

How Inclusive Hiring makes Deloitte Canada Stronger

Customer service is a top priority for professional services firms, many of which provide specialist support to businesses. These companies are constantly seeking ways to remain attractive to clients. At the same time, keeping employees engaged is increasingly important for these businesses.

Deloitte Canada has more than 10,000 employees providing audit & assurance, consulting, financial advisory, risk advisory, tax and related services to public and private clients spanning multiple industries across the country. It strives to be a leader in internal engagement by partnering with accessibility organizations to help it be a high-performing and inclusive firm.

Since opening its doors 159 years ago, Deloitte has been asking itself “Why Deloitte?” as a way to see the world from the eyes of its clients to develop the best customer experience. Today, the company uses this same guiding question to see the firm through the eyes of its people to develop the best employee experience.

Being inclusive brings valuable new perspectives to the workplace

Deloitte Canada is working to develop and maintain a recruiting process that will help it hire the best candidate for any given job. As part of these efforts, Deloitte partnered with the CNIB Foundation’s Come to Work program to hire interns who bring a new perspective to the firm. Deloitte hired a full-time employee named Amari through the program to work on its recruiting team. Amari’s skills have helped greatly improve Deloitte’s recruiting process. Plus, she has also helped Deloitte recognize several accessibility issues in its head office building. Amari’s insights and perspectives have allowed Deloitte to create and maintain a more accessible workplace that benefits all employees.

Another Deloitte employee has helped make major improvements in another important part of the business. Taylor is an information management professional and works on Deloitte’s forensic team, which keeps key data and information secure. This work requires organized, detail-orientated and highly capable employees.

Taylor was hired through Deloitte’s partnership with Ready, Willing and Able, a Canadian organization designed to increase employment opportunities for people with an intellectual disability or Autism Spectrum Disorder. Taylor has taken a lead role on the forensic team. Taylor’s skills and abilities have enabled Deloitte to make big improvements to operational processes to maintain secure access to data.

How partnerships paid off

Deloitte partnered with Special Olympics and Sodexo Canada to find several employees with a unique set of skills to help provide excellent customer service in its own full-service café. Located in Deloitte’s head office in Toronto, the café offers catering services for employees and clients in one of Canada’s largest corporate offices. These employees have improved service standards, elevated morale and shown how a positive attitude can fuel success.

Numbers you need to know: professional services sector

Ontario's large professional services firms are growing faster than they can meet labour requirements. According to a recent survey by the Government of Ontario labour market and information statistics, there are significant job openings projected for professional services firms from 2017 to 2021. This includes up to 15,000 job openings for business and management consulting, up to 15,000 job openings for financial auditors and accounting positions, and 20,000 administrative positions.

Please note: names have been changed to protect the privacy of individuals.