



## DIVERSITY AND INCLUSION

### Fuze HR Solutions Inc.



## Table of Contents

A MESSAGE FROM OUR PRESIDENT .....	3
AN OVERVIEW OF DIVERSITY AND INCLUSION.....	4
OUR COMMITMENT TO DIVERSITY AND INCLUSION .....	7
OUR PRACTICE OF DIVERSITY AND INCLUSION .....	9
ACCOUNTABILITY IN DIVERSITY AND INCLUSION AT FUZE HR .....	12
2022 UPDATE: INDIGENOUS ENGAGEMENT .....	13

## A MESSAGE FROM OUR PRESIDENT

Dear Colleagues,

Over the past year, Canada has undergone many changes within the realm of social inclusivity; starting with the recognition of areas that require special attention. As a national Canadian firm, we identify with these acknowledgements, and have aligned our Diversity and Inclusion Strategy for 2022 with Canada's interests.

Below, you will find our new strategy for 2022, titled, "Diversity, Inclusion and Indigenous Engagement at Fuze HR Solutions."

Our strategy encompasses our views, our process, plan, and priorities. Our approach is twofold. Both internal, where we focus on creating a diverse and inclusive environment for our employees, and external, where we source and recruit from the most diverse candidate pools. It is this approach that has empowered us in becoming ambassadors in the practice of diversity and inclusion.

Our commitment to this plan is an essential component in making our firm the best it can be and to providing an unprecedented level of service to our candidates and clients.

Sincerely,

A handwritten signature in black ink, appearing to read "Angelo Pino", with a stylized flourish at the end.

Angelo Pino  
President  
Fuze HR Solutions Inc.

## AN OVERVIEW OF DIVERSITY AND INCLUSION



### ***What is Diversity and Inclusion?***

There are many definitions and descriptions when it comes to the words used for diversity and inclusion. However, at Fuze HR Solutions, we have adopted the following definition:

*Diversity and Inclusion is the understanding that within an organization, the most valuable asset is their people. The principal factor that diversity and inclusion stresses, is that each person is unique and is capable of bringing unique contributions, based on their personal and professional characteristics, to the workplace.*

*There are numerous dimensions to diversity, including visible indicators such as ethnicity, gender and age. There are also many invisible attributes, such as religion, sexual orientation and other personal and professional characteristics, such as communication style, work habits, economic status, ideas and life experience.*

*Diversity and inclusion thus focus on relationships, and how all these diverging characteristics of an individual can contribute to adding value to a business's mission, work, services, outreach, impact and culture.*

## ***What is Diversity and Inclusion in the **Workplace**?***

In today's workforce, diversity means more than ethnicity and gender. It has taken on new life, as there is a growing importance placed on creating environments where these "obvious" differentiators are not the only indicators of diversity and inclusion. It has become important to create environments where all people are encouraged to draw upon their unique experiences, perspectives and backgrounds to advance business goals.

### **DIVERSITY IN THE WORKPLACE TODAY CAN INCLUDE SOME OF THE FOLLOWING:**

- **ETHNICITY**
- **GENDER**
- **SEXUAL ORIENTATION**
- **RELIGIOUS AFFILIATION**
- **GENERATION**
- **DISABILITY**
- **PERSONALITY TYPE**
- **THINKING STYLE**

## ***What is Diversity and Inclusion in **Recruitment**?***

Inclusive recruitment involves the process of connection with, interviewing and hiring diverse candidates. For the most part, this is accomplished by expanding our search and thinking outside the traditional methods of candidate sourcing, as well as identifying common forms of unconscious biases that may occur in recruitment and education on how to avoid them.

In today's market, inclusive recruiting has become more intersectional and considers more than just gender or ethnic background.

An inclusive recruiting policy considers how different experiences, opinions, and values can work together to achieve a common goal and fulfill the clients' needs.

By creating a diverse pool of candidates, our teams are pushed to think outside their comfort zone and challenge new thoughts or ideas, which in turn results in fostering a more diverse and inclusive pool of candidates, that possess the necessary requirements and skills to complete our clients' work orders.



## ***Why is Training in Diversity and Inclusion Important?***

Diversity training helps employees understand how cultural differences can impact how people interact with each other at work. It can cover anything from concepts of time and communication styles to self-identity and dealing with or resolving conflict.

At Fuze HR, we focus on diversity training that is relevant to our industry, business and employees, and that aligns with our broader diversity, equity, and inclusion initiatives.

We also rely on internal resources to develop our own training programs, based on feedback we receive from our employees, clients and candidates.

Our goal is to keep people motivated and also help them understand how the learnings tie back to broader company goals of diversity and inclusion.

Diversity and inclusion should not be treated as a “one time” initiative. Promoting diversity and inclusion in the workplace is a constant work in progress, and it should be maintained and nurtured to be effective.



## OUR COMMITMENT TO DIVERSITY AND INCLUSION

### **Our Mission:**

Fuze HR Solutions Inc is a recruitment and staffing agency specialized in the recruitment business since 2006. We operate in 8 different cities, within 4 provinces across Canada. We currently have more than 45 multilingual recruiters, enabling us to form relationships across diverse cultural groups and access a larger pool of professionals.

***“We understand the importance of a diverse team for businesses”***

As your staffing partners we know that a nonhomogeneous team means smarter business operations. Statistics have proven that diverse team equates to a more successful business. Working with people from different cultures and backgrounds, helps bring different ideas to the table and sharpens an organizations overall performance.

### **Our Vision**

At Fuze HR, diversity and inclusion is woven into the very fabric of our DNA. With more than 45 multilingual recruiters, our diverse language capabilities alone allow us to build relationships with diverse cultural groups and access a larger pool of professionals.

We believe in fair treatment and equal access to opportunity. At Fuze HR, we rely on teamwork and collaboration, with a focus on innovation and creativity. The evidence of our leadership's commitment to diversity is represented within all levels of the organization.

Our teams are educated on current best practices at attracting the most talented and diverse candidates. Our strategies continue to evolve as resources and technology increase tenfold. We believe that our commitment to diversity and inclusion enables our recruitment teams to have a better understanding of our clients' industries, organizations, corporate cultures, competitive landscapes, strategies, and value propositions.

## ***Our Core Values***

- **Service:** We are committed to delivering outstanding service to our candidates and clients. We strive to make the right decision for the situation, candidate and client at all times.
- **Excellence:** We strive for excellence in every aspect of fulfilling our mission, vision and business goals. We are constantly developing and adapting our mindset, functions and technologies to remain at the forefront of our field.
- **Integrity:** Our culture is clear: be honest, be ethical and be open. Build trusting relationships. Listen with an open mind, there are always two sides to a story. Our focus is on the basis of ethical decision making; we are accountable for our actions, communications and lack thereof.
- **Teamwork:** We recognize and embrace the power of teamwork in pursuit of individual and business goals. We believe in sharing ideas, information and giving without expecting. Our business is founded on the principles of treating others how we wish to be treated ourselves. We recognize individual differences, and champion the notion that everyone must feel welcome.

## ***Our Commitment***

At the end of the day, the practice of diversity and inclusion in the workplace needs to remain fluid and flexible to continuous developments and improvement. Diversity and inclusion standards are forever changing and adapting, based on people, new and improved legislation, industry standards, etc. At Fuze HR Solutions Inc, we pledge our commitment to remaining at the forefront of diversity and inclusion practices and hold ourselves accountable.



## OUR PRACTICE OF DIVERSITY AND INCLUSION

***“It’s one thing to promote diversity and inclusion, it’s another thing entirely to practice it.”***

At Fuze HR, we believe in transparency. That is why we can openly discuss the Diversity and Inclusion practices we have in place:

- The appoint of a Chief Equality Officer, who oversees our diversity and inclusion programs.
- The creation of a Diversity Leadership Council, who implements our programs and plans.
- Various courses and certifications that are mandatory for our staff to take and update on a regular basis.
- Constantly strengthening and adapting our anti-discriminatory policies.
- Accepting and honouring multiple religious and cultural celebrations and practices.
- A tailor-made program that integrates our diversity and inclusion strategies to recruit, develop and retain diverse candidates, track performance and perform leadership assessments.

### ***Our Diversity and Inclusion Program***

We believe that in order to create a diverse and inclusive working culture, the business needs to be run by diverse people. That is why at Fuze HR we have a Chief Equality Officer who is responsible for overseeing our diversity and inclusion training, certification and practices at Fuze HR. Our program demands that all of our team take, maintain and update their training and certification as it becomes available. We monitor our diversity and inclusion at Fuze HR by continuously reviewing our data, speaking with our teams and strengthening and/or adapting our anti-discriminatory policies.

### **Some *Statistics* on Fuze HR:**

- Members of the Canadian Center of Diversity and Inclusion
- Members of the Canadian Gay and Lesbian Chamber of Commerce
- Members of The Canadian Ethnic Studies Association
- All employees have completed Microsoft Unconscious Bias Training Program
- All employees have completed Harvard University Implicit Association Test
- Female dominant business: 66% female, 34% male
- We represent over 20 different ethnic backgrounds, including several visible minorities
- We speak over 25 different languages, with most employees speaking upwards of 2 languages
- 90% speak 2 languages or more
- 65% speak 3 languages or more

### **Our *Recruiters*:**

Our recruiters are introduced to Fuze HR's principles on Diversity and Inclusion from their onboarding. In addition to completing training and certifications, reading and following our Best Practices in Recruitment Guide, our teams undergo continuous education on Diversity and Inclusion strategies in recruitment. We teach them skills and techniques to make the hiring process more inclusive from A to Z. Some of the topics we cover include but are not limited to how to write more inclusive job descriptions, how to widen the search to include more diverse groups and pools of talent, and how to conduct more inclusive interviews. Additionally, our teams are trained on how to identify unconscious bias in others and challenge it.

### **Our Best Practices in *Recruitment Guide*:**

We have implemented a Best Practices in Recruitment Guide, which our recruitment team must read and sign at onboarding. This guide covers the most common hiring biases and what they might look like. Our guide is tailor-made to Fuze HR's expectations when it comes to supporting a more diverse and inclusive candidate pipeline throughout our recruitment process. An essential component of our strategy on diversity and inclusion in the recruitment process is the elimination of unconscious biases through education. We use a variety of educational tools on a recurring basis to give our teams the practical tools, strategies and frameworks on how recruit diversely and inclusively, to source the most qualified candidate.

## ***Our Best Practices in Sales Guide:***

We have implemented a Best Practices in Sales Guide, which our sales teams must read and sign at onboarding. This guide covers the most common client biases and how to handle them. Our guide is tailor-made to Fuze HR's expectations when it comes to supporting a more diverse and inclusive client base. As essential component of our strategy on diversity and inclusion, we use a variety of educational tools on a recurring basis to give our teams the practical tools, strategies and frameworks on how source clients whose views on diversity and inclusion align with ours.



## ACCOUNTABILITY IN DIVERSITY AND INCLUSION AT FUZE HR

At Fuze HR, we believe that accountability is as important as the practice of diversity and inclusion. Below is an overview of how we hold ourselves accountable to the standards, principles and practices set forth by this document.

- **Seek Diversity:** We pull applicants from a diverse pool using the best techniques. Our Best Practices in Recruitment Guide educates our recruiters on how to make our process as inclusive as possible. We also organize reading material, webinars and other sources of information for our recruiters to discuss diversity and inclusion.
- **Create Inclusion:** We not only hire a diverse workforce, but we leverage our diverse workforces' perspectives, experience and talents to benefit our business as a whole.
- **Remain Accountable:** As leaders in diversity and inclusion, we make it clear that our environment is one of open and free speaking. Our employees feel comfortable enough to speak out if they witness or experience any biases in the workplace. Our Diversity Leadership Council is responsible for meeting and discussing the concerns, topics, and ideas brought to their attention by various team members.



Fuze HR Solutions is a proud Employee Partner with the Canadian Center for Diversity & Inclusion.



## 2022 UPDATE: INDIGENOUS ENGAGEMENT

This year, we turn our focus to the Indigenous communities, and increasing their engagement in the Canadian workforce. We recognize that relationship building with Indigenous communities will take time and is based on trust and common values. As such, our first step for 2022 will be to ensure that all Fuze HR employees have an in-depth understanding of Indigenous communities, their culture, history, and values.

A survey conducted by Indigenous Works shows that “85% of Canadian businesses have no strategies or engagement practices in place,” and that only one in four respondents (28%) recognized the Truth and Reconciliation Commission’s corporate calls to action.

Our Indigenous Engagement Strategy at Fuze HR is structured around the following themes:

- Cultural Competence
- Education
- Employment
- Engagement
- Community Involvement, Partnerships and Alliances
- Progress through Key Performance Indicators





## **EDUCATE THE WORKPLACE ON INDIGENOUS *HISTORY AND CULTURE***

We have implemented a plan to educate our workforce and new employees, through specific training courses and resources on Indigenous history and culture. Our goal is to create a cultural awareness and understanding of Indigenous Peoples in Canada throughout all levels of the organization.

Our current training and education revolve around the following themes:

### **1. Understanding the Indigenous Peoples and Communities of Canada**

There are more than 630 First Nation communities in Canada, which represent more than 50 Nations and 50 Indigenous languages.

### **2. Indian Residential Schools**

Education on the history, the impact and the Truth and Reconciliation Commission.

### **3. Treaties, Agreements and Negotiations**

Learning about working with Indigenous partners in a spirit of reconciliation to renew relationships based on recognition of rights, respect, co-operation, and partnership.

We believe that through developing our cultural competence, we can develop the ability to communicate and interact effectively with people across cultures, who have varying beliefs and schedules. For Fuze HR Solutions, this is the first step towards fostering an environment of inclusivity and Indigenous engagement.