



Title:	CORPORATE DIVERSITY, EQUITY AND INCLUSION POLICY
Owner: Human Resources	Initial Effective Date: March 12, 2019 Revision Effective Date: August 9, 2022

1.0 POLICY STATEMENT

Alberta Blue Cross believes in a diverse, equitable and inclusive workforce that reflects the communities we serve. We know that to be a successful employer, customer experience leader and community champion, our organization must represent and value the experiences, backgrounds, perspectives and needs of our province and beyond.

Alberta Blue Cross is committed to fostering a workforce and culture which recognizes diversity and is free of bias and discrimination. Alberta Blue Cross is equally committed to an equitable and inclusive workplace that welcomes, respects and values our workers and supports them to actively engage in the workplace to achieve their full potential.

Alberta Blue Cross seeks to maintain a diverse mix of talented and dedicated workers with a combination of expertise, experience, skills and backgrounds who are accountable to a culture that respects and acknowledges diversity, equity and inclusion. Through increased awareness and learning, and fair and transparent recruitment practices, we will continue to build a respectful, unbiased, innovative and collaborative workplace culture where we develop and leverage the capabilities of our workforce.

Alberta Blue Cross recognizes that diversity of backgrounds, beliefs and experiences bring fresh ideas and perspectives to all levels of the organization. In addition, diversity reflects the communities in which we live and work. As such, a diverse and inclusive perspective contributes to the overall success of the organization in meeting our corporate goals.

Additionally, recognizing and supporting vendors and suppliers that maintain diversity, equity and inclusion policies and practices provides Alberta Blue Cross with the opportunity to support these efforts within our community.

2.0 PURPOSE OF POLICY

The purpose of this policy is to:

- a. set out Alberta Blue Cross's commitment to fostering a workplace culture that embraces diversity, equity and inclusion;
- b. provide information on what diversity, equity and inclusion means at Alberta Blue Cross;



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- c. outline expectations and responsibilities amongst workers to strengthen a culture of diversity, equity and inclusion;
- d. highlight continuous learning and development that contributes towards creating and maintaining a diverse, equitable and inclusive workplace;
- e. reinforce recruitment practices based on merit and skill, and focus on reducing and eliminating barriers that may inhibit or prevent people from seeking employment with Alberta Blue Cross; and
- f. highlight our commitment to incorporate deliberate and ongoing strategies of equity and inclusion when developing, modifying or implementing policies, directives, processes, practices, partnerships, programs and services.

3.0 SCOPE

This Policy applies to all Alberta Blue Cross workers at any location where a worker is engaged in work or work related activities for Alberta Blue Cross. All Alberta Blue Cross workers have a role in supporting and promoting a diverse, equitable and inclusive workplace. All workers are responsible for working in compliance with this Policy.

4.0 OBJECTIVES

The primary objective of this Policy is to strengthen respect and understanding for diversity, equity and inclusion among workers in order to better reflect the values in which Alberta Blue Cross operates. In furtherance of this Policy, related documents, mechanisms and measures to increase diversity, equity and inclusion have been developed.

5.0 DEFINITIONS

Diversity

In broad terms, diversity respects and appreciates human qualities, characteristics and experiences and includes, ethnicity/culture, geography, gender, age, national origin, persons with disabilities, sexual orientation, education, religion and other personal characteristics.

Equity

Equity ensures fair treatment, access, equality of opportunity, and advancement for all workers while also identifying and removing barriers that prevent workers from fully participating. Equity promotes justice, fairness and impartiality within the processes, procedures and distribution of resources in the organization.

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Inclusion

Inclusion ensures receptive conditions for each person to achieve his or her full potential. Inclusion is reflected in the culture, practices and relationships that are in place to support an organization's leadership and diverse workforce.

Worker means a person engaged in an occupation, including a person who performs or supplies services for Alberta Blue Cross and includes all Alberta Blue Cross employees and contractors.

Workplace means the location where an Alberta Blue Cross worker is, or is likely to be, engaged in any occupation and includes any vehicle or mobile equipment used by a worker in an occupation.

6.0 KEY PRINCIPLES AND POLICY REQUIREMENTS

6.1 Principles

The following principles support Alberta Blue Cross' approach to diversity, equity and inclusion:

1. Diversity, equity and inclusion is beneficial for our workers, our customers, our business and our stakeholders;
2. We treat everyone with mutual respect and dignity;
3. We support our workers to reach their full potential;
4. We are committed to creating a workplace that is accessible, providing tools and technology where needed, and accommodating where appropriate to ensure that all employees have an inclusive environment free of barriers.
5. We recognize the value of recruiting, selecting and promoting workers with different backgrounds, knowledge and experience;
6. We are all responsible for creating and demonstrating a diverse, equitable and inclusive workplace;
7. We are all accountable and monitor our performance;
8. We are all accountable for building and maintaining our organizational culture.

6.2 Policy Requirements

All workers must comply with the principles set out in this Policy. In addition, Alberta Blue Cross has a range of policies, procedures and benefits that support diversity, equity and inclusion in the workplace including:

1. [Code of Conduct](#)
2. [Safe and Respectful Workplace Policy](#)
3. [Learning and Development Opportunities](#)
4. [Policies and Procedures](#)
5. [Safe Disclosure Policy](#)

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Together, these policies support Alberta Blue Cross’ commitment to creating a diverse, equitable and inclusive workplace.

7.0 ROLES AND RESPONSIBILITIES

To foster an environment where diversity, equity and inclusion are achievable and maintainable, the following responsibilities shall apply:

Workers

1. Understand what diversity, equity and inclusion means to Alberta Blue Cross;
2. Be familiar and in compliance with this Policy, the vision and values of Alberta Blue Cross and how diversity, equity and inclusion connects to overall business objectives;
3. Proactively promote and support a diverse, equitable and inclusive workplace by:
 - a. Being inclusive to colleagues and customers;
 - b. Being fair and respectful;
 - c. Inviting unique contributions;
4. Actively engage in diversity, equity and inclusion programs, projects, training, events, activities and initiatives.

Leadership Team

In addition to the above:

1. Ensure that workers are aware of their responsibilities within this Policy;
2. Proactively seek out different perspectives when making decisions;
3. Immediately address bias and inappropriate behaviors;
4. Enforce compliance with this Policy.

Procurement Department

In addition to the above:

1. Develop a supplier code of conduct that sets forth Alberta Blue Cross’ expectations from all suppliers with whom it does business, including the expectation that suppliers will respect and value the diversity of all workers and treats them respectfully and with dignity;
2. Endeavor to align with vendors and suppliers that have diversity, equity and inclusion policies and practices.

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Executive Committee

In addition to the above:

1. Ensure this Policy is consistently applied;
2. Be the driver and champion of diversity, equity and inclusion within the organization;
3. Dedicate adequate resources (budget and staffing) to meet diversity, equity and inclusion goals;
4. Set measurable objectives for recognizing diversity, equity and inclusion. Measurable objectives should be tailored to the uniqueness of Alberta Blue Cross. The objectives should set ways and specify benchmarks against which diversity, equity and inclusion are measured;
5. Designate an executive committee champion to lead the organization's diversity, equity and inclusion efforts and to support diversity and inclusion integration into all initiatives and aspects of the organization;
6. Approve changes to this policy.

Human Resources

Advising and educating workers and teams through this Policy and its outcomes is crucial. Having a clear picture of all aspects of diversity, equity and inclusion, and the impact on workers, is often where Human Resources can add the greatest value towards diversity and inclusion efforts. To this end, Human Resources will:

1. Provide diversity, equity and inclusion training, programs, advice, support and guidance;
2. Provide active support to the leadership team in communicating messages about this Policy;
3. Partner with the leadership team to identify, analyze and manage diversity, equity and inclusion concerns;
4. Continuously review people strategy practices to ensure decisions are based on merit and skill and the expected contributions candidates bring to the organization. Ensure that diversity, equity and inclusion remain components in recruitment and compensation, and help to eliminate barriers in adherence of this Policy;
5. On an annual basis, assess and report their findings to the Executive Committee on the progress made on diversity, equity and inclusion, including with regard to achievement of measurable objectives.

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8.0 ENFORCEMENT

Any violation of this Policy or its related procedures may be grounds for disciplinary action, up to and including termination of employment. If a worker is concerned that a breach of this Policy has occurred or will occur, and that pursuing their concern through normal channels will be damaging, they should report their concern in accordance with the Safe Disclosure Policy.

9.0 RELATED DOCUMENTS

The following documents:

1. [Code of Conduct](#);
2. [Safe and Respectful Workplace Policy](#);
3. [Safe Disclosure Policy](#);
4. Diversity, Equity and Inclusion Strategy;
5. Diversity, Equity and Inclusion action plan.

10.0 REPORTING REQUIREMENTS

Human Resources shall provide periodic progress reports on diversity, equity and inclusion efforts to the Board of Directors and the Executive Committee.

11.0 IMPLEMENTATION TIME FRAME & REVIEW CYCLE

The Policy shall be implemented promptly upon approval by Executive Committee. The Policy shall be subject to a review by the Executive Committee at least once every three years.

12.0 REVIEW CYCLE

Initial approval date:	March 12, 2019
Review dates:	August 9, 2022
Next renewal date:	August, 2025
Frequency of review:	Every 3 years