

## HIGHLIGHTS OF INITIATIVES

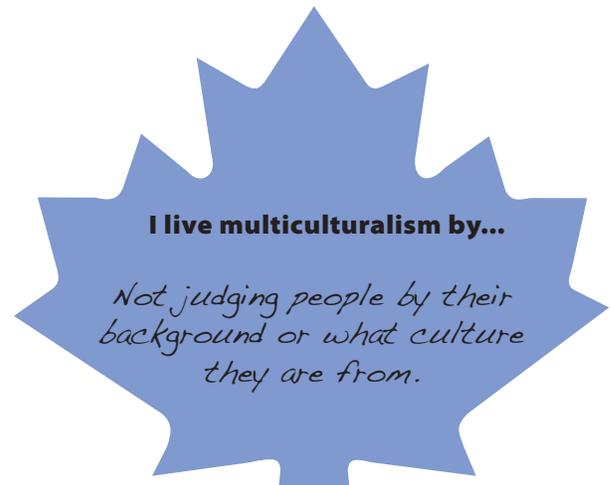
Externally, continued focus on building relationships with First Nations in B.C. throughout 2013/14 included 72 meetings with First Nations attended in person by Commission staff. This measure is tracked and will be reported in the Commission's 2013/14 Annual Report. The number of First Nations meetings attended in person by the Commission increased significantly throughout 2013/14, doubling from Q2 to Q3 and doubling again from Q3 to Q4. The Commission will continue to maintain effective service delivery through enhanced engagement initiatives with First Nations.

Internally, the Commission has supported ongoing multiculturalism initiatives in 2013/14 through its recognition of staff diversity at the annual Multicultural Day potluck event, and other diversity and inclusiveness initiatives. The Commission continues to focus on staff engagement, maintaining a respectful workplace and encouraging an organizational culture of diversity and inclusiveness for all staff. A connections event for new staff is held quarterly and features Respectful Workplace Training. The Commission also has a Student Employment Program attracting young and diverse talent to bring different perspectives to the organization. The Commission will continue to celebrate multiculturalism and diversity through these formalized programs and informal events throughout the year.

# BC Pavilion Corporation

## MANDATE

To generate economic and community benefit for the people of British Columbia through prudent management of public facilities.



## EXECUTIVE COMMITMENT TO MULTICULTURALISM

A Workplace Diversity policy was created by employees and approved by the Corporation's Executive in 1997. BC Pavilion Corporation (PavCo) continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the organization. All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups.

Qualification requirements are explained in generic language in order to ensure fairness and equity when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. Our culturally diverse workforce represents a variety of backgrounds including Chinese, South Asian or Indo Canadian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian and Taiwanese. Frontline and service desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

PavCo offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

### **HIGHLIGHTS OF INITIATIVES**

During 2013/14, employee numbers in the event category increased at BC Place by over 100 positions. Corporate and supplier staff at both facilities represents Canada's diverse society and the communities we serve. Entry-level customer service positions typically require fluency in English with additional language(s) as a definite asset.

The Vancouver Convention Centre continues its focus on Service Excellence. All departments conduct daily 'line-up' meetings that focus on service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre, as well as official and exclusive suppliers, attend a Service Excellence training

session. This includes a component focusing on respect, one of our core organizational values. During 2013/14, staff numbers remained stable and the majority of new staff members continue to come from diverse backgrounds. The Vancouver Convention Centre keeps a list of second languages spoken by our team. We currently have 23 different languages spoken by our staff.

BC Place continues to focus on creating amazing guest experiences. Workplace diversity and a multiculturalism philosophy and practices play an important role in supporting that goal. During 2013/14, all new employees participated in a Respectful Workplace seminar which emphasizes mutual respect, mutual responsibility and communication skills. All new employees also participate in orientation, which includes an emphasis on our organizational values: service excellence, accountability, innovation, building trust, respect and teamwork. The Human Resources team is well attuned to diversity and multicultural sensitivity, and able to assist employees and managers with respect to BC Place's commitments and obligations in employment equity and human rights.

In order to attract qualified candidates from diverse backgrounds, recruitment advertisements all contain information about our commitment to diversity in the workplace. We continue to recruit from a wide variety of sources including a number of colleges, job boards and social networks, where there is a high population of diverse individuals.