

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON SEPTEMBER 25, 2018</b>
<b>FROM:</b>	<b>MARTIN HAYWARD, CITY MANAGER AND WILLIAM C. COXHEAD, MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b>
<b>SUBJECT:</b>	<b>UPDATE #2 : HARASSMENT AND DISCRIMINATION – THIRD PARTY REVIEW</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the City Manager and Managing Director, Corporate Services and Chief Human Resources Officer,

- a) this Report **BE RECEIVED** for information; and ,
- b) that Civic Administration **BE AUTHORIZED** to exceed Council approved spending limits up to an additional \$200,000 for this review as necessary to complete the work which will be awarded as a Single Source Procurement as per section 14.4 (b) of the Procurement of Goods and Services Policy.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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Update: Harassment and Discrimination– Third Party Review June 19, 2018

<b>BACKGROUND</b>
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On March 27, 2018 Council resolved that the City Manager BE REQUESTED to provide updates to the Corporate Services Committee regarding the harassment and discrimination policy and process review and changes, at the appropriate points in time. This is the second update following the report provided in June 2018.

Since March of 2018, the City Manager and the Chief Human Resources Officer have written to employees indicating our commitment to a workplace that is free from harassment and discrimination. To date, there have been ten communications to employees keeping them informed of the steps that are being taken.

The following is a summary of the work that is being done and will be done to honour this commitment:

Rubin Thomlinson LLP is actively conducting work regarding City policies and practices related to harassment and discrimination, including allegations of bullying, intimidation and /or reprisal in the workplace and to provide interim intake and investigation services for those who may be uncomfortable using the City's current processes.

As previously reported, their work is focused in two key areas:

1. Conducting an intake of complaints and, where appropriate, conducting investigations of individual harassment and/or discrimination allegations.
2. Conducting an assessment of the City of London's program and practices relating to harassment and discrimination. This includes obtaining feedback in a variety of ways from employees on their experiences relating to the program and a top to bottom review of our policies.

## **Phase One- Interim Intake and investigation:**

A dedicated confidential email address was created where City of London employees and former employees could directly contact Rubin Thomlinson to make a complaint of harassment discrimination, bullying, intimidation and /or reprisal. The period for receiving complaints was from April 23<sup>rd</sup> through June 15, 2018.

At the time of writing of this report, Rubin Thomlinson has confirmed it received 39 contacts/complaints as part of Phase One. All 39 have been responded to and intake calls have been conducted.

Of the 39 contacts/complaints received, 18 are either currently being investigated by Rubin Thomlinson or an investigation is about to commence.

The remaining intake calls either provided information to be considered in Phase Two described below, or did not involve allegations of harassment, discrimination, bullying, intimidation or reprisal within the scope of this process.

## **Phase Two – Workplace Assessment:**

In addition to the intake and investigation process outlined above, Rubin Thomlinson LLP is conducting an assessment of the City of London's program relating to harassment and discrimination. This will include a workplace review of the City of London's culture, practices, policies and procedures as they relate to workplace harassment and discrimination in order to identify any systemic issues and gaps that may exist. The results of the assessment will inform Rubin Tomlinson's recommendations with respect to best practices to address any issues and gaps identified. This assessment process is just commencing.

As part of the assessment process, employees and former employees were invited following the summer season to complete a survey in which they can provide feedback on the City of London's harassment and discrimination related policies and procedures, as well as comment generally on any experiences they have had relating to raising concerns to the City of London under these policies.

On September 5<sup>th</sup>, the survey was made available on line for all those employees with a city email address and in paper form for all others. The survey window is open for four weeks and will close on October 5<sup>th</sup>. The survey consists of open ended questions to allow employees to respond with specific examples or general observations and feelings. Employees can choose to complete the survey anonymously or self-identify. Those who choose to self-identify may also be asked to participate in an in-person meeting with Rubin Thomlinson to gather additional information in October and November.

Former employees who may have had concerns or complaints related to workplace harassment or discrimination while employed with the City may also participate in the assessment phase by contacting Rubin Thomlinson LLP to share their experiences.

A review of the following has also commenced:

- all relevant policies and procedures;
- training materials; and
- previous complaints received and dealt with by the City.

One on one interviews have also commenced with persons who:

- create or implement relevant policies;
- other relevant internal stakeholders; and
- self-identify in the survey.

Rubin Thomlinson will also seek input from relevant external stakeholders, including those working with women who have experienced harassment, abuse and gender based violence.

