availability and wait times.                                                                                                                                                     |
| Modern fits/styles, durable, wash and go                                                                                                                                                                  |
| Modernize the outer or gym wear . Extremely out of date!!                                                                                                                                                 |
| Monitor quality and availability                                                                                                                                                                          |
| More accurate sizing                                                                                                                                                                                      |
| More affordable and good quality                                                                                                                                                                          |
| More affordable prices and good quality                                                                                                                                                                   |
| More availability, reduced prices, good quality                                                                                                                                                           |
| More available sizes in-store, Better quality material, one-year return policy on unworn- tagged clothing                                                                                                 |
| more casual pants for boys                                                                                                                                                                                |
| more choice in styles                                                                                                                                                                                     |
| More choices                                                                                                                                                                                              |
| More choices and pieces. Better fit for all body types. Better prices and sales. Better quality.                                                                                                          |
| more choices in pants like drawstring yoga pants for example, and better quality, stitching falls apart after very little wear. Our previous uniform provider had much better quality and choice of items |
| More choices in styles and fit                                                                                                                                                                            |
| More clothing options                                                                                                                                                                                     |
| more clothing options                                                                                                                                                                                     |
| More clothing options                                                                                                                                                                                     |
| More clothing options, more type of pants or stretch pants for boys                                                                                                                                       |
| More colors selection. Blue and White is boring                                                                                                                                                           |
| More comfortable                                                                                                                                                                                          |
| More comfortable                                                                                                                                                                                          |
| More comfortable                                                                                                                                                                                          |
| more comfortable clothing, softer material, in stock and variety of sizes                                                                                                                                 |
| More comfortable hoodies (like the old purple hoodies)                                                                                                                                                    |
| more comfortable hoodies, ei. cotton warmer clothes                                                                                                                                                       |
| more comfortable material                                                                                                                                                                                 |
| More comfortable materials and fits at affordable costs                                                                                                                                                   |
| More comfortable pants                                                                                                                                                                                    |
| More comfortable pants as they are actually not that warm                                                                                                                                                 |
| More comfortable pants, not dress pants please                                                                                                                                                            |
| more comfortable pants. we liked the girl yoga/sweat pants 2 years ago. boy pants are too baggy (gym) and too stiff (dress pant)                                                                          |
| More comfortable shorts.                                                                                                                                                                                  |
| More comfortable uniform                                                                                                                                                                                  |
| More communication between provider and parents, and between school and parents.                                                                                                                          |
| More cost efficient                                                                                                                                                                                       |
| More cotton products. 100% cotton, especially for shirts.                                                                                                                                                 |

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| More customized sizes, all pants were too big for my daughter and the current provider was not helpful. Also wouldn't let us see / try on tights to determine size.                                                            |
| More customized, COMFORTABLE pieces need to be made. We need student input on sizes and styles in order to make them comfortable.                                                                                              |
| More designs                                                                                                                                                                                                                   |
| more different styles of tops to wear other such as a quarter zip sweater                                                                                                                                                      |
| more diverse styles in pants - slim fit, regular fit, husky, etc.                                                                                                                                                              |
| More expensive and durable materials in order for possible resale.                                                                                                                                                             |
| More help and improved customer service in store                                                                                                                                                                               |
| More information when you register your child for school                                                                                                                                                                       |
| more inseam lengths for boys pants and shorts, hard to buy when your child is very tall                                                                                                                                        |
| More inventory leading upto start of school                                                                                                                                                                                    |
| More items in stock and if not offer free shipping                                                                                                                                                                             |
| More layer options and more versatility                                                                                                                                                                                        |
| More locations available; avoid having to wait for items on backorder (it took weeks!)                                                                                                                                         |
| More locations during ""back to school"".                                                                                                                                                                                      |
| More modern fit in bottoms, better 'feel' of fabrics, more availability of sizing on consistent basis (especially during peak purchasing times)                                                                                |
| More number of uniforms onsite.. no back ordering                                                                                                                                                                              |
| More of quality at a reasonable market Top branded prices.                                                                                                                                                                     |
| More options                                                                                                                                                                                                                   |
| More options                                                                                                                                                                                                                   |
| More options                                                                                                                                                                                                                   |
| more options for bottoms for girls. sweaters that are specific for boys& girls (sizing) & more options of what to wear.                                                                                                        |
| More options for boys (specifically 5-7yrs)                                                                                                                                                                                    |
| More options for boys (the rugger pants are horrible). The choir at St.Matts wears a lovely knit red vest, can't this be available? Navy on navy is so dark and the white shirts get destroyed for kids in primary.            |
| More options for late & early Summer. Material is too heavy & warm that is used to make the shorts. It is very uncomfortable to be wearing heavy material for shorts & shirts when the temperature is over 25 degrees celsius. |
| More options for pieces that students will be comfortable in - ie. track pants, collarless shirts                                                                                                                              |
| more options for shirts/sweaters and club swag uniform options                                                                                                                                                                 |
| More options for style of pants, especially for boys.                                                                                                                                                                          |
| More options for warmer pants and tops                                                                                                                                                                                         |
| More options for weather appropriate items.                                                                                                                                                                                    |
| More options in cotton                                                                                                                                                                                                         |
| More options in store. Better customer service in stores. Quality garments that will do well when washed often. COMFORTABLE slacks for boys.                                                                                   |
| More options in style. Eg. Creating leggings for girls                                                                                                                                                                         |
| More options of clothing attire.                                                                                                                                                                                               |

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| More options, a variety for various weather options. Adjustable waists. Better quality since they require daily washing. Dressy sweat pants. leggings with school logo. More options in shirts like cotton v necks and turtlenecks. |
| More options, better quality sweaters, more sizes, cheaper prices                                                                                                                                                                   |
| More options, like comfortable bottoms for boys for the gym days, both winter and summer                                                                                                                                            |
| More options. A rugby shirt, a jogging pant verduis warm up pant. A t shirt rather than collared shirts all the time.                                                                                                               |
| More options: quarter zips, jogging pants, chinos, t-shirts.                                                                                                                                                                        |
| More organized                                                                                                                                                                                                                      |
| More organized.                                                                                                                                                                                                                     |
| More pant options                                                                                                                                                                                                                   |
| More pant options that are age and activity appropriate                                                                                                                                                                             |
| More pieces to choose from. Not one size fits all.                                                                                                                                                                                  |
| More 'play-friendly' clothing for elementary. Lined sport pants with reinforced knees is essential.                                                                                                                                 |
| More polyester blended products. Even better if from recycled product!                                                                                                                                                              |
| More pop up stores.                                                                                                                                                                                                                 |
| More product selection                                                                                                                                                                                                              |
| More product, better product, current product is horrible                                                                                                                                                                           |
| More products available!!!! ISW never seems to have enough EVER, especially during less busy times of the year.                                                                                                                     |
| More promotional times to buy                                                                                                                                                                                                       |
| More quantities                                                                                                                                                                                                                     |
| More quantities available at critical times of the year and quick turnaround on back ordered items. Also better quality clothing (reinforced knees, more durable fabric).                                                           |
| More sales on the uniforms.                                                                                                                                                                                                         |
| More sales or special offers                                                                                                                                                                                                        |
| More selection                                                                                                                                                                                                                      |
| More selection                                                                                                                                                                                                                      |
| More selection                                                                                                                                                                                                                      |
| More selection (spirit wear) and more inventory in stores                                                                                                                                                                           |
| More selection and better shipping, delivery options                                                                                                                                                                                |
| More selection apart from golf shorts and long sleeve shirts                                                                                                                                                                        |
| More selection available in store                                                                                                                                                                                                   |
| More selection of pieces...ie leggings for girls, track pants for boys                                                                                                                                                              |
| more selection of types of clothes (e.g hoodies and sweaters). Seams on pants give away for no reason and with limited use. Zippers on sweaters are cheap.                                                                          |
| more selection of uniform piece                                                                                                                                                                                                     |
| more selection- options to choose from-                                                                                                                                                                                             |
| More selection, better quality, bundle discounts                                                                                                                                                                                    |
| More selection, bigger sizes for older elementary grades                                                                                                                                                                            |
| More size in stock                                                                                                                                                                                                                  |
| More size options                                                                                                                                                                                                                   |



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| more sizes                                                                                                                                                                                                                             |
| more sizes (not grouping sizes together)                                                                                                                                                                                               |
| More sizes and better customer service                                                                                                                                                                                                 |
| More sizes available in store, friendlier staff, faster working staff, easier to operate online shopping options.                                                                                                                      |
| More sizes for all                                                                                                                                                                                                                     |
| More sizes for tall and very thin boys                                                                                                                                                                                                 |
| More sizes readily available. Alterations on site.                                                                                                                                                                                     |
| More stock available on site. Ordered shorts in early august, arrived end of October... three months not acceptable. Mens golf shorts had to be 'made'. why not any in store stock? need more sweatshirt options for teens.            |
| More stock available. Every time I go to the store, they don't have the item available in the size I need. Also, there needs to be more variety in the pants and shorts styles. Quality and comfort are important to kids and parents. |
| More stock available; when order is placed a quicker turnaround time (not having to wait months for items to arrive)                                                                                                                   |
| More stock in stores                                                                                                                                                                                                                   |
| More stock less wait                                                                                                                                                                                                                   |
| More stock of all sizes.                                                                                                                                                                                                               |
| More stock... less back orders                                                                                                                                                                                                         |
| More stocks, better prices                                                                                                                                                                                                             |
| More styles and options                                                                                                                                                                                                                |
| More styles of pants and shorts to choose from. Not just one fit.                                                                                                                                                                      |
| More styles of pants to choose from to accommodate everyone comfort                                                                                                                                                                    |
| More stylish pants                                                                                                                                                                                                                     |
| More sustainable choices                                                                                                                                                                                                               |
| More sweater and sweatshirt options. Jackets, toques etc                                                                                                                                                                               |
| More sweater varieties for girls and boys body types, and more varieties for pants (they don't fit me because I have a small waist but bigger thighs                                                                                   |
| More types of clothing. Please stop JV from having bootcut pants for girls, can we have normal tight jeans please                                                                                                                      |
| more uniform options                                                                                                                                                                                                                   |
| more uniform options.                                                                                                                                                                                                                  |
| More uniform swap during the year                                                                                                                                                                                                      |
| More up to date options of pieces. Eg. pants are baggy and sloppy. Products ball.                                                                                                                                                      |
| more variety                                                                                                                                                                                                                           |
| More variety                                                                                                                                                                                                                           |
| More variety                                                                                                                                                                                                                           |
| More variety and softer material                                                                                                                                                                                                       |
| More variety in comfortable boys pants                                                                                                                                                                                                 |
| More variety in each category ie. Skirt styles, pant styles etc.                                                                                                                                                                       |
| more variety in the styles of sweaters                                                                                                                                                                                                 |

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| more variety in uniform pieces                                                                                                                                                                                                                                                                               |
| More variety of colors and styles, not everyone is the same shape and size. Better quality.                                                                                                                                                                                                                  |
| More variety of pants for girls in high school.                                                                                                                                                                                                                                                              |
| More variety of styles for all ages                                                                                                                                                                                                                                                                          |
| More variety of tops...ie pullovers and or long sleeve garments                                                                                                                                                                                                                                              |
| More variety of uniforms (l.e. more styles)                                                                                                                                                                                                                                                                  |
| more variety, more fashionable options                                                                                                                                                                                                                                                                       |
| Most important to me is quality, online ordering and having lots of inventory.                                                                                                                                                                                                                               |
| Much better quality and available of products                                                                                                                                                                                                                                                                |
| Much more comfortable pieces yoga pants sweat pants etc                                                                                                                                                                                                                                                      |
| Multiple providers                                                                                                                                                                                                                                                                                           |
| Multiple store locations so one doesn't have to drive far to buy a child's school uniform, custom sizing as the pants do not fit tall people very well and well stocked stores (have driven far in the past only to find the store out of stock)                                                             |
| must have products in stock (or within acceptable period), provide a variety of products for girls (skirt) even if it is NOT top seller!), keep logo graphics for a longer period of time                                                                                                                    |
| My daughter has had 3 pair of pants so far this year. Each time the teeth in the zipper broke. When I returned them, they said lots of people had the same issue! Each time I went to return the damage pants, they didn't have stock and said I would have to wait 1-6 weeks! Unacceptable!                 |
| My daughter has had 3 pair of pants this year and it's only January. Each time the teeth in the zipper broke. The last time, it broke the first day she got her third pair! When I went back to report this and get a new pair, they were out of stock! This is always the case with IS W!                   |
| My son attends Corpus Christi and I find that outside of the pant and shirts there are not really any other options for alternate choices like the rugby shirt the girls can wear. Overall I like the look and simple design of the uniform. They hold up well in the wash and the colour maintains well.    |
| My son hates to wear pants with buttons. I would like a track pant option for boys                                                                                                                                                                                                                           |
| Natural materials, no polyester is a MUST ! High quality materials                                                                                                                                                                                                                                           |
| NBetter quality!!                                                                                                                                                                                                                                                                                            |
| Nedd a better variety. Why are twre only certain designs. Maybe create more sports shirts other than rugby. The latest shorts are to short. They are not designed for the older boys.                                                                                                                        |
| Need a provider that has available stock, quality products                                                                                                                                                                                                                                                   |
| Need a reasonable balance between cost & quality. Returns policy (ie. not just credit note or exchange). Option for pants without zippers/buttons, esp for kindergarten kids. Adjustable waists sizes & lengths (ie. cargo style rugger pants vs. zippers on pant legs); warmer pant options for fall/winter |
| Need better customer service and reasonable prices.                                                                                                                                                                                                                                                          |
| Need better quality clothing- I have had to replace a number of shirts because of fraying, balling, tearing etc.                                                                                                                                                                                             |
| Need better quality material such as better zippers and more natural breathable materials, improved fit, have stock from the same manufacturer instead of pieces from all sorts of different companies, and the company should stand by their product no matter how ""old"" the article is                   |
| Need friendly customer service                                                                                                                                                                                                                                                                               |
| Need good quality. ISW we pay more and quality is poor. It fades, shrinks and get ripped in few months.                                                                                                                                                                                                      |

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| Need more clothing like another type of pant such as a styled track pant with a cotton elastic mix instead of just 1 type of paint. 2 colours of hoodies instead of 1. The selection of clothing is too limited too basic.                                                                                   |
| Need more comfortable options/sportswear for elementary. These students are very active and some of sensory needs that makes structured clothing difficult.                                                                                                                                                  |
| need more options, especially for boys. A jogging pant. The option to purchase a crest to put on a blue shirt would be great too. Sizes need to be in stock. ie. my son's pants were not in stock for 3 months!                                                                                              |
| Need practical pants for boys. Dress pants are uncomfortable.                                                                                                                                                                                                                                                |
| need to allow multi provider so they can compete to provide better quality and decent prices                                                                                                                                                                                                                 |
| need to have more available products                                                                                                                                                                                                                                                                         |
| Needs to be better quality material than current provider                                                                                                                                                                                                                                                    |
| news letter emails                                                                                                                                                                                                                                                                                           |
| Nicer looking uniform sweaters/hoodies                                                                                                                                                                                                                                                                       |
| Nicer pants! The Holy Trinity pants are not nice quality or comfort for the kids.                                                                                                                                                                                                                            |
| Nicer quality                                                                                                                                                                                                                                                                                                |
| No availability of sizes at all times...we have to wait 6 to 8 weeks to have a T shirt                                                                                                                                                                                                                       |
| No back ordered items                                                                                                                                                                                                                                                                                        |
| No backorders. Better sizing for girls. Rugger pants should be better sizes for girls. Zippers should be easier to zip up on sweaters.                                                                                                                                                                       |
| No enhancement needed since no uniform enquiry.                                                                                                                                                                                                                                                              |
| No need for pants to be single sourced. Should only have shirt / sweater purchased at customized vendor, but pants should just be a color guideline (ie. blue jeans or grey pants), and kids should be able to purchase anywhere.                                                                            |
| No polyester                                                                                                                                                                                                                                                                                                 |
| No polyester please                                                                                                                                                                                                                                                                                          |
| No tags. More comfortable.                                                                                                                                                                                                                                                                                   |
| no uniform for elementary                                                                                                                                                                                                                                                                                    |
| No uniforms                                                                                                                                                                                                                                                                                                  |
| No uniforms please                                                                                                                                                                                                                                                                                           |
| No, I don't think I will.                                                                                                                                                                                                                                                                                    |
| None really I am very impressed with the current uniform provider.                                                                                                                                                                                                                                           |
| NOT ENOUGH SPACE!! - should not be mandated provider(s); assistance would not be required if parents could just shop where they can afford; shouldn't have to travel out of town; online ordering s/b free shipping and not charged until product shipped; MANAGING THIS PROCESS IS A WASTE OF EDU RESOURCES |
| Not even having to wear one.                                                                                                                                                                                                                                                                                 |
| Not having to wait forever for garments!                                                                                                                                                                                                                                                                     |
| Not having to wait SIX weeks for items to come in.                                                                                                                                                                                                                                                           |
| Not having uniforms                                                                                                                                                                                                                                                                                          |
| Not hiring high school students to run the store                                                                                                                                                                                                                                                             |
| Not quite sure, just keeping things in stock I guess                                                                                                                                                                                                                                                         |
| Not sea through                                                                                                                                                                                                                                                                                              |

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| Not see through,new provider, better hoodies, quarter zips                                                                                                                                                  |
| Not sure as I my school does not have uniforms today                                                                                                                                                        |
| Not to use ISW again                                                                                                                                                                                        |
| Not use a sole source provider. Follow examples in Toronto and York that have dress codes rather than uniforms                                                                                              |
| Not use in school wear again go back to mccarthys                                                                                                                                                           |
| Not use ISW                                                                                                                                                                                                 |
| Offer a bigger variety of shirt colours to choose from as well as styles of pants, skirts and tops. Being able to buy crests separately and attach them to uniform closing ourselves would be preferable    |
| Offer a choice of grey shirts as well. White is not a great option in Elementary they get dirty and stained too fast and then the kids are stuck wearing only blue.                                         |
| Offer a clothing recycling program rather than HCDSB financial assistance.                                                                                                                                  |
| Offer a comfortable pant for boys (track pant, not swishy pant), and clothes made from cotton                                                                                                               |
| Offer a higher selection of products, ACTUAL COTTON HOODIES FOR WARMTH, diverse sizing                                                                                                                      |
| Offer a larger variety for students who are not necessarily comfortable in the strict and tight selection of uniforms currently available.                                                                  |
| Offer a longer length in the pants.. too short for tall kids and change the style of the shorts.. not a good style for all shapes                                                                           |
| Offer a uniform for physical education days (shorts and t-shirt)                                                                                                                                            |
| offer a warmer relaxed pant option for boys. Current pants are thin and not warm for winter months. A non-collared shirt option should be available (i.e. thin T-shirt) for summer months.                  |
| Offer a wider array of options for comfortable clothing.                                                                                                                                                    |
| Offer adjustable waist not elastic on pants, better fitting athletic pants not wide styled 'parachute' pants for boys - awful selection with this last provider                                             |
| Offer adjustments on site                                                                                                                                                                                   |
| Offer alteration services on location to help with the fit of uniforms.                                                                                                                                     |
| Offer alternatives at a cheaper price- plain shirts and pants, especially for younger kids.                                                                                                                 |
| offer an option to purchase patches to put on uniform items, uniform companies charge 4 to 5 times more for pieces that other stores sell for only because of logo                                          |
| Offer another material other than cotton. A lot of kids are sensitive to cotton.                                                                                                                            |
| Offer athletic type shorts or shorts that fit other body types for active children                                                                                                                          |
| Offer better quality items, more variety for both males and females , more sizing,                                                                                                                          |
| Offer better quality of materials...lately the quality of shirts is very bad                                                                                                                                |
| Offer better quality uniforms and more selection/variation on uniform bottoms                                                                                                                               |
| Offer better sizing and fit for all body types                                                                                                                                                              |
| Offer clothing items that are comfortable and contemporary/classic in terms of style.                                                                                                                       |
| Offer comfier pieces. Pieces for skinny children but tall not the average child. Pieces that the collar won't stiffen up after washing. More Jersey style material to be comfortable in especially for boys |
| Offer different materials. Offer clothing that doesn't look like it was made for an old man. Make it more flattering.                                                                                       |
| Offer different varieties such as a hoodie or sweatshirt for a sweater                                                                                                                                      |

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| offer enough quantity , I was not able to find pants for my child last time they were sold out                                                                                                                                                                                                            |
| Offer full cotton items; especially bottoms for girls.                                                                                                                                                                                                                                                    |
| Offer good quality clothing that does not wear out or pull after 2 months and well stocked warehouse                                                                                                                                                                                                      |
| Offer items that fit properly ie more elastic waist or adjustable waist, better/more comfortable fabric, cinched or cuffed ankle joggers would be great. Or better yet let us buy the uniform from retailers and have a choice! And then sew on the school crest would be ideal.                          |
| Offer leggings and sweatpants as an option for bottoms                                                                                                                                                                                                                                                    |
| offer many choices such as kilts for high school or skorts.                                                                                                                                                                                                                                               |
| Offer Mcarthy's again! In the uniform resell groups online no one buys the ISW only McCarthy's. Families also drive to a HAMILTON to buy from McCarthy's blue and white store because of the quality of their product. Washes well and has lasted multiple children for years and still life left in them |
| Offer more choices for hoodies/sweaters                                                                                                                                                                                                                                                                   |
| offer more clothing options: females- skirts ect                                                                                                                                                                                                                                                          |
| Offer more comfortable and casual options                                                                                                                                                                                                                                                                 |
| Offer more dark colored shirt choices. I like the dark Polo shirt option.                                                                                                                                                                                                                                 |
| Offer more in stock options in popular sizes. Zippers on sweaters need to be better quality and last longer                                                                                                                                                                                               |
| Offer more items in cotton, pants for children are synthetic and give my child a rash                                                                                                                                                                                                                     |
| Offer more selection for Boys, specifically short have an athletic short available. Those shorts are crusty and gross.                                                                                                                                                                                    |
| offer more than one provider, give parents an option instead of sole source                                                                                                                                                                                                                               |
| Offer more variety of products, sports pants style and quality is horrible                                                                                                                                                                                                                                |
| Offer much more selection of styles of clothing to choose from.                                                                                                                                                                                                                                           |
| offer online booking for fitting times during peak periods                                                                                                                                                                                                                                                |
| Offer pants and shirts in different cuts in order to accommodate different body types                                                                                                                                                                                                                     |
| Offer petite/ husky sizes                                                                                                                                                                                                                                                                                 |
| Offer products for slim, regular and plus sized kids so they can have the right fit and be comfortable all day; quality products that don't fall apart. I've had 3 zipper sweaters and the zipper broke on all 3 after a few washes; suppliers who are prepared for the volume demands                    |
| Offer quality products made of quality materials that are durable and comfortable                                                                                                                                                                                                                         |
| Offer sales certain times or buy back opportunities                                                                                                                                                                                                                                                       |
| Offer sales/promotional/discount items                                                                                                                                                                                                                                                                    |
| Offer sample uniforms as prototypes for tests and allow parents to choose which provider is best suitable as THEIR children are wearing the uniforms.                                                                                                                                                     |
| Offer school appropriate items like hoodies or more comfortable pants that could be worn by students in class. Some of the sweater styles available are dated (cardigans, vests) let students be comfortable while they learn while maintaining the code of a uniform.                                    |
| Offer sizes to fit various body types. ie petite/regular/tall. Slim/regular/husky                                                                                                                                                                                                                         |
| offer skirts and yoga pants                                                                                                                                                                                                                                                                               |
| Offer smaller/slim fits for petite kids. Uniform pants are usually too baggy and boxy.                                                                                                                                                                                                                    |
| Offer some of the uniforms in the schools to purchase so we don't have to travel to purchase                                                                                                                                                                                                              |

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| Offer standard colors that can be purchased at more reasonable prices as GAP, etc                                                                                                                                                                            |
| Offer taller sizes in pants for girls!                                                                                                                                                                                                                       |
| Offer uniform sizing that fits all student types, not one size fits all. Offer adjustable waste in ALL types of pants for all elementary school ages.                                                                                                        |
| Offer various fits for boys pants - Skinny, slim, husky and better quality                                                                                                                                                                                   |
| Offer warmer pants options for use during the winter season. Uniforms should be made from materials that require less maintenance. For example the girls jumpers the girls jumpers easily collect lint and require ironing.                                  |
| Offering a wider combination of sizes, mainly pants sizes,i.e, waist vs length combinations,                                                                                                                                                                 |
| Offering deals. Repair or free exchange on broken items is hems or zippers                                                                                                                                                                                   |
| Offering discounts, sales and more size options                                                                                                                                                                                                              |
| Offering husky sizes                                                                                                                                                                                                                                         |
| Offering more sizing options. My daughter is very slim and tall and have a hard time finding pants, especially uniform pants that fit. I had to resort to buying a slim size pant at The Gap                                                                 |
| Offering more styles of clothes                                                                                                                                                                                                                              |
| Offering more variety for Different body types                                                                                                                                                                                                               |
| Offering special sizing (i.e. slim sizes); we are unable to purchase uniform pants from the uniform provider as they don't fit and it's too expensive to alter pieces.                                                                                       |
| Online                                                                                                                                                                                                                                                       |
| Online Facility                                                                                                                                                                                                                                              |
| online option, better quality so we dont have to purchase 3 times due to the quality                                                                                                                                                                         |
| Online options                                                                                                                                                                                                                                               |
| Online ordering                                                                                                                                                                                                                                              |
| Online ordering and better fits and quality                                                                                                                                                                                                                  |
| Online ordering and having adequate supply levels that meet the needs of the school board are a necessity.                                                                                                                                                   |
| Online ordering and low shipping costs                                                                                                                                                                                                                       |
| Online ordering and website should be easy to use, siblings who attend 1 elementary and 1 secondary school should be able to order using the same account. At this point in time the current provider does not offer this option. Stock should be available! |
| Online ordering made easier - the system is not very user friendly.                                                                                                                                                                                          |
| Online ordering with no minimum or a reasonable one (\$50) and free shipping.                                                                                                                                                                                |
| Online ordering would be nice as well as them having the actual pieces we are looking for                                                                                                                                                                    |
| Online ordering, better fitting clothes                                                                                                                                                                                                                      |
| Online ordering, popular sizes in stock. Better customer service.                                                                                                                                                                                            |
| online purchases and quick delivery                                                                                                                                                                                                                          |
| online services for purchases, also the store should be more pleasant than the current one                                                                                                                                                                   |
| Online store needs to function                                                                                                                                                                                                                               |
| only customized badges that can be detached....have standard colour for your school...like in the United kingdom                                                                                                                                             |
| Only the tops should have school crest                                                                                                                                                                                                                       |
| open later during the week for multiple days to give families a chance to make it to store                                                                                                                                                                   |
| Open more locations                                                                                                                                                                                                                                          |

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| Open on Mondays and more evenings                                                                                                                                                                                                                                                                          |
| Open on weekends including Sundays and either better stock held at the location, or faster delivery of online ordering. Weekdays are just not feasible, their only open on Saturdays, when we show up they don't have our sizes and ordering takes forever.                                                |
| Open options for everyone                                                                                                                                                                                                                                                                                  |
| Open up our choices. School shirt but any navy bottom for example. Old navy and children's place have very affordable options.                                                                                                                                                                             |
| Organic cotton fabric                                                                                                                                                                                                                                                                                      |
| Organic cotton, Turkey Portugal                                                                                                                                                                                                                                                                            |
| Our current provider have terrible customer service in store. That need to be changed. The quality of the clothes are very poor. White shirts easily get stained and the hem have come undone with the first use. Zipper on the sweater is very cheap and easily broke on my daughters sweater.            |
| Our currently provider ISW yes the clothing is cheaper to buy but also cheaper made. My child has been wearing my nephews clothing from 5 years ago and they are in better condition than the new shirts I have purchased from ISW less than a year ago and have since returned.                           |
| Our main concern was availability of sizes - always had a hard time with sizing with the current vendor                                                                                                                                                                                                    |
| Package deals; sales on items that are not being discontinued; different fits available for different body types                                                                                                                                                                                           |
| Pant size/fit for elementary, they grow fast. I think the uniform provider should offer pants with waist adjustment and a large hem line so that parents can adjust through the year. I have struggled to find a fit that works for both waist and length, very frustrating. Custom orders are \$\$.       |
| Pant sizing/style. Better selection for different body types.                                                                                                                                                                                                                                              |
| Pants and shorts should be left to the parents to purchase elsewhere, like The Childrens Place, Old Navy or Lands End. These stores all have uniform shops and the quality and price for pants and shorts plus sizing and design are far superior.                                                         |
| Pants and shorts with stretch and elastic waist. Also the hoodie is important and needs to continue to be part of the uniform.                                                                                                                                                                             |
| Pants are too expensive and gets ripped often. If we can purchase not only from a sole provider, that might be a better option.                                                                                                                                                                            |
| Pants in various lengths, zipper quality                                                                                                                                                                                                                                                                   |
| pants in various sizes for women                                                                                                                                                                                                                                                                           |
| Pants need to be durable, comfortable and similar to current styles. The current pant offerings are awful.                                                                                                                                                                                                 |
| Pants should have adjusters to meet kids changing shapes to reduce alterations. The sizing currently is terrible and lack of adjusters made it expensive.                                                                                                                                                  |
| Pants that are made to be played in for elementary boys!                                                                                                                                                                                                                                                   |
| Pants that fit all children. Current provider will not customize for tall skinny kids                                                                                                                                                                                                                      |
| Pants that fit well on the girls according to the styles that are out there. For example, the yoga pants previously offered by the previous provider were great quality, fit well, warm on the inside & all the mom's are still looking for those pants on mommy groups, etc. The golf shirts do not fit p |
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| Pants with extra length are needed                                                                                                                                                                                                                                                                           |
| Pants. Current provider's pants are terrible. Way too big in waist and leg width for my boys. I have to outside of provider for these currently.                                                                                                                                                             |
| Parents and students need items that can hold up better to wear and washing.                                                                                                                                                                                                                                 |
| Parents don't want a uniform provider.They would like to purchase the coloured uniforms from other stores.                                                                                                                                                                                                   |
| Perhaps the uniform supplier can travel to schools to offer fitting/pre purchasing sessions if they don't open local stores                                                                                                                                                                                  |
| Perhaps this is already done (my son is only in jk) but a uniform exchange program at the beginning and end of each school year would be a great way to save parents money and support sustainability! Very wasteful to let uniforms that don't fit get tossed!                                              |
| personally i hate wearing my school uniform due to the poor materials and how it fits me. personally i would rather pay more to have a higher quality uniform that fits me better as i spend most of my day wearing these uniforms                                                                           |
| Pick an established provider with a proven record and good customer service! ISW has been the absolute WORST to deal with. Their girls yoga pants are made of synthetic material that pills and must be hung to dry. We loved McCarthy.                                                                      |
| Picking a provider with better quality shirts                                                                                                                                                                                                                                                                |
| Please bring back McCarthy's.                                                                                                                                                                                                                                                                                |
| Please change current provider                                                                                                                                                                                                                                                                               |
| Please choose a different provider, ISW has terrible quality.                                                                                                                                                                                                                                                |
| Please choose a uniform provider that produces good quality clothing that fits well. And a provider that can guarantee that buttons will stay on beyond the first week of wear!                                                                                                                              |
| Please consider a provider who can offer more variety of pants styles and sizes, including tall and slim. Reinforced knees are a must-have. Tagless shirts are preferred.                                                                                                                                    |
| Please consider comfort of clothing - go to the students and have them                                                                                                                                                                                                                                       |
| Please consider comfort of clothing - go to the students and have them do a survey to see what they want                                                                                                                                                                                                     |
| Please do not select ISW, the current one, again , terrible customer service and quality of the uniforms.                                                                                                                                                                                                    |
| Please dont sell white shirts! They look awful after several washes, regardless of how well the kids treat them. Please bring some colour into their lives! Even a light blue option or something. I love the uniform but they are children and I would love to see a bright vibrant option for golf shirts. |
| Please ensure high quality items are offered like McCarthys used to have. These items last for years, even decades. This is most important because we are not adding as many new garments to landfill because of low quality, shrinkage etc.                                                                 |
| Please ensure that sizes and items are in stock regularly - this is a major frustration with the current uniform provider. There should also be incentive deals/sales and better retail hours. If we are loyal to one provider these details need to be negotiated beforehand and followed.                  |
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| Please find a provider that offers quality for the price.                                                                                                                                                                                                                                                |
| Please go back to McCarthys much better quality of clothing                                                                                                                                                                                                                                              |
| Please go back to McCarthys.                                                                                                                                                                                                                                                                             |
| Please go back to McCarthys. Albeit, they may have been more expensive the quality was so much better.                                                                                                                                                                                                   |
| Please go back to the old uniform store the one we had before this store this store the quality was not that great                                                                                                                                                                                       |
| Please improve the quality of the garment, especially the tops and the sweater zipper                                                                                                                                                                                                                    |
| Please lower the prices. It's way tooooooo expensive.                                                                                                                                                                                                                                                    |
| Please make a better quality product                                                                                                                                                                                                                                                                     |
| Please make better fitted uniform and maybe also provide a black polo tee with the JV logo along with the purple and the white. the sweaters can also be of much better quality they're uncomfortable and caused eczema for me                                                                           |
| Please make sure all uniform pieces can be placed in the washer AND dryer (eg. we were told that current providers pants should not be placed in the dryer otherwise they show signs of wear) Some families cannot afford clothes for all days of the week and need to do laundry mid week which is hard |
| Please make sure you can cancel the contract if the QUALITY of the product is questioned by vast majority of students .                                                                                                                                                                                  |
| Please make them more comfortable.                                                                                                                                                                                                                                                                       |
| Please negotiate product availability, adherence to better quality in the clothing, and using vendors who only sell from places using fair labour practices as well as differing size ranges- ie not only slim fit pants,                                                                                |
| Please offer comfy jogger pants for boys. They need something with a softer and warmer material for the winter months. Currently there are no such options.                                                                                                                                              |
| Please please please only consider navy or black pants (not beige). Females have enough to worry about and don't need the added worry of staining her pants if she gets her period. This is especially traumatizing for girls with social anxiety.                                                       |
| Pleaseeee get crew necks or thicker sweaters! It's cold!                                                                                                                                                                                                                                                 |
| Plenty of options                                                                                                                                                                                                                                                                                        |
| Plenty of stock of each item - so frustrating to always have to wait for back-orders!                                                                                                                                                                                                                    |
| Plus and petite sizing. More flexible, comfortable options.                                                                                                                                                                                                                                              |
| Poor                                                                                                                                                                                                                                                                                                     |
| Poor                                                                                                                                                                                                                                                                                                     |
| Poor                                                                                                                                                                                                                                                                                                     |
| pop up shop to try on sizing etc.                                                                                                                                                                                                                                                                        |
| Poor quality                                                                                                                                                                                                                                                                                             |
| Possibly by making hours of the provider more consistent throughout the week, if anything happens to the uniform. Another thing that should be done is making the uniforms more comfortable, as me and my peers find them uncomfortable and sometimes somewhat itchy.                                    |
| Possibly, key pieces with school crest on them, however can buy trousers, skirts etc, children's clothing store. It would keep costs down for parents.                                                                                                                                                   |
| Practical options for JK-Gr 2. Comfortable, elastic waist with multiple length options AND waist. Boys need slim fit options for tall skinny builds!                                                                                                                                                     |

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| Prefer to only buy tops through the provider and bottoms from wherever the parents choose.                                                                                                                                                           |
| Preferred mcarthy skort, isw was ugly! Fit of yoga pants at isw was perfect no plumber crack...whereas mcarthy fit were puffy and baggy, fit terrible. Fit options so important plus decent quality. Mcarthy shirts way thicker than flimsy isw      |
| Price - the uniforms are expensive - kids grow, pants get holes in them. It is possible to have uniform pant be purchased at other locations like Children's Place, Old Navy, Joe Fresh, etc.                                                        |
| Price is the biggest factor.                                                                                                                                                                                                                         |
| Price needs to reflect quality (it does not right now ðŸ˜¡)                                                                                                                                                                                          |
| price. quality, sizing, availability and customer service                                                                                                                                                                                            |
| price-quality should be taken in consideration. Not overcharge for good quality                                                                                                                                                                      |
| Prices are already high enough but quality is not there. mcCarthys was better quality wise than in school wear                                                                                                                                       |
| Prices are already high, and quality is horrible. I bought some yoga pants for my daughter, and were trash in one month!!!                                                                                                                           |
| Prices are WAY TOO HIGH and quality is low anyway so I'd prefer to pay lower prices for the quality we currently get. I've had issues with 2 pieces that I purchased, 1 of them a repeated problem and I paid a crazy amount for the item            |
| Prices are way too much, boys shirts are boxy and don't fit tall thin boys.. should have straight legs for boys                                                                                                                                      |
| Prices should be feasible , quality should be very good as last provider prices were high and quality was low                                                                                                                                        |
| Prices, quality and designed                                                                                                                                                                                                                         |
| pricing                                                                                                                                                                                                                                              |
| Pricing should be more reasonable                                                                                                                                                                                                                    |
| Product needs to be in stock at all times                                                                                                                                                                                                            |
| Products are too expensive while the quality isn't up to par                                                                                                                                                                                         |
| Products available at all times with no lengthy back orders.                                                                                                                                                                                         |
| Products available for different body types, for example slim fit, husky                                                                                                                                                                             |
| products being available. current waiting times are too long.                                                                                                                                                                                        |
| Products need to be of better quality than what is currently offered. They tear, pill easily and the colour variations in navy is awful.                                                                                                             |
| Products should be affordable and well made. With the other school uniform providers in the past the quality was terrible and the prices were very high. The hems on the pants constantly came undone and the quality of the fabrics were very poor. |
| Proper fitting clothes with adjustable waists bands not all bodies are created equal                                                                                                                                                                 |
| Proper inventory management strategies. Product variety is also                                                                                                                                                                                      |
| Provide 1yr warranty.                                                                                                                                                                                                                                |
| provide a couple basic varieties for body types like old navy for the pants & maybe shorts                                                                                                                                                           |
| Provide a good quality uniform but at the same time affordable for parents.                                                                                                                                                                          |
| provide a pair of sweatpants or sweat sets for gym or uniform                                                                                                                                                                                        |
| Provide better customer service at the Burlington store / better variety of items for Assumption                                                                                                                                                     |
| Provide better hoodies and make sweatpants, I want to be comfortable                                                                                                                                                                                 |

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| provide better options- ie. the straight leg pant does not fit all size children, however the only other option is a casual pant that isnt that comfortable and as well it is extremely difficult to hem due to the zipper at the bottom and inside mesh layer. ?offer a straight leg type track pant?    |
| Provide better quality- 1 wash an the clothes currently look horrible                                                                                                                                                                                                                                     |
| Provide better quality at a lower price or let parents buy the unbranded uniform pieces from Walmart where you get both good price and good quality.                                                                                                                                                      |
| Provide better quality for the price that we are paying                                                                                                                                                                                                                                                   |
| Provide better quality of clothing. For example Bishop Reding has hoodies that is very bad quality and will not keep you warm in the winter. The quality of shirts is very poor too as the red dye is different on everyone. The zip up hoodie has lint balls after 1 week. The grey color is horrendous. |
| Provide clothes that are comfortable and durable . ISW pants and shirts are 100% polyester.                                                                                                                                                                                                               |
| Provide different fits for pants ie husky/ skinny etc to cater to body types. Offer more comfortable pant options for secondary for example khaki style vs polyester dress pants.                                                                                                                         |
| Provide different styles of shirts and pants, for example instead of just golf shirts and dress pants provide track pants and lighter shirts to be available                                                                                                                                              |
| Provide good material and consider the weather condition and activities student involved in                                                                                                                                                                                                               |
| Provide good quality fabrics that do not have a life span of more than 1 year. Offer bigger variety of shoes.                                                                                                                                                                                             |
| Provide good quality product.                                                                                                                                                                                                                                                                             |
| Provide good quality products at fair prices.                                                                                                                                                                                                                                                             |
| Provide good quality uniforms for cheaper prices                                                                                                                                                                                                                                                          |
| Provide more comfortable and sporty uniform options                                                                                                                                                                                                                                                       |
| Provide more discounts throughout the year. Guarantee of size availability                                                                                                                                                                                                                                |
| Provide more options                                                                                                                                                                                                                                                                                      |
| Provide more options for clothing, ie. crew necks, plain long sleeved, more fitted shorts, etc.                                                                                                                                                                                                           |
| Provide more options for different pieces that wear well.                                                                                                                                                                                                                                                 |
| Provide more options of the official uniforms(e.g. quarter zip sweaters, or making school team clothing official uniform)                                                                                                                                                                                 |
| Provide more than one vendor option. This way there is more competition and lower prices. Other countries allow you to buy uniforms in any/ all grocery stores. Why have one company monopolize the industry where they can charge ridiculous prices                                                      |
| Provide options that are more comfortable to wear, especially for younger students                                                                                                                                                                                                                        |
| Provide pants for jk and sk that are pull up at the waist and fitted around the ankles. This allows the pants to be slightly too big(long) and allows them to wear it without tripping or frequent hemming.                                                                                               |
| Provide parents with the opportunity to purchase quality uniforms that are durable enough to be used by more than 1 child.                                                                                                                                                                                |
| provide quality products for less money                                                                                                                                                                                                                                                                   |
| Provide school crest as iron on so that we can take advantage of generic back to school uniform offers at cheaper rates and iron on crest. Makes it affordable and more convenient. As well, if your provider is on back Order students still have options.                                               |
| Provide school jackets so students don't have to be yelled at to take off their jackets when they came from outdoors                                                                                                                                                                                      |

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| Provide smaller sized uniforms for secondary school students who are smaller framed and require smaller sizes without going into elementary sizing (ie. uniform shorts)                                                            |
| Provide uniform pants that meet today's standards, the sizing is terrible, the cut is terrible. The dress pants do not meet any parents standard for quality or durability. The athletic pants sizing is unlike anything anywhere. |
| Provider in Oakville does not give good customer service                                                                                                                                                                           |
| Provider needs to accurately forecast so they don't consistently run in to back order issues forcing parents to wait extended periods of time for clothing.                                                                        |
| Provider needs to be in stock at all times.                                                                                                                                                                                        |
| Provider should be open on either Saturday or Sunday                                                                                                                                                                               |
| Provider that will do the necessary alterations                                                                                                                                                                                    |
| Provider to have enough stock throughout the year, good quality at reasonable prices, strong online service ,.                                                                                                                     |
| Providers that have stock year round but more importantly during peak season (ie before school year start). I can't tell you how many times ISW doesn't have an item I need. My kids are walking around in floods.                 |
| Provision of appropriate sizing to compliment the body types                                                                                                                                                                       |
| Q4- you should have asked if I think i am paying too much/ too little/reasonable amount                                                                                                                                            |
| Qualit, meaning the pieces look old quickly and are not comfortable.                                                                                                                                                               |
| Quality                                                                                                                                                                                                                            |
| Quality                                                                                                                                                                                                                            |
| Quality                                                                                                                                                                                                                            |
| Quality                                                                                                                                                                                                                            |
| Quality & availability.                                                                                                                                                                                                            |
| Quality & more regular sizing metrics                                                                                                                                                                                              |
| Quality and availability                                                                                                                                                                                                           |
| Quality and durability are key as are availability of stock                                                                                                                                                                        |
| Quality and durability is important                                                                                                                                                                                                |
| Quality and durability is important as well as having sufficient stock throughout the school year.                                                                                                                                 |
| Quality and durability. ISW clothing is extremely poor quality where McCarthys lasts ""forever"" and maintains amazing condition with regular wear and wash.                                                                       |
| quality and fit are most important as the kids are in their uniforms all day long. Importance to availability of items as well.                                                                                                    |
| Quality and price                                                                                                                                                                                                                  |
| Quality and price, presently provider offers low quay and yet pricy                                                                                                                                                                |
| Quality and supply on hand are important.                                                                                                                                                                                          |
| Quality balanced with cost                                                                                                                                                                                                         |
| Quality comfort affordability                                                                                                                                                                                                      |
| Quality is important and remains top priority for me.                                                                                                                                                                              |
| Quality is key!                                                                                                                                                                                                                    |
| Quality is not very good                                                                                                                                                                                                           |

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| quality is of course important - but warmth is one thing where i feel is lacking. a nice pair of jogging pants or yoga pants to keep the kids cozy and allow them to be comfortable and active is lacking                                                                              |
| Quality is probably one of the most important items to focus on with customer service and availability a very close second and third                                                                                                                                                   |
| Quality is the most important factor and that includes the feel of the fabric. And easier to follow sizing specification. Following market standard sizing. Mccarthys sizing program was difficult to understand. However quality was amazing.                                         |
| Quality is the most important issue for me. I don't mind more in order to get superior quality. Customer service is also a huge factor.                                                                                                                                                |
| Quality is very important. Ensure that it will last                                                                                                                                                                                                                                    |
| Quality items logos should not be coming off the the garments stitching should not be coming apart                                                                                                                                                                                     |
| Quality material used and fit. Current uniform provider significantly lacks in that.                                                                                                                                                                                                   |
| Quality materials                                                                                                                                                                                                                                                                      |
| Quality materials are a must, as these uniforms are worn every day, 5 days a week.                                                                                                                                                                                                     |
| quality materials so it can be used longer; minimize back order                                                                                                                                                                                                                        |
| Quality materials, minimal wait time for orders, always have popular sizes in stock, ownership of delays                                                                                                                                                                               |
| Quality of garments, proper fit, comfort for student                                                                                                                                                                                                                                   |
| Quality of ISW was terrible                                                                                                                                                                                                                                                            |
| quality of material, availability of product and customer service                                                                                                                                                                                                                      |
| Quality of pants is vital. We go through a lot of pants in one school year with two boys.                                                                                                                                                                                              |
| Quality of products is very important                                                                                                                                                                                                                                                  |
| Quality of the clothing should be relevant to pricing. The pricing of uniform pieces is too expensive from all suppliers, ISW and McCarthy. In England where uniforms are used by all schools, you can buy the crest from the school and apply it to items offered by other retailers. |
| Quality of the fabric                                                                                                                                                                                                                                                                  |
| Quality of the garments and longevity. More options for students with special needs in regards to the fasteners used, and. style of tops and bottoms                                                                                                                                   |
| Quality of the items should be improved (all cotton vs polyester blend)                                                                                                                                                                                                                |
| Quality of the product is so important as is the location                                                                                                                                                                                                                              |
| Quality of the product, customer service                                                                                                                                                                                                                                               |
| Quality of the uniform both materials and true sizes                                                                                                                                                                                                                                   |
| quality of the uniforms                                                                                                                                                                                                                                                                |
| Quality of uniform is low compare with price.                                                                                                                                                                                                                                          |
| quality of zipper, material ie fading, and stain resistant                                                                                                                                                                                                                             |
| Quality pieces that last and available stock                                                                                                                                                                                                                                           |
| Quality products, variety of pieces I.e more options in pants for boys                                                                                                                                                                                                                 |
| Quality products. Not poly falling apart after 3 washes                                                                                                                                                                                                                                |
| Quality Quality Quality                                                                                                                                                                                                                                                                |
| quality should be made to withstand a year's worth of washings                                                                                                                                                                                                                         |
| Quality standards are high!                                                                                                                                                                                                                                                            |

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| quality! the current provider has very poor quality                                                                                                                                                                                                                                                         |
| Quality, comfortable fabrics. Long lasting garments.                                                                                                                                                                                                                                                        |
| Quality, consistency and availability                                                                                                                                                                                                                                                                       |
| Quality, variety and selection are key                                                                                                                                                                                                                                                                      |
| Quality/availability/customer service                                                                                                                                                                                                                                                                       |
| Quality-fabric does not wear poorly after repeated washing                                                                                                                                                                                                                                                  |
| Quantity available at all times.                                                                                                                                                                                                                                                                            |
| Quarter zip hoodies and zip up hoodies                                                                                                                                                                                                                                                                      |
| Question 4: I feel the clothing from ISW is overpriced and quality is poor. In this case I want to                                                                                                                                                                                                          |
| Question 4: I feel the clothing from ISW is overpriced and quality is poor. In this case I want to pay less for the items.                                                                                                                                                                                  |
| Quick availability of uniform pieces                                                                                                                                                                                                                                                                        |
| Quicker delivery. Cheaper prices                                                                                                                                                                                                                                                                            |
| Range of clothing options available.                                                                                                                                                                                                                                                                        |
| Range of different styles of clothing to accommodate different body types. My skinny kids are left floating in baggy pants. It is also important that pants could be warmer. Also better quality than the current provider. I've had seams come undone after 1 wash and pilling on clothing even with hang. |
| read online customer reviews to help inform decision making                                                                                                                                                                                                                                                 |
| Readily available better quality better fits for kids like athletes and huskier builds                                                                                                                                                                                                                      |
| Readily available items with less wait times & back orders. More variety of bottoms, pants, shorts and skorts that are comfortable.                                                                                                                                                                         |
| Reduce cost of pants as they don't have any logo so shouldn't cost as much.                                                                                                                                                                                                                                 |
| reduce line ups at store                                                                                                                                                                                                                                                                                    |
| Reduce price                                                                                                                                                                                                                                                                                                |
| Reduce price. Enhance quality. Improve back order fulfilment.                                                                                                                                                                                                                                               |
| reduce the price                                                                                                                                                                                                                                                                                            |
| Reduce the price to be affordable!                                                                                                                                                                                                                                                                          |
| Reduce the prices!!! You are WAY too expensive...                                                                                                                                                                                                                                                           |
| Reinforced knees in pants especially for younger students. Hypoallergenic lining to prevent chaffing in thigh area.                                                                                                                                                                                         |
| Reinforced knees in pants!!!!                                                                                                                                                                                                                                                                               |
| Remember that kids are different sizes, ie. husky, slim. Current clothing line really only fits the slim kid.                                                                                                                                                                                               |
| Replacement of items that wear out/pill/shrink in less than 2 months with no questions asked; better customer service in this area.                                                                                                                                                                         |
| Retail hours that are more in line with working parents schedule eg open both days on the weekend and open past 6 pm a couple of days during the week eg Thur or Fri                                                                                                                                        |
| Revamp question 4 give better quality at Lower prices. There is an idea!                                                                                                                                                                                                                                    |
| Safe facility - paved parking lot, air conditioning, shelves that won't fall over, adequate bathroom availability, clear lighting, access to front door for those with disability (currently have to step up in Milton), staff that are easily identifiable and able to assist                              |
| sample request and evaluation by a panel during tender period                                                                                                                                                                                                                                               |
| Sample them                                                                                                                                                                                                                                                                                                 |

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| Seasonal products available all year. Tshirts in winter                                                                                                                                                                                          |
| select a provider that actually has stock. I was not able to get any shirts for my daughter in size 10 to 12 this year. I ordered items and had to cancel in late October when the items still did not arrive.                                   |
| Select design by voting.                                                                                                                                                                                                                         |
| Selecting a provider that has good quality, good availability and food customer service is critical. ISW the current provider has none of these.                                                                                                 |
| Selection                                                                                                                                                                                                                                        |
| Selection of items and materials needs to be extended!                                                                                                                                                                                           |
| Sell uniform crests that can be applied to any clothing items.                                                                                                                                                                                   |
| Selling cotton and not polyester clothes                                                                                                                                                                                                         |
| shipping or flexible retail storefront hours for access by working families needs to be in place for pick up or shopping for items outside of daytime working hours.                                                                             |
| Shirts should be 100% cotton, don't shrink, and won't fade or pill.                                                                                                                                                                              |
| Shirts that don't fold on the embroidery after a couple washes .                                                                                                                                                                                 |
| Shirts that don't pill after one wear and navy shirts that match the navy pants. Royal blue is not navy.                                                                                                                                         |
| Shoes need to be allowed to have a white sole. Finding all black in a good support (not vans, converse or Bobs-they are flat soled shoes, no support)sweatshirts like Corpus Christi that is part of uniform. More uniform piece options/colours |
| Short wait times for pieces ordered                                                                                                                                                                                                              |
| Shorter wait time for custom orders/alterations                                                                                                                                                                                                  |
| Shorter wait time for orders                                                                                                                                                                                                                     |
| shorter wait times for orders, better customer service and products ie. shirts that aren't see through, zippers that don't break and more than 2 cashiers                                                                                        |
| Should be less expensive with good quality                                                                                                                                                                                                       |
| Should have logo so we can sewing shirts then order too expensive for 5 days outfit                                                                                                                                                              |
| Should not have to pay in advance for out of stock items that take over 6 weeks to come in.                                                                                                                                                      |
| Simple. Don't use a uniform provider. The world has far better options available.                                                                                                                                                                |
| Simplify the options                                                                                                                                                                                                                             |
| Size availability in stock.                                                                                                                                                                                                                      |
| Size availability, quality of materials used.                                                                                                                                                                                                    |
| size selection and fit. I understand getting the shirt with logo from uniform provider, but can't we get pants anywhere. Even if get shirt and pants from ISW they are diff navy, they don't match.                                              |
| Sizes available online and in store without backorder                                                                                                                                                                                            |
| Sizes should be readily available. Wait times for uniform pieces should be weeks, not months                                                                                                                                                     |
| Sizes that fit very slim children.                                                                                                                                                                                                               |
| Sizes to be similar to box store sizes (eg. Size 10-12 or 13/14) not by waist size for bottoms                                                                                                                                                   |
| Sizes which are the same as normal Children's clothing sizes.                                                                                                                                                                                    |
| Sizing and style to be up to date with current fashion trends                                                                                                                                                                                    |
| sizing charts available for online ordering, return and exchange options,                                                                                                                                                                        |
| sizing consistency and quality is important. Current provider sends me the same shirts same size in theory but are different sizes or fabrics                                                                                                    |

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| Sizing for different body shapes. For example my child has a narrow frame yet height is average. When the length works, Adjustable items look bunched up and many styles are only for larger frames. Uniform looks sloppy.                                                          |
| Sizing for larger kids, options for different body shapes, more variety in terms of uniforms                                                                                                                                                                                        |
| sizing is important. I have a child that is tall and slim and we currently have to size up to fit his length but it is to wide.                                                                                                                                                     |
| Sizing is terrible, expensive for awful quality. Just sell iron on crest and allow parent to buy navy blue shirts and pants.                                                                                                                                                        |
| Sizing is very important and pants with varying lengths                                                                                                                                                                                                                             |
| Sizing is very important. My daughter is tall but her waist is small and none of the pants uniform fit her- Creating pants with drawstrings would be better, and is currently working for my child.                                                                                 |
| Sizing to consider different body types - for example: slim, regular, plus sized available in a variety of options for tops and bottoms. Quality is critical - zippers that will last, materials that won't 'pill' after washing                                                    |
| Sizing, comfort                                                                                                                                                                                                                                                                     |
| Slightly better quality                                                                                                                                                                                                                                                             |
| Slim fit                                                                                                                                                                                                                                                                            |
| Slim sizes and extra long should not be special order which you receive half way through the school year.                                                                                                                                                                           |
| Small children like pants with elastic waistbands. The current option is made of poor quality material that look extremely worn after just one wash. It would also be great if there was a light cardigan option, and not just a bulky sweatshirt, in terms of layering for winter. |
| Smaller size waist pants                                                                                                                                                                                                                                                            |
| Softer fabrics                                                                                                                                                                                                                                                                      |
| Softer material                                                                                                                                                                                                                                                                     |
| Some Milton schools have more uniform options than others I.e cardigans. Please make it available across all schools.                                                                                                                                                               |
| Souvenir items. Team jackets, mitts, hats, t-shirts OR NO uniform at all!!!                                                                                                                                                                                                         |
| special events held at the school                                                                                                                                                                                                                                                   |
| Specially for little kids, cloth with reinforced areas like knees and elbow will be important. I want my kids feel freely and engaged en physical activities at school. So I would expect the uniforms are considering those factors.                                               |
| Specialty sizes. Realise that chldren are NOT measured by their age as they are individuals and that they come in vastly different sizes (such as tall).                                                                                                                            |
| Sri fit type golf shorts (short sleeves) for summer. Current material is quite hot in the summer.                                                                                                                                                                                   |
| Standard sizes, less fading of navy items, good quality zippers on sweaters, lined athletic pants for cooler temperatures,                                                                                                                                                          |
| Standardized sizing and provide more clothing options (ie wider variety of pant styles)                                                                                                                                                                                             |
| Standardizing the sizes. The sizes should be consistent across all uniforms and should match general standards.                                                                                                                                                                     |
| Stock                                                                                                                                                                                                                                                                               |
| Stock                                                                                                                                                                                                                                                                               |
| Stock                                                                                                                                                                                                                                                                               |
| Stock availability                                                                                                                                                                                                                                                                  |



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| Stock availability, affordable price                                                                                                                                                                                                                                 |
| Stock needs to be available at all times. Quality needs to be better.                                                                                                                                                                                                |
| Stock, finding availability, wait times is a problem                                                                                                                                                                                                                 |
| Stop changing providers and introducing new proud gear after year.                                                                                                                                                                                                   |
| stop changing providers! Sign a long term contract and be done with it.                                                                                                                                                                                              |
| Stop changing stuff all the time                                                                                                                                                                                                                                     |
| Stop making everything with so much polyester.                                                                                                                                                                                                                       |
| Store accessibility                                                                                                                                                                                                                                                  |
| Store hours should be a bit longer. And products need to be well made as they are aggressively used everyday.                                                                                                                                                        |
| Store locations should be available to parents outside of regular business hours (e.g. evenings and weekends)                                                                                                                                                        |
| Store should have more than one cashier, preferably three so there are not massive lines.                                                                                                                                                                            |
| Store stocked with items. The store ran out of many sizes during back time school.                                                                                                                                                                                   |
| Stores need to have more selection of sizes on hand. I frequently go to store and can't find what I need for my children.                                                                                                                                            |
| Stretch comfort, pockets and adjustable waistbands.                                                                                                                                                                                                                  |
| Stronger reinforcements on boy uniform pieces. Currently paying more for lower quality items that fall apart. Have had to return many new pieces as they don't last                                                                                                  |
| Students have been wearing uniforms since the beginning of time. Stop coddling everyone and just get a normal, standard uniform!                                                                                                                                     |
| Supply more comfortable items (ie crew neck sweaters, pants which actually fit more than just one body type, etc)                                                                                                                                                    |
| Supply needs to be adequate, more sizing options, ie length of bottoms. Bring back kilts for Secondary. You allow elementary to wear skirts/skorts. If the issue is length, the administration should provide consequences rather than only threats of consequences. |
| Sweatpants                                                                                                                                                                                                                                                           |
| Switch back to McCarthy                                                                                                                                                                                                                                              |
| Switch back to McCarthy. Or introduce adjustable and draw string pants                                                                                                                                                                                               |
| Switch back to McCarthys                                                                                                                                                                                                                                             |
| Switch back to McCarthys!                                                                                                                                                                                                                                            |
| Switch Back to the Old Provider                                                                                                                                                                                                                                      |
| Switch supplier                                                                                                                                                                                                                                                      |
| Switch them to McCarthy                                                                                                                                                                                                                                              |
| Switch to a provider that sell uniforms that are of superior quality and have sizes readily available/in stock. I shouldn't have to wait 3-4 weeks for clothes when my kids need them ASAP. Current provider receives a failing grade.                               |
| switch to McCarthy                                                                                                                                                                                                                                                   |
| Take a physical survey and ask kids what pieces they want. For example, the CTK hoodie is very masculine and most girls agree it does not look good on them, so it is one less uniform piece for us.                                                                 |
| Take away uniforms                                                                                                                                                                                                                                                   |
| take away uniforms and let kids wear their own clothes.                                                                                                                                                                                                              |

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| take back uniforms for defective and bad quality material                                                                                                                                                                                                                                                |
| Take in to consideration allergies to materials more seriously                                                                                                                                                                                                                                           |
| Take input from actual students that have to wear those uniforms and make changes accordingly. Students should feel comfortable and confident in uniforms.                                                                                                                                               |
| Taking into consideration quality of fabric especially when washed, being true to size and providing clothes for both shorter and or taller than average kids                                                                                                                                            |
| Talk to the kids who have to wear them. What is cool in terms of style. Student voice is important                                                                                                                                                                                                       |
| Terrible quality and material                                                                                                                                                                                                                                                                            |
| that the fabric is not so rigid                                                                                                                                                                                                                                                                          |
| the 2 biggest things I am looking for are proper and consistent fit of all garments and having stock available.                                                                                                                                                                                          |
| The availability of uniform at all times through the whole year and in different sizes for any emergency situation                                                                                                                                                                                       |
| The best way to improve is that the uniform supplier offers a better quality product. I bought 3 pants and each one of them I had to repair the first week of school because the bottom of the pants sew off                                                                                             |
| The boys' shorts currently sold are much too narrow and short. We only buy used shorts since the previous provider's shorts are more comfortable, roomier and longer. As well, there should be more girl appealing selections for the girls, cute skorts etc,                                            |
| The clothes need to be able to go in the dryer. The ability to sew a school emblem onto a plain shirt would be helpful for struggling parents. Plus the logo always gets ruined once it goes in the dryer.                                                                                               |
| The clothes should fit Much better especially if prices going up. Girls tops look like men's.                                                                                                                                                                                                            |
| The clothing is a poor fit for my daughter. Pants are terrible and I have opted to purchase at children's place for comfort and fit. The shirts are terrible quality and will wash poorly fading and pilling.                                                                                            |
| The clothing should have reinforced knees for younger students. The clothing should not pill (ball) after washing. Should be machine wash and dry. Could we purchase a school crest to put on our own golf shirt? More options for comfortable pants for boys (girls have yoga pants)                    |
| The collared shirts should be larger and the material should change. The color is absolutely ugly and the Crest for the Bishop Reding Logo is extremely uncomfortable.                                                                                                                                   |
| The collared shirts should be larger and the material should change. The color is absolutely ugly and the Crest for the Bishop Reding Logo is extremely uncomfortable.                                                                                                                                   |
| The company should be able to refund money/accept returns on unused items.                                                                                                                                                                                                                               |
| The crest in the shirts and also the dress is so sharp and gave my daughter a rash. It's okay to wear undershirts under one the winter but the summer!!!! That's not fair to her. The golf shirt is already a thicker material to wear in the summer.                                                    |
| The Ctk girls pants are simply awful. They stretch out so quickly I need to buy new ones every 6 weeks                                                                                                                                                                                                   |
| The current customer service is non existent in my opinion. I bought shirts for my kids in August and paid for them and only got a call that they were in stock in December! Also whenever I go there they don't have what I'm looking for. Just horrible. McCarthys was so much better, product as well |
| The current pant material is SUPER poor. Everything gets stuck to them and it                                                                                                                                                                                                                            |

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| The current provider has a less superior product than the last provider                                                                                                                                                                                                                               |
| The current provider has a store front where we can walk in and see the inventory. I would like to keep that feature going forward. Also, perhaps they could show approximate inventory on-line.                                                                                                      |
| The current provider has no customer service or organization, items are often on back order and there are zero 100% cotton options for children with skin sensitivities                                                                                                                               |
| The current provider has terrible customer service. It never appears to be managed well and the service is slow and lineups long at almost any time. I preferred McCarthy's web site and store model.                                                                                                 |
| The current provider is terrible, zero service, overpriced garments made of garbage, my daughter needs 100% cotton, major eczema and psoriasis                                                                                                                                                        |
| The current provider ISW in Milton has been adequate but their hours are not convenient. The quality of their pants is awful for the price we pay. They pill and deteriorate after a few washes. I have never seen pants of such poor quality. McCarthy's uniforms are excellent quality.             |
| The current provider makes low-quality clothing that does not last. I have experienced piling on both skirts and shirts. The McCarthy shirts I bought can be passed down to my son but not the ISW ones. My main issue is quality, the clothes look bad after a short period of time and don't last.  |
| The current provider, ISW, offers low quality materials. The only way to fix that is to get a new provider or have the current provider enhance their product.                                                                                                                                        |
| The current uniform provider does not offer slim fit pants for Boys without having a shorthemmed length pant. I currently do not purchase uniform pants for my Grade 3 son as they are twice the width of his waist size on his "skinny" body but he is of average height.                            |
| The current uniform provider for Holy Trinity is hard to reach, has a long line up and often is out of stock for weeks and weeks. The need to order more quantity and have more staff to serve customers.                                                                                             |
| The current uniform provider seems to use sub-par materials - my kids do not like the look and feel of the current uniforms.                                                                                                                                                                          |
| The current uniform provider's customer service is undesirable. The quality and craftsmanship is poor.                                                                                                                                                                                                |
| The current uniform provider's garments are EXTREMELY LOW QUALITY. Quality needs to improve - I still have McCarthy items that are in better shape than ISW items I purchased within the last year. The decline in quality when switched to ISW is unacceptable.                                      |
| The current uniforms fit terribly. The tops are so short and boxy. I hate putting my kids in these shirts. If we have to wear a uniform it should at least fit my children.                                                                                                                           |
| The customer service and ability to get the products needs to improve because in my experience the school codes don't work/things are always on back order or I have to purchase them in another town who doesn't always have what I need in stock                                                    |
| The cut of the uniform pants and shirts needs to be better; the pants are huge, and as a result look really bad on the kids. We have shirts from both McCarthy's and ISP. The ISP ones - though newer- have not held up nearly as well as the McCarthy's. The quality is really poor given the price. |
| The dress pants need to be made of better material as they hinder the mobility of the students                                                                                                                                                                                                        |
| The elementary schoolboys pants are a complete waste. My son's are ripped at the knees after a couple recesses. New material /design needed.                                                                                                                                                          |
| The fit and style of pants/shorts have been the issue for my kids. Either too long or waist too tight. Tab closure pops off, kids struggle with buttons, etc.                                                                                                                                         |

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| The fit and type of material is very important. My son had a lot of issues with the golf shirts at ISW rubbing on his armpits and making them raw.                                                                                                                                          |
| The girls pants are horrible fabric and don't fit them well. I had to spend \$120 to have two pairs of pants altered to fit my daughter. I buy her clothes off the rack in all other stores without alterations.                                                                            |
| The girls shorts do not fit properly. They are boxy, stiff, and don't sit where they are supposed to (they ride up).                                                                                                                                                                        |
| The girls yoga pants are terrible quality. They become ""bally"" after just a couple washes.                                                                                                                                                                                                |
| The hoodie is very thin and doesn't keep the students warm.                                                                                                                                                                                                                                 |
| The ISW design for Bishop Reding does not look good. Give a design like McCarthy's or ask the students before choosing.                                                                                                                                                                     |
| The ISW pants last about a month in the knees for boys - no good at all                                                                                                                                                                                                                     |
| The last provider never had anything in stock. And the quality was horrendous. Our previous suppliers shirts would was and wash and never come apart.                                                                                                                                       |
| The last switch in provider brought lower quality material                                                                                                                                                                                                                                  |
| The material could be more comfortable and fitted for children as that is the largest concern and reasoning to why kids don't want to wear uniform                                                                                                                                          |
| The material is very important, need to be durable                                                                                                                                                                                                                                          |
| The material needs to be easy to clean and not require ironing                                                                                                                                                                                                                              |
| The material needs to be more good quality                                                                                                                                                                                                                                                  |
| The material of the yoga pants for our current provider is poor quality and the material pills after only a wash or two                                                                                                                                                                     |
| The materials need to be wash friendly and modern cuts for shirts and bottoms                                                                                                                                                                                                               |
| The most important thing is consistent good service. This whole question of a monopoly is irrelevant. A new company starting up every few years is chaotic and unhappy for everyone involved. One or two companies should be able to stay in business not under two or three year contracts |
| The most important thing is to keep the kids comfortable and happy in what they are wearing to school. They have to wear the uniform so it's key that they are at the heart of the decision.                                                                                                |
| The pants can be more comfortable                                                                                                                                                                                                                                                           |
| The pants currently offered to boys are terrible. Can we not just buy navy or gray and affix crests like the Hamilton schools? Then everyone can choose clothes that fits and works for their child and can purchase items when they are on sale.                                           |
| The pants dont fit my daughter. We struggle as she has a small waist and is very tall. She currently has 1 pair that fits her.                                                                                                                                                              |
| The pants need to be better quality and have various fits based body size.                                                                                                                                                                                                                  |
| the pants should be made bigger. theyre so tight on the bum. daughter is small as it is and is in the biggest size.                                                                                                                                                                         |
| The pants/shorts options need to be revisited. Have an option that looks like Roots sweats since that's what all the kids like to wear anyway. Current bottom selection is terrible.                                                                                                        |
| The prices are high enough already and the quality is poor compared with previous provider.                                                                                                                                                                                                 |
| The prices are ridiculous for what you get. Also, the sizes are very different and it gets hard finding the right size.                                                                                                                                                                     |
| The prices need to be more affordable                                                                                                                                                                                                                                                       |

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| the Product needs to be available when needed. Every time I go to purchase something from current provider it's not available or I have to wait minimum 8 weeks to receive it. I ordered summer skirt in mid August and received it end of October. It's the same story every year. I really hope we change! |
| The product should be of very quality, comfortable and well cut for a good fit.                                                                                                                                                                                                                              |
| The products need to be good quality. The shirts shouldn't pill after wear (afterall, this is elementary school). The pants should have reinforced knees for small children that are on the floor and customer service!! No back orders!                                                                     |
| The products should be of a high quality that is made durable to be able to withstand the wear and tear that younger children inflict.                                                                                                                                                                       |
| The products should be of good quality and at a good value. It is important to be able to wash the clothes over and over again throughout the weeks of school and not have any tearing at the seams or threading falling apart. That would be unacceptable.                                                  |
| The provider needs more stock, better quality products. Example the CTK Logo on the pants is now white, it was green when we bought it.                                                                                                                                                                      |
| The provider needs to have adequate stock                                                                                                                                                                                                                                                                    |
| The provider needs to know all their products and be able to provide answers to questions about, sizing and options available. I never got anyone knowledge to help me.                                                                                                                                      |
| The provider needs to provide items that are durable for wear. Children wear out the knees.                                                                                                                                                                                                                  |
| The provider should have adequate stocks & sizes                                                                                                                                                                                                                                                             |
| The provider should have enough availability all year round, We have to wait almost 4 month for replacing a sweater.s                                                                                                                                                                                        |
| The quality and price do matter..but they need to be in stock. In my opinion pants should be any black pants except yoga                                                                                                                                                                                     |
| The quality is terrible. I have bought McCarthy pieces second hand and they have lasted longer than new pieces from ISW. Often pieces from ISW are not in stock.                                                                                                                                             |
| The quality needs to be better. Machine washable and dry-able important. Options for taller students, especially pants would be appreciated.                                                                                                                                                                 |
| The quality of ISW is poor. I resent paying the current prices when items quickly look worn out. In part, uniforms are designed to teach our children that appropriate clothing in school, in public and later in the workplace matters. So providing poor quality clothing contradicts this message.        |
| The quality of items is terrible with ISW - I buy twice as much as I did with McCarthy as they have the worst quality.                                                                                                                                                                                       |
| The quality of school uniforms has always been horrible, even when I was going to school. We spend a good amount of money, and unfortunately after one or two washes the shirts, pants and sweaters all get pilled, and look very, very old. Sweaters and pants have holes soon after use.                   |
| The Quality of the Fabric Prefer Cotton and Polyester                                                                                                                                                                                                                                                        |
| The quality of the clothes aren't the best                                                                                                                                                                                                                                                                   |
| The quality of the current provide is terrible in every way. Pilling after one wash, sizing is always off, material is cheap and low quality. The uniform is not flattering at all in any way shape or form.                                                                                                 |
| The quality of the girls pants need a lot of improvement. Bishop Reding Milton                                                                                                                                                                                                                               |
| The quality of the isw uniforms are terrible and cheap bring back mccarthys                                                                                                                                                                                                                                  |

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| The quality of the product is important as well as the service by the provider. On-line purchasing and delivery should be an option available to parents. In particular, if the provider is out of stock and items are back ordered, they should be sent directly to the parent.                             |
| the quality of the products at the price we paid is not equal.                                                                                                                                                                                                                                               |
| The quality of the uniform is very low. I have inherited uniforms that are 10 years old and look a lot better than the brand new ones after a wash. We are paying good money for very low quality products and I'm wondering how the selection was done.                                                     |
| The quality of the uniforms should be reflected in the price. The current quality of some items like the yoga pants is very poor                                                                                                                                                                             |
| The quality should be good. The current sweaters are not warm at all!                                                                                                                                                                                                                                        |
| The quality, items do not last. Previous providers quality was much better                                                                                                                                                                                                                                   |
| The school uniform pants are a terrible terrible fit and types of material. I would love to see pants that are a better fit and material. As well as a jogger type pant especially for the younger children. Also the sweatshirt type garment is awfully thick. I would love to see a more traditional style |
| The services by checking policy for customer satisfaction and product by insuring quality                                                                                                                                                                                                                    |
| The shirts are extremely low quality and pulled after the first wash. The price is high for such relatively low quality.                                                                                                                                                                                     |
| The shirts are fine...but the pants and skirts are poor quality for how much they cost. They should not be mandatory to buy from ISW, like they do in Hamilton and Niagara Catholic.                                                                                                                         |
| The shorts for secondary for the girls are wide at the bottom                                                                                                                                                                                                                                                |
| The sizing in the pants specifically for some reason are very odd. If I purchase 2 pairs of the same size pants one always fit tighter than the other. Which is an annoyance if they do not fit right. I believe a yoga type (spandex) pant should be made as it will fit all body shapes better.            |
| The sizing is off, and the quality from the current provider is very poor.                                                                                                                                                                                                                                   |
| the store could be a bit more organized. I found it hard to find my child's school. Also shorten wait times for back orders especially since uniforms are mandatory. I had to wait 6 weeks for my order.                                                                                                     |
| The supplier should have an online store that works. When my kids entered the system three years ago, I had set up an account. That account is now useless as it has switched the kids over to another school and would not let me change it back to St. Timothy. A website with better UI and has less bugs |
| The sweaters are bad quality and feel like construction paper and teachers wonder why students are always wearing non-uniform sweaters. If there were better quality sweaters and more options (ex. quarter-zips) more students would actually be in uniform.                                                |
| the uniform hoodies should be warmer for the winter, they're should also be an option for sweatpants                                                                                                                                                                                                         |
| The uniform material are uncomfortable to the students, we need better quality and comfort for these students. As well, further options, ie. leggings for girls, better short options for boys ie. shorts with no zipper/clasps, younger kids have trouble with this so elastic band options are needed.     |
| The uniform pants available for elementary students have a horrible fit. They are too wide in the legs. The girl pants look like bell bottoms and the boy pants look like McHammer pants. My children refuse to wear ISW pants as they feel uncomfortable in them.                                           |

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| The uniform pants colour needs to be changed - khaki pants are not a good option for girl students during adolescence. Too much of a risk of period leaking - this happened to my daughter, and she was horrified.                                                                                           |
| The uniform provider should do everything possible to meet both affordable price and quality for the garments. In the end, the school providers are competing to be chosen, therefore the requirements from school should be fully met by them.                                                              |
| The Uniform should be good quality because the bottoms on the pants are always breaking off.                                                                                                                                                                                                                 |
| The uniforms are already not cheap in terms of prices but the quality isn't that good. I would prefer the uniform quality of McCarthy amongst others.                                                                                                                                                        |
| The uniforms are already not great quality for pieces that are very expensive (50 dollars for a jacket but the jacket wears out in two years)                                                                                                                                                                |
| The uniforms are thin and don't provide any warmth when it is cold outside                                                                                                                                                                                                                                   |
| the uniforms at Our Lady of Peace are great especially the girls yoga pants...my daughter just started going to Holy Trinity in Grade 9 and her pants there are awful.                                                                                                                                       |
| The uniforms now are not fire resistive - the material warning reads ""keep away from fire"" how UNSAFE is that                                                                                                                                                                                              |
| The uniforms should be better quality and made with better materials. They should also be warmer and the hoodies should be nicer and thicker. The quality for the hoodies is horrible, they feel like cardboard. The sweaters and v-necks should be shorter, the width is good but the length is way too lon |
| the uniforms should be more comfortable                                                                                                                                                                                                                                                                      |
| The uniforms were incredibly expensive and children are growing so much during a school year you are having to buy multiples in various sizes. As well, some children are so rough on their clothing uniforms it becomes costly to keep replacing items.                                                     |
| The vendor had no clothing for either of my child size and told me to check in December. I find this completely unacceptable.                                                                                                                                                                                |
| The waiting time for the sizes need improvement and the prices are beyond reasonable                                                                                                                                                                                                                         |
| The yoga pants ball up after 1 wash so better quality material would be nice                                                                                                                                                                                                                                 |
| There are a lot of shapes and sizes out there. The provider should not cater to the unrealistic slim, petite girls only. There are many athletic girls out there who should share the same comfort in their clothing.                                                                                        |
| There needs to be a clause in the contract that pertains to product availability. Families should not have to worry before school even starts that there will not be stock to purchase in time for the beginning of the school year. Being told that we have to wait months is not acceptable                |
| There needs to be availability of all school uniform items for customers. Waiting months for items is unacceptable.                                                                                                                                                                                          |
| There needs to be more options in styles of parents. The one-size-fits-all does not work for all body types. The quality in the material of the girls pants at Holy Trinity is very poor. The rugged pants for the elementary school boys does not fit Slimmer type boys. My high school daughter's cur      |
| There needs to be stock in the stores at all times - can not wait 6 weeks for a hoodie to arrive in the middle of winter!                                                                                                                                                                                    |
| There should be at least 2 uniform providers in order to create competence, so there will be fair prices and good customer service, since the actual provider lack of both of them. Their prices are EXTREMELY HIGH and the customer service is THE WORST in the country.                                    |
| There should be different waist vs. length options for different sized children                                                                                                                                                                                                                              |

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| There should be more color options available instars of just blue and white may be as                                                                                                                                                        |
| There should be more than one uniform provider. As well, parents should be able to spend their money where they please.                                                                                                                      |
| These uniforms are garbage! there is no comparison to McCarthy                                                                                                                                                                               |
| they can be out of stock, they can be delayed, as long as they have excellent customer service, parents will be willing to work with you                                                                                                     |
| They could have more stock available for September. We ordered 3 sweatshirts in August 2019 and they didn't come in until January 2020.                                                                                                      |
| They could make it a bit more fashionable                                                                                                                                                                                                    |
| They just need to be better quality and better fit.                                                                                                                                                                                          |
| They just need to be better quality and better fit.                                                                                                                                                                                          |
| They need more inventory in store. They need more modern designs example would be stretchy dress pants offering more comfort.                                                                                                                |
| They need to be better quality. The shirts dis-colour quickly and the material looks old and worn. I am less likely to                                                                                                                       |
| They need to be more prepared with enough product as the school year is about to begin.                                                                                                                                                      |
| They need to carry more inventory of common sizes.                                                                                                                                                                                           |
| they need to carry more stock. Their pants need to last longer.                                                                                                                                                                              |
| They need to have proper stock. Current provider is horrendous. Nothing is ever available. Ordering takes forever.                                                                                                                           |
| They need to improve quality of material and fit of the uniform pants and shorts. They are absolutely awful. I'm specifically referring to boys pants. They need to provide an option without zipper and hook closure for kindergarten kids. |
| They need to provide quality clothing with strong customer service and have good availability of uniform pieces at all times (peak time in August as an exception)                                                                           |
| They should be well stocked in the summer anticipating orders for back to school. There should not be 6-8 week delays at this time.                                                                                                          |
| They should customize fit better. None of the pants are good for my children because they are very tall and very thin. All pants available are too large at the waist and too short. They need to be better at catering to different needs.  |
| they should have fleece lined pants for the cold months. So far the two uniform providers I have tried neither one has pants made for the cold months.                                                                                       |
| They should have product in stock (especially during peak purchasing times) and it should be in perfect condition                                                                                                                            |
| They're too expensive, items like shirts/pants should be less than 15\$                                                                                                                                                                      |
| Thick(warm) trousers for winter                                                                                                                                                                                                              |
| This year's items are of better quality and style than last years                                                                                                                                                                            |
| Timely management                                                                                                                                                                                                                            |
| To always have the uniforms in stock as sizes are important                                                                                                                                                                                  |
| To have the items available in store. A wider selection in stores with sizes available to us.                                                                                                                                                |
| To make sure you can get the uniform and not have it on back order for months.                                                                                                                                                               |
| To make the uniforms more toward the students size, so that there isn't a short kid wearing a super baggy pant                                                                                                                               |
| To provide better stitch and good quality                                                                                                                                                                                                    |



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| Today customers expect quality items for a low price                                                                                                                                                                                                                                                         |
| Today customers expect quality items for a low price                                                                                                                                                                                                                                                         |
| Tops 100% cotton, Bottoms with elastic and adjustable waist; option for the winter-warmer pants for boys other than dress pants, no zip at the bottom of pants                                                                                                                                               |
| Try-on sizes available at school esp for reordering online                                                                                                                                                                                                                                                   |
| Turn around time for orders should not be 2 months                                                                                                                                                                                                                                                           |
| U cant                                                                                                                                                                                                                                                                                                       |
| Unfortunately young girls have a hard time monitoring their periods at this age and quite often have accidents. This can be life destroying at this age. Darker colour like navy blue or black would be preferred.                                                                                           |
| Uniform are to worn and washed everyday, sometimes we don't have time to iron. So we need a good quality with material that can be durable, comfortable and look sharp                                                                                                                                       |
| Uniform availability better pricing and affordability                                                                                                                                                                                                                                                        |
| Uniform items should be in stock, especially near the beginning of the year. Orders should be fulfilled accurately and in a timely fashion for items not in store.                                                                                                                                           |
| Uniform jogger pants are not good quality and not a good fit. Students need a good everyday alternative that is comfortable, durable, and easy to take off and on                                                                                                                                            |
| Uniform knee highs that fit all sizes including small feet jk/SK.                                                                                                                                                                                                                                            |
| Uniform mustn't be mandatory we haven't voted since it was decided to use uniforms back in 2015 or Only tops should be mandatory we could have the option to buy more cheaper bottoms                                                                                                                        |
| Uniform need to be higher quality                                                                                                                                                                                                                                                                            |
| Uniform pants for smaller children should allow for adjustable waste                                                                                                                                                                                                                                         |
| Uniform pieces need to always be readily available if that is their specialty. Also good clothing clothing at a fair and reasonable price. Right now uniforms are low quality and expensive for what they are. We should want better from a quality stand point and a fair operating price for families      |
| Uniform pieces need to hold up well in the washer and dryer. Some pieces now cannot be out in the dryer. Sizes do not reflect your typical sizes found at other clothing shops. Many pieces needed to be altered adding to the cost of the items. Considering the cost, some items with zippers broke easily |
| uniform provider to offer more practical and comfortable clothes for children such as jogging pants and sweat shirts so students can no limitations in movements.                                                                                                                                            |
| uniform should be better quality, more comfortable since it has to be worn everyday, and the price should be more affordable/cheaper                                                                                                                                                                         |
| Uniform should match the weather condition; the pants are very light and not suitable for winter                                                                                                                                                                                                             |
| uniform sweaters should be much softer, warmer and less stiff the current sweaters looks like a cardboard box                                                                                                                                                                                                |
| uniforms are very expensive, price needs to be lowered                                                                                                                                                                                                                                                       |
| Uniforms currently are expensive but not very good quality, Ripped or unraveling seams on boys pants, labels sewn on wrong side -confusing for my young son to put on, adjustable button waists would be good to! Buy back program for used or outgrown uniforms.                                            |
| Uniforms [word removed] suck                                                                                                                                                                                                                                                                                 |
| Uniforms in stock when needed                                                                                                                                                                                                                                                                                |

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| Uniforms must be much cheaper. The prices as they are now are ridiculous and place unnecessary financial hardship on families that aren't necessarily meant for the assistance program, but still have to spend hundreds of dollars on uniforms for often more than one child.          |
| Uniforms should be comfortable and durable. Geared towards kids everyday wear rather than collars and buttons. Kids are kids and they focus better when they are comfortable and can move freely. Most uniform pants in our past experience tear at the seams. It is very embarrassing. |
| Uniforms should be comfortable. Kids sit an entire day in them, it is important for kids back and digestive system that the pants don't press their waist. The current pant styles are very uncomfortable - why not make them in sweater fabric?                                        |
| Uniforms should be good quality that last.                                                                                                                                                                                                                                              |
| Uniforms should be priced reasonably.                                                                                                                                                                                                                                                   |
| Uniforms that fit skynny and obese students                                                                                                                                                                                                                                             |
| Uniforms that last!!                                                                                                                                                                                                                                                                    |
| up date the look for current trends so the children don't mind wearing it. Feel good about themselves at school with peers.                                                                                                                                                             |
| Up the quality. As a family with four children in the system, I do not feel that the price we pay reflects the poor quality of the clothing.                                                                                                                                            |
| Use a diferent company for better quality                                                                                                                                                                                                                                               |
| Use a higher quality provider than current provider. Quality is very poor....                                                                                                                                                                                                           |
| Use a provider who is equipped with a large stock of clothing items at key ordering times, such as the beginning of the school year. Use a provider who has great product quality.                                                                                                      |
| Use better fabrics/materials. Make sure the uniforms don't take so long to arrive (wait time).                                                                                                                                                                                          |
| Use better quality materials, pre-shrunk cotton - it is not reasonable for us to purchase clothes and have to guess how much it will shrink and how much my child will grow.                                                                                                            |
| use better zipper handles, more reliable                                                                                                                                                                                                                                                |
| Use Cotton. Not polyester                                                                                                                                                                                                                                                               |
| Use materials that will not wear out or ruin within 3 months of wearing them!!!! ISW also did not have stock this year. I waited 4 months for skirts which I returned because I purchased from McCarthy's in the meantime.                                                              |
| Use McCarthy                                                                                                                                                                                                                                                                            |
| Use McCarthy the newer one is terrible                                                                                                                                                                                                                                                  |
| Use McCarthys - options, quality and availability                                                                                                                                                                                                                                       |
| use more comfortable materials for hoodies                                                                                                                                                                                                                                              |
| Use more comfortable/easy to wear material (cotton sweatpants, cotton hoodies)                                                                                                                                                                                                          |
| Use only cotton fabrics only!                                                                                                                                                                                                                                                           |
| Use the same type quality of fabric for the short sleeve shirt, that the long sleeve shirts already have(Long sleeve shirts are really comfy. Use a better quality of fabric for the pants as they rip easily!                                                                          |
| Using a measuring guideline, we can submit our child's measurements and make purchases all online.                                                                                                                                                                                      |
| Varied styles of pants at high school level especially. Teen girls do not have 1 shape. Current pants have had to be altered 10 ways to Sunday. It is extremely expensive to do so, and inconvenient.                                                                                   |
| Variety                                                                                                                                                                                                                                                                                 |

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| Variety and material: suiting different seasons and temperatures                                                                                                                                                                             |
| Variety and online buying option                                                                                                                                                                                                             |
| Variety in materials (fleece in the winter, breathable fabric in warmer months) proper fit.                                                                                                                                                  |
| Variety of clothing options and preferably not in white as the shirts get dirty too easily in younger grades!                                                                                                                                |
| Variety of pieces, kilt, skirt, dress, fashion forward pants not those hideous baggy things currently sold. Tapered does not have to be tight but at least it is better fitting and nearer. The pants make the young kids look sloppy.       |
| variety of products (more sweaters, different types of shirts and pants etc.)                                                                                                                                                                |
| Variety of sizes (thin/reg/plus) and lengths (short/reg/long)                                                                                                                                                                                |
| Variety of sizes (thin/reg/plus) and lengths (short/reg/long)                                                                                                                                                                                |
| Variety of sizes in LENGTHS of pants                                                                                                                                                                                                         |
| various options                                                                                                                                                                                                                              |
| Very poor quality and not comfortable material also offer jogging pants for elementary students                                                                                                                                              |
| Waiting months for items as with our current provider is very frustrating.                                                                                                                                                                   |
| Warm hoodies, and smaller sizes for girls                                                                                                                                                                                                    |
| Warmer clothes for the winter                                                                                                                                                                                                                |
| Warmer hoodies                                                                                                                                                                                                                               |
| Warmer material for winter ( pants) more option sizes( slim cut)                                                                                                                                                                             |
| Warmer pants, maybe lined, for winter. Many children walk to school in winter.                                                                                                                                                               |
| Warranty on material, quality and workmanship                                                                                                                                                                                                |
| Washable and don't fall apart.                                                                                                                                                                                                               |
| We all miss McCarthy's, better customer service and quality of uniforms                                                                                                                                                                      |
| We are already paying a premium for better quality and yet the quality isn't there. The price of the uniforms is very high (comparable to expensive name brands) but the zipper already broke on my daughter's sweater (it's 4 months old..) |
| We could ask the provider to keep both options based on pricing. Based on the quality of the materials, they can keep high and low price and then leave it to the families to choose what they want.                                         |
| We have had Continued issues with stock. Ex I have tried to order pants for my daughter since October and they say not available until June. What's the point?                                                                               |
| We need better quality                                                                                                                                                                                                                       |
| We need better quality garments that can hold up year after year                                                                                                                                                                             |
| We need better quality, the materials look worn out within few months of purchase                                                                                                                                                            |
| we need comfy unisex sweaters                                                                                                                                                                                                                |
| We need elastic waist shorts and lighter pants for younger kids. They can't do up the buttons on the pants/shorts                                                                                                                            |
| We need sensory informed uniforms - I am cutting labels out. The pant sizing does not work and they wear out. Size availability is a problem and the service has been terrible. They make you prepay for out of stock items.                 |
| We need shirts and sweaters that don't pill on the first wash. We need pants that will withstand more wear and tear especially in the knees.                                                                                                 |

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| We need somewhere that offers better quality items. ISW items fade quickly and are not nearly comparable to McCarthy                                                                                                                                                                                         |
| We need to switch to McCarthy- they definitely have the better quality, customer service and uniform pieces actually last long enough to be passed on to siblings!                                                                                                                                           |
| We need warm pants and sweater with hoodies. We live in Canada and warm cloth is really importantChanging the current supplier                                                                                                                                                                               |
| We should have easy access to viewing the school's selection                                                                                                                                                                                                                                                 |
| We should have reasonable prices for all school uniforms. TShirt should not be more than \$10, pants no more that \$15 and jackets no more than \$25. Especially considering the low quality of fabric and colour retention.                                                                                 |
| We want good quality clothing that will last. Want a provider that can handle the volume of uniforms required by all Halton schools.                                                                                                                                                                         |
| We want skirts                                                                                                                                                                                                                                                                                               |
| We would like pants that have a slimmer leg, waistband that is elastic not a drawstring. Better materials used such as more cotton. Shirts to fit better. The arms are too short. The white shirts are see through. The crest is itchy and rough on the inside of the tops. Nicer skirts.                    |
| We'd prefer to buy where we want to buy and not be restricted to a uniform provider.                                                                                                                                                                                                                         |
| Well if only they could have the product would be good have gone 5 times to ISW to purchase long sleeve blue polo for my son and never in stock and website doesn't allow me to do the order either this has been going on since end of Sept almost 4 months, I gave up and wash my son's only polo everyday |
| When purchasing items that are sold out, consider having them shipped out to us. We made several extra visits to pick up items that should have been in stock.                                                                                                                                               |
| Where are the student discounts?                                                                                                                                                                                                                                                                             |
| Why not have just the shirts with the school emblem on them? If the dresses and sweaters don't need the school emblem then we be prices of these items should come down. I think there needs to be more flexible thinking to keep costs lower and avoid the uniforms being made in sweatshops.               |
| Why not use patches and let parents use any store they like Gap or Old Navy to purchase uniforms? The uniforms providers chosen in the past have always been problematic in many aspects. Long wait time, expensive, low quality...                                                                          |
| With children constantly growing, and at varying stages, the provider should ALWAYS have a sample of each product in each size for the purchaser to try on, even if it is in some awful colour that ztands out alleviating it from being purchased.                                                          |
| Would appreciate the same level of quality as McCarthy's (iSW just isn't the same)                                                                                                                                                                                                                           |
| Would be glad to see blouses/shirts for girls instead of polo tshirts                                                                                                                                                                                                                                        |
| Would it be possible to have a few basic items that could be bought from Gap or Children's place like blue trousers etc and only have shirts that need to be purchased from a uniform provider?                                                                                                              |
| Would like to see a warranty. Would like to see more selection.                                                                                                                                                                                                                                              |
| Would like to see elastic waist pants for boys- ones that don't have zippered bottoms as these pants can't be hemmed when a larger size is required to accommodate large waisted individuals                                                                                                                 |
| Would like to see good quality that lasts                                                                                                                                                                                                                                                                    |
| Wrinkle/shrink/fade free. All safe for wash and dryer                                                                                                                                                                                                                                                        |
| Yearly in school fitting session's                                                                                                                                                                                                                                                                           |

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| Yes, do not choose a single provider. Just a uniform, ie navy pants, and have parents buy navy pants.                                                                                                                                    |
| yoga pants and skirts                                                                                                                                                                                                                    |
| Yoga pants were a terrible quality this year not even usable after 3 wears.                                                                                                                                                              |
| You can enhance it by not having a single source uniform provider. Set a guideline for what uniform is then allow parents to source their own items. Sell a crest to be put on those clothes and be done with it.                        |
| you could enhance by customizing to every student size ,height and body type and also have more better materials for seasons especially winter and better option for boys when it comes to comfort and fassion                           |
| You need a summer light weight dress option for the girls. The tshirts are too heavy when its really hot outside                                                                                                                         |
| You need to get a better representation of sizes. For example you need to know how much to increases the waist and length of pants to actually fit a person because usually one of the 2 measurement is wrong which leads to discomfort. |
| You should allow the students and parents to buy shirts in the colors of the school but no school crest on them so they can be purchased cheaper.                                                                                        |
| You should have a survey mid-september and half way through school year and allow parents to provide feedback to the provider as to their satisfaction with uniform service provided.                                                    |
| Zipper jackets are very slim, impossible to wear. Need to adjust the design.                                                                                                                                                             |
| Zippers that work on sweaters and lower prices on sweaters and pants for elementary age kids.                                                                                                                                            |
| greater availability of items in stock                                                                                                                                                                                                   |
| sweatpants                                                                                                                                                                                                                               |
| more durable for elementary pants                                                                                                                                                                                                        |
| Larger Sizes                                                                                                                                                                                                                             |
| easy to wash                                                                                                                                                                                                                             |

## Appendix B:

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| #6 should be differentiated. Allergies are very important (i.e. life or death), compared to custom sizes                                                                                                                                                                                                     |
| (cont) I feel that having sweaters or other logo items available from vendor but the other non-branded items may be available to purchase at the aforementioned retail stores listed by HCDSB may have an impactful effect on parents wallets.                                                               |
| 1. Warm clothes/ fleece pants and jackets should be an option. It is cold and it's flu season. I always need to provide extra (non-uniform) layers for the top, but kids still feel cold on the legs if the weather turns during the day. 2. I'd like more cotton rich/natural fibers even if more expensive |
| 100% cotton at a reasonable price                                                                                                                                                                                                                                                                            |
| A balance of quality and price                                                                                                                                                                                                                                                                               |
| A better balance quality / price                                                                                                                                                                                                                                                                             |
| A better lined pant is beneficial for the boys, McCarthy's were much better than ISW's                                                                                                                                                                                                                       |
| A Canadian company would be nice                                                                                                                                                                                                                                                                             |
| A Canadian company would be nice                                                                                                                                                                                                                                                                             |

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| A cleaner and more organized facility                                                                                                                                                                                                                                            |
| A convenient location. Enough supply during peak bind times before school starts so that you do not have to wait for an item. And good service in regards to communication for any sales especially when buying for more than one child it can get very expensive.               |
| A fair market competition is always healthy.                                                                                                                                                                                                                                     |
| A less expensive supplier would be appreciated.                                                                                                                                                                                                                                  |
| A lot of the sizes have a huge difference in between them. For example, one pant's waist might be too small but when you go a size up, the length gets way too huge and the waist might be too big as well.                                                                      |
| A new provider needs to be found. Enough inventory needs to be made available and arrive at the store quickly. Wait times of months is unacceptable. The ability to travel elsewhere should be an option should the vendor in town not have the sizing for months.               |
| A previous uniform provider offered families a package deal at the start of the school year which offered a discount for several items at once: shirts, pants and a sweater for a flat rate.                                                                                     |
| A provider should have working hours till a little late as the timings impact our work schedule                                                                                                                                                                                  |
| A provider that makes pants that have adjustable waistbands, pants that don't pull after the first wash and a company that has a warranty/guarantee for the clothes if they ripped/wear out within the school year they were                                                     |
| A provider that provides excellent customer service and accommodates ALL body types (without judgement or prejudice) is extremely important. Pls know that your current provider has proven itself to be lacking in both of these areas.                                         |
| a Provider that will have good quality items like Rj McCarthy did                                                                                                                                                                                                                |
| A provider with a variety of pants for boys, ie jogging pants, no buttons, more tapered pants for boys                                                                                                                                                                           |
| A provider with comfort and quality in mind, a provider that has options for Slim and tall fit/husky fit                                                                                                                                                                         |
| A provider with lower costs. My young children often lose items and its stressful to have to immediately replace expensive items.                                                                                                                                                |
| A quality uniform that will last at least the year. McCarthy's last much longer. My child out grows their uniform before the wears out. He will wear his uniforms for 2-4 years.                                                                                                 |
| A uniform provider should score well on the following characteristics:                                                                                                                                                                                                           |
| A variety of options in school pieces is nice as well                                                                                                                                                                                                                            |
| Ability to return poor quality items (ex: McCarthy zippers consistently break on pants, should be able to return or have replaced for free!)                                                                                                                                     |
| Add more jackets, and please add full length skirts                                                                                                                                                                                                                              |
| Adjustable waist                                                                                                                                                                                                                                                                 |
| Adjustable waists for elementary school children for all genders in pants and shorts                                                                                                                                                                                             |
| Affordable is important and a light weight option for the hotter months                                                                                                                                                                                                          |
| Affordable prices are key, especially necessary for large families like myself                                                                                                                                                                                                   |
| Again ensure supplier can handle volume.                                                                                                                                                                                                                                         |
| Again I can't stress enough, the quality should reflect the price. Even possibly considering that pants/shorts/skirts/dress etc be purchased from any store just needs to be a particular colour. Colours don't match now so I don't understand why just any blue pant isn't ok? |

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| Again they never have ample stock and their staff have been rude each time I have gone there. Under staffed to have help finding sizes and styles. Preferred McCarthy's for actual quality of uniforms and customer service.                                                                          |
| all good, no concerns                                                                                                                                                                                                                                                                                 |
| All I can say is I have hamy down mcarthys that I pull to west before grabbing the ISW brand.                                                                                                                                                                                                         |
| All items should be available during the entire year. With past suppliers availability has always been a problem. If you expect students to be in uniform then there should be no back orders                                                                                                         |
| All sizes should be readily avaiable                                                                                                                                                                                                                                                                  |
| All the best                                                                                                                                                                                                                                                                                          |
| Allow any type of bottoms of same color as long as they all use same shirts and sweaters                                                                                                                                                                                                              |
| Allow females to wear skorts in high school.                                                                                                                                                                                                                                                          |
| Allow greater choice in purchasing. Preferred the quality of the last provider but like the accessibility of locations with this one.                                                                                                                                                                 |
| allow pants and that are not uniform                                                                                                                                                                                                                                                                  |
| Allow parents to be able to purchase school uniforms at Children's Place,Walmart,Old Navy                                                                                                                                                                                                             |
| Allow parents to buy uniforms at major retailers- better quality for lower price. Stop trying to look pretentious with school crests when some families struggle to pay for uniforms - added cost in embroidery and customization. A Cotton polo shirt at old navy \$5, at ISW it is close to \$20?   |
| Allow parents to purchase pants at any store as most school boards do this. I.e, Old Navy, Children's Place...since the style is baggy and outdated and a lot more money. Other school boards have this option and it makes more sense..                                                              |
| Allow parents to purchase pants at any store as most school boards do this. I.e, Old Navy, Children's Place...since the style is baggy and outdated and a lot more money. Other school boards have this option and it makes more sense..                                                              |
| Allow parents to purchase same style and colours from any Retailer. Should not have to be an authorized vendor!                                                                                                                                                                                       |
| allow school crest options to store brand selections                                                                                                                                                                                                                                                  |
| Allow students to wear uniform colour bottoms from other stores (ie. gap, old navy, children's place).                                                                                                                                                                                                |
| Allow the parents to purchase the shirts, pants in other, not uniform stores, or Walmart, Old Navy etc who offer the same colours for MUCH cheaper and much better quality (cotton). Official uniforms are made of very bad quality made from close to it all 100% polyester very unhealthy for kids. |
| Already mentioned above                                                                                                                                                                                                                                                                               |
| Although McCarthy was more expensive, the quality, and selective from the most recent provider was horrible. Quality would have been better at a Walmart brand compared to this company. And they seemed to have adequate stock only during off peak season.                                          |
| An important consideration is larger sizes and better quality. My son has a few years left in elementary school and is already wearing the largest size ISW provides. The shirts pull very easily and pants have broken several times, needing to be replaced.                                        |
| Anti pile is key. I hate the balls on clothes. Fade resistant and easy care. Dryer safe.                                                                                                                                                                                                              |
| Any store except the one we use now                                                                                                                                                                                                                                                                   |
| Anyone but ISW!                                                                                                                                                                                                                                                                                       |
| Anyone but ISW! What was wrong with McCarthy's?                                                                                                                                                                                                                                                       |

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| Anything but ISW!                                                                                                                                                                                                                                                                                 |
| As a Catholic school board, I think it is very important that we follow Catholic and social justice values in choosing a uniform provider that has fair working conditions for employees and practices that reduce their environmental footprint                                                  |
| As a single parent, yes price is an issue however the overall quality is extremely important. If I continue to have to purchase more clothing because of the quality I end up spending more then if we had a better quality provider.                                                             |
| As above                                                                                                                                                                                                                                                                                          |
| As long as the quality of product and service as well as close accessibility is maintained, I'll be satisfied.                                                                                                                                                                                    |
| As parents we should have more say where we shop for uniform pieces, kids grow constantly and buying uniform items all year at full price is expensive. How do families know if they are eligible for uniform assistance? This info should be given to new families.                              |
| As the HCDSB has indicated that "fair work conditions" are important in the manufacturing of clothing, I feel it necessary to point out that by switching providers from McCarthy's - the entire business closed down in the area. This hardly seems like a fair practice on behalf of the HCDSB. |
| Assurance that the excessive profits go to the school and not to a greedy supplier.                                                                                                                                                                                                               |
| Actual cute uniforms, something that won't make us go uhhh this again. Something cute and comfortable and a little trendy. And not boxy pencil skirts. More high-waisted things and cute sweaters, but personally I would prefer no uniforms but a good and reasonable dress code                 |
| Availability                                                                                                                                                                                                                                                                                      |
| Availability & customer service really balance each other out. When you lack in one area, the other area should be reinforced & supported. It can be stressful for families new to uniform culture as well as their kids, please find a provider who understands the balance.                     |
| Availability and a minimal of courtesy with clients is very important                                                                                                                                                                                                                             |
| Availability and price is important and quality.                                                                                                                                                                                                                                                  |
| Availability and quality are important.                                                                                                                                                                                                                                                           |
| Availability is key. Shirts should be available during warmer weather and sweaters available during colder weather. Unfortunately had to wait 2 months in 2 different seasons to get products for my children to wear and ended up posting on Facebook to get used items.                         |
| Availability of items, clean stores and quality of the uniforms.                                                                                                                                                                                                                                  |
| Availability of items is most important.                                                                                                                                                                                                                                                          |
| Availability of items is paramount                                                                                                                                                                                                                                                                |
| availability of product                                                                                                                                                                                                                                                                           |
| availability of uniforms all year                                                                                                                                                                                                                                                                 |
| Availability. Having enough uniforms, and good quality for kids use.                                                                                                                                                                                                                              |
| Avoid the monopoly of only having one provider.                                                                                                                                                                                                                                                   |
| Avoid the provider and put a dress                                                                                                                                                                                                                                                                |
| Bad customer service and the quality is so bad                                                                                                                                                                                                                                                    |
| Be able to manage the demand of the size of the board                                                                                                                                                                                                                                             |
| Be better than the current one                                                                                                                                                                                                                                                                    |
| Be flexible for families to purchase uniform pieces (particularly pants, shorts, skirts) from vendors other than the official uniform provider, as long as they are the proper color/style.                                                                                                       |



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| Be relatively close to school                                                                                                                                                               |
| Be f able to keep up with demand... having items on hand thur out the year and well made items                                                                                              |
| being a buyer can appreciate new uniform company start up....perhaps have ""samplers"" out there first get parents to launder..i.e. pants already piling - catch issues before they happen? |
| Better and more options for smaller kids. Slimy pants for boys and girls. More up-to-date styles.                                                                                           |
| Better and more options for smaller kids. Slimy pants for boys and girls. More up-to-date styles.                                                                                           |
| Better availability of clothes and customer service                                                                                                                                         |
| better colours                                                                                                                                                                              |
| Better communications about sales and discounts.                                                                                                                                            |
| Better customer service during peak times. Knowledgeable staff who are easily recognizable as staff and available. le- appointments or ""take a number"".                                   |
| Better customer service in store. ISW do not have very friendly staff!                                                                                                                      |
| Better customer service, faster turn around times on items that are not in stock in stores, better quality of clothing.                                                                     |
| Better evening hours. Air conditioning in the store. Early bird discounts.                                                                                                                  |
| better fit especially in the pants. Boys pants are way to baggy.                                                                                                                            |
| Better fit for different shapes and sizes                                                                                                                                                   |
| better fitting and better material                                                                                                                                                          |
| Better hours, sizes, customer services, prices                                                                                                                                              |
| Better online shopping portal                                                                                                                                                               |
| Better pant selection for boys, more track pants style                                                                                                                                      |
| Better pants options for girls-slim sit pants                                                                                                                                               |
| Better prices                                                                                                                                                                               |
| Better pricing                                                                                                                                                                              |
| Better pricing for multi-item purchases                                                                                                                                                     |
| Better quality                                                                                                                                                                              |
| Better quality                                                                                                                                                                              |
| Better quality                                                                                                                                                                              |
| better quality                                                                                                                                                                              |
| Better quality                                                                                                                                                                              |
| Better quality and availability than current supplier                                                                                                                                       |
| Better quality and more variety, it's impossible to fit different shapes into a unique style                                                                                                |
| Better quality fabrics                                                                                                                                                                      |
| better quality fabrics, more choice in styles                                                                                                                                               |
| Better quality- last longer                                                                                                                                                                 |
| Better quality material so that it's easily machine washable! Specially the bottoms pants/shorts!                                                                                           |
| better quality materials                                                                                                                                                                    |
| Better quality materials, no pilling.                                                                                                                                                       |
| Better quality pants (reinforced knees, casual/warm up style, leggings for girls)                                                                                                           |
| Better quality pants, that are warmer for winter, for high school kids                                                                                                                      |
| Better quality please!!! If the clothing is uncomfortable for the students it is distracting for them.                                                                                      |
| Better quality product                                                                                                                                                                      |

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| Better quality provided with McCarthy's                                                                                                                                        |
| Better quality uniforms                                                                                                                                                        |
| Better quality uniforms that wash well and are durable. The colours should also match (not have various different navy blues that do not match pants/shirts)                   |
| Better quality uniforms! After washing couple times clothes looks terrible. Low quality materials.                                                                             |
| BETTER QUALITY!!!!                                                                                                                                                             |
| Better quality, easier sizing options, too many pant style for HT, better inventory, longer pant option - too short for kids. Very disappointed and unhappy                    |
| Better quality, more selection. Friendly staff                                                                                                                                 |
| Better quality, more variety of sizes (xs, short lengths)                                                                                                                      |
| Better quality, not flimsy materials, socks to be available consistently                                                                                                       |
| Better sizing and fit for all body types; better track pant for boys.                                                                                                          |
| Better sizing options, current sizing is not accurate                                                                                                                          |
| Better stock of items. Higher quality items.                                                                                                                                   |
| Better store hours and more help from the staff in the store                                                                                                                   |
| Better/stronger quality shirts                                                                                                                                                 |
| Big store area                                                                                                                                                                 |
| Bigger store better hours                                                                                                                                                      |
| Biggest factor is cost.                                                                                                                                                        |
| Bottoms should not have to be purchased from the uniform provider as long as they are in the same colour and basic in fashion.                                                 |
| Bring back Macarthy!!! Isw clothes are horribly made low quality horrible fit more expensive then McCarthy's. Product is always low and take months to come in                 |
| Bring back MacCarthy. Way. Ster quality!!                                                                                                                                      |
| Bring back McCarthy as their clothing is much better quality and more durable than ISW. The sizing and fit is better than ISW too.                                             |
| Bring back McCarthy uniforms! Better quality!                                                                                                                                  |
| bring back mccarthy!                                                                                                                                                           |
| Bring back McCarthy. The uniforms were superior to ISW                                                                                                                         |
| Bring back McCarthys                                                                                                                                                           |
| Bring back McCarthys                                                                                                                                                           |
| Bring back McCarthy's - ISW quality is awful and not durable.                                                                                                                  |
| Bring back RJ McCarthy and stop thinking you need to give every company equal opportunity. They have been around a very long time and Loyalty to a business like that is okay. |
| Bring back RJ McCarthy uniforms                                                                                                                                                |
| Bring McCarthy back!!                                                                                                                                                          |
| bring McCarthy's back please! Their pieces have long out lived ISW garbage that literally falls apart                                                                          |
| Bring McCarthy's back!                                                                                                                                                         |
| Bring McCarthy's back!                                                                                                                                                         |
| But back program- they will buy back at a discount used items for resale at a lower price                                                                                      |
| Can the location please be closer to georgetown                                                                                                                                |
| Can the price of the uniforms become much lesser than it it now.                                                                                                               |

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| Can the uniform be provided at mainstream stores like Walmart or superstore etc...                                                                                                                                                                                                                          |
| Can they handle the volume?                                                                                                                                                                                                                                                                                 |
| Can we move away from logo shirts to just wearing white shirt and offering logo crests if you want to sew them on? My daughter switched schools because of gifted programs and sweaters and shirts that were still in excellent condition were wasted.                                                      |
| Canadian Company                                                                                                                                                                                                                                                                                            |
| Canadian company and product!                                                                                                                                                                                                                                                                               |
| Canadian made garments! You have the market.                                                                                                                                                                                                                                                                |
| Cancel ISW. Go back to McCarthy                                                                                                                                                                                                                                                                             |
| Capris pants for the summer time                                                                                                                                                                                                                                                                            |
| Central Location with good inventory and staff.                                                                                                                                                                                                                                                             |
| Certain sizes, items not available for weeks. The McCarthy *rigger* pant was more comfortable and preferred by most. The new provider ""rigger"" pant (casual elastic band waist) too ""baggy"" and uncomfortable. Children need a better selection of items like zippered school hoodies with school logo. |
| Change back to McCartney                                                                                                                                                                                                                                                                                    |
| Change Current provider - McCarthy was better                                                                                                                                                                                                                                                               |
| Change the current provider. We don't want ISW                                                                                                                                                                                                                                                              |
| Change the one you have now, poor inventory, poor quality                                                                                                                                                                                                                                                   |
| CHANGE THE PROVIDER PLEASE!!!!                                                                                                                                                                                                                                                                              |
| changing the material of the hoodies to be more comfortable and warm                                                                                                                                                                                                                                        |
| Cheap quality.                                                                                                                                                                                                                                                                                              |
| cheap! Allow items from Children's Place/Walmart!                                                                                                                                                                                                                                                           |
| Cheaper prices                                                                                                                                                                                                                                                                                              |
| Check the design, it has to work for the weather conditions. How can you have a sweater without a hood?. I won't ever buy a sweater anymore as they don't work when you need them the most.                                                                                                                 |
| Check their logistics and replenishment existing system, how to avoid backorders at beginning of year? They should have an accurate forecast and not cheaping out and let files and kids wait for their mercy to supply paid products and make profit on waiting time (interest rate on paid supplies)      |
| Chg providers. ISW is poor quality and poor fit. Pls switch back to RjM. Parents had no complaints with McCarthy uniforms!                                                                                                                                                                                  |
| Children need durable, comfortable, stylish options that are readily available                                                                                                                                                                                                                              |
| Choose a company that will provide good looking, longer wearing uniform pieces. I felt that the quality of ISW uniforms was a step down from McCarthy.                                                                                                                                                      |
| Choose for better quality and service please. McCarthy's is good but also very expensive. Are there any others out there? Also having the option for parents to provide their own uniform bottoms in a particular colour.                                                                                   |
| Choose McCarthy's                                                                                                                                                                                                                                                                                           |
| Choose McCarthy's. By using the current provider all you have done positively is forced recycling. I have never bought one piece from them after the experience I had in the store and how the clothes look on students. It is outrageous that this was ever chosen                                         |
| Choose provider who has a good customer service process, efficiency, organization and lower uniform prices.                                                                                                                                                                                                 |

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| Choose reputable vendor with proven quality standards and availability                                                                                                                                                                                                                                   |
| Clean environment                                                                                                                                                                                                                                                                                        |
| Close proximity to shop in store                                                                                                                                                                                                                                                                         |
| Clothes don't fit well and the materials used are unsafe (polyester is treated with chemicals that are harmful)                                                                                                                                                                                          |
| Clothes should be ""Made in Canada""                                                                                                                                                                                                                                                                     |
| Clothing that is affordable for most people. The assistance program is nice for little who need it, but many families fine need financial aid but also don't want to pay very high prices for clothing                                                                                                   |
| Clothing quality is important. Helpful staff that can provide solutions is important. Store hours and selection are important. Backorders times should be tightened up. Alterations at a discounted rate should be an option.                                                                            |
| Coat has been an issue for my family                                                                                                                                                                                                                                                                     |
| Comfort should be looked at in boys pants                                                                                                                                                                                                                                                                |
| Comfortable and not stiff                                                                                                                                                                                                                                                                                |
| Comfortable kid options which are                                                                                                                                                                                                                                                                        |
| Comfortable sweatshirt material                                                                                                                                                                                                                                                                          |
| comfy sweater and uniforms, we sit in them all day they should not be uncomfortable                                                                                                                                                                                                                      |
| Companies competing for the RFQ should commit a weekend one month where they have their price list and samples available at a local mall in Burl, Oakville, Milton etc. Parents would be notified where/when to drop by to ask questions, feel the materials, see the prices. Week after Online vote.    |
| Comparing McCarthy to ISW: McCarthy uniform pieces are far more tough/durable with triple the life span/longevity. My family now purchases used McCarthy uniform pieces rather than new ISW uniform pieces. As these are expensive items of clothing, we are not willing to chance the clothing failing. |
| Consider allowing parents to buy polo shirts and have crest available for ironing on.                                                                                                                                                                                                                    |
| Consider alteration services                                                                                                                                                                                                                                                                             |
| consider setting colours and allowing parents to buy anywhere                                                                                                                                                                                                                                            |
| Considering children wear these uniforms daily quality is important. I have had to go to the old supplier for pants as the current one are not at all suitable.                                                                                                                                          |
| Considering our faith and our option for the poor, and where these uniforms are made, we should absolutely and unequivocally be supporting vendors that ensure fair and just labour practices. NO SWEATSHOPS!                                                                                            |
| Considering the chosen supplier wins the bid partly on price, that same price should filter down to families. Costs are spared for the chosen supplier as marketing costs are eliminated and they need not solicit. The customer is forced to buy. 20 yrs in the industry gives me FACTUAL knowledge.    |
| Consistency in fabrics/colours and sizing.                                                                                                                                                                                                                                                               |
| Consistency would be nice. You go into the current provider and the shirts are inconsistent in colour and sizing.                                                                                                                                                                                        |
| Consistency, responsiveness, quality and pricing are key.                                                                                                                                                                                                                                                |
| Consistent and reliable !!!                                                                                                                                                                                                                                                                              |

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| Continue to involve parents in the selection process. Our experience first hand with our children allow us to recognize quality material. Especially since we are paying with our own hard earned money.                                                                                                 |
| Continue with ISW as a provider. Selection, quality and customer service is extremely good! "If it isn't broken, don't fix it" would be my opinion in this case.                                                                                                                                         |
| Cost is an issue. I would r buy multiple items knowing the children are growing, will lose items, the washer damages or stains the item etc. These items are worn regularly and take punishment but I'm not willing to pay an arm and a leg for public school. I'd rather switch out if that is the case |
| Costumer services is important.                                                                                                                                                                                                                                                                          |
| Costumer services is important.                                                                                                                                                                                                                                                                          |
| Cotton                                                                                                                                                                                                                                                                                                   |
| Could make it a lot easier if you allowed parents to buy general pants from multiple retailers (could be specific to who) so that a range of quality, prices, and styles are available. Would just have to be in that colour for that specific school.                                                   |
| Current ones are horrible quality                                                                                                                                                                                                                                                                        |
| Current provider (ISW): garments are poor quality, service is terrible and ordering is difficult. I would not recommend continuing the contract with ISW.                                                                                                                                                |
| Current provider always seems to be out of stock                                                                                                                                                                                                                                                         |
| current provider can't meet the demand - waited MONTHS (when ordered in summer) for items. Prices are OK, do NOT like ordering process online, ONE STUDENT PER EMAIL ADDRESS?!                                                                                                                           |
| current provider charges about the same as McCarthy's for very cheap quality uniforms, I would rather pay a little more for McCarthy quality.                                                                                                                                                            |
| Current provider did not offer a small enough size in shorts for my child, which then required additional tailoring. This is frustrating                                                                                                                                                                 |
| Current provider for Holy Trinity is the worst provider. Wait time are way too long they go up to couple of months and they confuse orders. I would not like to have anything in future with current uniform provider.                                                                                   |
| Current provider had limited to no items in store                                                                                                                                                                                                                                                        |
| Current provider has bad products....                                                                                                                                                                                                                                                                    |
| Current provider has decent quality of uniforms                                                                                                                                                                                                                                                          |
| Current provider is located close by, and very helpful. They provided us with a recommendation on what to buy in the first year for our daughter, which was very helpful to parents. I thinn b k this should be taken into consideration when selecting a vendor.                                        |
| Current provider is not good.                                                                                                                                                                                                                                                                            |
| Current provider is poor in many aspects. Why not return to the old one?                                                                                                                                                                                                                                 |
| Current provider is terrible.                                                                                                                                                                                                                                                                            |
| Current provider materials (ISW) are not durable. Girls yoga pants pill and golf shirt wear within a few washes. Not worth the cost.                                                                                                                                                                     |
| Current provider offers poor quality uniforms and their sizes do not fit my kids well.                                                                                                                                                                                                                   |
| current provider's pants are not good quality and do not fit most children                                                                                                                                                                                                                               |
| Current providers quality, customer service and availability is awful                                                                                                                                                                                                                                    |
| CUrrent service worked really well                                                                                                                                                                                                                                                                       |
| Current supplier offers very poor quality. Previous supplier offered great service and quality.                                                                                                                                                                                                          |

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| Current uniform provider has terrible customer service, seems disorganized, and unhelpful with uniform selections                                                                                                                                                                  |
| Current uniform provider is terrible. Garbage quality and no stock. Customer service at Oakville location is horrible.                                                                                                                                                             |
| Current uniform provider lacks quality, customer service and has big issues with supply.                                                                                                                                                                                           |
| Current uniforms are very poor quality and they do not fit well to all body types. I would rather pay more money to have uniforms that will last the year and my children feel comfortable wearin to school.                                                                       |
| currently the uniform is over priced and material used is law quality so need to allow multi provider and they can compete to provide better quality and decent prices                                                                                                             |
| Currently with ISW and do not like their products at all. There's always a variety of different shades of blue, cheaper quality. Not impressed at all.                                                                                                                             |
| Custom orders at the Milton Branch turned out to to be very poor quality at a very high priced item! This occurred twice!                                                                                                                                                          |
| Customer care is top important and the provider needs to have a customer support channel, balance their profits with client care.                                                                                                                                                  |
| customer service and ease of ordering - online order with free delivery - esp if product is not available. if you are switching - don't ask me to buy all new - ensure there is a transition year (s)                                                                              |
| Customer service is also important, ISW has had the worst customer service!                                                                                                                                                                                                        |
| Customer service is critical as well, have had challenges on back orders, answering their phones for questions, help in the store to find items.                                                                                                                                   |
| Customer service is far lacking in the current provider.                                                                                                                                                                                                                           |
| Customer service is important, as well as making the kids feel valued.                                                                                                                                                                                                             |
| Customer service is key                                                                                                                                                                                                                                                            |
| customer service is key and quality to allow for use by a sibling later on                                                                                                                                                                                                         |
| Customer service is very important                                                                                                                                                                                                                                                 |
| Customer service is very important along with a company that is accountable and reliable unlike the current provider.                                                                                                                                                              |
| Customer service isn't the best nor is the amount of uniforms in stock is ridiculous.                                                                                                                                                                                              |
| Definitely the quality of the garments offered by ISW was very poor compared with the previous provider (McCarthy). There wasn't a huge difference in terms of price from both providers. I don't think the prices for the garments should be rise in exchange for better quality. |
| Didn't get a text when order arrives they brush it off as it was sent to you                                                                                                                                                                                                       |
| Different payment options, locations, pricing should all be considerations for all socioeconomic levels.                                                                                                                                                                           |
| Discontinue use of a dedicated uniform provider. Standard navy pants and white/blue tops are available at most children's clothing stores. Sell an iron-on school crest to be affixed to tops instead. This would provide families with much more flexibility and save costs.      |
| Do away with all providers, have the schools sell iron on patches and I'll buy all products from the Gap. Better quality, better price.                                                                                                                                            |
| Do NOT choose Mark's Warehouse as the successful proponent as they do not provide complete shipment.                                                                                                                                                                               |
| Do not continue service with the current provider!!!!                                                                                                                                                                                                                              |

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| Do not do a sole source provider, you stated you hope for 5 RFP responses allow all 5 to offer uniforms to the board students. This increased competition and lowers cost to parents the board still has control as each approved vendor meets the board's requirements. |
| Do not do a sole source provider, you stated you hope for 5 RFP responses allow all 5 to offer uniforms to the board students. This increased competition and lowers cost to parents the board still has control as each approved vendor meets the board's requirements. |
| Do not encourage a monopoly.                                                                                                                                                                                                                                             |
| Do not ever select ISW again                                                                                                                                                                                                                                             |
| Do not have poor quality current provider is crap uniforms last less than month and always tear                                                                                                                                                                          |
| Do not offer husky sizes                                                                                                                                                                                                                                                 |
| Do not renew the contract with ISE. The quality is horrible, there is no availability of items when needed. they have terrible customer service. Needing to purchase items through them is infuriating. Please go back to McCarthy.                                      |
| Do not shrink                                                                                                                                                                                                                                                            |
| Do not use isw                                                                                                                                                                                                                                                           |
| Do not wish to buy from our current uniform supplier very poor quality                                                                                                                                                                                                   |
| Does it need to be a single uniform provider? Can it not be a uniform (ie. white shirt, blue pants) that could be purchased anywhere, like Old Navy, Gap, etc.?                                                                                                          |
| Don't choose ISW.                                                                                                                                                                                                                                                        |
| Don't find the quality as good as mCarthys                                                                                                                                                                                                                               |
| don't have a single provider-provide a colour dress code (pants and shirt) and allow parents to purchase uniforms at the store of their choosing.                                                                                                                        |
| Don't have a uniform or at the very least don't require a single uniform provider. Allow patents to get uniforms from any store. The gap, children's place, joe fresh. I find the sizes/cuts of both McCarthy and ISW don't fit my kids very well.                       |
| Don't have just one provider. Offer various vendor options. Why make parents pay ridiculously prices items.                                                                                                                                                              |
| Don't increase the pricing , its already at the higher end! Bring back McCarthy, they had better quality. Still expensive but way better quality than ISW.                                                                                                               |
| don't like uniforms                                                                                                                                                                                                                                                      |
| Don't sign a [word removed] contract not allowing other non uniform sweaters...                                                                                                                                                                                          |
| Don't use ISW                                                                                                                                                                                                                                                            |
| Don't use one                                                                                                                                                                                                                                                            |
| Don't want to have to travel far distances to get it, different fits, more selection                                                                                                                                                                                     |
| Durability and quality should be top priority                                                                                                                                                                                                                            |
| Durability- to withstand a certain level of wear and tear as well as none pilling fabrics would be appreciated.                                                                                                                                                          |
| Durable clothing that does not pile after two washes. Whites that have some sort of fabric/stain protection on them. Offer bundle and save deals when buying items.                                                                                                      |
| Durable, comfortable, adjustable pants: a must!                                                                                                                                                                                                                          |
| Each municipality should have its own location.                                                                                                                                                                                                                          |
| Ease of online ordering would be ideal, having to run to a physical store location with limited opening hours is quite difficult for parents who work the 9AM-6PM hours                                                                                                  |

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| Ease of online ordering would be ideal, having to run to a physical store location with limited opening hours is quite difficult for parents who work the 9AM-6PM hours                   |
| Ease of purchase important                                                                                                                                                                |
| Easily accessible and available in stock items are the biggest factors for us.                                                                                                            |
| Easily accessible and good hours to shop with parking.                                                                                                                                    |
| Easy access to uniform provider (location, easy online shopping, affordable shipping rates), better quality uniforms that wash well and can stand up to the wear and tear.                |
| Easy online ordering is helpful for busy families and working parents that don't have time to go to stores with limited open hours                                                        |
| Either a better one or freedom to select own uniform prices as long as it meets color standards                                                                                           |
| Elementary children should have a BETTER QUALITY RUGGED PANT WITH MATCHING HOODIES                                                                                                        |
| Enforce quality in the pieces and availability as current provided lacks both                                                                                                             |
| Ensure good quality for pants as my child usually gets holes in pants at knees by spring time                                                                                             |
| Ensure it's a smooth transition to a new provider. And the quality is better than the previous provider                                                                                   |
| ensure sizing for larger students                                                                                                                                                         |
| Ensure the sales associates are knowledgeable, friendly, and motivated to help.                                                                                                           |
| Ensure they are easily accessible in Milton not far away. Not using child labour or slave labour to make the garments.                                                                    |
| Ensure they have a reasonable warranty program and that they provide quality fabrics and require to have stock at all times.                                                              |
| Ensure they have the uniform in stock,                                                                                                                                                    |
| Ensure uniforms are appropriately priced and have good quality.                                                                                                                           |
| Ensuring the school logo washes well. Sizing is consistent with how regular clothes fit                                                                                                   |
| Ensuring they have stock available at all times and that stock is replenished quickly.                                                                                                    |
| Everything is bad quality: fabric and workmanship                                                                                                                                         |
| Excellent customer service and clean environment. The current provider the place is so dusty including uniforms, hard to find the right size and poor customer service. I prefer McCarthy |
| expensive, limited size, ordering takes so long                                                                                                                                           |
| Expensive, bad quality, not available most of the time, the only good thing that they are open during Saturdays                                                                           |
| Extremely long wait times for standard items (eg - golf shirts, sweaters). Never have tights, yet they are part of the uniform.                                                           |
| fabric should wash well and not pill right away                                                                                                                                           |
| Fair price And made well                                                                                                                                                                  |
| Far more durable tights                                                                                                                                                                   |
| Faster ordering                                                                                                                                                                           |
| Feasible price, very good quality, discount offered for more than one kid                                                                                                                 |
| Find better way to reuse uniforms                                                                                                                                                         |
| Find someone who knows how to manage stock                                                                                                                                                |
| Fit of uniform is more important than who provides it.                                                                                                                                    |
| Fix the bottom of the pants to close in like there's a reason we tuck our pants in our socks                                                                                              |



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| Flexible store hours and on-line shopping option with a good exchange policy.                                                                                                                                                                                                                             |
| Focus on quality of service, previous vendor had a 1:1 customer service model that may have had a bit of a wait time but you didn't spend time wandering around asking staff where things are and having half of them not know where it is or even in some cases what you are asking for                  |
| For both our kids, they have been out of stock of some basic items and very long waits and we have had to cancel and buy used. ISW has been terrible compared to the prior supplier.                                                                                                                      |
| For the price that's being paid, the quality should match. Since moving from the previous vendor, the quality has been a huge issue (uniforms with cheap material & pilling) as well as supply levels. The current vendor was not prepared for the contract and the quality is a huge issue in my opinion |
| For the quality and functionality the price is OVER priced                                                                                                                                                                                                                                                |
| For those who are currently in uniforms should be allowed to continue to wear pieces they have                                                                                                                                                                                                            |
| From the current provider, the pants are terrible quality. I've had to repair both my son's pants multiple times this school year because the seam quality is terrible. They should be double stitched and better quality. I pay enough for his product I expect better quality.                          |
| Generic clothing like the Hamilton brand would be the best option                                                                                                                                                                                                                                         |
| Generic non-crested uniforms as an option (allow parents to purchase through whatever vendor they prefer such as Gap, Old Navy, Children's Place, Giant Tiger) – or sell iron-on crests if necessary                                                                                                      |
| Generic T shirts should be allowed as pants without Logo                                                                                                                                                                                                                                                  |
| Get better quality like mccarthys.                                                                                                                                                                                                                                                                        |
| Get provider that uses better quality material                                                                                                                                                                                                                                                            |
| Get rid of ISW                                                                                                                                                                                                                                                                                            |
| Get rid of ISW and bring back McCarthy.                                                                                                                                                                                                                                                                   |
| Get rid of Isw they suck                                                                                                                                                                                                                                                                                  |
| Get rid of uniforms                                                                                                                                                                                                                                                                                       |
| Get rid of uniforms, children should be able to express themselves through their clothes. Some people might have lower self esteem when wearing uniform, and it can be very bad on their mental health.                                                                                                   |
| Get rid of white top option as they dirty too easily. Add a school hoodies and jogging pants.                                                                                                                                                                                                             |
| Getting someone who can tell you what you need.                                                                                                                                                                                                                                                           |
| Give girls an option to wear shorts, not just tunics, skorts and pants                                                                                                                                                                                                                                    |
| Give us skirts please                                                                                                                                                                                                                                                                                     |
| Given how rough kids are with their pants, recommend allowing kids to wear blue jeans with standard uniform shirt.                                                                                                                                                                                        |
| Go back to Mcarthys they were great!!!                                                                                                                                                                                                                                                                    |
| Go back to McCarthy                                                                                                                                                                                                                                                                                       |
| Go back to McCarthy                                                                                                                                                                                                                                                                                       |
| Go back to McCarthy                                                                                                                                                                                                                                                                                       |
| go back to McCarthy                                                                                                                                                                                                                                                                                       |
| Go back to McCarthy                                                                                                                                                                                                                                                                                       |
| Go back to McCarthy                                                                                                                                                                                                                                                                                       |
| Go back to McCarthy                                                                                                                                                                                                                                                                                       |
| Go back to McCarthy                                                                                                                                                                                                                                                                                       |

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| Go back to McCarthy                                                                                                                                                                                                                                                                                      |
| Go back to McCarthy. The quality is better.                                                                                                                                                                                                                                                              |
| Go back to mccarthys                                                                                                                                                                                                                                                                                     |
| Go back to mccarthys                                                                                                                                                                                                                                                                                     |
| Go back to mccarthys                                                                                                                                                                                                                                                                                     |
| Go back to McCarthy's                                                                                                                                                                                                                                                                                    |
| Go Back to McCarthy's the Quality and Service was much better                                                                                                                                                                                                                                            |
| Go back to McCarthy's the uniform was much better and the customer service was excellent.                                                                                                                                                                                                                |
| Go back to McCarthy's they have better quality products that last for more than 6 months                                                                                                                                                                                                                 |
| Go back to McCarthys!                                                                                                                                                                                                                                                                                    |
| Go back to McCarthy's!                                                                                                                                                                                                                                                                                   |
| Go back to McCarthy's. Allow parent to buy crests and get same coloured shirt from their own source                                                                                                                                                                                                      |
| Go back to McCarthys. Not sure why we changed. The current quality is terrible.                                                                                                                                                                                                                          |
| Go back to original supplier. McCarthy Uniform store.                                                                                                                                                                                                                                                    |
| Go back to RJ McCarthy                                                                                                                                                                                                                                                                                   |
| Go back to someone who can with stand the quality and volume, customer service as McCarthys did.                                                                                                                                                                                                         |
| Go back to. Mc Carthys                                                                                                                                                                                                                                                                                   |
| God service, good quality                                                                                                                                                                                                                                                                                |
| Good availability of product and quick turn around.                                                                                                                                                                                                                                                      |
| Good clothing material ex. hoodies, use cotton material instead instead of the shiny fabric                                                                                                                                                                                                              |
| Good Customer service and assistance                                                                                                                                                                                                                                                                     |
| Good customer service.                                                                                                                                                                                                                                                                                   |
| Good fabrics with good style and cut important                                                                                                                                                                                                                                                           |
| good hours, weekend service, variety of sizes for different body types, variety of outfits ie. hoodies, pullovers, jackets, etc                                                                                                                                                                          |
| Good quality                                                                                                                                                                                                                                                                                             |
| Good quality                                                                                                                                                                                                                                                                                             |
| Good quality                                                                                                                                                                                                                                                                                             |
| Good quality clothing is important to me, but having to purchase uniforms for 3 children every year is extremely expensive, so I am now not as concerned about the quality as I was in the past. Company needs to be a completely different provider than the current one, which is absolutely terrible. |
| Good quality clothing. ISW is cheaply made and horrible.                                                                                                                                                                                                                                                 |
| Good quality materials and more options                                                                                                                                                                                                                                                                  |
| Good quality sweaters are very important. The zippers need to LAST!!                                                                                                                                                                                                                                     |
| Good quality that could possibly cost more for durability then you would buy less                                                                                                                                                                                                                        |
| Good quality. Mac Carthy quality and sizing is much better tgen ISW                                                                                                                                                                                                                                      |
| Good quality. Mac Carthy quality and sizing is much better tgen ISW                                                                                                                                                                                                                                      |
| Good return policy if items have not been worn and tags still on items (d/t growth spurt, child not wanting to wear it)                                                                                                                                                                                  |

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| Good stock                                                                                                                                                                                              |
| GoodLuck!!                                                                                                                                                                                              |
| great return/exchange policy and possible quality guarantee                                                                                                                                             |
| Great to have store in town, rather than having to travel out of our city                                                                                                                               |
| greater variety of providers                                                                                                                                                                            |
| Guarantee quality (ie. zippers)                                                                                                                                                                         |
| Guarantee that items will be available immediately. I waited months for St. Anne crested shirts at the Burlington location when the board switched to ISW                                               |
| Had the mc carthy uniform brand before and it lasted longer.                                                                                                                                            |
| Happy with current provider                                                                                                                                                                             |
| Happy with current provider.                                                                                                                                                                            |
| Happy with them. Used them in elementary private school and had no issues.                                                                                                                              |
| Have a better quality provider.                                                                                                                                                                         |
| Have a customized size such as 34 32 instead of the length and width ring the same (34 34) or (32 32)                                                                                                   |
| Have a discount offer for those entering elementary or secondary for the first time. Bundle costs if you buy top and bottom as a set                                                                    |
| Have a good variety of boys clothes/styles as well.                                                                                                                                                     |
| Have a logo patch that can be sewn on like the Hamilton Board provides!                                                                                                                                 |
| have a plain standard uniform that can be purchased from anywhere.                                                                                                                                      |
| Have a policy of free replacement for any tips in the clothes in the first year. Would be great if there was a discount offered for new clothes if you return items that kids have outgrown.            |
| Have available uniforms at the store for a longer time                                                                                                                                                  |
| Have better pant and short options for girls. Nicer fits                                                                                                                                                |
| Have discount for parents with multiple children that don't qualify under the financial assistance. I have more then 3 children and it is quite expensive specially since they are of different shapes. |
| Have had no issues with the current uniform provider. Good selection and location from Georgetown.                                                                                                      |
| Have isw and McCarthy as a choice. Having two providers would be beneficial for parents and some items are better at one location than the other.                                                       |
| Have items in stock for children to try on. Waiting over 2 and a half months for orders placed in August is unacceptable.                                                                               |
| Have more providers and stores                                                                                                                                                                          |
| Have not been impressed with current provider's selection of styles or stock availability                                                                                                               |
| Have not been impressed with the current provider, poor quality pants last 8-12 weeks buttons call off quite easily and always waiting for stock                                                        |
| Have someone that can keep an inventory                                                                                                                                                                 |
| Have stock available! Items back ordered are unexceptable. Students need the uniform pieces before the school year begins.                                                                              |
| Have stock available! Items back ordered are unexceptable. Students need the uniform pieces before the school year begins.                                                                              |
| Have stock in the popular sizes. They must know what sizes sell most so have more stock in the shelves in those sizes.                                                                                  |

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| Have the logo patch available for parents to iron on to clothing like at Hamilton Board.                                                                                                                                                                                                                |
| HAve the navy pieces match                                                                                                                                                                                                                                                                              |
| have the option to buy blue/white for elementary students from outside stores as other school boards do and not solely rely on one uniform provider. This process every few years is a hassle. As long as students are wearing blue/white that should be enough. Use the provider for high school only. |
| Having a slim& tall option (like most popular Children's clothing retailers) would be a great Offering. Many parents I've spoken with have commented on the bulky feel and appearance of the pants                                                                                                      |
| Having enough staff, especially at high peak buying times. The current provider was terrible at this. So much time was spent waiting in line and waiting for garments to arrive.                                                                                                                        |
| Having experienced uniform pieces from both ISW and McCarthy's I can honestly speak to the quality and durability of McCarthy's clothing. My daughter has skorts that still fit 3 years later and haven't faded. Sweaters have been passed down between siblings and are still in very good condition.  |
| Having had uniforms from both McCarthy and ICS the quality was much better when with Mccarthy                                                                                                                                                                                                           |
| Having items in stock is incredibly important. Customer service is also important as well as quality of uniforms.                                                                                                                                                                                       |
| Having stock available the months (June, July August) before school begins in September. The uniform companies know that orders will increase and there never seems to be enough inventory available before school starts. Having to place an order and waiting 4-6 weeks is unacceptable.              |
| Having stock on hand or it's only a few weeks to get items not 6-8 like we have to currently wait. That is unacceptable. Customer service is key. I do think the prices could be better.                                                                                                                |
| Having the uniform pieces available for the start of school is critical (i.e. August and September)                                                                                                                                                                                                     |
| Having uniforms on stock prior to the school year is very important. Minimize waits on backordered items.                                                                                                                                                                                               |
| High quality and durable uniforms.                                                                                                                                                                                                                                                                      |
| High quality items at a reasonable price                                                                                                                                                                                                                                                                |
| High quality products, - this means: a. Shirts, skorts etc do not develop cotton piling (small balls) on the shirts after a couple of washes, and zippers are not durable b. Fabrics are not too thin, and hold their shape (particularly a shirt collar or skort shape)                                |
| Higher cotton blend please. My kids had issues with the pants that were mostly polyester. They did not breathe, wear, or wash well at all.                                                                                                                                                              |
| Hoodie would be nice                                                                                                                                                                                                                                                                                    |
| hoodies aren't nice and there's not a lot of selection for different ones                                                                                                                                                                                                                               |
| Hoodies Should be available, and yoga pants should fit smaller sized children                                                                                                                                                                                                                           |
| Horrible                                                                                                                                                                                                                                                                                                |
| Hours, customer service, and location are most important to our family                                                                                                                                                                                                                                  |
| How about allowing us to buy the uniform crest to be sew on shirts from a different provider.                                                                                                                                                                                                           |
| hUSKY SIZES MUST BE A MUST AS CUSTOMISED / TAILORED TO FIT DOES NOT WORK, ALSO YOU SHOULD ALLOW OR MADATE STRECH MATERIAL (SPECIALY FOR PANT)                                                                                                                                                           |
| i absolutely love the idea of school uniform but the provider should use quality material. There's no point paying a lot of money for a low quality material                                                                                                                                            |
| I always appreciate keeping our business local, if possible. Thank you for asking for our feedback!                                                                                                                                                                                                     |
| I am against uniforms all together.                                                                                                                                                                                                                                                                     |

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| I am disappointed with the quality of the current ISW uniform. Shirt sizing is ill fitting and inconsistent. Some short sleeve golf shirts have longer sleeves which both of my kids find uncomfortable. Pants lose their shape and again are poor quality. I would like to go back to R.J. McCarthy. |
| I am happy with the current one                                                                                                                                                                                                                                                                       |
| I am happy with the current provider. ISW                                                                                                                                                                                                                                                             |
| I am happy with the current provider. The location is excellent as are the quality of the clothes, customer service, availability, etc. I will not be happy if new provider is not located in my community.                                                                                           |
| I am happy with the current uniform provider.                                                                                                                                                                                                                                                         |
| I am not at all pleased with the quality and fit of the current uniform by this provider                                                                                                                                                                                                              |
| I am not happy with the current provider - poor store hours, very slow and challenging website, poor pant quality, not instock ahead of the school year and poor customer service. Really a terrible experience every year.                                                                           |
| I am not happy with the current provider , poor quality                                                                                                                                                                                                                                               |
| I am not happy with the quality of ISW uniforms and I hope the board will not be renewing the contract.                                                                                                                                                                                               |
| I am not happy with the quality of the uniform from the current ISW uniform provider                                                                                                                                                                                                                  |
| I am only familiar with McCarthy's and ISW, and much preferred the quality of McCarthy garments.                                                                                                                                                                                                      |
| I believe that pants should be able to be purchased any where as long as they are the same style and colour. I am not sure why we can't purchase the pants and shorts sold by other children's stores.                                                                                                |
| I believe the uniform provider should have a good variety of sizing as right now I feel my son is always in between sizes. Furthermore, products should be available at all times. Last year I ordered shorts and short sleeved shirts for my kindergartener and didn't receive them until October.   |
| I believe there shouldn't be ONE uniform provider, I believe it takes away parents RIGHTS to buy quality products for their children and it does not allow reflect the rights every child has to a free education. If uniforms are mandatory than they should be provided by the board.               |
| I can pay more for quality uniforms but I believe the price should be right for all parents.                                                                                                                                                                                                          |
| I can stress the importance of high quality, durable uniforms.                                                                                                                                                                                                                                        |
| I cannot purchase online because it needs me to fill out numbers that I do not know.                                                                                                                                                                                                                  |
| I did prefer the quality of McCarthy's over In School wear. The boys rugger pants were much better with MaCarthy's. However my daughter likes the In School Wear yoga pants.                                                                                                                          |
| I dislike the customer service at ISW and the quality!                                                                                                                                                                                                                                                |
| I do believe that USW is a better provider than McCarthy's. McCarthy's was awful.                                                                                                                                                                                                                     |
| I do not / will not purchase the pants offered by the uniform provider as they are poor quality, poor fit and pricey.                                                                                                                                                                                 |
| I do not agree with uniform.                                                                                                                                                                                                                                                                          |
| I do recommend to consider the shirt only and leave all other stuff as per family avaiability to offload the families from any extra expenses                                                                                                                                                         |
| I don't have a child wearing uniforms yet but I remember mine from high school. It was awful. I see the kids walking in comfortable pants, sweaters and shoes and I feel that they'd learn better. I love the fact that high school has uniforms. Makes every day easy and simple in the mornings.    |

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| I don't like current uniform provider. Their customer service is so bad.                                                                                                                                                                                                                                     |
| I don't like ISW and I prefer McCarthy.                                                                                                                                                                                                                                                                      |
| I don't like the quality                                                                                                                                                                                                                                                                                     |
| I don't mind the quality/cost of uniform provider but style/comfortable fit could be better. The Loyola high school uniform is really nice looking but others like HT could really be improved. Light pants get dirty and also not flattering/practical. Darker colours more appropriate in winter.          |
| I don't see any reason to have to purchase uniform trousers/pants from a specific supplier. It increases costs to parents as these are usually cost much more than buying formal style pants from other stores. I believe you should                                                                         |
| i don't see the quality of the current uniforms being any better than we buy for non-uniforms so don't justify the extra cost. It has also been way too difficult to get clothes from the current provider.                                                                                                  |
| I don't suffer from financial hardship but I am sure this is added stress on some families to keep their children outfitted properly in the school uniform with higher quality but more expensive. Online makes it easier and more convenient. The uniform exchange is a good program to help some parents   |
| I don't think it's necessary to get a new uniform provider                                                                                                                                                                                                                                                   |
| I don't think their needs to be 1 specific provider, make it a dress code, let parents have the choice of where they buy. This current provider sells garbage Quality, and it really isn't any cheaper in the long run- also the sizing is limited, they don't offer extra length or waist tightening        |
| I emailed a letter to you with my thoughts hope you received                                                                                                                                                                                                                                                 |
| I fail to understand the requirement to have a single official uniform provider. The current one is terrible their store is a pig sty covered in dust. On top of that they care little about the customers or the clothes. I have between my daughters 23 shirts of which they are made by 8 different brand |
| I feel ISW can not meet the needs of the HDCSB                                                                                                                                                                                                                                                               |
| I feel like question #4 is unfair. I don't believe giving us the ultimatum of pay more to get better quality is fair. There are families of all different economic situation. I think the board need to come up with a provider that can both provide us with a good quality garment for a fair cost.        |
| I feel that if students are made to wear uniforms, staff should also wear uniforms. At the very least staff should be made to wear the school uniform colours. Adults should not ask the students to do what they are not prepared to do themselves. I am opposed to uniforms.                               |
| I feel that uniform tops and sweaters are important, but I wish that we could buy navy blue pants on our own as they fit my child better (adjustable waist) as well they are less expensive and better quality.                                                                                              |
| I feel the price is very expensive and the quality isn't all that great, I noticed the pants i bought have stretched in size because I wear them so often and now barely fit.                                                                                                                                |
| I feel the school should reveal all the kick backs they receive from the supplier. I don't believe we should have to buy pants at a designated supplier as so many stores offer these with various cuts and price points to suit the students. A logo'd top is sufficient if really needed                   |
| I feel uniform pants should not be mandatory, just colour, . This would make this more affordable. The hoodie was a good addition but expensive.                                                                                                                                                             |
| I feel uniform pants should not be mandatory, just colour, . This would make this more affordanle                                                                                                                                                                                                            |
| I feel warm jogging pants would be beneficial to students in the winter time.                                                                                                                                                                                                                                |
| I find the current prices to be high for the quality.                                                                                                                                                                                                                                                        |

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| I find the current uniform material is not comfortable and is scratchy.                                                                                                                                                                                                                                      |
| I find the old mc carthy pieces I have purchased second had to be in better shape then the ISW items. I also find a lot of the ISW items slim fit/slim cut which does not fit everyone.                                                                                                                      |
| I find the pants for high school girls pile very easily. I would like                                                                                                                                                                                                                                        |
| I find the prices to be high Especially when the kids outgrown them year to year.                                                                                                                                                                                                                            |
| I find the quality of the current provider's items quite poor quality and ill fitting.                                                                                                                                                                                                                       |
| I find the quality very cheap for how expensive the cost is                                                                                                                                                                                                                                                  |
| I found that this years uniform provider was not prepared for the last push leading up to school. Two weeks prior to school starting, the selection of sizing was poor and the availability of choices was limited.                                                                                          |
| I found the current uniform provider a bit disorganized and there have been excessive waits for items which was very disappointing especially the first time we were buying uniform pieces. Some pieces took months to come in.                                                                              |
| I found the layout of the store confusing. I was unclear as to which bottoms my daughter could wear - which were ""boy"" bottoms vs ""girl"" bottoms. And there didn't seem to be enough fitting rooms available.                                                                                            |
| I found the service ok, availability was ok (some items needed to be ordered but arrived in a timely manner), quality of tops is fine. However, lime stated above my JK kid has serious issues wearing those itchy, uncomfortable material pants and shorts. Also, impossible for him to close the top hook. |
| I guess better to get the affordable prices but durable materials that children can wear and last long.                                                                                                                                                                                                      |
| I had bought a customized sweatshirt and bought it in my regular size not realizing they were unisex. It is very large and the seams on the shoulders make you look very broad and boxy.                                                                                                                     |
| I hate having to wear them, especially during exams.                                                                                                                                                                                                                                                         |
| I have avoided purchasing from ISW at all cost - the quality of pieces is lacking, consistency is terrible (uniform colours are not even consistent), customer service is completely lacking. Please take these points into consideration.                                                                   |
| I have been consistently disappointed with ISW. Staff working in the Oakville store and rude and unresponsive and many basic items (eg pants, hoodies) are often out of stock for long periods of time.                                                                                                      |
| I have been disappointed in the quality of ISW really hope McCarthy returns as the supplier way better quality                                                                                                                                                                                               |
| I have been extremely pleased with the quality of McCarthy uniforms. My kids have been wearing their old uniforms for a few years and the quality remains unbeaten.                                                                                                                                          |
| I have been in the store multiple times to buy ladies I short sleeve shirt and no luck. Kids now days are bigger that they used to be, no sizes are available to purchase. I was suggested to buy unisex, but they are long down to your knees, not an option.                                               |
| I have found ISW to have poor quality. We have had to return/exchange several items purchased, within a month of daily wear, and have had zippers break, seams pull apart, etc. I think the boys pants fit poorly and have purchased pants from McCarthy's and Children's Place, because they do not fit.    |
| I have invested on uniforms with current provider, why we want to change it again? who is making money from the school board changing uniform provider? if we were to have a free market, we                                                                                                                 |

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| should allow more than one provider at the time... exclusivity doesn't help to get better quality and pricing.                                                                                                                                                                             |
| I have McCarthy clothing that has lasted a few years for my girls. Great quality.                                                                                                                                                                                                          |
| I have no problem with ISW - I do feel that the quality of McCarthy uniforms was much better                                                                                                                                                                                               |
| I have not been happy with the quality of our current provider.                                                                                                                                                                                                                            |
| I have not been impressed with the longevity of ISW clothing. I have a few tunics from RJM that are 5-6 years old and have been used by 3 children and still look new. I can't say the same for ISW quality                                                                                |
| I have not been thrilled with the quality of the current provider, nor with their supply of stock items.                                                                                                                                                                                   |
| I have noticed that ISW quality is poorly made, please bring back Mccharthy!!                                                                                                                                                                                                              |
| I have purchased clothing from ISW and McCarthy's. I preferred McCarthy's & contacted them to purchase polo shirts - still in stock once the contract was awarded to ISW. Difference in the quality of fabric & cut is quite noticable. Not sure why McCarthy's contract did not continue. |
| I have to say that the MCarthy clothing line was way better quality my youngest child can still use my oldest shirts from mCarthy but the ISW brand wont last past a season for my son.                                                                                                    |
| I haven't been impressed by either ones you have used in the last 10 years                                                                                                                                                                                                                 |
| I just have a suggestion, I believe uniforms are important because not only sets discipline but equality. However, there are families struggling to pay the high cost of them. My suggestion doesn't fit on this field, and I am not sure where to send an email to provide it.            |
| I just want stock to be readily available.                                                                                                                                                                                                                                                 |
| I like ISW best                                                                                                                                                                                                                                                                            |
| I like that our current provider is in a convenient location. Some later store hours would also be helpful.                                                                                                                                                                                |
| I like the current company and I like the prices much better than McCarthy's                                                                                                                                                                                                               |
| I like the current provider                                                                                                                                                                                                                                                                |
| I like the current provider.                                                                                                                                                                                                                                                               |
| I like the fact it's good quality at a fair price right now. I like we have a store location in Oakville.                                                                                                                                                                                  |
| I like the fact that girls tops are offered because of shape. Soft fabrics, especially for kindergarten while sitting on a rug. Would be nice if parents could provide the tops and have Crest sew on, much cheaper for many with better quality, ex.Gap, Old Navy, WalMart tops.          |
| I like the provider we are currently using.                                                                                                                                                                                                                                                |
| I like the quality of the current provider and always helpful when I visit                                                                                                                                                                                                                 |
| I like the quality of the uniform. The issue was availability at the start of the year and length of wait for basics such as t shirts                                                                                                                                                      |
| I like the supplier we have. I think they're fair and the pieces don't wrinkle and stand up really well in the wash.                                                                                                                                                                       |
| I liked both McCarthy's and ISW. I would like to see more comfortable options available, like yoga pants and sweatshirts, esp. for high school.                                                                                                                                            |
| I liked McCatharty's quality way better.                                                                                                                                                                                                                                                   |
| I liked that ISW was less busy than McCarthy's but find the quality is lacking and in-stock availability. I preferred McCarthy's as the supplier.                                                                                                                                          |
| I liked the customer service from MaccCarthy's but I liked that this new provider only managed a small amount of schools. It wasn't busy but inventory was always low.                                                                                                                     |
| I love McCarthys. Not a dab of ISW                                                                                                                                                                                                                                                         |



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| I love the provider we currently have. Great location and service and love that there is the option of the ' yoga' style pant                                                                                                                                                                             |
| I much preferred the quality and styles available through McCarthy uniforms. I find the quality of clothing of our current provider is poor                                                                                                                                                               |
| I myself wore McCarthy's uniforms over 30 years ago. Excellent fit, excellent service, reasonable pricing for excellent quality. It was extremely disappointing when our uniform provider was switched to ISW...as they are far, far inferior in every way. PLEASE switch back!!!                         |
| I NEVER buy pants from the uniform store anymore. I did the first time , they weren't cheap, and after the first wash they were ruined. Make better quality - yoga like pants please                                                                                                                      |
| I paid similar pricing on boys pants with the current provider and the last provider, however the prior providers pants were reinforced in the knees, which is huge with kids. My sons have both worn pants from the current provide and put wholes in the knee on 1st wear.                              |
| I personally feel that one chain should not have a monopoly. The uniform initiative should be modelled similar to other catholic boards. Purchasing is done via a list of stores (ie Walmart, children's place, gap, old navy) provided the colours are adhered to.                                       |
| I possible, prefer to go back to McCarthy's for their quality, but would like to see them open a location in Burlington.                                                                                                                                                                                  |
| I prefer Mcarthys, better quality, customer service and fit for my daughter and I can hand                                                                                                                                                                                                                |
| I prefer Mcarthys, better quality, customer service and fit for my daughter and I can hand                                                                                                                                                                                                                |
| I prefer McCarthy uniforms - the current provider is very substandard                                                                                                                                                                                                                                     |
| I prefer McCarthy's but they need to have a location in Burlington.                                                                                                                                                                                                                                       |
| I prefer McCarthy's uniforms. They're great quality                                                                                                                                                                                                                                                       |
| I prefer McCarthys, ISW shirts are thin, low quality. The ISW store on Nipissing was always under staffed and extremely hot during summer months. Regardless of the time of year I have always found them out of stock and had to order online                                                            |
| I prefer McCarthy's, the old provider. I have not paid for any of the ISW items. I would also prefer a provider that shares its profits with the school board.                                                                                                                                            |
| I prefer RJ McCarthys because of the quality.                                                                                                                                                                                                                                                             |
| I prefer the location to be located within Milton                                                                                                                                                                                                                                                         |
| I prefer the quality and customer service of McCarthy uniforms. This provider quality is not as good                                                                                                                                                                                                      |
| I prefer the quality of McCarthys over ISW                                                                                                                                                                                                                                                                |
| I prefer to have good quality uniforms for a fair/decent price                                                                                                                                                                                                                                            |
| I preferred the McCarthy's line of uniforms                                                                                                                                                                                                                                                               |
| I preferred McCarthy uniforms cause I liked their girls half zip sweater I see a couple girls with it and I really like it and would really want one of my own.                                                                                                                                           |
| I preferred McCarthy uniforms over the current provider.                                                                                                                                                                                                                                                  |
| I preferred McCarthy's and their quality of uniforms                                                                                                                                                                                                                                                      |
| I preferred McCarthy's uniforms over ISW for quality, comfort and customer service.                                                                                                                                                                                                                       |
| I preferred the fabrics of the clothing when we were with McCarthy Uniforms compared to ISW                                                                                                                                                                                                               |
| I purchased uniforms through McCarthy when my oldest boy was in SK and the collar is still stiff. Only started to experienced colour fading or shrinkage in the garments when washed. Not comparable to current uniform provider. I still purchase pants through McCarthy and wish I could purchase more! |
| I really like Mcarthys as they are a lot better quality                                                                                                                                                                                                                                                   |

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| I really like McCarthys, I have purchased from isw and their customer service, quality of clothing and wait times for articles to come in stock are horrible. I have had to purchase second hand McCarthy pants for my child because the fit of isw is terrible.                                             |
| I really liked Mc Carthy's                                                                                                                                                                                                                                                                                   |
| I really liked the uniform from McCarthy because the quality was much better.                                                                                                                                                                                                                                |
| I refused to purchase pants etc at ISW. I now buy uniform pants at other retailers because the quality at ISW IS NOT WORTH THE MONEY.                                                                                                                                                                        |
| I said it before: This vendor is expensive and poor quality. The colors are mismatched (pants and t-shirts are different shades of navy). Back orders take forever to come in (between 3 weeks to 2 months). The quality of the previous vendor was way better. I ended up buying pants from somewhere else  |
| I spoke with the current provider about that issue with the inside of the shirts and she told me my daughter doesn't have a choice and it was too bad for her that she gets a rash. It's very unfinished on the inside and should have a backing on the inside of those crests.                              |
| I suggest having more than one provider for the board, but not per school, based on location.                                                                                                                                                                                                                |
| I think a good design is important. Kids has to use it every day,,,make then pretty.                                                                                                                                                                                                                         |
| I think as a catholic school board we should select a provider we should select a provider that demonstrates ethical business practices in manufacturing and distribution, and is transparent in doing so.                                                                                                   |
| I think for elementary school kids, you can have lower quality and lower price point. the kids are running around more, secondary school don't play on the ground, they can use the better quality                                                                                                           |
| I think having larger sizes like XXL should be more available and not have to wait for weeks                                                                                                                                                                                                                 |
| I think it is important to have options for different body types so that we don't have to get the clothes altered as much. Choices at the old uniform provider fit better and lasted much longer.                                                                                                            |
| I think it should be allowed that certain items can be purchased outside of the uniform provider. For example bottoms of the selected colour can be bought from other stores.                                                                                                                                |
| I think it should be changed the provider for next term                                                                                                                                                                                                                                                      |
| I think it would be great to have ability to get uniform pieces from different avenues. Not just one provider. Example: buying school colour pants from any store/provider and shirts as well- have any needed patches or emblems embroidered on at our convenience.                                         |
| I think it would make more sense to allow the option of getting uniform pieces from places other than the board's uniform provider (eg Navy pants would be allowed from children's place, old navy, etc). Especially for the younger kids who grow out of their uniforms so quickly.                         |
| I think it's bad that there is only one uniform supplier. There is no competition and so end up being of doubtful quality and reduced stocks.                                                                                                                                                                |
| I think it's great that we're using local, but using local shouldn't be the only criteria. Quality and cost effectiveness should come before that.                                                                                                                                                           |
| i think it's important that the provider stand by their product. product replacement (where something is damaged) is important as well as selling items that can be returned. several times i was at our current uniform provider and items were final sale because they were discontinued. kids need to try |
| I think pants with adjustable waists (drawstring, hidden elastic buttons etc) should be incorporated. Many children are lean and skinny making it challenging to get pants that fit both length and waist. Or belt loops on the yoga pants?                                                                  |

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| I think parents should be able to purchase any blue bottoms and any shirts and sweaters should be purchased through the uniform provider. ISW pants do not fit my kids properly and are not very good quality. I like RJ McCarthy much better as their pants are great and wash well.                        |
| I think parents should be able to voice concerns over the preference of a uniform provider brand. It should also be made in Canada!                                                                                                                                                                          |
| I think quality and a greater selection of clothing options is key. I have McCarthy shirts that are 5 years old that are in better shape than ISW clothing that is a year old.                                                                                                                               |
| I think RJ MacArthy's quality is way better than the current provider. This is important to me because both my kids will be using the uniform pieces.                                                                                                                                                        |
| I think sustainability of uniforms is key - whether this is better quality or not, see above comment. I also think that location is important (e.g., parents do not have to drive far), along with opening hours.                                                                                            |
| I think that the uniform we are purchasing now are terrible quality, I purchased a full set of uniforms for my daughter and their shirts are awful, in my opinion I spent a lot of money on them and now I have to buy new ones because the shirts are torn Apart                                            |
| I think that you need to look at the quality of items and hold the uniform provider accountable for poorly manufactured items. I think the uniform provider should also anticipate a large amount of orders in the summer months and ensure that they have stock available for this                          |
| I think that you should go back to McCarthy's, the quality was better and lasted longer                                                                                                                                                                                                                      |
| I think the uniforms need to be more affordable or at least allow parents to purchase bottoms from other places other then the uniform provider to lower the cost for the parents.                                                                                                                           |
| I think there is a reason why so many kids wear shorts in the winter - the pants are horrible.                                                                                                                                                                                                               |
| I think uniforms are great especially for secondary.                                                                                                                                                                                                                                                         |
| I think we just be able to purchase where we would like as long as school colours.                                                                                                                                                                                                                           |
| I think we need to consider like many schools having no logos and a school just setting colours for pants and shirts and the parents buying from the stores of their choosing so they can get sizing, quality and pricing they like. This can spread the number of places uniforms are available and have mo |
| I think we should be able to buy a logo to attach to uniform pieces purchased at other stores.                                                                                                                                                                                                               |
| I think we should not have uniforms                                                                                                                                                                                                                                                                          |
| I thought I would hate the material (tencel) in the girls one piece jumper but I LOVE it. It cleans up great.                                                                                                                                                                                                |
| I thought I would hate the material (tencel) in the girls one piece jumper but I LOVE it. It cleans up great.                                                                                                                                                                                                |
| I thought McCarthy has better quality pants... I still go to them as I prefer their pants for my kids                                                                                                                                                                                                        |
| I want a provider that offers organic cotton and tailoring, better sizing and customer service, our current provider, ISW, offers none of this.                                                                                                                                                              |
| I want McCarty back                                                                                                                                                                                                                                                                                          |
| I want no uniform                                                                                                                                                                                                                                                                                            |
| I want our uniform providers to make great-quality and sustainable clothing. For Bishop Reding's uniforms, I want them to make more modern uniforms that are actually tailored to the students. This means introducing different styles of shirts (like sweatshirts and crew necks).                         |
| I want quality with my uniforms. I liked Mcarthy because I could pass the uniforms down to younger siblings. ISW's quality make that difficult.                                                                                                                                                              |

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| I want uniform pieces that will last longer than a few months and will look nice on my children.                                                                                                                                                                                                           |
| I want value for money, reliable stock availability and good return policy when products wear out before they should.                                                                                                                                                                                      |
| I was fine with RJ McCarthy they always had stock and clothing was really good quality, ISW their clothing is cheap and garbage                                                                                                                                                                            |
| I was happy with almost every aspect of ISW provider, except the cheap, thin material used in the white shirts. It is so thin that it's see through. Not a huge issue for my son but when my daughter starts high school next year it will be                                                              |
| I was happy with McCarthy's, great quality                                                                                                                                                                                                                                                                 |
| I was pleased with the quality, availability and location of Mccarthy's as a uniform provider. Mccarthy's would be the ideal uniform provider for our family.                                                                                                                                              |
| I was shocked to learn the previous uniforms are not safe for the dryer. I was told we have to lay them flat to dry. Obviously no parent with more than 1 child has time/space to do this so I put these items in the dryer. Items should be washer/dryer safe!!                                           |
| I was unaware of the financial assistance.                                                                                                                                                                                                                                                                 |
| I was very happy with the quality and pricing of RJ McCarthy and am still currently using older uniform pieces from RJM on my children.                                                                                                                                                                    |
| I wish the girls kilt had not been discontinued. Instead school should just enforce the policy.                                                                                                                                                                                                            |
| I wish there was a 100% cotton option for the polos. The current tops are not breathable or comfortable.                                                                                                                                                                                                   |
| I wish there would be more options, especially in the pants area. The model that is offered now is not at all practical. For instance, during winter time, those pants can't go under the snow pants. Also, a sweat pants would be good.                                                                   |
| I wish they would stay with the same company. We tend to find something that fits perfectly, as that is very difficult for tiny waists. Then when we go to get the bigger size as they outgrow it there is a slight change in the model and it no longer fits correctly. Very frustrating.                 |
| I wish we can have options. You can just simply allow the students to wear the required plain clothes not just they should carry the logo. A black pair of pants should not cost \$50 . Thank you very much for your kind congratulations.                                                                 |
| I would                                                                                                                                                                                                                                                                                                    |
| I would appreciate higher quality clothing that is in available and in stock (or quickly able to be sent).                                                                                                                                                                                                 |
| I would be open to multiple uniform vendors instead of sole source. Old Navy, Children's place, Carter's offer good products at reasonable prices.                                                                                                                                                         |
| I would like more options for sweaters and tops                                                                                                                                                                                                                                                            |
| I would like the option of having crew neck shirts in the uniform, like the old ones from McCarthy's. I hope this becomes an option again.                                                                                                                                                                 |
| I would like the option to buy the school crest that I can iron or sew on to shirts that I purchase from wherever I choose. the current uniforms do not fit my skinny child well and I can find more affordable and better fitting clothing elsewhere.                                                     |
| I would like to have RJ MaCarthy as the provider                                                                                                                                                                                                                                                           |
| I would like to return to RJ McCarthys, I do like some of the options ISW has but the uniforms feel cheaper. Also the pants are incredibly thin and not at all appropriate for winter. I also prefer no uniform in Elementary. Children grow so quickly and can be very difficult to fit into the uniform. |

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| I would like to see a uniform that fits my child, the current sizing is one size fits all. Cheaply made and over priced for the poor quality garments.                                                                                                                                                         |
| I would like to see fair pricing for quality clothing.                                                                                                                                                                                                                                                         |
| I would like to see high quality, well washing uniforms that will last the school year looking pristine, not just for a few washes before they look worn out and need to be replaced.                                                                                                                          |
| I would like to see the schools use a reputable uniform provider I've had alot of bad experiences with isw ie. Sizes, quality, clothes not fitting right                                                                                                                                                       |
| I would like to see us not pick a provider, and allow parents to choose mass merchants to purchase items that meet the guidelines (e.g. Old Navy/Gap/Carters)                                                                                                                                                  |
| I would love to have a provider who cares about the service they provide. Good quality items. They must have excellent customer service.                                                                                                                                                                       |
| I would love to see at least a little more variety. E.g. Perhaps two shirt colour options (not white ... becomes dirty and worn looking)                                                                                                                                                                       |
| I would love to see mccarthy again. I am still using some items handed down to my younger child. The clothes also fit better, the collars were not so flimsy and the material was thick durable and warmer.                                                                                                    |
| I would love to see more of a fabric quality.                                                                                                                                                                                                                                                                  |
| I would prefer if the uniform provider went back to McCarthy's . Their quality is much higher and the clothing ages well, which allows for it to be passed down to siblings or donated to the school so others can make use of it.                                                                             |
| I would prefer McCarthy                                                                                                                                                                                                                                                                                        |
| I would prefer McCarthy was selected as they have a long reputation of quality products. I wore them as a student in the early 1990's and was pleased to know they were the provider when my daughter started school. While ISW is ok, they do not meet the quality standards of McCarthy's.                   |
| i would prefer someone would customized it and provide a good quality for specific weather as well a                                                                                                                                                                                                           |
| I would prefer to change provider. I believe the quality of Macarthey was way better. ISW uniforms after a few washes look old and fall apart.                                                                                                                                                                 |
| I would prefer to have a colour-based dress code. For example, a parent can purchase ""uniform-style"" pants/polos/sweaters from stores like Old Navy, Gap, The Children's Place. School emblems could be sold separately to affix to the shirts. Schools can sell individualized items ( ex. school hoodies). |
| I would prefer to purchase monogrammed shirts but pants/skirts/shorts from any store as long as the garments match the uniform colour.                                                                                                                                                                         |
| I would prefer to use McCarthy's as the provider                                                                                                                                                                                                                                                               |
| I would rather not have uniforms at all                                                                                                                                                                                                                                                                        |
| I would really appreciate having items available quickly not having to wait for months.                                                                                                                                                                                                                        |
| I would say for example if the pants are black that people can buy black pants anywhere as long as it adheres to the code                                                                                                                                                                                      |
| I would very much prefer not to have uniforms considering the kids already have school gym outfits, hockey and swim team uniforms and playwear, private training clothes, after school /non sports/athletics clothes - just creates a lot of extra laundry and associated cost.                                |
| I'd like a variety of colours with the school logo on it                                                                                                                                                                                                                                                       |
| Id like to see a provider with quality items, and have inventory available.                                                                                                                                                                                                                                    |

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| I'd like to see more items available.                                                                                                                                                                                                                                                           |
| I'd pay more for quality, however pricing of items should be an important consideration.                                                                                                                                                                                                        |
| I'd prefer no uniforms                                                                                                                                                                                                                                                                          |
| I'd prefer we go back to our old provider, McCarthy.                                                                                                                                                                                                                                            |
| I'd rather pay more for McCarthy's because I'm guaranteed quality. I cannot list enough negative comments about the present ISW provider. Poor quality, lack of availability, doesn't wash well, sizing is COMPLETELY off, no samples kept in the store for my son to try so I can order online |
| Ideally Canadian made. If not, made to Canadian quality and labour standards.                                                                                                                                                                                                                   |
| If I had to choose between McCarthy's and ISW, I would choose McCarthy's. Although McCarthy's sizing was inconsistent, ISW was way too wide - if it fit in the width it was way too short                                                                                                       |
| If new uniform provider is acquired all uniform pieces should be high quality with comfortable and materials                                                                                                                                                                                    |
| If parents are forced to purchase uniforms in order to attend a publicly funded catholic school the board should not be making large profits on the uniforms. Lower costs would allow greater access for all.                                                                                   |
| If possible to reconsider McCarthys as the quality, wear, durability, colour are much better. They have quality customer service and much more selection which help with availability which in school wear always have a problem. This consideration would be greatly appreciated               |
| If there can only be one uniform provider, it should be McCarthy's. The quality of the clothing is far superior.                                                                                                                                                                                |
| If there is an issue with the craftsmanship of the uniform, parents should be able to walk in to get it quickly sewn / fixed up.                                                                                                                                                                |
| If you choose a provider in a corrupted manner, I hope you get cut!                                                                                                                                                                                                                             |
| If you go low quality. Then you should allow other low quality providers. IE gap, Children's place. Change the uniform to dress code                                                                                                                                                            |
| If you want parents buy in and children to wear the uniform you need to use a provider that actually provides clothing styled from the last decade. I will not buy the pants from this provider until they provide something completely different i.e. style and durability.                    |
| I'm                                                                                                                                                                                                                                                                                             |
| I'm fine paying the current prices for uniforms, I'd like the quality to be better. Eg. there has been a lot of issues with zipper tags that have broken off. ISW has been difficult to replace those sweatshirts affected.                                                                     |
| I'm happy with current provider and location in Oakville. They should have a phone number to call and reach them too and not just by sending them an email.                                                                                                                                     |
| I'm happy with the current provider, just think the pants should be black.                                                                                                                                                                                                                      |
| I'm not happy with ISW quality, McCarthys uniforms are great quality                                                                                                                                                                                                                            |
| I'm not happy with our current provider, I think we should be able to buy from any uniform store and have school patches available. Anyone in a low income bracket would struggle with the cost for poor product                                                                                |
| I'm pleased with ISW Uniforms                                                                                                                                                                                                                                                                   |
| Improve quality                                                                                                                                                                                                                                                                                 |
| Improved fit on boys pants.                                                                                                                                                                                                                                                                     |
| improved size availability during peak times (ie before the new school year)                                                                                                                                                                                                                    |
| In my opinion I think MacArthey is better                                                                                                                                                                                                                                                       |

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| In my opinion I think that school shouldn't have uniform because it is expensive, boring and uncomfortable.                                                                                                                                                                                |
| In my opinion, there did not appear to be significant savings using ISW. Fortunately I have been able to find 2nd hand McCarthy pieces because the 2 pairs of ISW pants I've purchased were flimsy and poorly made.                                                                        |
| In my opinion, the uniform shouldn't be a polo tee or sweater but rather a button up shirt and sweater vest. Something a little more appropriate for a Catholic uniform. I think the provider should be able to offer this option.                                                         |
| In my opinion, uniforms should be taken out all together since it's already such a big problem. Parents are forced to spend so much money on this, when they may not even have it and students don't like uniforms anyway, people do not feel comfortable in them.                         |
| Increased supply                                                                                                                                                                                                                                                                           |
| Increasing costs is of concern                                                                                                                                                                                                                                                             |
| Inventory low, customer service really poor, Skorts and tunics not good quality                                                                                                                                                                                                            |
| Inventory must be there!!!                                                                                                                                                                                                                                                                 |
| Is it possible to just make the shirt have a school crest/logo and the pants just be a specific colour purchased from a retailer ie old Navy, children's place or the Gap                                                                                                                  |
| Is there a chance to have more than one provider? If there's competition they will do things better. I responded that I'm willing to pay more for quality but you can find bottoms in other stores that are better and cheaper!                                                            |
| ISW did such a poor job this year. My daughter has been at school for half a year with only 2 shirts and one pair of pants due to their inability to keep stock levels. Inexcusable. Would prefer any provider over them.                                                                  |
| ISW does not provide good quality clothing and constantly has stock issues. I would like to see a new vendor chosen                                                                                                                                                                        |
| ISW has a poor performance                                                                                                                                                                                                                                                                 |
| ISW has been a disappointment                                                                                                                                                                                                                                                              |
| ISW has been a good provider thus far                                                                                                                                                                                                                                                      |
| ISW has been extremely disappointing. Their customer service is awful, and nothing is ever in stock.                                                                                                                                                                                       |
| ISW has been poor quality, majority of parents I've spoken to prefer quality of McCarthys, their sizing is off as well                                                                                                                                                                     |
| ISW has been very unreliable, mostly out of stock with lengthy back orders. Very frustrating to deal with and often wished for an alternative supplier                                                                                                                                     |
| ISW has not provided quality in the uniform. We still use my son's McCarthy uniform for my daughter 5 years later and the quality still stands up. ISW's stock is always limited and takes a very long time to be replenished. The sizes are not up to par and consistent with true sizes. |
| ISW has terrible quality material                                                                                                                                                                                                                                                          |
| ISW has terrible quality!! My children's clothing barely makes it through a term.                                                                                                                                                                                                          |
| ISW is [word removed]                                                                                                                                                                                                                                                                      |
| ISW is a good choice but they didn't have shorts available and had to wait 6 weeks to receive them                                                                                                                                                                                         |
| ISW is an unacceptable provider of uniforms for a variety of reasons of which you have likely heard at the public consultation. Please go back to McCarthy uniforms.                                                                                                                       |
| ISW is cheap clothing that isn't good quality yet is still expensive                                                                                                                                                                                                                       |

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| iSW is horrible quality wise for bottoms                                                                                                                                                                                                                                                                  |
| iSW is horrible.. in my opinion                                                                                                                                                                                                                                                                           |
| lsw is not customer service oriented . I liked Mcarthy better                                                                                                                                                                                                                                             |
| iSW is not good provider as out of stock & back orders are upsetting we love McCarthy's .                                                                                                                                                                                                                 |
| lsw is not reliable and have never had enough stock to supply demand. The products sold are cheap and break easily, not durable for young kids.                                                                                                                                                           |
| iSW is poorer quality than previous supplier (McCarthy's)                                                                                                                                                                                                                                                 |
| iSW is so cheaply made and overpriced. Wash it once and it's falling apart. I would rather buy Walmart uniforms.                                                                                                                                                                                          |
| iSW is terrible                                                                                                                                                                                                                                                                                           |
| lsw is terrible. Change back to mccarthys                                                                                                                                                                                                                                                                 |
| iSW is the worst of all bad quality bad online purchase option expensive                                                                                                                                                                                                                                  |
| iSW is the worst service I've ever received. Nothing ever in stock. Customer service horrible                                                                                                                                                                                                             |
| iSW Milton is difficult to do business with. Never have stock and the quality is poor.                                                                                                                                                                                                                    |
| iSW- Milton location has very poor customer service. They will not return clothes with defective seams and the manager is very rude. The stock is poor and there is always a 6-8week wait (unacceptable given the kids MUST be in uniform or they can be suspended. The iSW quality is horrible!          |
| iSW online shopping website was not very good. It was hard to access with a password that never worked, no description of products, no detailed pictures                                                                                                                                                  |
| iSW overall has been a terrible experience. I would pay more for a provider as organized as McCarthy.                                                                                                                                                                                                     |
| iSW products are poor quality. Sizing often is unavailable. Their boys rugger pant is terrible - so thin and baggy. I still go to mccarthys for my bottoms                                                                                                                                                |
| iSW provider has very poor quality pants after a few washes looked worn out. I love MacArthy and still buy they offer bundles for better pricing and wash better.                                                                                                                                         |
| iSW quality and supply has been horrible. Fit and colour are inconsistent. Material pills quickly and hems fall out just as fast. Please go back to McCarthy. Strongly suggest selecting 1 or 2 retailers as acceptable bottoms to purchahse. Uniform pants are so expensive given growth and wear/ tear. |
| iSW quality is so poor. Please bring back Mc Carthy. I rather pay more for better quality                                                                                                                                                                                                                 |
| iSW quality is TERRIBLE and customer service even worse!                                                                                                                                                                                                                                                  |
| iSW quality is VERY BAD and has to be changed . McCarthy was more durable                                                                                                                                                                                                                                 |
| iSW quality of shirts is terrible. Stock/inventory is terrible. Go back to MCarthy's, please!                                                                                                                                                                                                             |
| lsw quality sucks. I bought 5 pants and within 2 months...all the elastic gave out. My kid had to keep pulling her pants. The zipper for the sweater broke within 1 week. We paid so much money but the quality is really poot                                                                            |
| iSW seems to do this as a hobby..they have no stock, no timelines, always a delay. Order in August-deliver whenever.                                                                                                                                                                                      |
| iSW service was very unacceptable over the first few years-even now the item is never there.                                                                                                                                                                                                              |
| iSW uniform shirts wear out much quicker than McCarthy shirts. I would prefer longer lasting, better quality uniform pieces.                                                                                                                                                                              |
| iSW uniforms are cheap quality, and they don't carry everything                                                                                                                                                                                                                                           |
| iSW uniforms are garbage quality, and still cost so much. all polyester, the one from McCarthy where much better quality with a mix of cotton.                                                                                                                                                            |



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| ISW uniforms are very low quality! After the first wash the pants get pilled.                                                                                                                                                                                                                                |
| ISW wait times is way too long. Purchased a long sleeve sweater in August, it didn't come until November., They told me two weeks.                                                                                                                                                                           |
| ISW was horrible. The material was thin, and did not wash well. Considering the cost of the uniform, these are pieces that students should pass on to siblings. The quality and style is of utmost importance. RJ McCarthy's was top quality.                                                                |
| ISW was incredibly understaffed. The location must have the ability to staff at appropriate levels both at peak times and at slower times. They also need to be able to provide the pieces on a timely basis. Shouldn't have to wait months for a sweatshirt                                                 |
| ISW was more expensive and many times it took a long time to get items. McCarthy's was inconvenient because there is only a pop-up Milton store. My kids preferred McCarthy's pants.                                                                                                                         |
| ISW was not a good experience. Uniforms were always sold out or unavailable. Please go back to McCarthys as the service, quality and selection were always excellent.                                                                                                                                        |
| ISW was truly horrible and I really liked the uniform provided we had right before them                                                                                                                                                                                                                      |
| ISW was VERY GOOD in exchanging pants without a receipt when th super broke. No questions asked and no challenges encountered.                                                                                                                                                                               |
| It has to be reliable and not too expensive.                                                                                                                                                                                                                                                                 |
| It is expensive and break easily                                                                                                                                                                                                                                                                             |
| It is important that the location of the store be local and that the uniform pieces are good quality and not cheaply made.                                                                                                                                                                                   |
| It is important the uniform is made from quality material and lasts longer than a few months.                                                                                                                                                                                                                |
| It is overpriced for the plastic material content, terrible service and I know my kid loves McCarthy pieces I could find. We have complex special needs and this loads him for meltdowns at school, failure. I wore cotton uniform in school and they were comfortable. You privilege the morality to shame  |
| It is terrible. ISW was not a good provider. The fit sucked, the materials we're pour quality, and the customer service was not excellent. We also did not feel like any of the promises we're kept when being sold the new provider. Get rid if the service provider to allow us to find uniforms in our bu |
| It is very important that sizing is offered in slim, regular and husky as the current selection appears to be made using American sizing of a husky child. Thank you.                                                                                                                                        |
| It seems that it's hard to get exact fit on the pants. The high quality ones are too expensive. Quality is not important when your kid is a new size every 6 months. Maybe allow parents to buy pants elsewhere.                                                                                             |
| It their store needs to be dusted and cleaned - absolutely messy and so much dust and dirt on the floor and also on the merchandise                                                                                                                                                                          |
| It was be greatly appreciative to return to McCarthy's for school uniforms.                                                                                                                                                                                                                                  |
| It would be great if they made quarter-zip sweaters that McCarthys made when they were the uniform provider.                                                                                                                                                                                                 |
| It would be great to have a few providers in Halton; they may be franchisers offering uniforms for various schools. Having only one location is very inconvenient.                                                                                                                                           |
| It would be nice for girls to be able to wear uniform leggings. Otherwise the yoga pants are nice but better quality material would be preferred.                                                                                                                                                            |
| It would be nice if the navy blue shirts would be darker so they match the pants                                                                                                                                                                                                                             |
| It would be nice if we could make appointments online for when we can take our kids in to be sized and order everything there                                                                                                                                                                                |

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| It would be nice to have a khaki coloured paint to go with navy blue shirt                                                                                                                                                                                                                                  |
| It would be nice to see a plaid skirt, white blouse or just some other options than the very basic. If the quality is good it can be reused in a program.                                                                                                                                                   |
| It would be nice to understand the general view of this survey. It will help me understand what the majority want if I'm in the minority.                                                                                                                                                                   |
| It would be perfect that parents pick the quality they can afford to pay. I mean that there are good quality items with higher prices and also lower quality items that others can bare with given their financial situation.                                                                               |
| It would be preferred if uniforms can be bought from any store as long as they meet basic requirements (ex. navy bottoms, etc.) like other school boards. Also, could offer the option of a school patch for tops. It is expensive when you move schools and can't get logos changed on new uniform pieces. |
| Items and sizes are out of stock                                                                                                                                                                                                                                                                            |
| Items are never in stock and that means never.                                                                                                                                                                                                                                                              |
| Items in stock                                                                                                                                                                                                                                                                                              |
| Items should always be in stock                                                                                                                                                                                                                                                                             |
| Items were not in stock and wait time for ordered items was too long. Need to be available in quicker turnaround. Existing provider quality was poor - zippers broke on multiple sweaters, clasps on shorts                                                                                                 |
| It's not easy meeting everyone's needs but the current provider has little option for various body types                                                                                                                                                                                                    |
| It's not far how long it takes for items to arrive. I went in June and didn't get the sweater till almost October. It's important to have clothes that last when you wash them almost daily. ISW DOESNT                                                                                                     |
| Its too expensive and shouldn't be a single vendor parents should be able to choose to purchase from store of their choice.                                                                                                                                                                                 |
| It's too expensive and so frustrating you know that so offer a layaway plan. If we don't have money to buy it - it's too expensive.                                                                                                                                                                         |
| I've had 4 children through the HCDSB over the last 17 years. The quality at ISW is poor and has not been anything I've ever had.                                                                                                                                                                           |
| I've never had a great experience in dealing with the Milton location. The staff do not know about products, not helpful, orders were never delivered on time or in stock. There should be more variety of items ... i.e., long sleeve shirt (without collar), better rugger pants (material and weight).   |
| I've used RJ MCCARTHY AND ISW and mccarthys is much better quality and strive was much better. My daughter is still using the rj mccarthys pieces                                                                                                                                                           |
| IWS uniform skirts are the worst. I purchased McCarthy skirts for my daughter this year even though ISW is our uniform provider. Both providers have their pros and cons. ISW pants and better for my daughters preference but we did have sizing issues this year.                                         |
| Jerseys and sweaters should be less costly                                                                                                                                                                                                                                                                  |
| Jesereys and sweaters should be less costly                                                                                                                                                                                                                                                                 |
| Just better stock in Aug, sept and October                                                                                                                                                                                                                                                                  |
| Just find a good provider LMAO                                                                                                                                                                                                                                                                              |
| Just keep it simple - as parents don't need more things to deal with in dressing our kids for school. Thanks !                                                                                                                                                                                              |

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| Just mainly the quality of the shirts are a problem. The hoodies and sweatshirts seem to be ok. Shopping experience itself is good with current provider. I like how we can walk in and pick up the pieces ourselves instead of having to deal with an attendant.                                      |
| Just more size selection.                                                                                                                                                                                                                                                                              |
| Just the quality of pants please                                                                                                                                                                                                                                                                       |
| Just the quality, right now the items are polyester or combination and a lot of children are allergic to it.                                                                                                                                                                                           |
| Just try to have many different sizes in stock.                                                                                                                                                                                                                                                        |
| Just use the one in Milton. You are making it too complicated and asking for everyone's feedback. Just make a decision and stick by it. Out in the private workforce you don't get to vote on almost anything. Working for the gov't has turned everyone into babies. Sorry for the negative feedback. |
| Keep isw they're better than previous one!                                                                                                                                                                                                                                                             |
| Keep personal data collected to a minimum for what's required to do the job of supplying uniforms.                                                                                                                                                                                                     |
| Keep prices low                                                                                                                                                                                                                                                                                        |
| Keep the same provider selling locally made uniforms as an example to students or cancel the uniform providers all together and just have each school select basic solid colour uniform and these items can be purchased from anywhere (ie. Walmart, children's place, gap, old navy)                  |
| Keep the uniform as comfortable as possible                                                                                                                                                                                                                                                            |
| Keep them navy blue                                                                                                                                                                                                                                                                                    |
| Keep things as they are now. Why fix something that is not broken. The current system is working perfectly!                                                                                                                                                                                            |
| keeping the location of the uniform provider near the families of the schools it provides to                                                                                                                                                                                                           |
| Kids grow fast I don't think paying extra for uniforms with super high quality is worth it since they wear them for so little time and grow out of them                                                                                                                                                |
| Kids need to wear warmer pants, those need to be available if it is a must to buy from the provider.                                                                                                                                                                                                   |
| Kids should be able to wear their own cloths at the elementary level and stop taking money from families.                                                                                                                                                                                              |
| Knees always rip and hem falls.                                                                                                                                                                                                                                                                        |
| Lack of inventory as was the case with current provider is unacceptable as is irregular colours between lots. Best yo stick with white black and blue for less variability.                                                                                                                            |
| Leggings should be allowed as a uniform in appropriate colours. They are comfortable and easy for elementary age students.                                                                                                                                                                             |
| Leggings should be made for all secondary schools                                                                                                                                                                                                                                                      |
| Less back order items, more selection for shorts and for boys longer and looser fit                                                                                                                                                                                                                    |
| Less back orders. Also needs to be easier to order online for sizing correctly                                                                                                                                                                                                                         |
| Less expensive with good quality                                                                                                                                                                                                                                                                       |
| Less options- better quality and availability                                                                                                                                                                                                                                                          |
| Let parents buy from a variety of stores including the big name stores and not limit to just one.                                                                                                                                                                                                      |
| Let parents decide who they want and not finances                                                                                                                                                                                                                                                      |
| Let parents decide who they want and not finances or benefits determine the provider. Be open and transparent about why one provider was chosen over a another provider. The benefits gained from                                                                                                      |

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| Let parents decide who they want and not finances or benefits determine the provider. Be open and transparent about why one provider was chosen over a another. What ever the reasons for the last successful bid applicant cost our family more as the quality was worse, materials were uncomfortable,    |
| Let parents decide who they want,not finances or benefits determine the provider. Be open and transparent about why one provider was chosen over a another. What ever the reasons for the last successful bid applicant cost our family more as the quality was worse, materials uncomfortable              |
| Let the students purchase bottoms of their choice                                                                                                                                                                                                                                                           |
| Let us buy our own product from any retailer and then sew on a school crest. The board stores costs are beyond any retailer and the product isn't any better                                                                                                                                                |
| Let us choose our own supplier and just sell the iron on logos. My son wore out the knees on all of his pants constantly in kindergarten and i couldn't afford to keep paying top dollar for uniform pants. Children have different needs accroding to their size and uniform suppliers don't always sell n |
| Let us wear what we want [word removed]                                                                                                                                                                                                                                                                     |
| let's relax uniform requirements to a simple colour for bottom and top. I would love to buy pants at non uniform suppliers that fit my kids frames best, at price points I decide on when and where I want. I resent having to pay money for uniforms at all, esp when they are just fundraisers.           |
| Light pants are not ideal for young menstrating girls                                                                                                                                                                                                                                                       |
| Like the close location and colours of my daughter's uniform.                                                                                                                                                                                                                                               |
| Local is important                                                                                                                                                                                                                                                                                          |
| Local store available, wash well, reasonable prices                                                                                                                                                                                                                                                         |
| Local vendor for convenience.                                                                                                                                                                                                                                                                               |
| Locally made/Canadian made                                                                                                                                                                                                                                                                                  |
| Locally made/Canadian made                                                                                                                                                                                                                                                                                  |
| Location                                                                                                                                                                                                                                                                                                    |
| Location and cleanliness of the shop must be considered                                                                                                                                                                                                                                                     |
| Location in each of the cities.                                                                                                                                                                                                                                                                             |
| Location of store needs to be close, with a large stock, things were already out of stock at ordering time                                                                                                                                                                                                  |
| Location to buy in each city/town. If stock not avail/back order-free shipping to home                                                                                                                                                                                                                      |
| Location with appropriate change rooms in stores                                                                                                                                                                                                                                                            |
| Location! - Should be in Falgarwood area , Customer service, items readily available                                                                                                                                                                                                                        |
| Lots of kids in Milton with various HC schools therefore provider should guarantee a wide range of sizes, styles, and be able to keep up with the growing demand. BRING BACK McCarthy's!!!!                                                                                                                 |
| Low prices and no uniforms because kids in elementary grow too fast and we need to buy uniforms too often, 2 maybe 3 times a year, no uniforms would be more efficient                                                                                                                                      |
| Low quality at ISW                                                                                                                                                                                                                                                                                          |
| Low wait times for uniforms is essential. Waiting 10 weeks for mandatory uniform pieces for a 5 year old is totally unacceptable.                                                                                                                                                                           |
| Lower price                                                                                                                                                                                                                                                                                                 |
| Lower prices by putting the kick back money the board gets. Yes we know this is the reason why elementary schools have uniforms. Could have also gone towards better janitorial contract. I hear and see the poor quality the kids get. Can't believe schools are s open.                                   |

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| Lower prices if the quality is not great.                                                                                                                                                                                                                                                  |
| Lower the prices                                                                                                                                                                                                                                                                           |
| lowest prices possible with providing good quality for washing and staying nice...comfortable breathable materials with some stretch is good                                                                                                                                               |
| Macarthy                                                                                                                                                                                                                                                                                   |
| Macarthy's is much better quality... ISW continues to disappoint                                                                                                                                                                                                                           |
| MacCarthys was excellent. Costumer service was excellent and they knew what they were doing. They were excellent. Location was great. An idea situation would be allow the suppliers to come to the schools once a year to pre order and send them to student houses.                      |
| Make a dress code not uniform. Allow for generic supplies to be allowed. Gap children's place, Walmart                                                                                                                                                                                     |
| Make better uniforms and stop [word removed] around with pre orders and get better customer service                                                                                                                                                                                        |
| Make clothes that dont fade                                                                                                                                                                                                                                                                |
| Make different sweaters                                                                                                                                                                                                                                                                    |
| Make it better quality do it lasts longer.                                                                                                                                                                                                                                                 |
| Make it policy across all schools that pants and shorts can be purchased at retail (provide guidelines like - no cargo pants, no leggings, etc) I am aware that some schools already allow this, why not make this policy across the board? Pants are the biggest issue with the uniforms. |
| make more options                                                                                                                                                                                                                                                                          |
| Make more sweaters because the ones they make are very bad and a square shaped and everyone at school look like LEGO people because the sweaters don't fit and there an ugly grey so get on that now please                                                                                |
| MAKE PANTS AND SHORTS THAT FIT GIRLS. The current uniform pants do not work on girls with any curves and they make female students uncomfortable as every girls who are a size 6 have problems with fit to the point that the shorts/ pants are uncomfortable                              |
| make sizes better for petit girls to minamize getting a seamstress.                                                                                                                                                                                                                        |
| Make sure it changes from the current one                                                                                                                                                                                                                                                  |
| Make sure it's good quality                                                                                                                                                                                                                                                                |
| Make sure the clothing actually fits                                                                                                                                                                                                                                                       |
| Make sure the shirts are high quality and a comfortable not only for when sitting but for when moving as well!                                                                                                                                                                             |
| Make sure the uniforms are sturdy yet comfortable                                                                                                                                                                                                                                          |
| Make sure their online ordering system is easy to follow and can be done entirely online in a matter of minutes.                                                                                                                                                                           |
| Make sure they actually have stock.                                                                                                                                                                                                                                                        |
| Make sure they have adequate stock in sizes                                                                                                                                                                                                                                                |
| Make sure they have stock                                                                                                                                                                                                                                                                  |
| make sure they make more sweaters for students!!!                                                                                                                                                                                                                                          |
| Make sure they offer good quality items at competitive prices which is currently not the case.                                                                                                                                                                                             |
| Make sure they understand the stock levels of clothes they need to provide and that they can guarantee they will have the main items, pants and shirts in stock.                                                                                                                           |

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| Make sure wait times for sold out items come back or the kids go to school and get in trouble over and over again when the uniforms aren't even delivered yet. Which makes the student have a negative view at school or doesn't want to go to school.                                                   |
| Make sure we get best quality with minimal cost                                                                                                                                                                                                                                                          |
| make sweatpants or just better pants in general                                                                                                                                                                                                                                                          |
| Make sweatpants or something comfortable                                                                                                                                                                                                                                                                 |
| Make the clothes comfortable                                                                                                                                                                                                                                                                             |
| Make the hoodies have a better design or colour and make them less boxy fitted                                                                                                                                                                                                                           |
| Make the pants shorter because every single pair of pants no matter what size small or big are so long and have to get them fitted (which is a waste of money) because you are dragging your pants everywhere                                                                                            |
| Make the process transparent this time                                                                                                                                                                                                                                                                   |
| make them                                                                                                                                                                                                                                                                                                |
| Make them better safer and quality and the sizes they should have adjust                                                                                                                                                                                                                                 |
| Make them less expensive, and better quality I am a student you went through a pair of uniform pants per semester due to holes in the thigh                                                                                                                                                              |
| Make them more adorable and keep a close eye on sizing of thing                                                                                                                                                                                                                                          |
| make them more affordable by allowing more providers to sale them                                                                                                                                                                                                                                        |
| Make uniforms resonably priced!                                                                                                                                                                                                                                                                          |
| Many locations, like Old Navy or Children's place providers would be much better, not only for convenience, but price.                                                                                                                                                                                   |
| Many pieces were not available to try on or even view for my daughter new high school. Ensure peices are accessible to view so you can decide if the would like to order.                                                                                                                                |
| Material is thin. Unigo                                                                                                                                                                                                                                                                                  |
| Materials to last through more than a single year for older students, less expensive pieces for fast growing elementary students.                                                                                                                                                                        |
| Materials used should be mostly cotton                                                                                                                                                                                                                                                                   |
| May the Best provider with the best price be the winner                                                                                                                                                                                                                                                  |
| Mc Carthy                                                                                                                                                                                                                                                                                                |
| Mc Carthy was great. We would like slimmer pants.                                                                                                                                                                                                                                                        |
| McCarthy                                                                                                                                                                                                                                                                                                 |
| McCarthy                                                                                                                                                                                                                                                                                                 |
| McCarthy all the way! Better quality clothing for price. Current provider is horrible. They have poor customer service and support, poor quality of clothing, high prices, poor warranty on clothes and more. They are really horrible and need to be removed. McCarthy clothing is much better quality. |
| McCarthy had better quality and fit!                                                                                                                                                                                                                                                                     |
| McCarthy had better quality material                                                                                                                                                                                                                                                                     |
| McCarthy had very good quality products                                                                                                                                                                                                                                                                  |
| McCarthy has been a trusted and reliable brand for a VERY long time. They should be seriously considered.                                                                                                                                                                                                |
| McCarthy has much far superior quality in items. Please bring McCarthy back. We've had McCarthy products last for years, with multiple children and even hand me downs from friends and family. Children even prefer the look, feel and quality of the items. Hands down McCarthy please!                |

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| McCarthy is a great provider for uniforms                                                                                                                                                                                                                                      |
| McCarthy is better than ISW in terms of quality                                                                                                                                                                                                                                |
| McCarthy please                                                                                                                                                                                                                                                                |
| McCarthy uniform provider is excellent quality                                                                                                                                                                                                                                 |
| McCarthy Uniform was better quality and fit better than the current ISW uniform.                                                                                                                                                                                               |
| McCarthy uniforms are better quality than ISW.                                                                                                                                                                                                                                 |
| McCarthy uniforms are better than LSW                                                                                                                                                                                                                                          |
| McCarthy uniforms are much better quality compare the to current provider.                                                                                                                                                                                                     |
| McCarthy Uniforms are much better quality then in school wear                                                                                                                                                                                                                  |
| McCarthy was better quality clothing that lasted a long time.                                                                                                                                                                                                                  |
| McCarthy was fabulous. Please look at returning!                                                                                                                                                                                                                               |
| McCarthy was great quality                                                                                                                                                                                                                                                     |
| McCarthy was much better and had better quality and sizes. ISW isnt very good.                                                                                                                                                                                                 |
| McCarthy was the best                                                                                                                                                                                                                                                          |
| McCarthy was the best                                                                                                                                                                                                                                                          |
| McCarthy's                                                                                                                                                                                                                                                                     |
| McCarthy's brand was much better quality and the yoga pants for girls are the best! Keep a store in Milton!                                                                                                                                                                    |
| McCarthy's had far better quality products than ISW and pricing was similar. At least McCarthy's uniforms lasted the year and could be handed down to siblings. This is NOT the case with ISW!                                                                                 |
| McCarthy's had far better quality products than ISW and pricing was similar. At least McCarthy's uniforms lasted the year and could be handed down to siblings. This is NOT the case with ISW!                                                                                 |
| McCarthy's had much better quality uniforms.                                                                                                                                                                                                                                   |
| McCarthy's has better quality and better fit.                                                                                                                                                                                                                                  |
| McCarthy's is better quality and rarely had difficulties filling orders. Better all round experience and better quality.                                                                                                                                                       |
| McCarthy's is WAY better than our current ISW provider                                                                                                                                                                                                                         |
| McCarthy's materials are much better                                                                                                                                                                                                                                           |
| McCarthy's offered better quality products. The material and cut of these new suppliers are not what I've come to expect from a uniform provider                                                                                                                               |
| McCarthy's offered better quality, but needed more in variety/selection.                                                                                                                                                                                                       |
| McCarthy's price and quality was way better than the current provider. Not happy with the current provider.                                                                                                                                                                    |
| McCarthy's quality and wearability far exceeds that of ISW                                                                                                                                                                                                                     |
| McCarthy's quality was far superior...when I can find used McCarthy's I buy them                                                                                                                                                                                               |
| McCarthy's really has better quality uniforms and the customer service is great! When my daughter can, she still uses McCarthy's over ISW. I have never seen such awful everything from them!                                                                                  |
| McCarthy's uniform is better quality. Washes and wears better. Lasts for years. ISW uniform shirts are paper thin and you can see through them. I won't allow my daughter to wear the white shirts. The zippers keep breaking on ISW items. We are not happy with ISW uniform. |
| McCarthy's uniforms were better quality, but they are very expensive now.                                                                                                                                                                                                      |
| McCarthy's uniforms were much better all around                                                                                                                                                                                                                                |

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| McCarthys was a fantastic provider for so many years. The quality of their clothing was great. ISW has seams come worst, buttons and fasteners falling off after one wearing, fades                          |
| McCarthy's was a much better provider. Would love to go back to them.                                                                                                                                        |
| McCarthy's was always a good supplier. I find ISW to be sub standard.                                                                                                                                        |
| McCarthy's was better                                                                                                                                                                                        |
| McCarthy's was better isw is crap                                                                                                                                                                            |
| McCarthy's was better quality than ISW. I also think that parents should be able to purchase uniform pants from other stores as long as they are the correct colour.                                         |
| McCarthys was better than ISW in customer service and organization in store, availability of product and limited wait times, and better quality product                                                      |
| McCarthys was better. Quality and service.                                                                                                                                                                   |
| McCarthy's was by far a better provider, quality was great, durable, prices were the same as current provider                                                                                                |
| McCarthys was expensive but better quality. Provide more pant options for boys. Similar to the yoga pants for girls.                                                                                         |
| McCarthy's was expensive but of a much higher quality than ISW. ISW was unorganized from the start.                                                                                                          |
| McCarthys was hands down the best!                                                                                                                                                                           |
| McCarthy's was higher quality, same or lower price. This one is terrible quality and higher priced. Not an improvement at all.                                                                               |
| McCarthys was much better quality!                                                                                                                                                                           |
| McCarthys!                                                                                                                                                                                                   |
| McCarthy was a much better provider for quality and service.                                                                                                                                                 |
| more accessible business hours and a location in Milton is very important                                                                                                                                    |
| More casual pant offerings for boys, the current casual pants offered for OLP boys are not comfortable, a proper track pant would be better. Girls have yoga pants, boys need something in the same category |
| more casual pants for boys                                                                                                                                                                                   |
| More color on uniforms                                                                                                                                                                                       |
| More comfortable clothing                                                                                                                                                                                    |
| More comfortable material for the pants. Maybe something more breathable for the warmer months.                                                                                                              |
| More comfortable material for the pants. Maybe something more breathable for the warmer months.                                                                                                              |
| More discount opportunities                                                                                                                                                                                  |
| More fashionable pants for girls                                                                                                                                                                             |
| More hard wearing. Especially trousers.                                                                                                                                                                      |
| More helpful/knowledgeable staff in the store                                                                                                                                                                |
| More knowledgeable and a smile.                                                                                                                                                                              |
| More options                                                                                                                                                                                                 |
| More options for school wear and definitely better quality!                                                                                                                                                  |
| More options; better service; better quality.                                                                                                                                                                |
| More pants options. Slim fit options                                                                                                                                                                         |



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| More range in sizes and more appropriate colouring to match school colours                                                                                                                                                                                                                                 |
| More reasonably priced items and key items should have a guaranteed stock availability.                                                                                                                                                                                                                    |
| More sizes available in store, friendlier staff, faster working staff, easier to operate online shopping options.                                                                                                                                                                                          |
| More stores to open                                                                                                                                                                                                                                                                                        |
| More than one distributor so there is competition and lower prices.                                                                                                                                                                                                                                        |
| More variety and not just one provider                                                                                                                                                                                                                                                                     |
| More variety in pieces offered.. example tights option for girls                                                                                                                                                                                                                                           |
| More variety on sizing. My child is larger and some of the options are not for them.                                                                                                                                                                                                                       |
| Most of these questions are lame. What about an option I'll pay the same price for same quality. No political affiliations or donations.                                                                                                                                                                   |
| Most parents I have talked to also prefer McCarthy's. Also, hard to define just, safe working conditions.                                                                                                                                                                                                  |
| Much happier having a supplier in our town, rather than having to go to another town                                                                                                                                                                                                                       |
| Much prefer your current provider than McCarthy which was our uniform provider last year before our daughter transferred. We had numerous issues with their cloth sizing and terrible customer service.                                                                                                    |
| Multiple times I have needed to order items that were on back order, if children have to wear a uniform then the items we need should be available ALL the time. You can't be out of long sleeve shirts or sweater in the winter! Or shorts and short sleeve in the summer!                                |
| Multiple uniform providers would increase choice for parents and kids. People can then choose price points and quality that is preferable. Some prefer ISW, some McCarthy, some Old Navy, Gap, . All should be approved and shirts can be created.                                                         |
| Must be customer focused and have an excellent refund policy and warranty. Offer different options and must be online.                                                                                                                                                                                     |
| Must carry styles & sizes in store for children to try on                                                                                                                                                                                                                                                  |
| Must choose a vendor that will have pieces available at all times with little wait time for pieces to arrive in store. It should be understood that most parents will be shopping for uniforms in the last two weeks of August and therefore stores should be well stocked.                                |
| Must have ability to handle peak volumes before Sept (adequate staff, change rooms, stock, cashiers)                                                                                                                                                                                                       |
| MUST have adequate stock available, ISW regularly runs out of items and does not replenish for several months                                                                                                                                                                                              |
| Must have good inventory management                                                                                                                                                                                                                                                                        |
| My 2 sons were St Gabriel school students so have worn the uniform longer than all other schools as we were one of the two trial schools at the beginning. McCarthy's was the provider originally and I believe their products were better quality than the present one. Ten years of use for ND uniform   |
| My comment is for Holy Trinity HS in Oakville, the pant colour needs to be changed or at least give an option for girls to wear black pants, it will help these young ladies feel better during their monthly cycle esp for those who can have a leak and at least with black pants that Anxiety is eased. |
| My daughter loves the clothing from the current provider as compared to the fit and options that McCarthy had.                                                                                                                                                                                             |

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| My kids in the elementary panel loved McCarthy's track pants, shorts and skorts and did not want ISW's. Since the uniform company changed, I have been driving to Brampton to buy McCarthy's products. The difference in quality and style is remarkable. And ISW is not even cheap.                         |
| My main concern is the material of the uniform. 100% cotton is ideal. The current pants available for the elementary schools are horrible; I purchased my sons pants at children's place. He has eczema and polyester pants may be more durable but it's horrible for the skin.                              |
| My main concern is the provider is organized, gets the order in ON TIME , acknowledges the concerns and any correspondence from their customers, and provides a product of high quality. This year I found the service and the quality to be very very poor. Very disappointed.                              |
| My McCarthy uniform pieces are almost 4 years old and are in great condition. I can't say the same about ISW. They fall apart in the wash, zippers fall OFF, pants get holes easily, shirts fade after 2 or 3 washes.                                                                                        |
| Natural fabrics please. No synthetics such as polyester. Cotton would be preferable.                                                                                                                                                                                                                         |
| Need better hours at retail location and need them to answer their phones/email                                                                                                                                                                                                                              |
| Need better quality uniforms                                                                                                                                                                                                                                                                                 |
| Need enough material and staff available                                                                                                                                                                                                                                                                     |
| Need husky sizes                                                                                                                                                                                                                                                                                             |
| Need more options. Especially sizes. Need more designs.                                                                                                                                                                                                                                                      |
| Need more physical education clothing options                                                                                                                                                                                                                                                                |
| Need more than one provider competing                                                                                                                                                                                                                                                                        |
| Need provider that offers more styles for each school                                                                                                                                                                                                                                                        |
| Need quality uniforms (pants) that are durable and in stock.                                                                                                                                                                                                                                                 |
| Need reasonable quality garments, not ones where the zippers break regularly                                                                                                                                                                                                                                 |
| Need to be more consistent with availability and provide more options in fit , fabric                                                                                                                                                                                                                        |
| Need to change to a place with better quality                                                                                                                                                                                                                                                                |
| Need to have stock                                                                                                                                                                                                                                                                                           |
| Need to meet a wider variety of needs                                                                                                                                                                                                                                                                        |
| Need to provide the option to by at a third party like GAP and sew on the label.                                                                                                                                                                                                                             |
| Needs to have consistent sizing and products. With the current provider, I bought 2 tunics of the same size and they were different materials, buttons/zippers and sizing. Also tried to buy the same sweater the next year and it was discontinued! Lastly never has any stock and by the time the orders e |
| Never should of changed from MCCarthys Unifrms. Make a better deal with them to assist in high costs.                                                                                                                                                                                                        |
| Nike uniforms                                                                                                                                                                                                                                                                                                |
| No customer service at all, poor quality and expensive                                                                                                                                                                                                                                                       |
| No further comments.                                                                                                                                                                                                                                                                                         |
| No ISW                                                                                                                                                                                                                                                                                                       |
| No just hope the location is not far and inconvenient                                                                                                                                                                                                                                                        |
| No major issues with them.                                                                                                                                                                                                                                                                                   |
| No more boot cut pants for JV, add hood to zip up sweater, can we get ties that would be cool, and can there me different colours or shades for the different grades. I think a lot of the students                                                                                                          |

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| agree with this, our say should be important. Oh and we don't want teachers going on strike and stuff.                                                                                                                                                       |
| No more colour navy!!! It fades so quickly. Grease stains don't come out. When next to white it makes the white dingy. It is a depressing colour. Every kids uniform no matter the school is navy.                                                           |
| No more uniforms                                                                                                                                                                                                                                             |
| No synthetics please!                                                                                                                                                                                                                                        |
| No uniform                                                                                                                                                                                                                                                   |
| No uniform                                                                                                                                                                                                                                                   |
| No uniform at all.                                                                                                                                                                                                                                           |
| no uniforms                                                                                                                                                                                                                                                  |
| No uniforms at all                                                                                                                                                                                                                                           |
| No uniforms please.                                                                                                                                                                                                                                          |
| No uniforms please. Too expensive. Not beneficial. Hard to accommodate the weather. Kids are growing fast. Too much money wasted by parents. Not really needed.                                                                                              |
| No uniforms, let the students wear what they want so they are as comfortable as can be.                                                                                                                                                                      |
| no, I feel like the uniforms are pretty pricey as a single mother. I bought 4 pants ,4 sweaters ,3 t-shirts and 3 jackets and it cost me close to \$400 and the pants did not end up fitting her because her waist is small although they were size 4 pants. |
| No, I hope we can keep the current provider..                                                                                                                                                                                                                |
| no, only better quality than InWear                                                                                                                                                                                                                          |
| No. As long as they have enough sizes and colours in stock. Schools need to make sweatshirts part of the daily uniform as well                                                                                                                               |
| No. Because we shouldn't have uniforms                                                                                                                                                                                                                       |
| None other than uniforms a waste                                                                                                                                                                                                                             |
| Not about provider but all schools should have kilt option                                                                                                                                                                                                   |
| Not all elementary schools have uniforms. Our sons school doesn't so I'm not sure why I am doing this survey                                                                                                                                                 |
| Not being so pricey especially in the 3-4T sizing when they're going to grow out of it so fast. Different pricing for different sizing.                                                                                                                      |
| Not current. Ordered in August got in October                                                                                                                                                                                                                |
| not enough stock in store                                                                                                                                                                                                                                    |
| Not enough variety for younger children                                                                                                                                                                                                                      |
| Not good quality, never have items in stock                                                                                                                                                                                                                  |
| Not happy with current provider. Low quality, very often dont have sizes available in the store. And waiting time could take over a month                                                                                                                    |
| Not happy with quality of items for the price                                                                                                                                                                                                                |
| Not happy with the current provider ISW                                                                                                                                                                                                                      |
| Not have to wait months for a uniform                                                                                                                                                                                                                        |
| Not having a strict requirement to have items only from the supplier but rather allow for plain pants and shirts from regular department stores                                                                                                              |
| Not impressed with ISW quality please bring back McCarthy                                                                                                                                                                                                    |

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| Not impressed with ISW. Make our online sizing charts easier to find and understand when ordering online. Request more sale opportunities from provider as opposed to once a year because kids grow and purchases often have to be made mid year. Bring back the fleece, yoga pant for girls. |
| Not ISW                                                                                                                                                                                                                                                                                       |
| Not ISW again PLEASE!!!                                                                                                                                                                                                                                                                       |
| Not ISW again. McCarthy's quality and service far exceeded.                                                                                                                                                                                                                                   |
| Not ISW! The quality is terrible, material is awful and overall not comfortable for the kids to wear all day!                                                                                                                                                                                 |
| Not isw! Clothing is horrible and is very bad quality!                                                                                                                                                                                                                                        |
| Not ISW.. quality is horrendous, service is terrible and availability of pieces was always an issue. McCarthy is a way better supplier ... the best quality! Lasts for years. Worth the money                                                                                                 |
| Not just quality but styles that are comfortable for children are important                                                                                                                                                                                                                   |
| Not regarding the provider, but I believe the uniform rules for certain coloured shoes should change. Some students may not have shoes in those particular colours and will have to go ahead and buy brand new shoes in those colours unnecessarily.                                          |
| Not specific to uniform provide but in my opinion girls pants should be black to avoid embarrassing period leaks and stains. I know personally of almost 10 girls this has happened to in high school which would have been avoided if black had been the pant colour.                        |
| Not sure if staff are underpaid & overworked, because a lot of them can be rather grouchy.                                                                                                                                                                                                    |
| Not the same current one. Terrible customer service, bad quality and lack of inventory. McCarthy's was great in comparison. InSchool Wear does not even compare in any way.                                                                                                                   |
| Not wearable, jeans or shirt is more preferred                                                                                                                                                                                                                                                |
| Of the brands used by the school board over the years, my children and I have found that Halpern's is by far the best, McCarthy's is very good and ISW is very poor.                                                                                                                          |
| Offer a service where you can bring your own clothing to put the school insignia on.                                                                                                                                                                                                          |
| Offer good quality items and able to deal with the volume required.                                                                                                                                                                                                                           |
| Offer smarter options for girls like cardigans with school crest on them. Blouses would be a nice option.                                                                                                                                                                                     |
| Offer some more affordable options for some pieces (plain shirts and pants), especially for the younger kids as they often stain or rip their clothing and outgrow them much quicker than older students. ("uniform" lines offered buy a variety of stores for a fraction of the price).      |
| Offer support to needy families                                                                                                                                                                                                                                                               |
| Offering of branded tops and bottoms for gym                                                                                                                                                                                                                                                  |
| Old navy                                                                                                                                                                                                                                                                                      |
| On hand stock is a must. ISW was ALWAYS out of stock. Having sample sizes of EVERYTHING would help with having to place an order. They can be generic with no school logos so u can at least try on to know what size to order.                                                               |
| On line ordering would be a huge help in addressing stock issues if the online system is connected to supplier inventory so the customer can see what is in stock rather than calling or visiting the location and waiting for stock to come in.                                              |
| One that will have all uniform items in stock and will not have to order them and wait weeks or months to receive them                                                                                                                                                                        |
| One that will understand the demand and have proper stock                                                                                                                                                                                                                                     |
| Online inventory is key                                                                                                                                                                                                                                                                       |

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| Online ordering with free shipping is an important characteristic                                                                                                                                                                                                                                              |
| Online ordering with quick turnaround                                                                                                                                                                                                                                                                          |
| Online sale channel                                                                                                                                                                                                                                                                                            |
| Online shipping                                                                                                                                                                                                                                                                                                |
| ONLY allow natural materials: cotton, wool, silk and no artificial fabrics (polyester, viscose, etc.)                                                                                                                                                                                                          |
| Only require shirts/tops to be crested at a max. Allow non-vendor bottoms, as long as they are of the suitable colours. i.e. have a ""dress code"" vs ""uniform"".                                                                                                                                             |
| Only sell school crest patches. Don't waste time/money to purchase from ONE specific vendor.                                                                                                                                                                                                                   |
| Only that materials used should be breathable and comfortable                                                                                                                                                                                                                                                  |
| Open later during some evening times and weekends.                                                                                                                                                                                                                                                             |
| opportunity to purchase navy or black pants elsewhere. Current supplier quality is not as good as last supplier for some pieces. More comfortable items for children that are playing and do not like stiff, itchy, restrictive clothing.                                                                      |
| Option to be neutral/generic, and be able to purchase generic pieces at other retailers to add to the main uniform. Please keep in mind comfort and have younger kids Allowed to wear a leggings/fitted sweat or athletic style pant. pant                                                                     |
| Option to buy it at school (one/two days) before September                                                                                                                                                                                                                                                     |
| Option to purchase school crest and to iron on pants                                                                                                                                                                                                                                                           |
| Options for lined winter pants, softshell crested jackets/polyester large logo hoodies                                                                                                                                                                                                                         |
| ordering online should not take weeks for the items to arrive                                                                                                                                                                                                                                                  |
| Other than it costs too much, nothing else                                                                                                                                                                                                                                                                     |
| Our current provider has consistently not had items in stock when needed. Even when I shop early. When items are put on hold, they take way too long to come in. This is unacceptable in my view as we have growing children who need new items and it is difficult to access them needed.                     |
| Our current provider is over priced, very obviously has the monopoly and if they continue to be the provider with zero 100% cotton options, we will go elsewhere and have mock ups custom made                                                                                                                 |
| Our current provider is unacceptable. Uniform pieces are NEVER AVAILABLE and always on back order.                                                                                                                                                                                                             |
| Our previous supplier had a superior product and better customer service.                                                                                                                                                                                                                                      |
| Overall had no problems but the zipper has broke 2 times on the sweaters I've bought new                                                                                                                                                                                                                       |
| Pants are terrible in cut.                                                                                                                                                                                                                                                                                     |
| Pants material is very thin and the white gulf shirts are thin as well - would prefer better quality                                                                                                                                                                                                           |
| Pants are bad                                                                                                                                                                                                                                                                                                  |
| Pants not long enough for my grade 1 son and no option for long after size 23                                                                                                                                                                                                                                  |
| Pants that fit properly, better styles, better fabrics                                                                                                                                                                                                                                                         |
| Pants at Holy Trinity for the girls, including colour, material and styles of the uniform pants are awful....Who forces girls to wear beige pants? The navy yoga pants at Our Lady of Peace are fantastic and way more comfortable and practical for girls during these vulnerable teenage years. How Barbaric |
| Parents should be able to purchase at least the bottoms at other stores. Students in elementary school rip their pants easily. When spending over \$20 on bottoms, it gets costly. Other school boards allow the parents to shop for bottoms elsewhere.                                                        |
| Parents should be allowed to purchase uniform elsewhere, like Old Navy, without school logos                                                                                                                                                                                                                   |

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| parents should be permitted to purchase uniforms from regular clothing stores as opposed to designated uniform companies                                                                                                                                                                                 |
| Parents spend a lot of money on uniforms. It's important that the quality is the best it can be and last. The quality of the current provider is not subpar.                                                                                                                                             |
| Paying more for better quality items doesn't mean I want to pay more than what we're already paying                                                                                                                                                                                                      |
| Perhaps a vote from parents on which provider they prefer I have had experience with both McCarthys and ISW and can easily vote on this based on quality and service.                                                                                                                                    |
| Perhaps look at having a multiple vendor option for families to choose from between 2 suppliers instead of just one so there are more options?                                                                                                                                                           |
| Perhaps one day per month the provider could come into the high schools in order to sell items directly to the students and/or parents. Like after school for an hour?                                                                                                                                   |
| Personally I don't like clothes made in China. Also yoga pants for girls would be good idea                                                                                                                                                                                                              |
| Personally MacArthy's uniform had a better fit and quality that got my older children all the way thru HIGHSCHOOL with only a few items needed each year. I don't have the same confidence with my younger child's uniform                                                                               |
| Peter McCarthy brand                                                                                                                                                                                                                                                                                     |
| Pick a good company that is not so ridiculous expensive. Kids are growing fast                                                                                                                                                                                                                           |
| Pick a provider close and convenient to most schools.                                                                                                                                                                                                                                                    |
| Pick a provider that offers different pant choices, including jogging pants or pull ons. My 5 year old is special needs and has difficulty with zippers and buttons, so he wears cotton pull on pants from McCarthy because ISW doesn't have anything for him.                                           |
| Pick McCarthy everyone will be happy. They were great and quality lasted for years. ISW after a few washes it's piling, see threw, the zippers break. Not happy with this provider at all.                                                                                                               |
| Pick one and stick with it. As a parent, I am not willing to continuously change uniforms. My goodness, enough already                                                                                                                                                                                   |
| Please add more colors to uniforms perhaps a red or pink some thing more happy and child like for kids to express their individuality, currently the uniform looks very institutional and sad.                                                                                                           |
| Please avoid the poor/cheap quality you have selected currently.                                                                                                                                                                                                                                         |
| Please bring back McCarthy!!                                                                                                                                                                                                                                                                             |
| Please bring back McCarthy's                                                                                                                                                                                                                                                                             |
| Please bring back McCarthys. In School Wear has terrible quality and availability of items.                                                                                                                                                                                                              |
| please bring back the kilt!! but make it a skort so that it can't be rolled up. please please please, everyone wants it back.                                                                                                                                                                            |
| Please bring McCarthy back. ISW was terrible.                                                                                                                                                                                                                                                            |
| Please change provider. Even previous provider was far way better                                                                                                                                                                                                                                        |
| Please change provider. My son won't benefit because he will have graduated, but here's hoping nobody else has to spend the first two months without a uniform, incorrect sizing, being overcharged, back orders arriving almost 6 months later rude staff disorganised, crappy quality scratchy clothes |
| Please Change the Colour of the Pants for Girls. Beige pants are not very practical for girls during their Period every month. This causes girls anxiety and Stress.                                                                                                                                     |
| Please change the current provider. The uniforms are very low quality and expensive; they are always having inventory issues, they don't offer warm pants. They are really bad uniform providers                                                                                                         |

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| Please change the current uniform provider. The quality, selection and sizing is poor. The price point is too high as well considering the poor quality of the clothing. It is very difficult at pretty much all times of the year to get the items as well. They are never in stock. |
| Please change to a better quality company!                                                                                                                                                                                                                                            |
| Please change. ISW has been absolutely horrible to deal with. I haven't bought a single piece in months.                                                                                                                                                                              |
| please choose 100% cotton whenever possible.                                                                                                                                                                                                                                          |
| Please choose a provider who will be able to have items in stock! The wait times and product unavailability has been extremely frustrating over the past few years.                                                                                                                   |
| Please choose one that can handle demand, are courteous and helpful                                                                                                                                                                                                                   |
| Please choose someone that always has enough selection ready before new school year starts                                                                                                                                                                                            |
| Please consider adjustable waists for girls skorts. Also consider anti pilling material. Not impressed with ISW quality. Still have a handful of McCarthy items which have stood the test of wear and tear.                                                                           |
| Please consider changing back to McMarthys                                                                                                                                                                                                                                            |
| Please consider McCarthy. Their quality is exceptional and product lasts and be passed to siblings/friends. The ISW is garbage.                                                                                                                                                       |
| Please consider providers with better quality products that will last - current supplier was disappointing therefore I purchased only minimal items                                                                                                                                   |
| Please consider the feedback (and complaints) from parents on our current provider when reviewing the RFP. Price is not the only factor.                                                                                                                                              |
| Please consider using a provider with an exemplary record of customer satisfaction, proven experience in the industry (specific to the GTA) and comes heavily recommended by previous clients.                                                                                        |
| Please do not renew with ISW...It's nothing but expensive sub par clothing.                                                                                                                                                                                                           |
| Please do not select ISW, McCarthy uniforms was much better.                                                                                                                                                                                                                          |
| Please do not switch to a provider who provides inferior quality uniforms at the same or higher price, like what happened last time.                                                                                                                                                  |
| Please don't skimp out on quality to save a dollar.                                                                                                                                                                                                                                   |
| Please ensure that next vendor provide quality of uniforms and a variety of sizes and styles                                                                                                                                                                                          |
| Please ensure the quality is better + the prices are affordable.                                                                                                                                                                                                                      |
| Please ensure there is enough of each size available At the beginning of the year. A bigger variety of clothing options would be good as well                                                                                                                                         |
| Please ensure they fulfill the contact terms and do not under-service and over-promise.                                                                                                                                                                                               |
| Please ensure they fulfill the contact terms and do not under-service and over-promise.                                                                                                                                                                                               |
| Please find a supplier that makes proper fit and not so boxy                                                                                                                                                                                                                          |
| Please get mccarthys back                                                                                                                                                                                                                                                             |
| Please get rid of in school wear as the provider. Their clothes were terrible quality. Go back to McCarthy if you can.                                                                                                                                                                |
| Please get rid of ISW - quality is not there!                                                                                                                                                                                                                                         |
| Please go back to Mc Carthy. We still continue to buy all the pieces from them except the crested shirts because their quality and fit are better.                                                                                                                                    |
| Please go back to mcarthys                                                                                                                                                                                                                                                            |
| Please go back to McCarthy                                                                                                                                                                                                                                                            |

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| Please go back to McCarthy                                                                                                                                                                                                                                                                  |
| Please go back to McCarthy                                                                                                                                                                                                                                                                  |
| Please go back to McCarthy                                                                                                                                                                                                                                                                  |
| Please go back to McCarthy                                                                                                                                                                                                                                                                  |
| Please go back to McCarthy uniforms                                                                                                                                                                                                                                                         |
| Please go back to McCarthy!!! The current provider never has what is needed, the uniform quality is very subpar for the price they charge, the female pants dont fit the average girl, and overall ISW is not a good choice. Google reviews offer insight. Please go back to McCartyhhy!!!! |
| Please go back to McCarthy. Or the current provider should include style or cut to fit taller kids                                                                                                                                                                                          |
| Please go back to McCarthy. The quality of their clothes is amazing compared to the awful quality ISW provides.                                                                                                                                                                             |
| Please go back to mccarthys                                                                                                                                                                                                                                                                 |
| Please go back to McCarthy's                                                                                                                                                                                                                                                                |
| PLEASE GO BACK TO McCarthy's !!!!!!! THE QUALITY AT ISW IS AWFUL                                                                                                                                                                                                                            |
| Please go back to McCarthys much better quality of clothing                                                                                                                                                                                                                                 |
| Please go back to McCarthys! Loved the quality!                                                                                                                                                                                                                                             |
| Please go back to McCarthys.                                                                                                                                                                                                                                                                |
| Please go back to McCarthys. They have good quality product.                                                                                                                                                                                                                                |
| Please go back to RJ Mac Cartney. They're product was better than ISW. The material more comfortable and the sizes were what we expect in North America.                                                                                                                                    |
| Please go back to RJ McCarthy!                                                                                                                                                                                                                                                              |
| Please go back to using McCarthy's! They were a more superior quality product, a clean and organized facility, product always in stock - nothing to complain about really.                                                                                                                  |
| Please go back with McCarthy brand or any other that has a similar quality of clothes. The current provider doesn't meet students and parents expectations. After just 2 weeks of school new clothes looked like they were worn for years.                                                  |
| Please have a better uniform provider. The quality of isw is horrendous. I have McCarthy clothes that I bought at a used uniform before my twins started jk (3 yrs ago they are currently in grade 1). It is in better condition then isw less then a year purchased clothing.              |
| Please have all sizes in stock. Better quality long lasting clothes                                                                                                                                                                                                                         |
| Please have McCarthy return back. Their material quality is great                                                                                                                                                                                                                           |
| Please have slim and husky fits. My children are slim and the current Holy Rosary pants are ridiculously wide. It's a joke. They don't even fit without alterations.                                                                                                                        |
| Please keep affordability top of mind recognizing that most families would sooner struggle to pay for the uniforms than seek formal assistance.                                                                                                                                             |
| Please keep environmental impacts of 'fast fashion' on the forefront as well as labour conditions. We must be the change we wish to see in the world.                                                                                                                                       |
| Please keep in mind that uniforms are what students wear for most of the year. Uniforms have previously been uncomfortable, and always either too hot or too cold for many students. Please rectify this with the schools board's new uniform provider.                                     |
| Please keep them as local as possible and ordering online made easy                                                                                                                                                                                                                         |
| Please look for quality and variety at a reasonable price.                                                                                                                                                                                                                                  |
| Please make a better quality product                                                                                                                                                                                                                                                        |



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| Please make it similar to the ones that the we already have as people will feel left it out if you chose to continue with changing the uniforms.                                                                                                                                                             |
| Please make some new uniform pieces that Include nice crew necks or hoodie because if people like the uniform they will stay in uniform.                                                                                                                                                                     |
| Please make sure that the uniform provider can supply clothing at a timely manner. We've experienced long wait times on our orders.                                                                                                                                                                          |
| Please make sure the uniform provider use 100% cotton.                                                                                                                                                                                                                                                       |
| Please make sure they provide pants with elastic on the waist for overweight kids or with belly. The slim fit pants are a waste of money when purchasing for kids which are not slim. Please have the option for the summer pants too. Greatly appreciated. More cotton products please for pants too. Sweat |
| Please make the environment comfortable for the employees like with heaters/air conditioning! They are already overwhelmed with the amount of customers they deal with.                                                                                                                                      |
| Please make the hoodies out of cotton.                                                                                                                                                                                                                                                                       |
| Please no blazers!                                                                                                                                                                                                                                                                                           |
| Please no more ISW.....                                                                                                                                                                                                                                                                                      |
| Please no polyester in uniforms.                                                                                                                                                                                                                                                                             |
| Please not ISW                                                                                                                                                                                                                                                                                               |
| Please offer a wide variety of sweaters for the cold weather.                                                                                                                                                                                                                                                |
| Please offer more of a variety of clothing for all 4 seasons.                                                                                                                                                                                                                                                |
| Please pick a provider that does better quality , you may pay more but it lasts and looks much better on the children                                                                                                                                                                                        |
| Please pick somebody with better quality pants for boys!                                                                                                                                                                                                                                                     |
| Please pick somebody with better quality pants for boys!                                                                                                                                                                                                                                                     |
| Please please please make custom clothes. If something does not fit the provider should provide custom making pants. My kids are very tall and they have a hard time finding pants that are long enough                                                                                                      |
| Please please please only consider navy or black pants (not beige). Females have enough to worry about and don't need the added worry of staining her pants if she gets her period. This is especially traumatizing for girls with social anxiety.                                                           |
| Please please switch back to McCarthys. The quality is terrible at ISW                                                                                                                                                                                                                                       |
| Please provide more options. (Bring back the cardigan and v-neck grey sweater)                                                                                                                                                                                                                               |
| Please refer to number 7.                                                                                                                                                                                                                                                                                    |
| Please remember we have chosen to have uniforms in our school and we spend lots of money for the uniforms . Please make sure this is a fair company for all involved , or there is really no point in having uniforms .                                                                                      |
| Please replace ISW, they have never had the product I need in stock and the quality of the items is terrible                                                                                                                                                                                                 |
| Please return to McCarthy or similar. the ISW uniforms did not fit my kids properly, the quality is poor (pilling after a few washes) and I limited purchases and instead purchased all bottoms through the McCarthy Navy and white store.                                                                   |
| Please review quality over price. Uniforms have poor quality and are not well made.                                                                                                                                                                                                                          |
| Please search for better quality than the current provider. And modifications for special needs students. I'd rather pay more to have better quality than the current provider.                                                                                                                              |

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| Please select a provide who can actually have stock on hand. Uniforms are not a fun thing to buy. There is nothing worse than getting up the energy to spend money on something you don't want to find no stock available, no sample sizes to try in and a wait time of 3-4 weeks to receive items          |
| Please select a provider that has a supply in stock. My son lost his sweater and I went to purchase a new one...they were backordered and it took almost 2 months. This is completely unacceptable. Also the sizing is way off. His shirts say size 2, his sweater is a 3/4...they are all about a size 4.  |
| Please select a provider that uses good quality fabrics, well stocked with shorter wait times for clothing and more fashion forward options for pants. The Current pant selection is absolutely horrible for both girls and boys.                                                                           |
| Please select a provider that will supply quality clothing. The uniforms go through a lot of wear and laundering. The uniforms need to be able to withstand the higher rate of laundering                                                                                                                   |
| Please select a provider who has a better quality product that lasts.                                                                                                                                                                                                                                       |
| Please select a uniform provider that can provide quality uniform items that last and are able to provide stock of items                                                                                                                                                                                    |
| Please select another.                                                                                                                                                                                                                                                                                      |
| Please test the durability:quality (wash and dry to see how they turn out)                                                                                                                                                                                                                                  |
| Please think long and hard with ur new provider as I have a child in elementary school and a second one on its way and I need good quality clothing as they are very active and need a provider that can last as long as them, also more option of clothing for girls like shorts and maybe vest for winter |
| Please use McCarthy's! :)                                                                                                                                                                                                                                                                                   |
| Please, you already know who is the best provider, why not going back? pay more for low quality is ridiculous.                                                                                                                                                                                              |
| Pls change the current company, material is horrible                                                                                                                                                                                                                                                        |
| Pls consider also a better quality of fabric for girl's pants. Present pants has many lint balls.                                                                                                                                                                                                           |
| Pockets in pullover sweaters would be nice. Our current provider makes excellent clothing.                                                                                                                                                                                                                  |
| Poor quality                                                                                                                                                                                                                                                                                                |
| Poor quality fabrics only save money short term...end up buying two shirts due to staining and pilling vs. purchasing one that is durable and comes out of wash looking great week after week.                                                                                                              |
| Poor quality for the price. Always a shortage of products. They wait time is ridiculous.                                                                                                                                                                                                                    |
| Poor quality, ill fitting clothes, terrible service                                                                                                                                                                                                                                                         |
| Poor service limited availability during summer, conditions in the store are poor very hot                                                                                                                                                                                                                  |
| Possibility of using more than provider to create competition that can improve better customer service and prices                                                                                                                                                                                           |
| predict how many items needed and order twice as many for before september so all students will have a uniform for the first day.                                                                                                                                                                           |
| Prefer chain in each region vs small independent store (ie like a Mark's Work Warehouse vs ISW)                                                                                                                                                                                                             |
| Prefer McCarthy                                                                                                                                                                                                                                                                                             |
| prefer McCarthy's due to selection                                                                                                                                                                                                                                                                          |
| Prefer McCarthys. Do not like ISW                                                                                                                                                                                                                                                                           |
| prefer not to have uniforms at all                                                                                                                                                                                                                                                                          |

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| Prefer quality workmanship and quality materials such as cotton. These items are in the wash often and need to last, current provider does not have that level of quality, items need to be replaced often.                                                                                   |
| Prefer somew                                                                                                                                                                                                                                                                                  |
| Preferably to be in town.                                                                                                                                                                                                                                                                     |
| Prefers a good quality uniform                                                                                                                                                                                                                                                                |
| Price - the uniforms are expensive, Variety - Finally selection is key- just about every parent has complained about lack of variety for pants, location, free shipping regardless of amount spent, stock, is possible for the Board amend their policy so that there is an out, Transparency |
| Price affordable.                                                                                                                                                                                                                                                                             |
| Price is always an issue. Currently the cost is too expensive.                                                                                                                                                                                                                                |
| Price should be affordable to all families.                                                                                                                                                                                                                                                   |
| Price should be first priority, the clothing is worn for such a short period of time since they put grow so quickly. More opportunities for selling of old uniforms or exchange program.                                                                                                      |
| Price...need to be more economical and inventory more readily available. \$40 for school pants is far to high when you consider what it actually costs to make them.                                                                                                                          |
| Prices are already high and quality not the greatest especially white shirts turn yellow after only few washes ... terrible fabric                                                                                                                                                            |
| Prices are high and quality is ok. Up the quality so we don't feel ripped off. Cheaper standard options are available for much less at Gap etc that is equal or better quality for a fraction of the price.                                                                                   |
| Prices need to be online with quality                                                                                                                                                                                                                                                         |
| Prices need to be reasonable with decent quality                                                                                                                                                                                                                                              |
| Prices seem to be a lot higher with ISW then Mc                                                                                                                                                                                                                                               |
| Prices should be more affordable                                                                                                                                                                                                                                                              |
| Prices, pants were very expensive. Bulk pricing for parents                                                                                                                                                                                                                                   |
| pricing is important, retailers provide same basic items (pants) at much better prices                                                                                                                                                                                                        |
| Pricing, kids grow fast ! They need to lower the prices ,                                                                                                                                                                                                                                     |
| pricing/value is most important                                                                                                                                                                                                                                                               |
| Product availability in store could be improved, frequently items are back ordered.                                                                                                                                                                                                           |
| Product needs to be available at all times...not 6 week wait                                                                                                                                                                                                                                  |
| Products from in school wear no a good fit or quality, always on back order                                                                                                                                                                                                                   |
| Provide accurate sizing - such disparity between waist sizes from uniform store and all other retail stores.                                                                                                                                                                                  |
| Provide clothes that are comfortable, ISW shirts and pants are 100% polyester. Also pick a provider that offers more pant choices                                                                                                                                                             |
| Provide more dates where students do not have to go to one central location but rather to their school location to purchase uniforms. Going to one central store with high schools and elementary schools is chaotic and crowded especially in August.                                        |
| Provide more options so that it provides us convenience                                                                                                                                                                                                                                       |
| Provide options for more layering of clothing such as vests, cardigans, etc.                                                                                                                                                                                                                  |
| Provide sweatshirts without hoods!                                                                                                                                                                                                                                                            |
| Provider for any school in Burlington should be located in Burlington!                                                                                                                                                                                                                        |

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| Provider should be able to offer kid comfortable quality pieces that are durable and long lasting                                                                                                                                                                                                        |
| Provider should be able to supply the demand. Every time I go in to the current supplier they don't have what I need in stock.                                                                                                                                                                           |
| Provider should be environmentally friendly                                                                                                                                                                                                                                                              |
| Provider should have a sample size of every piece of clothing on site for trials and future orders.                                                                                                                                                                                                      |
| Provider should have staff that are knowledgeable about the clothing items and are able to serve customers in a friendly and efficient manner.                                                                                                                                                           |
| Provider should have uniforms avail email for purchase at all times , and not telling parent s the uniform is out of stuck.                                                                                                                                                                              |
| Provider should provide discounts or coupons. Parents should be the deciding factor and not anyone from the school board or committees                                                                                                                                                                   |
| Provider who is already known                                                                                                                                                                                                                                                                            |
| Providers should be prepared for the demand for uniform pieces- in recent years many items are on back order even with early summer ordering- many not available until well into the school year. The ability for the provider to keep up with supply and demand needs to be a factor for consideration. |
| Proximity to home is most important for me                                                                                                                                                                                                                                                               |
| Quality needs to be at the forefront, the current provider has shirts that are see-through and I've had to wait too long for items purchased in the summer, starting school without them for nearly a month.                                                                                             |
| Quality - the current provider does not provide quality pieces that last.                                                                                                                                                                                                                                |
| Quality and availability of product are important                                                                                                                                                                                                                                                        |
| Quality and comfort a priority.                                                                                                                                                                                                                                                                          |
| Quality and comfortable clothing is of the utmost importance.                                                                                                                                                                                                                                            |
| Quality and durability are most important.                                                                                                                                                                                                                                                               |
| Quality and fair prices                                                                                                                                                                                                                                                                                  |
| Quality and fit options most important                                                                                                                                                                                                                                                                   |
| Quality and fit was much better with our previous provider                                                                                                                                                                                                                                               |
| Quality and price point. Also availability.                                                                                                                                                                                                                                                              |
| quality clothing, customer service and availability of items was missing with the current supplier. Having a store in town was a big plus though                                                                                                                                                         |
| Quality has to be good. I don't want syntetic materials                                                                                                                                                                                                                                                  |
| Quality is extremely important. Uniforms are washed daily in our house and need to stand up to the wear and tear of children at play. ISW is terrible quality. I have McCarthy pieces at are 7 years old and are in better condition than ISW items purchased this year. Please do not renew with ISW!!! |
| Quality is extremely important. Knowledge and definitely customer service                                                                                                                                                                                                                                |
| Quality is good. Pants are horrible                                                                                                                                                                                                                                                                      |
| Quality is important                                                                                                                                                                                                                                                                                     |
| quality is important but cost should also be reduced especially if you are servicing a large quantity of students.                                                                                                                                                                                       |
| Quality is important environmental factor as well... if clothing is poor quality and wears quickly(holes, broken zippers on sweaters etc) they are tossed out. Considering the number of students who wear our uniforms this is a lot of waste to put in landfill if the quality is poor.                |

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| Quality is important. With the current provider I have had to replace numerous items due to the seams coming apart.                                                                                                                                                                                  |
| Quality is key                                                                                                                                                                                                                                                                                       |
| Quality is key. Present supplier does not match up to previous supplier                                                                                                                                                                                                                              |
| Quality is not good                                                                                                                                                                                                                                                                                  |
| Quality is of utmost importance. Ideal if pieces could be handed down to younger students and last through multiple wears and washes                                                                                                                                                                 |
| Quality is of utmost importance. Also, it would be great if there were a service available to repair pant closure pieces.                                                                                                                                                                            |
| Quality is poor compared to McCarthys but service is leaps and bounds better.                                                                                                                                                                                                                        |
| Quality is so important!! McCarthys uniform is better quality overall and has stood the test of time. Pieces used for for years with weekly washing have not faded, ripped or pilled. Two children have worn these pieces and they are still good and wait to be used by a younger sibling!          |
| Quality is so important, I can't afford my pants ripping all the time. The sizing and overall fit of the items (especially pants) is crucial... if it has great quality and good fits kids are more inclined to be in uniform then out of it.                                                        |
| Quality is the most important, needs to to prove that their uniforms can with stand being washed multiple times a week and not wear out before they are grown out of. In the UK uniform suppliers guarantee that if the uniform wears out before the child goes out of it they will replace.         |
| Quality is the most important. The school clothes get washed regularly and young kids in particular are quite hard on their clothes, so having low quality clothing that falls apart after 4-5 months and is still expensive is really, really annoying - creates unnecessary waste and expenditure. |
| Quality is unsatisfactory.                                                                                                                                                                                                                                                                           |
| Quality is very important as uniforms are to be worn on a daily basis, to avoid ripping especially for pants (knees )                                                                                                                                                                                |
| Quality is very important to me as well more comfortable options (i.e. joggers for boys) and quick access to clothing (no backorders)                                                                                                                                                                |
| Quality is very important.                                                                                                                                                                                                                                                                           |
| Quality is very important.                                                                                                                                                                                                                                                                           |
| Quality materials                                                                                                                                                                                                                                                                                    |
| Quality materials, family owned. Lasts                                                                                                                                                                                                                                                               |
| Quality matters (ie- won't fall apart after a few washes) and the comfort of the material.                                                                                                                                                                                                           |
| Quality matters to me and so does price. Maybe if the schools took less from the sales we could get quality for less. If that happens of coarse... but I'm sure it does as if it wasn't the case we would all be shopping at the gap/old navy for uniform pieces.                                    |
| quality matters, these items are worn and washed frequently, they need to last                                                                                                                                                                                                                       |
| Quality of clothes, seams, fabric, wearability, comfort should be a providers priority.                                                                                                                                                                                                              |
| Quality of clothing and fabric should be a top priority. Uniform items should not look tarnished after initial washing.                                                                                                                                                                              |
| Quality of material that lasts is extremely important                                                                                                                                                                                                                                                |
| Quality of materials should be key, and comfort for kids                                                                                                                                                                                                                                             |
| Quality of pants with current provider is poor. Pants looked used after 2 wears. Material loves fluff.                                                                                                                                                                                               |
| Quality of shorts and sweaters are terrible                                                                                                                                                                                                                                                          |

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| Quality of the clothes. I had shorts rip the first time they were worn. Also the fit should be somewhat current. Not wide leg trousers.                                                                                                                                                                     |
| Quality of the current provider is very cheap however cost is at a premium rate compared with the previous provider                                                                                                                                                                                         |
| Quality of the uniform is important and ISW uniforms are poor quality.                                                                                                                                                                                                                                      |
| Quality over price. ISW products are crap and only last for a couple of washes before pilling.                                                                                                                                                                                                              |
| Quality over quantity. Boys bottoms are currently very                                                                                                                                                                                                                                                      |
| Quality pieces, variety for boys and a great online ordering system. Those are top 3 priorities                                                                                                                                                                                                             |
| Quality reflective of the cost, excellent customer service and convenient location                                                                                                                                                                                                                          |
| Quality yet affordable                                                                                                                                                                                                                                                                                      |
| Quality!!!                                                                                                                                                                                                                                                                                                  |
| quality, comfort, and current                                                                                                                                                                                                                                                                               |
| Quality, comfort, and price are priority. The cost is far less than the other clothes desired daily. The kids wear these everyday and if there is quality repurchasing is reduced                                                                                                                           |
| Quality, consistency, stock and customer service are very important. I've been very disappointed with every aspect of InSchool Wear. McCarthy was a great provider and I'm not sure why the Board switched in the first place                                                                               |
| Quality, customer service, reliable, warranty                                                                                                                                                                                                                                                               |
| Quality, durability and comfort are very important. My children have very sensitive skin and the poly blends are terrible for them. Cotton options would be very important to us as well as proper fitting clothes. I don't think kids should be in the position of only feeling comfortable to wear shorts |
| quality, feel of items, and choice is very important. What one of my kids likes ""rugger pants Choose a supplier that will give family discounts to families with multiple children                                                                                                                         |
| Question 4 - while I would prefer good quality, the clothes don't need to last more than a year or two. I don't want the material to be pilling or having holes but it doesn't need to last forever. Having some sort of stain blocking would be great for the white shirts too. Thank you!                 |
| Question 4 how can the uniforms get any lower in quality? Even the Cadet uniforms are better quality and they were made in world war 1                                                                                                                                                                      |
| Question 4 is ridiculous....how about a provider that provides quality pieces for a reasonable price. Quality should NOT come at a higher price. If the board goes with a provider that costs more than ISW or what McCarthys previously was, they will continue to find alternative options.               |
| Quicker ordering time, 4-6 weeks is too long. I can't predict when the uniform is going to wear out/when a growth spurt is going to happen. Kids live in the uniforms 5 days of the week. Worse quality than Carters but similar price.                                                                     |
| quit switching providers                                                                                                                                                                                                                                                                                    |
| R J McCarthy uniform selection and pieces were great value and quality.                                                                                                                                                                                                                                     |
| re the school shirts - the current placement of the school logo on the shirt is terribly uncomfortable for my daughter and she needs to wear an undershirt(fine in the winter, but too hot to wear one in the summer!) The underside of the logo is very scratchy and causes chafing.                       |
| re: #4 - means different things to different people - quality for price now seems good, for a high school student.                                                                                                                                                                                          |
| Re: question 4 - I believe the current uniform prices are already high, so would not like to see any increase. The uniform provider should be able to offer a range of quality pieces at reasonable prices - less than \$40 for bottoms; less than \$25 for tops.                                           |

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| Really did not like the last store the quality was horrible the customer service was OK and they never really had stock always back ordered wear the uniform store in Oakville that we had before them was amazing we never had a problem and my kids shared their clothes for a couple of years really liked the quality of uniforms provided by McCarthys vs ISW. |
| Really loved the quality of rjm! Isw was not the best quality and more expensive                                                                                                                                                                                                                                                                                    |
| Really, the quality is just awful                                                                                                                                                                                                                                                                                                                                   |
| Reasonable price for good quality. A uniform piece should last at least one school year , and extra length needed on ALL pants required as costs to alter bigger sizes to obtain extra inches just too costly                                                                                                                                                       |
| reasonable pricing                                                                                                                                                                                                                                                                                                                                                  |
| Reasonable pricing                                                                                                                                                                                                                                                                                                                                                  |
| Recommend quality, clothes are destroyed very quickly and cost a lot                                                                                                                                                                                                                                                                                                |
| Reinforced knees are great for elementary kids!                                                                                                                                                                                                                                                                                                                     |
| Removing restrictions on pants suppliers would be ideal.                                                                                                                                                                                                                                                                                                            |
| Replace the current one. ISW is the worst.                                                                                                                                                                                                                                                                                                                          |
| Resolve stock issues and reduce order timelines, colours of pants and tops should match, sizing/fit issues resolved, track pants for boys as girls have yoga pants, quality of some fabrics needs to be improved                                                                                                                                                    |
| Respect the different budgets of families. Although I'm in a position where I'm not concerned personally, I would hope that this is respected for those who might be in a tight budget.                                                                                                                                                                             |
| Return policy is crucial! Often to avoid the rush/ back orders or to budget wisely, I order in advance. And if the tag is still on an item & unused, Stress Free RETURNS/exchanges are a must! 2. Online orders should give free shipping if done well in advance plus free store pick up.                                                                          |
| Return to McCarthys                                                                                                                                                                                                                                                                                                                                                 |
| Rj mcarthy items more durable                                                                                                                                                                                                                                                                                                                                       |
| RJ McCarthy uniforms were a bit more but the material lasted. I was able to pass along to another child. I find with ISW my daughters shirts are balled and warm looking the material feels cheap .                                                                                                                                                                 |
| RJ McCarthy was a fantastic supplier and have been since I was a child. Quality items, sufficient stock levels and great customer service.                                                                                                                                                                                                                          |
| RJ McCarthy was more expensive but the quality of the clothes are a lot better                                                                                                                                                                                                                                                                                      |
| RJ McCarthy was way way way better in terms of uniform quality and customer service. Please switch back to them. ISW is terrible quality and really had customer service.                                                                                                                                                                                           |
| Rj McCarthy's quality and service was much better than ISW. We would prefer to renew our contract with them.                                                                                                                                                                                                                                                        |
| RJM has been around for years and is way better then the garbage we are purchasing these days.                                                                                                                                                                                                                                                                      |
| RJM would be a great provider. Better quality and a provider that's reliable                                                                                                                                                                                                                                                                                        |
| Sadly none are willing to compete with regular clothing stores on price/quality/selection. Using them only serves to limit choices and increase prices. What are you thinking?                                                                                                                                                                                      |
| Same as 7. It's important that the provider consider comfort and age appropriate clothing. The pants options horrible currently and completely not age appropriate for ie. kindergarteners.                                                                                                                                                                         |
| Same as above. It breaks my heart to see my daughter struggle to find uniform pieces that fit, since she's not skinny.                                                                                                                                                                                                                                              |
| Savings when buying multiple items. More you spend more you save.                                                                                                                                                                                                                                                                                                   |
| Scheduled time for fitting sessions to reduce wait times                                                                                                                                                                                                                                                                                                            |

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| School uniforms should have minimal school recognition for safety. I don't think students should be identifiable by their school. All uniforms should be generic in nature.                                                                                                                                |
| Schools that have uniforms in place should have a consistent enforcement policy across the board!                                                                                                                                                                                                          |
| See above. Make it easier, allow kids to wear white shirts and blue pants from children's place. The goal of uniform in my opinion is to help curb bullying and class creation from name brands. Children's place is affordable, always has availability of all size and the kids will still look the same |
| See previous comment. Would pay slightly more if it means better quality clothing and customer service.                                                                                                                                                                                                    |
| Select a vendor that can handle the scale of the contract                                                                                                                                                                                                                                                  |
| Select comfortable, nice looking yoga style pants for the girls.                                                                                                                                                                                                                                           |
| Selection always an issue; sizes are often not true to child retail sizes; fit is almost always off. The material is of bad quality - the shirts after a couple wears and washes looks like it is old with piling and stains often do not come out in wash.                                                |
| selection too small/ need more pieces                                                                                                                                                                                                                                                                      |
| Selling better quality yoga pants                                                                                                                                                                                                                                                                          |
| Sensory friendly options should be available. Embroidered shirts are not great for kids with autism and are highly sensitive to touch. Please go back to McCarthys. The prices and quality were far far better. ISw has very ill fitting clothing, especially for the young kids                           |
| Shorter delivery                                                                                                                                                                                                                                                                                           |
| Should be able to apply school crest on our own but also have the option to buy clothing with it on                                                                                                                                                                                                        |
| Should be allowed to buy pants and shorts anywhere. The ones sold through the provider do not match the tops anyway.                                                                                                                                                                                       |
| Should be located near the schools                                                                                                                                                                                                                                                                         |
| Should be organized, have a user friendly online site, be courteous and helpful. Have sample sizes for all uniform items. There are not enough size choices available for young husky sizes (or sizes for tall students in high school).                                                                   |
| Should have a standard, not a sole provider. This makes no sense in a free, democratic fair society. May the best competitor prevail.                                                                                                                                                                      |
| Should have slim/average/husky choices in all items                                                                                                                                                                                                                                                        |
| Should have the option to use 'regular' (non-school specific) items, such as plain white/black polo shirts and plain navy pants. Uniforms are never on sale, and ability to use plain items makes financial sense. Also, students can wear the 'plain' top/plants on other occasions, not just for school. |
| Should not be mandatory if can find the same colour garment else where.                                                                                                                                                                                                                                    |
| Side of pants always tearing                                                                                                                                                                                                                                                                               |
| Single supplier is problematic. Allow for purchase of generic items through Old Navy or similar stores.                                                                                                                                                                                                    |
| Sizes are off, they fade like crazy and kids don't like the cuts                                                                                                                                                                                                                                           |
| Sizes that are normal! Some are so off and don't fit the kids properly as well as poorly made!                                                                                                                                                                                                             |
| Sizing has to be better according with kids size                                                                                                                                                                                                                                                           |
| Sizing, quality, availability are important                                                                                                                                                                                                                                                                |
| Slender and husky should be an option . Not flare. No one wears flare. Also polyester doesn't breathe. My son can't wear the pants. He's in high school now.                                                                                                                                               |
| Small waist. Long legs.                                                                                                                                                                                                                                                                                    |



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| So far customer service with current provider great even if items on back order they are fair and answer promptly, love the pants - organic cotton for shirts and sweaters would be easier for allergies rashes                                                                                       |
| Soft fabrics very important; some fabrics itch                                                                                                                                                                                                                                                        |
| Someone that can provide better quality and less wait time for back orders.                                                                                                                                                                                                                           |
| Someone with better quality products than what we are being provided right now . McCarthys was great                                                                                                                                                                                                  |
| something simple like shirts and pants available from providers such as old navy are quite acceptable                                                                                                                                                                                                 |
| Something that does not crumple at the very first wash!                                                                                                                                                                                                                                               |
| Sport pants for boys need to be better. Having the zipper at the end of the pant is completely unnecessary and prevents us from hemming the pants. In our case, my son needed a larger size for the waist. As a result, he has pants that are too long for him and can't be hemmed.                   |
| staff that are willing to assist with sizing and choices in store - this is not the case with current provider bs. Previous provider                                                                                                                                                                  |
| Stain resistant would be great especially for the white shirts                                                                                                                                                                                                                                        |
| Stick with who you already have.                                                                                                                                                                                                                                                                      |
| Stock available, pre Order form                                                                                                                                                                                                                                                                       |
| Stock... every time we go there is never stock in what we need!                                                                                                                                                                                                                                       |
| Stop changing providers all the time                                                                                                                                                                                                                                                                  |
| Stop changing providers.                                                                                                                                                                                                                                                                              |
| stop changing them                                                                                                                                                                                                                                                                                    |
| Stop choosing unknown providers and choose quality providers that can actually deliver affordable uniforms that don't rip/break/tear                                                                                                                                                                  |
| Stop getting rich off hard working parents, offer customer service, stop using uniforms as fund raising tools, allow kids who want to wear a non regulation garment to keep themselves warm. I despise and loath the uniform requirement as it is nothing but a rip off, make teachers wear uniforms. |
| Stores should be close to schools                                                                                                                                                                                                                                                                     |
| Strongly ask to move to a more flexible policy about uniforms providers. Establish uniforms guidelines and allow parents choose where to buy them. There are so many affordable options out there. The restriction to one supplier only is not only expensive for parents but also unnecessary.       |
| Style and selection are important.                                                                                                                                                                                                                                                                    |
| Sufficient quantity in peak times is very important                                                                                                                                                                                                                                                   |
| Supplier should provide higher quality clothing. Zippers keep breaking on sweaters. While ISW exchanges the product, it is wasteful to discard clothes before they are worn out. I had McCarthy uniforms when I went to school and never had to repair a piece of clothing.                           |
| supply chain needs to be improved from current provider ... my child had to wait almost three months for two pairs of pants                                                                                                                                                                           |
| Supplying pants in various lengths for all sizes. Currently the larger pants come in one length which results in more cost to hem.                                                                                                                                                                    |
| Support a local business if possible                                                                                                                                                                                                                                                                  |
| Sweatpants uniforms                                                                                                                                                                                                                                                                                   |
| Sweatshirt/hoodie option is good                                                                                                                                                                                                                                                                      |

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| sweatshirts should be better quality and not gender neutral, because sizing is different.                                                                                                                                                                                                 |
| Switch back to McCarthy                                                                                                                                                                                                                                                                   |
| Switch back to McCarthys!                                                                                                                                                                                                                                                                 |
| Switch happens at the beginning of school year and not the middle                                                                                                                                                                                                                         |
| Switch to crests.                                                                                                                                                                                                                                                                         |
| Take away uniforms                                                                                                                                                                                                                                                                        |
| take away uniforms and let kids wear their own clothes.                                                                                                                                                                                                                                   |
| Take the pieces from McCarthy's & tell them this is what we want.                                                                                                                                                                                                                         |
| Take the pieces from McCarthy's & tell them this is what we want.                                                                                                                                                                                                                         |
| Take the pieces from McCarthy's & tell them this is what we want.                                                                                                                                                                                                                         |
| Tan pants are not a good colour idea for females in secondary due to leaks during their menstrual cycle                                                                                                                                                                                   |
| terrible hours. I find it really hard to get to the other end of Burlington by 5:30                                                                                                                                                                                                       |
| Terrible size variances. Frequently out of stock for long periods of time (e.g. ordered shorts in August and got them in November when the weather was no longer hot. Very poor service. Would like to use a better company in the future.                                                |
| Test the clothing prior to committing; have trial families who wear the items and wash them as they would normally, let them decide who to choose.                                                                                                                                        |
| The 100% cotton is the best material, also kids in elementary like bright colours, at Lumen Christi we have dark blue..why it cant be brighter?                                                                                                                                           |
| The actual provider does not meet my uniform expectations                                                                                                                                                                                                                                 |
| The back orders were problematic. This could be the 3rd provider since my children started at their school. It's ridiculous and should not keep changing. This demonstrates that it is not about students looking the same, but about rebates.                                            |
| The Board should implement a clause in the agreement whereby the contract can be terminated if the supplier is not abiding by the conditions. Current supplier promised parents additional pant options that never came to fruition. Waiting months for items to come in is unacceptable. |
| The clothing has to be suitable for children. My son cannot fit into the current pants – at all.... the shirts are okay - but the bottoms are impossible.                                                                                                                                 |
| The clothing should be breathable for the warmer weather. The quality of clothing and zippers should be better. And if a zipper is broken for example, the the uniform company should replace the garment no questions asked!                                                             |
| The colour and fabric is very low quality compared to the price                                                                                                                                                                                                                           |
| The cost of isw is too high. Need to find lower cost options                                                                                                                                                                                                                              |
| the current offering at ISW is very cheap and not durable especially for the younger kids who are constantly on their knees.                                                                                                                                                              |
| The current pant options are terrible.                                                                                                                                                                                                                                                    |
| The current provider (ISW) is subpar. The garments are of poor design and quality and should not be considered for future contracts.                                                                                                                                                      |
| The current provider has been notorious for producing low quality products. Prices do not go along the quality of the products offered.                                                                                                                                                   |
| The current provider has not been able to provide sizes that fits that work for my children and the quality is worse than the previous provider. Stocking has also been an issue.                                                                                                         |

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| The current provider has noticeably inferior quality while still charging prices similar to McCarthy's, which has superior quality.                                                                                                                                                                           |
| The current provider has poor quality items as well as ill fitting clothing. Their items are also synthetic blends. The New provider should have items that fit children of all sizes properly, with many choices in pieces. Their items should also be of natural fibres such as cotton instead of blends    |
| The current provider has very poor quality. Shrinkage was 6" in pant length. Nothing preshrunk!! Therefore nothing could go in the dryer. For people who don't have a lot of money to buy multiple items it's impossible to wash and hang dry overnight for next day use. And very few options for tall child |
| The current provider is inadequate. Uniforms are nearly always out of stock and are of very poor quality.                                                                                                                                                                                                     |
| The current provider is not as good as previous provider. The quality of products is less and the quality of customer service is lower.                                                                                                                                                                       |
| The current provider is terrible. No stock, long waits, poor customer service.                                                                                                                                                                                                                                |
| The current provider is terrible; quality, service and availability I would rate 0/10                                                                                                                                                                                                                         |
| The current provider never has any stock. It's ridiculous. Hopefully the board will choose a new provider that knows how to order and stock appropriate quantities                                                                                                                                            |
| The current provider never has the items I need. I've been waiting for pants for my son since October. He only has one pair that I've had to stitch twice.                                                                                                                                                    |
| The current provider of uniforms fails to keep regular stock. The quality and fit is poor                                                                                                                                                                                                                     |
| The current provider wouldn't be on my list of choices - EVER                                                                                                                                                                                                                                                 |
| The current provider, ISW's quality of clothing is very low grade and disappointing.                                                                                                                                                                                                                          |
| The current providers garments are poor quality. After only a single wash the clothes begin to pill. Also the wait times to receive clothes is unacceptable. Oftentimes we wait for months for a single item. Pick anybody else.                                                                              |
| The current providers quality is very poor as is the availability, sizing and customer service.                                                                                                                                                                                                               |
| The current quality is awful. I have had to return every pair of pants purchased.                                                                                                                                                                                                                             |
| The current quality is not good. Boys pants pill, girls pants stretch out of shape. Horrible quality. I can't see many of the pieces lasting more than a year                                                                                                                                                 |
| The current quality of pants and skirts is terrible and look very worn just after 2 washes. I have stopped purchasing these items due to that reason.                                                                                                                                                         |
| The current uniform polo shirts have bands on the sleeves that are so small that my 4 yr old, who sits in the 90% percentile for height and 30% for weight is in a 6/7 polo shirt and the bands on the sleeve are tight on him though the shirt is big. Ideally a stitched seam instead of an arm band        |
| The current uniform provider has changed the material of the fabric with cheaper quality fabric. I have gone through several pants for my kids because the pants are tearing easily on the knee during play. The uniforms are quite expensive when considering the quality of the material.                   |
| The current uniform provider is beyond awful. The quality has dropped significantly, the selection is limited and the customer service is atrocious. This is my first child in uniform but growing up our uniforms were from RJ McCarthy's and yes we paid more but they still looked new after a year.       |
| The current uniform provider is very expensive and low quality. The uniform designs are bad and they always are low on stock.                                                                                                                                                                                 |

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| The current uniform provider, ISW, has horrible quality. The Yoga pants for girls are complete garbage after one wash (washed on delicate and hang to dry!). I have never seen such poor quality materials.                                                                                                  |
| The current uniform seems much lower quality than the previous RJ McCarthy one. The shirts pill immediately, the shorts are unsuitable for cold weather and the pants are so unstylish that most students are wearing shorts year-round with track pants over them. It looks sloppy and defeats the purpose. |
| The current uniform supplier is very poor quality. After only a few washes the pants look horrible. Also it is very difficult to find slim pants that are long enough for my son                                                                                                                             |
| The current uniforms are expensive and very low quality. Walmart brand pants are less then half price and better quality. ISW informs has no quality, both pants and sweaters has broken zippers just after a few weeks. Also the Oakville store never has in stock the size we need.                        |
| The current uniforms are of very poor quality and delivery times of clothing items is too long.                                                                                                                                                                                                              |
| The embroidery only adds cost and is unnecessary - without the crest parents can choose to get uniforms from any of the major retailers that now offer them- joe fresh, old navy, gap, children's place - they all provide better quality for a low price - can take advantage of deals/much better service  |
| The experience with ISW is horrible and they do not have any items available nor are their turnaround times acceptable. My daughter did not have pants until January when ISW became the supplier.                                                                                                           |
| The fabric for the pants must be stretch. That will make the items much more durable                                                                                                                                                                                                                         |
| The fabric is horrible                                                                                                                                                                                                                                                                                       |
| The fit should be better                                                                                                                                                                                                                                                                                     |
| The functionality of the pieces should be considered. My daughter can't get ISWs dresses on, or is swimming in the next size up. She currently wears hand me downs from the previous supplier                                                                                                                |
| The garments are poor quality                                                                                                                                                                                                                                                                                |
| The hoodies offered this year are awesome, great quality, emblem is lovely and good quality. Pants are all really bad, a better athletic option For boys would be better. Need to be more durable..                                                                                                          |
| The idea of having a uniform is great and should continue, but the provider should not be allowed to take advantage of being an exclusive provider and charge so much money for low quality clothing.                                                                                                        |
| THe ISW uniforms are very thin, and such poor quality. The piling on them is horrible.                                                                                                                                                                                                                       |
| The ISW uniforms for Bishop Reding so not look good. Ask students before deploying a new selection.                                                                                                                                                                                                          |
| The isw yoga pants pill easily and are terrible quality.                                                                                                                                                                                                                                                     |
| the last time provider was switched, their was not enough uniforms for the grade 9                                                                                                                                                                                                                           |
| The material used in the elementary girls' pants is prone to pilling and seems to wear easily in high use areas like the knees. The elastic waist also seems less elastic after only 4 months of use.                                                                                                        |
| The new uniform provider is terrible. Go back to MCarthys                                                                                                                                                                                                                                                    |
| The old style girl shorts from McCarthy with some stretch seem to be in high demand at the used uniform sales at Notre Dame. It would be great to get that style if shorts back. Also the ISW shorts for men were too short and so the McCarthy men's shorts were also in high demand at the used sale.      |

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| The on going complaint about uniforms has been regarding high costs and poor quality.                                                                                                                                                                                                                |
| The pants are extremely out of style that are available and don't fit slim builds well.                                                                                                                                                                                                              |
| The pants are so uncomfortable can you make them tighter at the ankles                                                                                                                                                                                                                               |
| The pants aren't warm during days that are in the minuses for people who walk to school or who have a portable and we all want sweat pants for those days. And maybe you guys made the pants more modern than maybe people would wear them                                                           |
| The pants do not fit properly. My son is in third grade and is average height, however, when i went up a size bc of length the waist was too big and the width was far too large and looked sloppy. I MUCH prefer McCarthy.                                                                          |
| the pants on girls uniforms should have back pockets                                                                                                                                                                                                                                                 |
| The patterns need to be designed to fit the kids. It's common to see jackets with extremely long sleeves (ridiculously long) or tight fit around the belly. This is specially significant for younger students. Adjustable waistbands would be a nice option too, at least in the smaller sizes.     |
| The previous provider was an all round better choice as a uniform provider. I have been less than satisfied with current provider on numerous occasions over last few years.                                                                                                                         |
| The price of uniforms should be reasonable                                                                                                                                                                                                                                                           |
| The prices are too high for the quality                                                                                                                                                                                                                                                              |
| The process was not transparent enough in the past. The switch from McCarthy's to the current provider was one of one poor provider to a worse one. Sell the school patches and let parent's buy the uniforms from big box retailers - school logos can be sewn on after.                            |
| The provider needs to be able to understand the market and have enough Customer Service Associates during the last 2 weeks of August ( the busiest period), to reduce wait times in store                                                                                                            |
| The provider needs to be over -stocked in sizes so that there is no shortage of items at the very beginning of school year. The employees need to be polite and helpful. The material needs to be of quality and pants used in winter need to be warm enough not paper thin for winter and fit well. |
| The provider should be more professional .                                                                                                                                                                                                                                                           |
| The provider should have a policy that guarantees generic items always in stock or they are free/discounted , e.g. navy blue pants in sz 10 should never be out of stock or on back order for 6 weeks. (Most parents will go to Old Navy instead of waiting).                                        |
| The provider should price their products fairly since they are providing uniforms to a lot of families.                                                                                                                                                                                              |
| The provider we had in 2019 was terrible                                                                                                                                                                                                                                                             |
| The providers should have a large quantity of items in stock. The current provider sells out fairly quickly and it takes WEEKS to replenish the items in need.                                                                                                                                       |
| The quality and durability of the uniforms are of great importance to me as they do not come cheap as there should be value for the money spent purchasing them                                                                                                                                      |
| The quality and fit of the current provider has not been satisfying, I would favour a change                                                                                                                                                                                                         |
| The quality and sizing of our present uniforms are VERY disappointing. They DO NOT properly fit the various sizes and shapes of my own 3 children. Body image is so important at this age! Students need a variety of styles to choose from to ensure that it fits a variety of body types.          |
| The quality and wait times during regular school year (never mind peak season) are unacceptable. Previous provider offered higher quality product and much faster.                                                                                                                                   |
| The quality between the current provider and the previous provider has decreased significantly. The material feels awful and the sizing is all off.                                                                                                                                                  |
| The quality is horrible, my kid is slim and tall so the pants and skirts just fall off                                                                                                                                                                                                               |

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| The quality is important because in the past experiences the fabric of the pants had problems                                                                                                                                                                                                                |
| The quality is so important. Pulling of items after only 1-2 washes is not acceptable. And availability of items - to go in November and December and have only one sweatshirt available in an adult size is just not acceptable customer service. And having a provider that is organized is critical       |
| The quality isn't the best. They always seem to be unprepared for the school year                                                                                                                                                                                                                            |
| The quality must be better. I would like to be able to wash a garment more than once and not have it diminish in quality.                                                                                                                                                                                    |
| The quality needs to be better! Paying all this money for these articles to fall apart.                                                                                                                                                                                                                      |
| The quality of clothes should be higher to stop parents from having to buy new sets every school year                                                                                                                                                                                                        |
| The quality of isw is lower than when we were with McCarty yet we pay the same price makes no sense . I'd prefer you return with McCarty better quality for same price                                                                                                                                       |
| The quality of material/workmanship from current provider provider is no where close to McCarthy's uniform. Not only should we be choosing uniforms that are made ethically - we should be thinking of our environment and be closing good quality clothes that last so poor quality ones r not in landfills |
| The quality of the ISW uniforms is very poor. I have had to replace many pieces. Even though there is a guarantee, this is a hassle. Just make them better to begin with. We never had a problem with McCarthy's.                                                                                            |
| The quality of the materials presently is very poor. Also there is no variety especially for to keep the children warm in the fall winter and spring. It would be great to have more hoodies available and or a spring jacket that could be worn when having to walk between portables etc                   |
| The quality of the shirts changed within a school year, the fabric feels a lot cheaper, but the price remained the same.                                                                                                                                                                                     |
| The quality of the uniform pieces should be of the utmost importance.                                                                                                                                                                                                                                        |
| The quality should not be compromised by a lower price point. Look at children's clothing stores and you'll see its possible to have soft breathable cotton that doesnt pill and us reasonably priced.                                                                                                       |
| The quality was inconsistent the last 3 years                                                                                                                                                                                                                                                                |
| The quality we currently have with ISW is horrible!                                                                                                                                                                                                                                                          |
| The shirts are never in stock. Unacceptable.                                                                                                                                                                                                                                                                 |
| The shorts my son got this year were a complete joke. There were way too short. Like something from the 80's. Does nobody from the board have the responsibility to ensure the products meet a minimum level. Shorts that are 4 inches too short are ridiculous.                                             |
| The sore is horrible. Long lines with no organization. The availability of items was very poor and they took forever when ordering online. My daughters love the cut of the girls pants and shirts. The clothing we do have are great!                                                                       |
| The stock available in 2017/18 was good. The following year it was horrible quality                                                                                                                                                                                                                          |
| The store location in Milton is terrible and unsafe (lack of lighting and unpaved parking lot).                                                                                                                                                                                                              |
| The store should have air-conditioning (esp. when most uniform purchases are made over the summer months).                                                                                                                                                                                                   |
| The sweaters aren't thick enough to keep students warm during winter. Having thicker crew necks would make the students warmer and they would like the style.                                                                                                                                                |

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| The UK's model (department stores) makes it more realistic for families to choose pieces that work for their families. Summer dress options should be given.                                                                                                                                          |
| The uniform made by In-School wear are not good quality. All parents I have spoken to agree.                                                                                                                                                                                                          |
| The uniform is made of very itchy non stretch material. It's not comfortable                                                                                                                                                                                                                          |
| The uniform pants colour needs to be changed - khaki pants are not a good option for girl students during adolescence. Too much of a risk of period leaking - this happened to my daughter, and she was horrified.                                                                                    |
| The uniform provider can significantly reduce complexity and likely cost by providing HCDSB shirts vs. school specific shirts. This would also reduce costs for families whose kids switch schools for specialized programs or who are split across schools due to immersion lottery system.          |
| The uniform provider is forcing parents to provide personal data in order to ""serve"" us better. At the end of the day they are just a store and collecting personal data should be optional (by law, providing personal data should be optional).                                                   |
| The uniform provider is way too expensive please choose someone more modest                                                                                                                                                                                                                           |
| The uniform provider should be able to provide higher quality products than the current provider, but also maintain fair pricing.                                                                                                                                                                     |
| The uniform provider should be held to a very high standard when it comes to customer service. ISW has HORRIBLE customer service and a horrible online ordering system and a blatant disregard for customer experience.                                                                               |
| The uniform provider should count with inventory. I wasn't impressed with the currently provider, I had to pay and wait 4 months for the uniform for my daughter.                                                                                                                                     |
| The uniforms are an investment and many families try to pass on key pieces to other children. In my family, with the current ISW provider this is seldom possible. With McCarthy's it was.                                                                                                            |
| The uniforms are currently very expensive and girls pants are low quality. We need better quality for what we pay.                                                                                                                                                                                    |
| The uniforms are overpriced for the quality of the items If the items are going to be this expensive at least have them made with good quality so we don't need to keep buying it every 3 months.                                                                                                     |
| The uniforms need to be of a proper quality in order to help families. When the quality is poor we spend more to repair or renew supplies. The products offered by McCarthy were much better. ISW is not a comparable provider.                                                                       |
| The Uniforms price should be reasonable and affordable for all income bracket families                                                                                                                                                                                                                |
| The uniforms provided by ISW are of very poor quality. The material was flimsy and the waist and elastic in my daughter's uniform pants just fell apart. I had 2 older girls that wore uniforms from McCarthy's and they were much better quality. I don't think there was much of a price difference |
| The uniforms should be somewhat modern. Sizing more accurate with less alterations                                                                                                                                                                                                                    |
| The uniforms that we purchased through McCarthy we were able to hand down to siblings/cousins...the ones purchased through the current provider barely made it through one child without fading, small tears.                                                                                         |
| The uniforms we purchased at ISW were not good quality. Their customer service is terrible. The new provider should offer bundles for potential savings.                                                                                                                                              |
| the uniforms are not good quality, compared to McCarthy                                                                                                                                                                                                                                               |
| The women's shorts are very uncomfortable and do not fit properly. The women's pants stretch out way too much and are a very cheap fabric.                                                                                                                                                            |
| then ask, would you pay more/less. how can you make any conclusions without knowing what my current opinion is. also define better                                                                                                                                                                    |

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| Theonline ordering is terrible. Not userfriendly                                                                                                                                                                                                                                                             |
| there are children with very sensitive skin, they cannot use any type of fabric                                                                                                                                                                                                                              |
| There has been a problem getting the beige HT pants. I would prefer the school to change to a dark coloured pant for many reasons, but if they I sister on beige then we need a provider that can keep up with demand.                                                                                       |
| There is no consistency in the tint/shade of blue. Sometimes brighter and sometimes looks black. It's A uniform that is suppose to look good and sharp and instead the pieces often look mismatched                                                                                                          |
| There is not enough selection in style of pants. Hoodies and sweaters and shirts are fine but pants fit everyone differently. I have a daughter in high school and a son in elementary school and I do not find that there is quality in the pants election for either of them. The same applies to the shor |
| There needs to be a variety for all body types and the materials need to be soft and not boxy. The quality also changes over time and it feels cheap.                                                                                                                                                        |
| There needs to be fast and attentive customer service. This has been a huge issue with current and past providers. The system of staff waiting around doing nothing while their customer is in the fitting room while other customers wait for service is totally unacceptable.                              |
| There needs to be more bottom options for boys in more comfortable/breathable material.                                                                                                                                                                                                                      |
| There needs to be some sort of accountability piece in the contract whereby if the products are not of the quality expected there is some recourse as well there needs to be some agreement of minimum stock at all times they also need to fulfill orders in a reasonable time frame                        |
| There should be better fitted clothing, and more style options for pants. E.g. casual style for boys.                                                                                                                                                                                                        |
| There should be more than one provider, it will ensure higher quality and lower prices.                                                                                                                                                                                                                      |
| There should be options to wear uniform pieces that are not privatized. Cheaper options are available at places like Walmart and Costco, those options should be accepted. The clause on expensive contracts that prohibits this should be negotiated as it is a symptom of late capitalism where school     |
| there should be thicker hoodies, as the ones now are way too thin                                                                                                                                                                                                                                            |
| There should be two providers to ensure better service and availability.                                                                                                                                                                                                                                     |
| There should be two providers to ensure better service and availability. On many occasions, products were not available and took months to come in.                                                                                                                                                          |
| There should NOT be a sole provider. It creates a monopoly. The uniform should be a standard of what to wear, NOT where to buy it!                                                                                                                                                                           |
| There should not be one sole provider. Parents should be able to shop wherever they choose.                                                                                                                                                                                                                  |
| They are [word removed]                                                                                                                                                                                                                                                                                      |
| They are garbage. Garbage quality. Garbage customer service. Constant order delays. Only one location in east Oakville. Shortage of inventory. They are poor in every regard.                                                                                                                                |
| They are great quality and wash well                                                                                                                                                                                                                                                                         |
| they are not efficient, never have anything in stock, highly uncomfortable, overpriced and have horrible wait times                                                                                                                                                                                          |
| They can definitely improve their customer service. Policy and hours on website is different from what is communicated in the store.                                                                                                                                                                         |
| They didn't have stock for my daughter numerous times and we had to wait                                                                                                                                                                                                                                     |
| They have run out of product, the sizes are unclear, inconsistent with the garments, still very expensive                                                                                                                                                                                                    |



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| They have surplus of sizes throughout the year as there pants rip often.                                                                                                                                                                                                                             |
| They have to have the capacity to outfit students, last two vendors had startup problems                                                                                                                                                                                                             |
| They know we need them before school yet they don't keep enough sizes in stock, leading up to the school year starting. Then when you order, it takes forever to receive. Quality of rugger pants is thin and always rip and crotch and knees. Kids are active and they need to be more durable .    |
| They make comfortable, easy to slip on clothes                                                                                                                                                                                                                                                       |
| They must have the sizes available.                                                                                                                                                                                                                                                                  |
| They need longevity, meaning they wash well over time.                                                                                                                                                                                                                                               |
| They need to be able to get items in stock quickly                                                                                                                                                                                                                                                   |
| They need to be able to serve the schools in their area with lots of pieces and knowledgeable staff.                                                                                                                                                                                                 |
| They need to be efficient and have at least one piece per size all the time                                                                                                                                                                                                                          |
| They need to have more stock available and better sizing. Sizing is all off. Make it more consistent to what we see in regular children's stores                                                                                                                                                     |
| They never have enough stock.                                                                                                                                                                                                                                                                        |
| They never have inventory. They need a hemming service in store.                                                                                                                                                                                                                                     |
| They said we can take it back and exchange any time. I had really hard time with that as well. I just wanted a different size and I had hard time.                                                                                                                                                   |
| They should ask the kids for their opinions especially for comfort                                                                                                                                                                                                                                   |
| They should be a reliable company                                                                                                                                                                                                                                                                    |
| They should be able to have more sizes kept in stock. Too many types ISW didn't have my daughters size in anything she needed and it was very frustrating                                                                                                                                            |
| They should be able to provide ample stock during peak times (beginning of school year).                                                                                                                                                                                                             |
| They should be able to supply fast. They should be in Ontario.                                                                                                                                                                                                                                       |
| They should be more affordable                                                                                                                                                                                                                                                                       |
| They should be respectful of Catholic values!                                                                                                                                                                                                                                                        |
| They should have a return policy                                                                                                                                                                                                                                                                     |
| They should have a Used section in the store for selling at discounted prices.                                                                                                                                                                                                                       |
| They should have sufficient inventory to fullfil demand and provide shipping for online orders.                                                                                                                                                                                                      |
| They should offer an affordable price.                                                                                                                                                                                                                                                               |
| they should provide skirts and different clothing designs                                                                                                                                                                                                                                            |
| Think about the younger students and their needs                                                                                                                                                                                                                                                     |
| this current provider is v bad quality                                                                                                                                                                                                                                                               |
| This is not necessary in this day and age with so many different needs. Allow parents to buy whatever suits their needs and budget.                                                                                                                                                                  |
| This provider never has enough in stock I've always had to come back and pick up at a later time no matter how much time In advance I order.                                                                                                                                                         |
| This survey is avoiding asking the right questions because it knows it won't like the answer. Why aren't you asking parents whether they want to be told where they want to shop or whether they want to make that individual choice. When asked, and when when not, 90% have said they want choice. |
| This whole process shows a continued disrespect for parents as it skips over the actual BOARD POLICY - which dictates a sole supplier - which is the part that school boards are actually MANDATED to consult with parents on as per Regulation 612. Total waste of time and money.                  |

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| Timely delivery of items and/or having the items in stock would be the most important consideration                                                                                                                              |
| To be consistent with product that are readily available                                                                                                                                                                         |
| To be in Milton                                                                                                                                                                                                                  |
| To be sure they use a full size and not half of it. The sizing should be realistic to our students                                                                                                                               |
| To go back with McCarthys. The clothes have great quality even after 5 yrs of wear. ISW clothes always fall apart or zippers always break and customer service not good at all.                                                  |
| Too expensive for the quality in return!!!,!                                                                                                                                                                                     |
| Too expensive!! Shelves are almost always out of stock for smaller sizes . Boys pants are terrible!! Too wide.                                                                                                                   |
| Too many school uniforms are crammed into a really small space. Bigger space, more change rooms, more sizes, make it easier to self serve, pant sizes are just crazy currently!                                                  |
| Transparency of any kickbacks provided to the Board. There are rumours that the Board receives money from the revenue - not sure this is true though                                                                             |
| Uniform bottoms should be allowed to be purchased wherever the parents chooses (old navy, gap, children's place) in specific colour. Ridiculous to be paying \$45 for a pair of blue pants I can buy on sale for \$10 elsewhere. |
| Uniform exchange program in store                                                                                                                                                                                                |
| Uniform fit and fabric should be comfortable.                                                                                                                                                                                    |
| Uniform items need to be more affordable and better quality... There needs to be more variety of items for both sexes                                                                                                            |
| Uniform materials/fabric should be fairly resilient, non-shrinking and dryer safe. Kids clothing should be dryer friendly and not pill and look tattered.                                                                        |
| Uniform quality was really bad this year. Extremely disappointing. Zipper already broke on my hoodie. I did not have a good experience with this uniform provider and do not look forward to buying anything from them           |
| Uniform should be machine washable and dryer friendly                                                                                                                                                                            |
| Uniform shouldn't be overly priced but it should look good and elegant and weather appropriate                                                                                                                                   |
| Uniforms are a great idea but parents need more freedom to buy where they want, particularly in elementary                                                                                                                       |
| Uniforms are cheaply made and after 2 washes the colour fades                                                                                                                                                                    |
| Uniforms are still and ill fitting, too hot in the summer and not warm at all for winter                                                                                                                                         |
| Uniforms are very expensive and sometimes unaffordable.Kids grow fast and we have to buy uniforms sometimes twice a year.                                                                                                        |
| Uniforms are very uncomfortable, especially pants for girls. Skirts are very uncomfortable, they also are ugly.                                                                                                                  |
| Uniforms don't [word removed] matter                                                                                                                                                                                             |
| Uniforms in elementary school is ridiculous! Kids grow way too much! If uniforms are implemented my kids will go to public school!!                                                                                              |
| Uniforms provide a safe peace of mind for all parents leaving their children at school.                                                                                                                                          |
| Uniforms should be in stock at all times. Particularly in June they should not already be sold out for students ordering for September.                                                                                          |
| Uniforms should be priced based on the cost to make and not based on the company selling the product                                                                                                                             |

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Uniforms should last more than 2 months with zippers not breaking.... even when hung dry.                                                                                                                                                                                      |
| Uniforms should not have to be ordered 6-8 weeks in advance and there should be enough product that you can buy off the shelf most of the time.                                                                                                                                |
| uniforms that fit skinny and obese students                                                                                                                                                                                                                                    |
| Uniforms wear well - service not the greatest                                                                                                                                                                                                                                  |
| Unless parents were unhappy with the service and product offered by our current supplier, why change? The pain of set up and figuring out our needs is frustrating to live with. I'm a parent and perfectly happy with this vendor.                                            |
| Unless the school board receives a percentage back on sales, uniform should be blue bottoms and white or blue polo and allow purchase at any store                                                                                                                             |
| Use McCarthy's                                                                                                                                                                                                                                                                 |
| Use McCarthys - options, quality and availability                                                                                                                                                                                                                              |
| Use others not just one                                                                                                                                                                                                                                                        |
| Use reputable companies that have provided uniforms at high volumes. Look at feedback on uniform suppliers.                                                                                                                                                                    |
| Use someone who has a long history.                                                                                                                                                                                                                                            |
| USW had been TERRIBLE! Wait times are WAY too long, the customer service is AWFUL they don't have enough trained staff and they are not polite in store. I purchased items online and waited 2.5 months to get them. I no longer needed the items, as the weather has changed. |
| Value (sufficient quality for a good price) is key. Good return/exchange policy is important. A kids quality guarantee would be amazing (ie. replace if it wears out before they outgrow it)                                                                                   |
| Value for what you are getting and more customization on the clothing to suit body types                                                                                                                                                                                       |
| Value is #1. We want good quality and fair prices. The options many times feel very inflated either price wise or cheap quality etc.                                                                                                                                           |
| Variety of sizing- husky, petite etc.                                                                                                                                                                                                                                          |
| Vendor should provide a variety of clothing options.                                                                                                                                                                                                                           |
| Vendors should always have at least 1 size of each garment at the stores in order to ensure proper fit when ordering items not in stock                                                                                                                                        |
| Vendors should always have at least 1 size of each garment at the stores in order to ensure proper fit when ordering items not in stock. Re-enforced material and stitching on knee and pant hems should be mandatory                                                          |
| Very bad quality                                                                                                                                                                                                                                                               |
| Very bad quality                                                                                                                                                                                                                                                               |
| Very bad quality                                                                                                                                                                                                                                                               |
| Very disappointment with quality and customer service of ISW                                                                                                                                                                                                                   |
| Very dissatisfied with the current provider - poor quality of uniform pieces, they do not wash well, poor customer service, the locations of the milton store is terrible. Extremely dissatisfied with ISW overall!!!!                                                         |
| Very frustrating when product is not available                                                                                                                                                                                                                                 |
| Very happy with McCarthys. Had nothing but problems with ISW.                                                                                                                                                                                                                  |
| Very poor customer service with current uniform provider as have had backlogged orders for two years in a row with shorts arriving in winter for daughter and no pants available for son in Fall. Fit and quality poor compared to McCarthy. Found ISW incompetent!            |
| Very poor quality and high price                                                                                                                                                                                                                                               |

|                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| very poor quality. stores are located in run down warehouses and very poor material quality                                                                                                                                                                                                                 |
| Very poor selection offered / slow check out / impersonable customer service                                                                                                                                                                                                                                |
| Very unhappy                                                                                                                                                                                                                                                                                                |
| Very unhappy with the pants options from ISW                                                                                                                                                                                                                                                                |
| Vote for McCarthy fair prices and excellent quality                                                                                                                                                                                                                                                         |
| We appreciate the option for a hoodie. It's comfortable and everyday thing                                                                                                                                                                                                                                  |
| We are not happy about current ISW provider store in Milton as their customer service is very slow. Also, when online orders are arrived to their store, they fail to contact us.                                                                                                                           |
| We are paying high prices for mediocre quality uniforms                                                                                                                                                                                                                                                     |
| We are very disappointed with ISW. When ordering clothing ( pants and shorts for my son in September) we had to wait 6 weeks for his order! They never have enough stock! The uniform provider should be able to provide clothing quickly. The uniforms should be good quality as we do pay a lot for them. |
| We can buy better quality less price from perhaps children place. Students should be given n option                                                                                                                                                                                                         |
| We dislike the provider and its quality. We wish we can go back to McCarthy's                                                                                                                                                                                                                               |
| we do not mind who provides the uniform but simply would like a say in the material and size and shape                                                                                                                                                                                                      |
| We dont care for ISW as the provider.... the uniform quality is not very good, some of the white shirts are somewhat see-thru. I would rather pay more to go back to previous provider. ISW customer service is not great and cant say were impressed overall                                               |
| We had really bad experience with the current one. Would be very happy to see McCarthy returning                                                                                                                                                                                                            |
| We have had better, and less better providers. Back to better please.                                                                                                                                                                                                                                       |
| We have heard many very positive things regarding the quality of RJ Mccarthy Uniforms                                                                                                                                                                                                                       |
| We have not been happy at all with In School Wear. Their quality, customer service and availability of items is far inferior to our previous experience with McCarthy's                                                                                                                                     |
| We like ISW despite the location. Keeping them would be a good decision.                                                                                                                                                                                                                                    |
| We love the current provider and hope it is maintained.                                                                                                                                                                                                                                                     |
| We need a bette provider. The quality of the ISW pieces is subpar. Items fall apart after one wash or pill quickly. McCarthy's is much better quality.                                                                                                                                                      |
| We need a good quality product with reasonable pricing since we will need to buy more uniform pieces as our kids grow. We need more comfortable and warm bottoms options for the girls.                                                                                                                     |
| We need a provider that will stand by their products. Any defects other than wear and tear should be guaranteed.                                                                                                                                                                                            |
| We need better service. Products should always be in stock. We should not have to wait in line for an hour during peak times.                                                                                                                                                                               |
| we NEED comfy unisex sweaters                                                                                                                                                                                                                                                                               |
| We need McCarthy back , with a location that services burlington                                                                                                                                                                                                                                            |
| We need merchandise to be in stock; correct sizing; prompt shipping and pleasant customer service!                                                                                                                                                                                                          |
| We need more durable clothes that last.                                                                                                                                                                                                                                                                     |
| We need more options for girls, comfortable and not as boxy and unflattering. Also some lighter options for summer and bring back the quilt but as a skort                                                                                                                                                  |

|                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We need people who are friendly and knowledgeable. Also if I return an item with tags, I should not be given a store credit, it should be money back.                                                                                                                             |
| we need to option for clothing styles                                                                                                                                                                                                                                             |
| We need to prioritize quality and ability to customize (i.e. extend length).                                                                                                                                                                                                      |
| We need uniforms that fit properly and look nice and is comfortable                                                                                                                                                                                                               |
| We prefer McCarthy in terms of quality and longevity of uniform pieces. MCCarthy is definitely superior to ISW. We are not happy with ISW at all!                                                                                                                                 |
| We prefer McCarthy quality over ISW. The shirts that I purchased from McCarthy years ago are in better condition than the ISW items I purchased this year. Also the ISW white shirts are see-through. I still purchase the bottoms from McCarthy's blue/white website.            |
| We prefer mccarthy uniforms, they are the leader in the market and their products are of the highest quality and durability.                                                                                                                                                      |
| We prefer the present uniform material now over the previous uniforms.                                                                                                                                                                                                            |
| We shd be able to buy from departmental stores                                                                                                                                                                                                                                    |
| We should be able to buy from anywhere                                                                                                                                                                                                                                            |
| We should be able to buy our own navy and white pants/skirts/golf shirts from affordable stores we choose instead of being forced to buy expensive clothing from one board provider.                                                                                              |
| We should be able to buy uniforms outside of the vendor. Eg Gap                                                                                                                                                                                                                   |
| We should get new u uniforms and change the style of the old ones                                                                                                                                                                                                                 |
| We should get skirts.                                                                                                                                                                                                                                                             |
| We should have stayed with McCarthy's. BETTER QUALITY all around.                                                                                                                                                                                                                 |
| We should switch because isw sucks and their stuff is low quality and fits weird                                                                                                                                                                                                  |
| We Strongly prefer to have the option for NO UNIFORM or the ability to purchase from where we want and what works for our families - GAP, OLD NAVY etc. Being restricted to one sole provider is not ideal and not right                                                          |
| We were happy with McCarthy's. Much better quality than ISW                                                                                                                                                                                                                       |
| We were very happy with McCarthy's and went out of our way to still purchase from them even after the board switched to ISW. Found ISW to be very disappointing all around.                                                                                                       |
| We would prefer a uniform provider who has more options available for styles - especially pants - and who has sizes in stock. We have struggled with the current uniform provider getting pants that fit for elementary.                                                          |
| We would prefer to pay a little more money for better quality items that last longer and can be passed on to siblings                                                                                                                                                             |
| Wel the girls pants for the past three years are awful, they are short from the crouch to the waist band and cut my child in half when sitting. She has come home daily with stomach pains. The only time it's comfortable is her letting the zipper down and undoing the button. |
| When out of stock, the provider needs to replenish the stock quicker.                                                                                                                                                                                                             |
| When we couldn't find what we needed or get the asistance at ISW (and that was often), we always got it from McCarthy (they have tall sizes!).                                                                                                                                    |
| While I understand the cost is important, we are actually spending more money replacing inferior clothing. The pants fit horribly and not once have they had what we needed in stock.                                                                                             |
| While saying that I would prefer to pay a little more for quality uniforms, this does not mean that I want to take out a loan each year to dress my child. The prices must still be within reason as kids grow out of things so quickly. I find pricing currently a little high.  |

|                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| While the price may be higher quality is extremely important both to me and my fellow peers. It is essential that as we deal with trials and tribulations of school that we are comfortable in what we are forced to wear. Please keep that in mind when choosing the uniform provider :)                |
| White shirts stain easily under the armpits–difficult to clean.                                                                                                                                                                                                                                          |
| Whoever is selected should be required to have physical locations established and sufficient stock of items available well before the next school year to ensure families have time to purchase items before school                                                                                      |
| Whoever you choose, please make sure the material ps the white shirts actually stay white. They discolour and look grey after just a couple of washes.                                                                                                                                                   |
| why can we not purchase options outside the uniform provider if its a basic item. ie. black pants                                                                                                                                                                                                        |
| Why can't parents purchase generic uniform pieces and iron on the school logo? It's not very hard to find uniform pieces at stores like children's place and old navy. Obviously there are schools allowing this, it feels very archaic and unfair to force parents to purchase uniforms from one source |
| Why can't we move to generic navy blue bottoms and other generic uniform components. Stores like old navy are already providing these. The school board should disclose how much they are getting/earning from the selected vendor either in sales or other payments.                                    |
| Why do we need a uniform provider? If there is perimeters on what kids wear, what does it matter where the clothes were bought?                                                                                                                                                                          |
| Why do we need one?                                                                                                                                                                                                                                                                                      |
| why does this have to go to an RFP? Why not allow parents to purchase standardized pieces from third party providers (gap, old navy, etc)? Similar to Hamilton?                                                                                                                                          |
| Why don't we allow for both ISW and McCarthy's to provide uniforms and parents can choose? Some competition will help keep prices down.                                                                                                                                                                  |
| Why have a specific provider - have a uniform and people can source as they preference and have badges that can be stitched on - in addition to a preferred provider.                                                                                                                                    |
| Why is it not possible to go back to an old provider when most seemed happy with that provider and most don't like the new one?                                                                                                                                                                          |
| Why is there not an option for question #4 :"" I would prefer to have the option of purchasing clothes at a store of my own choosing such as the Children's Place or Old Navy (so that parents can shop according to their means, and keep their dignity by not having to ask for assistance?            |
| Why limit the number of uniform providers and why limit the locations of stores.                                                                                                                                                                                                                         |
| Why not consider giving elementary school parents the options of buying uniform pieces that are sold by Children's Place, Carters or Walmart. They always have stock in their uniform sizes. It is frustrating when inventory isn't readily available which is the case with ISW                         |
| Why not do what the Toronto Catholic Board does and just have uniforms be navy bottoms/white tops, with parents able to purchase the pieces wherever they'd like? This seems most fair and lets parents choose styles that fit their kids, at a price they can afford.                                   |
| Why would we switch from McCarthy? A provider of uniforms for decades to go with a ISW who is so frustrating to deal with. I don't get it                                                                                                                                                                |
| winter friendly uniforms!                                                                                                                                                                                                                                                                                |
| Wish we could go back to McCarthy                                                                                                                                                                                                                                                                        |
| With many families hoping to use uniforms for multiple children in their family, it would be great if the quality of the pieces was better through this provider or another one.                                                                                                                         |

|                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| With regards to question 4, I would prefer to pay for reasonable prices for quality clothes. The quality of clothes from ISW is absolutely not worth the prices they charge.                                                                                                      |
| Would also like quality over long term and repeated washing without losing quality . Having experienced both uniform providers I definitely without question prefer the original provider McCarthy uniforms. There is no comparison in quality or customer service in my opinion. |
| Would be nice for the provider to offer a rewards program or points towards future purchase incentive.                                                                                                                                                                            |
| Would be nice to be able to have flexibility where pants are concerned. To be able to purchase from retailer of choice so long as they meet dress code would be great.                                                                                                            |
| Would it be possible to have a few basic items that could be bought from Gap or Children's place like blue trousers etc and only have shirts that need to be purchased from a uniform provider?                                                                                   |
| Would like a provider that is local and has enough selection and inventory for Milton. Seemed like the last one never had any stock for my children's school. Quality was poor and price was too high.                                                                            |
| Would like for the provider to be producing in Canada, employing Canadians rather than China. Also, optionality would be welcomed, ie Gap, Old Navy etc as the single source does not have the variety needed for certain body types.                                             |
| Would like the option to purchase crests and apply them to cheaper tops that are of a more substantial quality.                                                                                                                                                                   |
| Would like to deal again with McCarthy's                                                                                                                                                                                                                                          |
| Would like to have pants that come in tall and reg length. Also pants that fit for a wide waist as my Son wears a 16 waist but need only a 10-12 length.                                                                                                                          |
| Would love to leave ISW and return to McCarthy. Products at ISW feel like they're inferior quality and often rip at the knees after few weeks of use. Shirts feel thin and cheap. Products from McCarthy feel better quality, last longer = better value for my money.            |
| Would love to make sure that items are in stock or at least if they are not have the option to have free shipping to our home. Time is precious and when items are not in stock it means another trip to the store to pick up my order.                                           |
| Would much prefer a return to McCarthy's                                                                                                                                                                                                                                          |
| Would prefer McCarthy's as previous. Current provider quality is quite poor comparatively.                                                                                                                                                                                        |
| Would prefer to purchase clothing for my child that withstands daily wear and tear. Some garments pill and pile after the first wash                                                                                                                                              |
| Would prefer to source pants and other items that don't require a crest from other stores.                                                                                                                                                                                        |
| Would the old uniform still be able to wear? This is a concern because the uniform service has changed and some of the uniform is not allowed to be worn anymore and students get in trouble for it which is not fair.                                                            |
| Yes - bring McCarthy's back. Much better quality and I don't see there is a huge difference in price. The little extra you pay is FAR worth it. The current provider's quality is TERRIBLE.                                                                                       |
| yes 100% cotton shirt option heavier more fabric                                                                                                                                                                                                                                  |
| Yes I wish they had short regular and short sizes in pants. Also please bring back full skirts with shorts underneath. The short on back skirt on front ones are so not nice looking.                                                                                             |
| Yes lower the price people can't offered                                                                                                                                                                                                                                          |
| Yes McCarthy's was more \$\$ but they last. I have child #4 wearing hand me downs from McCarthy's that look great. I refuse to shop at ISW                                                                                                                                        |
| yes they're ugly uniforms                                                                                                                                                                                                                                                         |

|                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes use McCarthy again. They were never on back order and had faster service and better quality                                                                                                                                                                                                              |
| Yes! All the zippers break. Terrible quality                                                                                                                                                                                                                                                                 |
| Yes, basic pieces like pants and shorts should be able to be purchased from any store, not just the provider                                                                                                                                                                                                 |
| Yes, DO NOT choose a single provider. MONOPOLY'S NEVER delivery anything of value to the customer.                                                                                                                                                                                                           |
| Yes, go back to McCarthy please.                                                                                                                                                                                                                                                                             |
| Yes, having the provider located locally makes it very convenient. For many years I have travelled to the neighbouring town to buy uniforms often taking time off work. Also, uniforms don't need to be of highest quality as kids are constantly growing and quality costs money.                           |
| Yes, I would love a uniform provider that can meet the demands of the customer in store rather than have items on back order for 4-6 weeks. I feel quality is extremely important because I have been very inconvenienced with our current provider as the pieces continually come un stitched and loss of c |
| Yes, items are grossly over priced, I believe that parents should be able to buy from anywhere we choose as long as it meets a standard spec.                                                                                                                                                                |
| YES, MCCARTHY'S IS A MUCH BETTER QUALITY                                                                                                                                                                                                                                                                     |
| Yes, please choose a provider with better customer service. If we are forced to buy and wear this uniform, the people selling it could at least be helpful and cordial.                                                                                                                                      |
| Yes, please go back to McCarthy!                                                                                                                                                                                                                                                                             |
| Yes, thanks. Children wear and sit in class in uniforms 5 days a week. They should be of good quality, comfortable and soft to the skin/touch. As a mom if 2 athletic boys, comfort, flexibility, especially in the pant options is critical.                                                                |
| Yes, the consistency of the materials being used. My kids shirts have two different shades of the blue colored shirts. When I bought an additional one in the same size, it shrunk down too much as if I bought a size smaller which is now useless. The first ones that I bought didnt shrink.              |
| Yes, there are ""NO"" YOGA Pants offered anymore. This is a MUST. And ensure ""ALL"" Clothes is 100% Cotton, top quality, not the garbage being sold by ISW.                                                                                                                                                 |
| Yes, why aren't they fre?e?                                                                                                                                                                                                                                                                                  |
| yes. The isw yoga pants are Amazing but bad quality. My daughter started jk this September and I'm already on a 3rd pair.                                                                                                                                                                                    |
| Yoga pant bottom - better wear, material. Better quality top - shirting material or thick cotton tshirt. Blazer option would be nice. Or cardigan.                                                                                                                                                           |
| You and your competition have made this whole process extremely complicated                                                                                                                                                                                                                                  |
| You could also do the board logo on the shirts so that the uniforms can be handed down more often. Better for the environment because we are reducing waste.                                                                                                                                                 |
| You need a new provider. They never have enough of the size. And they are always late with our orders.                                                                                                                                                                                                       |
| You should allow for big box. Old Navy, etc.                                                                                                                                                                                                                                                                 |
| You should allow parents to purchase pants/bottoms from any source, reducing the costs and delays associated with these uniform providers.                                                                                                                                                                   |
| You should impose or penalties to the provider for not delivering on elements of the contract, ie: availability and quality of items                                                                                                                                                                         |
| You should offer shortsleeved T-shirts for boys (crewneck) for gym, track, and hot summer days.                                                                                                                                                                                                              |



Your #4 question is asked in a very sneaky way..i want to pay a fair price for a decent uniform. McCarthy provided that, ISW cost is the same and quality is not as good...soi dont want to pay more for a better quality uniform...the cost is already high enough, i want a decent uniform for the cost.

Your provider is awful. Worst customer service in world. They are the only supplier for items kids need to go to school and never have popular sizes in stock. Staff is rude and couldn't care less. Need online ordering also to see if things are in stock before driving all the way down!!! Get in 2000'

Your survey is one tracked ! That's pushing for uniform ! School board vendors are expensive , should be open to get patents to either stitch their own or available from outside!!



# School Uniform Consultation Form – Staff

Summary of Stakeholder Feedback

Prepared by:  
*Research and Development Services*  
February 14<sup>th</sup>, 2020

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## Introduction

This report summarizes feedback from Halton Catholic District School Board (HCDSB) staff through the online survey for the School Uniform Provider Consultation.

## Background

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

## Feedback

On January 20, 2020, an email was sent to all HCDSB staff, inviting them to provide input on the School Uniform Provider Consultation, via an online survey. The survey remained open until January 31, 2020.

Because feedback appears as received, the dataset may contain duplicate responses. The online form was anonymous (aside from a field to include name voluntarily), and not password protected, therefore it was unable to prevent duplicate names and duplicate comments.

## Who Responded?

In total, 209 completed responses were submitted via the online form. The following table displays the respondents' municipality:

| Municipality        | Count | Percentage |
|---------------------|-------|------------|
| <b>Burlington</b>   | 74    | 35.4%      |
| <b>Halton Hills</b> | 21    | 10.0%      |
| <b>Milton</b>       | 55    | 26.3%      |

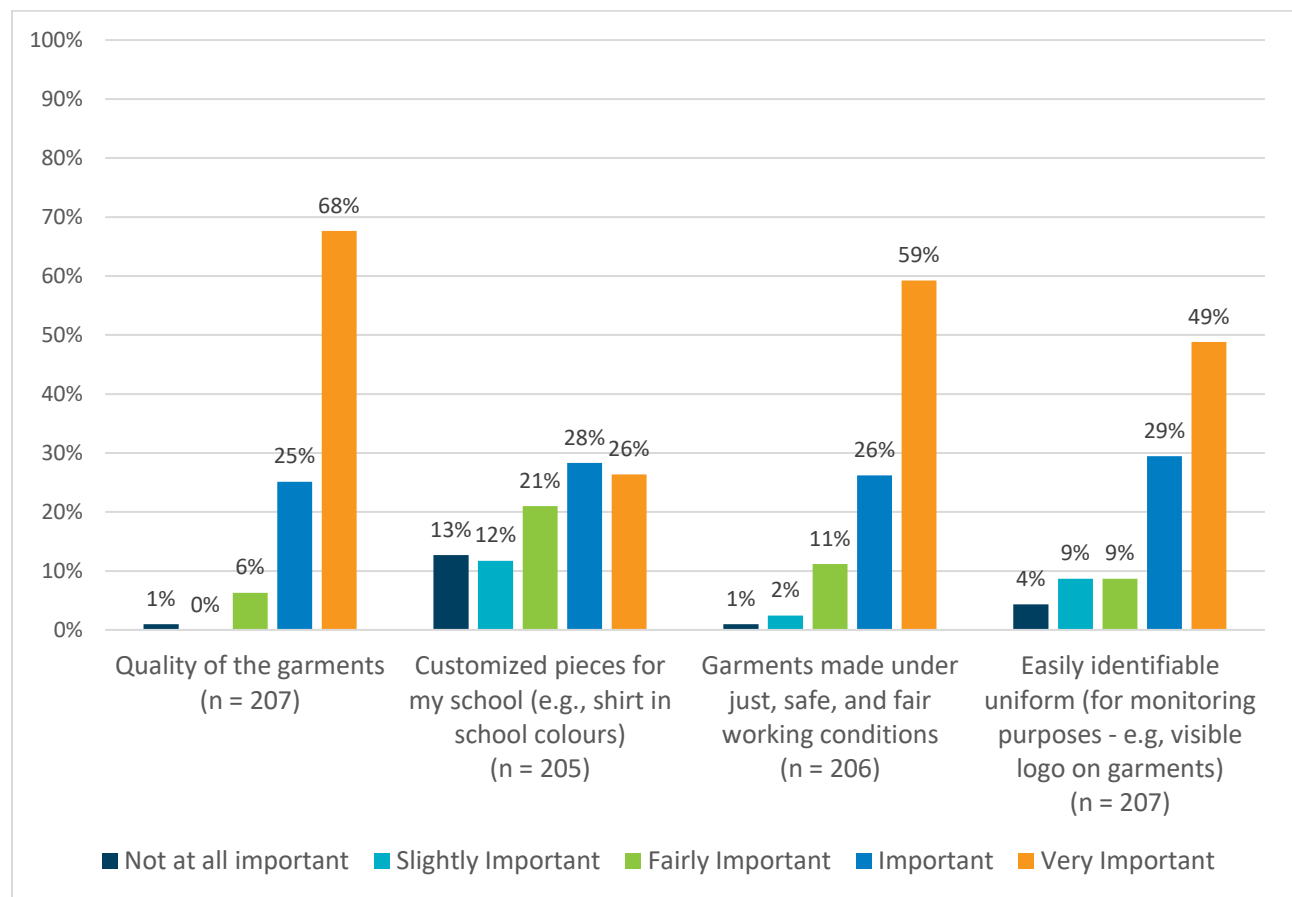
|                 |            |             |
|-----------------|------------|-------------|
| <b>Oakville</b> | 59         | 28.2%       |
| <b>TOTAL:</b>   | <b>209</b> | <b>100%</b> |

Respondents were asked to select the panel in which they work. 147 respondents selected 'elementary' (70.3%); 85 respondents selected 'secondary' (40.7%). If staff worked in both panels, they were asked to select both, which explains why the percentages above surpass 100%.

## Consultation Form Results

The following presents the results of the consultation form.

### Q: How important are each of the following criteria to the selection of a uniform provider?



The majority of respondents believed that 'quality of the garments' (68%; n = 140) and 'garments made under just, safe, and fair working conditions' (59%; n = 122) are very important in the selection of a uniform provider. Of all the criteria, 'customized pieces for my school' had the most respondents rate it as 'not at all important' (13%; n = 26).

**Q: Do you have any other comments regarding the selection of a uniform provider? (n = 98)**

98 respondents (47%) provided a comment in response to this question. The responses were analyzed and coded into common themes. The most frequent themes<sup>1</sup> are discussed below.

Note: The percentage provided with each theme refers to the proportion of those who responded to this question, whose comment reflects the specified theme. For example, 28% of the 98 respondents who responded to this question touched upon uniform quality in their answer, not 28% of all 209 respondents. These themes do not account for all opinions expressed but provide a summary of the most frequent comments. Please see Appendix A for the full list of responses.

**Theme 1: Uniform quality (28%; n = 27).** Many respondents emphasized the importance of quality uniform garments. More specifically, respondents requested garments that are durable, able to last and withstand washing and drying, made of higher quality materials, etc. Examples:

*“Unfortunately we have not been impressed with this vendor. The quality is very poor, pants pill and lose the colour when washed. Zippers break on sweaters. Colour fading on shirts...”*

*“The quality of uniforms from ISW is nowhere near as good as the quality from McCarthy's. The fit in the pants are poor and they pull easily. The cost is also very high for the quality.”*

**Theme 2: Stock/Availability (23%; n = 23).** Many respondents noted that the uniform provider should have all uniforms pieces, of various sizes, in stock. Respondents expressed frustration with discovering that their desired item(s) are out of stock after driving to the store, as well as having to wait months for their order to arrive. Examples:

*“Uniform pieces must be available in a timely manner. There should only be at least a week or two difference between the time you order and can come pick them up. Waiting months is not responsible.”*

*“that they actually have stock of the items during the peak buying season aka summer unlike current provider who is notoriously always out of stock.”*

**Theme 3: Pricing (22%; n = 22).** Some comments stressed the importance of price. Examples:

*“... Price of uniform pieces should match quality of clothing.”*

*“I think that uniforms should be inexpensive for parents...”*

**Theme 4: Sizing/fit (19%; n = 19).** Respondents stressed the importance of proper sizing and proper fitting uniforms. Some respondents noted that children do not always fit in the standard sizes, and some uniforms pieces are ill-fitting (e.g., too wide, too short, too bulky). Examples:

---

<sup>1</sup> 'Frequent themes' is defined as themes that consist of more than 10% of the comments

*"A school uniform provider should have a variety of sizes that are intended to fit a variety of body types. It is harmful to the self-esteem of young people when they have difficulty fitting into the uniforms. Some students may be larger in certain areas, for example their waist."*

*"Variety of sizes in tops and bottoms to accommodate different body types."*

**Theme 5: Dissatisfaction with current provider and/or preference to have new provider (19%; n = 19)<sup>2</sup>.** Comments included in this theme voiced dissatisfaction with the current uniform provider and/or expressed the desire for a new uniform provider. These comments explicitly mention the current uniform provider (ISW) and/or the past uniform provider (McCarthy's). The majority of these comments (74%; n = 14) specifically expressed their satisfaction with McCarthy's and/or suggested returning to McCarthy's. Examples:

*"The quality of uniforms from ISW is nowhere near as good as the quality from McCarthy's. The fit in the pants are poor and they pull easily. The cost is also very high for the quality."*

*"RJ McCarthy provided durable, high quality pieces that lasted at least two years unless a child outgrew them. ISW has inconsistency within the pieces - i.e. many different styles of pants - nothing looks the same therefore not uniform..."*

**Theme 6: Multiple vendors/flexible to buy externally (17%; n = 17).** Respondents suggested moving away from a one vendor model by allowing families to purchase uniforms from multiple uniform vendors and/or any retailer (e.g., Old Navy, Gap). Examples:

*"I strongly believe that families should be able to purchase pieces (shirts, pants, sweaters) from any clothing store. Many stores sell uniform pieces at far more reasonable prices than the uniform supplier prices. While I like the idea of uniforms, being forced to purchase from the supplier only is ridiculous. This way if families determine that buying from sustainable sources is important to them then they can do that. Other families might have difficulty getting the pieces they need due to pricing."*

*"Multiple suppliers to help reduce cost."*

**Theme 7: Variety of garments/styles/selection (15%; n = 15).** Respondents suggested that the chosen uniform provider have more of a variety of garments and styles. For instance, the uniform provider could offer additional uniform pieces (e.g., hoodies or yoga pants), ensure garments reflect current styles, and offer different pieces for different seasons (e.g., warmer pants for winter months, lighter shirts for summer), etc. Examples:

*"Include a variety of items for style and seasonal temperatures. Example: hoodie"*

*"Many different styles of garments especially pants to suit different body types. More athletic styles including: yoga, slim fits, husky fits, track pants, soft durable fabrics, dryfit materials so students feel comfortable when running..."*

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<sup>2</sup> Note that only comments that specifically mentioned the provider included in this theme. Vague comments such as 'bad quality' or 'the zipper has broken twice' were not included in the above count. Thus, the number of respondents dissatisfied with the current provider is estimated to be much larger. Please see the full list for all responses.

## Appendix A:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| *Product availability   *Size options for husky kids/tall kids  *Style of items especially pant options for girls which are now rolled up due to extremely large bell bottom hems at bottom of pants (elementary and secondary)  *skort options  *lack of short options  *Product Quality at this time with ISW is awful, material torn, material gets pickies all over it, needs to be hung dry or it shrinks, it smells bc of polyester.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| A company that has all stock on hand regularly to avoid students going without.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| A provider should be a company who is willing to support families who don't have the means to buy these uniforms. Families that also want their children to attend an upstanding Catholic school should be supported in paying for these pieces - I have seen this through used uniform sales, or when the provider is informed that a student is in need and they can go and pick up the items they need with no charge. Whichever provider has a sense of community and social responsibility and can eliminate the barriers to accessing uniform pieces, will have my vote.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| A school uniform provider should have a variety of sizes that are intended to fit a variety of body types. It is harmful to the self-esteem of young people when they have difficulty fitting into the uniforms. Some students may be larger in certain areas, for example their waist.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Ability to fill orders promptly.  Shorts that are a reasonable length. Lots of student complaints about the pants- don't fit well (girls).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| All elementary schools with uniforms should have the same uniform with the HCDSB logo as opposed to a school logo. It would make for increased availability of items and when children move schools their entire uniform would be acceptable at the new school, saving parents money.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| As a parent with students in the board that wear uniforms, I feel that the uniforms should be of good quality and should last for a long period of time. Also, for younger students, the pants (especially on the knees) should be thicker to limit holes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| As a Principal I constantly hear complaints about quality of items, customer service and the inability for staff at the ISW store to offer customization for a student who has a difficult body type to fit. We know that ISW will do this, but I often have to approach ISW for the family in order for this to happen. I feel that if the customer service was better and if parents were offered this as an option more readily when parents are struggling with fit in the store, then parents would not walk out of the stores frustrated and then either a) head into the school to see me about it or b) turn to social media parent sites (i.e. - Facebook Mommies etc. - this is what more often than not what happens!). I feel that parents need to be made aware that the current policy allows for them to wear ISW bottoms or bottoms from our former uniform provider which have been grandfathered under the policy. Parents need more options for the bottoms. Tops should be standardized for certain but if a bottom from another uniform provider fits a child better than parents should be not only allowed to purchase these from this other provider, but have this advertised to them. |
| As long as kids are in blue/white it doesn't matter which store they buy it from. I don't think having the school logo is that important in elementary school.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Better quality abs comfort. The fit, comfort and overall quality with wash & wear was superior with McCarthy. The pants are scratch and look cheaper. The clothes are not as good quality as before.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Better quality items need to be available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Better quality, breathable fabrics                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Canadian made garments would be preferable to lower our carbon footprint.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| Clothing is not restrictive and comfortable so that students can participate easily in DPA and be comfortable during class time                                                                                                                                                                                                                                                                            |
| Comfortable for the children to wear all day and during gym class and recess. FDK and Primary division should have option for elastic or easy pull up waist.                                                                                                                                                                                                                                               |
| Cost effective for parents and students. Perhaps allowing students to buy their own pants and adhere labels.                                                                                                                                                                                                                                                                                               |
| Cost is a big consideration for parents and whether the uniform HAS to be purchased from the identified company. If a similar product (e.g. Old Navy blue pants) is available is also a consideration.   White is very difficult to keep clean and pre-pubescent girls do not like to wear white shirts that can be clingy or see through.   Ironing is another consideration for material considerations. |
| Costs for shirts same price for both male / female. Same with pants etc.                                                                                                                                                                                                                                                                                                                                   |
| Do not go with Pegasus - very low quality                                                                                                                                                                                                                                                                                                                                                                  |
| Do not provide shorts for the girls, they just roll them up anyway, capris or pants are better.                                                                                                                                                                                                                                                                                                            |
| -durability -stain protection/guard on white shirts -less pilling on pant wear -variety of sweater/cardigan options for kids given seasonal changes (i.e. sweater choices available only approp for colder fall and winter and not for spring)                                                                                                                                                             |
| Eliminate uniforms. They are costly and of terrible quality. Parents don't purchase often and a lot of kids are wearing clothes that don't even fit.   It's a waste of money and energy worrying about the uniforms. Kids are soo much happier and more comfortable wearing their own clothes.                                                                                                             |
| Ensure items are in stock always. Too long wait for items to come in                                                                                                                                                                                                                                                                                                                                       |
| Families often get bottoms from other retailers for younger children due to poor fit options in the waist from current provider. It would make sense to allow bottoms from any retailer as long as they are navy                                                                                                                                                                                           |
| Has there been consideration about using one HCDSB logo for all Elementary schools?  If there are multiple boundary changes or students enroll in French Immersion,   they wear they same uniform at each school.                                                                                                                                                                                          |
| I believe our Catholic values treating others with respect and dignity should be paramount when considering a producer of uniforms. Working conditions must be just and fair. No sweatshops please!                                                                                                                                                                                                        |
| I checked off not as important for visible logo because I felt that as long as the pants or bottoms are the same style and colour, it would be very helpful to be able to get them at other stores or providers. I support the logo on the shirts, however. Speaking as a teacher and a parent of students in a uniform elementary and secondary school. Thank you so much!                                |
| I feel as though our past provider was a better quality and more students wore it on a more regular basis.                                                                                                                                                                                                                                                                                                 |
| I feel the only crested items that should be compulsory to buy are the tops. Parents should be allowed to buy navy blue ""uniform style"" pants where they can do so more economically.                                                                                                                                                                                                                    |
| I fond the pant options for teenage females quite limiting. Skinny girls are limited to one style. Perhaps a pant with more stretch in the fabric would give more options rather than the adjustable strap style. Same for female shorts; any skinny students, male/female, have no other option than the wide leg shorts. Many thanks!                                                                    |
| I have been extremely disappointed with the quality and customer service of ISW. I sincerely hope that the provider will be changed.                                                                                                                                                                                                                                                                       |



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| I have many concerns with the quality of product from ISW. I am especially alarmed by the make and cut of the female uniform shorts. The shorts have a bell leg which allows the girls to roll the short to levels that are not appropriate for our school. Furthermore, the cut of the short rides up the back end of the girls and is not a piece that is protective of the child's dignity. As well, the grey pants for the girls from ISW are thin and unflattering to most body types. The best ISW item is the male short.....of which they are consistently out of stock and back ordered! |
| I have noticed with the current provider, there has been more than one school year where at the beginning of the school year, students have needed to wait several weeks into the new school year for uniform pieces due to limited quantities being available in fairly standard sizes.  This did not seem to be as commonplace with our previous provider                                                                                                                                                                                                                                       |
| I preferred McCarthy's over ISW. Reasons why: -stores were bigger, brighter, and more organized -clothing was better quality and the right colour (ISW pants were black not blue)-clothes ordered online were shipped to your home free of charge -items were available all year round                                                                                                                                                                                                                                                                                                            |
| I strongly believe that families should be able to purchase pieces (shirts, pants, sweaters) from any clothing store. Many stores sell uniform pieces at far more reasonable prices than the uniform supplier prices. While I like the idea of uniforms, being forced to purchase from the supplier only is ridiculous. This way if families determine that buying from sustainable sources is important to them then they can do that. Other families might have difficulty getting the pieces they need due to pricing.                                                                         |
| I think that uniforms should be inexpensive for parents. Also, parents should be able to buy clothing where ever they wish as long as it's in the colours that are required in the uniform.                                                                                                                                                                                                                                                                                                                                                                                                       |
| I would like to see a decrease in price due to the amount of students and how many pieces are being bought in a year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Include a variety of items for style and seasonal temperatures. Example: hoodie                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| It is important that the provider be able to meet the requirements of our student population, ie. females should not be told that they must wear male pants b/c of their size, taller male students should not be told it will take 3 months to make/order.  It is also important that garments can withstand wear and tear, ie. pants should not tear down seam after a few months.                                                                                                                                                                                                              |
| It would be so helpful if every item had a tag for parents to write their childs name. So many items get lost and misplaced.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Items need to be readily available in a wide range of sizes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Looking for better quality and fit than what ISW provides                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Love the uniforms!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Lower the price                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| -Make sweaters and heavier pieces less expensive so they can't complain about prices and be out of uniform with a hoodie. I realize this will hinder the quality. -Have logos on shorts, especially women's, be positioned much closer to the cuff of the pant leg. Some girls look like they are wearing underwear! -make back pockets on girls pants larger so cell phones don't stick out as much, or fall out.                                                                                                                                                                                |
| McCarthy's clothing was better quality, more durable. Pricing is already high so not hoping for an increase in price on the uniform items. -Yoga pants for girls was the best item they sold!! hoping they make an athletic pants for boys (similar to the ruggar pants they sold) but more on the athletic side.                                                                                                                                                                                                                                                                                 |
| Move to allow families to purchase uniform items and have them crested at their expense (similar to Hamilton Catholic).                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| Multiple suppliers to help reduce cost.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Neat and descent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Needs to be affordable Old uniforms should still be acceptable for ""hand-me-down"" purposes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| nice material                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| one sole provider                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| One that will be able to have enough items on demand that backorder lists are minimal and do not last months.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Our previous uniform provider was McCarthy's - and they offered the following:   - a superior quality product that was long lasting but also offered a proper fit for a variety of body types, sizes and shapes. The product washes well and is not susceptible to shrinkage.  - The sizes of pants and shirts are ""true size"" and offer lengths in the tops that are appropriate and proportionate to sleeve length or waist size  - They always had product in stock, and if by chance, they did not, the product was available within 1-2 weeks and often shipped directly to your door.  -The facility was clean and well organized  Our current uniform provider is ISW - and these have been my observations: - an inferior product that does not wash well and is susceptible to SHRINKAGE - the product has a high tendency to rip at the seams. The pants and tops ""pill"" a lot. the athletic type pant for boys is very wide - I call the ""MC Hammer Pants"" - my son in JK looked like a walking pair of pants - he is on the shorter/smaller side - even though I purchased the smallest size available. I stopped purchasing ISW pants for my son as they do not fit him properly. He wears old McCarthy pants. The store is extremely dirty - the clothing has layers of dust bunnies on them - particularly the clothing that sits closer to the floor. On one occasion, a store representative passed me one of those shirts for my child to try on - absolutely not!  The sizes and fit of pants are not appropriate for most body types The white shirts are not thick enough and need to be worn with a thick t-shirt underneath The pants for high-school children of varying sizes are not forgiving - very tight - but this again speaks to the pant not being ""true-size"" ISW is more often than not out of product. There are times that they have boxes of product in the back but they are not willing to check them for the size you require and will instead order the product for you - and you wait up to 8 weeks - I ordered product in August and did not receive it until December. |
| Pants and skirts for young students should be elastic waist, no button and fly. Yoga pant option is ideal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Please go back to McCarthy. The current provider is not reliable, quality is poor and items are never in stock so multiple trips to the store are required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Policy of providing free uniforms to families in financial need as determined by the school.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Price and more than just one supplier.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Price should be competitive with big box stores as generic pieces are available and families are buying these pieces. Maybe we should be a ""navy and white"" school board.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Provider should be efficient and reliable. Price of uniform pieces should match quality of clothing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Quality of items from the last few years has gone down hill. There is a definite noticeable change in the quality of items.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Quality of product to withstand multiple washes and wear and tear. Many different styles of garments especially pants to suit different body types. More athletic styles including: yoga, slim fits, husky fits, track pants, soft durable fabrics, dryfit materials so students feel comfortable when running. Variety of sizes in tops and bottoms to accommodate different body types.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| Quality of product to withstand multiple washes and wear and tear. Many different styles of garments especially pants to suit different body types. More athletic styles including: yoga, slim fits, husky fits, track pants, soft durable fabrics, dryfit materials so students feel comfortable when running. Variety of sizes in tops and bottoms to accommodate different body types.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Readily accessible items in stock so students don't have to wait extended periods of time for crested items  Different pant options for students with sensory needs (leggings for girls, not just yoga pants and more pull up options for boys without buttons/ zippers; pants with a slimmer fit)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| reasonable price for parents                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Reasonable price point.  Stock at retail outlets. Student comfort. Custom fit for student need.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Reasonable Pricing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Recognising the requirement that garments be made under just, safe and fair working conditions, it is important that the price should not be a burden to the average family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| RJ McCarthy is best                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| RJ McCarthy provided durable, high quality pieces that lasted at least two years unless a child outgrew them. ISW has inconsistency within the pieces - i.e. many different styles of pants - nothing looks the same therefore not uniform.   would not want to use Old Navy, Children's Place or the Gap as again there would not be any consistency.  There needs to be an easy option for Kindergarten students that cannot do up buttons.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| School logo should be visible on every piece of clothing, including pants. There is a lot of confusion for staff as to whether students are in uniform, as some items do not have logo. Otherwise, the uniform should be (for example) ""any navy blue pants"" so that it is consistent/fair for all students/families and staff are not guessing if the article of clothing is/is not an approved uniform piece.  As a majority of the school year is during cooler weather, more options should be made available for students for warmer clothing (more variety of sweaters).                                                                                                                                                                                                                                                                                                                                                                                          |
| School uniform is an integral and important part of school life.  It serves a purpose in many areas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Speaking more from a parent perspective than a staff, the business that receives the contract should be made aware of the volume in July/August in preparation for September. They need to have a variety of sample sizes available and staff on hand to deal with the number of parents/children coming in.  Awarding the contract at the end of June may be too late as parents will start coming in during the summer to order/purchase items.  The crossover from the last uniform provider to the current one, was not a smooth transition and was frustrating from a parent perspective. They didn't have sample sizes available and staff appeared to be overwhelmed with the amount of people coming in. Many items were not available for the first day and sizing was off so caused repeat visits to return items, and try on different sizes. My daughter was in high school and sizing is very different.  They didn't seem prepared to deal with the volume. |
| Students should be part of the design process they are wearing them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| that they actually have stock of the items during the peak buying season aka summer unlike current provider who is notoriously always out of stock.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| That they provide reasonable prices for the families. And the logo, this is for the board, can it be generic? like a logo for HCDSB. I find that with constant boundary review, kids move from one school to another within a year or 2 and they have to buy new uniforms. With the generic patch, a student who will go to the same school board does not have to purchase new uniforms.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| The clothing needs to withstand multiple washes and resist fading. The provider needs to have a reasonable return policy, and a selection that is suitable for all shapes and sizes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| The cost of the uniform is important to me. It is also important to me that I can easily identify who is in uniform and who is not. I do not think that the school pants are really an issue, that they have to be from a specific uniform provider, as they do not fit well for many of the students, especially for the girls. They should be sized like male pants in the department stores, where there is a different length and waist size. This is important as teenagers are all different sizes and body issue is a problem, and it is embarrassing to have to wear pants that do not fit properly. It is important that the students wear a easily identifiable school shirt, and the current sizes seem to work out ok for the students. |
| The In-School Wear uniform pants seem to be very thin and not great quality. Something that will actually keep students warm on cold days would be nice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| The most important factor would be where these garments are made. Hard to teach students about human rights violations and how they should be proactive in their purchases when they are wearing garments made in countries that are known for child labour.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| The Navy blue we have now is not a colour that suits young children. I'd like to see them in a brighter colour.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| The provider should be able to guarantee delivery in a timely fashion to avoid a huge backlog of orders - especially at the beginning of the school year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| The quality of uniforms from ISW is nowhere near as good as the quality from McCarthy's . The fit in the pants are poor and they pull easily. The cost is also very high for the quality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| There should be a variety of pant cuts available. Not all children are thin. Pants should be unisex so they can be passed down to others in the same family. Track pants should be an option. Kids should be comfortable. Reinforced knees are great for younger kids.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| They have to good customer relations and be polite to families. It also has to be affordable and easy to access so all families can access.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| They should have the inventory required before the school year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Timely and sufficient inventory.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Unfortunately we have not been impressed with this vendor. The quality is very poor, pants pill and lose the colour when washed. Zippers break on sweaters. Colour fading on shirts. The vendor never seems to have enough in stock. Even before school starts. Website as a disaster, pictures are missing On items and you do t know what things look like. McCarthys gets my vote!                                                                                                                                                                                                                                                                                                                                                               |
| Uniform pieces must be available in a timely manner. There should only be at least a week or two difference between the time you order and can come pick them up. Waiting months is not responsible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Uniforms that are AFFORDABLE are most important, especially now that so many elementary schools have uniforms (which I completely disagree with but that's a separate issue). Ones that are made under good working conditions are also important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| variety of options that are readily available]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Wait times for backordered items currently are not acceptable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| We have to go back to the quality standards that we had in companies such as McCarthy in the past. Not only did they still look great when passed between children (I have 4) and on to friends, only once did I have to wait on a back order and it was only days not weeks before my order was filled.] So enough stock and prompt delivery of back orders.]Correct sizing - if you buy a size 6 then go in a month later for a second of the same item, it should be the same size!]Quality Zippers - current uniform zippers are not even making it till Christmas either the pull tab fall off or the zipper keeps opening from bottom up. Very frustrating for a kindergarten child whom has just                                             |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p>learned to zip.   Keep it simple -   Dress pant, track pant, shorts, long sleeved top, short sleeved top, hoody and zip up sweatshirt.   Don't accept uniform store to sell any old blue pants when they can't fill orders as it causes parent upset and complaints of why doesn't that child have to follow the dress code And upset of the other parent feeling 'conned' into buying wrong item.   The current quality has resulted in so much frustration for parents as well as Educators as we receive so many complaints about it. I strongly believe uniforms are a great, I love them as a parent and educator. In order to get the parent community back on board we need a provider that you need to purchase from only because your child has out grown it not because it's not has fallen apart.</p> |
| <p>When there is a specific uniform provider that is required, it can become quite costly for families. In order to remove financial barriers for families, it would be great if families had choice about who to buy their uniforms from. In other boards, families can buy generic navy pants and either navy or white polo's. (i.e. Old Navy, Children's place, etc) For some boards, that's all that they require. Other boards provide the crest that has to be sewn on, but I believe this is a better, more equitable and sustainable options for families.</p>                                                                                                                                                                                                                                              |
| <p>Would love McCarthy again. Isw is horrible quality!</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p>Yes change back to McCarthy please!</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p>You could have a colour code for a school uniform. For example, all students could wear navy and white. This way parents can buy clothing from wherever they feel comfortable and spend as much as they would like.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## School Uniform Provider Consultation Catholic School Council Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

Before moving ahead with the RFP process, **we are seeking input from our HCDSB community on the characteristics of an ideal school uniform provider.**

This consultation is not intended to solicit comments that are specific to our current school uniform provider, or any individual provider – past or present. This consultation is also not intended to solicit feedback about the process in place to determine whether schools should or should not have school uniforms.

**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                                | Not at all<br>important | Slightly<br>important | Fairly<br>important | Important | Very<br>important |
|------------------------------------------------|-------------------------|-----------------------|---------------------|-----------|-------------------|
| Customized<br>uniform pieces<br>for our school |                         |                       |                     |           | ✓                 |
| Location of<br>vendor stores                   |                         |                       |                     |           | ✓                 |
| Online ordering                                |                         |                       |                     |           | ✓                 |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Garments made under just, safe and fair working conditions |                      |                    | ✓                |           |                |
| Customer service                                           |                      |                    |                  | ✓         |                |
| Availability of items (minimal wait times/back orders)     |                      |                    |                  |           | ✓              |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

Uniform Policy should go out all Parents to decide if there should be a sole provider or multiple supplier. or no provider.

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

Assumption Catholic High School

Name of Chair/Co-Chair (please print):

Kim van Nieuwkoop / Christina Brookes

Signature of Chair/Co-Chair:

Kim Nieuwkoop / CM Brookes

Date:

Wed Feb 12/20



## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

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**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

#### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                                | Not at all<br>important | Slightly<br>important | Fairly<br>important | Important | Very<br>important |
|------------------------------------------------|-------------------------|-----------------------|---------------------|-----------|-------------------|
| Customized<br>uniform pieces<br>for our school |                         |                       | ✓                   |           |                   |
| Location of<br>vendor stores                   |                         |                       |                     |           | ✓                 |
| Online ordering                                |                         |                       | ✓                   |           |                   |

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

It is important to our Council that the uniform comes in sizes that fit everyone. Sometimes they don't fit small children in kindergarten or kids who are thin.

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

Holy Rosary School Milton

Name of Chair/Co-Chair (please print):

Karen Bivand

Signature of Chair/Co-Chair:



Date:

Jan. 14, 2020

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

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**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

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## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                          | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized uniform pieces for our school |                      |                    |                  | X         |                |
| Location of vendor stores                |                      |                    |                  |           | X              |
| Online ordering                          |                      |                    | X                |           |                |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  |           | X              |
| Customer service                                           |                      |                    |                  |           | X              |
| Availability of items (minimal wait times/ back orders)    |                      |                    |                  | X         |                |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☐ Parents would prefer to pay more for better quality uniforms.
- X Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☐ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- X Not sure – we are not sure what is meant by layaway; does this mean you don't get clothing until it is fully paid?

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

- Uniform style that reflects the style of the day and varied body shapes (e.g., wider legs; slim cut)

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

Jean Vanier CSS

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Name of Chair/Co-Chair (please print):

Sammi Khachi and Lenie D'Souza

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Signature of Chair/Co-Chair:

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Date:

February 4, 2020

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## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

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**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

#### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

### PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                          | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized uniform pieces for our school | ✓                    |                    |                  |           |                |
| Location of vendor stores                |                      |                    |                  |           | ✓              |
| Online ordering                          |                      |                    |                  |           | ✓              |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  |           | ✓              |
| Customer service                                           |                      |                    |                  |           | ✓              |
| Availability of items (minimal wait times/back orders)     |                      |                    |                  |           | ✓              |

## PART II –

Based on feedback your Council has received (**formally** or **anecdotally**), please select the response that best reflects what you believe to **be** parental preference:

- ☒ Parents would prefer to pay more for **better** quality uniforms.
- ☐ Parents would prefer to pay less for **uniforms**, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing **financial hardship**. Notwithstanding that financial assistance is available, would it be **important** that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

Our Lady of Fatima

Name of Chair/Co-Chair (please print):

Tonia Sgro - Madrick

Signature of Chair/Co-Chair:

T. Sgro

Date:

February 3, 2020



## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

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Before moving ahead with the RFP process, **we are seeking input from our HCDSB community on the characteristics of an ideal school uniform provider.**

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**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

#### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                                | Not at all<br>important | Slightly<br>important | Fairly<br>important | Important | Very<br>important |
|------------------------------------------------|-------------------------|-----------------------|---------------------|-----------|-------------------|
| Customized<br>uniform pieces<br>for our school |                         |                       |                     | x         |                   |
| Location of<br>vendor stores                   |                         |                       |                     | x         |                   |
| Online ordering                                |                         |                       |                     | x         |                   |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  |           | X              |
| Customer service                                           |                      |                    |                  |           | X              |
| Availability of items (minimal wait times/back orders)     |                      |                    |                  |           | X              |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- 1/2 ☐ Parents would prefer to pay more for better quality uniforms.
- 1/2 ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

- RANGE IMPORTANT – TYPES OF ITEMS, SIZES, AVAILABILITY, ADJUSTABLE WAIST
- FOLLOW UP FROM PROVIDER IMPORTANT AS WELL (PARENTS SHOULDN'T HAVE TO CHASE)
- GREATER VARIETY

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

Our Lady of Peace

Name of Chair/Co-Chair (please print):

Megan McCartney

Patricia Boucher

Signature of Chair/Co-Chair:





Date:

January 13, 2020

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

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Before moving ahead with the RFP process, we are seeking input from our HCDSB community on the characteristics of an ideal school uniform provider.

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The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.

**INSTRUCTIONS:**

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

### PART I –

How important are each of the following criteria to the selection of a uniform provider?

Council of 11 parents

|                                          | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized uniform pieces for our school |                      |                    | 9                |           | 2              |
| Location of vendor stores                |                      | 4                  |                  |           | 5              |
| Online ordering                          | 1                    | 4                  |                  |           | 4              |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  |           | UNANIMOUS      |
| Customer service                                           |                      |                    |                  |           | UNANIMOUS      |
| Availability of items (minimal wait times/ back orders)    |                      |                    |                  |           | UNANIMOUS      |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

- Better Fitting clothes
- Materials (comfortable, cotton)
- Regular Pants option
- More diverse in sizing (tall and skinny)
- Skorts (Need them to lengthen for taller students)
- Boys Pants – Re-enforced knees
- Option to go to stores to buy options and get it crested.
- Brand names carry school uniform lines

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and returned by Friday, February 14, 2020 through the School Principal to Jeff Crowell, Superintendent of Education.



School:

QUEEN OF HEAVEN

Name of Chair/Co-Chair (please print):

KERSTIN ASH / CHRISTIAN CEPEDA

Signature of Chair/Co-Chair:

Date:

January 30, 2020

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

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#### INSTRUCTIONS:

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## PART I –

How important are each of the following criteria to the selection of a uniform provider?

Received and inclusive of feedback from:

|                                          | Not at all important | Slightly important | Fairly important | Important   | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-------------|----------------|
| Customized uniform pieces for our school | X (tie 1st)          | X (tie 2nd)        | 1 vote           | X (tie 2nd) | X (tie 1st)    |
| Location of vendor stores                |                      |                    |                  | X           |                |
| Online ordering                          |                      |                    |                  | X           |                |



|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  | X (tie)   | X (tie)        |
| Customer service                                           |                      |                    |                  |           | X              |
| Availability of items (minimal wait times/ back orders)    |                      |                    |                  |           | X              |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms. X
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program X
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?



- New vendor must have better quality clothing.
- Enhancing the quality is essential while offering reasonable prices. Existing prices are already felt to be high.
- Maintaining standardized and consistent sizing throughout all pieces and sizes.
- Extra care/attention to be given to the thickness of the T-Shirts to avoid and prevent "see-through".
- Availability of flexible sizing is very important. Some kids are very small or above average for their ages – including at the high school level.

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and returned by Friday, February 14, 2020 through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St Anne Catholic Elementary School

Name of Chair/Co-Chair (please print):

Ghazaleh Almeida



Signature of Chair/Co-Chair:

Andrea Florian



Date:

February 3, 2020

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

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#### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                                | Not at all<br>important | Slightly<br>important | Fairly<br>important | Important | Very<br>important |
|------------------------------------------------|-------------------------|-----------------------|---------------------|-----------|-------------------|
| Customized<br>uniform pieces<br>for our school |                         |                       |                     |           | yes               |
| Location of<br>vendor stores                   |                         |                       |                     |           | yes               |
| Online ordering                                |                         |                       |                     |           | yes               |

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

- Importance of comfortable, kid-friendly material

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St. Francis Catholic School

Name of Chair/Co-Chair (please print):

Elizabeth H. K. K. K.

Signature of Chair/Co Chair:

[Signature]

Date:

4/1/20

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

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## **PART I –**

How important are each of the following criteria to the selection of a uniform provider?

|                                          | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized uniform pieces for our school |                      |                    |                  |           | X              |
| Location of vendor stores                |                      |                    |                  |           | X              |
| Online ordering                          |                      |                    |                  | X         |                |
| Garments made under just, safe           |                      |                    |                  |           | X              |

|                                                         | Not at all important | Slightly important | Fairly important | Important | Very important |
|---------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| and fair working conditions                             |                      |                    |                  |           |                |
| Customer service                                        |                      |                    |                  | X         |                |
| Availability of items (minimal wait times/ back orders) |                      |                    |                  |           | X              |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

The next provider should be chosen through an open, transparent process. The most important criterion for us is that the provider can provide quality products that last throughout the entire school year.

There are pros and cons with continuing to require crested products versus plain blue and white products that could be purchased from multiple vendors. Overall, it is likely best to stay with the crested products to ensure students are easily identifiable.

### SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St. Christopher's CES

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Name of Chair/Co-Chair (please print):

Josh Hunter

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Signature of Chair/Co-Chair:



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Date:

January 31, 2020

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## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

Before moving ahead with the RFP process, we are seeking input from our HCDSB community on the characteristics of an ideal school uniform provider.

This consultation is not intended to solicit comments that are specific to our current school uniform provider, or any individual provider – past or present. This consultation is also not intended to solicit feedback about the process in place to determine whether schools should or should not have school uniforms.

The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.

#### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                          | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized uniform pieces for our school |                      |                    | ✓                |           |                |
| Location of vendor stores                |                      |                    |                  |           | ✓              |
| Online ordering                          |                      |                    |                  |           | ✓              |
| Garments made under just, safe           |                      |                    |                  |           | ✓              |

|                                                         | Not at all important | Slightly important | Fairly important | Important | Very important |
|---------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| and fair working conditions                             |                      |                    |                  |           |                |
| Customer service                                        |                      |                    |                  | ✓         |                |
| Availability of items (minimal wait times/ back orders) |                      |                    |                  |           | ✓              |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☐ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☒ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

Our school does not have uniforms.



## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and returned by Friday, February 14, 2020 through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St. Francis of Assisi

Name of Chair/Co-Chair (please print):

VICKI SANTAGUIDA and LINDSEY MACHADO

Signature of Chair/Co-Chair:



Date:

Feb. 3/20

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with Procedure VI.11, Purchasing, the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

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#### **INSTRUCTIONS:**

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowelli@hcdsb.org](mailto:crowelli@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                                | Not at all<br>important | Slightly<br>important | Fairly<br>important | Important | Very<br>important |
|------------------------------------------------|-------------------------|-----------------------|---------------------|-----------|-------------------|
| Customized<br>uniform pieces<br>for our school | ✓                       |                       |                     |           |                   |
| Location of<br>vendor stores                   |                         |                       |                     | ✓         |                   |
| Online ordering                                |                         |                       |                     |           | ✓                 |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  |           | ✓              |
| Customer service                                           |                      |                    |                  |           | ✓              |
| Availability of items (minimal wait times/back orders)     |                      |                    |                  |           | ✓              |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☐ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☒ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

- More options for pants, especially for boys.
- Better fitting.
- Blues that match.

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St John Burlington

Name of Chair/Co-Chair (please print):

Jasun Crawford.

Signature of Chair/Co-Chair:



Date:

02/03/20

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with Procedure VI-11, Purchasing, the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

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This consultation is not intended to solicit comments that are specific to our current school uniform provider, or any individual provider – past or present. This consultation is also not intended to solicit feedback about the process in place to determine whether schools should or should not have school uniforms.

**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**




#### **INSTRUCTIONS:**

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                                | Not at all<br>important | Slightly<br>important | Fairly<br>important | Important | Very<br>important |
|------------------------------------------------|-------------------------|-----------------------|---------------------|-----------|-------------------|
| Customized<br>uniform pieces<br>for our school | ✓                       |                       |                     |           |                   |
| Location of<br>vendor stores                   |                         |                       |                     |           | ✓                 |
| Online ordering                                |                         |                       |                     | ✓         |                   |

|                                                            | Not at all important | Slightly important | Fairly important | Important                                                                           | Very important                                                                      |
|------------------------------------------------------------|----------------------|--------------------|------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  |                                                                                     |  |
| Customer service                                           |                      |                    |                  |  |                                                                                     |
| Availability of items (minimal wait times/back orders)     |                      |                    |                  |                                                                                     |  |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☒ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

Adjustable waists!  
more boys options - jogging pants

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St. Mark

Name of Chair/Co-Chair (please print):

Anna-Marie Baulie (parent Rep)

Signature of Chair/Co-Chair:

AB

Date:

Feb 4/2020



## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

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**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

#### **INSTRUCTIONS:**

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                          | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized uniform pieces for our school |                      |                    |                  | X         |                |
| Location of vendor stores                |                      |                    |                  | X         |                |
| Online ordering                          |                      |                    |                  | X         |                |



|                                                            |  |  |  |  |   |
|------------------------------------------------------------|--|--|--|--|---|
| Garments made under just, safe and fair working conditions |  |  |  |  | X |
| Customer service                                           |  |  |  |  | X |
| Availability of items (minimal wait times/ back orders)    |  |  |  |  | X |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

1. Would like to see better quality material at a lower cost. Current provider has low quality material at same/equal prices then previous provider.

2. Would like to see uniform pieces last longer.

3. Need larger sizes available in all clothing items. Especially yoga pants. Currently largest size is 16, which is not big enough or long enough for current students. Current providers' recommendation is to move to adult sizes which are different clothing items. Students do not want to look different then their peers!

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

St. Mary Catholic Elementary School, Oakville, Ontario

School:

Name of Chair/Co-Chair (please print):

Sandra Raposo / Melissa Whalen

Signature of Chair/Co-Chair:



Date:

January 17, 2020

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

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The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.

#### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized | 1                    | 2                  | 3                | 3         | 3              |

|                                                                        |   |   |          |   |    |
|------------------------------------------------------------------------|---|---|----------|---|----|
| uniform pieces<br>for our school                                       |   |   | As Above |   |    |
| Location of<br>vendor stores                                           | 0 | 2 | 5        | 4 | 1  |
| Online ordering                                                        | 2 | 3 | 4        | 2 | 1  |
| Garments<br>made under<br>just, safe and<br>fair working<br>conditions | 1 | 1 | 5        | 4 | 2  |
| Customer<br>service                                                    | 0 | 0 | 0        | 6 | 6  |
| Availability of<br>items (minimal<br>wait times/<br>back orders)       | 0 | 0 | 0        | 2 | 10 |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- 10 Parents would prefer to pay more for better quality uniforms.
- 1 Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- 1 We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship.

Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- 2 Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- 2 No, we do not think the layaway option should be an important consideration as financial assistance is already available
- 3 Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

Vendor to better prepared for anticipated times when large crowds are expected, faster service, two week maximum wait time for items on back order, would pay for better quality within reason, ensure quality is better and is worth the cost, a better transition planning and supply and demand should be thoroughly considered prior to going live with a new provider, having back ordered items as soon as a provider goes live is not acceptable.

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St. Matthew Catholic School

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Name of Chair/Co-Chair (please print):

Melissa Carroll / Peter Bertrand

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Signature of Chair/Co-Chair:

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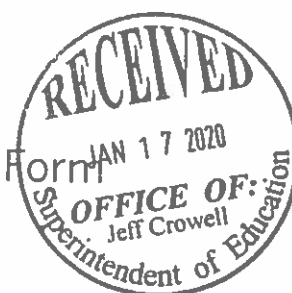
Date:

Wednesday, February 5, 2020.

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## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form



HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with Procedure VI-11, Purchasing, the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

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**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

#### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized |                      |                    |                  |           | ✓              |



|                                                                        |  |  |  |   |   |
|------------------------------------------------------------------------|--|--|--|---|---|
| uniform pieces<br>for our school                                       |  |  |  |   | ✓ |
| Location of<br>vendor stores                                           |  |  |  | ✓ |   |
| Online ordering                                                        |  |  |  |   | ✓ |
| Garments<br>made under<br>just, safe and<br>fair working<br>conditions |  |  |  |   | ✓ |
| Customer<br>service                                                    |  |  |  |   | ✓ |
| Availability of<br>items (minimal<br>wait times/<br>back orders)       |  |  |  |   | ✓ |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

Parents would prefer to pay more for better quality uniforms.

Parents would prefer to pay less for uniforms, even if the garments are lower quality.

We do not know

if there is  
sufficient school  
uniform  
assistance  
program



## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship.

Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

Yes, we think families should have the option of purchasing uniform pieces through a layaway program

No, ~~we do not think the layaway option should be an important consideration as financial assistance is already available~~

Not sure

program more  
important than  
layaway

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

- tailoring (perhaps included in price)

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St. Scholastica

Name of Chair/Co-Chair (please print):

Natalia Gorske-Anderson

Signature of Chair/Co-Chair:

Natalia Gorske-Anderson

Date:

Jan 13 / 20

## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

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#### **INSTRUCTIONS:**

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                          | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized uniform pieces for our school |                      |                    | Y                |           |                |
| Location of vendor stores                |                      |                    |                  | Y         |                |
| Online                                   |                      |                    |                  |           | Y              |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| ordering                                                   |                      |                    |                  |           |                |
| Garments made under just, safe and fair working conditions |                      |                    |                  |           | Y              |
| Customer service                                           |                      |                    |                  |           | Y              |
| Availability of items (minimal wait times/ back orders)    |                      |                    |                  | Y         |                |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☐ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☒ **We do not know**

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ **Yes, we think families should have the option of purchasing uniform pieces through a layaway program**
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available

☐ Not sure

## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

As our school is still without a uniform policy, I cannot comment on uniform providers. My comment though addresses the voting process as a whole for those very few and remaining schools who have yet to successfully implement a school uniform. Given that over 85% of schools in the board now have a uniform policy in place, uniforms should fall within standard board policy, just as other policies are standardized. Thank you

- Please note that this policy is not accessible via the website : [Policy II-41 - School Uniform Dress Code/School Dress Code](#).
- A friendly suggestion to update the FAQ section as it is dated from 2013 and the uniform supplier for the Board is no longer McCarthy. Thank you.

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

St Teresa of Calcutta – Oakville

School:

Name of Chair/Co-Chair (please print):

Lisa Ryce

*Lisa Ryce*

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**Signature of Chair/Co-Chair:**

**Date:**

**February 11, 2020**

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## School Uniform Provider Consultation

### Catholic School Council Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

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#### **INSTRUCTIONS:**

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                          | Not at all important | Slightly important | Fairly important                    | Important                           | Very important                      |
|------------------------------------------|----------------------|--------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Customized uniform pieces for our school |                      |                    |                                     |                                     | <input checked="" type="checkbox"/> |
| Location of vendor stores                |                      |                    |                                     | <input checked="" type="checkbox"/> |                                     |
| Online ordering                          |                      |                    | <input checked="" type="checkbox"/> |                                     |                                     |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important                      |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|-------------------------------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  |           | <input checked="" type="checkbox"/> |
| Customer service                                           |                      |                    |                  |           | <input checked="" type="checkbox"/> |
| Availability of items (minimal wait times/ back orders)    |                      |                    |                  |           | <input checked="" type="checkbox"/> |

## PART II –

Based on feedback your Council has received (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ We do not know

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure



## PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

N/A

## SUBMITTING YOUR FEEDBACK

Once completed, this form should be signed by the Chair(s) of your Catholic School Council, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

School:

St Thomas Aquinas Catholic Secondary School

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Name of Chair/Co-Chair (please print):

Donna Vaillancourt

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Signature of Chair/Co-Chair:



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Date:

Feb 5, 2020

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## School Uniform Provider Consultation SEAC Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

Before moving ahead with the RFP process, **we are seeking input from our HCDSB community on the characteristics of an ideal school uniform provider.**

This consultation is not intended to solicit comments that are specific to our current school uniform provider, or any individual provider – past or present. This consultation is also not intended to solicit feedback about the process in place to determine whether schools should or should not have school uniforms.

**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

### **INSTRUCTIONS:**

Please share your collective feedback on this form and return the completed form, signed by the Chair(s).

## PART I –

How important are each of the following criteria to the selection of a uniform provider?

|                                                         | Not at all<br>important                                  | Slightly<br>important | Fairly<br>important | Important | Very<br>important                                                                                                                                       |
|---------------------------------------------------------|----------------------------------------------------------|-----------------------|---------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customized<br/>uniform pieces<br/>for our school</b> | 1<br>Comments:<br>Does this<br>mean different<br>styles? | 2                     | 1                   | 2         | 4<br>Comments:<br>If it means<br>functional use<br>for people with<br>special needs.<br>Options are very<br>important for<br>special needs<br>children. |
| <b>Location of<br/>vendor stores</b>                    |                                                          | 1                     | 2                   | 4         | 3                                                                                                                                                       |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Online ordering                                            |                      | 1                  | 1                | 3         | 5              |
| Garments made under just, safe and fair working conditions |                      | 2                  |                  | 3         | 5              |
| Customer service                                           |                      | 1                  |                  | 2         | 7              |
| Availability of items (minimal wait times/ back orders)    |                      |                    | 1                | 4         | 5              |

**Comments to Above:** In the section customized uniform pieces for our school -if possible, for our special needs students could we have collarless shirts, pants that do not make noise & 100% cotton preferred. When kids chew their shirts, the chemicals in polyester affect the skin with rashes. Also tag less pant & shirts. Sensory concerns-fabric type. Customized to support special needs students. Students with sensory issues can have major challenges with clothing. There needs to be options to accommodate these issues.

### PART II –

Based on feedback you have heard (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☐ Parents would prefer to pay more for better quality uniforms. **5**
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality. **4**
- ☐ Unsure **1**

### PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☐ Yes, we think families should have the option of purchasing uniform pieces through a layaway program **6**
- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available **4**
- ☐ Not sure

### PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

- Customization – should have crew or v neck options, seamless, softer fabrics, legging pants.
- Children with sensory issues need some flexibility and options (texture, temperature control).
- Availability of accommodating clothing types for students with various needs and challenges.
- Clothing that makes as little noise as possible when students are moving around.
- Textiles that are less likely to develop static charge.

### SUBMITTING YOUR FEEDBACK

Once completed, this form is to be signed by the SEAC Co-Chairs, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

Name of Co-Chairs (please print):

Brenda Agnew (Chair)

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Tammy Beattie (Vice Chair)

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Signature of Co-Chairs:

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Date:

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## School Uniform Provider Consultation CPIC Response Feedback Form

HCDSB's current contract with its sole school uniform provider, ISW Uniforms, will expire on December 31, 2020. In accordance with [Procedure VI-11, Purchasing](#), the Request for Proposal (RFP) will need to be issued by the Spring of 2020, and awarded by the end of June, 2020 in order to allow the successful proponent with adequate time to launch the uniform program.

Before moving ahead with the RFP process, **we are seeking input from our HCDSB community on the characteristics of an ideal school uniform provider.**

This consultation is not intended to solicit comments that are specific to our current school uniform provider, or any individual provider – past or present. This consultation is also not intended to solicit feedback about the process in place to determine whether schools should or should not have school uniforms.

**The only intent of this consultation is to gather input around the desired standard – the features and options we should be looking for as we begin our search for the next school uniform provider.**

### INSTRUCTIONS:

Please share your collective feedback on this form and return the completed form, signed by the Chair(s), to Jeff Crowell, Superintendent of Education at [crowellj@hcdsb.org](mailto:crowellj@hcdsb.org).

### PART I –

|                                          | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Customized uniform pieces for our school |                      |                    |                  | ✓         |                |
| Location of vendor stores                |                      |                    |                  |           | ✓              |
| Online ordering                          |                      |                    |                  |           | ✓              |

|                                                            | Not at all important | Slightly important | Fairly important | Important | Very important |
|------------------------------------------------------------|----------------------|--------------------|------------------|-----------|----------------|
| Garments made under just, safe and fair working conditions |                      |                    |                  | ✓         |                |
| Customer service                                           |                      |                    |                  | ✓         |                |
| Availability of items (minimal wait times/ back orders)    |                      |                    |                  |           | ✓              |

## PART II –

Based on feedback you have heard (formally or anecdotally), please select the response that best reflects what you believe to be parental preference:

- ☒ Parents would prefer to pay more for better quality uniforms.
- ☐ Parents would prefer to pay less for uniforms, even if the garments are lower quality.
- ☐ Unsure

## PART III –

All HCDSB schools have a school uniform assistance program that offers discreet and confidential assistance to families experiencing financial hardship. Notwithstanding that financial assistance is available, would it be important that the next uniform provider offer a layaway\* program?

- ☒ Yes, we think families should have the option of purchasing uniform pieces through a layaway program

- ☐ No, we do not think the layaway option should be an important consideration as financial assistance is already available
- ☐ Not sure

### PART IV –

Do you have any other comments regarding the selection of the next uniform provider?

- I think more flexibility is better, including allowing alternates for pants.
- Ensuring at peak times usually 1-2 weeks before school starts that there is enough staff on hand to service customers and overstock items.
- Quality and affordability should go hand in hand given volume that will be purchased by school community, vendor will still be able to make more than enough profit
- Ensure provider will be willing to help needy families
- The next provider should create a good balance between quality and affordable prices. If uniforms are more affordable, parents could afford to buy more thereby increasing sale volume. These uniforms are already too expensive and parents don't want anything more expensive. Board should also allow students to continue to wear uniforms from previous providers.
- Parents always want a deal. They want the uniforms to be cheaper but not at the expense of extremely low quality that will cause parents to keep changing uniforms because of bad quality. It depends on how lower the quality is. What parents want is a balance of affordable or cheaper prices for affordable and moderate quality.

### SUBMITTING YOUR FEEDBACK

Once completed, this form is to be signed by the CPIC Chair, and **returned by Friday, February 14, 2020** through the School Principal to Jeff Crowell, Superintendent of Education.

**Name of Chair:** Gerard Bergin

**Date:** February 14, 2020

## Policy Committee Meeting

## Action Report

### Policy I-31 Apparel Purchases and Fair Labour Practices

### Item 4.2

Tuesday, February 25, 2020

### Purpose

To provide for the consideration of the Policy Committee *Policy I-34 Apparel Purchases and Fair Labour Practices* recommended by staff.

### Commentary

*Policy I-31 Apparel Purchases and Fair Labour Practices* was last reviewed in 2017. The Superintendent of Business Services has reviewed the policy and recommends only minor changes which include correcting the titles of the associated purchasing policy and procedure, and to add a numbering system to the bullet points under the Requirements.

*Policy I-31 Apparel Purchases and Fair Labour Practices* is attached for review and consideration by the Policy Committee.

### Recommendation

The following recommendation is presented for the consideration of the Board:

*Moved by:*

*Seconded by:*

***That***, the Policy Committee recommends that *Policy I-31 Apparel Purchases and Fair Labour Practices*, be forwarded, to the March 3, 2020, Regular Board Meeting for approval.

### Report Prepared by:

A. Lofts  
Superintendent of Business Services

### Report Submitted by:

P. Daly  
Director of Education and Secretary of the Board



## Apparel Purchases and Fair Labour Practices

**Adopted:**

June 7, 2005

**Last Reviewed/Revised:**

October 18, 2016

**Next Scheduled Review:** 2019-2020

**Associated Policies & Procedures:**

[I-25 Purchasing](#)

[VI-11 Purchasing](#)

[II-41 School Uniform Dress Code – School Dress Code](#)

## Purpose

To require the Board to take all reasonable measures to insure that clothing, be it school uniforms, physical education uniforms, athletic uniforms, spirit wear, corporate wear, employee uniforms, be acquired from suppliers where goods are produced under just, safe and fair working conditions that are equal to or better than the standards set by the United Nations International Labour Organization.

## Application and Scope

This policy applies to all apparel purchasing activities carried out by all Board departments, schools and services.

## References

[International Labour Organization \(ILO\)](#)

## Principles

The requirement that clothing products supplied to or authorized by the Board be produced under just, safe and fair working conditions that are equal to or better than the standards set by the United Nations International Labour Organization gives witness to our Catholic faith and the social teachings of the Catholic Church.

The dignity of the human person is contingent, in part, upon dignified conditions for human work.

All parties to any apparel purchase jointly bear the moral obligation to insure that finished clothing and the products from which it is made, have been produced under safe, just and fair working conditions.



Commercial entities seeking to do business with the Board will commit under contract to supplying apparel obtained and/or produced under safe, just, and fair working conditions as defined under the International Labour Organization (ILO) and/or local labour laws, whichever standard is higher.

Non-compliance with the labour standards mentioned above, on the part of companies, their subsidiaries, sub-contractors and suppliers whose apparel is sold under contract in this Board constitutes sufficient cause for a determination of breach of contract between the Board and any contractor.

## Requirements

1. Preference in the awarding of contracts will be given to suppliers which use the services of third party monitoring agencies acceptable to the Board, whose function is to monitor and report on the labour practices and conditions where the supply of raw material, textile products and finished apparel are produced.
2. Suppliers shall be required to include and adhere to, in any purchase or purchase agreement, a declaration of compliance to this policy (Appendix A – Apparel Supplier Compliance Form).
3. Prior to the signing of any contract/license agreement, suppliers shall disclose to the Board information regarding each manufacturing facility and subcontractor including:
  - 3.1. The names, addresses, e-mail, fax numbers and other details relating to the sites/factories where the apparel is produced.
  - 3.2. The same information as in 3.1 when new sites/factories are used for the production of the apparel.
4. Prospective suppliers must agree to conduct their own monitoring and review process to ensure that the manufacturing sites adhere to the ethical standards and labour codes agreed upon in this policy.

Suppliers must provide the Board with credible and transparent yearly reports indicating compliance with this policy. The reports shall include:

- 4.1. Information on suppliers' monitoring and verification programme(s).
  - 4.2. The name of the third-party auditing organization and the findings of monitoring and third-party audits including a summary of corrective action taken.
  - 4.3. The same information as in 4.2 when a change of third-party auditor is made by a supplier.
5. In any instance where an apparel producer is found to be non-compliant with the provisions of the policy, the Board will insist that corrective action be taken by the producer in the shortest period of time possible but not longer than six (6) months. If the supplier/licensee/producer fails/refuses to rectify the concerns to the satisfaction of the Board's designate, the Board shall terminate the contract on 30 days' notice.
  6. Purchasing Services Department shall:
    - 6.1. Review legitimate non-adherence complaints to this policy.

**Commented [JN1]:** Format change from bullets to numbers for consistency in references within requirements



**Policy No. I-31 | Apparel Purchases and Fair Labour Practices**

- 6.2. Inform within-Board purchasers of the policy requirements.
- 6.3. Assist within-Board purchasers to achieve compliance with this policy.
- 6.4. Communicate with the designated third-party affiliate for the purpose of obtaining information pertaining to apparel suppliers that comply with this policy.
- 6.5. Inform apparel suppliers of the requirements of this policy.
- 6.6. Address breeches of this policy with a view to terminate contracts with suppliers that are unable or unwilling to comply with this policy.
- 6.7. Communicate with the Director and Board Senior Staff regarding proposed contract terminations with apparel suppliers.
7. All purchase agreements will include statements pertaining to the requirements of this policy which properly inform suppliers of the conditions leading to possible termination of agreements.
8. All purchases of school apparel will comply with ~~the Board's Purchasing~~Operating Policy I-25 Purchasing and ~~Purchasing Administration Procedures~~Administrative Procedure VI-11 Purchasing.

APPROVED: Regular Meeting of the Board

AUTHORIZED BY: \_\_\_\_\_  
Chair of the Board

|                                               |          |
|-----------------------------------------------|----------|
| Policy I-10 Banking, Investment and Borrowing | Item 4.3 |
| Tuesday, February 25, 2020                    |          |

## Purpose

To provide for the consideration of the Policy Committee *Policy I-10 Banking, Investment and Borrowing* recommended by staff.

## Commentary

*Policy I-10 Banking, Investment and Borrowing* was last reviewed in 2017. The Superintendent of Business Services has reviewed the policy and recommends minor changes to the policy.

The revised *Policy I-10 Banking, Investment and Borrowing* is attached for review and consideration by the Policy Committee.

## Recommendation

The following recommendation is presented for the consideration of the Board:

|                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Moved by:                                                                                                                                                                       |
| Seconded by:                                                                                                                                                                    |
| <b><i>That, the Policy Committee recommends that Policy I-10 Banking, Investment and Borrowing, be forwarded, to the March 3, 2020, Regular Board Meeting for approval.</i></b> |

### Report Prepared by:

A. Lofts  
Superintendent of Business Services

### Report Submitted by:

P. Daly  
Director of Education and Secretary of the Board

|                                                                                                                                                      |                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>Banking, Investment and Borrowing</b>                                                                                                             |                                                |
| <b>Adopted:</b><br>February 21, 2012                                                                                                                 | <b>Last Reviewed/Revised:</b><br>June 20, 2017 |
| <b>Next Scheduled Review:</b> 2019-2020                                                                                                              |                                                |
| <b>Associated Policies &amp; Procedures:</b><br><a href="#">VI-91 Banking, Investment and Borrowing</a><br><a href="#">VI-26 Cheque Requisitions</a> |                                                |

## Purpose

To define the Halton Catholic District School Board's ("the Board") policy with regard to the selection and/or retention of the Board's banker, signing authorities, investing and borrowing, in accordance with the Education Act.

## Application and Scope

This policy applies to all Halton Catholic District School Board (the Board) employees and trustees having financial stewardship responsibilities.

## References

[Education Act, Ontario Regulation 41/10](#)

[Bank Act \(Canada\) Loan and Trust Corporations Act](#)

[Credit Unions and Caisses Populaires Act](#)

## Principles

- Financial operations support the overall goals, priorities, strategic directions and accountability measures established by the Board.
- Providing financial stewardship requires taking care of the Board's financial resources and ensuring they are used for the purpose intended.
- Effective and efficient financial management practices ensure:
  - the prudent use of the Board's fiscal and tangible capital assets;

- an annual budget that is linked to Board-approved goals and priorities and complies with legal and statutory requirements; and
- The Board's assets are safeguarded for the use of future generations of students by limiting fiscal exposure to risk.
- The Board strives to optimize the utilization of its cash resources within statutory limitations and its ~~basic~~primary fiduciary responsibility to protect and preserve capital, while maintaining liquidity to meet on-going financial requirements.
- The Board shall maintain and foster high ethical standards, integrity and respect for all stakeholders in conducting the Board's business.

## Requirements

- All investments of surplus cash and/or accumulated surplus and/or deferred revenue are made by Management in accordance with the Education Act, Ontario Regulation 41/10. All investments must be in accordance ~~to~~with the following ~~investment~~Goals:
  - To provide a positive rate of return on funds invested, in accordance with this policy, and consistent with the Board's governing values, mission, and vision.
  - To utilize self-financing where practical and possible.
  - To limit fiscal exposure to risk or loss.
- All Board borrowing will be as instructed in the Education Act, Ontario Regulation 41/10 and follow the Board's By-Laws.
- The banking agent for the Board shall be limited to, but may~~be~~ any bank to which the *Bank Act (Canada)* applies or any trust company to which the *Loan and Trust Corporations Act* applies or any credit union to which the *Credit Unions and Caisses Populaires Act*.
- Signing authorities for Halton Catholic District School Board's operating, capital and US banks are as follows:
  - Cheques over \$100,000 must be signed by one of two signatures (Chair of the Board; or Vice-Chair of the Board) and one of three signatures (Secretary of the Board, Treasurer of the Board~~;~~, or Senior Administrator, Financial Services).
  - Cheques under \$100,000 must be signed by the Secretary of the Board and one of four signatures (Treasurer of the Board; Senior Administrator, Financial Services; Chair of the Board; or ~~Vice-Vice~~Chair of the Board).
  - The Board's payroll cheques require two of three signatures (Secretary of the Board; Treasurer of the Board; Senior Administrator, Financial Services).

**Policy No. I-10** | Banking, Investment and Borrowing

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APPROVED: Regular Meeting of the Board

AUTHORIZED BY: \_\_\_\_\_  
*Chair of the Board*

|                            |          |
|----------------------------|----------|
| Policy I-25 Purchasing     | Item 4.4 |
| Tuesday, February 25, 2020 |          |

## Purpose

To provide for the consideration of the Policy Committee *Policy I-25 Purchasing* as recommended by staff.

## Commentary

*Policy I-25 Purchasing* was last reviewed in 2017. The Superintendent of Business Services has reviewed the policy and recommends minor changes to the verbiage within as highlighted.

The link for the Supply Chain Code of Ethics under the Broader Public Sector Procurement Directive in the References was refreshed.

The revised *Policy I-25 Purchasing* is attached for review and consideration by the Policy Committee.

## Recommendation

The following recommendation is presented for the consideration of the Board:

|                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Moved by:                                                                                                                                                         |
| Seconded by:                                                                                                                                                      |
| <b><i>That</i></b> , the Policy Committee recommends that <i>Policy I-25 Purchasing</i> , be forwarded, to the March 3, 2020, Regular Board Meeting for approval. |

### Report Prepared by:

A. Lofts  
Superintendent of Business Services

### Report Submitted by:

P. Daly  
Director of Education and Secretary of the Board



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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>Purchasing</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                |
| <b>Adopted:</b><br>October 28, 1997                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Last Reviewed/Revised:</b><br>April 4, 2017 |
| <b>Next Scheduled Review:</b> 2019-2020                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                |
| <b>Associated Policies &amp; Procedures:</b><br><a href="#">VI-11 Purchasing</a><br><a href="#">VI-26 Cheque Requisitions</a><br><a href="#">I-31 Apparel Purchases and Fair Labour Practices</a><br><a href="#">III-13 Corporate Purchasing Card Distribution and Usage</a><br><a href="#">VI-86 Corporate Purchasing Card Distribution and Usage</a><br><a href="#">IV-02 Outdoor Facility Enhancements, Maintenance and Security</a><br><a href="#">V-03 Photography, Advertising and Sales Representatives</a><br><a href="#">VI-33 Redistribution and Disposal of Surplus Furniture and Equipment</a><br><a href="#">VI-45 Mobile Cellular Device Operating Procedure</a> |                                                |

## Purpose

To direct the procurement of goods and services through a process that ensures efficiency, transparency, financial control, quality and best value in order to contribute to excellence in education at The Halton Catholic District School Board.

## Application and Scope

This policy applies to all Board staff and Trustees involved in the procurement of goods and services.

## References

~~Broader Public Sector Supply Chain Code of Ethics~~

~~Broader Public Sector Procurement~~ Procurement Directive (Supply Chain Code of Ethics)

## Principles

- The Board recognizes a commitment to purchasing goods and services essential to the delivery of education; ~~recognizes~~ acknowledges that the selection of these goods and services be undertaken through a well-managed and controlled purchasing process; ~~and~~ and recognizes that competitive bidding yields the best value for these goods and services.

- As a means to mitigate risk, the Board supports the Broader Public Sector Supply Chain Code of Ethics and commits to compliance with Federal, Provincial and Municipal Acts and regulations without qualification or evasion.
- ~~When~~Where possible, ~~the~~ Board supports the concept of centralized purchasing as a means of obtaining maximum value for each dollar spent.
- The Board supports consistent processes and expectations for working with suppliers and vendors, enhancing relationships.
- The Board will maintain a competitive purchasing process by requiring compliance with the practices established in the *Purchasing Administrative Procedure VI-11*.
- All Board staff and Trustees will ensure that the procurement of all goods and services are in compliance with all applicable Board policies and procedures, and all applicable Federal, Provincial and Municipal Acts and regulations pertaining to public procurement.

APPROVED:                      Regular Meeting of the Board

AUTHORIZED BY: \_\_\_\_\_  
                                    *Chair of the Board*

|                                                                        |                 |
|------------------------------------------------------------------------|-----------------|
| Policy I-34 (A) Reimbursement of Board Business Expenses for Employees | <b>Item 4.5</b> |
| Tuesday, February 25, 2020                                             |                 |

## Purpose

To provide for the consideration of the Policy Committee *Policy I-34A Reimbursement of Board Business Expenses for Employees* as recommended by staff.

## Commentary

*Policy I-34 (A) Reimbursement of Board Business Expenses for Employees* was last reviewed in 2017. The Superintendent of Business Services has reviewed the policy and recommend no changes to the policy at this time.

*Policy I-34 (A) Reimbursement of Board Business Expenses for Employees* is attached for review and consideration by the Policy Committee.

## Recommendation

The following recommendation is presented for the consideration of the Board:

|                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Moved by:                                                                                                                                                                                             |
| Seconded by:                                                                                                                                                                                          |
| <b><i>That, the Policy Committee recommends that Policy I-34A Reimbursement of Board Business Expenses for Employees, be forwarded, to the March 3, 2020, Regular Board Meeting for approval.</i></b> |

### Report Prepared by:

A. Lofts  
Superintendent of Business Services

### Report Submitted by:

P. Daly  
Director of Education and Secretary of the Board

| Reimbursement of Board Business Expenses for Employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>Adopted:</b><br>November 6, 2007                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Last Reviewed/Revised:</b><br>June 20, 2017 |
| <b>Next Scheduled Review:</b> 2019-2020                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                |
| <b>Associated Policies &amp; Procedures:</b><br><a href="#">VI-90 Reimbursement of Board Business Expenses for Employees</a><br><a href="#">I-24 Fraud Management</a><br><a href="#">VI-24 Fraud Management</a><br><a href="#">I-42 Out of Province Staff Travel</a><br><a href="#">III-13 Corporate Purchasing Card Distribution and Usage</a><br><a href="#">VI-86 Corporate Purchasing Card Distribution and Usage Procedure</a><br><a href="#">VI-09 (A) Religious Education Course Reimbursement</a><br><a href="#">VI-09 (B) Religious Education Masters Reimbursement</a><br><a href="#">VI-45 Mobile Cellular Device Operating Procedure</a><br><a href="#">VI-73 Meal and Hospitality Expenses for Employees at Board Sanctioned Events Procedure</a> |                                                |

## Purpose

To describe the terms and conditions under which an expense incurred by an employee, in the course of discharging Board-recognized duties and responsibilities ~~in accordance with~~under the Education Act and its amendments, will be approved by the Board.

## Application and Scope

This operating policy applies only to approved expenses incurred by an employee, when performing Board recognized duties and responsibilities.

## References

[Education Act and Regulations](#)

[Broader Public Sector \(BPS\) Expenses Directive](#)

[Broader Public Sector Perquisites Directive](#)

## Principles

- Where appropriate, employees are entitled to be reimbursed for approved out-of-pocket expenses that are incurred for ~~an~~ official duty, function or on behalf of the Board and which are reasonable and appropriate in the circumstances in which the expense is incurred.
- The Board will reimburse employees for travel, meals, accommodations and other business eligible expenses incurred while on Board business.
- Reimbursement for extraordinary or unusual expenses must be pre-approved by the employee's immediate supervisor (e.g. Principal or designate, Superintendent, Director of Education, or Chair of the Board), as appropriate.
- For expenses to be reimbursed, these must be appropriately authorized and approved. The expenses must be reasonable and relevant to the Board sanctioned event or business activity, and be accompanied by appropriate proof of payment.
- Employees make every effort to contain business expenses, by sharing transportation whenever possible or selecting the most economical mode of travel. Where hotel accommodations are required, a standard room is booked, unless one is not available.
- For travel outside of the Province of Ontario, an Information Report will be submitted to the Board regarding the details of the conference, including expenses, potential impact to current board practices as well as any potential benefits to the system
- The Board recognizes the moral, ethical and monetary value of responsible financial stewardship of the Board's resources as it relates to expenses claimed for reimbursement.

## Requirements

- Designated employees, who are issued a Board Purchasing Card (P-card) in accordance with the Board's Corporate Purchasing Card Distribution and Usage Policy and Administrative Procedures, should use it to pay for approved expenses whenever possible.
- Submission of Board-related expenses require the following information, handwritten by the purchaser on the back of the original itemized receipt or detailed on the P-card reconciliation sheet:
  - Event name/Expenditure
  - Names/Roles of participants
  - Reason for expense
- Reimbursement for expenses where receipts are not provided by the vendor or are lost, require the employee to submit in writing the event name, expense, names of participants, the reason for the expense and include the signature of the immediate supervisor.
- The Director of Education, Superintendent of Business or Chair of the Board may request additional information regarding the expense details of the conference. A request may also

be made for an Information Report, to be submitted at a subsequent Board meeting, outlining the conference's potential impact to current board practices and benefits to the system.

- For travel outside of the Province of Ontario, an Information Report will be submitted to the Board regarding the details of the conference, including expenses, potential impact to current board practices as well as any potential benefits to the system.
- All expense claims, both those using a Board P-card and those submitted for reimbursement, must have signed approval of the employee's immediate supervisor. The Chair of the Board must approve the Director of Education's expense claims.
- All expense claims must be submitted and approved within 30 days of the end of the fiscal year in which the expenses were incurred and shall be paid promptly.
- All expense claims are subject to audit by the Board.
- All expenses not approved or not deemed as Board-related business by the employee's immediate supervisor (e.g. Principal or designate, Superintendent, Director of Education, or Chair of the Board), as appropriate or are not in compliance with the Education Act, and its amendments, will not be eligible for reimbursement.
- The following expense items, where appropriate, are those for which claims may be submitted to the Board as approved expenses while on Board business.

## **1. Mileage Expenses**

- The rate per ~~kilometer~~ kilometre paid, to be reviewed annually, is established by the Board based on the Canada Revenue Agency deemed reasonable rate, taking into consideration the following assumptions and conditions:
  - That the rate and/or amount paid is calculated to cover all operating expenses of the vehicle, including depreciation, insurance, interest, license, fuel, oil, tires and maintenance.
  - That the rate paid or to be paid relieves the Board of any further responsibility for costs or expenses resulting from accidents, fines, or other extraordinary costs incurred while the vehicle is being operated on Board business.
- Mileage expenses will be reimbursed to all Board employees, as applicable, when expenses are incurred as a result of attendance at an activity where mileage is incurred in discharging their responsibilities.

### **Home to Employment/Employment to Home of Staff:**

- Mileage from home to the first Board location shall be considered as part of the required normal duties and will not be reimbursed, unless travelling outside the Halton Region.
- Mileage from the last Board location to home shall be considered as part of the required normal duties and will not be reimbursed, unless travelling outside the Halton Region.

- When travelling to a non-Board location, the shorter distance between employee's home and non-Board location or Board-assigned location to non-Board location will be the eligible distance for mileage reimbursement.
- Where specific language in any collective bargaining agreement ~~is in conflict~~conflicts with this mileage allowance, the collective bargaining agreement shall supersede this policy.

#### Day Time Meetings:

- Recognized mileage will include ~~that~~ mileage incurred by staff members to attend meetings during the working day called by or authorized by ~~Board~~ Board Administration staff.
- Attendees cannot claim mileage on Professional Activity Days and Faith Days if these occur within the Region of Halton, or if transportation is provided for the group. If the Professional Activity Day or Faith Day occurs outside of Halton Region, and transportation is not provided, the shorter of the employee's home to the out-of-Region location, or Board assigned location to out-of-Region location is eligible for reimbursement.

#### Special Assignments:

- Recognized mileage will include that mileage incurred by Board personnel, including teachers and support staff, where the Board, through the Director of Education, requires the employees to use an automobile or other vehicle for a specified purpose.

#### After Hours Meetings for Employees:

- When an employee's attendance is required at "after hours" meetings that occur at the same location that the employee is assigned ~~to~~ during the day, the immediate supervisor shall approve a reasonable meal expense **or** mileage reimbursement, but not both. Any application for a reasonable meal expense or mileage reimbursement pertaining to "after hours" meetings must be authorized by the employee's immediate supervisor, prior to the meeting. If, however, the "after hours" meeting takes place at a secondary location, both a reasonable meal expense and mileage from the assigned location of the day to the meeting place can be claimed. Examples of "after hours" meetings where an employee's attendance is required include:
  - Catholic School Council meetings
  - Curriculum Nights
  - Sacramental Preparations meetings
  - Board meetings
  - Other "after hour" Board related events as pre-approved by the appropriate supervisor.

## 2. Toll Fees

- Where necessary and approved by the appropriate Supervisory Officer or the Chair of the Board, only toll fees may be claimed. Transponder fees will not be reimbursed.

### 3. Other Travel Within and Outside the Province/Country

- Transportation is provided on rail and/or economy flight with transportation service to and from the airport/train station. If a private vehicle is authorized and used, mileage is paid to the driver ~~in accordance with~~ following Board policy rates. Every effort shall be made by participants to share transportation.

### 4. Accommodations

- Whenever possible, all hotel reservations will be made four (4) weeks in advance, and hotel accommodation costs will be charged to the Board's P-card or reimbursed to the individual. Where appropriate, hotel reservations will be confirmed to attendees employing a confirmation number, which will be provided to the attendee ~~prior to~~ before the function.
- It is also required, if available, that a standard room is the set option for accommodation.

### 5. Professional Development/Conference Fees

- Employees should consider financial support that may also be available through a local federation or group before requesting reimbursement.
- All employees shall secure the necessary approval ~~r~~ from the employee's immediate supervisor (e.g. Principal or designate, Superintendent, Director of Education, or Chair of the Board), as appropriate, to attend any function for which reimbursement of expenses is sought from the Board.
- Whenever feasible, registration fees will be prepaid by the Board.
- The approving supervisor will maintain a list of attendees and provide ~~the~~ same to all participants ~~in order~~ to assist in facilitating shared travel and/or hotel accommodations.

### 6. Parking

- Parking costs for Board related business will be eligible when supported with receipts or an explanation in the case of metered parking.

### 7. Meals

- Meals will be reimbursed at ~~an~~ actual cost up to a maximum of \$75.00 per day including taxes and gratuities. Extenuating circumstances will be considered on an individual basis and require ~~the~~ approval of the Director of Education, Superintendent of Business Services or Chair of the Board, as appropriate.

### 8. Telephone Calls

- Telephone calls for Board related business are eligible expenses.

### 9. Alcohol

- ~~Alcohol~~ is not an eligible employee expense unless it is included in the cost of the conference or event by the organizer/sponsor.



**10. Other Expenses**

- Other expenses ~~when accompanied by an explanatory note, when accompanied by an explanatory note,~~ are eligible employee expenses when approved by the Director of Education or Chair of the Board, as appropriate.

APPROVED: Regular Meeting of the Board

AUTHORIZED BY: \_\_\_\_\_  
*Chair of the Board*

|                                                                |                 |
|----------------------------------------------------------------|-----------------|
| Policy III-13 Corporate Purchasing Card Distribution and Usage | <b>Item 4.6</b> |
| Tuesday, February 25, 2020                                     |                 |

## Purpose

To provide for the consideration of the Policy Committee *Policy III-13 Corporate Purchasing Card Distribution and Usage* as recommended by staff.

## Commentary

*Policy III-13 Corporate Purchasing Card Distribution and Usage* was last reviewed in 2017. The Superintendent of Business Services and Senior Manager, Finance, have reviewed the policy and recommend minor changes to the verbiage, specifically speaking to purchasing card site cards. The definition of “Site Card” has also been added.

The revised *Policy III-13 Corporate Purchasing Card Distribution and Usage* is attached for review and consideration by the Policy Committee.

## Recommendation

The following recommendation is presented for the consideration of the Board:

|                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Moved by:                                                                                                                                                                                        |
| Seconded by:                                                                                                                                                                                     |
| <b><i>That, the Policy Committee recommends that Policy III-13 Corporate Purchasing Card Distribution and Usage, be forwarded, to the March 3, 2020, Regular Board Meeting for approval.</i></b> |

### Report Prepared by:

A. Lofts  
Superintendent of Business Services

### Report Submitted by:

P. Daly  
Director of Education and Secretary of the Board

| Corporate Purchasing Card Distribution and Usage                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>Adopted:</b><br>April 2003                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Last Reviewed/Revised:</b><br>April 4, 2017 |
| <b>Next Scheduled Review:</b> 2019-2020                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                |
| <b>Associated Policies &amp; Procedures:</b><br><a href="#">VI-86 Corporate Purchasing Card Distribution and Usage</a><br><a href="#">I-25 Purchasing</a><br><a href="#">VI-11 Purchasing</a><br><a href="#">I-34(a) Reimbursement of Board Business Expenses for Employees</a><br><a href="#">I-34(b) Reimbursement of Board Business Expenses for Trustees and External Members of Board Committees</a><br><a href="#">I-42 Out of Province Staff Travel</a><br><a href="#">VI-73 Meal Expenses for Employees at Board Sanctioned Events</a><br><a href="#">VI-90 Reimbursement of Board Business Expenses for Employees</a> |                                                |

## Purpose

The Halton Catholic District School Board ("the Board") provides to designated staff and trustees the availability of a Corporate Purchasing Card ~~in order to be used offset approved for approved~~ Board-related travel and business expenses.

## Application and Scope

A Corporate Purchasing Card is available to the following elected Board representatives and employees:

- Elected Trustees
- Senior Staff, ~~Managers~~Administrators, and other authorized personnel
- School Principals and Vice Principals
- Curriculum and Special Education Consultants
- School staff (~~site cards~~) under the supervision of the Principal

~~The approval for newly-issued purchasing cards may only be provided by the~~A Corporate Purchasing Card ~~shall only be issued upon the approval of the~~ Superintendent of Business Services and Treasurer. ~~The for newly-issued purchasing cards and of the~~ Senior ~~Manager~~Administrator, Financial

Services, ~~may approve for~~ re-issued purchasing cards. A Corporate Purchasing Card Authorization Form must be submitted by any employee applying for a corporate purchasing card.

## Definitions

**Corporate Purchasing Card (P-Card):** a commercial card that allows organizations to procure goods and services in lieu of a traditional purchasing process.

**Site Card:** a nameless purchasing card designed to be used by a number of employees within a department where the Budget Holder is accountable for the use of that card.

## Principles

- A Corporate Purchasing Card may be cancelled at any time by the cardholder and/or the Board.
- A Corporate Purchasing Card shall not be used for personal use, cash advances or for use in any cash dispensing machine.
- Accumulation of any benefits from the use of a Corporate Purchasing Card shall not accrue to the individual cardholder.
- Authorized employees who employ a Corporate Purchasing Card ~~in accordance with~~under the Board's Purchasing Policy and Administrative Procedures, should use it to pay for approved business expenses whenever possible.
- Authorized employees who employ a Corporate Purchasing Card shall state the business purpose, and if applicable, provide the names and business relationships of any individuals or groups associated with the potential usage of the card.
- As Corporate Purchasing Card expenses are subject to Board and Canada Revenue Agency audits, it is required that all expenses be related to Board business only.
- It is intended that the corporate cardholder (with exception to site cards) is the only individual permitted to use the card.

APPROVED: Regular Meeting of the Board

AUTHORIZED BY: \_\_\_\_\_  
Chair of the Board

|                                                                      |                 |
|----------------------------------------------------------------------|-----------------|
| Policy V-14 Alcohol at Board/School Sanctioned Events – Off Premises | <b>Item 4.7</b> |
| Tuesday, February 25, 2020                                           |                 |

## Purpose

To provide for the consideration of the Policy Committee *Policy V-14 Alcohol at Board/School Sanctioned Events – Off Premises* as recommended by staff.

## Commentary

*Policy V-14 Alcohol at Board/School Sanctioned Events – Off Premises* was last reviewed in 2017. The Superintendent of Business Services has reviewed the policy and recommends minor changes to the policy, which include the removal of the reference to Policy V-01 Community Use of Schools in the Requirements, as they are unrelated policies.

*The revised Policy V-14 Alcohol at Board/School Sanctioned Events – Off Premises* is attached for review and consideration by the Policy Committee.

## Recommendation

The following recommendation is presented for the consideration of the Board:

|                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Moved by:                                                                                                                                                                                              |
| Seconded by:                                                                                                                                                                                           |
| <b><i>That, the Policy Committee recommends that Policy V-14 Alcohol at Board/School Sanctioned Events – Off Premises, be forwarded, to the March 3, 2020, Regular Board Meeting for approval.</i></b> |

### Report Prepared by:

A. Lofts  
Superintendent of Business Services

### Report Submitted by:

P. Daly  
Director of Education and Secretary of the Board

|                                                                 |                                                |
|-----------------------------------------------------------------|------------------------------------------------|
| <b>Alcohol at Board/School Sanctioned Events – Off Premises</b> |                                                |
| <b>Adopted:</b><br>June 20, 2006                                | <b>Last Reviewed/Revised:</b><br>June 20, 2017 |
| <b>Next Scheduled Review:</b> 2019-2020                         |                                                |
| <b>Associated Policies &amp; Procedures:</b> N/A                |                                                |

## Purpose

To outline procedures to be followed regarding alcohol being served or consumed at Board/School sanctioned events that are off Board/School premises.

## Application and Scope

This policy applies to all community or school-related groups or individuals who have applied for and received permission from the Principal or other Board-designated employees:

- to organize an event, that is affiliated with the school, or ~~school~~ Board and,
- is held off any Board/School property and which serves alcohol or where alcohol is consumed by participants at the event.

## References

[Alcohol and Gaming Commission of Ontario \(AGCO\)](#)

[Liquor Delivery Service Employees - Mandatory Server and Sale Training](#)

## Principles

- The Halton Catholic District School Board recognizes the importance of fostering cooperation with community organizations and various school groups, e.g. Catholic School Councils, whose intention is to benefit the school.
- Board and school-sanctioned events can be defined as Catholic School Council activities, Celebrations, Sporting Events, Concerts, Social Events, School Fundraisers. Events are sanctioned by the Director, Superintendents, or designates at the Board level, and the Principal or designate at the school level.

## Requirements

- A minimum of \$5 million Host Liquor Liability insurance is required when alcohol is being served and/or consumed at Board or school sanctioned events that occur off Board or school premises. This applies specifically to a Board/School sanctioned event where an individual or group rents a facility and serves and/or sells and/or distributes and consumes its own alcohol. In this situation the following condition must be met:
  - Host Liquor Liability coverage of at least \$5 million must be purchased through an insurance company. Coverage may be purchased through PAL, All Sports, SportsCan or an accredited insurance carrier for this purpose. The actual amount of liability coverage is to be determined by the individual/group and the owner of the facility. NOTE: this requirement reduces the risk assumed by the Board. However, in the event of a claim, OSBIE would cover the Board up to \$24 million if the claim went over the limit of the first insurance provider.
  - ~~○ The Board/School authority who sanctions the event must also inform the individual or group of the requirements of Board Policy V-1 Community Use of Schools, especially with reference to events where alcohol is serviced, consumed and/or distributed.~~
- Board/School sanctioned events must be approved, in writing, by the Principal of the affiliated school, or by another board-designated employee, as appropriate (see Principles).
- An individual who seeks approval of a Board/School sanctioned event shall be 19 years of age or older and be present at the same event.
- All Events must comply with AGCO regulations.

APPROVED: \_\_\_\_\_ Regular Meeting of the Board

AUTHORIZED BY: \_\_\_\_\_  
*Chair of the Board*

## Banking, Investment and Borrowing

**Adopted:**

May 29, 2017

**Last Reviewed/Revised:**

~~N/A~~ February 18, 2020

**Next Scheduled Review:** ~~2019-2020~~ 2022-2023

**Associated Policies & Procedures:**

**I-10** [Banking, Investment and Borrowing](#)

**VI-26** [Cheque Requisition](#)

## Purpose

To outline the procedure of the Halton Catholic District School Board's ("Board") ~~with regard to~~ [regarding](#) the selection and/or retention of the Board's banker, investing and borrowing.

## Application and Scope

This administrative procedure is intended for all Halton Catholic District School Board employees and trustees having financial stewardship responsibilities. Banking, investment and borrowing procedures are in line with the principles established in *Policy I-10 Banking* and include, but are not limited to, providing financial stewardship of the Board's financial resources and ensuring they are used for the purpose intended.

## References

[Education Act, Ontario Regulation 41/10](#)

[Bank Act \(Canada\)](#)

[Loan and Trust Corporations Act](#)

[Credit Unions and Caisses Populaires Act](#)

## Requirements

### Selection/Retention of Banker

The Board may consider, as Banker of Record:

- Any bank to which the Bank Act (Canada) applies.
- Any trust company to which the Loan and Trust Corporations Act applies.



- Any credit union to which the Credit Unions and Caisses Populaires Act applies.

~~Appointment~~ The ~~appointment~~ or reappointment of ~~the~~ Board banker shall be considered at least once every five years. Such appointment or reappointment of the Board Banker of Record shall be provided as information to the Board of Trustees. ~~Review~~ A review of the Board's Banker of Record shall occur annually.

## Investing

The Board may invest funds that are temporarily surplus to its day-to-day operation, are held in reserve (accumulated surplus) or are deferred revenue. The board shall abide by the Education Act, Ontario Regulation 41/10, as amended from time to time.

The Treasurer of the Board, with approval of the Director of Education, shall:

- Determine the amount of surplus funds available to be invested and the length of time for which surplus funds are available for investment.
- Ensure compliance with the investment policy and goals.
- Ensure that all business related to financial investment is undertaken with the highest degree of ethical standards, and in a manner that maintains the integrity and good reputation of the Board.
- ~~In accordance with~~ Per Ontario Regulation 41/10, s. 14 (1), provide a summary of the investment activity as a component of the Treasurer's Annual Financial Report to the Audit Committee and ~~to~~ the Board.

## Signing Authorities

Signing authorities for Halton Catholic District School Board's operating, capital and US banks are as follows:

- Cheques over \$100,000 must be signed by one of two signatures (Chair of the Board; or Vice-Chair of the Board) and one of three signatures (Secretary of the Board, Treasurer of the Board; ~~or~~ Senior Administrator, Financial Services).
- Cheques under \$100,000 must be signed by the Secretary of the Board and one of four signatures (Treasurer of the Board; Senior Administrator, Financial Services; Chair of the Board; or ~~Vice~~ Vice-Chair of the Board).
- The Board's payroll cheques require two of three signatures (Secretary of the Board; Treasurer of the Board; Senior Administrator, Financial Services)

## Borrowing

- The Halton Catholic District School Board may borrow money from time to time ~~in~~ ~~accordance with~~ per the Board's By-laws and provisions of the Education Act to meet current expenditures or for temporary financing of capital projects.
- The Treasurer may make use of a fiscal agent for the purposes of placing a debenture issue, with prior approval of the Board, and then an appropriate debenture by-law will be presented to the Board for approval.

**Procedure No. VI-91** | Banking, Investment and Borrowing

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APPROVED: Regular Meeting of the Administrative Council

AUTHORIZED BY: \_\_\_\_\_  
*Director of Education and Secretary of the Board*

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>Purchasing</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                     |
| <b>Adopted:</b><br>June 2, 1997                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Last Reviewed/Revised:</b><br><del>March 20, 2017</del> <u>February 18, 2020</u> |
| <b>Next Scheduled Review:</b> <del>2019-2020</del> <u>2022-2023</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                     |
| <b>Associated Policies &amp; Procedures:</b><br><a href="#">I-25 Purchasing</a><br><a href="#">I-31 Apparel Purchases and Fair Labour Practices</a><br><a href="#">III-13 Corporate Purchasing Card Distribution and Usage</a><br><a href="#">VI-86 Corporate Purchasing Card Distribution and Usage</a><br><a href="#">IV-02 Outdoor Facility Maintenance and Security</a><br><a href="#">VI-33 Redistribution and Disposal of Surplus Furniture and Equipment</a><br><a href="#">V-03 Photography, Advertising and Sales Representatives</a><br><a href="#">VI-26 Cheque Requisition</a><br><a href="#">VI-45 Mobile Cellular Device Operating Procedure</a> |                                                                                     |

## Purpose

The purpose of this Administrative Procedure is to provide a description of processes, practices and expectations that facilitate the implementation of Operating Policy I-25 Purchasing.

## Application and Scope

This procedure applies to all employees, Trustees of the Board, Catholic Parent Involvement Committee, and Catholic School Council members involved in the procurement of goods and services.

## References

[Broader Public Sector Procurement Directive](#)

## Definitions

**Authority:** the legal right to conduct the tasks outlined in this Administrative Procedure as directed and delegated by the Director of Education to the Superintendent of Business Services and Treasurer and subsequently to the Manager, Purchasing Services.

**Bid:** an offer or submission received from a vendor in response to a request, which may be accepted or rejected.

**Board:** The Halton Catholic District School Board.

**Board of Trustees:** the elected or appointed members of the Halton Catholic District School Board.

**Calling Agent:** the individual issuing a competitive bid on behalf of the Board.

**Claim:** a legal [demand](#) or assertion by a [claimant](#) for compensation, [payment](#), or [reimbursement](#) for a loss under a [Contract](#).

**Competitive:** an open, fair, and transparent process intended to ensure vendors are given equal opportunity to compete for Board business.

**Confidential:** delivered under circumstances where all or part of the goods and/or services relate to any matter of the kind which may be considered by the Board in the absence of the public or where the goods and/or services include the creation of records, the disclosure of which would be denied upon receipt of a request under the Municipal Freedom of Information and Protection of Privacy Act.

**Conflict of Interest:** a situation in which an employee or Trustee of the Board is involved in multiple interests, financial or otherwise, one of which could possibly corrupt the motivation or decision-making of the Board.

**Consultant:** a vendor, who by virtue of ~~a~~ particular expertise, is contracted by the Board to undertake a specific task or assignment that may include, but not limited to, expert advice, guidance, strategic advice, assessment without implementation or consideration for decision making.

**Consulting Services:** the provision of expertise or strategic advice that is presented for consideration and decision-making.

**Contract:** a formal legal agreement between two or more parties, usually written, or ~~a~~ purchase order with binding legal and moral implications; ~~usually~~ exchanging goods and/or services for money or other consideration.

**Department:** any department within the Board.

**Designate:** a person authorized by the Department Manager to act on his/her behalf, for the purposes of this Administrative Procedure.

**Dispose:** the sale, exchange, transfer, destruction or gifting of goods owned by the Board which are deemed surplus to its needs, and “disposal” and “disposed” shall have similar meanings.

**Emergency:** a situation where the immediate purchase of goods and/or services or repair or replacement of equipment, or facilities is essential ~~in order~~ to maintain an essential service or to prevent danger to life, limb or property within the Board.

**Goods:** all materials, equipment, fixtures, and structures to be delivered, installed or constructed.

**Invitational Competitive:** an open, fair, and transparent process in which a minimum of three proponents are invited to submit a bid.

**Manager, Purchasing Services:** the person responsible for the purchasing function of the Board or Designate who acts as the “Purchasing Agent” for the Board.

**MFIPPA:** Municipal Freedom of Information and Protection of Privacy Act, where the Board is accountable to the public and to protect personal information.

**Non-competitive Procurement:** a procurement method where the usual competitive process is suspended and negotiations are entered into with one or more than one vendor.

**Piggyback Clause:** an option to contract with a vendor in which other Ontario school boards, public agencies or government bodies have awarded, through a competitive bid process, the supply of goods and/or services.

**Procurement Process:** the process by which the required goods and/or services are obtained.

**Proponent:** a person or firm who puts forward a proposal.

**Purchase:** the act of acquiring goods and/or services of any legal or equitable interest, right or title in goods and/or services or the making of any contract or offer for goods and services and includes the lease of goods and/or services; and “purchased”, “purchasing”, “acquisition”, “procurement”, “procure”, “buy” shall have similar meanings.

**Purchase Order:** the legal document which is the Board’s commitment to the vendor for the purchase of goods and/or services at an ~~agreed~~ agreed-upon price, terms, conditions and delivery date. It is also the vendor’s authority to ship and charge for the goods and/or services specified on the order.

**Purchasing Card (P-card):** a commercial card that allows organizations to procure goods and services in lieu of a traditional purchasing process.

**Purchasing:** the department within Business Services authorized to perform the purchasing function.

**Quotation:** a request for prices on specific goods and/or services from selected vendors, which is submitted verbally, in writing or transmitted by facsimile or e-mail as specified in the Request for Quotation.

**Rectification Notice:** a vendor’s plan of action to correct a deficiency in the goods and/or services it supplies to the Board.

**Relative:** a spouse (including common-law spouse), parent, child, brother, sister, brother-in-law, sister-in-law, grandparent, grandchild, nephew, niece, uncle or aunt of an employee or officer of the Board

**Request for Information:** a process where information is requested from vendors regarding the feasibility and availability of specific goods and/or services in the marketplace.

**Request for Proposal:** a process where a need is identified, but how it will be achieved is unknown at the outset. This process allows vendors to propose solutions or methods to arrive at the end product, and it allows for the evaluation ~~on~~ of criteria other than price.

**Request for Supplier Qualification:** a process to gather information about vendor capabilities and qualifications either for an immediate product or service need or to identify candidates in advance of expected future competitions.

**Request for Tender:** a process where a specific need is identified and the vendors offer to provide the specific need at a specified price.

**Requisition:** a request for goods and/or services initiated by staff, approved and electronically transmitted to Purchasing.

**Requisitioner:** a person placing a request for goods and/or services.

**School:** any facility or location within the Board's jurisdiction operating as a cost centre.

**Services:** all professional, construction, or maintenance services, and non-consulting, including the delivery, installation, repair, restoration, demolition or consideration of the particular goods and/or services.

**Single Source:** there is more than one source in the open market, but only for reasons of function or service, one vendor is recommended for consideration of the particular goods and/or services.

**Sole Source:** there is only one source of supply of ~~the~~ particular goods and/or services.

**Tender:** an offer in writing to execute some specified services, or to supply certain specified goods, at a certain price, in response to an invitation for bids.

**Vendor:** an individual, firm, contractor, architect or consultant, providing goods and/or services to the marketplace.

## Principles

The Board commits to obtaining goods and services at the lowest available cost using competitive ~~purchasing procedures~~bid processes, when applicable. The Board will use appropriate price comparison practices to ensure the achievement of best values.

The Board commits to compliance with federal, provincial and municipal legislation and all other laws without qualification or evasion.

The Board commits to practices that will ensure that authorized Board staff have the information required to perform the procurement function on behalf of their school/department.

The Purchasing Principles which the Board advocates include:

- Facilitate the uninterrupted flow of goods and services through the attainment of optimum quality, quantity, price, delivery and performance.
- Ensure open competitive bidding on all acquisition and disposal of goods and services where practicable.
- Continuous review and development of purchasing policies and procedures to ensure compliance with any statutory acts or regulations.
- Ensure procurement activities are carried out in accordance with all applicable Board policies and procedures and any other statutory acts or regulations without qualification or evasion.

- Facilitate training for personnel purchasing on behalf of the Board. Consult with the requisitioning school/department when the selection of the vendor or the specifications of the materials or services ordered are inconsistent with Board issued contracts.
- Maintain effective and professional relationships with vendors while developing reliable and alternative sources of supply to meet the Board's requirements.
- Continually seek improvements to make the purchasing process more efficient.
- Encourage the acquisition of environmentally friendly products and the reduction of the impact of the Board's activities upon the environment.

## Requirements

Requirements are outlined under the following headings:

1. Supply Chain Code of Ethics
  - 1.1 Personal Integrity and Professionalism
  - 1.2 Accountability and Transparency
  - 1.3 Compliance and Continuous Improvement
2. Segregation of Duties
3. Approval Authority
  - 3.1 Approval Authority to Request Goods and Non-Consulting Services
  - 3.2 Signing Authority for Contracts and Leases
  - 3.3 Approval Authority to Request Consulting Services
4. Application of Administrative Procedure
5. General Authority
6. Procurement Thresholds and Process
  - 6.1 Informal Process
  - 6.2 Formal Quotation Process
  - 6.3 Open Competitive Process – Request for Tender
  - 6.4 Open Competitive Process – Request for Proposal
  - 6.5 Non-Competitive Procurement
  - 6.6 Request for Information Process (RFI)
  - 6.7 Request for Supplier Qualifications (RFSQ)
  - 6.8 Evaluation of Bids

- 6.9 Contract Awards
- 6.10 Proponent Debriefing
- 6.11 Bid Protest
- 7. Vendor Performance Evaluation
- 8. Vendor Suspension and/or Removal from Pre-Qualified or Vendor if Records Lists
- 9. Claims or Possible Claims
- 10. Cooperative Purchasing
- 11. Sustainable Procurement
- 12. Disposal of Surplus Goods and/or Equipment
- 13. Prohibitions and Compliance
- 14. Exceptions

## 1. **SUPPLY CHAIN CODE OF ETHICS**

All individuals (employees, Trustees or other) involved with purchasing must comply with the Ontario Broader Public Sector (BPS) Supply Chain Code of Ethics, as follows:

### 1.1 **Personal Integrity and Professionalism**

All individuals involved with purchasing or other supply chain-related activities must act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence must be integral to all supply chain activities within and between BPS organizations, vendors and other stakeholders. Respect must be demonstrated for each other and ~~for~~ the environment. Confidential information must be safeguarded. All participants must not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favours, providing preferential treatment, or publicly endorsing vendors or products.

### 1.2 **Accountability and Transparency**

Supply chain activities must be open and accountable. In particular, contracting and purchasing activities must be fair, transparent and conducted ~~with a view to obtaining to~~ obtain the best value for public money. All participants must ensure that public sector resources are used in a responsible, efficient and effective manner.

### 1.3 **Compliance and Continuous Improvement**

All individuals involved in purchasing or other supply chain-related activities must comply with this Code of Ethics and the laws of Canada and Ontario. All individuals should continuously work to improve supply chain policies and procedures, to improve their supply chain knowledge and skill levels, and to share leading practices.



## 2. **SEGREGATION OF DUTIES**

Effective control in an organization includes segregation of duties across functions and individuals. Segregation of duties prevents any one person from controlling the entire procurement process by separating approvals for the key stages of the procurement process. Employees cannot independently acquire goods and services without approval. The Board shall separate at least three of the five functions (Requisitioning, Requisition Approval, Issue of purchase orders/contracts, Receiving and Payment).

| Function             | Responsibility                                                         | Accountable Party              |
|----------------------|------------------------------------------------------------------------|--------------------------------|
| Requisitioning       | Authorize the procurement department to place an order                 | Requisitioner                  |
| Requisition Approval | Authorize that funding is available to cover the cost of the order     | Budget holder                  |
| Purchase Order       | Authorize release of the order to the vendor under agreed terms        | Purchasing Services Department |
| Receiving            | Authorize that the order was physically received, correct and complete | Requisitioner                  |
| Payment              | Authorize release of payment to the vendor                             | Accounts Payable Department    |

## 3. **APPROVAL AUTHORITY**

The Broader Public Sector Procurement Directive states organizations must establish an approval authority schedule for the procurement of goods and non-consulting services. The schedule must identify authorities that are allowed to approve purchases for different dollar thresholds.

### 3.1 **Approval Authority to Request Goods and Non-Consulting Services**

| Approval Authority Schedule (AAS) |                                                              |
|-----------------------------------|--------------------------------------------------------------|
| Total Procurement Amount          | Delegated Purchasing Authority Level                         |
| Up to \$24,999.99                 | Purchasing Officer, Purchasing Services                      |
| Up to \$49,999.99                 | Manager, Purchasing Services                                 |
| Up to \$99,999.99                 | Senior Administrator, Financial Services                     |
| Up to \$100,000 or more           | Director of Education or Superintendent of Business Services |

### 3.2 **Signing Authority for Contracts Involving Goods and Non-Consulting Services**

| <b>Approval Authority Schedule (AAS)</b> |                                                              |
|------------------------------------------|--------------------------------------------------------------|
| <b>Total Procurement Amount</b>          | <b>Delegated Purchasing Authority Level</b>                  |
| Value up to \$9,999.99                   | School Principal, Supervisory Officers                       |
| Value up to \$ 49,999.99                 | Manager, Purchasing Services                                 |
| Value up to \$99,999.99                  | Senior Administrator, Financial Services                     |
| Value over \$100,000                     | Director of Education or Superintendent of Business Services |

### 3.3 Approval Authority to Request Consulting Services

| <b>Approval Authority Schedule (AAS)</b> |                                        |                                                              |
|------------------------------------------|----------------------------------------|--------------------------------------------------------------|
| <b>Total Procurement Amount</b>          | <b>Procurement Method</b>              | <b>Delegated Purchasing Authority Level</b>                  |
| \$0 up to \$100,000                      | Invitational Competitive               | Organization's AAS for goods and non-consulting services     |
| Any Value                                | Open Competitive                       | Organization's AAS for goods and non-consulting services     |
| Any Value                                | Non-competitive (Exemption-based only) | Director of Education or Superintendent of Business Services |

## 4. APPLICATION OF ADMINISTRATIVE PROCEDURE

All goods and/or services required for ~~the purposes of~~ the Board, save and except only those goods and/or services, listed as Exceptions of this Administrative Procedure, shall be purchased ~~in accordance with~~ per the provisions of this Administrative Procedure unless any applicable law of the Province of Ontario or Canada requires that the purchase or disposal of goods and/or equipment be carried out in some other manner.

The Manager, Purchasing Services, is authorized to prescribe content and use of forms, whether electronic or printed, purchase orders, bonds, letters of credit and other forms of guarantees or surety, tendering, proposals and other contract documents; and methods of acquisition which will more effectively achieve the objectives of this Administrative Procedure, where alternative methods are permitted.

## 5. GENERAL AUTHORITY

The purchase of goods and/or services shall not be authorized unless:

- The required goods and/or services have been requisitioned ~~in accordance with~~ following this Administrative Procedure;

- The form and content of all documents forming any part of the purchase contract including quotation, tender or proposal documents, a form of agreement, special provisions, terms and conditions, insurance and surety bonds, have been reviewed by Purchasing; and
- The purchase has been approved by the appropriate level of authority.

Where bids are received in response to a competitive bid process but exceed project estimates, the budget holder and Manager, Purchasing Services, jointly, may enter into negotiations with the lowest responsible and responsive proponent to achieve an acceptable bid within the project estimate. When the negotiation results in a contract price acceptable to both parties, no rebidding of the project is necessary and the Contract is awarded at the negotiated price.

If a tender/proposal has been awarded to the successful proponent and the successful proponent fails to enter into a contract, the Manager, Purchasing Services, shall have the authority to proceed to the next highest ranking proponent for the award of this contract providing there are no irregularities; requirements remain unchanged, and within budget.

## 6. **PROCUREMENT THRESHOLDS AND PROCESS**

| <b>Goods, Non-Consulting Services and Construction</b> |                                                                                                                                                     |                                                                                                                                                             |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Total Purchase Value</b>                            | <b>Procurement Method</b>                                                                                                                           | <b>Procurement Means</b>                                                                                                                                    |
| \$0 to \$9,999.99                                      | <ul style="list-style-type: none"> <li>• Verbal or catalogue price</li> <li>• Written Quote(s)</li> </ul>                                           | <ul style="list-style-type: none"> <li>• P-card (under \$500)</li> <li>• P-card (up to transaction limit)</li> <li>• Purchase Order (over \$500)</li> </ul> |
| \$10,000 to \$99,999.99                                | <ul style="list-style-type: none"> <li>• Invitational competitive procurement (minimum of three vendors invited to submit a bid)</li> </ul>         | <ul style="list-style-type: none"> <li>• Purchase Order</li> </ul>                                                                                          |
| \$100,000 or more                                      | <ul style="list-style-type: none"> <li>• Open Competitive process (RFP, RFT)</li> </ul>                                                             | <ul style="list-style-type: none"> <li>• Purchase Order</li> </ul>                                                                                          |
| <b>Consulting Services</b>                             |                                                                                                                                                     |                                                                                                                                                             |
| <b>Total Purchase Value</b>                            | <b>Procurement Method</b>                                                                                                                           | <b>Procurement Means</b>                                                                                                                                    |
| \$0 to \$99,999.99                                     | <ul style="list-style-type: none"> <li>• Invitational competitive procurement (minimum of three vendors invited to submit a bid) or open</li> </ul> | <ul style="list-style-type: none"> <li>• Purchase Order</li> </ul>                                                                                          |

|                   |                                                                                       |                                                                  |
|-------------------|---------------------------------------------------------------------------------------|------------------------------------------------------------------|
|                   | competitive process<br>(RFP, RFT)                                                     |                                                                  |
| \$100,000 or more | <ul style="list-style-type: none"> <li>Open Competitive Process (RFP, RFT)</li> </ul> | <ul style="list-style-type: none"> <li>Purchase Order</li> </ul> |

### 6.1 INFORMAL PROCESS (\$0.00 - \$9,999.99)

For any requirement having an estimated value under \$9,999.99, excluding taxes, competition need not be solicited and can be handled by the originating school or department or Purchasing Services. Prices may be obtained verbally from a vendor, which has proven, in a competitive situation, to offer the most favourable price consistent with reliability, delivery and service requirement. The originating department shall make the purchase using the P-card up to the stated limits and according to Administrative Procedure VI-86 - Corporate Purchasing Card Distribution and Usage or process a purchase requisition using the Board's Enterprise Resource Planning (ERP) software. At any time, the Manager, Purchasing Services, may change the vendor and/or pricing at his/her own discretion.

### 6.2 FORMAL QUOTATION PROCESS (\$10,000.00 - \$99,999.99)

The acquisition of goods and/or services with an estimated value greater than \$10,000.00 excluding taxes and up to \$99,999.99 excluding taxes shall be obtained using a competitive process. This process may be initiated and completed by utilizing Purchasing Services. At least three (3) vendors registered in the Board's approved vendor file or any other vendor known to provide the required goods and/or services shall be invited to submit a bid. Purchasing Services must receive from the initiating department, the quotations received indicating the recommended vendor for purchase order issuance.

### 6.3 OPEN COMPETITIVE PROCESS (\$100,000.00 AND UP) REQUEST FOR TENDER

This method of acquisition can be used for any dollar value and involves the solicitation of goods and/or services with specific delivery requirements and performance specifications, and may require/include a vendor pre-qualification. Tender opportunities are required to be posted for a minimum of 15 calendar days on a nationally available electronic tendering system. All bids will be sealed and received on or before the specified closing date and time, and will be opened by the Calling Agent and witness(s). All bids will be evaluated and approved in consultation with Purchasing and the requisitioning Department Manager or designate.

### 6.4 OPEN COMPETITIVE PROCESS (\$100,000 AND UP) REQUEST FOR PROPOSAL PROCESS

This method of acquisition can be used for any dollar value and involves the solicitation of proposals when the requirements for goods and/or services cannot be specifically defined. Bid opportunities are required to be posted for a minimum of 15 calendar days on a nationally available electronic tendering system. Bid submissions will be evaluated to determine the successful proponent(s). This process has the most flexibility and will generally be governed by the terms of the request for proposal as developed by the Board. Depending on its terms,

the process may involve negotiations ~~subsequent to~~after the submission of proposals on any or all of the specifications, contract terms and prices.

## 6.5 NON-COMPETITIVE PROCUREMENT

### • **EMERGENCY PURCHASE PROCESS – SINGLE SOURCE**

The emergency purchase process may be used for any dollar value, when the acquisition of any goods and/or services is deemed an emergency. This process is undertaken in consultation with the Manager, Purchasing Services. The completion of the Single/Sole Source Approval Form is required to document the emergency process. When a member of Facility Services is on call, they ~~are~~have delegated the authority of the Senior Administrator, Facility Management Services. If an emergency is declared after hours, then the Single/Sole Source Approval Form will be completed and approved the following day. This documentation must be completed and approved by the appropriate level of authority within the Board and may be used as supporting documentation in the case of a competitive dispute.

### • **SOLE SOURCE PROCUREMENT**

Where only one vendor ~~is able to~~can meet the requirements of a procurement, Purchasing Services may conduct a non-competitive procurement in the circumstances outlined in the Sole/Single Source Approval Form, provided that they do not do so ~~for the purposes of avoiding to avoid~~ competition between vendors or ~~in order~~ to discriminate against vendors or to circumvent the requirements of this Administrative Procedure. This documentation must be completed and approved by the appropriate level of authority within the Board and may be used as supporting documentation in the case of a competitive dispute.

### • **DIRECT NEGOTIATED PROCESS**

Unless otherwise provided for in this Administrative Procedure, the Manager, Purchasing Services, may enter into negotiations with one or more vendors for the supply of goods and/or services when any of the following conditions apply:

- The goods and/or services are deemed necessary as a result of an emergency ~~which that~~ would not reasonably permit the use of any other prescribed procurement process.
- No bids are received on a formal quotation, tender or request for proposal call.
- The extension of an existing contract would prove more ~~cost cost~~ effective or beneficial and is permissible in the original contract.
- Bids have been solicited using one of the procurement processes, with all bids received being non-compliant.
- The lowest bid received exceeds the approved budget, and it is impractical to recall.
- Goods and/or services are available from a Single or Sole Source.

## 6.6 REQUEST FOR INFORMATION PROCESS (RFI)

~~RFI~~This is a process to gather information on vendor interest regarding the feasibility and availability of specific goods and/or services in the market place. This process can be used for any dollar value, but cannot be used as a means of pre-qualification and must not influence the chances of the participating vendors from becoming the successful proponent in any subsequent opportunity. Based on the information received, the Board may solicit quotations, tenders or proposals consistent with the procedures prescribed in this Administrative Procedure, at which time prices would be requested.

## 6.7 REQUEST FOR SUPPLIER QUALIFICATIONS (RFSQ)

The purpose of an RFSQ is to gather information on vendor capabilities and qualifications, ~~with the intention of creating~~to create a list of pre-qualified vendors. This mechanism may be used either to identify qualified candidates in advance of expected future competitions or to narrow the field for an immediate need. An RFSQ can be used to understand which potential proponents have the capabilities that the Board requires, as the first stage in a ~~two-two~~-staged solicitation (followed by either a Request for Proposal or a Request for Tender), whereby only pre-qualified vendors will be invited to respond to the actual competition. RFSQ submissions will be evaluated as per Section 6.8 – Evaluations of Bids, to determine the successful proponent. Terms and conditions of the RFSQ document must contain language that disclaims any obligation of the Board to call on any vendor to provide goods or services as a result of pre-qualification.

## 6.8 EVALUATION OF BIDS

All information regarding timelines of bids, bid receipts, evaluation criteria, evaluation methodology and process, selection process, tie score process, fixed evaluation criteria, evaluation matrix, mandatory criteria, conflict of interests, and dispute resolution process are contained within the terms and conditions of the individual Bid and the Bid specifications. Evaluation methods and ~~processes-procedures~~ to be used in assessing the proponent's submission must be fully disclosed. Competitive procurement documents must state that submissions that do not meet mandatory criteria will be disqualified. The Board shall not discriminate or exercise preferential treatment in awarding a contract.

The Board must then select only the ~~highest-highest~~-ranked submissions or low qualified bid that meet all mandatory requirements set out in the related procurement documents. Maximum justifiable weighting must be allocated to the price/cost component of the evaluation criteria. All submission evaluation details are subject to MFIPPA. Evaluation records must be fair, factual and fully defensible.

### EVALUATION CRITERIA

Evaluation criteria must be developed, reviewed and approved by an appropriate authority ~~prior to before~~ the commencement of the competitive procurement process. Competitive procurement documents must clearly outline rated criteria that will be used to evaluate submissions, including the weight of each criterion. Maximum justifiable weighting must be allocated to the price/cost component of the evaluation criteria. The evaluation criteria can



only be altered ~~by means of~~ through an addendum to the competitive procurement documents. Competitive procurement documents must fully disclose the evaluation methodology and process to be used in assessing submissions.

### **EVALUATION TEAM**

Every competitive process requires a team that will be responsible for evaluating all compliant Bids. Evaluation team members should be selected, and participation confirmed before the competitive documents have been posted. Board evaluation team members will have been included in the development of the evaluation criteria and general requirements. Each evaluation team member must complete an evaluation rating matrix. Evaluation team members will be made aware of the restrictions related to the confidential information shared through the competitive process and refrain from engaging in activities that may create or appear to create a Conflict of Interest. The Board will require team members to sign a Conflict of Interest Declaration and Non-Disclosure Agreement. The Board must consider any Conflict of Interest during procurement activities applicable to all evaluation team members.

## **6.9 CONTRACT AWARDS**

The award of any bid or any part thereof will be made in writing and may be subject to the successful proponent entering into a contract that is satisfactory to the Board. Provided, however, and it is expressly understood and agreed, that upon the acceptance of the Bid by the Board, the said Bid shall, with the ~~said-stated~~ conditions, specifications and form of Bid constitute a valid and binding contract. The contract must be finalized using the form of agreement/contract that was released with the procurement document. A Purchase Order will be issued upon a formal award.

Unsuccessful proponents will be provided with the name of the successful proponent(s), start and end dates, including any options for extension. Any information provided must comply with MFIPPA. Awards will be posted in the same manner as the procurement documents were posted with all relevant information applicable to the bid.

## **6.10 PROPONENT DEBRIEFING**

By contacting the Calling Agent, unsuccessful proponents will have an opportunity for a debriefing session for procurements valued at \$100,000 or more. The debriefing will provide a proponent with a critical review of the unsuccessful bid in the form of strengths and weaknesses. A debrief must not disclose information concerning other proponent's submissions as it may contain confidential or proprietary information. Unsuccessful proponents will be allowed 60 calendar days following the date of the contract award notification to request a debriefing.

## **6.11 BID PROTEST**

Should an unsuccessful proponent choose to dispute the outcome of a bid process, the following ~~process-procedure~~ will apply:

- a) The unsuccessful proponent must first avail themselves ~~to-of~~ a debriefing.

- b) If, after attending a debriefing, the proponent still has concerns about the outcome of a bid process, the proponent should submit a protest in writing to the Manager, Purchasing Services. This request should provide a detailed statement of the legal and factual grounds for the protest, including copies of the relevant documents and the form of relief requested.
- c) The Manager, Purchasing Services, shall investigate the nature of the complaint by reviewing the information with the appropriate Board staff, and the proponent, to determine the grounds and alternatives for a resolution.
- d) If a resolution cannot be met, the proponent may direct the complaint to the Superintendent, Business Services. The Superintendent, Business Services, shall review the facts of the dispute and shall make the final decision as to the action required which may include taking the matter to the Director of Education and/or Legal Counsel.

## 7. **VENDOR PERFORMANCE EVALUATION**

~~In order to~~To ensure that the Board is holding vendors accountable for contractual obligations, the Board will monitor the performance of all contracted vendors ~~in accordance with~~per the procedures set out below:

- Board employees responsible for managing a contract must track a vendor's performance, including timely deliveries; ~~the~~ quality of goods and services; ~~the~~ meeting milestones; ~~the~~ and invoices in line with the contract. Detailed notes and records should be kept during the term of a contract ~~with respect to~~concerning any performance issues.
- Where a ~~serious~~serious performance issue has occurred, the Board employee must complete a Vendor Incident Report. Vendor Incident Reports should be completed when a vendor fails to abide by the contract terms and conditions or fails to meet specifications. Where a performance issue is ~~serious~~serious enough, the Board may also consider terminating the contract.
- At the end of every contract, the responsible Board employee should complete a Vendor Performance Evaluation Form. The responsible Board employee should ensure that these forms are completed with sufficient detail to ensure that any decision taken with respect to records of poor performance ~~are~~is fully defensible. Copies of all completed Vendor Performance Evaluation Forms should be kept with the Purchasing Services ~~department~~Department.
- Vendor Incident Reports and Vendor Evaluation Forms may be used to support disqualification decisions ~~in accordance with~~per the requirements under Section 8 – Vendor Suspension and or Removal Form Pre-Qualified or Vendor of Record Lists, of this Administrative Procedure.
- Where there is a Vendor Incident Report or a negative Vendor Performance Evaluation Form (a copy of which will be presented to the vendor), the vendor at issue should be allowed to comment on the documentation for same and any such comments should be considered by the Board and included in the file.



## 8. VENDOR SUSPENSION AND/OR REMOVAL FROM PRE-QUALIFIED OR VENDOR OF RECORD LISTS

The Board's vendor suspension process has two goals:

- to protect the Board from the risks associated with awarding contracts to vendors that have demonstrated an inability or unwillingness to fulfill or execute contractual requirements; and
- to protect the interests of the Board and the integrity of the procurement process.

A suspension operates to prohibit vendors who have displayed improper conduct (as further detailed below), from participating in a competitive bid process or contract for a specified period ~~of time~~. The Board may, as the circumstances warrant, suspend a vendor from participating in any competitive bid process if any of the following occurs:

- Failure on the part of the vendor to sign or execute a contract or honour the terms within its bid submission may result in the suspension of bidding privileges for up to two years.
- Unsatisfactory performance on the part of the vendor or failure to comply with a rectification notice or provide a satisfactory rectification plan may result in the suspension of bidding privileges for up to two years.
- A vendor receiving two provisional performance evaluations regardless of the project may result in the suspension of bidding privileges to the Board for up to two years.
- Any suspension must be approved by the Manager of the department responsible and by the Manager, Purchasing Services and must be supported by a written business case. A suspension decision should be communicated in writing to the vendor in question and should include full details as to the reason for the suspension and the length of the suspension.

## 9. CLAIMS OR POSSIBLE CLAIMS

The Board will preclude a vendor from bidding if the vendor has made a formal demand or otherwise put the Board on notice of a pending action or is involved in any actual litigation proceedings (excepting only construction lien demands, notices or proceedings) by or against or otherwise involving the Board.

## 10. COOPERATIVE PURCHASING

The Manager, Purchasing Services, shall encourage cooperative purchasing with other school boards and other units of government or their agencies of public authorities, or utilize a "piggy-back clause" to existing Ministry or government services contracts or other cooperatives, whenever the best interest of the Board will be served.

## 11. SUSTAINABLE PROCUREMENT

The Manager, Purchasing Services, ~~in accordance with~~ per Operating Policy V-15 Environmental Stewardship, shall encourage wherever possible, environmentally sustainable goods and services while giving vendors fair and equitable access to School Board business.

The objectives of sustainable procurement are to:

- Establish the Board as an environmental role model for public procurement by making it a priority to use environmentally sustainable Goods and Services, where feasible and ~~cost~~ cost-effective;
- Support a healthier working environment for Board employees and ~~for~~ citizens in general through the purchase of environmentally sustainable Goods and Services;
- Increase demand for environmentally sustainable Goods and Services, which may ultimately enhance their quality and cost competitiveness;
- Increase the conservation of resources through the use of more sustainable Goods and Services that require less energy and materials to produce.

## 12. DISPOSAL OF SURPLUS GOODS AND/OR EQUIPMENT

The Manager, Purchasing Services is authorized to dispose of surplus, obsolete or non-repairable goods and equipment declared surplus in accordance with Administrative Procedure VI-33 – Redistribution and Disposal of Surplus Furniture and Equipment.

## 13. PROHIBITIONS AND COMPLIANCE

- No acquisition of goods and/or services shall be made through online classified services or auction sites such as Kijiji, Craigslist, eBay, Amazon MAXX, Govdeals, etc.
- No member of the Board of Trustees or employees of the Board shall purchase or offer to purchase, on behalf of the Board, any Goods or Services, except in accordance with these procedures.
- All employees of the Board shall act in a manner consistent with the objectives of this procedure. Any employee who contravenes this Administrative Procedure commits an act of misconduct and is subject to disciplinary action.
- No member of the Board of Trustees or employee of the Board shall purchase or offer to purchase on behalf of the Board unless:
  - The goods and/or services are legitimately required for the purposes of the Board.
  - The funds for the purchase of the goods and/or services are available with an approved budget or the request to purchase is expressly made subject to funding approval of the Board.
- No acquisition of goods and/or services shall be made where the quantity or delivery is divided in any other manner arranged so that the price or value of the goods and/or services to be acquired is artificially reduced to circumvent the purchasing threshold requirements in this procedure.
- No member of the Board of Trustees or employee of the Board, shall become interested, directly or indirectly as a contracting party, or partner, in the work, the supplies or business in connection with a contract, or in any portion thereof, or of any supplies to be used therein, or in any monies to be derived therefrom.

- No member of the Board of Trustees or employee of the Board or any relative of that Trustee or employee shall be permitted to purchase surplus goods to be disposed of except by successfully bidding on the same at a public auction but in no case if the duties of that officer or employee include making decisions regarding the disposal of such goods.
- No member of the Board of Trustees or employee of the Board shall knowingly cause or permit anything to be done or communicated to anyone which is likely to cause any potential vendor to have an unfair advantage or disadvantage in obtaining a contract for the supply of goods and/or services to the Board, or any other municipality, local board or public body involved in the purchase of goods and services either jointly or in cooperation with the Board.
- For any competitive process, the Board shall not discriminate or exercise preferential treatment in awarding a contract to a vendor through the biasing of specifications, timing of events so as to prevent vendors from submitting bids, local content or other economic benefits criteria that are designed to favour the goods and/or services of a particular vendor.

#### 14. **EXCEPTIONS**

The following items are not subject to the Board's Purchasing Administrative Procedure:

1. Licenses (vehicles, elevators, etc.).
2. Charges to or from other government bodies or Crown Corporations except for construction and/or maintenance projects.
3. Real Estate including land, buildings, leasehold interests, easements, encroachments and licenses.
4. ~~Professional and s~~Special services, including appraisal ~~and~~, medical, ~~etc.~~ Services.
5. Freight charges.
6. Legal Fees and other professional services related to litigation or legal matters.
7. Charges to or from government legislated controlled agencies (i.e. ~~---~~ Technical Standards & Safety Association, Electrical Safety Authority, etc.).
8. Entertainers (i.e. – for Theatre, Special Events).
9. Conferences, Courses, Seminars, Conventions, Memberships, Periodicals, Magazine Subscriptions.
10. Refundable Employee Expenses, Meal Allowances, Travel Expenses.
11. Miscellaneous – Non-Travel, Hotel Accommodation, Mileage.
12. Postage, Water, Sewage Charges, Cable Television Service, Telephone Service.
13. Natural Gas and Hydro.
14. Spiritual Services.

**Procedure No. VI-11** | Purchasing

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APPROVED: Regular Meeting of the Administrative Council

AUTHORIZED BY: \_\_\_\_\_  
*Director of Education and Secretary of the Board*

## Reimbursement of Board Business Expenses for Employees

**Adopted:**

May 29, 2017

**Last Reviewed/Revised:**

~~N/A~~ February 18, 2020

**Next Scheduled Review:** ~~2019-2020~~ 2022-2023

**Associated Policies & Procedures:**

[I-34 \(A\) Reimbursement of Board Business Expenses for Employees](#)

[I-42 Out of Province Staff Travel](#)

[III-13 Corporate Purchasing Card Distribution and Usage](#)

[VI-86 Corporate Purchasing Card Distribution and Usage](#)

[VI-09 \(A\) Religious Education Course Reimbursement](#)

[VI-09 \(B\) Religious Education Masters Reimbursement](#)

[VI-45 Mobile Cellular Device Operating Procedure](#)

[VI-73 Meal and Hospitality Expenses for Employees at Board Sanctioned Events](#)

## Purpose

To provide direction to all board employees regarding the application of the terms and conditions under which an expense incurred by an employee, in the course of discharging Board-recognized duties and responsibilities in accordance with the Education Act and its amendments, will be approved by the Board.

## Application and Scope

This Administrative Procedure applies only to approved expenses incurred by an employee, when performing Board recognized duties and responsibilities.

## References

[Education Act and Regulations](#)

[Broader Public Sector \(BPS\) Expenses Directive](#)

[Broader Public Sector Perquisites Directive](#)

## Definitions

**Board Sanctioned Events:** Refer to meetings, seminars, workshops, conferences, professional development events and other in-service educational meetings.

**Eligible Expenses:** The Board will reimburse employees for travel, meals, accommodations and other business eligible expenses incurred while on Board business.

**Employment location:** For ~~the purposes of~~ this procedure, employment location refers to both a Board location and a non-Board location within the Region of Halton, where an employee is required to travel to, in discharging his/her duties.

## Requirements

- Designated employees, who are issued a Board Purchasing Card (P-card) in accordance with under the Board's Corporate Purchasing Card Distribution and Usage Policy and Administrative Procedures, should use it to pay for approved expenses whenever possible.
- All expense claims, both those using a Board Purchasing card (P-card) and those submitted for reimbursement, must have signed approval of the employee's immediate supervisor.  
Expense approval is as follows:

| <u>Claimant</u>              | <u>Approver</u>                            |
|------------------------------|--------------------------------------------|
| <u>Staff member</u>          | <u>Immediate Supervisor or Principal</u>   |
| <u>Supervisor</u>            | <u>Immediate Manager</u>                   |
| <u>Vice Principal</u>        | <u>Principal</u>                           |
| <u>Manager</u>               | <u>Immediate Supervisor</u>                |
| <u>Superintendent</u>        | <u>Director of Education</u>               |
| <u>Director of Education</u> | <u>Chair of the Board</u>                  |
| <u>Trustee</u>               | <u>Chair of the Board</u>                  |
| <u>Chair of the Board</u>    | <u>Superintendent of Business Services</u> |

- The Chair of the Board must approve the Director of Education's expense claims. The Superintendent of Business Services must approve the Chair of the Board's expense claims.
- Submission of Board-related expenses require the following information, handwritten by the purchaser on the back of the original itemized receipt or detailed on the P-card reconciliation sheet:
  - Event name/Expenditure
  - Names/Roles of participants
  - Reason for expense
- Reimbursement for expenses where receipts are not provided by the vendor or are lost, require the employee to submit in writing the event name, expense, names of participants,

~~the~~ reason for the expense and include the signature of the appropriate ~~approver,~~  
~~Supervisory Officer, Director of Education, Chair of the Board or Superintendent of Business~~  
~~Services.~~

- All expense claims must be submitted and approved within 30 days of the end of the fiscal year in which the expenses were incurred and shall be paid promptly.
- All expense claims are subject to audit by the Board.
- All expenses not approved or not deemed as Board-related business by the Principal or designate, Superintendent, Director of Education, Chair of the Board or under the provisions in accordance with the Education Act, and its amendments, will not be eligible for reimbursement.
- The following expense items, where appropriate, are those for which claims may be submitted to the Board as approved expenses while on Board business.

### Mileage expenses

- The rate per ~~kilometer~~ kilometre paid, to be reviewed annually, is established by the Board based on the Canada Revenue Agency deemed reasonable rate, taking into consideration the following assumptions and conditions:
  - That the rate and/or amount paid is calculated to cover all operating expenses of the vehicle, including depreciation, insurance, interest, license, fuel, oil, tires and maintenance.
  - That the rate paid or to be paid relieves the Board of any further responsibility for costs or expenses resulting from accidents, fines, or other extraordinary costs incurred while the vehicle is being operated on Board business.
- Mileage expenses will be reimbursed to all Board employees, as applicable, when expenses are incurred as a result of attendance at an activity where mileage is incurred in discharging their responsibilities.
- **Home to Employment/Employment to Home of Staff:** Mileage incurred from/to home to/from the first and last Board location or non-Board location within the Region of Halton, shall be considered as part of the required ~~normal~~ regular duties and will not be reimbursed.
- When travelling to a non-Board location outside of the Region of Halton, the shorter distance between employee's home and non-Board location or Board-assigned location to non-Board location will be the eligible distance for mileage reimbursement.
- Where specific language in any collective bargaining agreement ~~is in conflict~~ conflicts with this mileage allowance, the collective bargaining agreement shall supersede this procedure.
- **Day Time Meetings:** Recognized mileage will include that mileage incurred by staff members to attend meetings during the working day called by or authorized by Board Administration staff.

- **Special Assignments:** Recognized mileage will include that mileage incurred by staff members, where the Board, through the Director of Education, requires the employees to use an automobile or ~~an~~ other vehicle for a specified purpose.
- **After Hours Meetings for Employees:** When an employee's attendance is required at "after hours" meetings that occur at the same location that the employee is assigned to during the day, the immediate supervisor shall approve a reasonable meal expense or mileage reimbursement, but not both. Any application for a reasonable meal expense or mileage reimbursement pertaining to "after hours" meetings must be authorized by the employee's immediate supervisor, ~~prior to before~~ the meeting. If, however, the "after hours" meeting takes place at a secondary location, both a reasonable meal expense and mileage from the assigned location of the day to the meeting location can be claimed. Examples of "after hours" meetings where an employee's attendance is required include:
  - Catholic School Council meetings
  - Curriculum Nights
  - Sacramental Preparations meetings
  - Board meetings
  - Other "after hour" Board related events as pre-approved by the appropriate supervisor.
- **Toll Fees:** Where necessary and approved by the appropriate Supervisory Officer or the Chair of the Board, toll fees may be claimed.

### **Other Travel Within and Outside the Province/Country**

Transportation is provided on rail and/or economy flight with transportation service to and from the airport/train station. If a private vehicle is authorized and used, mileage is paid to the driver ~~in accordance with~~ per Board policy rates. Every effort shall be made by participants to share transportation.

### **Accommodations**

Whenever possible, all hotel reservations will be made four (4) weeks in advance, and hotel accommodation costs will be charged to the Board's P-card or reimbursed to the individual. Where appropriate, hotel reservations will be confirmed to attendees employing a confirmation number, which will be provided to the attendee ~~prior to before~~ the function.

It is also required, if available, that a standard room is the set option for accommodation.

### **Professional Development/Conference Fees**

Before considering reimbursement, note that financial support may also be available through an employee's local federation or group.

All employees shall secure the necessary approval where appropriate, from the Principal or designate or immediate supervisor, Superintendent, Director of Education or Chair of the Board,



as appropriate, to attend any function for which reimbursement of expenses is sought from the Board.

Whenever feasible, registration fees will be prepaid by the Board.

The approving supervisor will maintain a list of attendees and provide the same to all participants in order to assist in facilitating shared travel and/or hotel accommodations.

### **Parking**

Parking costs for Board related business will be eligible when supported with receipts or an explanation in the case of metered parking.

### **Meals**

Meals will be reimbursed at actual cost up to a maximum of \$75.00 per day, including taxes and gratuities. Extenuating circumstances will be considered on an individual basis and require the approval of the Director of Education (or designate), or Chair of the Board.

### **Telephone Calls**

Telephone calls for Board related business are eligible expenses.

### **Alcohol**

Alcohol is not an eligible employee expense unless it is included in the cost of the conference or event by the organizer/sponsor.

### **Other Expenses**

Other expenses ~~when accompanied by an explanatory note, when accompanied by an explanatory note,~~ are eligible employee expenses when approved by the Director of Education or Chair of the Board, as appropriate.

### **Review of Expenses**

Business Services conducts periodic reviews of employee reimbursements and supporting documentation, including expenses incurred on P-Cards, submitted through an Employee Expense Reimbursement Request Form ~~cheque requisition~~ or entered into the mileage system. In completing such reviews, additional information may be requested regarding the expense incurred.

APPROVED: \_\_\_\_\_ Regular Meeting of the Administrative Council

AUTHORIZED BY: \_\_\_\_\_



*Director of Education and Secretary of the Board*

## Meal and Hospitality Expenses for Employees at Board Sanctioned Events

**Adopted:**

November 19, 2014

**Last Reviewed/Revised:**

~~May 1, 2017~~ February 18, 2020

**Next Scheduled Review:** ~~2019-2020~~ 2022-2023

**Associated Policies & Procedures:**

[I-24 Fraud Management](#)

[VI-24 Fraud Management](#)

[I-34 \(A\) Reimbursement of Board Business Expenses for Employees](#)

[VI-90 Reimbursement of Board Business Expenses for Employees](#)

[I-34 \(B\) Reimbursement of Board Business Expenses for Trustees and External Members of Board Committees](#)

[I-42 Out of Province Staff Travel](#)

[III-13 Corporate Purchasing Card Distribution and Usage](#)

[VI-86 Corporate Purchasing Card Distribution and Usage](#)

## Purpose

To provide direction to all board employees regarding meal related expenses at events and meetings within the Halton Catholic District School Board (HCDSB).

## Application and Scope

This Administrative Procedure applies to all employees, ~~trustees~~ trustees and any consultant or contractor engaged by the HCDSB attending an event, meeting, conference or similar session within the HCDSB.

## References

This Administrative Procedure is in accordance with:

- [Education Act and Regulations](#)
- [Broader Public Sector \(BPS\) Expenses Directive](#)
- [Broader Public Sector Perquisites Directive](#)
- [Ontario Public Sector \(OPS\) Travel, Meal and Hospitality Expenses Directive](#)

## Definitions

**Board Sanctioned Events:** Refer to meetings, seminars, workshops, conferences, professional development events and other in-service educational meetings.

**Hospitality:** The provision of food, beverage, accommodation, transportation and other amenities paid out of public funds to people who are not engaged in work for:

- a) BPS organizations covered by the Directive; or
- b) any Ontario government ministries or agencies covered by the OPS Travel, Meal and Hospitality Expenses Directive.

## Requirements

- Employees, trustees, and other individuals named in this Administrative Procedure attending meetings, events or conferences, that are not hosted by the HCDSB shall refer to *Operating Policy I-34(A) Reimbursement of Board Business Expenses for Employees* or *Policy I-34(B) Reimbursement of Board Business Expenses for Trustees and External Members of Board Committees* ~~with regard to~~ concerning reimbursement of expenses incurred while discharging Board-recognized duties and responsibilities.
- Hospitality may never be offered solely for the benefit of any employee, ~~Trustee~~ or any other individuals named in this Administrative Procedure. Examples would be office social events, retirement parties and holiday lunches.
- Meals may be provided for individuals named in this Administrative Procedure, attending Board sanctioned events that are hosted by the HCDSB.
- The following rates (including taxes and gratuity) shall be used as a guideline when providing hospitality and meals at Board sanctioned events:
 

|           |         |
|-----------|---------|
| Breakfast | \$10.00 |
| Lunch     | \$12.50 |
| Dinner    | \$22.00 |
- For the purpose of this Administrative Procedure, managerial discretion is given to those authorized with the preparation and planning for meetings and events in determining the amount guidelines and length of the meeting. When exercising managerial discretion, the following shall be considered:
  - Start time and end time of the meeting.
  - Location of the meeting, in relation to those attending.

**Procedure No. VI-73** | Meal and Hospitality Expenses for Employees at Board  
Sanctioned Events

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- Good judgment and knowledge of the situation.
- **Alcohol is not permitted in any circumstances as part of approved hospitality and meal expenses.**

APPROVED: Regular Meeting of the Administrative Council

AUTHORIZED BY: \_\_\_\_\_  
*Director of Education and Secretary of the Board*

## Corporate Purchasing Card Distribution and Usage

**Adopted:**

March 20, 2017

**Last Reviewed/Revised:**

~~N/A~~ February 18, 2020

**Next Scheduled Review:** ~~2019-2020~~ 2022-2023

**Associated Policies & Procedures:**

[III-13 Corporate Purchasing Card Distribution and Usage](#)

[I-25 Purchasing](#)

[VI-11 Purchasing](#)

[I-34 \(A\) Reimbursement of Board Business Expenses for Employees](#)

[VI-90 Reimbursement of Board Business Expenses for Employees](#)

[I-34 \(B\) Reimbursement of Board Business Expenses for Trustees and External Members of Board Committees](#)

[I-42 Out of Province Staff Travel](#)

[VI-73 Meal Expenses for Employees at Board Sanctioned Events](#)

## Purpose

The Halton Catholic District School Board ("the Board") provides to designated staff and ~~Trustees~~ the availability of a Corporate Purchasing Card ~~in order to~~ be used for offset approved Board-related travel and business expenses.

## Application and Scope

A Corporate Purchasing Card is available to the following elected Board representatives and employees:

- Elected Trustees
- Senior Staff, ~~Managers~~ Administrators, and other authorized personnel
- School Principals and Vice Principals
- Curriculum and Special Education Consultants
- School staff (site card) under the supervision of the Principal

## Definitions

**Budget Holder:** an employee of the Board that is accountable for the budget of their respective department(s).

**Cardholder:** an employee of the Board who holds a Board-issued Purchasing Card in their name.

**Financial Institution:** an establishment that provides financial services for its clients or members and is the issuer of the Purchasing Card.

**Monthly Spend Limit:** the maximum dollar threshold, including taxes, allowed on a Purchasing Card for a one-month period beginning on the eighth day of every month.

**Purchasing Card Coordinator:** ~~The Manager, Purchasing Services or Designate infor the Purchasing Services department that is responsible for administering the Purchasing Card program.~~

**Purchasing Card (P-Card):** a commercial card that allows organizations to purchase goods and services in lieu of a traditional purchasing process.

**Single Transaction Limit:** the maximum dollar threshold, including taxes, allowed on a Purchasing Card for ~~an~~ individual purchase.

**Site Card:** a nameless Purchasing Card designed to be used by a number of employees within a department where the Budget Holder is accountable for the use of that card.

**Unauthorized Charge:** a transaction applied against a Purchasing Card without having official permission or approval.

## Principles

- Approved employees and sites are authorized to use the Purchasing Card to purchase goods and services in support of sound business practices. Corporate ~~credit~~purchasing cards must be used only for expenses incurred in relation to a cardholder's duties. Benefits include:
  - Reducing the number of invoices, cheque requisitions and cheques processed through the Accounting Department.
  - Reducing the number of purchase orders and purchase requisitions through the Purchasing Department.
  - Providing a simplified process and an increased level of service.
  - Reducing supplier invoicing and reducing turnaround time for payment.
- To provide a convenient payment method ~~of procuring and paying for low-low~~ value goods and services by simplifying the ~~procurement~~purchasing process, reducing paperwork, reducing vendor payment time and empowering school/department staff.
- Authorized employees who employ a Corporate Purchasing Card ~~in accordance with~~under the Board's Purchasing Policy and Administrative Procedures, should use it to pay for approved business expenses whenever possible.

## Requirements

Requirements are outlined under the following headings:

1. General Information
2. Operational Guidelines
  - 2.1 Purchasing Card Issuance
  - 2.2 Purchasing Card Spend Limits
  - 2.3 Purchasing Card Rejection
  - 2.4 Reconciliation, Payment & Record
  - 2.5 Transferred, On Leave, Resigned, Terminated or Retired Employees
  - 2.6 Lost or Stolen Cards
3. Prohibitions and Compliance

## **1. GENERAL INFORMATION**

A Corporate Purchasing Card (P-card) is a Board-issued credit card. It can be used for purchases of school supplies and services almost anywhere the card is accepted.

The P-card program will be administered by ~~the Manager, Purchasing Services~~ Purchasing Services, which Card Coordinator, Purchasing Services will maintain a master list of all P-cards noting the name of the cardholder and site cards and the monetary limits of each card. All requests for P-cards and all changes and other documentation relating to the cards are to be submitted to the Purchasing ~~Services Card Coordinator~~ Services Card Coordinator for review and to be approved by the ~~Senior Administrator, Financial Services~~ Senior Manager, Financial Services or ~~Superintendent, Business Services~~ Superintendent of ,Business Services and Treasurer.

The Halton Catholic District School Board assumes liability for all authorized charges on the Purchasing Cards. **The individual card-holders and site card-holders are not personally liable for approved business expenses.**

## **2. OPERATIONAL GUIDELINES**

The P-card may be used for purchases up to the single transaction limit and monthly spending limit set for each card including all taxes and subject to the restrictions outlined in Section 3 – Prohibitions and Compliance of this Administrative Procedure.

The Purchasing ~~Services Card Coordinator~~ Services Card Coordinator, with the approval of the ~~Senior Administrator, Financial Services~~ Senior Manager, Financial Services ~~Finance~~, will determine the single transaction limit and monthly spend limit of each purchase card issued.

Single transaction limits and monthly spend limits are fixed and cannot be increased without the approval of the Purchasing ~~Services Card Coordinator~~ Services Card Coordinator and ~~the Senior Administrator, Financial Services~~ Senior Manager, Financial Services ~~Finance~~.

To limit exposure or liability to the Board, and the person or site named on the card, the card holder must be aware of the following practices:



- The cardholder is responsible for ensuring sufficient funds are available in the budget before using the P-card.
- When not being used, the P-card should be kept in a secure location.
- In the case of site cards, the Visa Sign-Out/In Tracking Sheet must be maintained to know where the card is at all times.
- When using the P-card for telephone or online purchases, every precaution should be taken to avoid the risk of unauthorized use of the card.
- Upon transfer, leave, retirement or termination of employment from the Board, the cardholder must confirm cancellation and return the P-card to Purchasing Services.

## 2.1 PURCHASING CARD ISSUANCE

All P-cards issued by the Board remain the property of the financial institution listed on the P-Card and, as such, may be cancelled/revoked at any time.

Prospective cardholders will be required to submit a Corporate Purchasing Card Authorization Form. All original Visa Authorization Forms are to be approved by the ~~Manager, Purchasing Services~~Purchasing Card Coordinator~~Services~~, initialled by the ~~Senior Administrator, Financial Services~~Senior Manager, Financial Services~~Finance~~, and are maintained by the Purchasing Department.

A P-card shall only be issued upon the approval of the Superintendent of Business Services and Treasurer for new positions required a P-Card and of the ~~Senior Administrator, Financial Services~~Senior Manager, Financial Services~~Finance~~, for re-issued P-Cards to existing positions.

## 2.2 PURCHASING CARD SPEND LIMITS

P-card limits vary depending on the budget holder's responsibility and budget allocation. From time to time, it may be necessary to have spend limits increased. In this case, a written request to increase the spend limits must be sent to the Purchasing ~~Services~~Card Coordinator for the approval by the ~~Senior Administrator, Financial Services~~Senior Manager, Financial Services~~Finance~~. Changes can be made effective immediately upon approval of the ~~Senior Administrator, Financial Services~~Senior Manager, Financial Services~~Finance~~. In the event the ~~Senior Administrator, Financial Services~~Senior Manager, Finance is not available, approval should be requested from the ~~Superintendent, Business Services~~Superintendent, Business Services and Treasurer or ~~Manager, Purchasing Services~~Purchasing Services~~Card Coordinator~~.

## 2.3 PURCHASING CARD REJECTION

If a P-card is rejected, please notify the Purchasing ~~Services~~Card Coordinator who will inquire as to the reason the card was rejected. The most common rejections are:

- Over ~~the~~ monthly limit,
- Over single purchase limit,

- Incorrect PIN entered at the merchant location,
- Blocked Merchant Category (MCC),
- Expired card or incorrect expiry date.

## 2.4 RECONCILIATION, PAYMENT & RECORD

The Financial Institution will forward a detailed monthly statement directly to each ~~individual~~ cardholder/site to be appropriately reconciled. The individual/site will be required to retain itemized receipts for all P-card transactions. Cardholders are responsible for requesting itemized receipts from the vendor(s) if they are not automatically provided.

Random reviews/audits of statements and Visa Log Sheets will be conducted on an ongoing basis. Supervisors are to ensure that all charges are in compliance with Board policies and procedures (or that violations have been documented) and that the correct budget codes are used. Where non-compliance occurs, the subject expenditure will become a personal expense.

Upon receipt of the statement, the cardholder and immediate Supervisor will:

1. Match the charges on the statement with the appropriate receipt/invoice and record the details along with the budget code to be charged on the Visa Log Sheet.
2. The Visa Log Sheet is then to be approved by the immediate Supervisor. It is the responsibility of the immediate Supervisor to ensure all charges are eligible for business expenses and supported by itemized receipts.
  - a. In the case of the Director of Education, the Visa log sheet will be approved by the Chair of the Board
  - b. In the case of Trustees, the Visa Log Sheet will be approved by the Chair of the Board
  - c. In the case of the Chair of the Board, the Visa log sheet will be approved by the ~~Superintendent, Business Services~~ Superintendent of Business Services and Treasurer.
3. The Visa Log Sheet, once completed and approved, along with the original receipts/invoices, must be forwarded to the Supervisor, Accounting Services for processing within ten (10) business days of receipt of the statement. The individual/site is required to maintain copies of the itemized receipts, ~~in accordance with~~ per the Records Retention Schedule. During the months of July and August, if the Accounting Department has not received a Visa Log Sheet from a school location, it will be the responsibility of the school to submit their reconciliations by September 15.
4. Discrepancies in the form of pricing errors or duplicate transactions must be identified, and the cardholder must take appropriate action with the vendor to resolve any issues.

5. In the event of unauthorized charges, the Cardholder must notify the Purchasing ~~Card Coordinator~~Services. The Purchasing ~~Services Card Coordinator~~ will then contact the Financial Institution's fraud investigations department to dispute the charge.

**Failure to submit Visa Log Sheets within deadlines, together with all P-Card statements and itemized receipts, will result in the suspension of the P-Card.**

## 2.5 TRANSFERRED, ON LEAVE, RESIGNED, TERMINATED OR RETIRED EMPLOYEES

In case of a transfer within the Board, the Cardholder will take his/her card to their new location. Site cards remain at the indicated site at all times regardless of staff transfers. The ~~Manager, Purchasing Services~~Purchasing Services Card Coordinator will advise the financial institution of the change of location for the employee so his/her monthly statement is forwarded to the correct location.

If a cardholder is on a leave of absence, worker's compensation, long term disability or otherwise away from his/her regular place of employment for an extended period ~~of time~~, it is the responsibility of the cardholder to return the card to the ~~Manager, Purchasing Services~~Purchasing Services who will~~Card Coordinator~~. ~~The Manager, Purchasing Services~~Purchasing Card Coordinator will temporarily suspend the card. Upon the employees return to full active duty, the card will be ~~reinstated~~returned to the cardholder.

When a cardholder leaves the employment of the Board due to resignation, termination or retirement, it is the responsibility of the cardholder's supervisor to advise the ~~Manager, Purchasing Services~~Purchasing Services Card Coordinator and return the card for destruction. ~~The Manager, Purchasing Services~~Purchasing Services Card Coordinator, will notify the financial institution to cancel the card.

## 2.6 LOST OR STOLEN CARDS

The cardholder must notify both the Financial Institution and ~~the~~ Purchasing ~~Services Card Coordinator~~ immediately of any lost or stolen card. The lost or stolen card will be immediately cancelled with the Financial Institution and a replacement card will be issued.

***If the P-card is lost or stolen, notify US Bank immediately by calling 1-800-588-8065.***

## PROHIBITIONS AND COMPLIANCE

- A P-Card shall not be used for any personal expenses. Such fraudulent use of the card could result in disciplinary action up to and including dismissal.
- A P-Card shall not be used for cash advances or ~~for~~ use in any cash dispensing machine.
- The P-card can only be used to make official Board purchases within the Board limitations established under the policies and procedures referenced herein. Purchases such as alcohol, Tabaco products, betting, court costs, adult entertainment, etc., ~~is are~~ strictly prohibited.
- The site card cannot be used by any staff member without the approval of the Principal/department budget holder.

## Procedure No. VI-86 | Corporate Purchasing Card Distribution and Usage

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- Site cards can only be used by paid employees of the Board.
- Individual P-card holders shall not share the card. He/she alone may use the card.
- No purchases shall be divided to circumvent single transaction limits.
- Accumulation of any benefits from the use of a P-Card shall not accrue to the individual cardholder.

APPROVED: Regular Meeting of the Administrative Council

AUTHORIZED BY: \_\_\_\_\_  
*Director of Education and Secretary of the Board*

## Redistribution and Disposal of Surplus Furniture and Equipment

**Adopted:**

November 10, 2003

**Last Reviewed/Revised:**

~~March 20, 2017~~ February 18, 2020

**Next Scheduled Review:** ~~2019-2020~~ 2022-2023

**Associated Policies & Procedures:**

[I-25 Purchasing](#)

[VI-11 Purchasing](#)

## Purpose

To provide a standard procedure for the redistribution and disposal of surplus furniture and equipment.

## Application and Scope

This administrative procedure is intended for all Halton Catholic District School Board staff authorized to identify surplus furniture and equipment.

When managers or Principals determine that furniture and equipment are obsolete or surplus to the needs of the location, Purchasing Services is to be notified. All surplus items are to be redistributed or disposed ~~of~~ in a safe, ~~cost~~ cost-effective manner as determined by the Purchasing Services ~~department~~ Department.

## Principles

Surplus furniture and equipment should be removed from schools/departments when it is no longer required at the location. ~~In order to~~ To maintain an inventory of surplus furniture and equipment for redistribution, schools and departments should adhere to these procedures.

Schools and departments should inquire about surplus furniture and equipment ~~prior to~~ before purchasing new.

## Requirements

### Centralize Purchasing of New Items

- All furniture and equipment purchases will be ~~completed~~ vetted through ~~the~~ Purchasing Services.

- This ensures ~~the that product quality specifications are met and of merchandise purchased as well that the Broader Public Sector procurement guidelines~~ Purchasing Policies and Procedures ~~are adhered to.~~

### **Confirmation~~Confirm~~ Item to be Purchased is NOT Available in Board Furniture~~Surplus~~ Storage**

- ~~As all furniture purchases must originate in the be vetted by~~ Purchasing Services ~~department~~, under the direction of the Manager, Purchasing Services, a surplus furniture inventory database will be ~~implemented~~ maintained for re-useable furniture. ~~Purchasing Services will first confirm that the item requested is not available at the Board's storage location.~~
- ~~The surplus furniture database will be updated by the Manager, Purchasing Services.~~
- If the requested item is available from Board's furniture storage, Purchasing Services will arrange delivery of the item with assistance from Facility Management Services.

### **Centralizing Furniture and Equipment Move Requests**

- All requests for furniture to be removed from a school or department must be directed to the assigned Manager, Facility Management Services.
- The assigned Manager, Facility Management Services, in conjunction with the requesting school/department, determines which storage location the surplus furniture will be moved to.
- The assigned Manager, Facility Management Services, notifies the Manager, Purchasing Services of surplus equipment being removed from the requesting site and the furniture's revised location.
- The Manager, Purchasing Services, updates the surplus furniture inventory database accordingly.

### **Furniture Indexing**

- The surplus furniture should be allocated to a predetermined holding site and stored in one of three rooms:

*Room 1: Surplus (re-useable within HCDSB) office furniture.*

*Room 2: Surplus (re-useable within HCDSB) classroom furniture.*

*Room 3: Surplus classroom and office furniture not appropriate for re-distribution within HCDSB. These items are to be disposed of or, donated or sold at auction with nominal proceeds remaining centrally to offset moving, transportation and storage costs.*

### **Surplus Equipment (i.e. shop machinery, specialized physical education equipment/apparatus etc.)**

- School or department must inform Manager, Purchasing Services, of surplus equipment.
- Manager, Purchasing Services, to email schools or administrative staff (if warranted) to see if there is a need for the equipment.

- If another school/department has a need for the equipment, the Manager, Purchasing Services, ~~to~~will arrange delivery of the equipment with Manager, Facility Management Services.

### **Surplus/Obsolete Information and Communications Technology (ICT) Equipment**

- School or department must inform Senior ~~Manager~~Administrator, Information Technology Services, of surplus/obsolete equipment.
- Senior ~~Manager~~Administrator, Information Technology Services, to email schools or administrative staff (if warranted) to see if there is a need for the equipment.
- If another school/department has a need for the equipment, the Senior ~~Manager~~Administrator, Information Technology Services, ~~to~~will arrange delivery of the equipment with Manager, Facility Management Services.

### **Disposal Plan**

- If re-distributing the equipment is not warranted/possible, the Manager, Purchasing Services will arrange to have item sold at auction.
- Item is auctioned with winning bidder removing the item from the requesting school/department.
- Proceeds from the items auctioned at school/department sites remain with the school/department, as there are no moving/transportation/storage costs ~~required~~incurred.
- Items not sold through auction will be offered for donation at no cost to the Board or disposed of through the Region of Halton waste program or e-waste recycler in the case of ~~ICT~~ equipment.

### **Prohibitions and Compliance**

- No member of the Board of Trustees or employees of the Board or any relative shall be permitted to purchase surplus goods to be disposed of except by successfully bidding on the same at a public auction.
- No employee of the Board ~~who having has~~ the responsibility for identifying items as surplus may bid on such items at a public auction.
- No employee responsible for administering the surplus item at public auction may bid on the same.

APPROVED: Regular Meeting of the Administrative Council

AUTHORIZED BY: \_\_\_\_\_

*Director of Education and Secretary of the Board*



## Selection and Appointment of Positions of Academic Administrative Responsibilities

**Adopted:**

December 17, 2002

**Last Reviewed/Revised:**

~~November 4, 2019~~ February 10, 2020

**Next Scheduled Review:** 2022-2023

**Associated Policies & Procedures:**

[III-11 Hiring and Promotion Policy, Academic and Non-Academic Personnel](#)

[I-02 Records and Information Management](#)

[I-16 Records Management Under MFIPPA](#)

[VI-82 Records and Information Management Procedure](#)

[III-12 Academic Promotion](#)

## Purpose

To provide a consistent system-wide process for the selection and appointment of Positions of Academic Administrative Responsibilities (PAAR), under the jurisdiction of the Halton Catholic District School Board.

## Application and Scope

This administrative procedure is intended for all employees of the Halton Catholic District School Board who participate in the Board's selection and recommendation process of Positions of Academic Administrative Responsibilities appointments.

The Board expects Superintendents, other Supervisory Officer positions, Assistant Superintendents, Principals, Vice Principals and all those employees in positions of responsibility and leadership to:

- demonstrate a commitment to Gospel Values, to Catholic Education and reflect the characteristics, attributes and competencies described within the *Profile for Effective Catholic Leadership*.
- act as an appropriate role model within the Catholic school community, both in and out of the work environment
- foster and promote the spiritual, religious, intellectual, aesthetic, physical and social growth of all students.

This expectation is enhanced through the appointment of quality personnel who understand and endorse the philosophy of Catholic Education.



## Requirements

### Job Postings:

The Executive Officer of Human Resources Services shall ensure that advertisements for openings for PAARs shall be posted:

- i. as needed and directed by the Director of Education;
- ii. internally, externally, as appropriate, under the direction of the Director of Education;
- iii. ensuring that closing of the postings must not be less than three (3) weeks (15 school days) from the initial posting date for external postings and one (1) week (5 school days) for internal postings.

### Eligibility/Application:

The eligibility of a candidate to be invited to the interview component of the selection process will be determined in accordance with the following screening criteria:

- the candidate has met the requirements outlined in the advertisement(s);
- a letter of support from the applicant's immediate Supervisor;
- the candidate has a positive and current (within the past year) letter of pastoral reference;
- the Director, in consultation with Senior Staff, may determine the number of candidates to be interviewed based on:
  - i. system needs;
  - ii. candidate track record of Catholic leadership experiences based on the Halton Catholic District School Board Profile of an Effective Catholic Leader, as presented in a professional portfolio;
  - iii. Leadership Candidate Profile, and
  - iv. any other criteria, pertinent to the individual position, as indicated by the Director of Education.

### Panel Memberships:

The Director of Education has the right to be a member of any of the following panels:

Vice Principal – Elementary:

- Up to three (3) Superintendents of Education as determined by the Director of Education;
- Executive Officer of Human Resources Services, or designate;
- One (1) Principal recommended and approved by the Director of Education from the Elementary Principal/Vice Principal Association.

Vice Principal – Secondary:

- Up to three (3) Superintendents of Education as determined by the Director of Education;
- Executive Officer of Human Resources Services, or designate;

## Procedure No. VI-28 | Selection and Appointment of Positions of Academic Administrative Responsibilities

- One (1) Principal recommended and approved by the Director of Education from the Secondary Principal/Vice Principal Association.

### Principal – Elementary:

- Up to three (3) Superintendents, as determined by the Director of Education;
- Executive Officer of Human Resources Services, or designate.

### Principal – Secondary:

- Up to three (3) Superintendents, as determined by the Director of Education
- Executive Officer of Human Resources Services, or designate.

### Assistant Superintendent:

- Director of Education;
- ~~Up to three (3)~~A Superintendents, as appropriate to the type of position appointed by the Director of Education;
- Executive Officer of Human Resources Services, or designate;
- ~~A Three (3)~~ Trustee representatives, at the discretion of the Director of Education.

### Superintendent:

- Director of Education;
- ~~Up to three (3)~~A Superintendents, as appropriate to the type of position, appointed by the Director of Education;
- Executive Officer of Human Resources Services, or designate;
- ~~A Three (3)~~ Trustee representatives, at the discretion of the Director of Education.

### **Selection Process ~~(effective September 1, 2011):~~**

#### **Stage One – Discernment and Self Identification:**

Self Assessment of the strengths and weaknesses and experiences that the candidate has had throughout his/her career by using the Catholic Leadership Self-Assessment Tool and the Portfolio to map out their leadership readiness. The Candidate will seek recommendation from his/her current supervisor. The supervisor will use The Leadership Candidate Profile as a guideline for discussion.

**Stage Two – Selection Interview:** Panel may include Supervisory Officers, Administrators and other designated staff, at the discretion of the Director of Education.

Superintendents, Assistant Superintendents, Principals and Vice Principals: Questions will be prepared by the Executive Officer of Human Resources Services with input, as appropriate, from superintendents and/or trustees and will be submitted to the Director of Education. The suggested questions should be submitted to the Executive Officer of Human Resources Services for review three (3) days prior to the interview dates. Questions and expected responses should be aligned with the six strands of the

**Procedure No. VI-28** | Selection and Appointment of Positions of Academic  
Administrative Responsibilities

Catholic Leadership Framework. The Director of Education will have the final decision regarding the number and type of questions.

**Selection Criteria for PAAR Positions:**

- a) Interview Score/Result
- b) Profile for Effective Catholic Leadership
- c) Résumé package and portfolio

In general, the ~~The~~ panel will come to a consensus on the top candidate or candidates to be recommended to the Director of Education for appointment and are to be communicated to the Board of Trustees for information, unless otherwise stated below.

1. The recommendation(s) of the Selection Committee will be submitted by the Executive Officer, Human Resources Services to the Director of Education for approval.
2. The Director of Education may meet with the recommended candidate(s) to discuss the system's expectations for Principals and Vice-Principals and to further ascertain each candidate's commitment to those expectations. Where this commitment is not evident or forthcoming, the Selection Committee shall be so notified and the candidate's name removed.
3. The Director will create a pool (list) of qualified Principals and Vice Principal candidates. Persons assigned to the pool(s) will not be ranked.
4. Pools for Principals and Vice Principals established by the Selection Committee will be expanded from time to time, at the discretion of the Director of Education, as a result of interviews conducted by the Selection Committee. Persons not selected for appointment from the pools within a three-year period will be required to re-apply for available openings, with an option to extend for one additional year at the Director's discretion.
5. The frequency of the interview/selection process for any PAAR position will be on an "as-needs" basis as determined by the Director of Education.

5.6. For Supervisory Officer and Executive Officer competitions, the Director of Education will present the name of the recommended candidate to the Board of Trustees for approval, in camera.

APPROVED: Regular Meeting of the Administrative Council

AUTHORIZED BY: \_\_\_\_\_

*Director of Education and Secretary of the Board*