



# **CORPORATE REPORT**

**Edmonton**

## **2020 Employee Experience Survey**

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## INTRODUCTION

### 2020 Employee Experience Survey

This report presents what we heard from City of Edmonton employees in the 2020 Employee Experience Survey. This biennial survey provides employees with an opportunity to provide feedback related to inclusion, diversity, respect, and overall experience working at the City of Edmonton. The data in this report is not representative of a comprehensive employee census, as it is limited to the voluntary respondents to the survey.

### Our Survey Partner

We have partnered with Glint, a world leading people success platform, to measure and enhance the employee experience. This partnership allows employees to regularly share their honest thoughts of how things are going and help build a positive employee experience. Doing so through a provider like Glint allows for complete confidentiality of survey responses - the City only receives grouped data, not individual responses. Surveys administered with Glint will be the primary tool used to measure the employee experience at the City of Edmonton. This will allow leaders to apply the engagement principles of Listen, Learn, and Lead to further enhance the workplace.

### Survey Scores

Engagement score is calculated by computing the average score for eSat (Employee Satisfaction) or eSat and recommend. The overall engagement score has proven to have the highest correlation with the drivers of engagement, along with outcomes such as productivity and retention. This overall score can help Managers understand, at the highest level, how happy their team is at work. The engagement score is where the team's engagement story begins. While the survey is on a 5 point scale, results in the reports are converted and distributed on a 100-point scale, with 0 as the lowest and 100 as the highest. On a 5-point rating scale, ratings 4 and 5 are favorable, 3 is neutral, and 1 and 2 are unfavorable. This is how engagement score is calculated.

## Survey Questions

The 2020 employee experience survey is made up of 41 questions. This survey is designed to provide employees with an opportunity to share diversity information and their experiences in the workplace related to inclusion and respect. This survey includes questions related to harassment and discrimination, supportive workplace and inclusion and overall experience working at the City of Edmonton. The questions that make up the employee experience survey are made up of 5 categories and a detailed description of the questions that were asked in each category can be found below:

<b>Employee Experience</b>	<b>COVID-19</b>	<b>Supportive Environment</b>	<b>Respectful Workplace</b>	<b>Diversity</b>
4	3	12	15	7

**41**

The scores outlined in this report are for all City of Edmonton employees, unless otherwise specified.

### **Employee Experience Questions:**

- How are you doing?
- How happy are you working at the City of Edmonton?
- I would recommend the City of Edmonton as a great place to work.
- What else is on your mind?

### **COVID-19 Questions:**

- I am satisfied with the City of Edmonton's response to COVID-19.
- I am confident that my team is taking the right precautions to minimize the impact of COVID-19.
- What is your biggest concern as it relates to returning to the workplace?
- What's most important to you as you think about returning to the workplace?

### **Supportive Environment Questions:**

- At work I feel cared about as a person.
- I am treated with respect in my workplace.
- I feel a sense of belonging at the City of Edmonton.
- I feel comfortable being myself at work.
- I can succeed when I am myself at work.
- I feel valued for my unique perspective and skills.
- I have opportunities for professional success that are similar to those of my colleagues.
- I have to work harder than others to be valued equally here.
- My direct supervisor demonstrates commitment to and support of diversity and inclusion.
- I feel at ease with people who are different than me.
- I believe that diverse perspectives add value to the work we do.
- My workplace is accepting of all backgrounds and identities.

### **Respectful Workplace Questions:**

- Have you personally experienced any of the following behaviours on the job in the past 12 months? Please select all that apply.
- From whom did you experience these behaviours on the job?
- What action(s) did you take to address the behaviours that you experienced?
- If you took no action, please tell us why.
- I am satisfied with how matters related to concerning behaviour are resolved at the City of Edmonton.
- Having carefully read the definition of discrimination, have you experienced discrimination on the job in the past 12 months?
- From whom did you experience discrimination on the job?
- On which protected ground(s) did you experience discrimination?
- What action(s) did you take to address the discrimination you experienced?
- If you took no action, please tell us why.

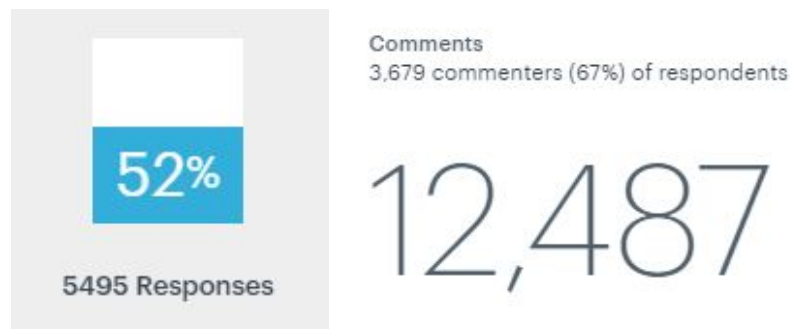
- Having carefully read the definition of discrimination, have you directly witnessed discrimination (of another person) on the job in the past 12 months?
- I am satisfied with how matters related to discrimination are resolved at the City of Edmonton.
- I know how to discuss my concerns with (select all that apply).
- The City works hard to create a respectful workplace.
- What should the City consider changing (doing less of, more of, or differently) in support of equity, diversity and inclusion?

**Diversity Questions:**

- What is your gender? Choose all that apply.
- What is your sexual orientation? Please choose one.
- Are you an Indigenous Person (First Nation, Inuit, Metis)?
- Are a member of a racialized group (other than Indigenous), previously referred to as a visible minority?
- Choose all that apply to you from the list below (based on Canada's National Household Survey).
- Are you a person with a disability?
- If you are a person with a disability, what is the nature of your disability?

## PARTICIPATION

A total of 5495 responses out of a total of 10,524 were received for the 2020 Employee Experience Survey, resulting in a response rate of 52%. In total, there were 3,679 commenters and 12,487 comments that were received in this survey.



### Participation by Department & Branch

Department / Branch	Response Rate
<b>Citizen Services</b>	<b>44%</b>
Community & Recreation Facilities	39%
Community Standards & Neighbourhoods	72%
Fire Rescue Services	36%
Integrated Strategic Development	NA
Social Development	82%
<b>City Auditor's Office</b>	<b>NA</b>
<b>City Manager's Office</b>	<b>77%</b>
Chief of Staff	NA
City Clerk	NA
Legal Services	76%



<b>Department / Branch</b>	<b>Response Rate</b>
<b>City Operations</b>	<b>43%</b>
Business Performance & Customer Experience	NA
Edmonton Transit Service	33%
Fleet & Facility Services	62%
Parks & Road Services	41%
Waste Services	44%
<b>Communications &amp; Engagement</b>	<b>81%</b>
Engagement	76%
External & Intergovernmental Relations	NA
Integrated Marketing & Communications	87%
Reputation & Brand	NA
<b>Employee Services</b>	<b>73%</b>
Employee Relations & Compensation	NA
Organizational Design & Development	NA
Talent Acquisition Service & Solutions	53%
Workforce Safety & Employee Health	97%
<b>Financial &amp; Corporate Services</b>	<b>79%</b>
Assessment & Taxation	81%
Corporate Procurement & Supply Services	77%
Economic & Environmental Sustainability	90%
Financial Services	82%
Open City & Technology	76%

Real Estate	86%
<b>Department / Branch</b>	<b>Response Rate</b>
<b>Integrated Infrastructure Services</b>	<b>73%</b>
Building Great Neighbourhoods & Open Spaces	82%
Business Planning & Support	56%
Infrastructure Delivery	71%
Infrastructure Planning & Design	84%
LRT Expansion & Renewal	NA
<b>Urban Form &amp; Corporate Strategic Development</b>	<b>73%</b>
City Planning	73%
Corporate Strategy	NA
Development Services	68%
Economic & Environmental Sustainability	90%

*Bold indicates department results, NA indicates response did not meet the minimum threshold of 50 responses.*

The top 5 branches with participation in the 2020 employee experience survey were:

- Workforce Safety & Employee Health (97%)
- Economic & Environmental Sustainability (90%)
- Integrated Marketing Communications (87%)
- Real Estate (86%)
- Infrastructure Planning & Design (84%)

The 5 branches with the lowest participation in the 2020 employee experience survey were:

- Edmonton Transit Service (33%)
- Fire Rescue Services (36%)
- Community & Recreation Facilities (39%)
- Parks & Road Services (41%)

- Waste Services (44%)

## EMPLOYEE EXPERIENCE

### Engagement & Satisfaction (eSat)

eSat stands for the Glint Engagement and Satisfaction Score. eSat scores range from 0 (worst) to 100 (best), with 50 being the middle, and reflect the average response to the question: “How happy are you working at your company?”. This question has proven to have the highest correlation with the drivers of engagement, along with outcomes such as retention and productivity. The eSat question is asked with every engagement survey with the City of Edmonton so that engagement can be tracked continually. The eSat score for the City of Edmonton’s Employee Experience Survey was 70, down from June by 4 points as outlined in the table below.

### Employee Net Promoter Score (eNPS)

The Employee Net Promoter (eNPS) question is How likely are you to recommend the City of Edmonton as a great place to work? to a friend or family member. It’s meant to measure the likelihood that an employee remains committed to the City of Edmonton as an employer. This engagement outcome takes into account local factors that impact an employee, including one’s team and manager. Glint’s 2-item Engagement Index includes the Recommend question in combination with the eSat question (How happy are you working at [Company]?). The eNPS score for the City of Edmonton’s Employee Experience Survey was 68, down from June by 4 points as outlined in the table below.

### Employee Wellness

While a majority of employees are physically distancing and many are showing interest in working from home opportunities, it is more important than ever to proactively check in as a team and with each individual. This question is asked to check-in on employees and understand how employees are doing as we are faced with unprecedented times. Based on the result, there has been a 2 point decline since the same question was initially asked in June.

Question	August	June	March	December
How happy are you working at the City of Edmonton?	70	74	70	69
I would recommend the City of Edmonton as a great place to work.	68	72	69	68
How are you doing?	66	68	N/A	N/A

*N/A represents data that was not collected on previous surveys.*



Department / Branch	How happy are you working at the City of Edmonton?		I would recommend the City of Edmonton as a great place to work.		How are you doing?	
	August	June	August	June	August	June
<b>City Auditor's Office</b>	<b>NA</b>	<b>90</b>	<b>NA</b>	<b>82</b>	<b>NA</b>	<b>72</b>
<b>City Manager's Office</b>	<b>71</b>	<b>76</b>	<b>72</b>	<b>76</b>	<b>66</b>	<b>69</b>
Chief of Staff	NA	NA	NA	NA	NA	NA
City Clerk	NA	76	NA	76	NA	68
Legal Services	<b>73</b>	<b>76</b>	<b>71</b>	<b>75</b>	<b>67</b>	<b>69</b>
<b>City Operations</b>	<b>67</b>	<b>70</b>	<b>63</b>	<b>68</b>	<b>66</b>	<b>67</b>
Business Performance & Customer Experience	NA	74	NA	72	NA	68
Edmonton Transit Service	72	76	70	75	70	70
Fleet & Facility Services	69	71	67	69	66	67
Parks & Road Services	57	61	51	56	58	62
Waste Services	69	71	63	68	67	68
<b>Communications &amp; Engagement</b>	<b>71</b>	<b>76</b>	<b>71</b>	<b>76</b>	<b>63</b>	<b>66</b>
Engagement	75	80	77	81	66	66
External & Intergovernmental Relations	NA	78	NA	81	NA	75
Integrated Marketing & Communications	64	70	63	70	57	63
Reputation & Brand	NA	60	NA	54	NA	66
<b>Employee Services</b>	<b>75</b>	<b>79</b>	<b>76</b>	<b>78</b>	<b>68</b>	<b>68</b>
Employee Relations & Compensation	NA	77	NA	77	NA	69

Department / Branch	How happy are you working at the City of Edmonton?		I would recommend the City of Edmonton as a great place to work.		How are you doing?	
	August	June	August	June	August	June
Organizational Design & Development	NA	79	NA	75	NA	67
Talent Acquisition Service & Solutions	72	76	75	76	67	66
Workforce Safety & Employee Health	74	79	75	79	67	67
<b>Financial &amp; Corporate Services</b>	<b>73</b>	<b>75</b>	<b>70</b>	<b>72</b>	<b>71</b>	<b>71</b>
Assessment & Taxation	74	77	72	73	73	75
Corporate Procurement & Supply Services	69	73	72	70	65	66
Financial Services	76	80	74	78	73	74
Open City & Technology	72	72	67	68	73	71
Real Estate	73	75	70	74	64	68
<b>Integrated Infrastructure Services</b>	72	75	69	72	67	68
Building Great Neighbourhoods & Open Spaces	73	76	70	72	68	68
Business Planning & Support	69	71	64	68	68	69
Infrastructure Delivery	69	72	67	71	64	67
Infrastructure Planning & Design	71	77	69	76	66	68
LRT Expansion & Renewal	NA	80	NA	80	NA	72
<b>Urban Form &amp; Corporate Strategic Development</b>	<b>71</b>	<b>76</b>	<b>69</b>	<b>74</b>	<b>65</b>	<b>67</b>
City Planning	66	68	64	68	64	62

Department / Branch	How happy are you working at the City of Edmonton?		I would recommend the City of Edmonton as a great place to work.		How are you doing?	
	August	June	August	June	August	June
Corporate Strategy	NA	71	NA	62	NA	68
Development Services	73	78	71	77	66	69
Economic & Environmental Sustainability	74	73	70	72	67	65

*Bold indicates Department results, NA indicates response did not meet the minimum threshold of 50 responses.*

### Employee Experience Scores by Age

Age	How happy are you working at the City of Edmonton (eSat)	I would recommend the City of Edmonton as a great place to work	How are you doing?
<25	72	76	62
25-29	65	66	61
30-34	66	65	63
35-39	70	68	66
40-44	72	70	67
45-49	71	68	68
50-54	71	68	67
55-59	70	66	68
60-64	69	66	67
65-69	73	69	75
70+	NA	NA	NA

*NA indicates response did not meet the minimum threshold of 50 responses.*

### Employee Experience Scores by Length of Service

Length of Service	How happy are you working at the City of Edmonton (eSat)	I would recommend the City of Edmonton as a great place to work	How are you doing?
0-1 Year	76	73	69
1-2 Years	73	74	69
2-3 Years	73	76	67
3-4 Years	71	70	68
4-5Years	70	66	67
5-7 Years	69	67	64
7+ Years	69	65	66

### Employee Experience Scores by Diversity Identifiers

Diversity Identifier	How happy are you working at the City of Edmonton (eSat)	I would recommend the City of Edmonton as a great place to work.	How are you doing?
Female	71	69	65
Male	71	68	68
Non-binary, Transgender, Two-Spirit or another gender	71	67	69
Indicated a sexual orientation of bisexual, gay, lesbian, queer or other orientation	68	67	62
Indigenous Person	68	65	66
Member of a racialized group	71	70	68
Person with a disability	62	59	56



## Employee Experience Scores by Racialized Groups

Racialized Group	How happy are you working at the City of Edmonton (eSat)	I would recommend the City of Edmonton as a great place to work.	How are you doing?
Arab	72	70	68
Black	75	76	74
Chinese	72	72	70
Filipino	80	80	74
Japanese	NA	NA	NA
Korean	NA	NA	NA
Latin America	72	73	71
South Asian Origins (E.g. East Indian, Pakistani, Sri Lankan, etc.)	77	76	76
Southeast Asian Origins(E.g. Cambodian, Malaysian, Laotian, Vietnamese etc.)	71	69	67
West Asian (E.g. Afghan, Iranian. etc.)	NA	NA	NA
White (Non-racialized Employees)	70	68	66

NA indicates response did not meet the minimum threshold of 50 responses.

## COVID-19

### City of Edmonton Response to COVID-19

The COVID-19 questions are focused on the City's response to COVID-19. Responses and results to these questions help inform how the City of Edmonton continues to respond to the COVID-19 pandemic.

Question	August	June
I am satisfied with the City of Edmonton's response to COVID-19.	71	73
I am confident that my team is taking the right precautions to minimize the impact of COVID-19.	77	80

### Returning to the Workplace: Most Important

**What's the most important to you as you think about returning to the workplace?**

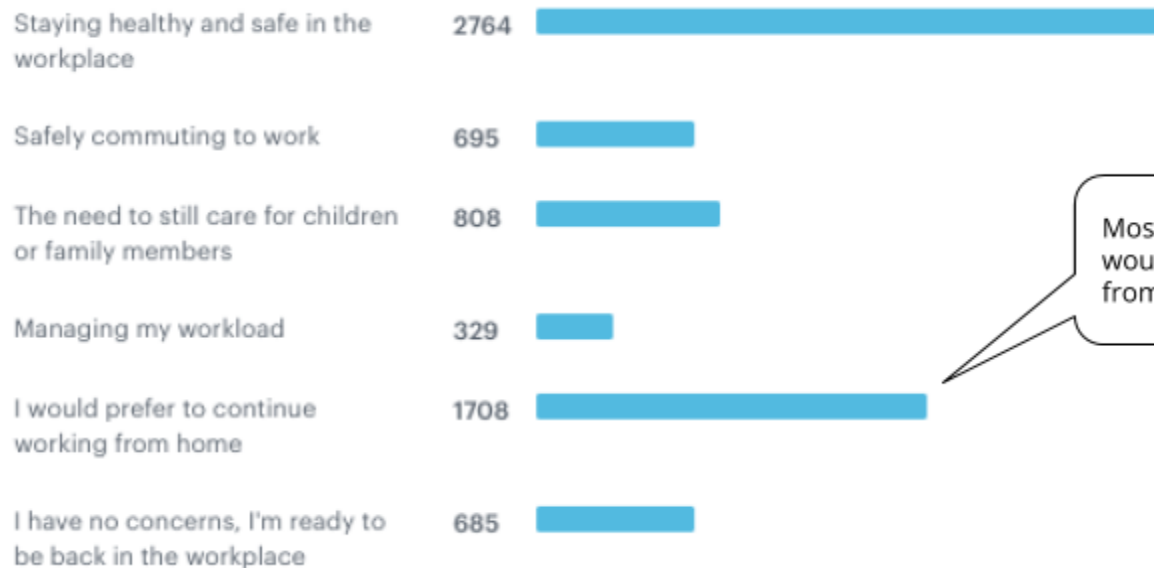


When asked what is most important to employees as they think about returning to the work, employees prioritize health and safety in the workplace.

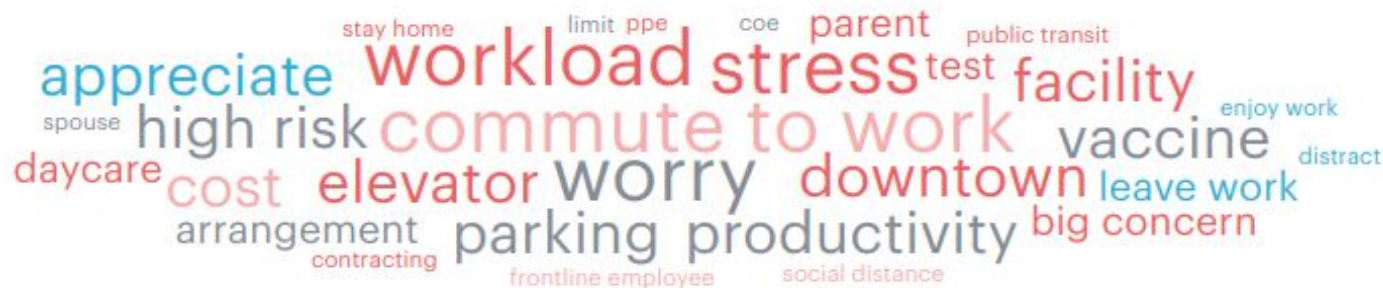
The top 5 topics of the comments received were related to safety, remote working, facilities, culture, and employee's commute.

## Returning to the Workplace: Biggest Concern

What's your biggest concern as it relates to returning to the workplace?



Most employees prioritize safety and would prefer to continue working from home.



We also heard that many employees would prefer to continue working from home. The biggest concern that was received from employees as it relates to returning to work is staying healthy and safe in the workplace.

## COVID-19 by Department & Branch

Department / Branch	I am satisfied with the City of Edmonton's response to COVID-19.		I am confident that my team is taking the right precautions to minimize the impact of COVID-19.	
	August	June	August	June
<b>Citizen Services</b>	<b>66</b>	<b>70</b>	<b>75</b>	<b>79</b>
Community & Recreation Facilities	63	70	72	75
Community Standards & Neighbourhoods	56	61	69	75
Fire Rescue Services	71	73	80	82
Integrated Strategic Development	NA	73	NA	88
Social Development	76	73	85	85
<b>City Auditor's Office</b>	<b>NA</b>	<b>78</b>	<b>NA</b>	<b>97</b>
<b>City Manager's Office</b>	<b>81</b>	<b>83</b>	<b>89</b>	<b>90</b>
Chief of Staff	NA	NA	NA	NA
City Clerk	NA	82	NA	91
Legal Services	82	84	89	89
<b>City Operations</b>	<b>66</b>	<b>67</b>	<b>71</b>	<b>72</b>
Business Performance & Customer Experience	NA	67	NA	98
Edmonton Transit Service	68	66	71	71
Fleet & Facility Services	66	66	70	71
Parks & Road Services	64	64	70	72
Waste Services	65	71	73	78

Department / Branch	I am satisfied with the City of Edmonton's response to COVID-19.		I am confident that my team is taking the right precautions to minimize the impact of COVID-19.	
	August	June	August	June
<b>Communications &amp; Engagement</b>	<b>76</b>	<b>78</b>	<b>85</b>	<b>88</b>
Engagement	75	81	85	88
External & Intergovernmental Relations	NA	86	NA	92
Integrated Marketing & Communications	75	74	83	90
Reputation & Brand	NA	65	NA	78
<b>Employee Services</b>	<b>83</b>	<b>83</b>	<b>88</b>	<b>88</b>
Employee Relations & Compensation	NA	84	NA	91
Organizational Design & Development	NA	85	NA	93
Talent Acquisition Service & Solutions	77	81	80	82
Workforce Safety & Employee Health	83	82	92	88
<b>Financial &amp; Corporate Services</b>	<b>80</b>	<b>80</b>	<b>84</b>	<b>85</b>
Assessment & Taxation	79	80	84	84
Corporate Procurement & Supply Services	74	76	79	79
Financial Services	81	83	85	86
Open City & Technology	81	79	87	86
Real Estate	80	84	81	88

<b>Integrated Infrastructure Svcs</b>	<b>80</b>	<b>80</b>	<b>83</b>	<b>86</b>
<b>Department / Branch</b>	<b>I am satisfied with the City of Edmonton's response to COVID-19.</b>		<b>I am confident that my team is taking the right precautions to minimize the impact of COVID-19.</b>	
	August	June	August	June
Building Great Neighbourhoods & Open Spaces	81	75	83	83
Business Planning & Support	78	82	81	86
Infrastructure Delivery	75	77	80	82
Infrastructure Planning & Design	83	82	86	87
LRT Expansion & Renewal	NA	86	NA	92
<b>Urban Form &amp; Corporate Strategic Development</b>	<b>80</b>	<b>77</b>	<b>85</b>	<b>87</b>
City Planning	83	77	89	84
Corporate Strategy	NA	75	NA	93
Development Services	79	77	82	87
Economic & Environmental Sustainability	81	81	89	88

*Bold indicates Department results, NA indicates response did not meet the minimum threshold of 50 responses.*

### **COVID-19 Questions by Age**

<b>Age</b>	<b>I am satisfied with the City of Edmonton's response to COVID-19.</b>	<b>I am confident that my team is taking the right precautions to minimize the impact of COVID-19.</b>
<25	63	73
25-29	63	72
30-34	68	74

35-39	71	79
<b>Age</b>	<b>I am satisfied with the City of Edmonton's response to COVID-19.</b>	<b>I am confident that my team is taking the right precautions to minimize the impact of COVID-19.</b>
40-44	73	79
45-49	74	78
50-54	74	78
55-59	72	77
60-64	72	77
65-69	72	75
70+	NA	NA

NA indicates response did not meet the minimum threshold of 50 responses.

### COVID-19 Questions by Length of Service

<b>Length of Service</b>	<b>I am satisfied with the City of Edmonton's response to COVID-19</b>	<b>I am confident that my team is taking the right precautions to minimize the impact of COVID-19</b>
0-1 Year	74	80
1-2 Years	75	83
2-3 Years	76	80
3-4 Years	72	78
4-5Years	84	74
5-7 Years	70	77
7+ Years	71	77

## COVID-19 Questions by Diversity Identifiers

Diversity Identifier	I am satisfied with the City of Edmonton's response to COVID-19	I am confident that my team is taking the right precautions to minimize the impact of COVID-19
Female	77	83
Male	70	75
Non-binary, Transgender, Two-Spirit or another gender	64	75
Indicated a sexual orientation of bisexual, gay, lesbian, queer or other orientation	72	78
Indigenous Person	65	74
Member of a racialized group	74	79
Person with a disability	66	73

## COVID-19 Questions by Racialized Groups

Racialized Group	I am satisfied with the City of Edmonton's response to COVID-19	I am confident that my team is taking the right precautions to minimize the impact of COVID-19
Arab	74	79
Black	74	81
Chinese	77	82
Filipino	79	82
Japanese	NA	NA
Korean	NA	NA
Latin America	75	80
South Asian Origins (E.g. East Indian, Pakistani, Sri Lankan, etc.)	79	84



<b>Racialized Group</b>	<b>I am satisfied with the City of Edmonton's response to COVID-19.</b>	<b>I am confident that my team is taking the right precautions to minimize the impact of COVID-19.</b>
Southeast Asian Origins(E.g. Cambodian, Malaysian, Laotian, Vietnamese etc.)	71	79
West Asian (E.g. Afghan, Iranian. etc.)	NA	NA
White (Non-racialized Employees)	72	78

*NA indicates response did not meet the minimum threshold of 50 responses.*

## SUPPORTIVE ENVIRONMENT

The results from the supportive environment questions help the City of Edmonton to ensure that it is creating a supportive workplace.

### Belonging

Questions related to belonging were designed to measure whether employees were treated in a way that made them feel a sense of belonging at the City of Edmonton. This included questions around feeling cared about as a person being treated with respect in the workplace.

<b>Belonging Questions</b>	<b>City of Edmonton Score</b>
At work I feel cared about as a person.	65
I am treated with respect in my workplace.	71
I feel a sense of belonging at the City of Edmonton.	64

### Authenticity

Questions related to authenticity were designed to measure employees' level of comfort with being themselves at work. This included whether or not employees felt like they could succeed when they were themselves at work, and whether they felt valued for their unique perspectives and skills.

<b>Authenticity Questions</b>	<b>City of Edmonton Score</b>
I feel comfortable being myself at work.	64
I can succeed when I am myself at work.	69
I feel valued for my unique perspective and skills.	73

### Inclusion

Questions related to inclusion were designed to measure how employees feel included in the workplace. This includes having opportunities for professional success similar to colleagues, how their efforts are valued compared to their peers, and whether

supervisors are committed to diversity and inclusion. Questions were also asked about how comfortable employees were with those who are different than themselves, whether or not diverse perspectives add value to the work they do and whether or not their workplace is accepting of all backgrounds and identities.

Inclusion Questions	City of Edmonton Score
I have opportunities for professional success that are similar to those of my colleagues.	60
I have to work harder than others to be valued equally here. <i>(Reverse score item)</i>	43*
My direct supervisor demonstrates commitment to and support of diversity and inclusion.	75
I feel at ease with people who are different than me.	83
I believe that diverse perspectives add value to the work that we do.	84
My workplace is accepting of all backgrounds and identities.	78

\* Indicates a reverse score item. This means that a lower score is more favourable.

### Supportive Environment by Department & Branch

Department / Branch	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally*	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities
<b>Citizen Services</b>	<b>66</b>	<b>74</b>	<b>65</b>	<b>70</b>	<b>74</b>	<b>65</b>	<b>65</b>	<b>38</b>	<b>78</b>	<b>86</b>	<b>85</b>	<b>78</b>
Community & Recreation Facilities	61	70	59	68	72	59	54	43	74	86	88	79
Community Standards & Nbhds	57	67	55	61	66	55	53	46	75	80	82	73
Fire Rescue Services	75	80	75	77	81	73	80	27	82	88	81	81

Department / Branch	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally*	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities
Integrated Strategic Development	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Social Development	70	77	63	73	75	71	69	48	80	88	95	73
<b>City Auditor's Office</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>City Manager's Office</b>	<b>72</b>	<b>78</b>	<b>70</b>	<b>73</b>	<b>78</b>	<b>70</b>	<b>65</b>	<b>38</b>	<b>80</b>	<b>87</b>	<b>90</b>	<b>85</b>
Chief of Staff	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
City Clerk	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Legal Services	72	77	70	73	81	69	65	39	77	88	89	83
<b>City Operations</b>	<b>58</b>	<b>65</b>	<b>59</b>	<b>66</b>	<b>70</b>	<b>58</b>	<b>55</b>	<b>47</b>	<b>67</b>	<b>80</b>	<b>79</b>	<b>75</b>
Business Performance & Customer Experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Edmonton Transit Service	60	67	63	68	72	59	60	44	65	80	81	76
Fleet & Facility Services	59	66	60	66	71	60	55	48	67	79	77	74
Parks & Road Services	50	60	50	60	65	53	49	49	67	79	78	72
Waste Services	65	71	62	69	72	62	55	47	73	82	81	78

Department / Branch	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally*	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities
<b>Comms &amp; Engagement</b>	<b>69</b>	<b>74</b>	<b>67</b>	<b>69</b>	<b>72</b>	<b>65</b>	<b>61</b>	<b>40</b>	<b>80</b>	<b>88</b>	<b>92</b>	<b>80</b>
Engagement	71	76	70	72	75	66	63	39	79	89	90	85
External & Intergovernmental Relations	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Integrated Marketing & Comms	64	69	62	61	66	60	54	41	78	88	93	73
Reputation & Brand	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Employee Services</b>	<b>74</b>	<b>79</b>	<b>72</b>	<b>75</b>	<b>77</b>	<b>73</b>	<b>65</b>	<b>38</b>	<b>82</b>	<b>87</b>	<b>91</b>	<b>82</b>
Employee Relations & Compensation	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Organizational Design & Development	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Talent Acquisition Service & Solutions	69	73	69	71	75	68	59	46	74	84	88	81
Workforce Safety & Employee Health	77	79	74	76	76	73	64	37	86	88	91	82
<b>Financial &amp; Corporate Services</b>	<b>70</b>	<b>74</b>	<b>68</b>	<b>72</b>	<b>74</b>	<b>69</b>	<b>65</b>	<b>45</b>	<b>79</b>	<b>84</b>	<b>87</b>	<b>81</b>

Department / Branch	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally*	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities
Assessment & Taxation	71	76	70	70	75	74	67	44	81	82	87	83
Corporate Procurement & Supply Services	69	72	67	72	76	66	62	47	77	83	84	81
Financial Services	71	76	71	74	74	71	66	48	77	81	84	79
Open City & Technology	68	73	66	72	47	67	63	42	79	87	88	82
Real Estate	70	75	67	70	73	72	64	45	81	86	88	77
<b>Integrated Infrastructure Services</b>	<b>72</b>	<b>77</b>	<b>69</b>	<b>73</b>	<b>74</b>	<b>68</b>	<b>63</b>	<b>41</b>	<b>80</b>	<b>85</b>	<b>88</b>	<b>82</b>
Building Great Nbhd's & Open Spaces	72	77	72	71	74	67	65	43	79	85	88	80
Business Planning & Support	68	76	66	73	74	66	58	46	83	85	88	78
Infrastructure Delivery	69	73	67	70	72	64	55	44	77	84	87	81
Infrastructure Planning & Design	73	78	69	74	74	70	67	37	80	85	88	85
LRT Expansion & Renewal	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Urban Form &amp; Corporate Strategic Dvlp</b>	<b>71</b>	<b>76</b>	<b>67</b>	<b>71</b>	<b>74</b>	<b>68</b>	<b>62</b>	<b>43</b>	<b>80</b>	<b>86</b>	<b>90</b>	<b>80</b>

Department / Branch	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally*	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities
City Planning	75	78	67	70	76	69	61	45	82	91	94	82
Corporate Strategy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Development Services	70	76	68	72	75	68	62	42	79	84	87	81
Economic & Environmental Sustainability	73	79	66	72	73	67	63	40	82	90	95	81

*Bold indicates Department results, NA indicates response did not meet the minimum threshold of 50 responses. \*Indicates a reverse score item, this means that a lower score is more favourable.*

From the results the top 5 branches with highest average score across the supportive environment questions are:

- Fire Rescue Services
- Financial Services
- Engagement
- Workforce Safety & Employee Health
- Economic & Environmental Sustainability

From the results the branches with the 5 branches with the lowest average score across the supportive environment questions are:

- Parks & Road Services
- Community Standards & Neighborhoods
- Integrated Marketing & Communications
- Community and Recreation Facilities
- City Planning

## Supportive Environment by Age

Age	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally*	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities	Avg
<25	66	78	65	75	75	64	65	41	77	88	88	86	<b>75</b>
25-29	60	70	60	83	71	60	58	44	74	83	85	80	<b>71</b>
30-34	64	72	62	68	71	62	60	43	77	83	85	79	<b>71</b>
35-39	66	74	65	69	72	66	62	43	77	85	66	78	<b>71</b>
40-44	67	73	65	70	75	66	64	42	76	84	86	77	<b>73</b>
45-49	66	71	65	70	73	65	60	44	74	82	84	77	<b>72</b>
50-54	65	70	66	69	73	64	60	43	74	84	83	77	<b>71</b>
55-59	63	69	64	68	72	43	58	43	71	82	82	78	<b>68</b>
60-64	61	67	63	69	72	62	57	42	71	84	82	79	<b>70</b>
65-69	63	69	64	75	77	62	57	44	70	79	79	75	<b>70</b>
70+	63	69	64	75	75	44	57	44	70	79	79	75	<b>68</b>
<b>Avg</b>	<b>64</b>	<b>71</b>	<b>64</b>	<b>72</b>	<b>73</b>	<b>60</b>	<b>60</b>	<b>43*</b>	<b>74</b>	<b>83</b>	<b>82</b>	<b>78</b>	

\* Indicates a reverse score item, this means that a lower score is more favourable and not included in overall Avg scoring with other items.



## Supportive Environment by Length of Service

Length of Service	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally *	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities	Avg
0-1 Year	70	79	67	75	79	71	63	45	80	86	89	81	<b>76</b>
1-2 Years	71	79	70	75	77	71	66	38	80	86	88	83	<b>77</b>
2-3 Years	69	76	69	74	76	67	65	43	78	84	88	79	<b>75</b>
3-4 Years	65	72	65	69	72	65	60	43	75	83	85	77	<b>72</b>
4-5Years	64	70	64	68	71	63	62	44	73	84	86	76	<b>71</b>
5-7 Years	65	70	63	68	72	63	59	46	75	84	86	78	<b>71</b>
7+ Years	63	69	62	67	71	62	59	42	73	82	82	77	<b>70</b>
<b>Avg</b>	<b>67</b>	<b>74</b>	<b>66</b>	<b>71</b>	<b>74</b>	<b>66</b>	<b>62</b>	<b>43*</b>	<b>77</b>	<b>84</b>	<b>86</b>	<b>79</b>	

\* Indicates a reverse score item, this means that a lower score is more favourable and not included in overall Avg scoring with other items.

## Supportive Environment by Diversity Identifiers

Diversity Identifier	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally *	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities	Avg
Female	68	73	66	71	73	66	61	45	77	85	89	78	<b>73</b>
Male	65	72	65	70	74	64	62	41	74	83	82	79	<b>72</b>
Non-binary, Transgender, Two-Spirit or another gender	61	70	64	67	74	64	58	42	65	84	81	75	<b>69</b>
Indicated a sexual orientation of bisexual, gay, lesbian, queer or other orientation	63	72	63	67	72	63	59	46	74	85	86	75	<b>71</b>
Indigenous Person	62	69	62	66	71	60	60	42	71	82	81	74	<b>69</b>
Member of a racialized group	66	71	66	70	73	65	58	54	73	81	85	76	<b>71</b>
Person with a disability	56	64	56	58	65	54	49	49	70	81	83	71	<b>64</b>
<b>Avg</b>	<b>63</b>	<b>70</b>	<b>63</b>	<b>67</b>	<b>72</b>	<b>62</b>	<b>58</b>	<b>46</b>	<b>72</b>	<b>83</b>	<b>84</b>	<b>75</b>	

\* Indicates a reverse score item, this means that a lower score is more favourable and not included in overall Avg scoring with other items.

## Supportive Environment by Racialized Group

Racialized Group	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally *	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities	Avg
Arab	63	73	66	71	80	64	58	47	73	82	79	80	<b>70</b>
Black	67	74	68	72	79	66	60	54	72	85	87	74	<b>72</b>
Chinese	71	75	68	73	74	70	61	54	76	79	84	78	<b>72</b>
Filipino	74	78	75	77	80	75	67	56	78	80	83	83	<b>76</b>
Japanese	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<b>NA</b>
Korean	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<b>NA</b>
Latin America	67	76	70	71	74	64	59	50	74	81	86	75	<b>71</b>
South Asian Origins (E.g. East Indian, Pakistani, Sri Lankan, etc.)	72	75	72	75	79	72	65	53	75	81	86	80	<b>74</b>
Southeast Asian Origins (E.g. Cambodian, Malaysian, Laotian, Vietnamese etc.)	66	69	65	70	74	65	56	52	75	78	81	76	<b>69</b>

Racialized Group	At work I feel cared about as a person	I am treated with respect in my workplace	I feel a sense of belonging at the City of Edmonton	I feel comfortable being myself at work	I can succeed when I am myself at work	I feel valued for my unique perspective and skills	I have opportunities for professional success that are similar to those of my colleagues	I have to work harder than others to be valued equally *	My direct supervisor demonstrates commitment to and support of diversity and inclusion	I feel at ease with people who are different than me	I believe that diverse perspectives add value to the work that we do	My workplace is accepting of all backgrounds and identities	Avg
West Asian (E.g. Afghan, Iranian. etc.)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<b>NA</b>
White (Non-racialized Employees)	66	73	65	71	74	65	63	38	76	85	86	80	<b>70</b>
Average	<b>68</b>	<b>74</b>	<b>69</b>	<b>73</b>	<b>77</b>	<b>68</b>	<b>61</b>	<b>51*</b>	<b>75</b>	<b>81</b>	<b>84</b>	<b>78</b>	

\* Indicates a reverse score item, this means that a lower score is more favourable and not included in overall Avg scoring with other items. NA indicates response did not meet the minimum threshold of 50 responses.

## RESPECTFUL WORKPLACE

The City of Edmonton is committed to creating and maintaining a vibrant, healthy, safe and respectful workplace for all employees. A respectful workplace is one that is free of harassment and discrimination, where all employees are treated fairly and diversity is acknowledged and valued and there is a culture of inclusion. The respectful workplace questions are designed to assist the City of Edmonton in understanding the experiences of employees to enhance the City's ability to create an employee experience that meets the needs of all our employees.

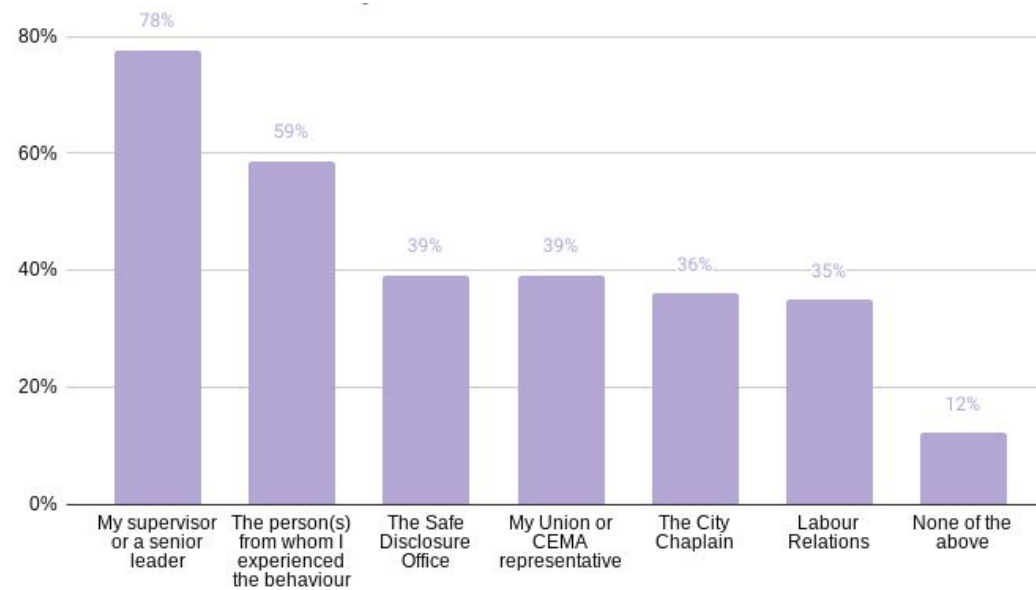
### How Matters are Resolved

Employees indicated that improvements could be made to how matters related to discrimination and concerning behaviour are addressed at the City of Edmonton, as outlined below.

Question	Score
I am satisfied with how matters related to discrimination are addressed at the City of Edmonton.	62
I am satisfied with how matters related to concerning behaviour are addressed at the City of Edmonton.	56

## Knowing How to Discuss Concerns

In addition to these questions, we also asked if employees knew how to discuss their concerns with various people or groups, as outlined in the chart below.



## Creating a Respectful Workplace

One of the survey items was “The City works hard to create a respectful workplace”. The score this question received was 70, indicating that most employees agree that the City is doing the right things to create a respectful workplace.

### Changes to Support Equity, Diversity & Inclusion

The question “What should the City consider changing (doing less of, more of, or differently) in support of equity, diversity and inclusion?” produced the following word cloud:



Many of the comments associated with this question were related to efforts to remove bias from hiring processes to ensure the best person was hired for the job.

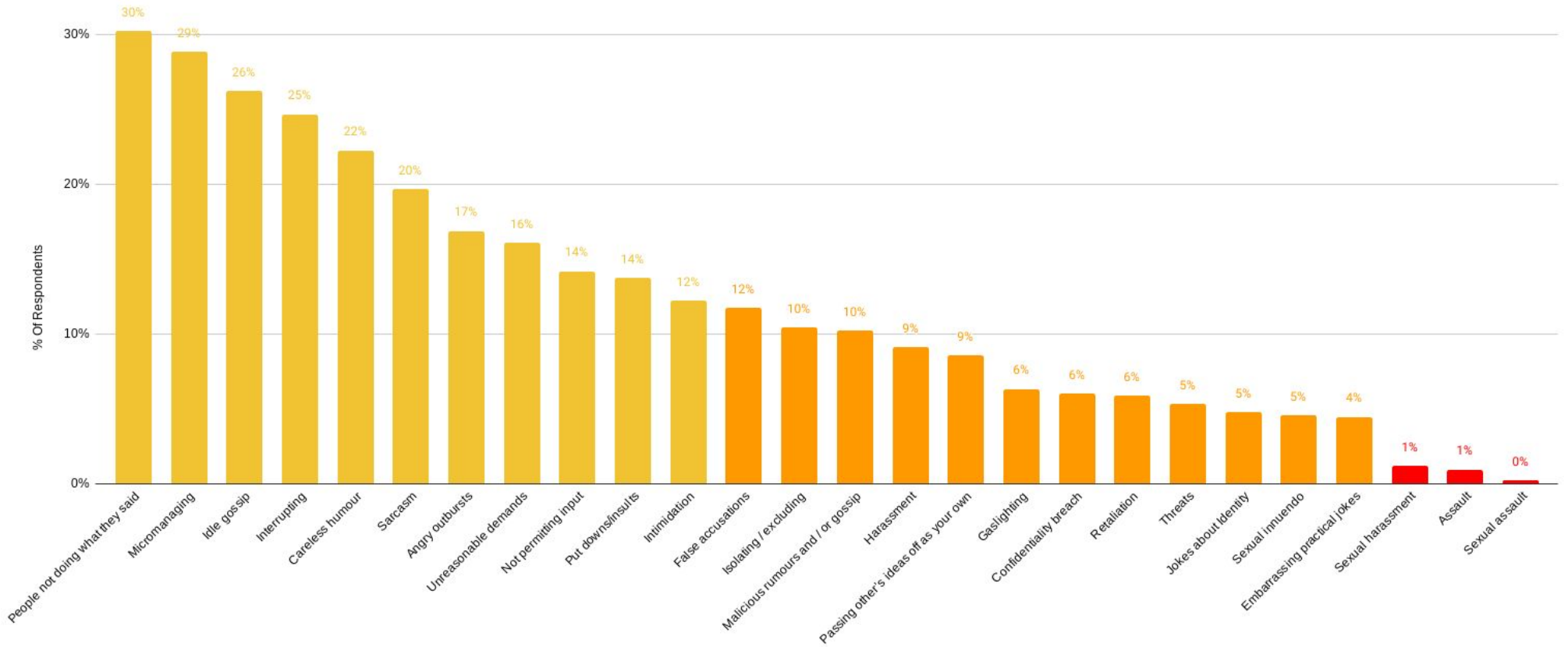
## Concerning Behaviours

The 2020 Employee Experience Survey measures concerning behaviours that employees are experiencing in the workplace. This approach is different than what was done in previous surveys, and provides more detail into specific behaviours that employees are experiencing. Measuring the experiences that employees have with [behaviour zones](#) provides the City with more detailed information that will inform actions to create and sustain a respectful workplace.

- Yellow zone: Unprofessional employee behaviour can negatively impact workplaces and work relationships. However, addressing these behaviours early and directly with those involved can help build trust and a respectful workplace culture.
- Orange zone: Highly unprofessional, inappropriate or disruptive employee behaviour that needs to be addressed in a timely and appropriate manner.
- Red zone: Very serious employee violations of the Respectful Workplace Policy that must be addressed. The red zone also includes concerns where an internal review of the case presents a strong conflict of interest.

## Employees Expressing Concerning Behaviour

The following chart illustrates the concerning behaviour that employees indicated they experienced in the workplace:





These rates are also outlined in the table below:

Yellow Zone		Orange Zone		Red Zone	
People not doing what they said	30%	Intimidation	12%	Sexual harassment	1%
Micromanaging	29%	False accusations	12%	Assault	1%
Idle gossip	26%	Isolating / excluding	10%	Sexual assault	0%
Interrupting	25%	Malicious rumours and / or gossip	10%		
Careless humour	22%	Harassment	9%		
Sarcasm	20%	Passing other's ideas off as your own	9%		
Angry outbursts	17%	Gaslighting	6%		
Unreasonable demands	16%	Confidentiality breach	6%		
Not permitting input	14%	Retaliation	6%		
Put downs/insults	14%	Threats	5%		
Embarrassing practical jokes	4%	Jokes about Identity	5%		
		Sexual innuendo	5%		

*\*Percentages in the table above indicate the number of employees who indicated specific concerning behaviour, divided by the total number of participant*

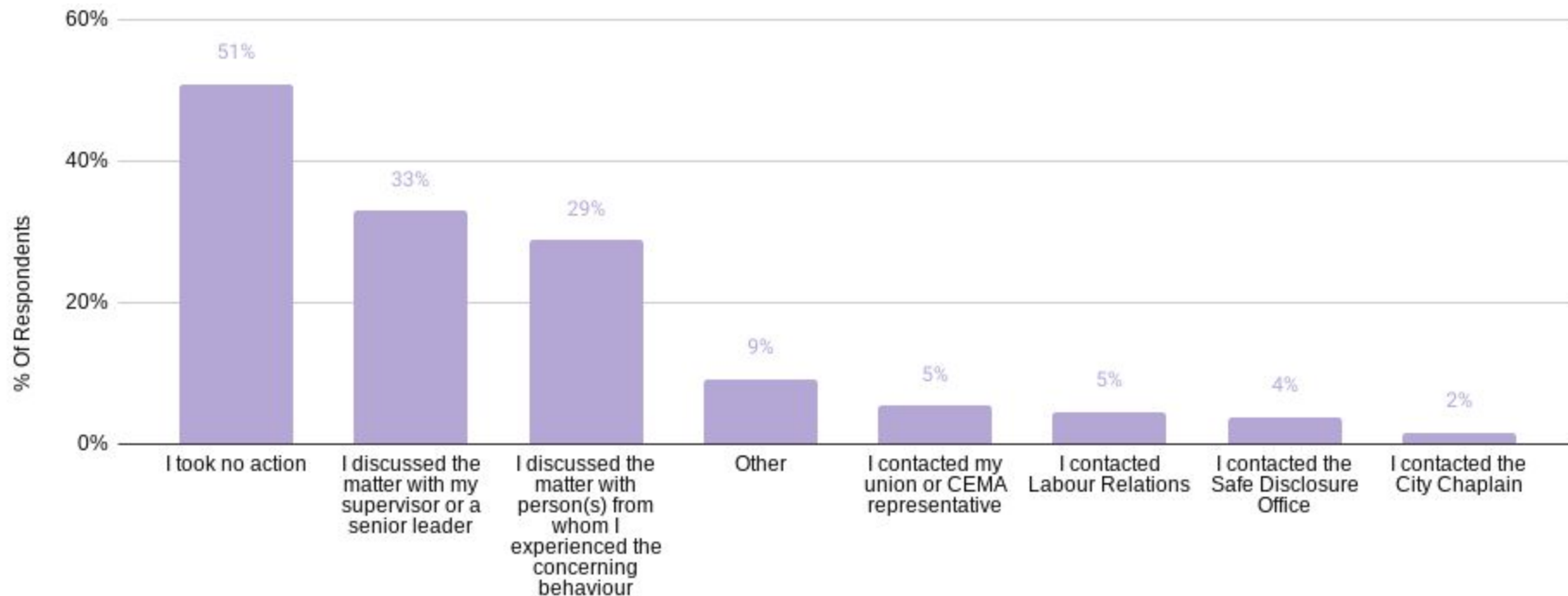
## Source of Concerning Behaviours

Most concerning behaviour experienced by employees is coming from coworkers in their Branch or from individuals with authority. A sizable source of concerning behaviour is members of the public. Because of the new approach to measuring concerning behaviour, we are unable to compare this data to last year.



## Action Taken to Address Concerning Behaviours

Many employees are not taking action when they experience concerning behaviour in the workplace. For those that are taking action, most are discussing the concerning behaviour with their people leaders or with the person from whom they experienced the concerning behaviour.



## Why No Action Was Taken

When we take a look at why employees are not taking action on the concerning behaviour that they experience in the workplace, we discover that most employees did not believe it would make a difference. This is concerning, as we all have a role to play in building a respectful workplace. This starts with the belief that all actions we take collectively to address concerning behaviour will create a better place for all of us to work.

Reason	% of Responses
I did not believe it would make a difference	54%
I did not think the incident was serious enough	39%
I was concerned about lack of confidentiality	30%
I was afraid of retaliation from my leaders	27%
I was afraid of retaliation from my co-workers	15%
I don't trust the Safe Disclosure Office's processes	15%
Other	13%
I don't trust trust Labour Relations' processes	13%
The issue was resolved	12%
The behaviour stopped	8%
I did not know what to do, where to go or whom to ask	6%
The individual apologized	6%
I was too distraught	4%
The individual left or changed jobs	4%
I was advised against filing a complaint	3%
Management intervened	2%
I changed jobs	2%
Someone threatened me	1%

## Concerning Behaviour by Department

The table below displays the results for the concerning behaviour questions across the Departments at the City of Edmonton who met the threshold for reporting. The colours indicate the [behaviour zones](#) that each concerning behaviour falls under.

Concerning Behaviour	CS	CMO	CO	C&E	ES	FCS	IIS	UFCSD
People not doing what they said they would do	30%	28%	33%	30%	28%	26%	29%	28%
Micromanaging	32%	27%	31%	31%	19%	26%	25%	20%
Interrupting	26%	25%	24%	26%	21%	25%	25%	23%
Idle gossip	31%	21%	30%	20%	15%	23%	17%	18%
Unreasonable demands	15%	18%	18%	19%	12%	15%	16%	14%
Angry outbursts	18%	17%	20%	13%	11%	12%	12%	13%
Not permitting input	16%	13%	16%	18%	10%	11%	9%	11%
Careless humour	25%	12%	26%	15%	11%	17%	18%	22%
Put downs/insults	15%	11%	18%	9%	9%	9%	7%	9%
Intimidation	12%	9%	16%	10%	8%	10%	6%	9%
Sarcasm	24%	9%	22%	17%	11%	16%	16%	17%
Passing other's ideas off as your own	8%	9%	9%	11%	11%	9%	5%	9%
Confidentiality breach	6%	8%	8%	2%	5%	4%	5%	2%
False accusations	11%	6%	16%	9%	9%	8%	6%	8%
Gaslighting	7%	6%	7%	7%	5%	5%	3%	7%
Isolating / excluding	10%	5%	12%	9%	11%	10%	7%	9%
Malicious rumours and / or gossip	11%	5%	15%	4%	4%	6%	5%	5%
Retaliation	7%	3%	7%	4%	5%	4%	2%	4%
Harassment	8%	2%	13%	6%	6%	5%	6%	7%
Threats	5%	1%	8%	6%	1%	2%	2%	4%
Jokes about Identity	6%	1%	7%	1%	2%	2%	2%	4%
Embarrassing practical jokes	5%	1%	7%	1%	0%	2%	3%	2%

Concerning Behaviour	CS	CMO	CO	C&E	ES	FCS	IIS	UFCSD
Sexual innuendo	6%	0%	6%	2%	2%	2%	2%	2%
Sexual harassment	2%	0%	2%	1%	0%	0%	0%	0%
Assault	1%	0%	2%	0%	0%	0%	0%	0%
Sexual assault	0%	0%	0%	0%	0%	0%	0%	0%

When looking at the department scores, a large percentage of concerning behaviours across all branches were seen in the yellow behaviour zone.

## Discrimination

Discrimination is an action, practice, system, or policy that has an adverse impact on an individual or group's employment or terms and conditions of employment for reasons related to a protected ground. Under the Alberta Human Rights Act the protected grounds are:

- Race
- Religious belief
- Colour
- Age
- Sexual orientation
- Gender
- Gender identity or expression
- Source of income
- Marital status
- Family status
- Disability (physical or mental)
- Place of origin
- Ancestry

Harassment based on these characteristics is considered discrimination, including sexual harassment.

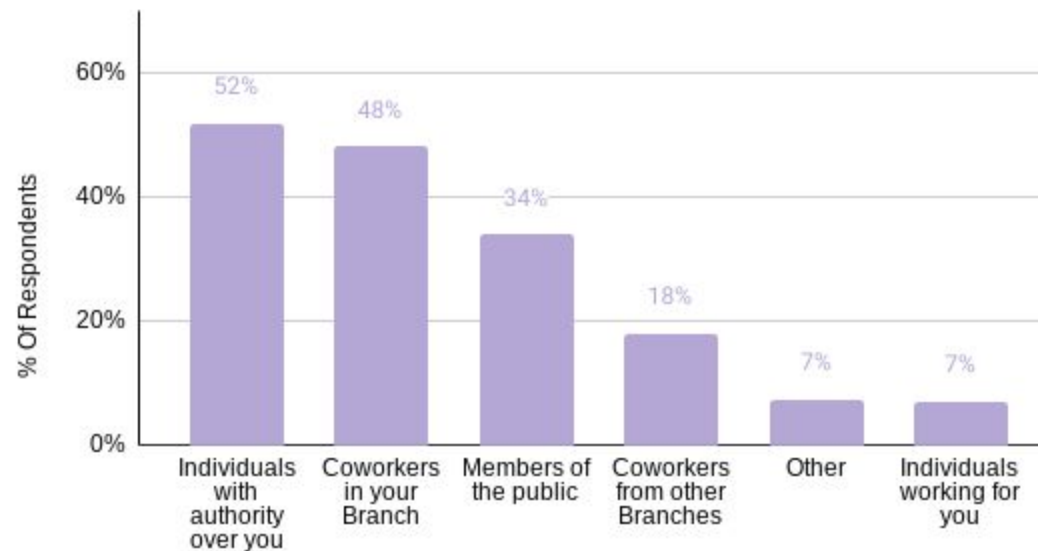
11% of employees at the City of Edmonton indicated that they experienced discrimination. This is compared to 14% in 2018. A large increase was observed in employees experiencing discrimination from the public.

<b>From whom did you experience this discrimination?</b>	<b>2020</b>	<b>2018</b>	<b>2016</b>
Coworkers in your Branch	48%	NA	NA
Individuals with authority over you	52%	NA	NA
Individuals working for you	7%	9%	8%
Coworkers from other Branches	18%	NA	NA
Members of the public	34%	27%	24%
Other	7%	13%	9%

*\*NA in this table indicates that data was not comparable from 2018 and 2016 to how it was collected in 2020.*

### Source of Discrimination

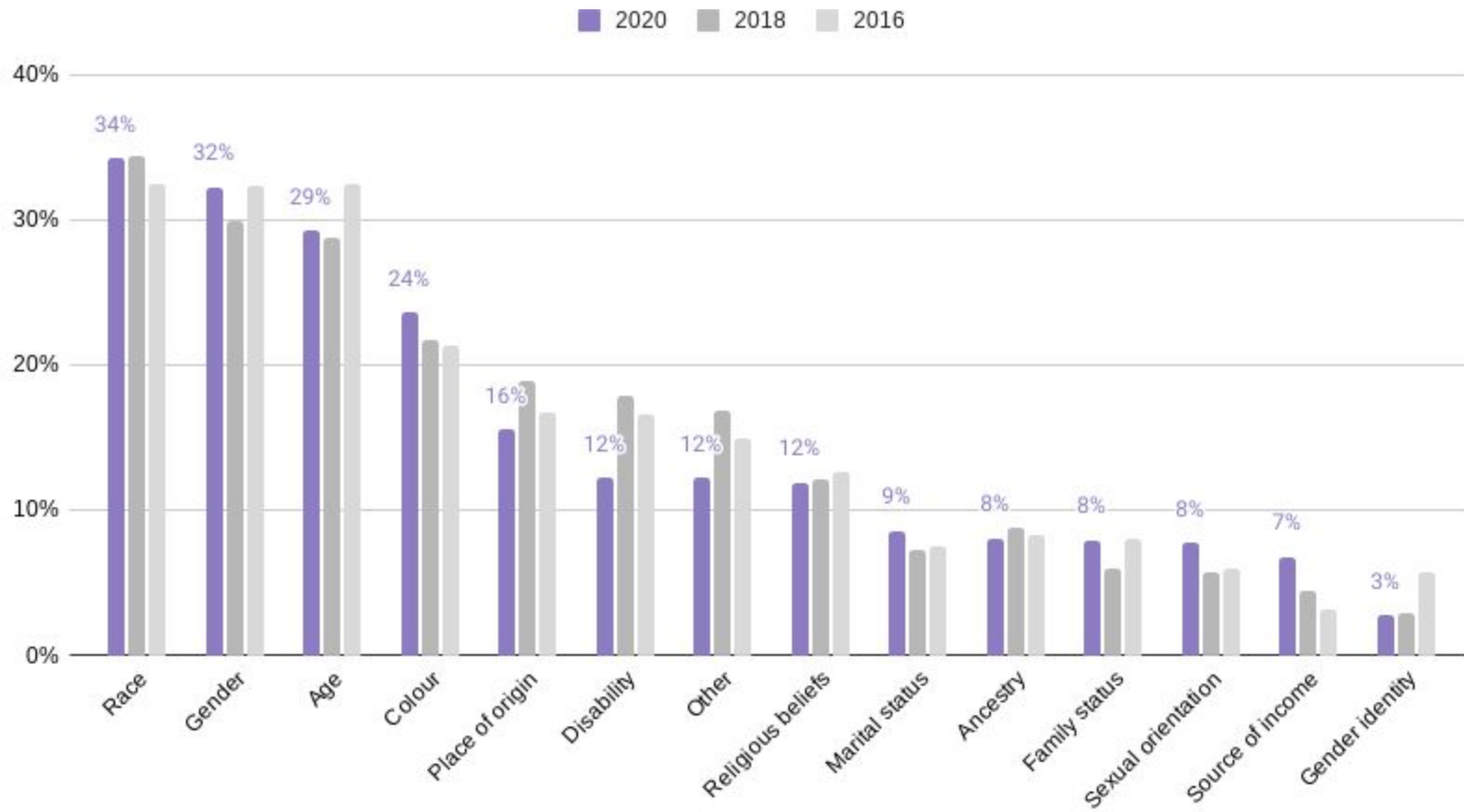
The following chart shows the source of discrimination that employees identified:





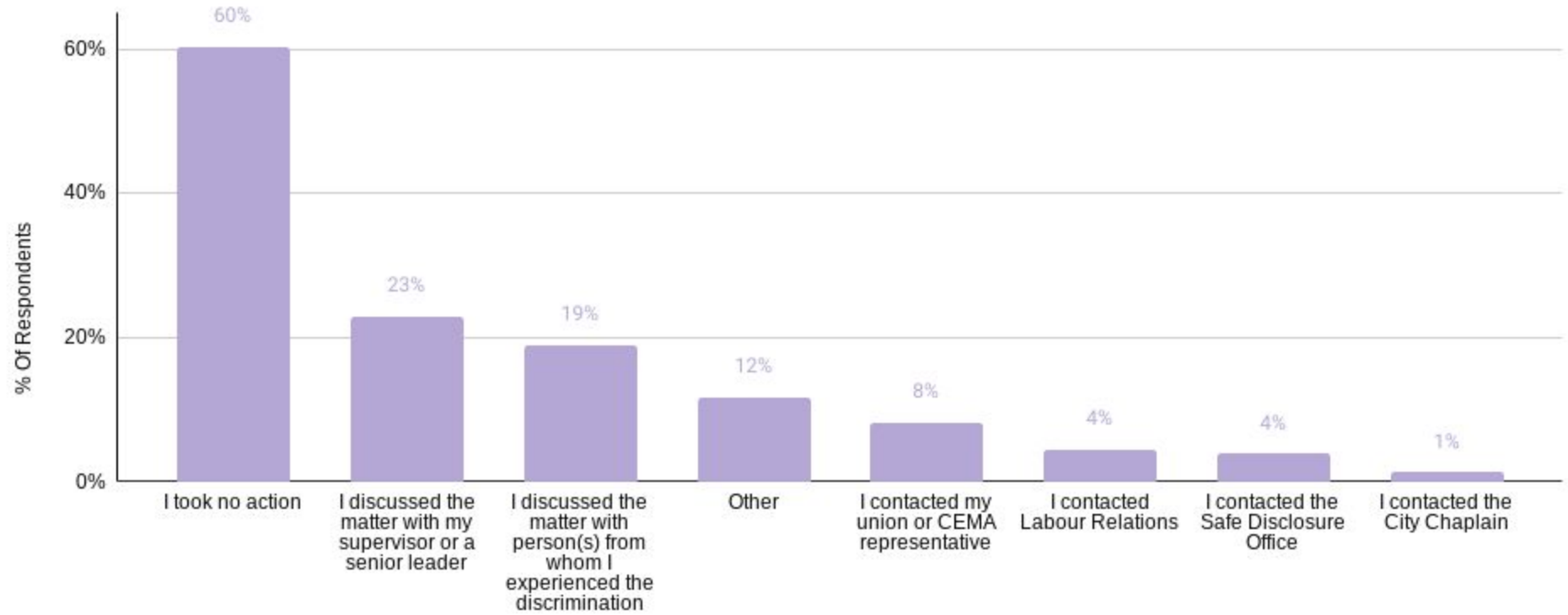
## Discrimination Protected Grounds

The following chart shows which protected grounds employees indicated they experienced discrimination:



## Action Taken to Address Discrimination

Many employees are not taking action when they are experiencing discrimination.



## Why No Action Was Taken to Address Discrimination

69% of employees who experienced discrimination are not taking action because they did not believe that it would make a difference.

Reason	% of Responses
I did not believe it would make a difference	69%
I was afraid of retaliation from my leaders	32%
I was concerned about lack of confidentiality	28%
I don't trust the Safe Disclosure Office's processes	23%
I was afraid of retaliation from my co-workers	22%
I don't trust Labour Relations' processes	20%
I did not think the incident was serious enough	16%
Other	12%
I did not know what to do, where to go or whom to ask	9%
I was too distraught	6%
I was advised against filing a complaint	4%
The behaviour stopped	4%
The issue was resolved	3%
I changed jobs	2%
The individual left or changed jobs	2%
The individual apologized	2%
The system or process changed	1%
Someone threatened me	1%
Management intervened	0%

## Experienced Discrimination by Department & Branch

Department / Branch	2020	2018	2016
<b>Citizen Services</b>	<b>12%</b>	<b>12</b>	<b>10%</b>
Community & Recreation Facilities	14%	15%	13%
Community Standards & Neighbourhoods	17%	21%	NA
Fire Rescue Services	7%	4%	5%
Integrated Strategic Development	NA	NA	NA
Social Development	10%	14%	14%
<b>City Auditor's Office</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>City Manager's Office</b>	<b>4%</b>	<b>10%</b>	<b>6%</b>
Chief of Staff	NA	NA	NA
City Clerk	NA	12%	5%
Legal Services	1%	5%	7%
<b>City Operations</b>	<b>15%</b>	<b>17%</b>	<b>14%</b>
Business Performance & Customer Experience	NA	NA	NA
Edmonton Transit Service	16%	19%	14%
Fleet & Facility Services	15%	20%	17%
Parks & Road Services	16%	15%	11%
Waste Services	11%	13%	NA
<b>Communications &amp; Engagement</b>	<b>8%</b>	<b>NA</b>	<b>NA</b>
Engagement	8%	14%	NA
External & Intergovernmental Relations	NA	NA	NA

Department / Branch	2020	2018	2016
Integrated Marketing & Communications	5%	NA	NA
Reputation & Brand	NA	NA	NA
<b>Employee Services</b>	<b>10%</b>	<b>11%</b>	<b>8%</b>
Employee Relations & Compensation	NA	NA	NA
Organizational Design & Development	NA	NA	NA
Talent Acquisition Service & Solutions	13%	10%	NA
Workforce Safety & Employee Health	12%	NA	NA
<b>Financial &amp; Corporate Services</b>	<b>7%</b>	<b>11%</b>	<b>NA</b>
Assessment & Taxation	10%	13%	11%
Corporate Procurement & Supply Services	11%	14%	12%
Financial Services	6%	11%	5%
Open City & Technology	6%	9%	5%
Real Estate	6%	15%	17%
<b>Integrated Infrastructure Services</b>	<b>7%</b>	<b>10%</b>	<b>11%</b>
Building Great Neighbourhoods & Open Spaces	14%	NA	NA
Business Planning & Support	5%	14%	15%
Infrastructure Delivery	5%	15%	11%
Infrastructure Planning & Design	5%	6%	7%
LRT Expansion & Renewal	NA	NA	NA
<b>Urban Form &amp; Corporate Strategic Development</b>	<b>7%</b>	<b>14%</b>	<b>NA</b>
City Planning	9%	14%	9%
Corporate Strategy	NA	NA	NA

Department / Branch	2020	2018	2016
Development Services	7%	14%	7%
Economic & Environmental Sustainability	7%	14%	17%

Percentages in the table above represent the number of employees who indicated they have experienced discrimination on the job in the past 12 months. Bold indicates department results, NA indicates response did not meet the minimum threshold of 50 responses.

When looking at responses for discrimination, a majority of branches see a decline in discrimination when compared to responses received in 2018. The largest decline was seen in the Infrastructure Delivery branch followed by the Building Great Neighbourhoods and Open Spaces branch. Small increases in reported discrimination is seen in the Fire Rescue Services, Parks and Road Services and the Talent Acquisition Service and Solutions branch.

## DIVERSITY

Diversity is the range of our different identities, backgrounds and perspectives. Each person has layers of identity that make their perspective unique. Answers to the diversity questions will be used to inform actions to intentionally seek and value diversity at the City of Edmonton.

This report will summarize the following diversity identifiers at the City of Edmonton:

- **Racialized:** Employees who indicated that they were a member of a racialized group (other than Indigenous), previously referred to as a visible minority.
- **Sexual Orientation (LGBTQ2s+):** Employees who selected bisexual, gay, lesbian, queer, two spirit or another orientation in response to the question “What is your sexual orientation?”
- **Indigenous:** Employees who selected indigenous in response to the question “Are you an Indigenous Person (First Nation, Inuit, Metis)?”
- **Person with a Disability:** Employees who indicated that they are a person with a disability.
- **Gender (Female):** Employees who selected female in response to the question “What is your gender?”
- **Gender (Male):** Employees who selected male in response to the question “What is your gender?”

## City of Edmonton Employees Racialized Groups

The table below outlines the City's results of the question: "Are you a member of a racialized group (other than Indigenous)?".

	2020	2018	2016	2014
Yes	22%	24%	21%	19%
No	66%	76%	79%	81%
Prefer not to Answer	12%	N/A	N/A	N/A

*N/A represents data that was not collected on previous surveys.*

For those that indicated that they were a member of a racialized group (other than indigenous), the option was provided to choose all that apply from the list below:

	2020	2018	2016	2014
Black	3.6%	3.1%	2.5%	2.0%
Arab	1.4%	0.8%	0.8%	0.7%
Chinese	5.0%	4.5%	4.7%	4.5%
Filipino	3.1%	2.5%	2.6%	2.3%
Japanese	0.4%	0.2%	0.1%	0.1%
Korean	0.6%	0.4%	0.3%	0.3%
Latin America	1.7%	1.1%	1.4%	1.2%
South Asian Origins	6.7%	7.0%	5.4%	5.0%
Southeast Asian Origins	1.4%	1.0%	0.9%	0.8%
West Asian origins	0.8%	0.4%	0.2%	0.2%
Other	3.4%	2.30%	1.7%	1.6%

## City of Edmonton Employees' Sexual Orientation

The table below outlines the City's results of the question: "What is your sexual orientation?".

	<b>2020</b>	<b>2018</b>	<b>2016</b>
Bisexual, gay, lesbian, queer, twospirit or other orientation	7%	5.7%	4.6%
Bisexual	3%	N/A	N/A
Gay	1%	N/A	N/A
Lesbian	1%	N/A	N/A
Queer	1%	N/A	N/A
Straight	78%	N/A	N/A
Two-spirit	0%	N/A	N/A
Another orientation not listed above	1%	N/A	N/A
I prefer not to answer	15%	N/A	N/A
Other	3.4%	2.3%	1.7%

*N/A represents data that was not collected on previous surveys.*

## City of Edmonton Indigenous Employees

The table below outlines the City's results of the question: "Are you an Indigenous Person (First Nation, Metis, Inuit)?".

	<b>2020</b>	<b>2018</b>	<b>2016</b>
Yes	4%	5%	5%
No	86%	95%	95%
I prefer not to answer	9%	N/A	N/A

*N/A represents data that was not collected on previous surveys.*



## City of Edmonton Employees With a Disability

The table below outlines the City's results of the question: "Are you a person with a disability?"

	2020	2018	2016
Yes	8%	8%	6%
No	84%	92%	94%
Prefer not to Answer	8%	N/A	N/A

*N/A represents data that was not collected on previous surveys.*

For those that indicated that they were a person with a disability, the option was provided to choose the nature of their disability from the list below:

	2020	2018	2016
Agility	0.8%	0.7%	0.8%
Chronic illness	2.0%	1.8%	1.8%
Developmental	0.3%	0.2%	0.2%
Hearing	0.9%	1.0%	0.9%
Learning	0.7%	0.7%	0.8%
Memory	0.5%	0.7%	0.5%
Mobility	1.4%	1.8%	1.4%
Pain	2.0%	2.3%	2.3%
Psychological (Mental Health such as Anxiety, Depression, etc.)	3.3%	3.4%	2.4%
Seeing	0.3%	0.4%	0.5%
Speech	0.2%	0.3%	0.2%
I prefer not to answer	0.7%	1.0%	N/A
Other	0.5%	1.0%	0.8%

*N/A represents data that was not collected on previous surveys.*

## City of Edmonton Employee Gender

The table below outlines the City's results of the question: "What is your gender?".

	2020	2018	2016
Female	37%	37%	37%
Male	55%	63%	63%
Non-binary	0%	N/A	N/A
Transgender	0%	N/A	N/A
Two-spirit	0%	N/A	N/A
Another gender not listed above	0%	N/A	N/A
I prefer not to answer	7%	N/A	N/A

*N/A represents data that was not collected on previous surveys. Values of less than 1% were not available.*

### Diversity by Department & Branch

Department / Branch	Female	Male	LGBTQ2S+	Indigenous	Racialized	Person with a Disability
<b>Citizen Services</b>	<b>37%</b>	<b>52%</b>	<b>9%</b>	<b>7%</b>	<b>14%</b>	<b>8%</b>
Community & Recreation Facilities	54%	40%	8%	4%	11%	10%
Community Standards & Neighbourhoods	39%	51%	6%	4%	14%	9%
Fire Rescue Services	13%	69%	9%	11%	15%	5%
Integrated Strategic Development	NA	NA	NA	NA	NA	NA
Social Development	74%	20%	8%	8%	21%	9%
<b>City Auditor's Office</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>City Manager's Office</b>	<b>65%</b>	<b>24%</b>	<b>9%</b>	<b>2%</b>	<b>20%</b>	<b>8%</b>
Chief of Staff	NA	NA	NA	NA	NA	NA
City Clerk	NA	NA	NA	NA	NA	NA

Department / Branch	Female	Male	LGBTQ2S+	Indigenous	Racialized	Person with a Disability
Legal Services	66%	25%	4%	2%	23%	8%
<b>City Operations</b>	<b>23%</b>	<b>68%</b>	<b>7%</b>	<b>5%</b>	<b>21%</b>	<b>10%</b>
Business Performance & Customer Experience	NA	NA	NA	NA	NA	NA
Edmonton Transit Service	26%	66%	6%	4%	9%	25%
Fleet & Facility Services	16%	73%	8%	3%	21%	11%
Parks & Road Services	28%	63%	6%	7%	19%	11%
Waste Services	24%	70%	5%	5%	14%	6%
<b>Communications &amp; Engagement</b>	<b>65%</b>	<b>29%</b>	<b>9%</b>	<b>3%</b>	<b>25%</b>	<b>10%</b>
Engagement	67%	30%	8%	5%	33%	12%
External & Intergovernmental Relations	NA	NA	NA	NA	NA	NA
Integrated Marketing & Communications	64%	27%	8%	2%	15%	9%
Reputation & Brand	NA	NA	NA	NA	NA	NA
<b>Employee Services</b>	<b>68%</b>	<b>26%</b>	<b>8%</b>	<b>3%</b>	<b>25%</b>	<b>8%</b>
Employee Relations & Compensation	NA	NA	NA	NA	NA	NA
Organizational Design & Development	NA	NA	NA	NA	NA	NA
Talent Acquisition Service & Solutions	76%	18%	9%	0%	40%	6%
Workforce Safety & Employee Health	56%	40%	6%	2%	19%	7%
<b>Financial &amp; Corporate Services</b>	<b>48%</b>	<b>46%</b>	<b>6%</b>	<b>3%</b>	<b>33%</b>	<b>5%</b>
Assessment & Taxation	50%	45%	7%	3%	31%	4%
Corporate Procurement & Supply Services	47%	49%	10%	9%	23%	6%
Open City & Technology	30%	63%	6%	2%	36%	5%

Financial Services	74%	23%	6%	2%	42%	2%
<b>Department / Branch</b>	<b>Female</b>	<b>Male</b>	<b>LGBTQ2S+</b>	<b>Indigenous</b>	<b>Racialized</b>	<b>Person with a Disability</b>
Real Estate	59%	33%	6%	0	21%	9%
<b>Integrated Infrastructure Services</b>	<b>36%</b>	<b>57%</b>	<b>5%</b>	<b>2%</b>	<b>30%</b>	<b>4%</b>
Building Great Neighbourhoods & Open Spaces	40%	51%	3%	0%	26%	5%
Business Planning & Support	31%	59%	6%	2%	28%	6%
Infrastructure Delivery	27%	67%	5%	3%	29%	1%
Infrastructure Planning & Design	40%	52%	5%	2%	34%	2%
LRT Expansion & Renewal	NA	NA	NA	NA	NA	NA
<b>Urban Form &amp; Corporate Strategic Development</b>	<b>40%</b>	<b>53%</b>	<b>6%</b>	<b>2%</b>	<b>26%</b>	<b>6%</b>
City Planning	30%	61%	9%	2%	37%	4%
Corporate Strategy	NA	NA	NA	NA	NA	NA
Development Services	39%	54%	5%	2%	26%	8%
Economic & Environmental Sustainability	50%	50%	6%	2%	18%	4%

*Bold indicates Department results, NA indicates response did not meet the minimum threshold of 50 responses.*