

2020 Progress Report - Winnipeg Indigenous Accord

Our Year 3 goals, in response to Call to Action 92 are:

Canada Life will continue to advance our commitment to fostering a culture and a workplace, in which Indigenous Peoples, and all employees, can contribute to their fullest potential and make their maximum contribution, by promoting and providing opportunities where people who are different can learn from one another.

Within the next year, we will strive to:

- i) Further increase awareness of unconscious biases through training offered to all of our employees to foster a culture of inclusivity for all employees, including Indigenous Peoples;
- ii) Continue to develop partnerships that advance building a workforce that reflects the diversity of the communities that we live and operate within. This includes increasing representation, support, and advancement of Indigenous Peoples within our workforce;
- iii) Continue to support the newly established Diversity Leadership Council and Employee Resource Groups for our Indigenous employees;
- iv) Increase visibility of Indigenous contributions, experiences, cultures, languages, and/or teachings to bridge understanding between Indigenous and non-Indigenous communities through enhanced communications, activities, and events;

The following are the unique indicators of progress towards our Year 3 goals:

- 1) **NEW** Unconscious Bias Training was offered to all employees beginning in 2019 and continuing in 2020. The training promotes awareness of, and strategies to address, unconscious biases that participants may have. This results in creating a more inclusive environment with increased acceptance and appreciation of employees being their authentic selves in the workplace.
- 2) Developing and implementing robust diversity and inclusion metrics to measure progress and track workforce trends for demographics such as women, Indigenous People, persons with disabilities, multicultural, young professionals, LGBTQ2+, etc.

Our 2019 engagement survey continued to include diversity metrics, where employees voluntarily self-identified against diversity demographics- which included Indigenous identification. This allowed us to identify trends and gaps that were being experienced by our Indigenous population and address as needed. Our Indigenous population had strong overall engagement scores.

3) Our employee engagement survey asked several questions to measure the inclusiveness of our organizational culture:

- Where I work, people accept a variety of ideas, perspectives and working styles.
- I am treated with respect and dignity.
- I work in an environment that is free from harassment and discrimination.
- I can maintain a reasonable balance between my personal life and work life.
- The amount of work expected of me is reasonable.
- Our wellness initiatives are effective at encouraging healthy behaviours.
- I can be myself at work (i.e. I can be my authentic self)

NEW We are able to see year over year trends with engagement survey questions and demographics, which allow us to identify trends, gaps, and areas of opportunity. The Indigenous population continued to have strong overall engagement scores.

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