

2022

# GLOBAL BENCHMARK

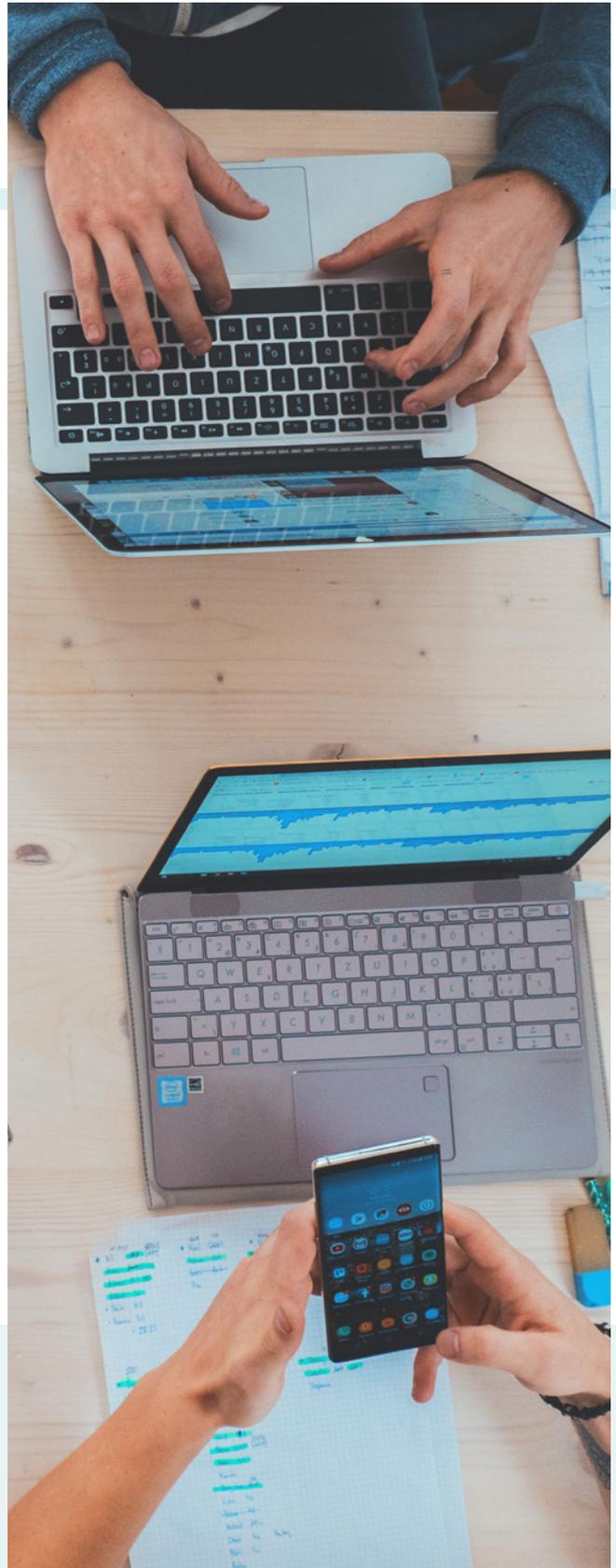
An indispensable tool for LGBTIQ+ Inclusion



Workplace  
**Pride**

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**Would you like to find out more?**

For further information please visit [workplacepride.org](https://workplacepride.org)

## INTRO

The Global Benchmark is a guide for participating organizations on their LGBTQ+ workplace inclusion journeys. Participants receive a list of concrete actions which will drive progress for LGBTQ+ workplace inclusion.

The Global Benchmark is a tool that examines participants' LGBTQ+ workplace inclusion policies, practices and activities across 8 sections or scoring domains which, together form a comprehensive LGBTQ+ Workplace Inclusion approach. The Global Benchmark has been helping participating companies and organizations every year since 2014.



### Scoring domains:

Policy & Communication	Policy content and wording, policy implementation and compliance, inclusive communication
Employee Networks	LGBTQ+ employee network role, structure and achievements
Workplace Awareness	Workforce engagement activity, LGBTQ+ training, visibility in recruiting and onboarding
Support & Benefits	LGBTQ+ support resources and services, specific employee benefits for LGBTQ+ people
Inclusion & Engagement	Leadership, ally and LGBTQ+ employee engagement
Expertise & Monitoring	Data collection and analysis for monitoring progress and identifying focus areas
Business & Supplier Engagement	LGBTQ+ supplier diversity and external support for LGBTQ+ workplace inclusion
Societal Impact	Advocacy for LGBTQ+ rights, public support for and engagement with the LGBTQ+ community

The scoring criteria are reviewed and re-calibrated every year based on the most recent data from the LGBTQ+ community, from civil society organizations focusing on LGBTQ+ rights, and from our members, some of whom have been leading the way in this space for decades.

The Global Benchmark is evidence-based and requires participants to submit information in support of their submission. Though the effort required to complete a submission is significant, the process of information gathering itself can provide valuable insights even before the submission is finalized.

### What you receive

Participants receive a report with a detailed analysis of their submission, a view of their progress over time (if they have participated in prior years), comparison to other participants by sector, industry and organizational size as well as an extensive list of actions recommended to improve LGBTQ+ workplace inclusion in their organization.

## Special Recognition 2022

### Advocates

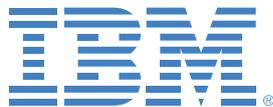
Top-level achievement

90%+

These organizations stand out as clear leaders in LGBTIQ+ Workplace Inclusion. They are leading the way for others and have all shown that they have taken actions and had policies and practices in place in 2021 that met or exceeded 90% of the scoring criteria.



The organizations are displayed in reverse alphabetical order.



### Ambassadors

Distinguished achievement

70%–90%

These organizations are well advanced in their LGBTIQ+ Workplace Inclusion journeys and have met between 70% and 90% of the scoring criteria. The organizations are displayed in reverse alphabetical order.



The organizations are displayed in reverse alphabetical order.



## Most progress over 2021

These organizations have show remarkable progress (> +20%) as compared to their 2021 Global Benchmark submissions. Given that we significantly raised the bar in several scoring domains of the 2022 survey, we see that focus and dedication can yield amazing progress.



## Strongest 1st year participant

We know that ongoing participation in the Global Benchmark leads to improved LGBTIQ+ Workplace Inclusion, and that scores in the first years of participation tend to be lower. This year our strongest 1st year scorer achieved more that 10 points over the historical average of first-year scores.

**Schlumberger**

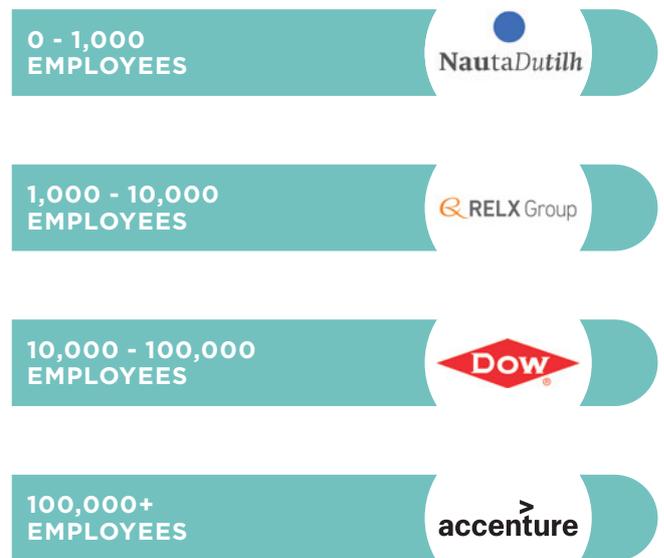
## Recognition by industry sector

Industry sectors each have unique challenges in terms of culture, talent pool, organizational model and objectives among other aspects. We recognize those organizations that are leading the way within their industry grouping:



## Recognition by organizational size

In 2022 we see organizations of various sizes represented in the elite Advocate-level achievers. At the same time we acknowledge the challenge for organizations with a smaller number of employees and fewer resources needed to drive change. We recognize those that are leading within all size groupings:



## Public sector Government, municipalities, NGO's and academic institutions

Public sector organizations often differ in structure, complexity, stakeholders, geographical scope and resources when compared to for-profit, private sector companies or businesses. This brings a unique set of challenges and focus areas. We recognize the hard work and dedication of the top 5 scorers in this category.

*The organizations are displayed in alphabetical order.*



## Overall analysis

Looking at what the overall results of the 2022 Global Benchmark, there was a slight decrease in the median score from 46.3% in 2021 to 44.0% in 2022. This is due in part to the large increase of first-year participants. More importantly however, we very clearly raised the bar on the 2022 survey in a few specific areas. This resulted in an increased emphasis on:

1. Clear and specific language in policies and employee benefits - to create a sense of safety and security for LGBTIQ+ people (Policy & Communication, Support & Benefits).
2. How policies, employee benefits and LGBTIQ+ awareness training are implemented, monitored and enforced (Policy & Communication, Support & Benefits, and Workplace Awareness).
3. What the LGBTIQ+ employee network has achieved (Employee Network).

## Results

2022 results show that participants that there is good progress in certain scoring domains and that others remain areas for more focus and attention.

### STRONGER RESULTS

- + Empowered LGBTIQ+ employee networks
- + Engagement of leaders, allies and LGBTIQ+ employees
- + Internal policies and communications

### AREAS OF FOCUS

- LGBTIQ+ inclusive employee benefits
- Content and implementation of LGBTIQ+ training and awareness
- Data collection and monitoring

## Growth by years of participation

When we analyze scoring trends over time, we continue to see that ongoing participation in the Global Benchmark truly helps drive positive change.

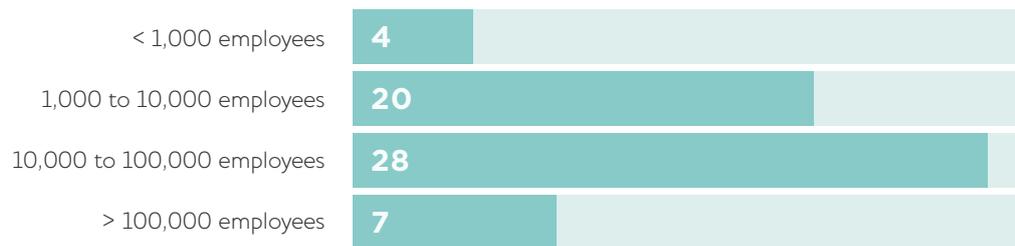


## 2022 - Participants

There were 59 participating organizations in the 2022 Global Benchmark, an increase of 31% over 2021. This number continues to grow and helps build an even more complete picture of focus areas and leading practices.

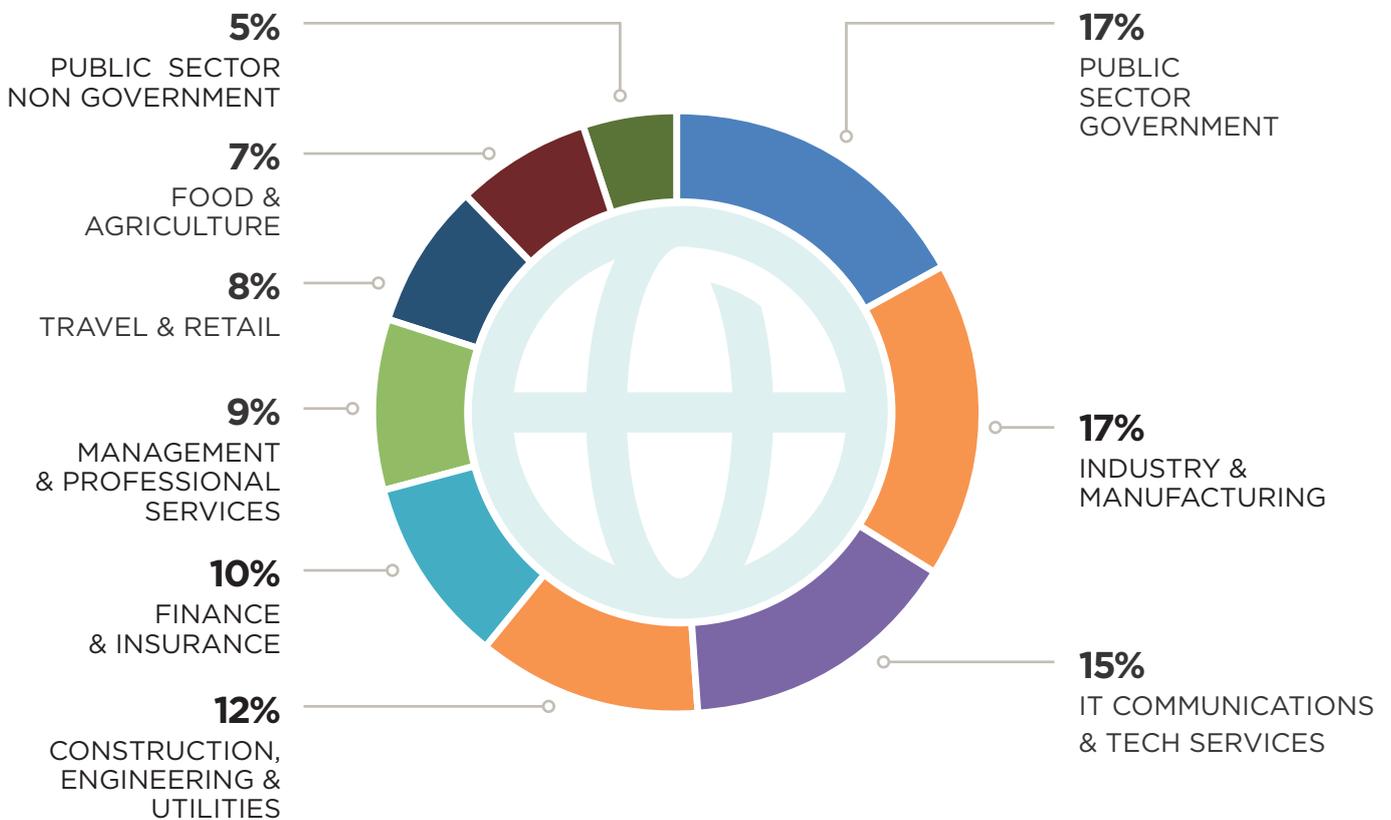
### Participation by organizational size

Organizations of all sizes participated again this year. Resources available and overall organizational size and scope both have an impact on how much progress can be made in any given time period.



## 2022 Participation by Industry Sector

Industry sectors each have unique challenges in terms of culture, talents pool, organizational model and objectives.



# BEST PRACTICE

## What does good look like?

What does a company or organization need to do to be the ultimate LGBTQ+ inclusive workplace, and to thus score a perfect 100% in the Workplace Pride. Global Benchmark? The 50 practices listed here, when supported by evidence, would have resulted in a 100% score on the 2022 Global Benchmark.



### POLICY AND COMMUNICATION

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• <b>Policy content and wording</b></li> <li>• <b>Policy implementation and compliance</b></li> <li>• <b>Inclusive communication</b></li> </ul> | <ol style="list-style-type: none"> <li>1. Inclusion/anti-harassment policy, and code of conduct specify sexual orientation, gender identity/expression and intersex status.</li> <li>2. Employees must review and agree to inclusion, anti-harassment policy, code of conduct regularly (e.g. annually).</li> <li>3. Employees are informed about inclusion, anti-harassment policy, code of conduct and managers are incentivized to share and enforce them.</li> <li>4. Recurring processes are in place to ensure that official documents and internal communications use LGBTQ+ inclusive language.</li> </ol> |
|--|--|

### EMPLOYEE NETWORK

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• <b>Role of your network</b></li> <li>• <b>Structure of the network</b></li> <li>• <b>Achievements</b></li> </ul> | <ol style="list-style-type: none"> <li>5. The LGBTQ+ employee network is positioned as a value-add to the organization and are officially seen as advisors to leadership.</li> <li>6. The LGBTQ+ employee network develops plans that are explicitly linked to key organizational goals.</li> <li>7. Time spent on network planning and activities is seen as business-related and is thus carried out during paid work hours.</li> <li>8. The LGBTQ+ employee network is formally organized and granted a budget. Leadership, HR and DE&amp;I visibly and actively participate and support network activities.</li> <li>9. The LGBTQ+ employee network engages the entire organization and works with other employee networks to formally drive LGBTQ+ Inclusion (e.g. inclusive language, gender-neutral washrooms, transition benefits).</li> </ol> |
|---|--|

## WORKPLACE AWARENESS

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Engaging</li> <li>• Training content and availability</li> <li>• Recruiting and onboarding</li> </ul> | <ol style="list-style-type: none"> <li>10. Goals and activities of your LGBTIQ+ employee network are shared regularly with your employees - via website, newsletter, mail etc.</li> <li>11. Planned events celebrating and supporting LGBTIQ+ milestones (e.g. International Coming Out Day) are open to all employees. Organizational leader participate visibly and actively in these events.</li> <li>12. DE&amp;I training is formal, mandatory and includes LGBTIQ+ specifically. Participation in training is tracked so that action can be taken where there is less uptake.</li> <li>13. Training is available to temporary and contractors working within your organization and also to partners, suppliers, and customers externally.</li> <li>14. There is LGBTIQ+ specific content about value of LGBTIQ+ inclusion to the organization, anti-bullying and harassment, examples of social, professional and legal challenges that LGBTIQ+ people face, what inclusion looks like, and how to challenge non-inclusive behavior.</li> <li>15. Recruiting materials introduce your LGBTIQ+ inclusion policy &amp; practices, employee network and role models.</li> <li>16. Recruiting materials provide a link to where potential employees can find more information about your LGBTIQ+ Inclusion policy and practices.</li> <li>17. Recruiting materials provide potential candidates with a confidential point of contact if they have further questions.</li> <li>18. Onboarding materials introduce your LGBTIQ+ inclusion policy &amp; practices, employee network and role models in.</li> <li>19. New LGBTIQ+ employees are offered a buddy/mentor to help them getting started.</li> </ol> |
|--|---|

## SUPPORT & BENEFITS

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Employee support</li> <li>• Support services</li> <li>• Inclusive benefits</li> </ul> | <ol style="list-style-type: none"> <li>20. A summary plan is in place that outlines unique support needs of Lesbian, Gay, Queer employees, of Bisexual employees, of transgender and non-binary employees, and of Intersex employees.</li> <li>21. Internal and external employee support services are specifically trained on LGBTIQ+ issues and concerns.</li> <li>22. Information about LGBTIQ+ safety is readily available and included in your travel planning processes.</li> <li>23. Specific LGBTIQ+ benefits are offered in all operating locations (where not prohibited by law).</li> <li>24. Language in your employee benefits specifically defines partner to include same-sex and domestic partners and ensures that LGBTIQ+ parents and rainbow families are explicitly included.</li> <li>25. Employee benefits compensate for situations where legislation discriminates against LGBTIQ+ people (e.g. tax equalize where same-sex marriage is not legal and where tax rates are lower for married people).</li> <li>26. A plan is in place to regularly check employee benefits to ensure they remain LGBTIQ+ inclusive.</li> </ol> |
|--|---|

INCLUSION & ENGAGEMENT	
<ul style="list-style-type: none"> <li>• Leadership involvement</li> <li>• Engagement of allies</li> <li>• LGBTQ+ employee engagement</li> </ul>	27. Senior leaders actively participate in LGBTQ+ inclusion activities and authentically communicate to the organization about LGBTQ+ Inclusion.
	28. Senior leaders speak about LGBTQ+ Inclusion externally (at conferences, with partners, customers etc.).
	29. LGBTQ+ employee network initiatives are open to all employees and there is visible participation by allies.
	30. Training and cross-mentoring programs are in place to build understanding, empathy and support for LGBTQ+ workplace inclusion.
	31. Steps to engage in LGBTQ+ inclusion are clear and shared proactively (e.g. during onboarding)
	32. Anonymous communication channels are available for those that are not yet ready to engage otherwise.
	33. The value of working on LGBTQ+ inclusion is clear and supported (i.e. work falls within paid working hours and formal objectives).
	34. There are specific development opportunities allocated to LGBTQ+ employees.
	35. Recognition for DE&I work is a standard part of performance management.

EXPERTISE & MONITORING	
<ul style="list-style-type: none"> <li>• Progress monitoring</li> <li>• Data collection</li> <li>• LGBTQ+ monitoring</li> </ul>	36. The LGBTQ+ employee network is formally engaged as a listening mechanism.
	37. There are LGBTQ+ related questions in your employee engagement survey.
	38. You participate in benchmarking to understand where you stand with respect to LGBTQ+ workplace inclusion.
	39. Employees know how they can self-identify/disclose as LGBTQ+, anonymous feedback channels are available - personal data is handled confidentially.
	40. You measure and watch for gaps and trends of employee that have self-identified as LGBTQ+ - for example by division /department, by age/seniority, by organizational level (e.g. individual contributor, manager, director, csuite etc.).

## BUSINESS & SUPPLIER ENGAGEMENT

<ul style="list-style-type: none"> <li>• Supplier diversity</li> <li>• Public LGBTQ+ support</li> </ul>	<p>41. Your LGBTQ+ workplace inclusion policies are a part of supplier/partner selection process, and are adhered to by suppliers and partners.</p> <p>42. You engage partners/suppliers to help them implement more inclusive LGBTQ+ policies and practices in their operations.</p> <p>43. LGBTQ+ imagery is visible in marketing and recruiting materials and raises public awareness for LGBTQ+ issues.</p> <p>44. There are specific plans to engage LGBTQ+ clients, customers, or constituents.</p>
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## SOCIETAL IMPACT

<ul style="list-style-type: none"> <li>• Public LGBTQ+ support</li> <li>• Community engagement</li> <li>• LGBTQ+ advocacy</li> </ul>	<p>45. Support for LGBTQ+ people is public (declared in social and LGBTQ+ media).</p> <p>46. The organization supports or sponsors LGBTQ+ civil society organization(s) and involves their employees to broaden support.</p> <p>47. You engage with the LGBTQ+ employee networks within your customer/partner/supplier/constituent organizations.</p> <p>48. You engage directly with the LGBTQ+ community and NGO's to learn more about LGBTQ+ issues.</p> <p>49. Your organizational leaders volunteer with LGBTQ+ NGO's - e.g. as board members.</p> <p>50. Your organization joins coalitions and takes public action as a visible advocate for LGBTQ+ rights.</p>
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# Global Benchmark 2022



THE INTERNATIONAL PLATFORM FOR LGBTIQ+ INCLUSION AT WORK

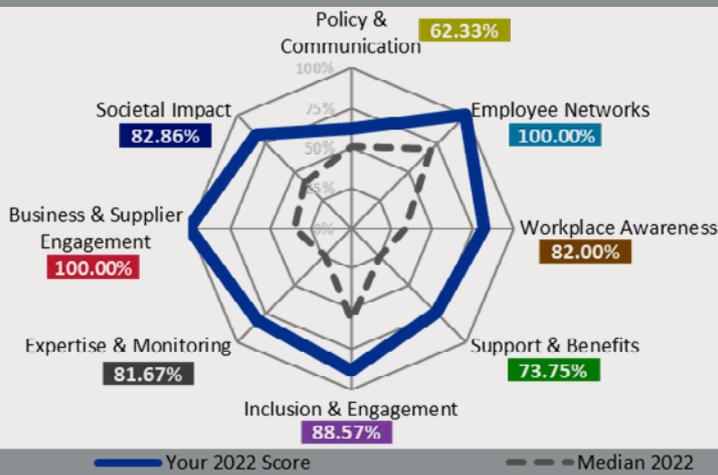


## Individual Report

Thank you again for participating in the 2022 Workplace Pride Global Benchmark. Below are the results of your submission. Your Relationship Managers can help you to interpret your results and explain the suggestions so that improvements can be made in the current year, and still be considered for the 2023 Global Benchmark.

2022 score:

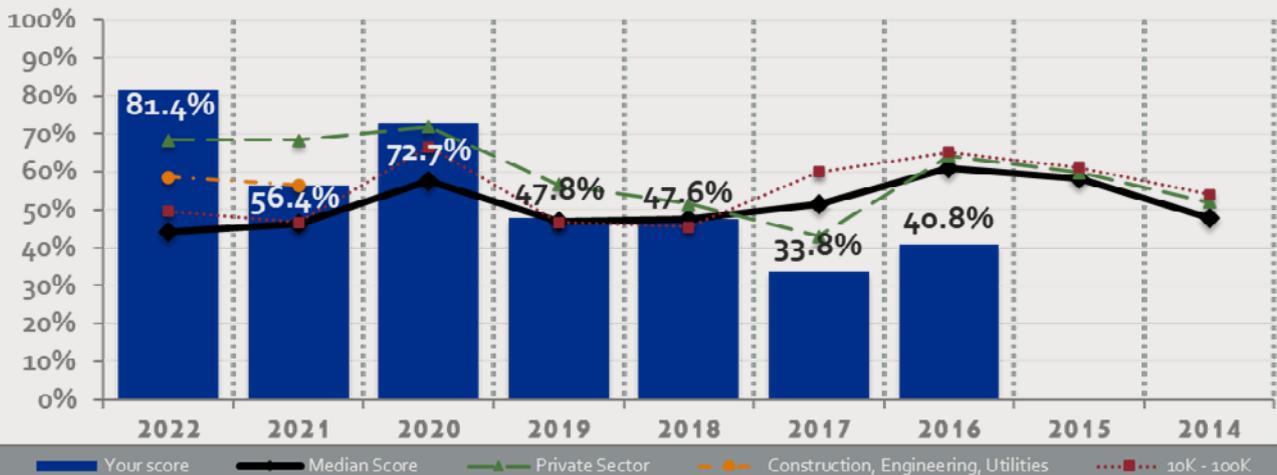
**81.4%**



### Score comparison

compare your score to all 2022 participants and within 3 key segments.

2022 Overall	
all 59 participants	Top
Sector	
Private Sector	Top
Industry	
Construction, Engineering, Utilities	Top
Organization Size	
10K - 100K	Top



# Global Benchmark 2022



THE INTERNATIONAL PLATFORM FOR LGBTIQ+ INCLUSION AT WORK



## Section Results

This section shows your scores in the individual areas of focus of the Global Benchmark. The meter provides an indication of how you compare to other participants per section, and how your score in this section has changed over previous Global Benchmark submissions

PC	Policy & Communication	<p>Score / Tier 62.3%</p>	Change from 2021	18.58% ↗
			Change since start	46.42% ↗
Clarity and implementation of your LGBTIQ+ workplace equality policy and measures to ensure inclusive communications				
EN	Employee Network	<p>Score / Tier 100.0%</p>	Change from 2021	55.00% ↗
			Change since start	10.00% ↗
the existence and structure of LGBTIQ+-employee networks, and the role they play with regard to the organization's objectives				
WA	Workplace Awareness	<p>Score / Tier 82.0%</p>	Change from 2021	-14.25% ↘
			Change since start	17.00% ↗
how you raise awareness around LGBTIQ+ inclusion internally, in recruiting and onboarding, and the depth of your LGBTIQ+ training content.				
SB	Support & Benefits	<p>Score / Tier 73.8%</p>	Change from 2021	28.75% ↗
			Change since start	51.75% ↗
How prepared your support structure is for LGBTIQ+ employees and how inclusive your benefits are for LGBTIQ+ employees and their families.				
IE	Inclusion & Engagement	<p>Score / Tier 88.6%</p>	Change from 2021	-1.43% ↘
			Change since start	38.57% ↗
How effectively you engage leadership, allies and LGBTIQ+ employees in driving progress.				
EM	Expertise & Monitoring	<p>Score / Tier 81.7%</p>	Change from 2021	18.33% ↗
			Change since start	55.95% ↗
how you collect information to monitor the state of your LGBTIQ+ workplace diversity.				
BSE	Business & Supplier Engagement	<p>Score / Tier 100.0%</p>	Change from 2021	46.67% ↗
			Change since start	66.67% ↗
the extent to which you profile yourself as LGBTIQ+ -inclusive internally and externally.				
SIM	Societal Impact	<p>Score / Tier 82.9%</p>	Change from 2021	71.43% ↗
			Change since start	0.00% →
the extent to which you are active beyond your organizational boundaries in helping drive positive change for the LGBTIQ+ community.				

# Global Benchmark 2022



## LGBTIQ+ network & policy landscape

This chart visualizes the world regions where you have employees, and where there is an LGBTQ+ employee network present, and if there are LGBTQ+ workforce inclusion policies enforced in that region.



Legend

- Employees in this region
- LGBTIQ+ Policy In Place
- LGBTIQ+ Employee Network



- Issue** - missing LGBTQ+ workplace policy in:  
Middle East
- Suggestion** - consider expanding your LGBTQ+ employee network to:  
Middle East, Central/Eastern Europe

## Global Benchmark 2022



THE INTERNATIONAL  
PLATFORM FOR LGBTIQ+  
INCLUSION AT WORK



## Declaration of Amsterdam / Scoring Summary

A summary of additional information provided and information about the scoring process for your submission.

### Declaration of Amsterdam - dashboard

ABC Org			
1	Safe and equal opportunities	●	Support Structures 6
2	Share knowledge	●	Include communications and principles 7
3	Involve leaders	●	Establish Measures 8
4	Active LGBT+ colleagues	●	Dedicate budget to support and develop 9
5	LGBT+ colleagues guide the organisation	●	Improve working environments 10
<p>LEGEND</p> <p>Complete ● In Progress ● Not at all ● Not specified ●</p>			

### Declaration of Amsterdam

This chart reflects your status on the 10 points in Workplace Pride's Declaration of Amsterdam. The information that you provided in Q13 of the survey is informational and does not impact your score.

Using these points as a reference for actions and plans can be very helpful in driving overall progress for LGBTIQ+ Workplace Inclusion.

## Scoring summary

Scoring of the Global Benchmark takes place in a series of steps all of which have an impact on the final score awarded.

1. **Submission** – points are totalled for all options that you checked on the survey that you submitted.
2. **Evidence** – evidence submitted is evaluated in support of your survey. Where evidence is missing or insufficient to support the given item, the corresponding points are deducted. If evidence provided supports additional items not checked, points are increased accordingly.
3. **Policy** (*new in 2022*) – points are deducted for each region where you have employees, but do not have an implemented workplace policy or code of conduct that includes LGBTIQ+ Inclusion.

Here is a summary of the scoring for your 2022 Global Benchmark submission.

More information about evidence adjustments can be found in the attached action plan.

ABC Org	
<b>Submission</b>	
- Points for all options selected in the submitted survey.	85.7%
<b>Evidence</b>	
- Adjustments based on evidence submitted	-3.2%
<b>Policy</b>	
- Adjustments based on regional policy implementation	-1.1%
<b>Final score</b>	<b>81.4%</b>

## ABC Org

The items below are actions that correspond with questions-items that you either did not check on the Global Benchmark survey, or items that were not fully supported by evidence.

We suggest that you read through the entire list, but that you choose a few groupings (e.g. 'policy content and wording', 'engagement of allies' etc.) to focus on in the coming year.

\* note - items beginning with \*\* were checked in your survey but not fully supported by evidence

### PC : policy content and wording

Q14-5 add "intersex status" to anti-harassment policy and or business code of conduct

### PC : policy implementation

Q11 & 16 implement your LGBTIQ+ policy in all regions where you have employees

Q15-4 \*\* implement process that requires employees to sign your workplace inclusion policy

Q15-5 \*\* implement process that requires employees to sign your workplace inclusion policy periodically (e.g. annually)

### WA : training availability

Q24-4 make your D&I training mandatory for all employees

Q24-6 make your training available outside your organization to partners, suppliers, and customers

### WA : onboarding

Q27-6 offer all new LGBTIQ+ employees a mentor to help them getting started in your organization

### SB : employee support

Q28-5 create and implement a plan for providing individual support for issues specifically related to Intersex employees

### SB : employee services

Q29-3 ensure that information about LGBTIQ+ safety considerations is readily available and included in your travel planning processes

Q29-4 \*\* ensure that LGBTIQ+ specific safety considerations are included in your travel processes

### SB : employee benefits

Q30-2 extend specific LGBTIQ+ benefits to all or your operating locations where not prohibited by law

Q30-7 create and execute plan to check benefits to ensure they are and remain LGBTIQ+ inclusive

### IE : leadership involvement

Q31-5 leverage the points from the Declaration of Amsterdam to get senior leadership to act

### IE : LGBTIQ+ employee engagement

Q33-5 create opportunities for development that are specifically allocated to LGBTIQ+ employees

### EM : monitoring progress

Q34-4 participate in benchmarking to understand where your stand with respect to LGBTIQ+ workplace inclusion

### EM : LGBTIQ+ monitoring

Q36-4 analyze the distribution of employee that have self-identified as LGBTIQ+ by grade or organizational level (e.g. individual contributor, manager, director, c-suite etc.)

### BSE : supplier diversity

Q37-2 add LGBTIQ+ to supplier/business engagement process

### SIM : community engagement

Q40-4 make connections with local LGBT+ NGO's or the local LGBTIQ+ community directly