



# DIVERSITY & HUMAN RIGHTS

Update on TTC's 2016 Diversity & Human Rights Achievements  
December 2017 Board Meeting

Valerie Albanese – Head, Diversity & Human Rights  
Karen Kuzmowich – Manager, Diversity





## ***Recruitment:***

- **30% increase in employment outreach to attract diverse job applicants**
- **50% more career fairs**
- **17% more career information sessions**
- **More than doubled TTC's internships in partnership with schools and colleges**





## ***Training and Resources:***

- **D&I Training Programs for all employees**
- **D&I Lens, Toolkit, and Inclusive Language Guide launched with training**
- **Two new employee development programs: e-DEV Certificate Program and Leadership Fundamentals**





## *Training and Resources:*

- **Bill 132 training for all employees (new OHS workplace harassment provisions)**
- **Updated Supervisory Guidelines on Workplace Harassment and Discrimination**





## *Respectful and Inclusive Workplace:*

- **D&I was a key driver for employee engagement**
- **Employees rated TTC as highly committed to D&I**
- **17% reduction in employee human rights complaints and 1.4% reduction from customers**
- **Achieved gender parity on TTC Executive**





## *Customers*

- **Supporting the City's Fair Pass Program low-income concession**
- **24 Hours Toronto newspaper profiled TTC diverse employees and featured D&I and accessibility topics**
- **D&I Lens applied to customer initiatives in TTC Board Reports**



## Stay tuned for TTC's next multi-year diversity and human rights (DHR) strategic plan

