

TO:	CHAIR AND MEMBERS OF CORPORATE SERVICES COMMITTEE MEETING ON JANUARY 23, 2018
FROM:	WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES & CHIEF HUMAN RESOURCES OFFICER
SUBJECT:	UPDATE: WORKPLACE DIVERSITY AND INCLUSION ACTIVITIES

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services and Chief Human Resources Officer, the following action be taken with respect to metrics and results associated with workforce diversity/demographics and the implementation of the Workplace Diversity and Inclusion Plan:

- a) Civic Administration **BE DIRECTED** to report back to the Corporate Services Committee, every six months (Nov to April, May to Oct), with metrics and results associated with workforce diversity/demographics and the implementation of the Workplace Diversity and Inclusion Plan, to align with the reporting period for the demographic information for new hires.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
--

Various verbal and written reports regarding the Plan, including:

- May 9, 2017 – Report to Members of Corporate Services Committee titled “Workplace Diversity and Inclusion Activities”
- November 21, 2017 – Report to Members of Corporate Services Committee titled “Data Collection for New Hires”

BACKGROUND

This Report provides an update on metrics and activities associated with workforce diversity/demographics and the implementation of the Workplace Diversity and Inclusion Plan (hereinafter referred to as the “Plan”).

The Plan identified several sources of information to help measure the outputs and impact of its actions. The measurements currently used were selected from best practice research, primarily from the Canadian Centre for Diversity and Inclusion (CCDI) report “What Gets Measured Gets Done: Measuring the Return on Investment of Diversity and Inclusion”. The CCDI has identified seven standard measures of inclusion:

- Demographic representation of workforce
- Recruitment, promotion and turnover statistics
- Employee engagement scores
- Diversity-related or inclusiveness questions on employee surveys
- Human rights, harassment, or discrimination complaint statistics
- Participation in training on diversity and inclusion, human rights and equity
- Participation in Employee Resource Groups

Civic Administration tracks all of these recommended standard measurements in one form or another, as information is made available. Below are highlights of metrics/activities captured during the January 2017 to December 2017 reporting period, grouped by the Focus Area they are connected to. Information related to these metrics/activities are outlined, where applicable.

Focus Area 1: Create a more diverse workforce, reflective of our community

Metric/Activity	Information
Statistics on recruitment outreach activities	<ul style="list-style-type: none"> • Attendance at 11 formal recruitment outreach events • Ongoing sharing of job postings with 45 community agencies • Hosted 57 student placements across the organization • Hosted 6 paid 6-month and 2 paid 1-year internships under the City of London's Internship Program • 15 Workplace and Diversity related job fairs attended • 10 job-ready persons with disabilities paired with employee mentors as part of the City of London's Disability Mentoring Day
Data Collection for New Employees	<ul style="list-style-type: none"> • New Employee Demographic Profile Survey process developed and implemented • 464 employees participated new process • Summary of the aggregate data was provided in November 21, 2017 report to Members of Corporate Services Committee titled "Data Collection for New Hires"

Focus Area 2: Foster a more inclusive organizational culture

Metric/Activity	Information
Statistics on investigations related to human rights	<ul style="list-style-type: none"> • 245 employees received "Introduction to Workplace Diversity and Inclusion" and "Workplace Conduct Policy" training • 20 managers and 355 employees received "Workplace Mental Health" training • 6 investigations were conducted
Statistics on workplace accommodations related to inclusive workplace	<ul style="list-style-type: none"> • 95 employees received support for workplace accommodations with Human Resources involvement
Activities of Employee Resource Groups	<ul style="list-style-type: none"> • 99 Employee Resources Group members • U5 – Difficult Conversations Training conducted • UP! – Women's Day Event launched in March, 2017 & White Ribbon Campaign planned for 2018 • PRISM – Positive Space Champions Campaign conducted
Statistics on participation with activities which celebrate or inform on diversity items	<ul style="list-style-type: none"> • Employee Update Event: 1187 employees attended this event which focused on intercultural competency • Disability Mentoring Day: 10 job-ready persons with disabilities were paired with employee mentors as part of the City of London's Disability Mentoring Day • Community Diversity & Inclusion Strategy: 17 employees attended • Pow Wow: 15 employees attended • Pride Parade: 100 employees attended • Human Rights Training Day: 67 employees attended • Positive Space Champion Training: 36 employee trained

Moving Forward:

As directed by Municipal Council, Civic Administration is reporting on demographic information for new hires every six (6) months. Given that new hire demographics information is one of the key metrics and results associated with workforce diversity/demographics and the implementation of the Plan, Civic Administration recommends aligning future reporting on metrics and results associated with workforce diversity/demographics and the implementation of the Plan with this six (6) month reporting period.

PREPARED BY:	PREPARED BY:
SALEHA KHAN, ORGANIZATIONAL DEVELOPMENT SPECIALIST – DIVERSITY & INCLUSION, HUMAN RESOURCES	GARY BRIDGE MANAGER, HUMAN RESOURCES AND CORPORATE SERVICES
RECOMMENDED BY:	
WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER	