

Workplace Pride International Conference 2022

Stronger Together

Re-defining Global
LGBTIQ+ Workplace
Standards



**Location: Passenger
Terminal Amsterdam**

**24 June 2022
09:00 to 17:00**



THE INTERNATIONAL
PLATFORM FOR LGBTIQ+
INCLUSION AT WORK

Breakout: #5

Measurement as a vehicle of change

Facilitator:
Brian Yothers

With:

Christopher Bylone van Sandwyk - IFF

Javier Leonor - Accenture

Joanneke van der Toorn – Leiden Univ



Panelists & Facilitator



Christopher Bylone van Sandwyk

Global Director, Diversity, Equity & Inclusion @ IFF



Javier Leonor

Global LGBTQ+ Equality & Strategy Lead @ Accenture



Jojanneke van der Toorn

Professor of LGBTQ+ Workplace Inclusion @ Leiden University



Brian Yothers

Director of Operations @ Workplace Pride

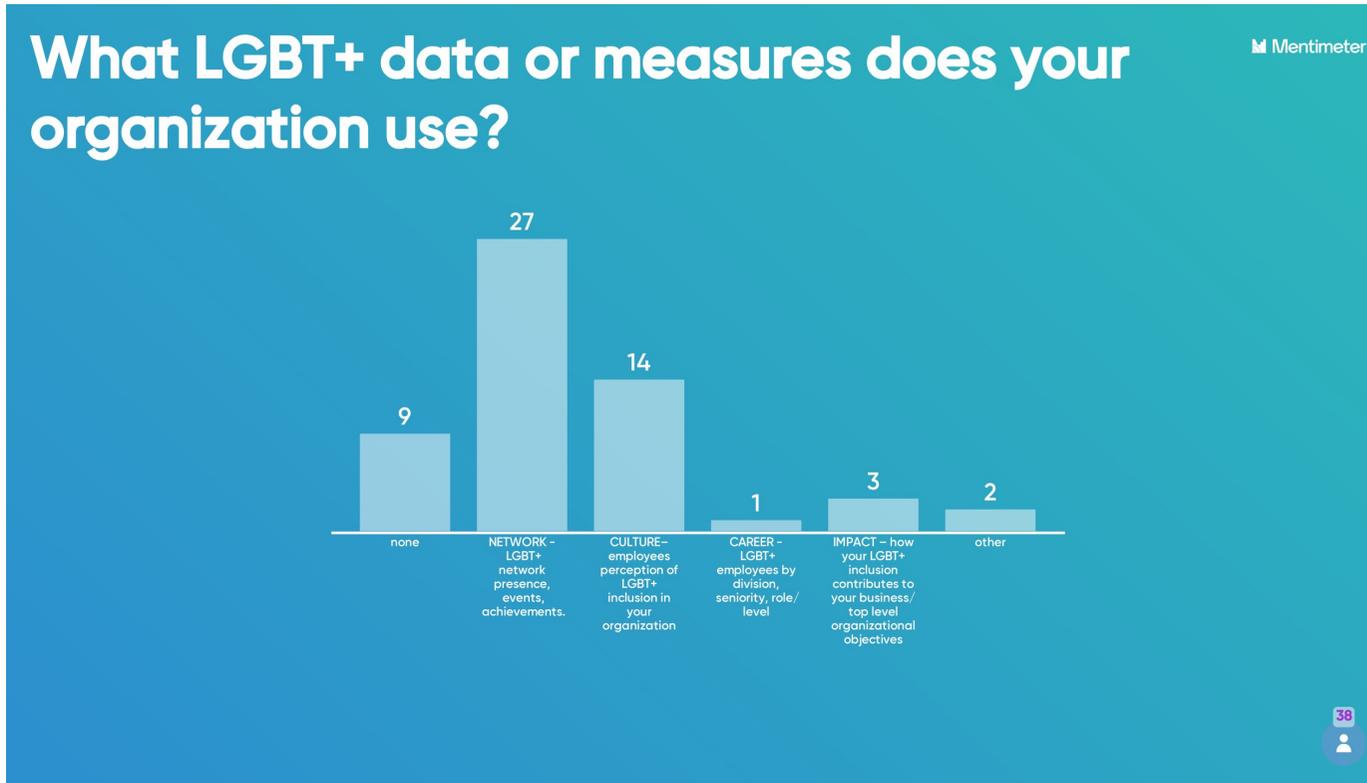


Session flow

- Participant Pulse
- Panelist view
- Panel discussion
- Q&A

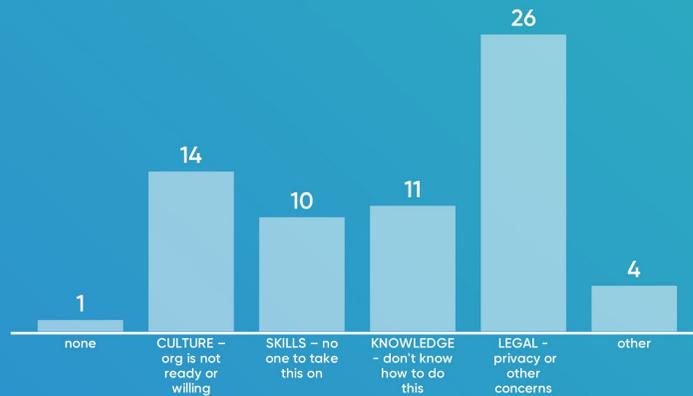


Participant Pulse



Participant Pulse

What were or are the main obstacles to measuring LGBT+ inclusion in your organization?



Panelist



Christopher Bylone van Sandwyk

Global Director, Diversity, Equity & Inclusion @ IFF



Our Progress

2020

Set the baseline & established action plan

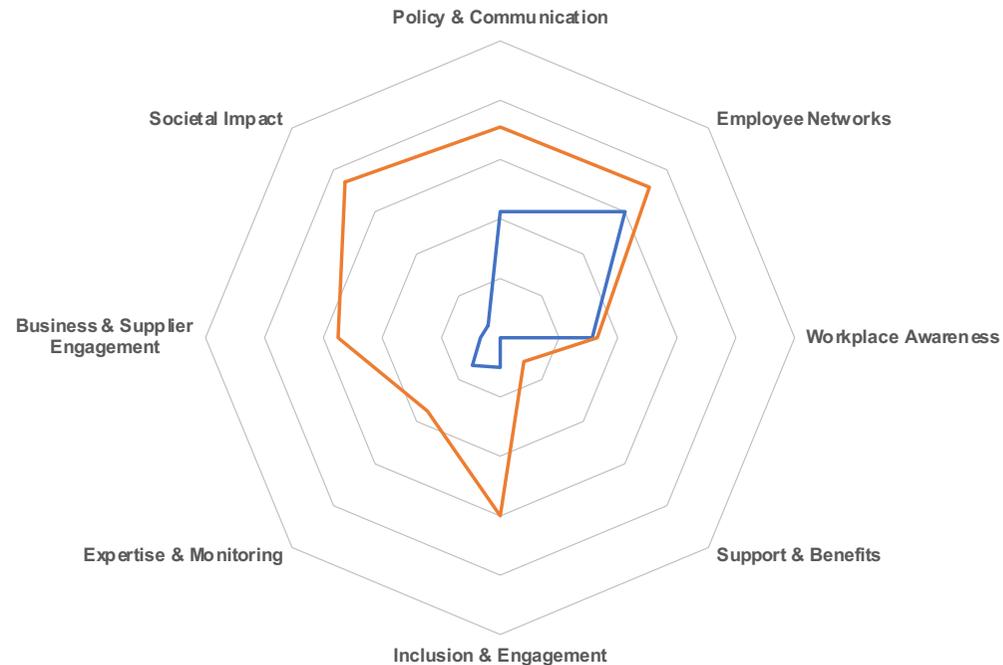
2021

Secured short term wins

Layout foundation for medium and long term



Workplace Pride's Global LGBTIQ+ Equality Index



—2020 Score 20.4% —2021 Score 50.5%



Action Plan

WORKPLACE AWARENESS

Section Score: 31.3% (Benchmark: Bottom 3rd of all participating companies)
Overview of actions for 2022, for increased score in 2023

Focus Area	Action	Owner
Recruitment	Add more information to the external website about Prisma and the commitment to LGBTIQ+ Equality Establish partnerships with external partners to increase talent sourcing pools	Varshini
Onboarding	Incorporate information about Prisma and LGBTIQ+ Equality at IFF in Onboarding Materials	Varshini
Transparency of Initiatives	In Prisma communication channels have a space for current initiatives with progress updates	Prisma Leads
Training	Build & Rollout Ally Training across the organization	Varshini
Role Model Program	Establish a program that highlights LGBTIQ+ Colleagues at IFF that serve as inspiration to others	Prisma Leads
Mentoring Program	Establish a Connect +5 Program modeled after Women@IFF's program Incorporate LGBTIQ+ into IFF Mentor program that is being built.	Prisma Leads



Panelist



Jojanneke van der Toorn

Professor of LGBT+ Workplace Inclusion @ Leiden University



Identifying inequality



visual by *Flatland*

Privacy and D&I Policy Guide

PRIVACY AND D&I POLICY GUIDE SEXUAL ORIENTATION AND GENDER IDENTITY

PRIVACY AND D&I POLICY GUIDE

SEXUAL ORIENTATION AND GENDER IDENTITY

Information about employees' sexual orientation and gender identity is important for monitoring potential diversity and inclusion risks.

For example, employees can be asked to register this information voluntarily in order to show how diverse the organization is or to determine whether efforts to increase employee diversity of employees groups have been equally effective.

At the same time, it is important to handle sensitive information about employees with care. Information about personal sexual orientation or gender identity is personal data and subject to the General Data Protection Regulation (GDPR) and national implementation acts. This legislation is intended to protect people's privacy when collecting and using any such data, your organization must adhere to strict privacy regulations.

A data protection officer or privacy officer can provide you with assistance if your organization wishes to measure and use information about employees' sexual orientation and gender identity. The document gives you information on several of the most important rules to follow in order to avoid pitfalls when developing and using diversity and inclusion policy.

1. The difference between 'regular' personal data and 'sensitive' personal data

The GDPR draws a distinction between 'regular' personal data and 'sensitive' personal data. Information about sexual orientation and gender identity is considered 'sensitive' personal data. In principle, any such data must be collected in a way that respects the individual's privacy. The employee has explicitly given consent for the use of the data. However, this is not the case if the data is used for other purposes.

- 1. All TOPI data
- 2. All D&I data
- 3. All TOPI data
- 4. All D&I data
- 5. All TOPI data
- 6. All D&I data
- 7. All TOPI data
- 8. All D&I data

2. Legal basis for use of personal data

There must always be a legal basis for processing personal data. The basis that the employee is entitled to choose is set out in the GDPR. The most common basis for collecting and using employees' personal data is the consent of the employee. This consent must be given freely.

The user can be problematic because the employee is in a situation of authority with the employer. It is important that the employee is not disadvantaged or misled out of an advantage if he or she is unwilling to give consent for the use of the data. The employee must be informed in advance about the data being used and how and why the data will be used. In addition, the employee must be given the opportunity to give or withdraw their consent. In that case, their data must be deleted as soon as this is possible.

The employee's 'lawful partner' 'legitimate interest' can also be a basis for processing personal data. These rules, however, that this basis is not applicable for the use of sensitive categories of personal data. In this context, consent must always be requested in order to collect and use data about sexual orientation.

3. Define a clear and specific purpose for the use of employee data

Collecting and using data about sexual orientation and gender identity is not sufficient, clear and specific. Collecting data about sexual orientation is not sufficient to determine whether it is necessary for the data to be used.

In principle, it is not permitted for employees' data to be used for other purposes than that for which the data were collected. However, if the employee has given their consent, the data can be used for other purposes.

- 1. All TOPI data
- 2. All D&I data
- 3. All TOPI data
- 4. All D&I data
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- 6. All D&I data
- 7. All TOPI data
- 8. All D&I data

4. Inform employees

The employee must provide employees with information about the use of the data. Among other things, employees must know and understand the following:

- The purposes for which the data will be used
- The types of data that will be collected and how the data will be used. For example, combining collected data with data about employee satisfaction or shared with others.
- The employee's rights, such as the right to withdraw consent or to request correction.

5. Data protection impact assessment

It is possible that a so-called data protection impact assessment will need to be carried out. This involves an assessment of the risks of using the data. The measures to be taken to reduce the risks must also be determined. The assessment must be carried out before any data are collected or used.

6. Do not collect or use more information than is necessary

It is not permitted to process more data than is necessary for the purposes stated in advance. To other words, do not collect or use any more information than the employee has consented to. It is also not permitted to store the data for any longer than necessary.

7. Secure the employee data

The information about employees must be stored safely. The more sensitive the data, the more is required of the employee. For example, the data must be encrypted, and access to the data restricted to only those who need to have access to the data.

- 1. All TOPI data
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- 7. All TOPI data
- 8. All D&I data

8. Accurate information

Information about sexual orientation and gender identity is being stored and used. It is important that the information is accurate. All employees must be allowed to update their information. Correcting the data is necessary to ensure that the information is accurate.

9. Inform employees

Your organization must have appointed a data protection officer. You can contact the officer if you have any questions or require further information. The Data Protection Authority website offers a reliable source of information (GDPR) information: <https://www.datatilsynet.no/>

The Equality and Diversity Unit website offers a reliable source of information (GDPR) information: <https://www.equalityanddiversityunit.com/>

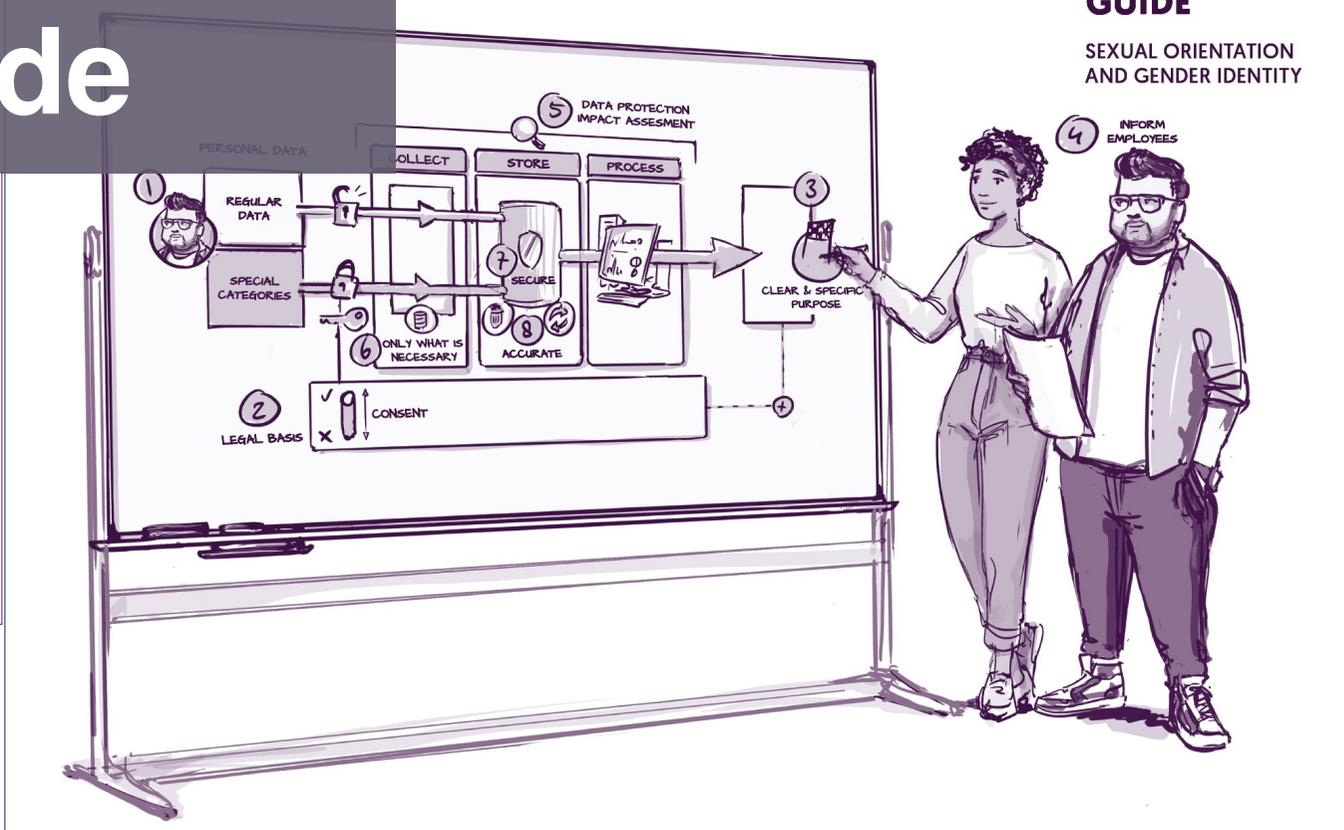
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Conversation Starter tool



Do you say who you went on holiday with during your coffee break?



24% of the LGBTI+ employees in the Netherlands would not say this at work.

This campaign is an initiative of members of the Utrecht Young Academy and the Eindhoven Young Academy in collaboration with the Dutch LGBTI+ community. It is a good foundation that promotes the inclusion of lesbian, gay, bisexual, transgender, intersex, and queer people at work.

Do you want to know more? Go to www.uva.nl/youngacademy



Utrecht LGBTI+ is all in with you! © 2022, Utrecht University, Eindhoven University of Technology, Utrecht Young Academy

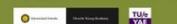
Do you talk about sweaty nights with your colleagues?



Over three quarters of employees with menopausal symptoms report problems in executing their work, which puts them at risk of prolonged sickness absence from work.

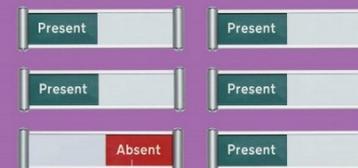
This campaign is an initiative of members of the Utrecht Young Academy and the Eindhoven Young Academy.

Do you want to know more? Go to www.uva.nl/youngacademy



Utrecht LGBTI+ is all in with you! © 2022, Utrecht University, Eindhoven University of Technology, Utrecht Young Academy

Dream job? Or do you dream about your job?



1 in 6 employees stay home for an average of 35 days a year due to signs of a burn-out.

This campaign is an initiative of members of the Utrecht Young Academy and the Eindhoven Young Academy.

Want to know more? Go to www.uva.nl/youngacademy



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Panelist



Javier Leonor

Global LGBT+ Equality & Strategy Lead @ Accenture



About Me and About Accenture



Spaniard living in Amsterdam

20+ years IT Consulting
Cloud & Network Geek
Global Inclusion & Diversity



Technology, consultancy & operations
Global Presence
700.000 employees
I&D strategy since 1995
LGBTIQ strategy since 2003



Sample questions for our Pride scorecard

10 questions / metrics for **LEADERSHIP**, such as:

- Is the Country Lead supportive?
- Are there LGBTQ+ leaders?
- Do you have a senior ERG/Network sponsor?
- Do you have an LGBT ERG/Network?
- What are the % of senior leaders that are allies?
- How many employees have been sent to the L3 training?

9 questions / metrics for **EXTERNAL ENGAGEMENT**, such as:

- Have you received external recognition?
- Are you a member of LGBTQ+ organizations?
- Have you hosted external LGBTQ+ events?

10 questions / metrics for **TALENT**, such as:

- Do you have and promote the Self-ID program?
- Do you have and promote the Pride Mentoring program?
- Do you have LGBTQ+ focus recruitment plans?

27 questions / metrics for **INCLUSIVE CULTURE**, such as:

- Do you host LGBTQ+ awareness activities?
- What is the % of Pride allies?
- What is the budget for Pride ERG/Network?
- Do you have LGBTQ+ inclusive benefits?
- Do you offer transgender health benefits?
- Do you have non-gendered policies?
- Do you have all-gender bathrooms?
- Are employees wearing the Pride lanyard?
- Has the country hosted the L3 training?



Our Pride Scorecard



PRIDE DASHBOARD

The Pride scorecard is a performance metric tool created to measure, monitor, benchmark, execute and improve various priorities identified to progress on the Pride agenda at country level. The priorities identified are – **Leadership, Talent, Inclusive Culture and External engagement.**

This dashboard gives the visual representation of the scorecard in the form of interactive charts and graphs. Various cuts of data– Global, Market, Market Unit and Country levels – have been provided for detailed analysis and insights.

SUMMARY	LEADERSHIP	INCLUSIVE CULTURE	DASHBOARD
MARKET AREA VIEW	TALENT	EXTERNAL ENGAGEMENT	

For further queries please reach out to:
[Sreedharan.Veena](#); [Malhan.Pranav](#); [Leonor.Javier](#)



Breakout #5

Panel Discussion

Q&A



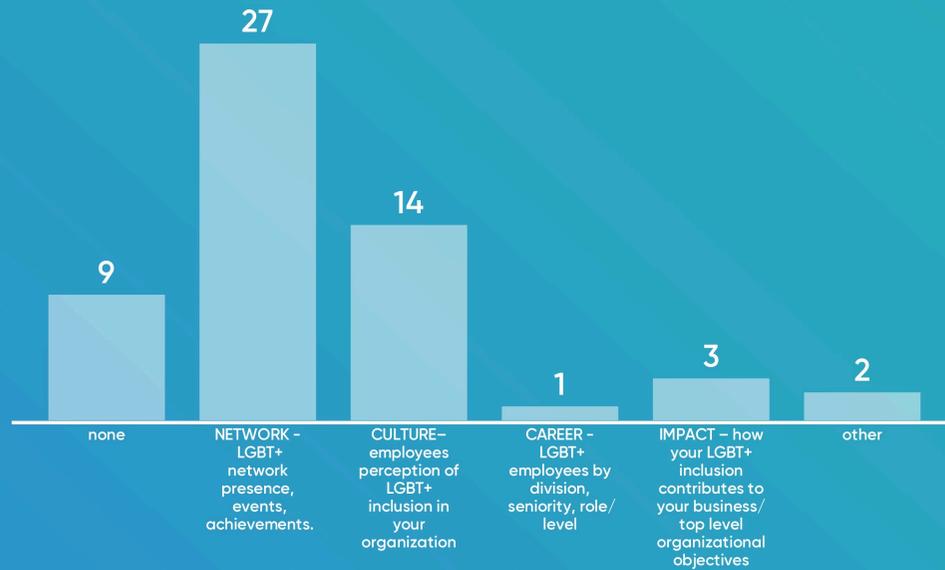
Key take-away's

- Legal concerns and culture top the list of obstacles to measurement (see MentiMeter outcomes in following slides)
- If you want employees to share their data and perceptions, they need to TRUST you, and that you'll act accordingly.
- Know what problem you are trying to solve.
- Don't boil the ocean – focus.
- Always look for quick wins to gain support and/or maintain momentum.
- Make sure you will use the information you gather – you must be willing to take action.
- Employee perception of inclusion is key – measuring this is key.
- Measure through an external organization (like Workplace Pride) is an option, and can help in smaller organizations where anonymity is a consideration.



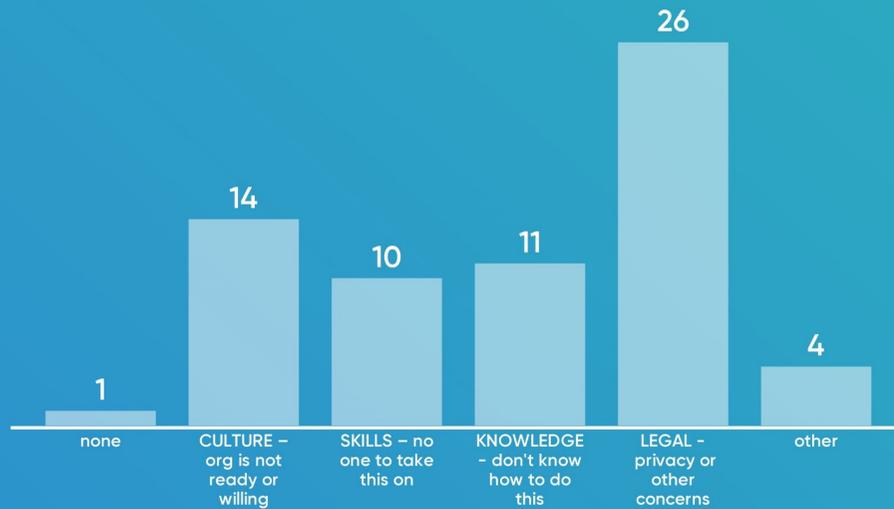
Participant Pulse

What LGBT+ data or measures does your organization use?



Participant Pulse

What were or are the main obstacles to measuring LGBT+ inclusion in your organization?



Breakout: #5

Measurement as a vehicle of change

Thank you !