

New Horizons

For LGBTI Workplace Inclusion

**GLOBAL
BENCHMARK
EDITION 2018**

Hello

Hi



Dear Friends,

Welcome to the 2018 New Horizons, Global Benchmark edition. Now in its 5th year, the Workplace Pride Global Benchmark continues to prove its value by constantly raising the bar of LGBTI workplace inclusion. It not only guides participants in identifying areas where improvements are needed and how they can be achieved, but also helps the LGBTI community by encouraging the creation of workplaces where we can truly be ourselves.

This year's Benchmark identified topics such as 'Support and Benefits' and 'Expertise and Monitoring' where there is still work to be done to eliminate or reduce specific obstacles that LGBTI people face in the workplace. At the same time, positive growth was indicated with 'Workplace Awareness', 'Business and Supplier Engagement, and 'Inclusion and Engagement', so organisations' efforts are definitely paying off! Congratulations to those participants that are leading the charge and sharing the tools of your process with others!

Seen on an international scale, both the challenges and the progress of LGBTI workplace inclusion achieved by employers takes on a different meaning altogether. Workplace Pride and its members continue to experience first hand how difficult and yet rewarding this effort can be. In July, the Foundation worked closely with its members and local civil society organisations in Hong Kong to put the challenge of LGBTI workplace inclusion in Greater China under the microscope and identify hopeful steps forward. Within the same time-frame though, the 'Stories from the Heart' event, a joint effort with the Dutch Ministry of Foreign Affairs that brought 12 LGBT activists from Africa and the Middle East to Amsterdam, was a poignant reminder of just how far there is still to go.

To help all readers along the way towards greater LGBTI inclusion, this issue of New Horizons focuses heavily on best practices drawn from the Global Benchmark and our members' own experiences. With this in hand, and through our collective will, we will continue to make progress on LGBTI inclusion in workplaces around the world.

As always, we are all in this together, so we don't want to miss the opportunity to thank our members, our many volunteers, and the LGBTI global community for their inspired work and passion to create a better world.

David Pollard

Executive Director Workplace Pride Foundation



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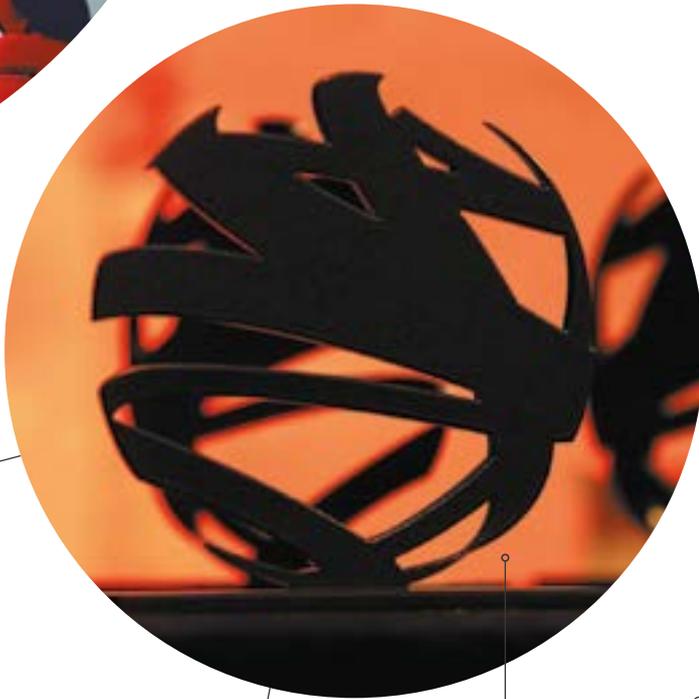


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Where we stand

2018 Global Benchmark

Result summary

More than ever, we would like to thank all of the companies and organisations that invested significant time and effort in completing their 2018 Global Benchmark submissions. We sincerely believe that the many hours invested in gathering the information about your LGBTI workplace policies and practices can help you drive change within your organisation. The communication vehicle of the Global Benchmark is also an opportunity to highlight your organisation's leadership and to help other organisations chart their own course.

Measurement areas - Survey sections

We continue to maintain consistency with the measurement and focus areas for the Global Benchmark, looking at policy and practices of participants across 7 sections - all of which are important building blocks for building LGBTI Inclusion in the Workplace. Those sections are:

POLICY & COMMUNICATION Measures scope of the LGBT workplace equality policy, inclusiveness of formal communications, and measures taken to ensure policy compliance.

EMPLOYEE NETWORKS Measures existence and structure of LGBT-employee networks, and the role of LGBT employee networks with regard to the organisation's objectives.

WORKPLACE AWARENESS Measures how awareness for LGBT inclusion is raised within the organisation, and the substance and target audience of (LGBT) workplace diversity training.

SUPPORT & BENEFITS Measures support and workplace safety for LGBT-employees, coming-out/transition support, and (equal) benefits for LGBT employees and their families.

INCLUSION & ENGAGEMENT Measures the ways that LGBT and non-LGBT employees actively support each other, leadership support, straight ally and cross-mentoring initiatives.

EXPERTISE & MONITORING Measures the ways participants identify and monitor LGBT workplace diversity and objectives and how sources of expertise and best practices are used.

BUSINESS & SUPPLIER ENGAGEMENT Measures the extent to which the organisation profiles itself as LGBT-inclusive both internally and externally (with clients, customers, suppliers, and the community).



2018 Global Benchmark

Raising the bar

The 2018 Workplace Pride Global Benchmark has raised the bar in terms of specific items that participants can strive to achieve. We have also added significant rigor in the evidence that was requested and in the review of that evidence to determine the final score.

It is important that the Global Benchmark is an evidence-based tool that recognises progress, leadership, and areas where a 'next step' is on the horizon for LGBTI workplace inclusion. Our analysis for the 2018 Global Benchmark showed that there is progress being made on many fronts. However, we also found that there were areas within the Global Benchmark survey that were no longer effectively differentiating between organisations that are leading the way, and those that are just beginning their LGBTI inclusion journey.

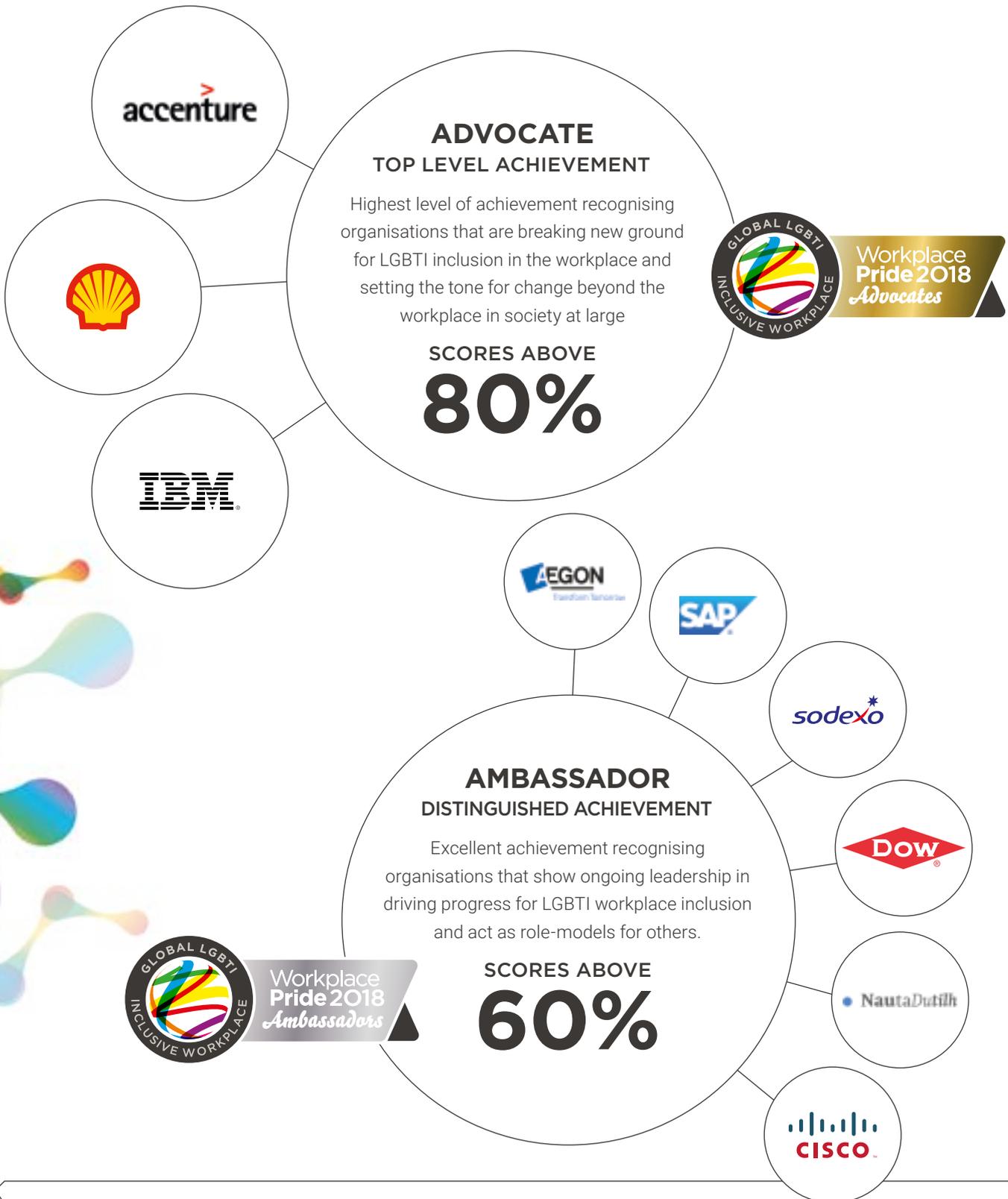
For these reasons, as in all years since the inception of the Global Benchmark in 2014, we have made adjustments to the content, evaluation and scoring to reflect progress being made. **While this resulted in lower scores for many participants, it should not be interpreted that companies and organisations are doing less, just that the standards are higher** – all with the goal of helping drive progress for LGBTI Inclusion in the workplace.

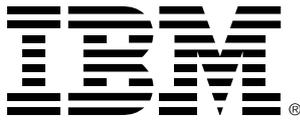




2018: Top Scorers

Congratulations go to the highest achievers the 2018 Global Benchmark! Progress within individual organisations on LGBTI inclusion is paramount as it serves as an example both internally as well as to external audiences. Through their dedication and perseverance, the following organisations continue to demonstrate that they are leaders in their fields.





2018 Advocate Level Achiever

We are thrilled to be benchmarked as a global leader in LGBT+ Workplace Inclusion and recognised as the Workplace Advocate.

We are IBMers, regardless of our ethnicity, gender, sexuality or anything else that makes us beautifully unique. Within every one of us lies the talent needed to take our company forward.

IBM thinks about diversity the way we think about innovation - both are essential to the success of our business. And we keep innovating our diversity efforts to enable every single IBMer to bring their whole self to work – plus a little extra. A new global Intranet Pride Gateway and on-line LGBT+ and Ally Trainings are just two examples of new initiatives we added to our best practices that we keep sharing beyond our company to drive change.

I would like to recognize and thank Workplace Pride and other benchmark participants for being present with us on this critical journey.

Examples of IBM's Leadership

- **Online training Modules:** IBM has many training modules available online and in person in relation to LGBTI issues. These include a diversity training program/module with LGBT references: Leading Diverse Teams (online); Diversity & Inclusion - why they matter to you, IBM, and our clients (online); Becoming an LGBT+ Ally (online); LGBT+: Leading Inclusively (online), Transgender Leading Inclusively (online) and a course for managers supporting a transgender

employee called, Helping Transgender Employees Transition at Work (facilitated by the diversity team). IBM's Becoming an LGBT+ Ally Course has recently added a digital badge called an LGBT+ Ally Championship Badge. Like all digital badges in the industry it requires a series of mandatory elements to be completed in order to earn the badge. By doing this not only are there several courses related to LGBTI inclusivity, but they have provided specific support for transgender employees and have a process to train allies and ensure that their ally badges are justified.

- **On-boarding and Self-ID:** IBM has a formal on-boarding course where diversity and inclusion is discussed. In particular, IBM promotes voluntary self-identification processes where LGBT+ employees can identify as a member of the community. This is done by logging into their HR system and self-selecting as a member of the community. Participation in this program is completely voluntary and is considered sensitive, private and confidential information. As part of this on-boarding process, access to all employee resource groups are promoted. IBM has also collaborated with local BRG's to partner with on-boarding teams to promote LGBT+ chapters in the area. A standard presentation template has been made available to all LGBT+ BRG's to consistently promote global and local information.



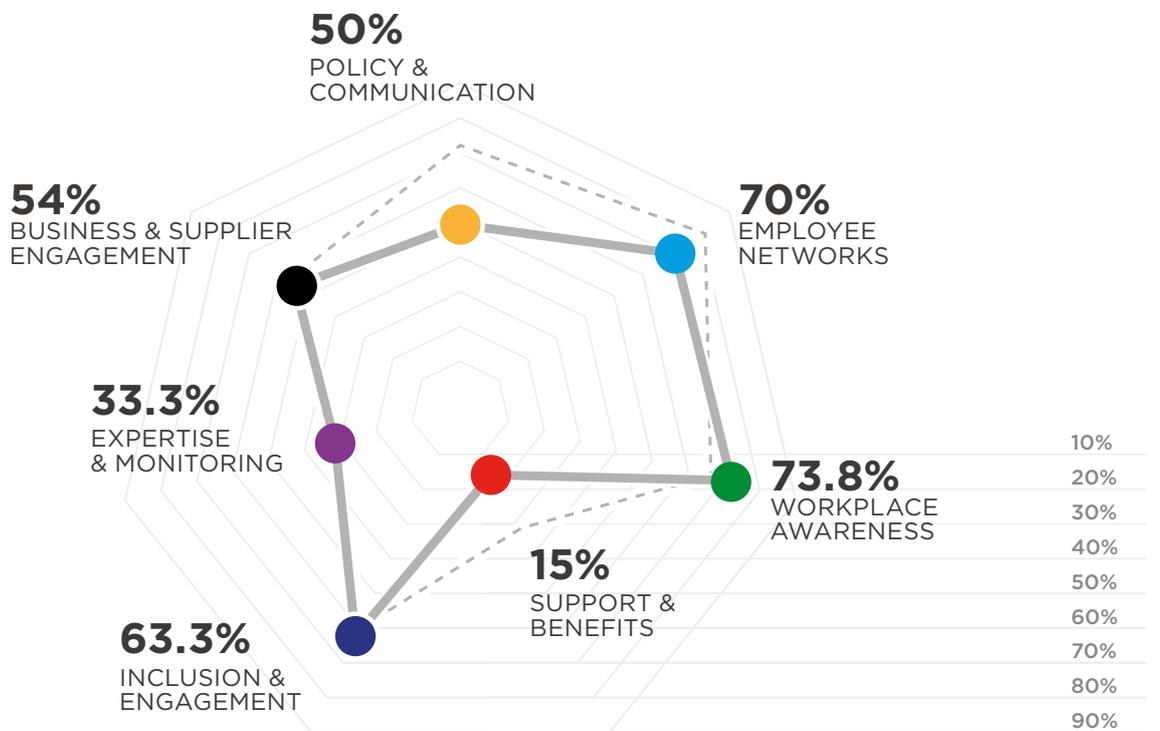


The facts and the figures

2018 Results Overview

In light of the adjustments that we made in the 2018 Global Benchmark survey, the overall results are encouraging. In 2018 median scores grew strongest in Workplace Awareness, with Business & Supplier Engagement and Inclusion & Engagement also showing overall growth - a great accomplishment!

We see lower scores in 2018 for Policy & Communications and Support & Benefits due in large part to the higher standards that we placed in the 2018 survey. Support & Benefits is the area with the lowest achievement overall indicating that **there is still work to be done to ensure that measures are put in place to eliminate or reduce specific obstacles that LGBTI employees face in the workplace.** Expertise & Monitoring has been an area of focus for the past few years, and though some organisations are making progress, many still have work to do. Employee Networks remain critical in driving change within any organisation. We see opportunities here for stronger collaboration with other employee groups, deeper engagement with allies and higher levels of access to and influence with senior management.



	2018	2017	2016	2015	2014
Policy & Communication	50.0%	74.0%	67.0%	64.0%	63.0%
Employee Networks	70.0%	80.0%	83.0%	82.0%	65.0%
Workplace Awareness	73.8%	66.0%	66.0%	70.0%	60.0%
Support & Benefits	15.0%	32.0%	38.0%	30.0%	23.0%
Inclusion & Engagement	63.3%	62.0%	50.0%	52.0%	46.0%
Expertise & Monitoring	33.3%	39.0%	33.0%	36.0%	21.0%
Business & Supplier Engagement	54.0%	53.0%	58.0%	53.0%	20.0%

Who are we?



Workplace
Pride

International platform for LGBTI inclusion at work

Workplace Pride is a not for profit foundation dedicated to improving the lives of Lesbians, Gays, Bisexuals, Transgenders and Intersex (LGBTI) people in workplaces all over the world.

For more than 12 years, Workplace Pride has been working to highlight the positive and constructive side of LGBTI inclusion in the workplace. We do this together with the Foundation's members which include both private and public sector organizations, multinationals and smaller national organizations as well as academia, through a variety of targeted programs, research, small and large scale events.

"The Foundation strives for a world of inclusive workplaces where LGBTI people can truly be themselves, are valued and, through their contribution, help to lead the way for others."

We currently have over 55 members, who employ more than 4.5 million people worldwide. Our members represent a wide variety of sectors, countries and business models, but they all share the desire to proactively create workplaces where LGBTI people can be themselves.

FOR MORE INFORMATION:

Visit our website at www.workplacepride.org or email to info@workplacepride.org.



Workplace
Pride

THE INTERNATIONAL
PLATFORM FOR LGBTI
INCLUSION AT WORK

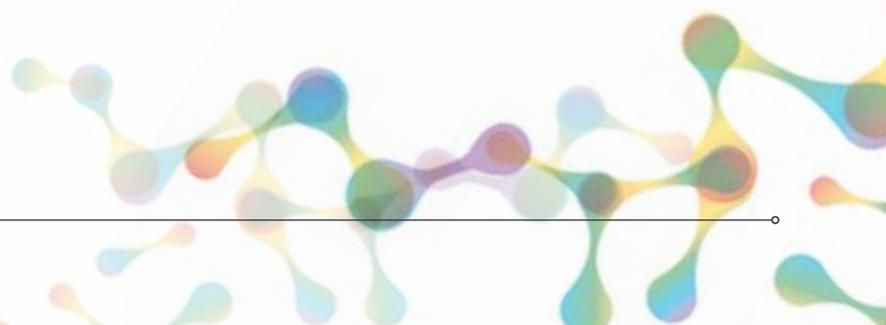


Going the extra mile

Integrating LGBTI Workplace Inclusion
into Foreign Policy of the Netherlands



Rijksoverheid



The Dutch Ministry of Foreign Affairs has played an important role in legitimising Workplace Pride's efforts abroad. In the past the Ministry has been key in making the Workplace Pride international conferences in Suriname, Kenya, Manila and Hong Kong a success. "Besides working together with NGO's, we are collaborating more and more with the private sector on human rights issues", says Mark Reichwein, Acting Head of the Human Rights Team at the Ministry of Foreign Affairs, with a focus on equal rights for LGBTI persons. "A good example is the close relationship we have formed with Workplace Pride. Besides at the workplace, we see that companies can have a huge impact on consumers and clients, and also on their peers. A multinational which advocates LGBTI equality can shine like a beacon in otherwise traditional regions."

Equal rights for LGBTI persons are one of the priorities of the Dutch human rights policy. The policy focuses worldwide on decriminalising homosexuality, opposing discrimination and violence against LGBTI persons, and encouraging wider social acceptance of LGBTI persons. Traditionally, the Ministry of Foreign Affairs has made use of diplomatic avenues such as the United Nations and the European Union to achieve their goals. "In addition, what we try to do in foreign countries is, for example, finance projects, provide supporting legal information on LGBTI issues to judges, and support local NGO's", says Mark. "The alignment with the private sector has created new opportunities."

"As part of Workplace Pride's Global Leaders Council, we bring an extensive diplomatic network to the table. Conversely, other member organizations leverage on their buying power with some countries being more susceptible to pressure from multinationals than foreign government diplomacy", Mark continues.

"Ideally we would focus on a selection of countries for a certain period, at the end of which we can measure the positive effects our combined efforts have made on the improvement of LGBTI inclusion in those countries."

In addition to the international conferences abroad and the Global Leaders Council, the Ministry of Foreign Affairs and Workplace Pride have joined forces for the Building Bridges Programme. "For this programme, we invite a diverse international group of young LGBTI activists to the Netherlands", Mark says. "Our aim is to create a network among the activists, to exchange knowledge and experiences, and to improve their skills set by providing professional presentation training. Ultimately, we hope to help them to improve the LGBTI situation within their own countries."

Bregje Korteweg, Project Manager at the Rijksdienst voor Ondernemend Nederland (RVO) or the Netherlands Enterprise Agency, has been involved with the programme since its origination in 2012. The RVO is part of the Ministry of Economic Affairs and Climate Policy, but several ministries commission its activities. "RVO's mission is to stimulate Dutch entrepreneurs in sustainable, agricultural, innovative and international business", Bregje says. "Regarding the international businesses, we work closely together with the Ministry of Foreign Affairs. Part of RVO is our Team Incoming Missions, which co-organises foreign press travels, the Dutch Visitors' Programme and the Influentials Programme for our embassies and consulates."

The Building Bridges Programme takes place within the framework of the Influentials Programme as one of 17 other influentials programmes the RVO organises yearly, related to specific themes. "Each year we choose,

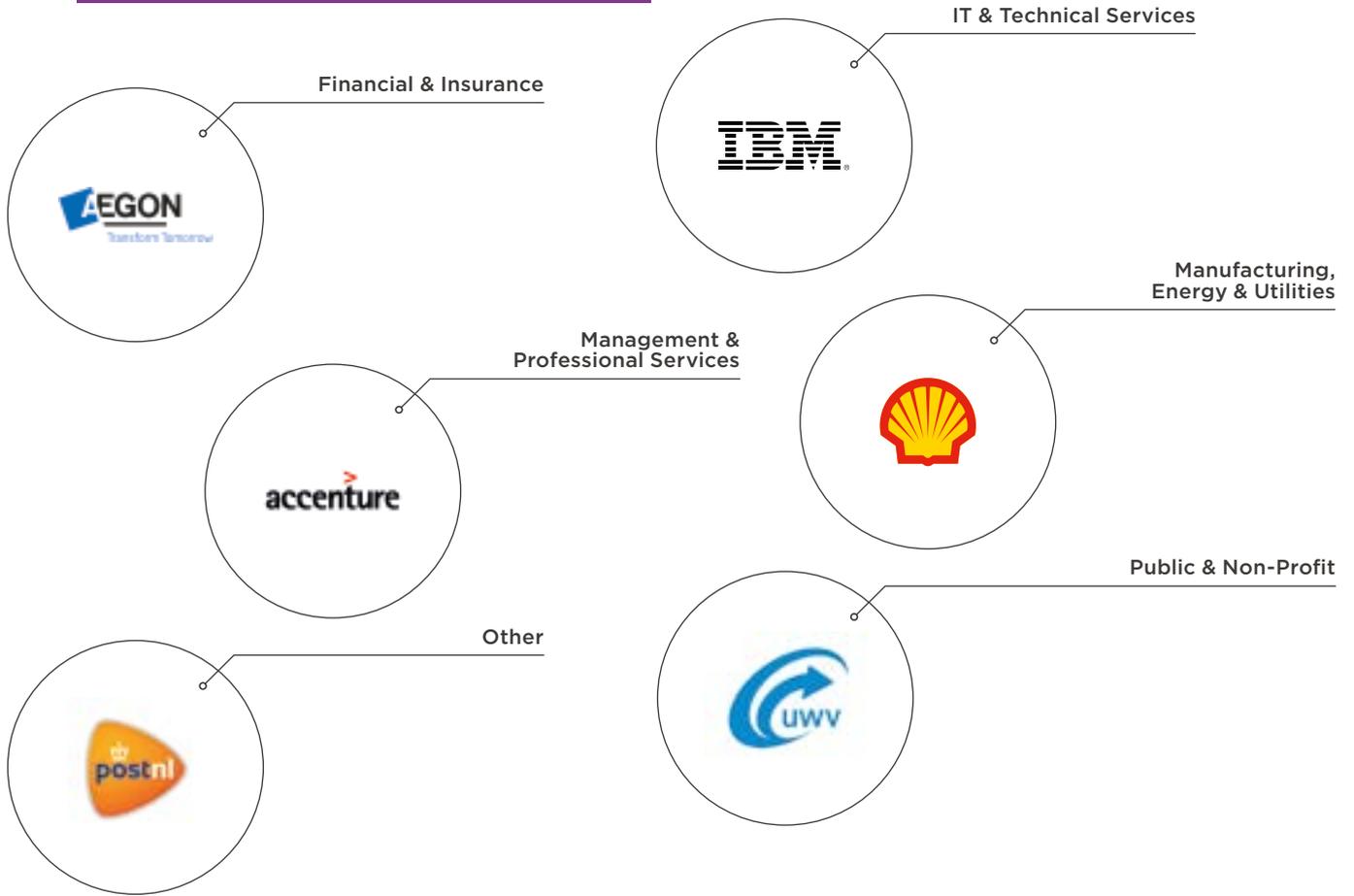
together with the Ministry of Foreign Affairs, a region and a theme", Bregje continues. "This year the theme was the specific challenges of LGBTI and Religion, so we invited LGBTI activists from the major religions in the Middle East and Africa." Together with key partners the Human Rights Department, the Ministry of Education, Culture and Science, COC Netherlands, the Municipality of Amsterdam and the Ministry of Foreign Affairs' Communication Department, the RVO puts together an interesting, educational and challenging programme during Amsterdam Pride.

"Besides an opportunity to exchange knowledge and network, the programme offers the opportunity to professionalise young LGBTI organizations and activists. We want the activists to feel they have ownership of the programme", Bregje says. "We take all their input and feedback into account to improve the programme. After all, the local activists and organizations are our main source of information, they are their own experts of what they need, what needs to happen within their region, and what the priorities are."

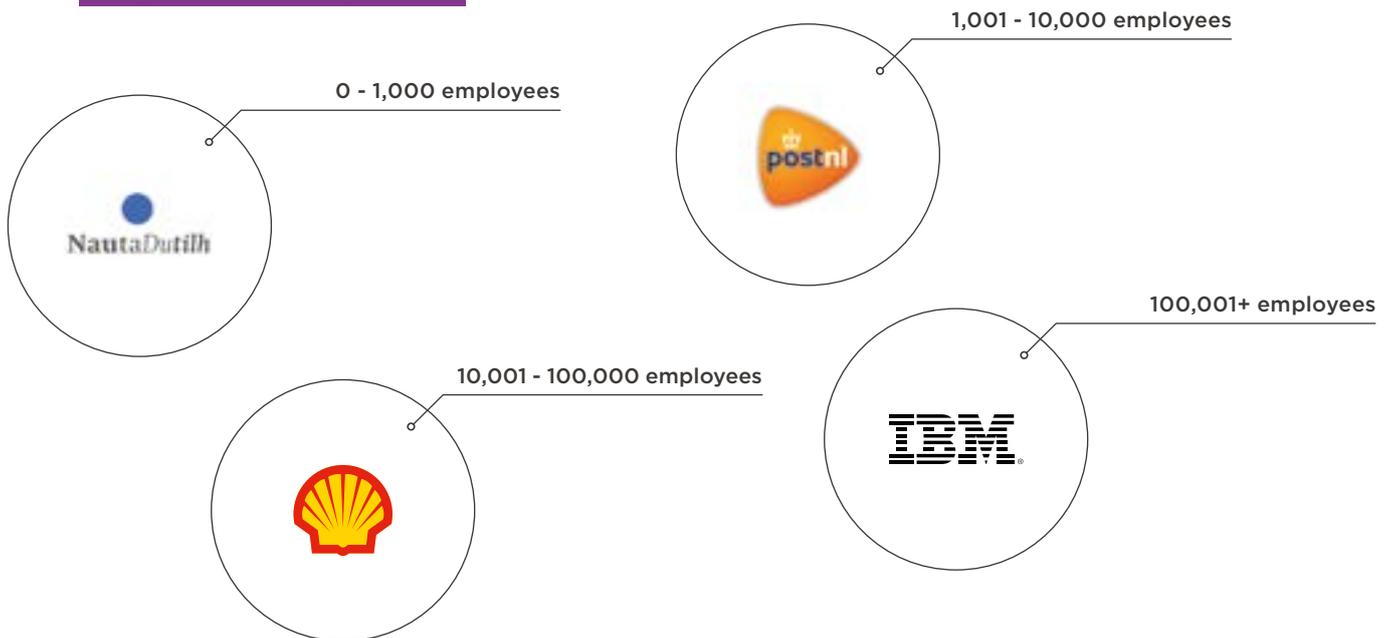
In addition to the key partners, the RVO also reaches out to other organizations such as Workplace Pride. The collaboration resulted in the Stories from the Heart event (see page 38), where the activists were invited to share their incredible and often traumatic stories with Workplace Pride members. "The Stories from the Heart event was an empowering moment for activists and guests alike", Bregje continues. "The feedback has been phenomenal and we hope the activists went back home reinvigorated to push for better rights for LGBTI persons within their countries and as new Holland Ambassadors."



High Scores by Industry Sector



High Scores by Size





2018 Advocate Level Achiever



“Shell has a long history of supporting LGBT workplace inclusion. This is embedded in our values and our Code of Conduct and is supported by our LGBT employee networks which started more than 20 years ago”, says Graham Sparks, former Vice President Diversity & Inclusion at Shell. “Our industry is going through significant change as we navigate the energy transition and to be successful we need the best people with the best minds who can create an innovative, nimble company. This makes the business case for LGBT inclusion even stronger. And of course, we do this simply because it the right things to do.”

“Our partnership with Workplace Pride has supported these efforts” says Graham, “through the annual benchmark from which we receive feedback on our strengths and our gaps; through cross-industry networking and advice and through working with a respected organisation that is a having significant impact on LGBT workplace inclusion globally. We operate in many countries where being LGBT can be challenging both professionally and personally. But by focusing on our core values, ensuring respect for all and learning from others, we do see progress and through Workplace Pride’s collaborative approach, even more can be achieved.”

Examples of Shell's Leadership

- **Monitoring LGBTI activities worldwide:** Shell conducted an internal survey on LGBTI activities in the countries they are active in. The survey included monitoring which countries participated in LGBTI related events and which did not. By using a survey to monitor activity worldwide, Shell was able to see both which practices were most popular in countries that did participate, and the reasoning as to why activities were not present in other countries.
- **Inclusive language framework:** This unique framework includes reasoning for using inclusive language as well as demonstrating respect for others and care for people. Sections in the framework included,
 - Avoiding heteronormativity
 - Using appropriate terminology
 - Avoid misgendering
 - Avoid offensive questions
 - Include non-binary options on forms and databases





Our top 5 improvers

Year-over-Year growth

This year our top improvers, representing a wide variety of industries and sectors, all achieved double-digit growth, and that on top of the higher standards in place in 2018.

1



Arcadis tops our list of improvers this year scoring more than 38 points over their 2017 score, with double-digit growth in 3 out of the 7 sections of the global benchmark. They show significant focus and growth in Inclusion & Engagement and Business & Supplier Engagement.

2



RELX Elsevier follows closely growing nearly 36 points since 2017. They also improved in 6 out of the 7 section of the global benchmark, most significantly in Inclusion & Engagement and Business & Supplier Engagement.

3



Booking.com achieved just over 23 points more than in 2017 with major improvement in Policy & Communication and in Workplace Awareness.

4



Randstad Holding also took a step this year adding nearly 22 points to their 2017 score. Their main areas of focus were Expertise & Monitoring and Business & Supplier Engagement.

5



Gemeente Den Haag rounds out our top 5 biggest improvers with a 21 point growth over 2017 with particular strength in Workplace Awareness and Inclusion & Engagement.



We would also like to recognize our strongest new participant. **SAP** Coming in to the Global Benchmark with no baseline from previous years can be challenging. By achieving Ambassador level (scoring well above median) in their first year of participation, SAP clearly shows that they are in strong place to continue to drive progress for their employees worldwide, and to set an example for other organizations in their own LGBTI Workplace Inclusion journeys.



2018 Advocate Level Achiever

"We are thrilled to be recognized once again by Workplace Pride this year and are proud to be in good company with others who are paving the way toward equality. At Accenture, our 459,000 employees make up a vibrant culture of cultures, across 120 countries. We believe inclusion ignites innovation, and we embrace our diversity as a source of creativity and competitive advantage.

Regardless of what the political situation is in a particular country, no one should be discriminated against for their sexual orientation, gender identity or expression. We remain committed to a culture of inclusion and acceptance where people can feel comfortable, be themselves and, as a result, be productive. Our active Pride at Accenture Network spans 44 countries and is known for best practice sharing through digital tools and innovations, across continents and borders.

Recognizing that individual countries may have unique laws affecting the LGBT community, we work to ensure that our global policies and practices have their intended effect in all the geographies in which we operate and focus on creating an inclusive workplace for all LGBT employees.

Thank you to Workplace Pride for all you do to advance equality for all."

Monica Boll, Managing Director – Accenture Operations and Pride at Accenture Global Network Sponsor

Examples of Accenture's Leadership

- **Pride Month Global Best Practices:** Accenture has collected best practices from their offices around the globe, by highlighting LGBTI events and promotional materials worldwide. Some of these include the LGBT Job Fair in Shanghai, of which Accenture's Greater China offices participated for the first time; in the Philippines 16 different mentors, including

10 executives hosted a Pride Community Night on the topic of "Unique", offering speed mentorship to attendees; In South Africa Accenture hosted an Ally sing-up drive, and an ally profile picture area on their pride wall to push 'allyship' and inclusivity for all.

- **Living our Principle of Meritocracy**
Global Policy: By doing this Accenture promotes protections and encouragement of all their employees regardless of the requirements (or potential restrictions) as set out by the law.
- While many organisations have global policies to protect against discrimination, Accenture has taken their policy beyond the usual. Many policies now reference sexual orientation, gender identity and sometimes gender expression, they protect based on the legal requirements per country, or sometimes based on the legal protections provided in the country HQ is located in. For Accenture, this is handled differently; their "Living our Principle of Meritocracy" policy states "Many local laws around the world prohibit discrimination against people on the basis of certain characteristics, including race, religion, color, sex, pregnancy, maternity, age, disability, national origin, sexual orientation, gender identity or expression, and trade union membership. We expect our people to comply with such laws against discrimination, but Accenture's ethical values go beyond legal requirements: all employees have a responsibility to support and promote the principle of meritocracy" By doing this Accenture promotes protections and encouragement of all their employees regardless of the requirements (or potential restrictions) as set out by the law.

“Someone like me can be successful, too!”

Why we need more LGBT role models in the workplace

Luisa Liekefett (Braunschweig University of Technology, Germany)

Jojanneke van der Toorn (Leiden University/ Utrecht University, The Netherlands)



The Workplace Pride LGBT Chair at Leiden University, held by Professor van der Toorn, is sponsored by:



Role models are people who others can look up to and who can provide a source of inspiration, motivation and vicarious learning. But how can role models best be utilised in order to help lesbian, gay, bisexual and transgender (LGBT) people* achieve equality in the workplace?

LGBT employees who want to advance in their careers are often faced with a number of difficulties, including prejudice, unequal pay, lack of anti-discrimination policies, and workplace harassment. Increasing visibility of LGBT leaders who are openly “out” at work can be a first start in providing newcomers with encouraging role models. Understanding the ways in which role models can inspire and impact others is a crucial step in advancing an inclusive workplace.

How can role models help LGBTs?

Individuals learn from watching others. Witnessing the success of others empowers people to believe they can similarly succeed, encouraging them to make greater efforts and be more persistent in the face of difficulties. Such empowerment may be particularly valuable for minority employees such as LGBTs. Having historically faced discrimination and stigma, members of minority groups often believe in themselves less, earn less, and face poorer job prospects. Having a role model can have powerful consequences: it has been associated with a greater sense of self-esteem, better performance at school, improved leadership competence for women and fewer risky behaviours among adolescents.

For role models to be effective, they need to be perceived as similar to oneself. Women are more inspired by outstanding female role models, ethnic minorities by same-race role models, and LGBT students by role models of the same sexual orientation. Such role models may offer guidance specific to the challenges of being a minority in the workplace, and thus could inspire and advance LGBT employees in ways that heterosexual and/or cis-gender role models may not be able to.

What are specific challenges for LGBTs?

But role models can be especially elusive for LGBT employees. Not only are LGBTs severely underrepresented in public or high power positions, but they often hide their LGBT identity due to various challenges such as negative coworker reactions and discrimination. Due to this scarcity, LGBTs are more likely to find role models among media and public figures. For example, Ellen DeGeneres’s publicised coming out on

television made young LGBTs feel that it was okay to be gay, and inspired pride in their identity.

But the positive influence of distant figures is limited: Role modeling seems to be most effective within personal relationships, in which concern and care can be expressed. Inaccessible role models might even increase psychological distress by serving as a constant reminder of the absence of accessible others who support and accept you for who you are. Thus, LGBT celebrities cannot replace actual, real-life mentors and support figures.

How can we put these insights into practice?

Increasing access to role models may thus be particularly valuable for LGBTs and members of other minority groups. This does not mean, however, that everyone should be expected to act as an ambassador for how they identify, as some people are more comfortable in that role than others. Also, one does not decide to be a role model but is viewed as such by others.

Nevertheless, opportunities for role model identification should be increased through specialised interventions at schools, universities and workplaces, featuring a diverse range of professionals. This could be achieved through networking events or internships in businesses that value diversity and inclusion as a part of their corporate identity. Moreover, businesses should educate their employees about the influence of role models and about diversity and inclusion more broadly. Lastly, LGBT professionals should be encouraged to take an active and visible role in the company, in order to function as role models for future generations.

The CEO who is “out” can have a powerful symbolic function, but role models are important at all layers of the organisation to offer LGBTs similar and accessible sources of mentoring and support. In order to achieve this goal, an environment of inclusion is key: people are much more likely to step up as role models if they feel included, safe and accepted for who they are.

*Although LGBT is the abbreviation of a limited number of categories, we use it in this article because most social psychological research in this area has been done among or about people who identify as lesbian, gay, bisexual and/or transgender. However, it is important to note that sexual orientation, gender identity and expression, and sex characteristics (SOGIESC) are much more diverse than these four letters suggest.

Further reading

Bird, J.D.P., Kuhns, L., & Garofalo, R. (2012). The impact of role models on health outcomes for lesbian, gay, bisexual, and transgender youth. *Journal of Adolescent Health, 50* (4), 353-357.

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Lockwood, P. (2006). “Someone like me can be successful”: Do college students need samegender role models? *Psychology of Women Quarterly, 30*, 36-46.

Morgenroth, T., Ryan, M., & Peters, K. (2015). The motivational theory of role modeling: How role models influence role aspirants’ goals. *Review of General Psychology, 19* (4), 465-483.

Wohlford, K.E., Lochman, J.E., & Barry, T.D. (2004). The relation between chosen role models and the self-esteem of men and women. *Sex Roles, 50* (7/8), 575-582.



Our movers and shakers

2018 Ambassador Level Achievers



Aegon's achievement has earned them Ambassador level for the first time in 2018. Their public awareness-raising activity, hiring and onboarding process where LGBTI Inclusion is firmly embedded are examples of their leadership.



Cisco once again achieved Ambassador level in 2018 driven by a solid focus on supporting their LGBTI employees and strong engagement and commitment of their leadership and allies.



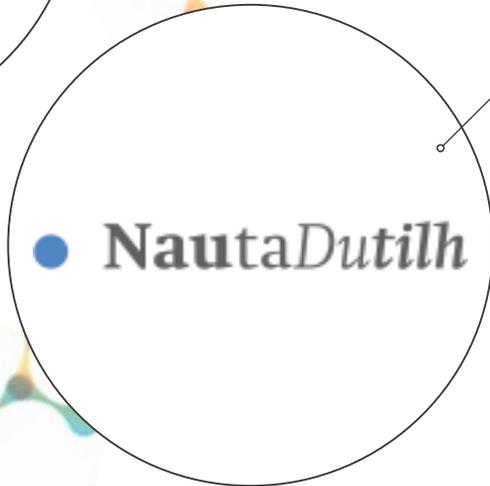
Achieving Ambassador level in their first year participating in the Global Benchmark, SAP stands out in many ways. Their focus on ensuring that employee benefits are clearly inclusive for LGBTI employees and their engagement with and training of their entire workforce around LGBTI inclusion are a few examples of their impressive accomplishment.



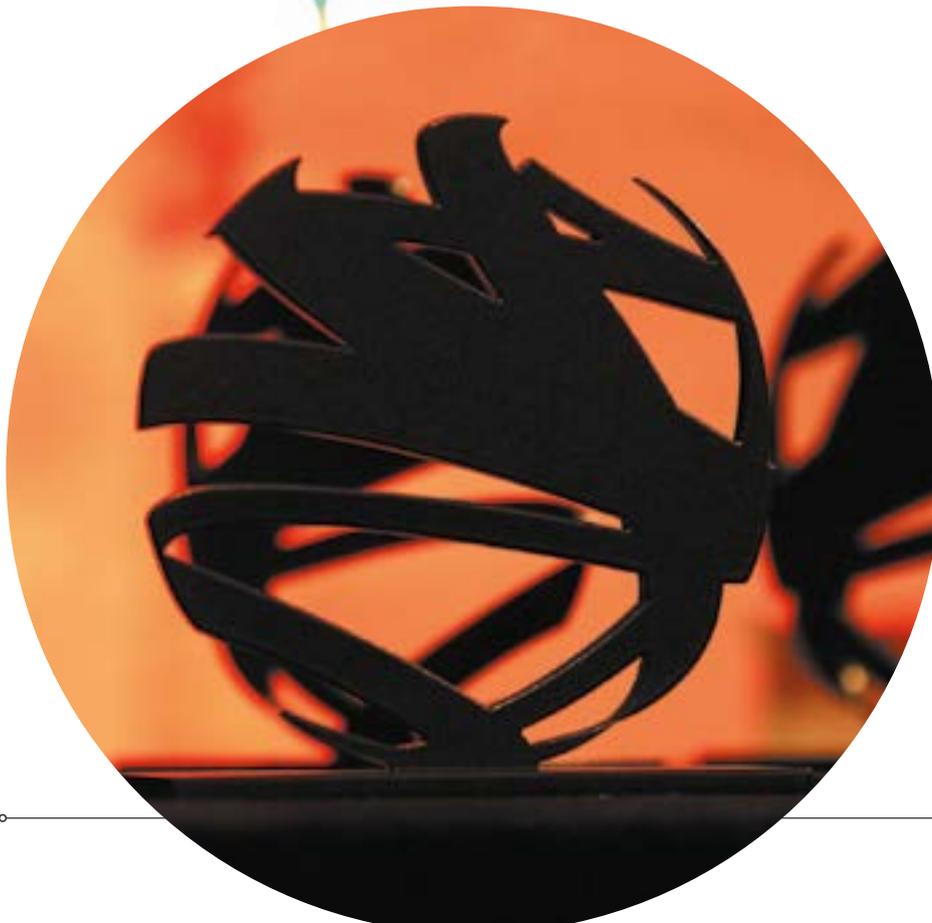
Sodexo once again achieves Ambassador level in 2018. Their Global Pride employee network actively engages at all levels inside the company and also with current and future clients. Additionally their focus on benchmarking and monitoring internally continue to drive their growth.



Dow is a great example of an organization that is leading self-identification, and systematic monitoring to drive analysis and action within their organization. Additionally, their strong support for LGBTI employees earns them Ambassador level status in 2018.



With a strong employee network linked to core objectives, and systematic monitoring in place, Nauta Dutilh earns Ambassador level for the first time in 2018.





Make it count

Global Benchmark Best Practices

DELOITTE: AUSTRALIA'S GENDER AFFIRMATION GUIDELINES:

In order to help employees understand gender and transgender issues and give concrete tips in terms of being an ally, Deloitte has developed easy to read and understand guidelines. Containing sections relating to terminology and definitions, the guidelines are designed for people wanting to affirm a fellow employee's gender identity and include specific guidelines for people managers. By creating a pamphlet that starts with basic definitions and then moves into tangible behaviours for others, Deloitte has created a useful tool for dealing with gender affirmation.

Guidelines highlights are "Key Trained Contacts" and additional resources for anyone looking for supplementary material or more specific information.

The gender affirmation guide ends with a checklist, which assists employees in affirming their gender, and assists managers by providing a set guide to help them on their journey. With specific knowledge, insight and a step by step guide, Deloitte has made a topic that has been difficult for many far easier to understand and handle respectfully.

UWV: ROZE WERKT WORKSHOP

UWV has developed the "Roze Werkt" or "Pink Works" workshop. Roze is the Dutch term widely used to represent the LGBTI community in the Netherlands. The goal of the workshop is to educate all employees on what sexual orientation and gender identity are, how to best be supportive of their LGBTI co-workers, and to show the importance of an LGBTI-friendly workplace.

It addresses basic knowledge such as what being LGBTI means, the difference between sexual orientation and gender identity, as well as some more common stereotypes about the LGBTI community.

What is less common though is a discussion on international laws related to being LGBTI; one section is dedicated to a map of the world, showing where being LGBTI is prosecutable under the law, where it is recognised in various ways, and the few places where people who are LGBTI are actually protected. While UWV is not an international organisation, they have put the topic into greater perspective for their employees by taking the time to discuss the situation around the world.

Finally, the "Roze Werkt" workshop offers tangible action points for people who want to be inclusive and support LGBTI inclusion at work. Some suggestions include:

- Being conscious of the issues at hand
- Discussing LGBTI issues with colleagues
- Getting involved when you see discrimination or people speaking negatively about LGBTI people
- Showing your involvement with LGBTI inclusion openly, and finally
- Supporting your LGBTI network

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Engaged employees drive business success. That's why we're committed to creating an environment where all employees can contribute to their full potential. By fostering a culture based on respect and inclusion, Sodexo is an expert at improving quality of life for individuals, organizations and communities.

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AT IKEA, YOU CAN BE YOURSELF!

At Ingka Group we are committed to creating an inclusive work environment, where all our co-workers feel welcome, respected and appreciated for who they are.

We encourage our LGBT+ co-workers to be themselves and we work together, utilising our similarities and differences, to create a better work environment that will benefit our co-workers, our customers and society at large. Our vision, "to create a better everyday life for the many people" inspires and guides us in everything we do.

Ingka Group **is a proud member of Workplace Pride.**

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Workplace
Pride

THE INTERNATIONAL
PLATFORM FOR LGBTI
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2019**

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www.workplacepride.org/2019conference



BROWN-FORMAN: FORMAL RECOGNITION OF LGBT EMPLOYEE RESOURCE GROUPS (ERG) ACTIVITIES IN PERFORMANCE REVIEW

- Brown-Forman has taken steps to recognise LGBT leadership in the form of performance objectives. As part of their D&I organisational structure, they give ERG co-leads designated performance objectives and an allocation of 15% of their time to support their work.
- By evaluating their ERG leader's work in their end year review, Brown-Forman demonstrates how diversity and inclusion is an integral part of their corporate culture and rewards those who strive for an inclusive organisation.

ARCADIS POLICY IN PRACTICE TRANS AWARENESS EVENT

Arcadis has hosted an event on Trans Awareness as part of a presentation entitled "Policy into Practice". The presentation aimed to explain transgender identities and gender identity more generally. Instead of focusing only on cisgender versus transgender people, they outlined gender variance in terms of transgender, bi-gender and non gendered people. In addition, the presentation covered the lived experience of someone coming out (to themselves and others) as transgender, which is often missing in more technically-focused presentations on transgender awareness.

The company offers support to transgender colleagues and those who want to support them. For transgender colleagues, this comes in the form a policy for their transition at work as well as counselling when needed. For supporters, this can come in the form of learning to use the right pronouns or providing emotional support to those transitioning.

As the LGBTI community continues to strive for inclusivity, providing insight and steps to make sure everyone feels included is deeply important. Appropriately then, the presentation ends with a few useful thoughts: Your Support as colleagues, friends and managers matter to a Trans person! Not just acceptance but actions of encouragement as well! Ask, Don't Assume! Show Support through words and deeds!!!

ACCENTURE LGBT LEADERSHIP DEVELOPMENT

Accenture's LGBT Leaders Learning (L3) training provides high potential LGBT senior employees with the knowledge and skills to become authentic leaders and be effective role models and managers of our people and our business. The course helps participants become great influencers, build authentic leadership and develop strategies for succeeding as individuals in their careers and as leaders of the LGBT community. This training is hosted 3 times per year in 3 continents and creates a an audience of 200 new LGBT ambassadors every year.

Leaders



Partners



Members



Friends

American Express

BCG



Booking.com



Rijksoverheid

PHILIPS



ALLEN & OVERY



National Postcode Lotterij

Gemeente Nijmegen

Schiphol Group



Best Practices

CISCO: ALLY GUIDE

Cisco has created a guide called "Become an LGBT Ally in the Workplace". It focuses on the importance of straight allies in the workplace, by describing why allies are important and what they can do to help.

Their guide starts with discussing why people would want to be allies and notes:

- Most leaders are heterosexual (according to their statistics)
- Straight allies help mobilise larger segments of the (Cisco) population
- "Interventions by straight allies can have a greater impact and send a strong message to the rest of the organisation"

Part of what makes their guide so intriguing is that it shares personal stories that show just how important LGBTI inclusion is to people who may not be LGBTI themselves. One such example is from Sherri Liebo, VP Global Marketing at Cisco.

- "I was born in a small town in the Midwest steeped in religion and spent a considerable part of my childhood in the deep South. When I moved to California, my eyes were opened to the richness of diversity. I consider this geographical change and attitudinal education a gift.

It was because of this gift that my only sibling, my brother, felt comfortable coming out to me. He forbade me to tell our parents and struggled for decades with who he was. He lived the last decade of his life close to the town in which we were both born. He sought guidance and "treatment" from his pastor.

I got a call one morning that he was shovelling snow in one of the worst winters on record and had a massive heart attack. He wasn't even 49 years old. He had a history of heart problems and I could find no plausible reason for him to be doing this. After he passed, I sought insight from his friends and they shared that "he was so discouraged with his life..."

I will never know the truth, but I can guess. The fact that my brother could never be himself breaks my heart. His death has galvanised my resolve to speak out even more loudly than I have before."

Their guide also contains 5 major steps to help people be an ally; as the guide mentions, many people wish to be supportive, but they are unsure where to begin or how to help. With that in mind, their steps include:

- Staying informed on LGBTI topics
- Speaking up and actively promoting LGBTI inclusiveness
- Being visible as an ally
- Creating a sense of community and an inclusive work environment, and finally
- Recruiting fellow allies

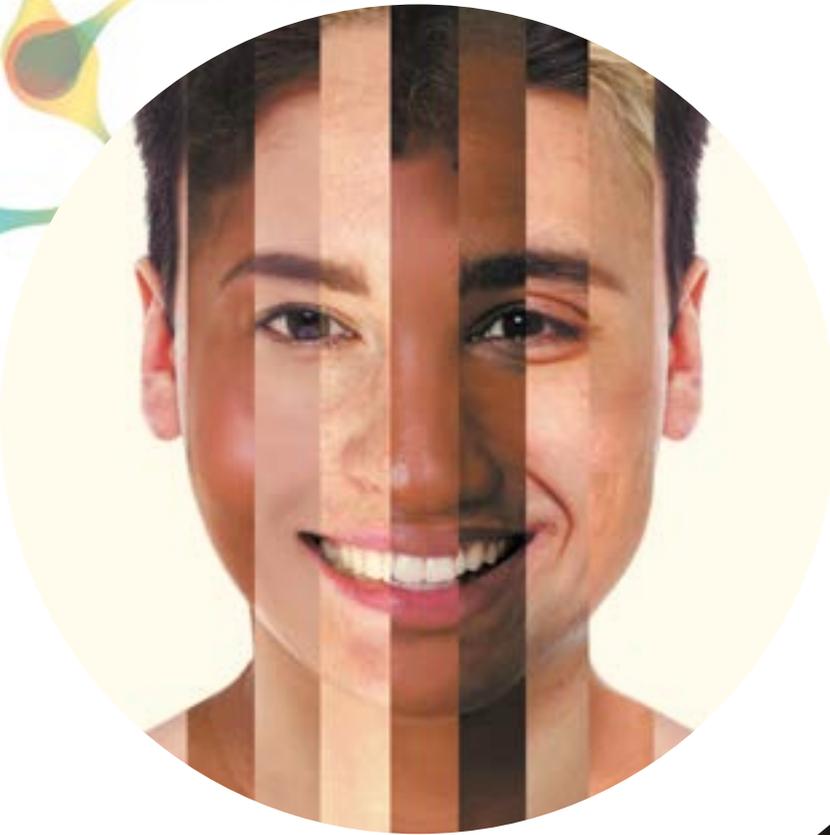
Freedom,
here I come

ing.com/diversity





The Changing Face of LGBTI Workplace Inclusion



The Workplace Pride 2018 International LGBTI Workplace Inclusion Conference was held in Amsterdam's impressive Beurs van Berlage on May 18, 2018. With more than 250 participants, the International Conference once again demonstrated that progress is being made around the topic of LGBTI inclusion in the workplace – thanks to common purpose, determination, and the hard work of LGBTI people, allies and stakeholders across the world.





This year we brought the conference to a new level with a slate of high-profile speakers from government, international human rights organizations, leading multinational corporations, and from the world of professional sports.

We also introduced a new Workplace Pride Event app to connect participants, share conference information and encourage audience participation and feedback.

Key conference speakers included

- **Kajsa Ollongren** - Deputy Prime Minister and Minister of the Interior and Kingdom Relations of the Netherlands
- **Boris Dittrich** - Director Advocacy from LGBT Rights at Human Rights Watch
- **Marianne Röling** - General Manager Small Medium Solutions and Partners CEE at Microsoft
- **Thijs de Greeff** - out former-professional field hockey player

The presentation of the Amsterdam Rainbow Dress aimed to ensure that we stay focused, and is a poignant reminder that there are still many countries in the world see that homosexuality as a crime.

Keynote speeches and workshops engaged all in attendance, established new connections that can help drive further progress, and created positive energy and motivation push forward. Never before have so many fascinating and relevant topics been handled in such detail at an international LGBTI workplace event.





Up to 70% of young people go back into the closet when they first start working

How can organisations best support and show inclusivity to new and potential hires?

Up to 70% of young people go back in the closet when they first start working; How can organisations best support and show inclusivity to new and potential hires?

As shocking as it may seem, approximately 70% of LGBTI employees go back into the closet when they first move from university and/or school life into the working world*. While more young people are coming out as LGBTI, and are coming out at younger ages, the reputation corporate life still has seems to be pushing young people to deny or hide their sexual orientation while in the workplace.

The problem can be traced to the interview and on-boarding processes. During an interview, there are of course certain laws protecting employees; an interviewer cannot ask questions about sexual orientation, religious affiliation, wanting children, etc. And this makes sense: these topics should be discussed at the discretion of an individual. Asking about their affiliations, or about their personal life is simply inappropriate. Many employers, and in turn interviewers take this to mean that the topic is totally off limits, but this is far from true.

When discussing what organisations can offer potential employees, its a small step to mention an LGBTI Employee Resource Group (ERG). This can be done for all ERGs, and

allows potential and new recruits to see what is important to an organisation, without being invasive and making people feel put on the spot! Such a demonstration of inclusivity is also often a crucial step to making people feel safe and comfortable enough to talk about the things that are important to them.

On-boarding is the process where new hires get to learn more about the organisation, and a perfect opportunity for employers to show all the tools, groups and activities they have to make people feel welcome, safe and secure. While not everyone will make use of these mechanism, an honest and pro-active display of what is available assures new employees that everyone can be themselves at work: for LGBTI employees, this is a crucial step in the right direction!

Even before an actual interview, an important way to demonstrate inclusivity, and to give new, potential and even current employees a sense of security is to mention your LGBTI ERG and activities on your website. These should be easy to find and prominently displayed on corporate websites. If information about LGBTI inclusion is vague, lacking or hard to find, the message can be seen as the company has little interest in the topic or is trying to downplay its importance.

While it may be difficult at first to publicly display and promote LGBTI-related activities, letting LGBTI people know that you support them is a major step to helping all of your employees, new and old!

* Source: Informal survey carried out by the Foundation's program Young@WorkplacePride



ING: RAINBOW FAMILIES PROJECT

ING has been developing their Rainbow Families policies for some time now, in order to give all employees equal access to opportunities and benefits. By consulting with their internal LGBT network GALA and using information from an internal questionnaire, ING has identified barriers that currently exist in relation to LGBTI family inclusivity. Their goal is to roll out their policies globally, so that all ING employees with Rainbow families receive the same benefits.

The company has identified 9 areas of interest in relation to Rainbow families and the current HR barriers that still exist. These include:

- Family leave
- Children
- Health insurance
- Assistance and support
- Mobility
- Pension
- Legal issues
- Social issues
- Tax-related issues
- General workplace inclusion

By identifying key areas, the project can streamline their goals and work towards inclusion from different angles.

BOOKING.COM: SPECIAL LEAVE POLICY AND GENDER-INCLUSIVE LANGUAGE

Booking.com has created a special policy with full payment for leave due to marriage, registered partnership, childbirth and death. The policy refers exclusively to “partner” with a note that states “we speak of a partner when a marriage contract, a registered partnership or a notary certified living together contract has been signed”.

In its childbirth section, the policy discusses maternity leave and parental leave for the non-birth parent, but also states that “adoption is equated with childbirth”, which allows for adoptive parental leave. This is more inclusive to LGBTI people and allows for more family constructs to get time off to bond.

BOOKING.COM: INFORMATION ON SEXUALITY

Booking.com provides a short guide for employees on the topic of sexuality. The guide provides helpful suggestions, such as:

- Using “they, them” when you don’t know the gender of someone’s partner
- Avoiding assumptions about LGBTI people only being interested in nightlife
- “If you have questions about LGBTQIA+ relationships, ask Google”

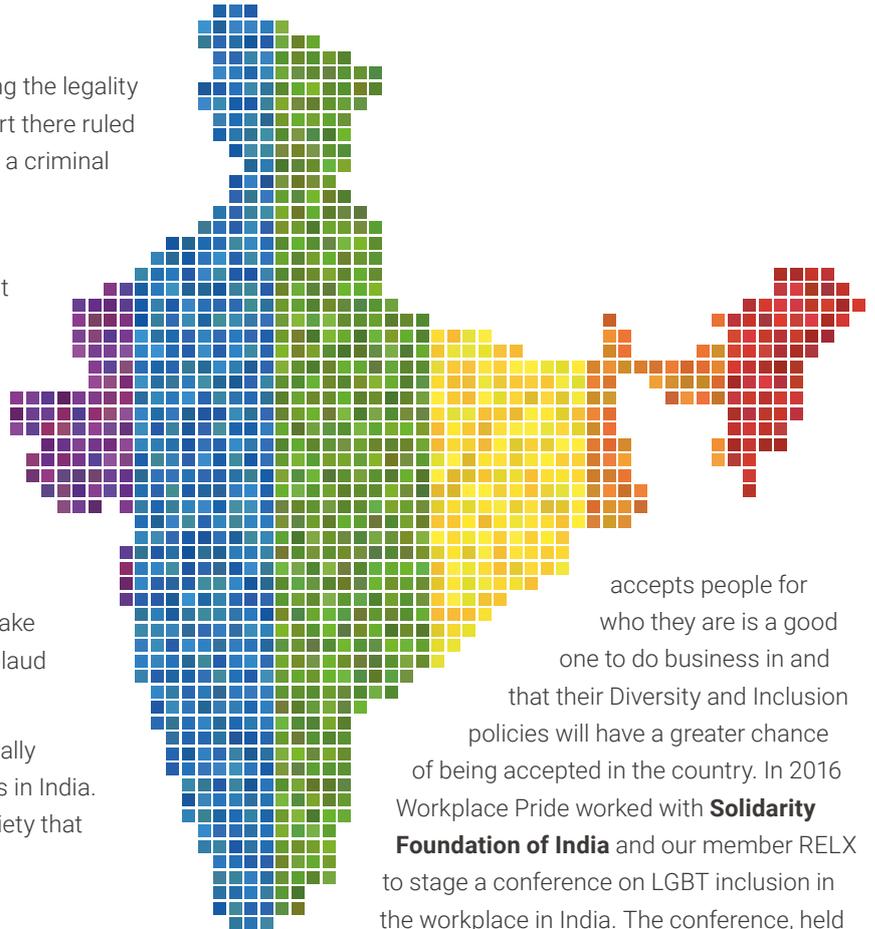
While there is nothing inherently wrong about asking people questions, a lot can be achieved by simply taking the time to do a bit of research if you are unsure about how to approach a topic.

India's Supreme Court Legalises Gay Sex

After years of uncertainty surrounding the legality of gay sex in India, the Supreme Court there ruled on September 6th that it is no longer a criminal offence in the country.

This was a historic moment, not just for the LGBTI community in India, but indeed for all of Asia and the world as it sends a strong message of change and acceptance. As the world's second most populous nation, India has been dogged by colonial-era legislation that no longer speaks to the needs and demands of modern society. Courageous activists have helped make today's decision a reality and we applaud their efforts!

Workplace Pride's member have literally hundreds of thousands of employees in India. For them this is validation that a society that



accepts people for who they are is a good one to do business in and that their Diversity and Inclusion policies will have a greater chance of being accepted in the country. In 2016 Workplace Pride worked with **Solidarity Foundation of India** and our member RELX to stage a conference on LGBT inclusion in the workplace in India. The conference, held in the port city of Chennai, clearly identified that the time was ripe for a change in Indian Society on this issue and that workplaces could be at the spearhead of the change.

Going forward, Workplace Pride and its members will continue to work to create workplaces in India around the world where LGBTI people can truly be themselves. The Supreme Court's ruling helps take this goal a huge step forward!



WE CELEBRATE GLOBALLY



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EVERYONE**

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Best Practices

IKEA: PRIVILEGE TRAINING - LGBTI FOCUS

IKEA provides a training on recognising privilege, which is open to all employees, and specifically in relation to LGBTI issues. "Privilege Training" is already difficult to administer, mostly because the concept can be challenging for many people.

Their workshop is highly interactive and asks employees questions like:

- What is privilege?
- What does this specific exercise about privilege on issues of gender identity and sexual orientation highlight about what LGBT+ individuals experience day to day?, and
- How can we use this insight to change our daily actions in order to help LGBT+ colleagues and customers feel more included, valued, and respected at IKEA?

These questions not only explain the concept of privilege and the automatic advantages and benefits certain forms of privilege bring people, but also tries to create tangible steps for people to take in order to boost inclusion. Instead of focusing on privileged versus less-privileged status and identities, IKEA's workshop stresses the fact that people can use their privilege to help others because inclusion is everyone's responsibility.

DOW: WORKPLACE GENDER TRANSITION GUIDELINES

Dow has a comprehensive guideline for gender transitioning which it labels "an uneventful gender transition". From its outset, DOW has made clear that gender transition is not a large-scale event that should attract unwanted attention; rather, gender transition should be seen as a process that plenty of people go through, and making it uneventful will hopefully normalise this process over time.

As there is still a lack of knowledge in terms of what gender transitioning really is, the guidelines help to make it an uneventful process by adding definitions of gender, gender identity, gender expression, gender non-conforming, gender transition, and finally sexual orientation, in order to clearly explain the terms that come up when dealing with transitioning in the workplace.

It also contains important points on privacy, names and pronouns to be used during and after the gender transition, dealing with employee records or at-work restroom accessibility, dress codes, medical requirements, and finally creating a comprehensive transitioning plan.

The guideline contains a step-by-step process for transitioning at work, including a plan running from before the transition until the day the transition is made known to the employees team. The plan also includes the first day of an employee's official workplace transition and a follow-up after a transition. In this way, DOW provides a comprehensive guide to all the steps and integral moments in a workplace transition as well as support for the various steps along the way.



THE CITY OF AMSTERDAM: EVALUATION OF THEIR “ROZE AMBTENAREN” CAMPAIGN

The City of Amsterdam has done an excellent job in evaluating one of their campaigns, named “Roze Ambtenaren” or “Pink Civil Servants”. While many organisations do well with launching similar initiatives, the city has taken the time to look back at the campaign, in order to truly evaluate what was effective and what they could potentially improve upon.

In their report, they first outlined their goals for their campaign, which were:

- To measure the social acceptance of LGBTI colleagues
- To increase awareness of LGBTI colleagues
- To increase the visibility of their LGBTI employee resource group (the Roze Ambtenaren Netwerk), and finally
- To increase awareness among colleagues of their new “rainbow language tips”

In their conclusions section they describe the difference between employees working in an office location versus those who work in various city projects “on the ground”.

Office-based employees seem to have an easier time discussing LGBTI issues, and are more likely to know LGBTI people either at work or in their personal life. It was also noted that while the LGBTI topic may have been easier to deal with in office locations, all employees found that while lesbian, gay and bisexual identities were accepted in the same manner, it could sometimes take longer for employees to get used to “the idea” of a transgender colleague.

Other things they noted was the difficulty to tell how a stereotype-based joke might land with people, given that both LGBTI and non LGBTI employees would make jokes in the office as well as at other locations.

As a result of the campaign, more employees became aware of the fact that they were unsure how safe LGBTI colleagues felt in their workplace, but also what they can do as individuals to help increase acceptance and social comfort.

Finally, they noted that while the campaign targeted other employees outside of the network, it actually facilitated and increased conversations within the LGBTI network.

Many of those involved noted that some conversations were light and happy, while others were a bit confronting, adding that it was challenging to work on such an emotionally gripping project. All in all, they considered the campaign to be a success and the evaluation process has been instrumental in defining the next steps for the “Roze Ambtenaren” Network!

Greater China Conference

Showcasing the need for
more corporate involvement





Talking about LGBT inclusion at work is a challenge in almost any location; even where the most liberal legal frameworks and cultural norms are in place. Add to that the hurdle of pressure to respect family traditions and continuity, plus an extreme performance requirement and the task seems to become almost insurmountable. This is the setting that many participants of the LGBT Workplace Inclusion Conference in Greater China contend with on a regular basis, and which encouraged them to seek solutions at this event.

Organised by Workplace Pride on the 16th of July in Hong Kong, and in close cooperation with Accenture (a Workplace Pride member and host of the event) the booked-to-capacity conference examined all angles that employers and the LGBT community in China, Hong Kong, and Taiwan must consider when talking about LGBT inclusion at work.

Many participants, which represented primarily corporate stakeholders, often see LGBT expat staff that are 'out of the closet' in the region, but are frustrated to see very few Chinese staff that are comfortable enough to be out at work. What's more, there is a marked difference within the region on the topic of LGBT inclusion in society: in China and (to a lesser extent) in Hong Kong the topic is taboo, while in Taiwan grassroots movement have made considerable progress on societal change (it may be the 1st Asian nation to legalise same-sex marriage) yet the topic is still hardly covered at work.



Regional differences include:

- **Hong Kong:** Significant divergence in how expats and locals approach the topic of LGBT inclusion: This means businesses need to be more sensitive to this element in their policies and practices.
- **China:** Family expectations, hierarchy and striving for success (in the form of promotion) is a significant inhibitor to LGBT people being themselves at work in China. By creating workplaces where these elements are softened, organisations are opening the field to greater acceptance of LGBT people. Ultimately, this will benefit the businesses themselves as they become better places to work.
- **Taiwan:** Although it is still a firmly Chinese culture, the LGBT movement has made great strides through grassroots successes and this is translating into legislative gains. Support of this progress (through support of civil society by corporates) will help deliver further progress for LGBT people at work as well.

Hong-Kong based NGO, Community Business brought specific knowledge of the region to the event while speakers such as Jimmy Chen, Head of IBM's LGBT Network in China, outlined how supportive organisations (such as IBM) are crucial to creating workplaces in China where people, both expats and locals, can truly be themselves.

The level of enthusiasm was palpable at the end of the conference and participants left with a number of concrete examples and tools that they can use in their own workplaces. All of this will be great preparation for the year 2020 when Hong Kong will host the first-ever Gay Games to be held in Asia where the topic of LGBT inclusion at work will surely be on the agenda.

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pwc

The value of new horizons

GLEE@PwC is our inclusive business network for Gays, Lesbians and Everyone Else within PwC. Our goal is to break down the barriers of differences and connecting people at work. Celebrating that we're all unique regardless of our sexuality, race, gender, religion or ability. Just embrace the uniqueness of all people. Taking LGBT inclusion to the next level and create new insights and find new horizons.

Being a member of *Workplace Pride* gives us the opportunity to be connected with other business networks and to build relationships.

To read more about why we believe in diversity or about PwC in general go to www.pwc.nl or www.werkenbijpwc.nl

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Creating awareness on state-sponsored homophobia

The Amsterdam Rainbow Dress is a living work of art, made of all the national flags from countries where being LGBTI+ is illegal, on penalty of imprisonment, torture or capital punishment. When a country abolishes their anti-LGBTI+ legislation, the respective flag shall be replaced with a rainbow flag.

In addition to our ongoing projects, the Amsterdam Rainbow Dress Foundation strives to cooperate with governmental, corporate and other organizations, in order to reach mutual goals and develop programmes aimed at diversity and inclusion. Please feel free to contact us for any further information.

info@amsterdamrainbowdress.com
www.amsterdamrainbowdress.com

Image: Joan Crisol - Amsterdam Rainbow Dress Foundation
Model: Lola Rodríguez Díaz
Museo Nacional del Prado, Madrid 2018

Supported by the ABN AMRO Cultuurfonds



Stories from the heart

This year, Workplace Pride's celebrated Amsterdam Pride with its first content-related event, entitled "Stories from the Heart". LGBTI Prides are of-course a moment to celebrate the success of the LGBTI emancipation movement and the solidarity of the community. However, it is also a moment to reflect on what still needs to be done around the world.

With this in mind, the Foundation worked closely with its member, the Dutch Ministry of Foreign Affairs and their Influentials Program 'Building Bridges' to stage a truly eye-opening event for Workplace Pride members. The gathering, which was held at the Hotel de l'Europe, included 12 LGBTI activists from Africa and the Middle East who were brought to the Netherlands by the Ministry to enter into dialogue with

fellow activists, strengthen their network of allies in the region and be empowered in their activism. The activists told their own, often very emotional, but always courageous and inspiring stories of what it means to be LGBTI in their countries and how they personally fight to make progress for LGBTI inclusion.

Ranging from authors to Pride organisers, business people to grass-roots activists, the 'Stories' speakers showed how universal the desire to be accepted and respected is amongst the LGBTI community; wherever they are in the world. In some cases, these activists risk their careers, their reputations and even their freedom to undertake their work. For this reason neither their names are mentioned, nor can we show their faces.

The event deeply touched the nearly 100 participants who are now even more aware that LGBTI activism stops not at an organisation's front door, nor at national boundaries. It is an ongoing effort that starts in each single office or workplace.

Thanks go again to the Foundation's new member, Heineken, for hosting the event and placing the subject matter in the context of their own challenges for LGBTI inclusion around the world.

"12 LGBTI activists from Africa and the Middle East shared their often emotional, but always courageous and inspiring stories with Workplace Pride Members"

DECLARATION OF AMSTERDAM

1

Employers must provide a safe, comfortable, equal opportunity workplace and promote authenticity for LGBT employees.

2

Employers should work closely with and benefit from the knowledge of other parties (employee networks and NGOs) dealing with LGBT workplace issues to achieve improvements.

3

Employers should identify and support leaders and decision-makers (LGBT and straight) that actively strive to create LGBT-inclusive working environments.

4

LGBT employees should actively strive to be visible at work and collaborate with their employers on diversity and inclusion, leading the way for all employees.

5

LGBT employees should guide their employers on measures to support this declarations goal's and implementing best practices.

 accenture

ACCENTURE
19 JANUARY 2012

 achmea

ACHMEA
19 JANUARY 2012



POST NL
19 JANUARY 2012

 IBM

IBM
19 JANUARY 2012



UWV
19 JANUARY 2012



PHILIPS
19 JANUARY 2012



Have a visible LGBTI Employee Resource Group; Create an LGBTI talent pipeline to promote LGBTI employees who otherwise might be passed over; Create clear policies related to anti-LGBTI discrimination in the workplace; Offer training related to LGBTI-specific issues and inclusive behaviours; Communicate internally and externally in regards to LGBTI-issues; Give visible support from upper management for LGBTI employees

Engage with LGBTI NGO's; Communicate internally and externally about working with LGBTI initiatives; Provide time for employees to engage with LGBTI initiatives; Make use of trainings and events led by LGBTI-people and groups

Create an LGBTI-and allies pipeline; Reward those who strive for inclusivity in annual reviews; Add LGBTI initiatives to annual goals; Communicate internally and externally about exemplary individuals in relation to LGBTI-inclusive activities

Participate in LGBTI-ERG initiatives; Engage in the on-boarding process for new LGBTI (potential) employees

Engage with your LGBTI-ERG and upper management to provide advice, support and ideas for policies and practices; Provide concrete suggestions and feedback during internal audits on the topic of inclusivity;



**CITY OF
THE HAGUE**
19 JANUARY 2012



SHELL
19 JANUARY 2012



TNT
19 JANUARY 2012



CISCO
19 JANUARY 2012



ING
19 JANUARY 2012



**CITY OF
AMSTERDAM**
15 JUNE 2012

DECLARATION OF AMSTERDAM

6

Employers and LGBT employees should create and support structures in the organisation that ensure progress.

7

Employers should embed the Declaration's concepts in organisational principles, and include them explicitly in external communication such as Annual and Corporate Responsibility Reports.

8

Employers and employees should develop and establish measurements that identify the level and progress of LGBT inclusiveness within the organisation and benchmark this externally.

9

Employers should dedicate a minimum of 1 euro per employee in the organization to support LGBT programs and Employee Resource Groups.

10

Organizations should visibly support the improvement of working environments for their LGBT employees in all the countries where they are active.



**NATIONAL
POSTCODE LOTERIJ**
15 JUNE 2012



ABN AMRO
17 JANUARY 2013



ELSEVIER
20 JUNE 2014



KPN
09 OCTOBER 2014



NAUTA DUTILH
3 AUGUST 2017



DELOITTE
3 AUGUST 2017

Actionable and implementable goals for employees and employers looking to improve LGBTI-inclusion at work

Scan the QR code to see the full list of Organizations that have signed the declaration of Amsterdam.



Create and/or support your LGBTI-ERG; Volunteer as an LGBTI-mentor for new hires and those coming out at work; Provide support to HR and policy-makers on LGBTI-related topics; Facilitate conversations with other employees on the topic of LGBTI

Include points of the Declaration explicitly in annual and corporate responsibility reports; Use the Declaration's points as a reference for annual goals; Include the Declaration's points in your LGBTI-ERG's mission statement and future goals; Communicate internally and externally on achieved points of the Declaration and future aims

Establish a monitoring system, such as the Employee Satisfaction Survey to monitor happiness and/or acceptance of LGBTI employees in the workplace; Participate in outside surveys to monitor LGBTI inclusivity, such as the Workplace Pride Global Benchmark; Monitor annual reports from LGBTI-ERGs and/or HR in terms of incident reports on the topic of LGBTI inclusivity

Calculate 10% of employee base who could be LGBTI and use as a baseline for financial support for LGBTI-ERGs and other LGBTI-related initiatives

Provide internal and external support and communication on LGBTI-related activities, policies and initiatives; Focus LGBTI-related support in ILGA-mentioned 'red' countries; Coordinate with similar organizations to support LGBTI-initiatives worldwide



PWC
17 JANUARY 2013



THE CITY OF UTRECHT
17 APRIL 2015



ASML
11 OCTOBER 2017



DOW BENELUX
4 SEPTEMBER 2013



SODEXO
23 JUNE 2017



KPMG
11 OCTOBER 2018

TECH@WORKPLACEPRIDE ENERGIZES BRAINPORT

Employers increasingly realise that providing a safe, inclusive and equitable environment for those joining their ranks is critical to successful recruitment. They need to visibly and proactively show that, regardless of your sexual orientation or gender identity, you are welcome, accepted and respected, both inside and outside of the workplace.

Nowhere is this more true than in the booming Dutch tech economy. With an ever increasing demand for highly skilled employees, places like Brainport (the 'Silicon Valley' of the Netherlands) and companies like Workplace Pride-member, ASML, represent a significant part of this growth. These companies are currently hiring hundreds of people every month from around the world, and from a wide range of backgrounds. But this presents the dilemma of how to integrate such different people and to create an atmosphere where they can truly be themselves.

To answer this question and help raise awareness, Workplace Pride's program, Tech@WorkplacePride arranged a special 'Brainport Edition Event' at the University of Technology (TU) in Eindhoven. The specific goal of the event was to show that the tech industry is a safe and inclusive place to work for LGBTI people and that the community is highly valued.



Various people from the region to spoke about the technical innovations that are happening where they work:

- **Erik de Jong from TU Eindhoven** – As Community Manager at the university, Erik spoke about the diverse communities studying there, how they interact with one another and the benefit that the school has seen by supporting a more diverse environment.
- **Yvonne van Hest from Brainport** – In her role of Program Director for Brainport, Yvonne explained how powerful of multi-disciplinarily skills to the tech industry and how diversity plays an absolutely vital role in innovation
- Panelists from leading tech companies ASML and IBM alongside representatives from , TU Delft and Brainport discussed how to leverage LGBTI inclusion in the tech industry from the perspectives of their organizations.

With this event, visited by 100 people, Tech@WorkplacePride has found its way into the south of the Netherlands. In an industry where talking about LGBTI inclusion hasn't always been high on the list, companies are now starting to take note of the power of a diverse, inclusive workforce. Diversity brings new ideas and new ways of looking at the world, helping to solve some of the biggest challenges and powering the continuing growth of the tech industry.



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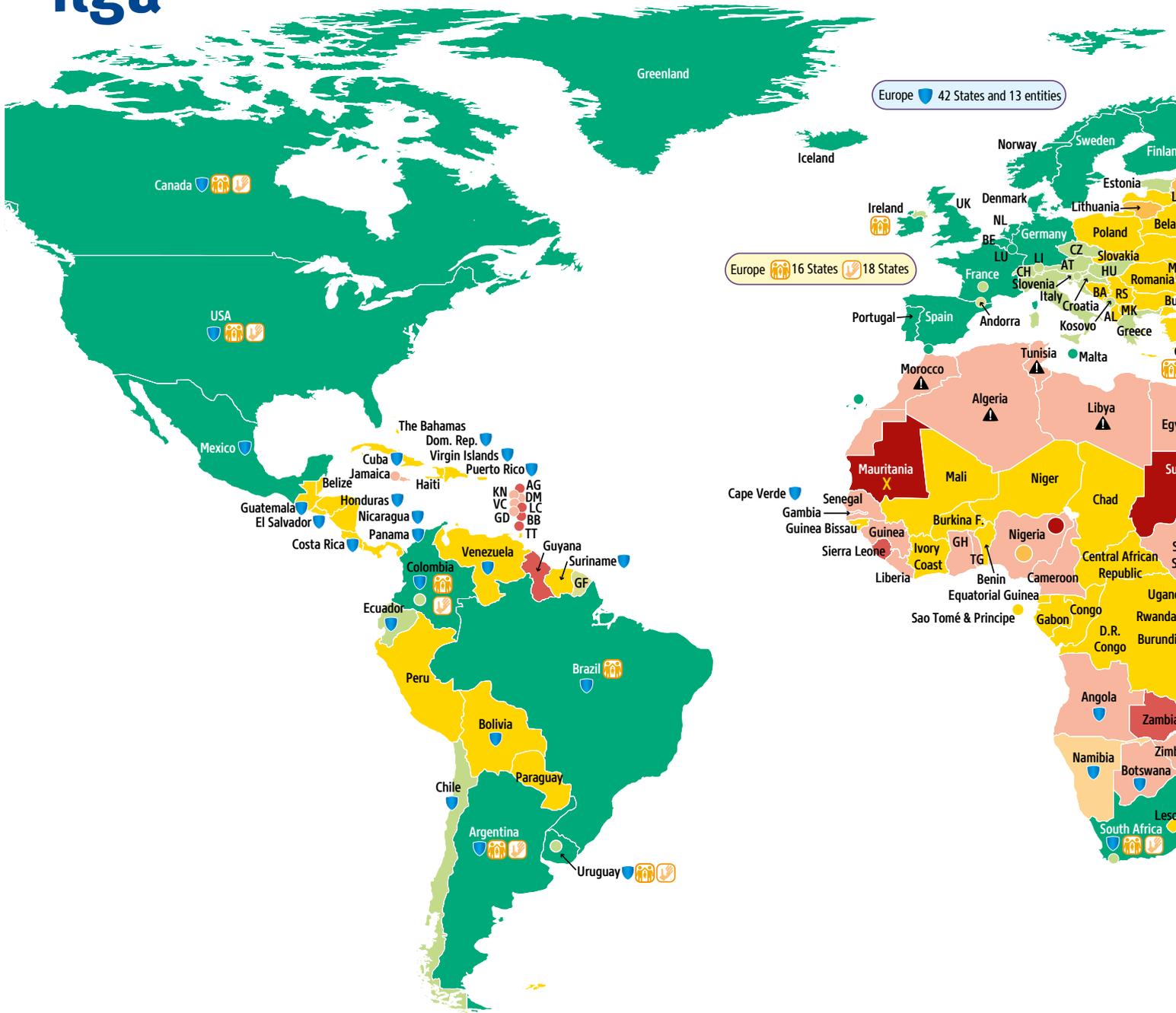
you^{IBM}

Ella
Joined IBM 2014



Sexual Orientation Laws

ILGA, THE INTERNATIONAL LESBIAN, GAY, BIS



CRIMINALISATION

72 STATES

DEATH		implemented in 8 States (or parts of)		14 Y - life (prison)	14 States
		not implemented in 5 States		Up to 14 Y	57 States
		Religious-based laws alongside the civil code: 19 States		'Promotion' laws	3 States
				No penalising law	

In green, yellow and orange countries, same-sex sexual acts were decriminalised or never penalised: **123 States**

PROTECTION

85 States

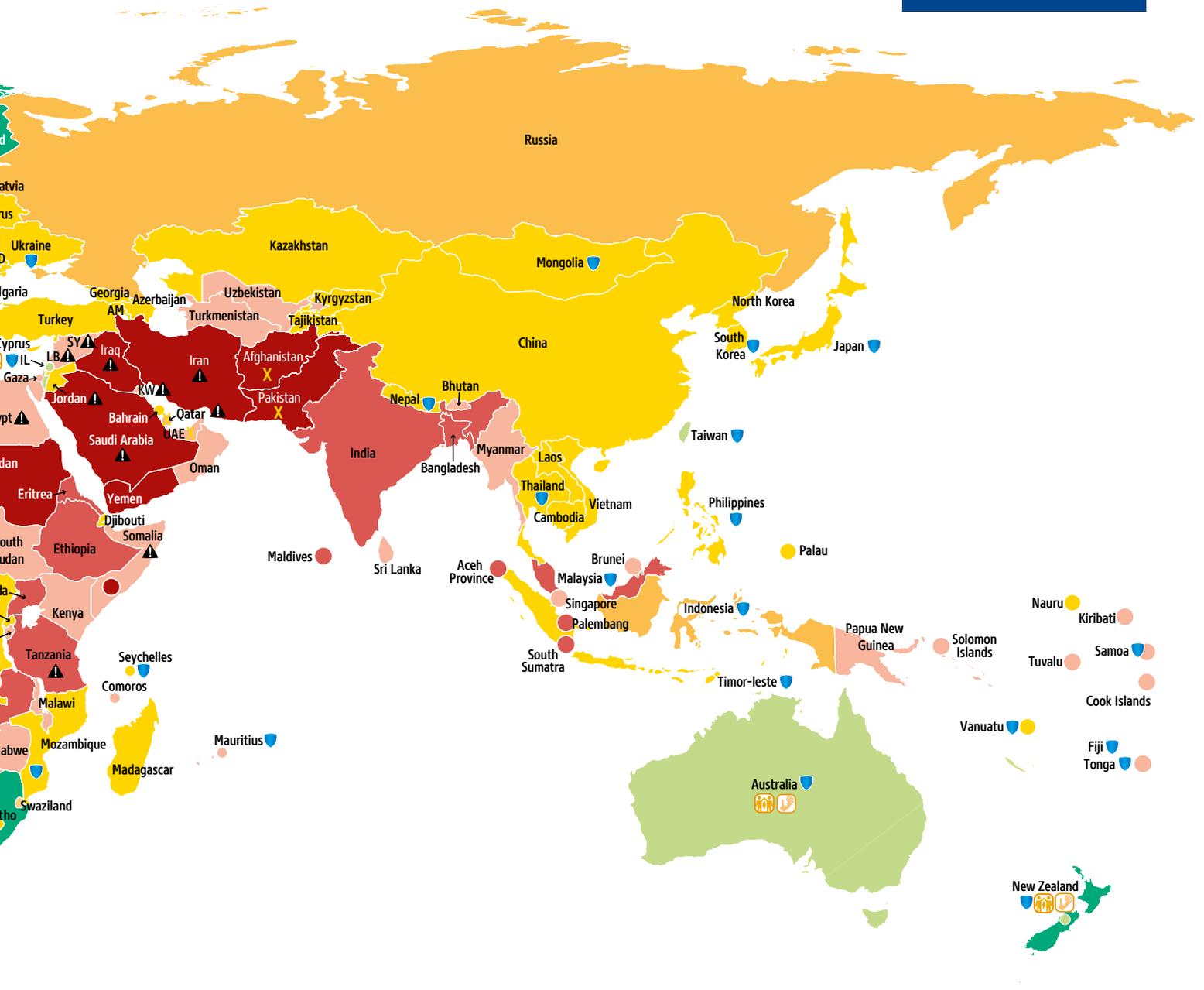
Many States run concurrent protections

	Constitution	9 States
	Employment	72 States
	Various	63 States
	Hate crime	43 States
	Incitement to hate	39 States
	Ban on 'conversion therapy'	3 states

In The World - Overview

SEXUAL, TRANS AND INTERSEX ASSOCIATION

MAY 2017
ILGA.ORG



International Lesbian, Gay, Bisexual, Trans and Intersex Association: Carroll, A. and Mendos, L.R., State-Sponsored Homophobia 2017: A world survey of sexual orientation laws: criminalisation, protection and recognition (Geneva; ILGA, May 2017).

RECOGNITION

47 States
A small number of States provide for marriage and partnership concurrently

 Marriage	24 States	 Joint adoption	26 States
 Partnership	28 States	 2nd parent adoption	27 States

Separate detailed maps for these three categories are produced alongside this Overview map.

The data represented in these maps are based on *State-Sponsored Homophobia: a World Survey of Sexual Orientation Laws: Criminalisation, Protection and Recognition*, an ILGA report by Aengus Carroll and Lucas Ramón Mendos. The report and these maps are available in the six official UN languages: English, Chinese, Arabic, French, Russian and Spanish on ILGA.org. This edition of the world map (May 2017) was coordinated by Aengus Carroll and Lucas Ramón Mendos (ILGA), and designed by Eduardo Enoki (eduardo.enoki@gmail.com).

Global Benchmark

The International Measurement
Tool for LGBTI Inclusion

CHALLENGE

INSPIRE

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