



Simplifying payroll and amplifying optimism

Keeping up with regulatory changes and creating growth opportunities for employees are significant challenges for small businesses without internal payroll and talent experts. Since their corporate restructure in 2017 and subsequent ownership change, Vancouver-based apparel company Kit and Ace has engaged ADP®'s Comprehensive Services to meet these challenges. We spoke with Melissa Kinnoch, chief financial officer and part-owner of Kit and Ace, about how ADP continues to provide their business with the tools necessary to streamline payroll and activate talent — even through a pandemic.

On restructuring payroll

Our business has gone through some significant organizational changes since we did a major restructure back in 2017. We went from having a global presence with headquarters in UK, Australia and Hong Kong to a team of 35 based in our Vancouver home office and more employees working in our retail shops. We no longer have a full-time in-house payroll specialist or a built-out HR group. We made some costly payroll errors after government CRA review and had to acknowledge after the reorganization that we didn't have the internal skill set to stay compliant with shifting government regulations. We looked to ADP Comprehensive Services to help us more accurately and confidently execute payroll. With our ADP partners, we are always sure we have the information we need to eliminate potential errors. That has created labor savings and has enhanced our business.

Melissa Kinnoch,
Chief Financial
Officer and
part-owner



Quick facts

-  **Company:** Kit and Ace
-  **Headquarters:** Vancouver, BC
-  **Industry:** Retail/fashion apparel
-  **Employees:** 65
-  **Product:** ADP Comprehensive Services

Learn more about Kit and Ace at
www.kitandace.com



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On regulatory compliance

Our ADP partners essentially do everything and let us know when there is a regulatory change. We are not left to do the research on our own. We have complete trust in them to provide us with the information we need to help us maintain compliance. It is just one less thing that I must focus on in terms of running the business, and it really has helped us from a business development and cashflow planning standpoint, especially during the pandemic period when our business temporarily moved exclusively online.

On the ROI of ADP Comprehensive Services

For me the biggest benefits are time and peace of mind. We have both hourly and salaried employees. It has been amazing to execute bi-weekly payroll accurately and on time and to know we are doing what needs to be done from a regulatory standpoint. The year-end reconciliations are also off my shoulders. Our ADP specialist takes that all on. I just review it and sign off. Just knowing that I have a resource available if I have any questions has been great — especially during the pandemic. We didn't have to do a whole lot of change to our business even with COVID-19 and we were able to maintain our workforce.

On ADP's Talent Activation services

When we went through the reorganization, a lot of things fell to the bottom of the list and we were focused on ensuring we were able to execute payroll. Now we see a lot of opportunity with ADP's Talent Management and activation tools to develop our workforce from within the company. We just rolled out the People and Talent Management tools and our employees are setting up their first set of performance goals. We are really excited about how the technology is going to make it easier for us to develop talent and open new revenue channels going forward.

"Our ADP specialists are extensions of our Kit and Ace family. We know that we can reach out to them at any time, and they will point us in the right direction."

On partnering with ADP

Our company vision is to Amplify Optimism™. The thing that makes Kit and Ace unique is we're really trying to create apparel for everyday life, all day. It's a fun place to be, and it's really like a family. We always want to make sure that our partners align with us in terms of company culture and fit. Our ADP specialists are extensions of our Kit and Ace family. We know that we can reach out to them at any time, and they will point us in the right direction.

On Amplifying Optimism™

I love my job and I love the people I work with. I value and appreciate my business partner and the relationship we have in running this business. I really believe in our vision to Amplify Optimism™. I have two daughters and I'm working for them. I'm showing them what it's like to be a woman leader in finance and hopefully inspiring the next generation to become whatever they want to be.



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