

# WORKING TOGETHER TO BUILD BETTER COMMUNITIES

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# 2021 CORPORATE SOCIAL RESPONSIBILITY PLAN

## ABOUT

### Tarion's Corporate Social Responsibility Plan for 2021

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 outlines 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 of 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. The health and safety of homeowners, builders, and others is a top priority for Tarion. Throughout the COVID-19 outbreak, Tarion has been taking various precautionary measures and adjusting our operations to ensure the health and safety of our employees as well as homeowners, builders and the greater community. As the number of COVID-19 cases in the province continues to change, Tarion will continue to monitor the current provincial and regional health and safety guidelines and make adjustments to our practices as needed.

COVID-19 has continued to shift the focus of our CSR plan. The 2021 plan demonstrates a focus on health and safety, and a commitment to support charities that assist local hospitals, front-line workers, food security charities 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 homeowners, new home builders and other stakeholders.



### Economic

Tarion makes an economic impact by creating efficiencies in the new home enrolment 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, regulatory priorities, and key performance indicators.



### Stakeholders

Tarion's core purpose is to enhance 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 2021:



### Corporate Governance

Tarion's governance goals for 2021 are centred around Board diversity, data security, and financial stability.

Tarion values the benefits that people from diversity backgrounds, communities and identities can bring to its Board of Directors, and believes that diversity is an essential element of Board effectiveness. During 2021, we anticipate a Ministerial appointment vacancy will become available on the Board. When assessing Board composition or identifying suitable candidates for appointment to the Board, Tarion has requested that the Minister consider diversity along with professional skills, experience and background.

The Audit and Risk Committee of the Tarion Board has made changes that will place an emphasis on cyber security. The Committee has added a standing cyber security item to their agenda going forward, with the objective of mitigating potential damage from cybersecurity risks.

An ongoing governance goal is to oversee the guarantee fund and ensure Tarion is prepared to provide adequate protection in the event of a catastrophic event. Tarion conducts annual Financial Condition Testing and voluntarily applies the Office of the Superintendent of Financial Institutions' Capital Standards to ensure the corporation maintains strong financial stewardship of the Guarantee Fund, so that we are in a stable financial position and able to pay out on homeowner claims.



### Stakeholders

Tarion's stakeholder goals for 2021 are focused on consumer education, collecting stakeholder feedback, and providing pandemic response information that will keep builders and homeowners safe.

Tarion continues to focus on enhancing consumer awareness of our role as warranty administrator, and building consumer understanding of warranty rights and dispute resolution avenues. Tarion will continue to search for ways to educate stakeholders and increase stakeholder engagement, including through social, paid and earned media, webinars, podcasts, videos, the learning hub, and newsletters.

As part of our goal to create a better experience for new home buyers, Tarion is revamping the survey which gives homeowners the opportunity to



provide valuable feedback on Tarion's services, as well as their experience with their builder.

Tarion is making significant efforts to engage with stakeholders in response to the recommendations made by the Auditor General of Ontario. During 2021, our objective is to continue these engagement efforts as we invite our stakeholders to provide input into improvements to our Customer Service Standard and other warranty enhancements.

The health and safety of homeowners, builders, and others is a top priority for Tarion. We continue to manage our ongoing COVID-19 response, adapting our measures to react to new developments. We have been consistently updating the information available to stakeholders on our website and expanding our virtual inspections with the goal of keeping homeowners and builders safe.

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## Employees

Tarion's employee goals for 2021 are centered around championing the culture of employee volunteerism, supporting mental health, and committing to a diverse and inclusive workplace.

Tarion is committed to supporting volunteer activities that serve the communities in which we live and work. To this end, Tarion implemented a recognition program during early 2021 that acknowledges and recognizes employees who volunteer their personal time to work within their community. Volunteers are spotlighted on a regular basis and are given a platform to engage their colleagues in support of their cause. Our goal is to foster a spirit of volunteerism and to provide additional opportunities for employees to get involved in supporting causes that are important to their colleagues.

Employee mental health is always important to Tarion, but is a particular focus during the current COVID-19 pandemic. Tarion will continue to focus on ways to support staff in their efforts to maintain their mental well-being, along with physical health and safety, during the pandemic.

Tarion believes that a strong commitment to diversity and inclusion allows employees to perform at their very best and underpins a culture in which everyone feels they have an equal opportunity to belong and build a career. During 2021, our goal is to continue to adopt practices that ensure equality of opportunity in the workplace, and to remove systemic barriers so that employees feel included at work.

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## Environment

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. The TEC will also continue to promote digital file retention now that the digitalization project has been successfully completed.



## Communities

Tarion will continue to demonstrate its commitment to communities through fundraising efforts undertaken by Tarion Cares. The focus for 2021 continues to be providing support to charities that support health, food security, or mitigating the risks of the pandemic. Appendix “A” outlines the activities and charities that Tarion Cares has planned for 2021.

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



# Appendix A

## 2021 Plan

	Planned Events	Charities Supported
<b>Tarion Cares</b>	Pavlova baking class	Peterborough Regional Health Centre
	Easter/ Spring decoration contest	COVID-19 Emergency Response Fund to local hospitals/charities
	Bingo	London Food Bank
	Mother's Day chocolate sale	Daily Bread Food Bank
	Father's Day raffle	Kids Help Phone
	Children's painting contest	Food Banks Canada
	Art auction	Food Share Toronto
	Harvest contest	Additional charities supporting pandemic relief, mental health services, and food security to be nominated by employees

