

Toronto Transit Commission

POLICY/INSTRUCTION

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Diversity and Inclusion	Diversity and Human Rights	Jan 18/16	10.4.0

1.0 RESPONSIBILITY

Head – Diversity & Human Rights Department (“DHRD”)

2.0 PURPOSE

This policy is intended to:

- a) be applied and interpreted in a manner that is consistent with the Toronto Transit Commission’s human rights policies, including the Respect and Dignity Policy and the Accommodation in the Workplace Policy, and the Ontario *Human Rights Code* (“Code”)
- b) provide a framework to establish TTC’s diversity and inclusion commitments, and
- c) establish and detail the responsibilities of all employees and contractors to support TTC’s diversity and inclusion commitments.

3.0 APPLICATION

3.1 This policy applies to:

- a) all TTC employees, including all full-time, part-time, temporary, student, co-op, intern, casual or term employees
- b) any persons who perform work at a TTC workplace including, but not limited to, contractors, consultants, unpaid interns or co-op students, and an individual that is paid by a third party and uses TTC assets (e.g. computers) and performs work for the TTC (e.g. Non-Employee Labour Assistants) (collectively referred to as “contractors”), and
- c) customers.

3.2 Workplace includes all locations where TTC services are provided, or where business or social activities of the TTC are conducted, including all land, facilities, mobile equipment and vehicles owned, leased or otherwise directly controlled by the TTC for the purpose of conducting TTC business. It also includes any locations or worksites to which employees or contractors have been assigned or which they may access during the performance of their duties.

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- 3.3 All contractors will be advised of the applicable provisions of this policy and will be expected to adhere to, and enforce these requirements for their own employees, sub-contractors and agents.
- 3.4 For any concerns regarding harassment or discrimination in the workplace, employees, contractors and customers should refer to TTC's Respect and Dignity Policy.
- 3.5 For any feedback and/or suggestions for improvement under this policy, customers are encouraged to contact TTC's Customer Service line at 416-393-3030, or online at www.ttc.ca, and employees and contractors are encouraged to advise their manager, supervisor and/or the DHRD pursuant to section 6.1.

4.0 POLICY STATEMENT

TTC will promote and support diversity and inclusion in all corporate policies, procedures, processes, programs, and services, to reflect and respond to the needs of our employees, contractors and customers.

Diversity refers to the range of characteristics that make individuals unique. These dimensions include, but are not limited to, an individual's race, ancestry, place of origin, colour, ethnic origin, citizenship, language, creed/religion, sex including pregnancy and breastfeeding, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, disability, socioeconomic status, educational background, literacy level, and geographical region.

Inclusion refers to valuing and supporting individual differences, to create and foster an environment in which individuals can participate, maximize their contributions, and achieve their full potential. In an inclusive environment, every person feels that their differences are appreciated, their contributions are maximized, and a diversity of perspectives is embraced.

TTC will also eliminate barriers to diversity and inclusion in the workplace and in the delivery of services.

Barrier refers to physical, attitudinal, procedural, technological, informational and communicational impediments to full access and participation. Barriers may be systemic or individual in nature. Systemic barriers can be described as patterns of behaviour, policies or practices that are part of the structure of an organization, and which create or

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perpetuate disadvantage. Individual barriers can be described as impediments that are not system-wide or relating to the system.

5.0 COMMITMENTS

To deliver on its Policy Statement, the TTC is committed to:

- 5.1 Attracting and retaining a qualified workforce that reflects the diverse population we serve at every level of the organization.
- 5.2 Creating and fostering an environment which eliminates barriers to participation for employees, contractors and customers.
- 5.3 Creating inclusive policies, procedures, processes, programs, and services across the organization that meet the diverse needs of our business, employees, contractors and customers.
- 5.4 Creating and fostering a harassment and discrimination free workplace, and providing workplace accommodation pursuant to the Code and TTC's human rights policies, including the Respect and Dignity Policy and the Accommodation in the Workplace Policy.
- 5.5 Developing an annual diversity and inclusion plan ("D&I Plan") that establishes goals and objectives consistent with this policy.
- 5.6 Monitoring, measuring, evaluating and reporting on TTC's progress under the D&I Plan;
- 5.7 Providing guidance to leadership to support diversity and inclusion commitments under this policy and the D&I Plan.
- 5.8 Fostering relationships and strengthening partnerships with community groups to understand the diverse needs and perspectives of our customers, employees, contractors and potential job applicants.
- 5.9 Developing and providing training, resources and tools to raise awareness and to ensure that all employees develop the requisite skills to understand their responsibilities to support TTC's diversity and inclusion commitments under this policy and the D&I Plan.

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6.0 RESPONSIBILITIES

6.1 Employee and Contractor Responsibilities

All employees and contractors are responsible for:

- reading and understanding their responsibilities under this policy
- upholding the principles set out in this policy
- respecting and valuing the diversity of all TTC customers, employees and contractors, including those dimensions of diversity referred to in section 4.0
- respecting, valuing and supporting individual differences in backgrounds, experiences, values, perspectives, behaviours, communication styles, and abilities among all TTC employees, contractors and customers
- providing services and working in an inclusive and barrier-free manner with all TTC employees, contractors and customers
- removing barriers to diversity and inclusion, or where barrier removal is outside of their control, reporting to their manager, supervisor and/or the DHRD any barriers which they feel should be addressed
- supporting diversity and inclusion commitments under this policy and the D&I Plan, and
- providing any feedback and/or suggestions for improvement under this policy to their manager, supervisor and/or the DHRD.

6.2 Managerial Responsibilities

In addition to the expectations set out in section 6.1, all managers and supervisors are responsible for:

- creating and maintaining a diverse and inclusive workplace;
- promoting understanding and compliance with this policy
- modelling behaviours which are consistent with this policy
- addressing behaviour contrary to this policy
- providing support to employees, contractors and customers regarding the implementation of this policy
- identifying and addressing any barriers to diversity and inclusion, including those reported by employees, contractors and/or customers
- working with the DHRD to support and advance the D&I Plan, including the aspects that relate to their departments

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- where appropriate, consulting with DHRD staff during the development of new policies, procedures, processes, programs and practices, and reviewing their existing policies, procedures, processes, programs and practices on an ongoing basis, to ensure the principles of diversity and inclusion are embedded, and
- consulting with DHRD staff as needed on diversity and inclusion issues.

6.3 The DHRD's Responsibilities

The DHRD is responsible for:

- promoting awareness, understanding and compliance with this policy
- developing a D&I Plan on an annual basis
- developing training, resources and tools to raise awareness and ensure that all employees develop the requisite skills to understand their responsibilities to support diversity and inclusion commitments under this policy and the D&I Plan
- working with various TTC managers/departments to advance the D&I Plan
- monitoring and reporting internally on the results of the D&I Plan on a regular basis
- monitoring and reporting on the results of the D&I Plan to the TTC Human resources and Labour Relations Committee, TTC Board and Toronto City Council on an annual basis
- assisting managers/departments in developing initiatives to make their workplace and service delivery more diverse and inclusive
- assisting to identify and address any barriers to diversity and inclusion, including those reported by managers, employees, contractors and/or customers;
- supporting managers, employees and contractors by providing consultation on specific issues related to diversity and inclusion, and
- reviewing this policy on an annual basis and modifying it as needed to respond to changes and evolving needs.

7.0 REFERENCE SOURCES

- *Accessibility for Ontarians with Disabilities Act*
- *Accommodation in the Workplace Policy*

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- Code of Conduct Policy
- Collective Agreements
- Criminal Misconduct Policy
- Discipline Policy
- Employment Policy
- Equal Opportunity Policy
- Ontario *Human Rights Code*
- Respect and Dignity Policy
- Whistle Blower Reporting and Protection Policy

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