



WORKPLACE INCLUSION CHARTER



“Diversity is having a seat at the table,
inclusion is having a voice, and belonging is
having that voice be heard.”

- Liz Fosslien, Head of Communications and Content at Humu

TABLE OF CONTENTS

Acknowledgments	2
Introduction	3
Benefits	5
The Inclusion Charter	6
Process	9

We acknowledge that we are situated on Treaty 9 Territory, and the lands on which we operate are the traditional territory of Ojibwe, Oji-Cree, Mushkegowuk (Cree), Algonquin, and Métis peoples.

ACKNOWLEDGMENTS

The Timmins Workplace Inclusion Charter is part of the Timmins Diversity Awareness Project, an initiative led by a diverse group of community partners and local residents, and facilitated by the Timmins Economic Development Corporation (TEDC).

The overall goal of the project is to foster a welcoming and inclusive community.

Made possible in part by the Government of Canada, the project received funding from the Department of Canadian Heritage as part of the *Anti-Racism Action Program (ARAP)*.

Project Advisory Group members include local residents, the City of Timmins, Timmins and District Multicultural Centre, Timmins Local Immigration Partnership, Newcomers Encouraging Self-Empowerment in Timmins, Timmins Native Friendship Centre, Réseau du Nord, Université de Hearst, Collège Boreal, Northern College, Timmins Chamber of Commerce, and members of the Indigenous Advisory Committee.

A special thank you to Bow Valley Immigration Partnership (BVIP) and KEYS Employment & Newcomer Services for sharing their Workplace Inclusion Charter, resources, and templates, from which this document was adapted.



INTRODUCTION

Employers in Timmins are experiencing significant workforce challenges. Whether it is a lack of suitable applicants for positions[1], or those who do apply do not have the technical skills or work experience required for the position[2], employers are concerned about the supply of qualified workers in the community. Almost 90%[3] of businesses indicate that access to a skilled workforce – or lack thereof – has a significant impact on the operation of their business and its future potential growth.

It's possible that these workforce challenges could worsen over the coming years. Since 1996, Timmins has experienced a steady population decline of 13.4%, driven by both a declining birth rate and the outmigration of working age people. On top of this, the aging population means that large cohorts of retirements are anticipated in the near future[4]. With too few younger workers available to replace possible retirees, employers will need to look at different strategies to attract and retain talent.

In 2019, the Timmins Employer Council Hiring and Retention Strategies (TECHRS) Project identified several promising practices and opportunities that employers could utilize to mitigate recruitment and retention challenges. These included fostering diversity and inclusion in the workplace, tapping into diverse work groups (such as Indigenous peoples, racialized communities, and persons with disabilities), and welcoming newcomer and immigrant job seekers.

“Organizations that are more inclusive are better able to attract diverse applicants, retain employees, and serve an increasingly diverse customer base.”

- Timmins Employer Council Hiring and Retention Strategies Project

[1] 74% of respondents - Far Northeast Training Board (FNETB) 2021 COVID-19 Business Impact Survey

[2] 43% and 38% of respondents, respectively - FNETB 2021 COVID-19 Business Impact Survey

[3] Timmins Chamber 2019 Business Confidence Report

[4] 44.5% of workers are expected to exit the labour force between 2016-2036 - FNETB 2018 Local Labour Market Forecast



Timmins has always been a diverse community made up of residents from different backgrounds. In recent years, the city's diversity has continued to grow, with Indigenous peoples now representing 14.9% of the population[5] and over 1,500 international students studying at local post-secondary institutions[6].

However, some members of marginalized communities continue to face racism or discrimination within the workplace. According to the 2021 Timmins Diversity Awareness Project survey:

- 51% of all respondents have experienced or witnessed racial discrimination at work.
- 43% of Indigenous and racialized respondents feel that racism or discrimination has made it harder for them to get hired.

The purpose of the [Timmins Workplace Inclusion Charter](#) is to promote employment practices that support inclusion, diversity, and equity in the workplace through:

- A declaration of principles,
- A list of commitments, and
- Resources to support implementation.

[5] Statistics Canada 2021 Census of Population

[6] Immigration, Refugees and Citizenship Canada Chief Data Office

Diversity - The presence of a wide range of human qualities and attributes, both visible and invisible, within a group, organization or society.

Equity – A condition of fair, inclusive, and respectful treatment that recognizes and acknowledges the accommodation of differing needs and expectations.

Inclusion – The practice of creating an environment where people have both the feeling and reality of belonging, and of being valued, respected, and supported.



BENEFITS

Comprehensive research by Deloitte, McKinsey, and the Harvard Business Review^[7] all points to the same conclusion: diverse and inclusive businesses perform better.

Employee attraction and retention

Diverse organizations show an increased ability to attract talent and fill labour shortages. Businesses that prioritize inclusive practices experience increased employee satisfaction and retention rates.

Productivity and innovation

Diverse workplaces benefit from employees with a wide variety of backgrounds, levels of knowledge, and expertise, bringing a broader perspective and diverse skill sets that lead to improved productivity and ability to innovate.

Financial performance

Businesses that rank in the top quartile for racial and ethnic diversity are 35% more likely to have financial returns that are higher than industry averages.

Consumer base

Diverse businesses tend to serve a broader clientele and are better able to tap into underserved markets.

Employee morale and wellness

An inclusive workplace makes employees feel valued, which builds loyalty, supports teamwork, and promotes a sense of belonging. Practicing inclusion also improves the overall wellbeing of employees.

Reputation

A business' social responsibility is increasingly important to consumers, job seekers, and the community.

Businesses and organizations that openly commit to diversity and inclusion experience significant reputational advantages.

^[7] Deloitte, 2013 (Waiter, is that inclusion in my soup? A new recipe to improve business performance); McKinsey & Company, 2015 (Diversity Matters); Harvard Business Review, 2018 (How and Where Diversity Drives Financial Performance)



THE INCLUSION CHARTER

The Timmins Workplace Inclusion Charter aims to support local employers in creating and upholding inclusive workplaces. The Charter is designed to be flexible for businesses and organizations of all sizes and at all stages of advancing diversity, equity, and inclusion.

By signing the Charter Declaration, employers are taking the first step toward becoming more inclusive, and are pledging to actively work towards completing the commitments outlined in the Charter.

Whether a business or organization makes 4, 10 or 16 commitments, they will receive recognition for each level achieved. This includes social media posts and a place on the Timmins Economic Development Corporation (TEDC) website as an “Inclusion Champion”.



Gold Level

Complete 10 or more commitments, including at least 1 from each category



Silver Level

Complete 6 or more commitments, including at least 1 from each category



Bronze Level

Complete 4 commitments, including at least 1 from Training and Development

COMMITMENTS

The Timmins Workplace Inclusion Charter includes 16 commitments across five categories: Communication, Culture and Leadership, Recruitment and Onboarding, Training and Development, and Policies.

COMMUNICATION

1. Training and internal communication materials will reinforce the message that inclusion is a core organizational value.
2. Ensure key health and safety information, employment standards, and important workplace announcements are available in at least two languages other than English spoken by employees.
3. Implement a system that allows employees to be able to voice concerns in a safe place and provide ongoing feedback.

CULTURE & LEADERSHIP

1. Complete a benchmark assessment of current diversity and inclusion practices.
2. Form an Inclusion Council or Committee to lead goal-setting around hiring, retaining and advancing a diverse workforce.
3. Acknowledge holidays of all cultures within your workplace.

RECRUITMENT & ONBOARDING

1. Review recruitment and hiring practices to ensure a diverse pool of candidates are considered. Commit to equal employment opportunities.
2. Build referral to settlement services into onboarding processes for newcomer employees.
3. Include land acknowledgement in orientation to demonstrate understanding and respect for cultural history and demonstrate an act towards reconciliation.

TRAINING & DEVELOPMENT

1. Enroll your leadership team in anti-racism, bias, diversity, inclusion, intercultural competency and/or cultural sensitivity training.
2. A minimum of 60% of all staff will participate in online intercultural competency training.
3. Create an inclusive workplace mentoring program that promotes a diverse company culture for the organization and involves senior leadership.

POLICIES

1. Review and revise anti-discrimination and anti-harassment policies. Make a plan to review every 3 years.
2. Develop a Diversity and Inclusion Policy. Ensure diversity and inclusion principles are communicated to all staff.
3. Review and revise existing policies to ensure language used is gender neutral and inclusive.
4. Develop a Cultural Leave Policy to provide flexibility and support to employees attending cultural ceremonies and commitments, including seasonal activities.

“Diversity is a fact, but inclusion is a choice we make every day. As leaders, we have to put out the message that we embrace and not just tolerate diversity.”

– Nellie Borrero, Senior Global Inclusion & Diversity Lead at Accenture



DECLARATION

Vision

We envision Timmins to be a place where:

- Residents feel respected, valued, and supported to participate, succeed, and stay in the workplace and the community.
- Employers celebrate diversity, encourage intercultural understanding, uphold worker rights, and support colleague development.
- Employers are leaders in creating a welcoming and inclusive community.

Principles

We uphold that:

- Diversity contributes to the strength and prosperity of our organization and our community.
- Everybody deserves a safe and respectful work environment.
- Employers play an important role in facilitating successful inclusion for Timmins residents.

Endorsement

On behalf of, _____, I/ we the undersigned endorse the vision and principles of the Timmins Workplace Inclusion Charter and commit to carry out a minimum of four (4) Charter commitments and to share this commitment throughout our organization.

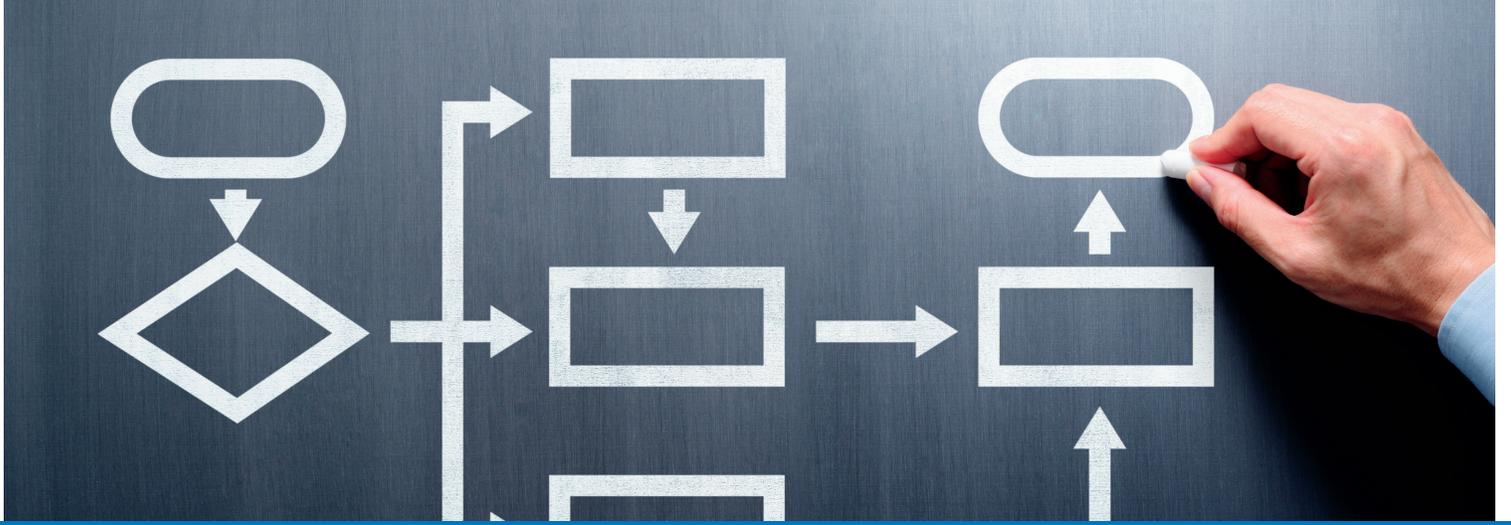
Signed

Name, Title

Date

Name, Title

Date



PROCESS



Endorse

- Show your organization’s commitment by signing the Declaration.
- Return the signed Declaration to the TEDC via email at inclusioncharter@timmins.ca.
- Announce your participation internally and externally.



Implement

- Determine which Charter commitments to prioritize and develop an action plan to tackle those commitments that includes goals and metrics that are specific and achievable.
- Resources are available to help carry out your action plan at timminsedc.com/diversity.



Celebrate

- Organizations that sign the Declaration and can demonstrate progress towards completing Charter commitments will be celebrated as “Inclusion Champions” on the TEDC website and social media platforms.
- Consider committing to a new goal for the coming year.

Timmins Economic Development Corporation

**130 Spruce Street South, Timmins, ON
705-360-2656**

**timminsedc.com/diversity
inclusioncharter@timmins.ca**