



# Anatomy of a Diversity & Inclusion Program



## No Meeting Mondays

Building on eight thinking styles first identified in a 2015 Harvard Business Review article, the Interac program encouraged employees to identify their thinking style (and those of their co-workers) so as to identify ways to optimize team performance. Mondays were restricted for uninterrupted, heads-down work.

## #MOVE THE DIAL

### D&I Installation

Interac created an art installation that was a featured attraction at the Move the Dial Global Summit. The installation had an interactive element that highlighted the interconnectedness of the 2000+ attendees, raised funds to benefit Sick Kids Hospital and doubled as a small-scale test case for Interac's QR Code technology.

## ELEVATE

### Recruitment Challenge

Interac held a live recruitment at the Elevate Tech Festival, during which over 15 students and new graduates vied for a one-year internship, with rotations through four business units. The #InteracRecruitmentChallenge is a cross-functional initiative designed and sponsored by the D&I Program.



# \$95,000+

raised for local charities



# 500,000+

Social Media Impressions related to Interac's D&I Program



# 1500

Core Team Planning Hours Logged



# 15+

external sponsorships & partnerships formed



# 40+

kudos, recognition and awards



# 1

Rotational Program Associate hired

Being confronted with real life examples was effective and eye-opening. It was really an illuminating experience.

-- Interac Unconscious Bias Training --

This was my first time discussing my experience working as an openly gay man in a corporate job... I'm proud to work for a company that empowers its employees to share their experience - it's what makes us a stronger team.

-- Diversity Week Panel --

Thank you Interac Corp. for giving me an opportunity to be a part of speed mentoring event for International Women's day. It was nice to be on the mentor side of the table and offer my advice to those coming behind me!

-- Int'l Women's Day Speed Mentoring --

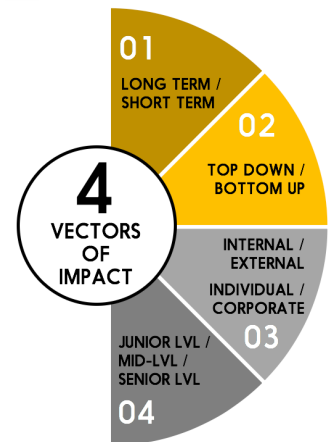
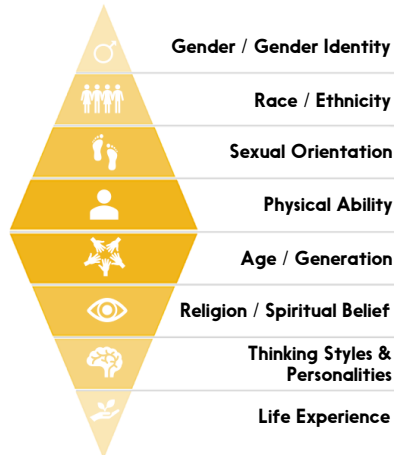
Thank you for sharing this. Such incredible accomplishments. We're very proud to partner with Interac and look forward to another exciting year together.

-- Corporate Partner --

## Intentionality in the vision for program

- Clear Statement of Intention
- 4 Defined Vectors of Impact
- Ensures everyone is both an owner and a beneficiary of the outcomes we hope to achieve
- 8 Dimensions of Diversity
- Avoid an "Us" versus "Them" Dynamic

“ We are united by our deep sense of pride in the Interac brand. Our aim is to translate that into a passion for our workplace: into creating an environment for diversity of thought and experience to thrive; where unique ideas, perspectives and voices are not only welcomed but encouraged; and where we are aligned in both strategy and culture. ”



## Comprehensiveness in the approach

- Democratized through polling, crowdsourcing and suggestion boxes
- Top-down engagement and bottom-up engagement
- Cross-functional participation

### Say It

pledge to make this a priority

### Show It

demonstrate that by embedding it into our actions and behaviours

### Do It

implement measures intended to move the needle

### Prove It

speak transparently about success and opportunities for improvement

## Structure and definition in the program design

- Analytics based starting point
- 4 tiers of governance: D&I Core Team, D&I Council, Employee Volunteers, Executive Committee
- Application of a Business Lens
  - Mandatory business case analysis for all initiatives
  - Diligence in the Creation of Documentation
  - Consistency in Messaging

### Analytics-based



DIVERSIO

### Documentation

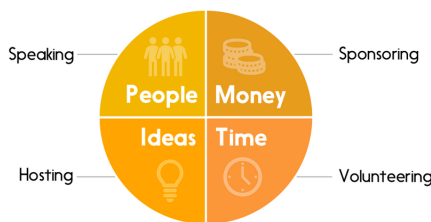
- program abstracts
- project lifecycle planning
- post-event feedback and metrics

### Messaging

- email communications
- newsletters
- Town Hall presentations
- personal stories
- one-to-one engagement by D&I ambassadors

## Forethought in the breadth and depth of the programming

- Required examination of expected investments of time, money, ideas and people
- Identification of employee, corporate and community benefits from the outset
- Many ways for employees to engage and be engaged (e.g. leadership / speaking / affinity / self-improvement / self-empowerment opportunities)



**Employee Benefits**  
networking, leadership and learning opportunities, affinity and sense of belonging

**Corporate Benefits**  
employee unity, "employer of choice" status, industry recognition

**Community Benefits**  
culture of volunteerism, thought-leadership, corporate social responsibility

## Weaving-in of social / professional / educational / community elements

- All initiatives incorporate at least two of the four program pillars

### Educational

training, awareness / sensitivity, learning

### Professional

development, mentoring / sponsorship, exposure, employer actions that engender loyalty and dedication

### Community

engagement, giving back, corporate social responsibility

### Social

break from the daily routine, opportunity to taste / see / smell / experience

## Boldness and creativity in launching initiatives

- Traditional and non-traditional celebrations
- Experiential elements and novel delivery channels
- Multi-faceted marquee events that feature broader platform of an international conference, "Instagramable" installations and usage of Interac functionality

Volunteerism United Way Crowdsourcing Multi-faith Dietary Accommodation Suggestion Boxes  
 Multi-faith Accommodation Recruitment Challenge Lunar Club  
 #MoveTheDial Black History Month Speed Mentoring Interac Diversity Week Diversio  
 Grassroots Movement No Meeting Mondays Out on Bay Employee Life Cycle Pride Week  
 Anonymous Surveys International Women's Day Unconscious Bias Training External Sponsorship Quiet Room