

WORKING TOGETHER TO BUILD BETTER COMMUNITIES



2020 CORPORATE SOCIAL RESPONSIBILITY PLAN

ABOUT

Tarion's Corporate Social Responsibility Plan for 2020

Corporate Social Responsibility (CSR) is an important part of Tarion's culture. It has a significant impact on staff, our external relationships, and the strategic decisions which guide Tarion's operations and direction.

Tarion puts a high priority on fostering sustainability and integrating meaningful economic, social, and environmental considerations into our business practices. This plan serves to highlight Tarion's progress on corporate social responsibility and outline further steps to build upon these achievements.

Strong corporate governance is necessary to provide a solid foundation for CSR leadership. To that end, this plan also explains how governance and CSR are interwoven.

Impact of COVID-19

COVID-19 has brought new challenges to all our stakeholders, including health and safety concerns, increased stress and financial instability. It has disrupted the way we live our lives and carry on our work.

Social distancing measures and the government's emergency orders meant that builders couldn't carry on their construction activities for months, which, among other things, caused delays in home closings that had been scheduled during that timeframe. Builders have been unable to perform warranty work and timelines to submit warranty claims have been suspended. Tarion put a pause on doing inspections in homes, so homeowners will have to wait longer to have their warranted defects remedied.

In terms of our employees, our shift to remote working conditions has created a challenge in maintaining morale and engagement.

COVID-19 has also created a challenge to our CSR plan for this year as many of our planned fund-raising events (such as bake sales, book sales, etc.) are in-person events. Where possible, we will be holding virtual events instead, and we will focus on supporting local hospitals and front-line workers or charities that are raising funds to mitigate the impacts of the pandemic.



IMPACT

How Corporate Social Responsibility at Tarion makes an Impact:



Governance

Governance has an impact on Tarion's values, day-to-day business practices and policies. A good example is managing risk for employees, new home owners, new home builders and other stakeholders.



Economic

Tarion makes an economic impact by creating efficiencies in the new home builder registration process, the new home warranty process, environmental stewardship and support of communities.



Social

Tarion makes a social impact through its hiring and retention practices, commitment to human rights, sound environmental practices and community engagement.

PRIORITIES

Tarion's Corporate Social Responsibility Priorities:



Corporate Governance

The Board of Directors is ultimately accountable for Tarion's actions and results through the setting of strategic direction and regulatory priorities.



Stakeholders

Tarion's core purpose is to enhance fairness and confidence in the new home buying experience in Ontario.



Employees

Tarion aims to provide a place where talented people can thrive and be good corporate citizens.



Environment

Tarion is focused on reducing its environmental footprint.



Communities

Tarion aims to contribute to the communities it serves.



GOALS

Tarion's Goals for 2020:



Corporate Governance

In accordance with best practices in board governance, Tarion will continue to foster an environment that encourages diversity and is representative of the province in which it operates. With that in mind, a call for new Board members was issued in January 2020 to fill six new vacancies. Tarion must ensure at least one Board member: (i) has experience in alternative dispute resolution theory and practice, and (ii) possesses a positive orientation towards proactive consumer protection initiatives.



Stakeholders

Tarion will continue to search for ways to educate stakeholders and increase stakeholder engagement. Tarion has made significant efforts to educate and provide outreach to various stakeholder groups about the effects of the pandemic. For example: we created a dedicated COVID-19 email address where our stakeholders can submit questions about the impact of COVID-19 on the warranty; we delivered webinars to a total of 1,140 builders on warranty-related impacts and to 1,419 builders on delayed closings; we delivered a videotaped message from the CEO to new homeowners and buyers on COVID-19; we created homeowner and builder COVID-19 resources pages on our website; we sent newsletters to homeowners, builders, home inspectors, building officials, MPPs and the Ministry of Government and Consumer Services. We are also hosting weekly calls with industry representatives, such as the OHBA and RESCON, to discuss emerging builder issues as the situations changes, as well as monthly calls with building officials/municipality representatives to share learnings on common issues (such as conducting home inspections during the pandemic).



Employees

Tarion is committed to supporting volunteer activities that serve the communities in which we live and work. To this end, Tarion will implement a recognition program to acknowledge and recognize employees who volunteer their personal time to work within their community. Encouraging social connections within the organization will be challenging this year with employees working remotely. However, Tarion has already organized a number of initiatives, such as creating a Microsoft Teams page called "The Water Cooler", where staff are encouraged to share their posts on various topics of interest; holding weekly lunch and learn webinars on topics such as maintaining health and wellness, managing family responsibilities during this time, etc.; and hosting daily, virtual fitness classes led by a Tarion



employee. We will be looking for more opportunities to support employees and keep them socially connected to one another.



Environment

Tarion will continue to focus on ways to educate staff about maintaining their physical and mental health and safety during the pandemic. The Tarion Ecological Committee (TEC) will focus on becoming ambassadors of technology and demonstrating how employees can embrace technology and use it to reduce Tarion's carbon footprint. In fact, the pandemic has caused us to rethink the ways that we use technology to reduce Tarion's carbon footprint – for example, by holding inspections virtually rather than in person. The TEC will also continue to promote digital file retention now that the digitalization project has been successfully completed. Appendix "A" outlines the activities the TEC has planned for 2020.



Communities

Tarion will continue to demonstrate its commitment to communities through fundraising efforts undertaken by Tarion Cares. The focus for 2020 will be to support local charities. Appendix "B" outlines the activities and charities that Tarion Cares has planned for 2020. For the remainder of this year, Tarion will focus on supporting local hospitals and front-line workers or charities that are raising funds to mitigate the risks of the pandemic. In April, Tarion donated 300 surgical masks to the Michael Garron Hospital.

PARTNERS

Tarion's Corporate Social Responsibility Partners:

TARION STAFF



Tarion Cares

Tarion Cares is a cross-departmental employee committee established to promote employee social responsibility, encompassing Tarion's commitment to its business values by raising funds in support of various humanitarian not-for-profit organizations.



Tarion Ecological Committee

Tarion's Ecological Committee (TEC) was formed in September 2009 to consider, evaluate, and provide recommendations on issues affecting the environment. The committee is made up of employees from across all departments.





**Tarion
FunTarion
Committee**

Tarion's FunTarion Committee has been revamped in 2020, with its purpose being to create more social connections at Tarion and contribute to employee well-being. This committee works collaboratively with Tarion Cares and is made up of employees from across all departments.



Appendix A

2020 Plan

	Event	Charity
Tarion Ecological Committee	Book Sale/Exchange	North York Library
	Clothing Drive	Charity to be determined
	Corporate Community Clean-up	This initiative is aimed to encourage team building and help with the environment.



Appendix B

2020 Plan

 TARION CARES	Event	Charity
Tarion Cares	Sports Ticket Raffles	Raising the Roof Victoria Quilts Canada
	Valentine's Candy Gram	A Child's Voice Foundation
	Samosa Sales	Fife House Foundation Ernestine Women's Shelter
	Easter/Spring – Bake Sale*	COVID-19 Emergency Response Fund to a local hospital/charity
	Book Sale*	COVID-19 Emergency Response Fund to a local hospital/charity
	Thanksgiving Bake Sale*	Daily Bread Food Bank
	Gift Basket Raffle	Daily Bread Food Bank

**These events may need to be changed since they cannot be held in person; if so, they will be replaced with other events that can be held virtually.*

