

THE FINANCIAL SERVICES INCLUSION SESSIONS 2024:

Session 1: Equitable and Inclusive Hiring: Reflections from the Frontlines (Nov 18)

Canadian Experiences with Hiring & Workplace Discrimination

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strategic insights

Methodology

- **Field Window:** September 11 to September 19
- **Sampling:** Bilingual online survey of randomly-selected sample of **N=1,500 adult Canadians.**
- **Reliability***: As a guideline, a probability sample of this size carries a margin of error of **± 2.5%**, 19 times out of 20. The margin of error is larger for sub-segments.
- **Weighting:** Dataset has been weighted using the most current gender, age, & region Census data, to ensure the sample reflects the actual population of adult Canadians.

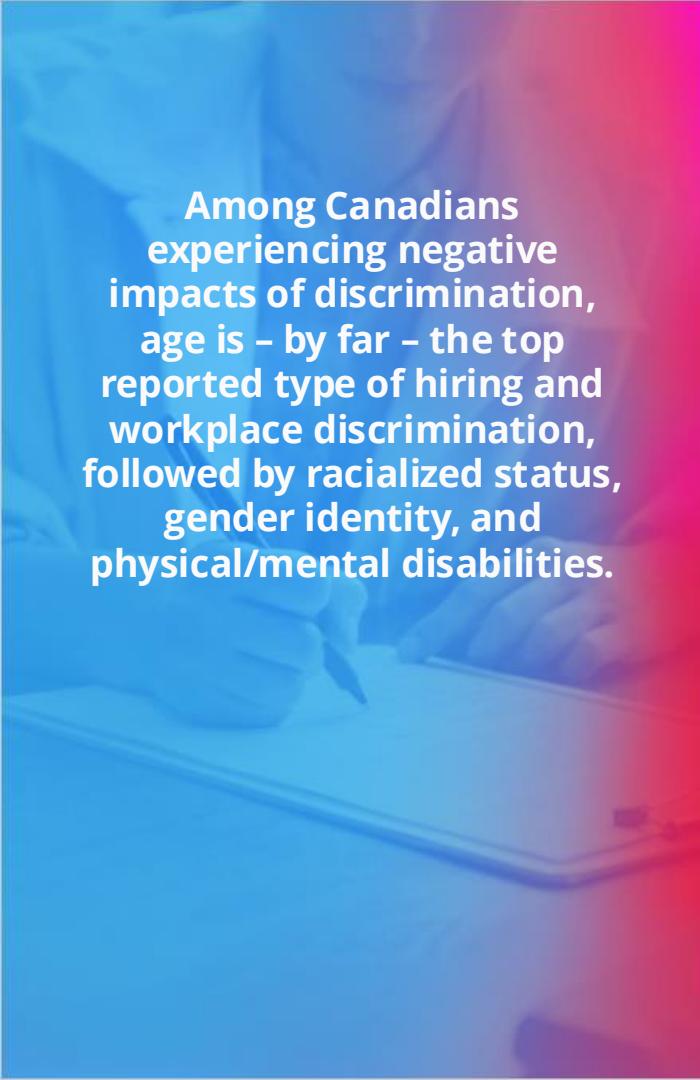
REGION	Sample Size (Unweighted)
Atlantic	200
Quebec	350
Ontario	400
Manitoba	100
Saskatchewan	100
Alberta	150
British Columbia	200
TOTAL	1500

Key Findings: Prevalence of Discrimination

When applying or interviewing for a job, three-in-ten (31%) Canadians report possibly or definitely experiencing negative impacts of bias or discrimination.

In the workplace, a third (34%) of Canadians report possibly or definitely experiencing negative impacts of bias or discrimination

- While women report similar levels of bias/discrimination as men during the application process, they are more likely to report workplace discrimination (37% for women vs. 31% for men).
- Younger Canadians report higher rates of discrimination on both fronts, with 43% experiencing discrimination during both job applications and in the workplace.
- Minority groups also experience elevated levels of discrimination, with 54%-60% of past 10-year immigrants, racialized, and LGBTQ2SIA+ respondents experiencing both hiring and workplace discrimination. Canadians with Indigenous background, non-Christians, or a physical and/or mental disability also over-index on experiences with discrimination – particularly in the workplace.
- Albertans are most likely to report hiring and workplace discrimination, whereas Quebec residents are least likely.



Among Canadians experiencing negative impacts of discrimination, age is – by far – the top reported type of hiring and workplace discrimination, followed by racialized status, gender identity, and physical/mental disabilities.

Key Findings: Types of Discrimination

- Women are more likely than men to face both gender and age-based discrimination during the application process and in the workplace.
- Older Canadians and – less so – those aged 18-34 face higher rates of age-based discrimination during the application process and in the workplace, whereas the 35-49 age bracket reports lower levels of discrimination.
- Canadians who are members of minority groups over-index on experiencing the types of discrimination related to their identity and background.
- Albertans are more likely to experience hiring and workplace discrimination based on race and religion, as well as age-based discrimination during the hiring process. Atlantic Canadians report higher levels of religion-based discrimination during hiring and in the workplace.



Among Canadians experiencing negative impacts of hiring discrimination, the top-mentioned impact – by far – is not getting the job.

Among Canadians experiencing negative impacts of workplace discrimination, the top-mentioned impacts are devalued professional experience, limited access to promotions and opportunities, and unfair pay.

Key Findings: Impacts of Discrimination

- **Women** are more likely than men to report inappropriate interviewer behaviour, unfair pay, and devalued educational credentials during the application process as well as devalued professional experience, limited access to promotions, and unfair pay in the workplace.
- **Canadians who are past 10 year immigrants, racialized, and follow non-Christian faiths** report higher levels of negative impacts during the application process and in the workplace. The most common impacts across these cohorts include devalued education credentials, insufficient pay for responsibilities, lower job title, and unfair pay.
 - **Canadians who are past 10 year immigrants** are also much more likely to report higher rates of application rejection without an interview.
 - **Canadians who are LGBTQ2SIA+, follow non-Christian faiths, and have physical and/or mental disabilities** are more likely to report inappropriate interviewer questions/behaviour, a lack of accommodation of special needs.
 - **Canadians who are LGBTQ2SIA** are also more likely to report social avoidance in workplace.



Discrimination in Hiring Practices

When applying or interviewing for a job, 31% of Canadians report possibly or definitely **experiencing** negative impacts of bias or discrimination

- Rebasing the question data to remove those saying “not applicable to me” results in 40% incidence of possible/definite discrimination.
- About 3 in 10 men (31%) and women (29%) have experienced discrimination while applying/interviewing for a job.

Have Ever Experienced Negative Impacts from Bias/Discrimination WHILE APPLYING AND/OR INTERVIEWING FOR A JOB



1. To the best of your knowledge, have you ever experienced negative impacts from bias or discrimination in the following areas of your life? This could be discrimination based on any of the following factors: gender identity, age, ethnocultural background, Indigenous background, racialized or visible minority status, immigration status, religion, sexual orientation, disabilities, or other physical or health conditions. How about...
WHILE APPLYING AND/OR INTERVIEWING FOR A JOB. Base: Total (N=1,500)



Hiring Discrimination by Demographics

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43% of 18-34 yr olds report hiring discrimination compared to 30-31% for those aged 35-64, and just 16% for those aged 65+.



54% of recent immigrants (arrived in the past 10 years) report application/interview discrimination compared to 28% amongst those born in Canada.



37% of university graduates report hiring discrimination compared to 28% of those with college, trade, or apprenticeship education, 25% of those with high school education or less.



40% of white-collar workers report hiring discrimination, followed by blue collar workers at 36% and service workers at 33%.



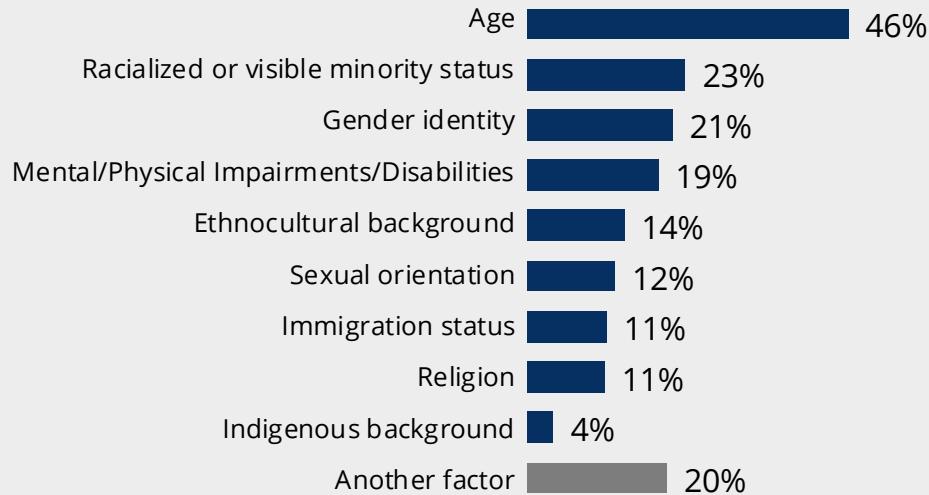
23% of Quebec and BC residents report hiring discrimination, representing the **lowest levels**, compared to those in Alberta (36%) Ontario (35%), Saskatchewan and Manitoba (34%), and Atlantic provinces (31%).

*Base size <50, interpret with caution

Among Canadians reporting possible/definite hiring discrimination, age is the top reported **type**, followed by racialized status, gender, disabilities

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Type of Discrimination
WHILE APPLYING AND/OR INTERVIEWING FOR A JOB



2A. And what type(s) of bias or discrimination did you experience while applying and/or interviewing for a job? Was it based on any of the following factors? Please select all that apply. Base: IF Definitely OR Think I May Have Experienced While Applying @ Q1 (N=461)

Type of Hiring Discrimination by Demographics

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Women are more likely than men to report age (52% vs. 39%) and gender-based (26% vs. 14%) hiring discrimination.

Notably, women under 50 (31%) are more likely to report gender-based hiring discrimination than women aged 50+ (20%).



of Indigenous respondents report experiencing hiring discrimination based on their Indigenous identity.*

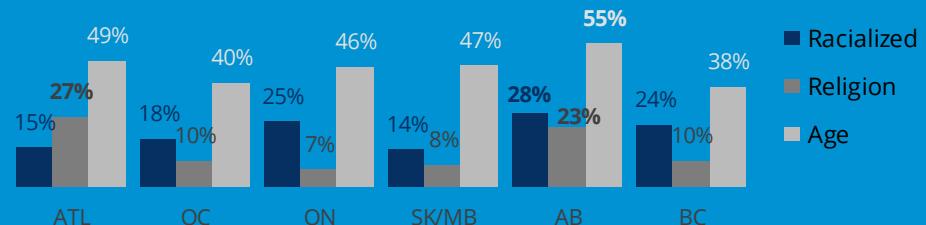
*Base size <50, interpret with caution



Age-based hiring discrimination is more likely to be reported amongst older age brackets:

74% amongst those aged 65+,
53% of 50-64 year-olds,
33% of 35-49 year-olds,
and 40% of 18-34 year-olds.

Minority groups over-index on experiencing discrimination related to their background/identity. Alberta posts higher levels of discrimination based on age, religion, race; Atlantic sees higher religion-based discrimination.

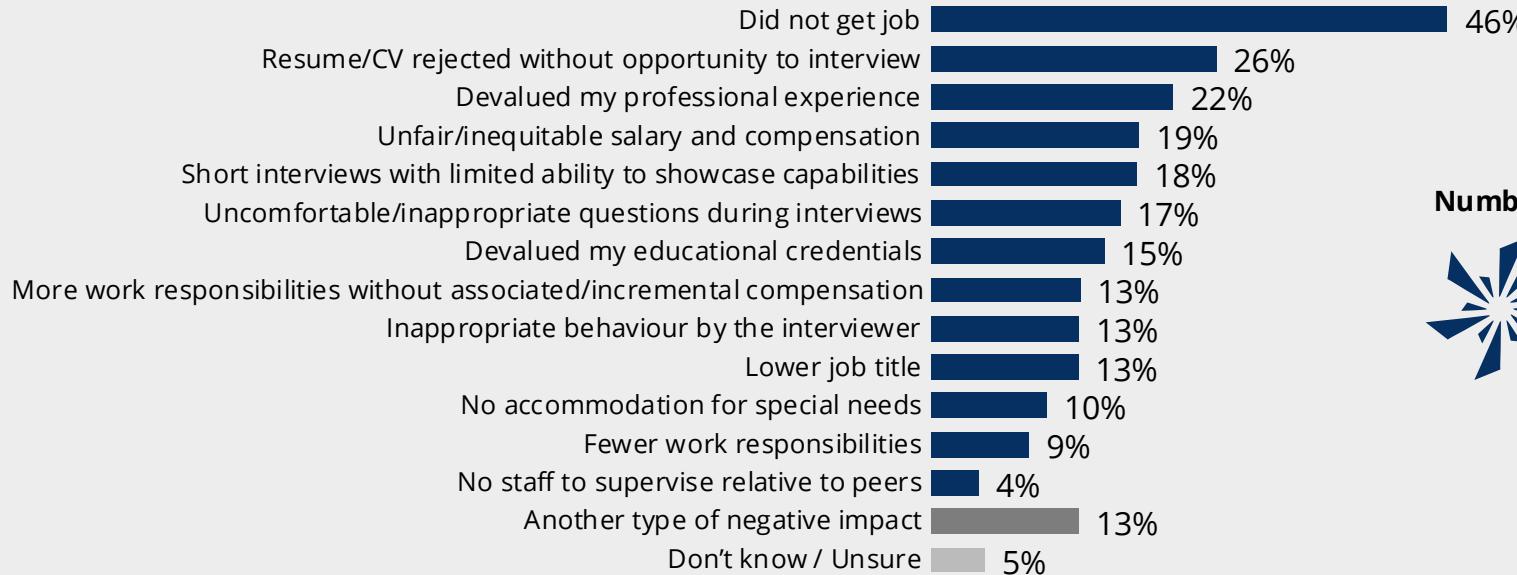


Among Canadians reporting possible/definite hiring discrimination, the top-mentioned **impact** was not getting the job, followed by rejection without interview, devalued professional credentials, and unfair pay

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- Half of those who report being currently unemployed have experienced discrimination in the application/hiring process.

Impact of Discrimination WHILE APPLYING AND/OR INTERVIEWING FOR A JOB



Number of Impacts



2B. How did this bias/discrimination while applying and/or interviewing for a job impact you? Please select all that apply.
Base: IF Definitely OR Think I May Have Experienced While Applying @ Q1 (N=461)

Hiring Discrimination Impacts by Demographics



Women are more likely than men to report inappropriate interviewer behaviour (+10), unfair pay (+10), and devalued education credentials (+8).



Racialized Canadians report higher rates* of devalued education credentials (+7) and insufficient pay for responsibilities (+8).

Recent immigrants (arrived in past 10 years) report higher rates of rejection without interview (+18), insufficient pay for responsibilities (+13), devalued educational credentials (+10), lower job title (+9), and unfair pay (+9).



Canadians following non-Christian religions are more likely to report lower job title (+12), insufficient pay for responsibilities (+12), no accommodation for special needs (+10), inappropriate interviewer behaviour (+7), and unfair pay (+7).

LGBTQ2SIA+ Canadians are more likely to report uncomfortable/inappropriate questions (+14) and inappropriate interviewer behaviour (+10).



Canadians with disabilities over-index on lack of accommodations for special needs (+20), inappropriate interview questions (+14), inappropriate interviewer behaviour (+11).

* The + differences shown throughout this slide represent how much more often this impact is mentioned – in terms of percentage points – by this cohort compared to the rest of the population reporting possible or definite experience with discrimination.



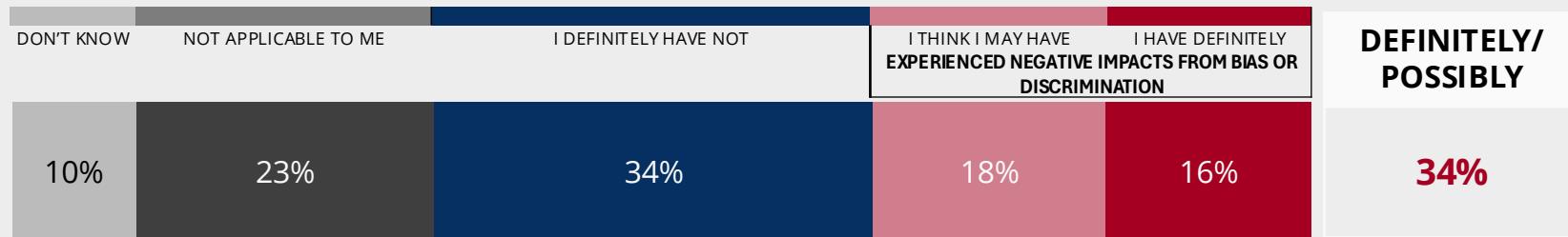
Discrimination in the Workplace

In the workplace, a third (34%) of Canadians report possibly or definitely experiencing negative impacts of bias or discrimination

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- Rebasing the question data to remove those saying “not applicable to me” results in 44% incidence of possible/definite discrimination.

Have Ever Experienced Negative Impacts from Bias/Discrimination IN THE WORKPLACE



1. To the best of your knowledge, have you ever experienced negative impacts from bias or discrimination in the following areas of your life? This could be discrimination based on any of the following factors: gender identity, age, ethnocultural background, Indigenous background, racialized or visible minority status, immigration status, religion, sexual orientation, disabilities, or other physical or health conditions. How about...
IN THE WORKPLACE. Base: Total (N=1,500)



Workplace Discrimination by Demographics

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Women are more likely than men to experience workplace discrimination (37% vs. 31%).



Workplace discrimination is somewhat more likely to be reported by blue-collar (45%) and service (42%) workers than white-collar workers (38%).

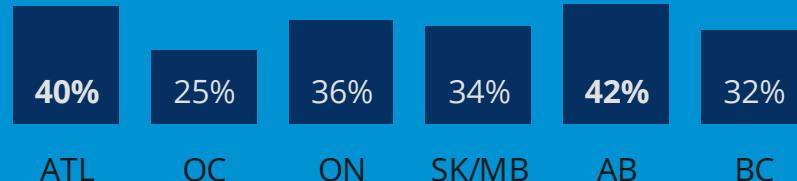


43% of 18-34 yr olds

report workplace discrimination compared to 34-36% for those aged 35-64, and just 19% for those aged 65+.

Amongst those aged 50 or older, women (32%) are more likely than men (22%) to experience discrimination in the workplace.

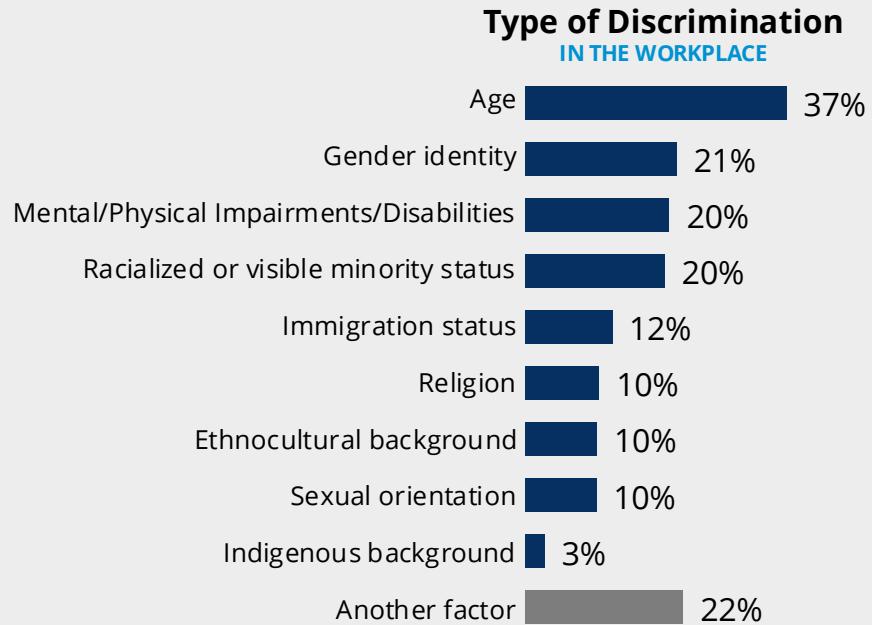
Albertans and Atlantic Canadians are the most likely to have experienced bias or discrimination in the workplace. Quebec posts the lowest level of workplace discrimination.



Workplace discrimination is higher among minority groups:

- 60% of LGBTQ2SIA+ individuals
- 57% of racialized individuals
- 56% of Immigrants (P10Y)
- 52% of Indigenous individuals
- 51% of non-Christian individuals
- 47% of individuals with a disability

Among Canadians reporting possible/definite workplace discrimination, age is the top reported **type**, followed by gender, disabilities, and racialized status



3A. And what type(s) of bias or discrimination did you experience in the workplace? Was it based on any of the following factors? Please select all that apply. Base: IF Definitely OR Think I May Have In The Workplace @ Q1 (N=474)

Type of Workplace Discrimination by Demographics

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Women are more likely than men to report age (43% vs. 29%) and gender-based (27% vs. 14%) workplace discrimination.

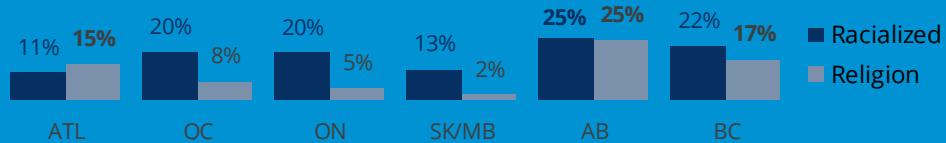
Women and men over 50 (51% & 41%) are more likely to report age-based workplace discrimination than women and men under 50 (36% & 23%).



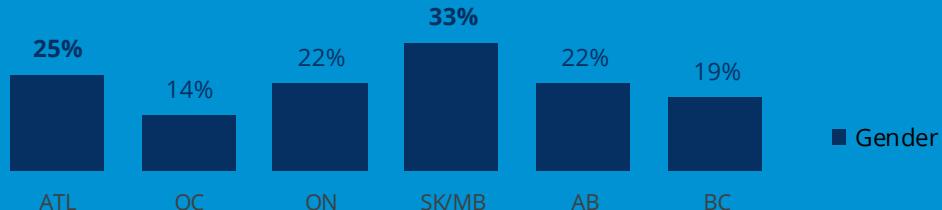
Age-based workplace discrimination is more likely to be reported amongst older age brackets:

64% amongst those aged 65+,
39% of 50-64 year-olds,
21% of 35-49 year-olds,
and **38%** of 18-34 year-olds.

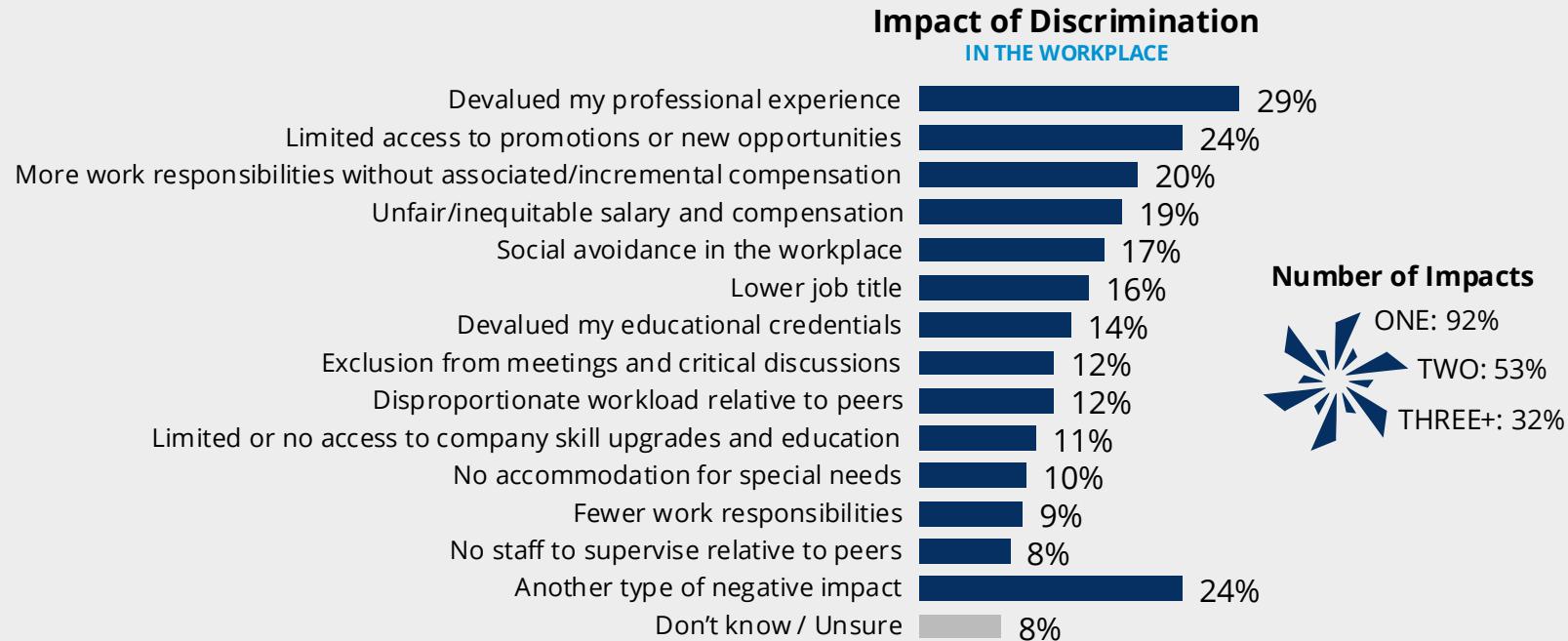
Minority groups over-index on experiencing discrimination related to their background / identity. There are higher levels of religion-based discrimination reported in Alberta and Atlantic Canada, and higher rates of race-based discrimination in Alberta.



There are higher levels of gender-based discrimination reported in the Prairies and Atlantic Canada.



Among Canadians reporting possible/definite workplace discrimination, the top-mentioned **impacts** were devalued professional experience, limited access to promotions and opportunities, insufficient pay for responsibilities, and unfair pay



3B. How did this bias/discrimination in the workplace impact you? Please select all that apply.
Base: IF Definitely OR Think I May Have In The Workplace @ Q1 (N=474)

Workplace Discrimination Impacts by Demographics



Women are more likely than men to report devalued professional experience (+12), limited access to promotions (+9), and unfair pay (+7). Men over-index on fewer work responsibilities (+7).



Canadians following non-Christian religions are more likely to report insufficient pay for responsibilities (+14) and unfair pay (+11).

Racialized Canadians report higher rates** of insufficient pay for responsibilities (+10) and lower job title (+11).

Indigenous respondents over-index* on lack of supervisory roles (+15) exclusion from meetings (+9), and no special needs accommodation (+9).

LGBTQ2SIA+ Canadians are more likely to report social avoidance in the workplace (+16).



Recent immigrants (arrived in past 10 years) report higher rates of insufficient pay for responsibilities (+19), lower job title (+16), no staff to supervise (+15), and devalued education (+13).



Canadians with disabilities over-index on lack of accommodations for special needs (+21) and insufficient pay for responsibilities (+8).

*Base size <50, interpret with caution

** The + differences shown throughout this slide represent how much more often this impact is mentioned – in terms of percentage points – by this cohort compared to the rest of the population reporting possible or definite experience with discrimination.

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