

**NATIONAL CAPITAL COMMISSION**

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INDUSTRY: PUBLIC LAND-USE REGULATORY BODIES

Highlights:

- ◆ Build a career at a first-class public sector employer that is working hard to provide advancement opportunities and private sector benefits to its employees.
- ◆ Work for a family-friendly employer that offers generous maternity and parental leave top-up (to 93% of salary for 52 weeks) and a range of alternative work arrangements.
- ◆ Develop yourself at a forward-thinking employer that devotes 3% of each employee's salary to training and development — or a minimum of five training days per year.
- ◆ Bike, jog or skate to work at an employer that makes it easy to start your day with exercise — and reduce the city's traffic congestion at the same time.

Employer Background

National Capital Commission (NCC) manages lands and buildings owned by the federal government in the Ottawa region. Established in 1959, the Crown corporation traces its roots to 1899, when the Ottawa Improvement Commission was created.

The NCC's mission is straightforward: "to create a Capital for Canadians that is beautiful, alive and symbolically meaningful." In practice, this has been achieved through more than a century of careful planning, the results of which can be seen in the city's beautiful heritage buildings, national monuments, protected parklands and kilometres of unspoiled river shorelines and bicycle trails. The NCC was recently recognized by the American Society of Landscape Architects for 100 years of commitment to its beautification efforts.

The NCC operates through four divisions: Promoting and Animating (organizes events and celebrations, as well as providing communications and marketing services); Planning (responsible for long-term planning, managing land-use and approving designs for development proposals); Real Estate Management and Development (provides maintenance and property management services); and Corporate Services (provides administration and support services for all divisions).

Workforce at a Glance: Number of full-time employees: **414**. New jobs created last year: **1**. Voluntary employee turnover last year: **4%**. Percentage of employees who are women: **51**. Of managers: **42**. Percentage of employees who are visible minori-

ties: **3**. Of managers: **1**. Resumes received by their HR staff in past year: **3,035**. Weeks of vacation their HR manager took last year: **5**. Average employee age: **43**. Years longest-serving employee has worked there: **33**.

Physical Workplace**Rating: A**

NCC's physical workplace is rated as **above-average**. The head office is located in a heritage building in downtown Ottawa, steps from the famous Sparks Street pedestrian area and Parliament Hill. The office includes shower and locker facilities for employees who bicycle, jog or skate to work on the city's extensive network of public trails.

Physical Workplace at a Glance: For **food and refreshment**, NCC offers: lunchroom; onsite café. The Crown corporation has a full-service onsite cafeteria that features: subsidized meals; healthy menu items. Nearby **amenities** include: variety of restaurants (ByWard Market); local shops and services; fitness facility; park/wilderness area (Major Hills Park); recreation centre (Rideau Centre). For **commuters**, NCC offers: nearby public transit; transit subsidies; subsidized car parking; secure bicycle parking; shower facilities.

Work Atmosphere & Social**Rating: A**

NCC's work atmosphere is rated as **above-average**. Employees at NCC enjoy business casual dress daily and can listen to radio or music while they are working. There is also a subsidized social committee, called the "NCC Sports and Social Club", which has operated since 1953.

The social committee organizes a variety of events each year, including an employee Christmas party, a separate holiday party for employees' children, ski trips and golf tournaments. The committee also arranges discounted tickets to a variety of local events each year. The NCC sponsors four in-house hockey teams, as well as a recreational hockey team (called the *NCC Knights*) that competes in a local league.

Health, Financial & Family Benefits**Rating: A**

NCC's health benefits plan is managed by Sun Life and is rated as **above-average**. NCC pays 100% of the premiums associated with the plan, including family coverage. Full-time and part-time employees are covered by the plan. NCC also pays 80% of the health insurance premiums for retired employees (with no age limit).

Health Benefits at a Glance: NCC's health plan includes the following coverage: routine dental; restorative dental; orthodontics; eyecare (to \$200 every 2 years); prescription drug; massage therapy; physiotherapy; chiropractor; osteopathy; podiatry; acupuncture; naturopathy; speech therapy; employee assistance plan (EAP) for substance abuse/mental health; personal and family counselling; travel medical insurance; medical equipment and supplies; semi-private hospital room.

The Crown corporation's salary and financial benefits are rated as **above-average**. To keep pay-levels competitive, NCC participates in outside salary surveys. Individual salaries are reviewed every 12 months. The Crown corporation operates a traditional pension plan, with contribution rates varying by employee group.

Financial Benefits at a Glance: NCC provides a variety of financial benefits, including: life and disability insurance; special rates for financial services and insurance; discounted company products (e.g. Canada Day and Winterlude clothing) and event tickets.

NCC's family-friendly benefits are rated as **exceptional**. Employees with preschool children have access to a daycare facility located nearby. The NCC provides generous top-up (to 93% of salary for 52 weeks) for mothers who take maternity or parental leave and fathers who take parental leave. NCC provides adoptive parents who take parental leave a top-up to 93% of their salary for up to 37 weeks. Other family-friendly benefits include: flexible start and finish hours; shortened work week (fewer hours); compressed work week (same hours, fewer days); telecommuting and working from home; reduced summer hours; self-funded leave program; free family coverage on health plan.

Vacation & Time Off

Rating: A

NCC's vacation and time off are rated as **above-average**. New employees receive 3 weeks of vacation allowance after their first year, which increases to 4 weeks after 10 years of service. The maximum vacation allowance is 6 weeks for long-serving employees. Employees at NCC also receive 1 paid personal day off each year, in addition to their regular vacation allowance.

Employee Communications

Rating: A

NCC's internal communications program is rated as **above-average**. The Crown corporation has a bilingual intranet site, which keeps employees informed about news and human resource policies that affect their work. To solicit feedback from employees, the Crown corporation operates an email suggestion box. An in-house employee satisfaction survey is conducted by having employees complete an online questionnaire periodically.

Performance Management

Rating: A

NCC's performance management program is rated as **above-average**. The Crown corporation operates a thorough performance management program. Once a year, employees and managers meet for review sessions. (Managers receive training in how to conduct effective reviews.) At the annual meetings employees and managers review past objectives, update career plans and establish development goals for the upcoming year. Employees are also encouraged to provide feedback directly to their managers as part of the review process.

Training & Skills Development

Rating: A+

NCC's training and skills development program is rated as **exceptional**. The Crown corporation provides tuition subsidies for courses, whether or not they are related to an employee's current position. The Crown corporation assists employees' career development with: reimbursement for professional association dues; career planning; in-house training; online training; online employee skills inventory.

The NCC establishes individual training budgets for each employee. This budget amounts to 3% of an employee's annual salary, with a minimum of five

days of training required each year. This pro-active approach helps the NCC develop its staff so that they will be able to improve and grow within the organization.

Community Involvement

Rating: B+

NCC's community involvement program is rated as **average**. A good member of the community, NCC actively supports a variety of local and national charitable initiatives. Employees take part in the selection of charitable groups assisted by the Crown corporation. Employees at NCC receive paid time off (1 day each year) to volunteer at local charities.

As a public sector employer, the NCC is not permitted to spend public funds on charitable organizations. However, NCC employees are major contributors to the Government of Canada's Workplace Charitable Campaign (GWWCC), supporting the United Way and hundreds of local charities — averaging nearly \$200 per employee last year.

As part of the organization's raison d'être, NCC employees are active in organizing major events in the National Capital Region, from Winterlude and Canada Day celebrations to volunteering in Ottawa's spring cleaning initiative.