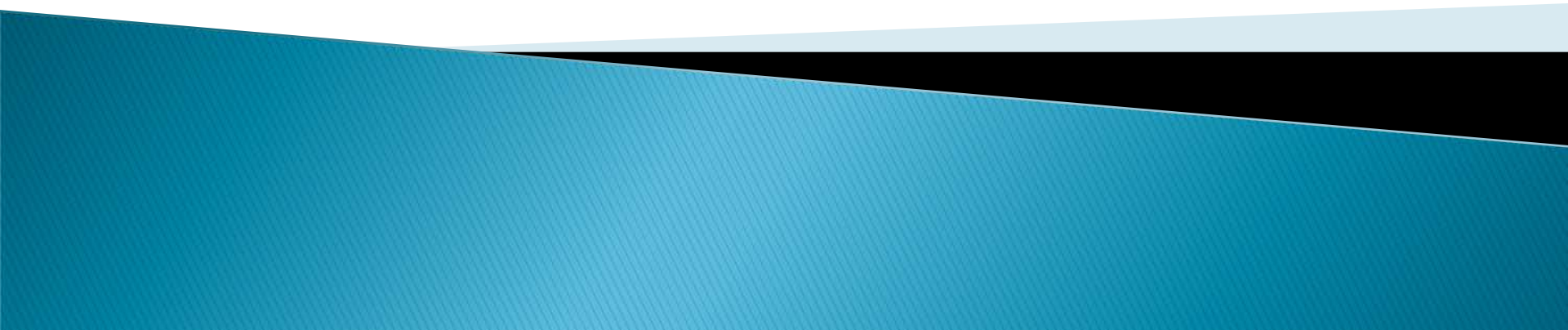


Inclusion Works 2009

“Measuring Employee Success”



Background Information

Saskatchewan Public Enterprise

Public enterprise plays a vital role in our province's economy and in the lives of Saskatchewan people. Public enterprise means government ownership of corporations or other significant investments in businesses, on behalf of the people.

Saskatchewan's Crown corporations were established because people in the province felt government should provide certain essential services that were either not offered by private companies, or not available to all residents on a fair and equitable basis.

The four guiding principles were that the services provided by these government-owned corporations should be:

- ▶ Universal, or available to everyone;
- ▶ Reliable;
- ▶ Of high quality; and
- ▶ Offered at a reasonable cost.

These principles still hold today, with the priority of serving Saskatchewan people first.

The Crowns must also balance these public policy objectives with commercial and financial objectives. They are expected to contribute to the economy and to provide a good return on investment to their shareholders, the people of Saskatchewan.



Crown Corporations

- ▶ Significant employers in the province
- ▶ Head Offices primarily located in Regina
- ▶ All have satellite offices in the province

- ▶ Tier System
 - First Tier – SOCO, STC, SaskWater
 - Second Tier – *Information Services Corporation of Saskatchewan*
 - Third Tier – CIC, SaskEnergy, SaskPower, SaskTel, SGI



Creation of ISC

- ▶ Established in 2000
 - Primary objective to administer land titles and survey legislation for the province
 - Automate paper based land title system
- ▶ Created by bringing together ministries
 - Land titles
 - Justice
 - Saskatchewan Property Management Corporation
 - Geomatics – Highways and SPMC



ISC as it exists today

▶ Core Business

- Information Management
- Information Services
- Information Solutions

▶ Lines of Business

- Land Registry
- Personal Property Registry
- Geomatics (Survey system, GIS, Map & Photo)
- Vital Statistics



Preparation within ISC

- ▶ Priority when I moved over to ISC
- ▶ Confirmed support with CEO & Chief Officer
- ▶ Outlined expectations to HR Team
- ▶ Bargaining preparation
- ▶ Diversity Equity Working Group (DEWG) established
- ▶ Aboriginal HR Consultant hired
- ▶ Expanded distribution of job ads
- ▶ Contact with previous Aboriginal contacts
- ▶ Improved effort to include and source resumes from Aboriginal candidates



ISC Demographics

- ▶ Employee Base of 276 (Unionized Environment)
 - Out of Scope Perm – 76
 - Out of Scope Temp – 2
 - In/Scope Perm – 183
 - In/Scope Perm PT – 2
 - In/Scope Temp – 13
- ▶ Other Employees/Opportunities
 - Summer Students
 - Co Op Program
 - Gradworks Internship Program
 - Work Placements



ISC 5 Year Targets

	Measure	2008	2009	2010	2011	2012
Build Representative Workforce with Diversity Hiring	<i>Self-identifies as a person of Aboriginal ancestry</i>	9 %	11 %	13 %	14 %	15 %
	Self-identifies as a person with a disability	9 %	9 %	9 %	10 %	11 %
	Self-identifies as a Visible Minority	4 %	5 %	5 %	6 %	6 %
	Consists of Women in Management and Executive Positions	50 %	50 %	50 %	50 %	50 %

(Note: for Visible Minorities, ISC uses the SHRC long-term goal for Regina/Saskatoon of 5.8% as the majority of our workforce is located in Regina)



ISC Quantitative Activities

- ▶ Regular attendance of career fairs targeting Aboriginal candidates
- ▶ Job postings distributed to Aboriginal organizations and educational institutions
- ▶ Expand pool of resumes from Aboriginal candidates
- ▶ Language in Collective Agreement to facilitate progress
- ▶ Expand interaction with Community Based Organizations who focus on Aboriginal employment – work placements
- ▶ Representation within the HR business unit
- ▶ Summer Student and Gradworks Interns – dedicated opportunities
- ▶ Promotional brochures – Aboriginal representation



ISC Quantitative Tracking

- ▶ Diversity Representation
 - Aboriginal candidates
- ▶ Balanced Scorecard Measures
- ▶ Short Term Incentive Measures
- ▶ Diversity Equity Working Group (DEWG)
 - Year in review to the Executive
- ▶ Quarterly Employment Equity Reports
 - Business Unit Dashboards
- ▶ Human Resources Monthly Report
- ▶ Saskatchewan Human Rights Commission



ISC Qualitative Progress

- ▶ Commitment from CEO & Executive Team
- ▶ Commitment from Bargaining Agent – SGEU
- ▶ Commitment from Director, HR
- ▶ Commitment from HR Team
- ▶ Commitment from DEWG
- ▶ Commitment from Vendors – EDS, ISM
- ▶ Language in Collective Agreement
- ▶ Project based Corporation
- ▶ Community Investment



ISC Qualitative Activities

- ▶ All Employees have participated in Aboriginal Awareness training (new employees enrolled in next available session)
- ▶ Partnered with Inner City School with a 97 % Aboriginal student base
- ▶ Commitment to support Aboriginal events in the community (AGEN, FNUC School of Business, Rainbow Youth Centre)
- ▶ Lunch and Learns – What is a sweat and opportunity to attend
- ▶ Plan and sponsor National Aboriginal Day celebrations
- ▶ Support Aboriginal procurement through the purchase of goods and services used in managing the business
- ▶ Partnered with a First Nations business to put together a strategy to dispose of used computers
- ▶ RFP's – (EFAP, Training Catalogue, Long Service Awards)



2008 Diversity Goals & Results

Target Group	Goals	Results
<i>Aboriginal Employees</i>	9 %	6.8 %
Visible Minority Employees	4 %	4.3 %
Employees with a Disability	9 %	8.6 %
Women In Management & Executive Roles ¹	50 %	62.5 %

1 – Includes all senior & middle management positions with direct reports of more than two employees; there are 24 management positions within ISC



Year over Year Results

ISC Equity Representation (2005 to 2008)

Employees who self -identify as:	2005	2006	2007 ¹	2008 ²
<i>Aboriginal</i>	<i>0.96 %</i>	<i>2.90 %</i>	<i>6.10 %</i>	<i>6.80 %</i>
Visible Minority	0.48 %	1.60 %	3.80 %	4.30 %
Persons with a Disability	3.35 %	3.70 %	9.20 %	8.60 %

1 – Revised workforce survey was introduced which resulted in increased self – identification

2 – New line of business brought on stream, additional 16 employees which had an impact on our results for 2008



Other Notable Activities

- ▶ Employee Survey – questions included to measure acceptance of diversity

January 2008	Pulse Check December 2008
3.81 / 5	4.01 / 5

- ▶ New vision and values include people and diversity which demonstrates importance and significance
- ▶ Making a Difference Awards – Diversity Leadership
- ▶ Over a two year period \$115,000 donated to Albert Community School to purchase playground equipment, Apple laptops, Video Projectors and Smart Boards for students in grades 5–8 to incorporate into their studies



External Recognition

- ▶ Recognized as a Top 15 Employer in Saskatchewan



- ▶ Recognized as a Top Diversity Employer in Canada



- ▶ Approved Equity and Diversity program



Lessons Learned

- ▶ Recognize not all support Aboriginal Inclusion and the business implications
- ▶ Partner with the Champions
- ▶ Focus on situations that lead to positive experiences
- ▶ Qualitative work just as important as the Quantitative piece
- ▶ Understanding and knowledge is limited
- ▶ Temporary and Work Placements are important
- ▶ Walk the talk (HR & Leadership support)
- ▶ Reward / Recognize



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Questions and Answers

