



**Workplace
Pride**

THE INTERNATIONAL
PLATFORM FOR LGBTI
INCLUSION AT WORK

08.11.2019

New Horizons

For LGBTI Workplace Inclusion

**Global
Benchmark
Edition 2019**

#wpgb2019

Welcome

Dear Readers,

Making progress with LGBTI workplace inclusion is often dependent on how organisations measure where they are with this topic at any point in time.

“ How do we activate our straight allies?”

“ What types of tools should we use to spread the word about LGBTI inclusion around the world?” or

“ How can we fully engage our LGBTI employee networks to add value to our business?”



These questions are usually the starting point for initiatives that can create real change, answering these types of questions within complicated organisations is often a challenge in itself!

The 2019 Global Benchmark Edition of the New Horizons magazine highlights how many Workplace Pride members do just that. Their participation in the Global Benchmark survey often acts as a ‘checklist’ that helps identify where progress can be made and where there is still work to be done. It also brings to light many good practices showcased here such as:

- Tools such as anonymous chatbots to facilitate communications
- Support and succession planning programs for LGBT+ high performing leaders
- LGBTI ‘conversation guides’

In these pages you will also find many personal stories which introduce another dimension into organisational policies and practices. By providing greater depth and meaning these stories interject a sense of urgency. The fact that 45% of survey participants operate in all regions of the world, also demonstrates the continued need to make progress in challenging areas such as Singapore: the location of a Workplace Pride conference last August.

All this and more can be found in this New Horizons issue, but it is only the tip of the iceberg of all of the work being done by the organizations represented this year among the Global Benchmark participants and top scorers. Our thanks as an organization and as a community go to all those champions and leaders - and all the people who make them up - who continue to raise the bar for and on behalf of our community.

A handwritten signature in black ink that reads "D. Pollard". The signature is fluid and cursive.

David Pollard
Executive Director
Workplace Pride

Our Foundation Leaders

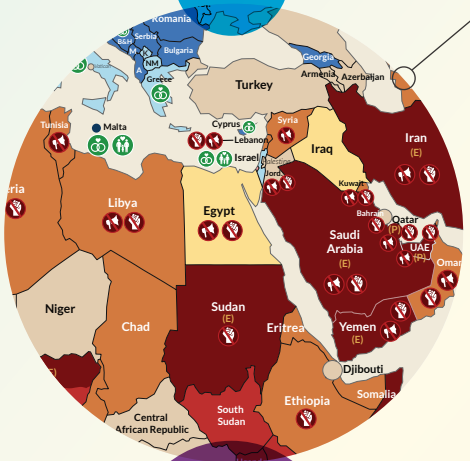
A special thank you to our workplace pride foundation leaders who through their leadership have continued to up the game for LGBTI inclusion in the workplace





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Colofon

Workplace Pride Foundation
 Lijnbaansgracht 298, 1017 RN
 Amsterdam, The Netherlands
 email: info@workplacepride.org
 Chamber of Commerce
 Amsterdam nr 34294570

Editor in Chief: David Pollard
 Production: Giancarlo Pazzanese
 Graphic Designer and Creative
 Director: Bart Bartlett, moieu.com
 Graphic Designer: Danny Yates,
moieu.com

Who are we?



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 70 members who employ nearly 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

Global Benchmark

An indispensable tool for LGBTI Inclusion

The Workplace Pride Global Benchmark was created in 2013 as a tool to measure progress with the Declaration of Amsterdam, and to measure how organisations are actually implementing their global LGBTI diversity and inclusion policies around the globe. As straightforward as this may sound, most employers operate in parts of the world where legal and cultural differences present a considerable challenge to realise greater LGBTI inclusion in their workplaces. On top of this, large organisations often face the added logistical - and often cultural - challenge of gathering data internally on a topic that many of their colleagues have little connection to, or know little about.

Enter the Workplace Pride Global Benchmark

As the only truly international and evidenced-based measurement tool for organisational LGBTI policies and practices, the annual Global Benchmark survey gives participants a clear overview of their strengths and areas of focus. Global Benchmark participants receive individual and customised survey results that provide statistical data designed for management consumption, including concrete advice for where improvements can be made. Just as importantly though, the process of gathering the data for the survey and completing the form, raises awareness across the board within organisations of how much, or indeed how little, they are actually doing for LGBTI workplace inclusion.

Now in its 6th year, Workplace Pride's Global Benchmark has grown to a record number of participants who employ millions of people around the world and it continues to be a valuable tool supporting progress with LGBTI workplace inclusion. Updated annually, the Global Benchmark is a living document that reflects the ongoing changes in the LGBTI workplace landscape. A constant effort is made to make filling out the survey as simple as possible for

participants while never losing sight of keeping the results as impactful and relevant as possible.

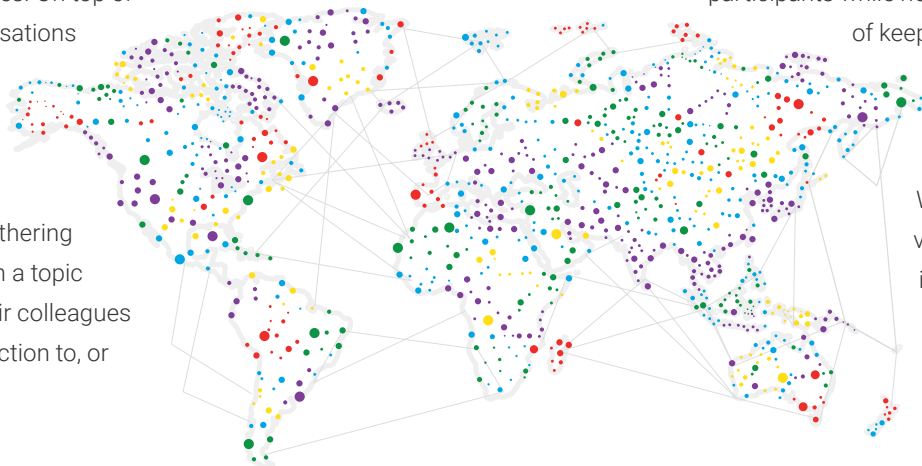
With the growing visibility of LGBTI inclusion around the world, both in society and at work, being able to measure

how your organisation fares with

its policies and practices is an indispensable tool. The Workplace Pride Global Benchmark fits this bill exactly!

The following pages feature the results of the 2019 Global Benchmark including dozens of good practices that have been selected from among the top scorers. The leadership of these top scoring participants is crucial to maintaining progress with LGBTI workplace inclusion at large and has the added advantage of providing value for them internally.

Workplace Pride congratulates all participants of its 2019 Global Benchmark survey! Their participation continues to push the boundaries of LGBTI workplace inclusion around the world and the sharing of their good practices is an inspiration to all organisations who strive to create workplaces where everyone can truly be themselves.





Benchmark summary

In 2019, the Global Benchmark saw the highest number of participants in its 6 year history with a total of 38 organizations participating. Many organizations participated for the first time and, collectively, they represent millions of employees around the world.

More than 1/3 of the participating organizations in 2019 were new to the Global Benchmark indicating that measurement for LGBTI workplace policies and practices remains a priority for many multinationals. In general, scores are lower in the first years of participation which often translates to a lower median score overall. We also saw significant growth in participation from the public sector (government, ministries, municipalities, public services and NGO's) with almost 3 times as many participants in 2019 versus 2018 (14 versus 5).



Scores between
38 participating
organizations



More than
1/3 were new
participants



3x more
participants from
the public sector

Our Guiding Principles

Every year, prior to the opening of the Global Benchmark, Workplace Pride evaluates both the content of the survey as well as the process for submitting the survey and associated evidence. Our goal is to ensure that our procedures and content covered reflect the changes in the LGBTI workplace landscape globally. If required, updates are carried out* with the following guiding principles.



Comparability Scoring questions are kept stable (with only minor changes) year over year. This is so that organizations who have previously participated can easily anticipate what information is needed to complete their submission. It also ensures that scores remain comparable from one year to the next so that progress and areas of focus are clear in the individual reports.



Relevance Options for answers and/or score weightings may be adjusted to reflect progress made and emerging issues within the LGBTI community since the previous Global Benchmark. Examples of this are specific attention for Intersex, proactively providing positive information to employees, leaders and allies, and demonstrating support for LGBTI Inclusion externally (e.g. to customers, partners, stakeholders).



Validity and Reliability Brief evidence is required to support most scoring questions and options. We do a review of evidence provided when scoring the submissions. Where evidence is missing, unclear or difficult to locate within the submitted materials, we give participants a second chance to provide updates and clarifications before finalizing their score.

Overall Score

The 2019 overall median score of all Global Benchmark participants was 46.8%. This is a positive result and only slightly under the median of 2018, which, given the many new members, speaks to the great work that many of the returning participants have made this year. We also know from experience that participants who leverage feedback from the Global Benchmark to make progress within their own organizations will almost always increase their score in subsequent years.

*Early scanning and faster reports

Two changes in the Global Benchmark submission process were implemented this year to facilitate the reporting for participants and to help them make organisational adaptations in the current year. All applications were scanned early on and notified of missing evidence or incomplete submissions. A 60 day evaluation cycle was also put into place which generated detailed customised results for participants, including specific suggestions for improvements, by the middle of the year. With these results in hand, participating organisations still have enough time to make changes to their LGBTI policies and practices in the second semester of the year which will count for their 2020 Global Benchmark submissions!



2019 Top Scorers

Advocate

Top-level achievement

Highest level of achievement recognizing organisations that are breaking new ground for LGBTI inclusion in the workplace and setting the tone for change beyond the workplace in society at large.

Scores of 85% and above

Workplace Pride is proud to see that six participants in its Global Benchmark have qualified as "Advocates" this year by scoring above the threshold of 85%. These six organisations represent more nearly 1.5 million employees around the world and are therefore well placed to make a positive change to LGBTI workplace inclusion through their leadership and internal and external advocacy.



Ambassador

Distinguished achievement

Excellent achievement recognizing organisations that show ongoing leadership in driving progress for LGBTI workplace inclusion and act as role models for others.

Scores between 60-85%

Through their continued hard work, Five Global Benchmark participants qualified as "Ambassadors" by scoring between 60% and 85%, including two new entries to this category, ING and RELX Elsevier. All of these internationally active organisations are setting the tone for their respective industries in many places around the world and each of them are seeing direct and positive impact of their LGBTI policies and practices: both within their own organisations as well as the communities they work in. Congratulations to all!





We are proud to be recognised as Workplace Advocate, and be benchmarked by Workplace Pride for its six consecutive year as a top scorer and Global Leader in LGBT+ Workplace inclusion.

As a company that has championed Diversity and Inclusion for over 100 years, we have always challenged ourselves to think what we could do differently. What more we could do. What have we not thought of before?

We actively engage with our employees, our partners in business, and the communities we operate in on those questions. We understand that progress cannot be made if not everyone is included, feels included, and is valued for the uniqueness they bring to the organization.

We have worked hard to create programs and trainings to extend the inclusive working environment. And built on LGBT+ leadership and leaders. For example starting with Voluntary Self Identification in 1996, and launching our Out Executive program in that same year. We have extended the Self ID program over the years to countries where this is legally possible. In 2016 we launched our Out Role Model program, with the goal of identifying outstanding LGBT+ talents who serve as role models in advancing workplace equality, diversity, and inclusion within the company. We currently have Out Role Models in dozens of countries around the world. Engaging actively in internal and external programs and events.

Successful events include the LGBT+ and Pride Business Forums™ and Round Tables we organize in all geo's. Bringing together Diversity Champions, representatives from the LGBT+ community, NGO's, companies, public sector, academia. Sharing practices and local insights. Together defining next steps to take in driving LGBT+ inclusion. Empowering the community and generating support for full equality.

Building an active LGBT+ Ally community is another important program we have been working on for decades. Recently we have made our internal "Becoming an LGBT+ Ally" training available to our clients. Easy to integrate in the organization's

Learning Management System, the course will inspire employees to extend their own role in encouraging an LGBT+ inclusive workplace and will encourage them to sign an Ally Pledge. Linked to employee data systems, the pledge helps identify employees that organizations can engage in ongoing programs related to the LGBT+ employee community.

This year we commemorate 50 years of progressing LGBT+ inclusion after Stonewall riots. We looked back on all what we have achieved, on where we are now, and how we can shape the future.

We understood not everyone is familiar with IBM's rich tradition of diversity and inclusion across the globe and what we have accomplished. We realized the importance of sharing our history. We created a repository of artifacts showing how we've been committed to diversity and inclusion throughout the years.

Documenting the bold proud steps the company has taken, as well as the many remarkable individual contributions. To maintain this momentum moving into the future we decided to make the timeline available externally as well: The IBM LGBT+ timeline can be found at ibm.biz/ibm-lgbt-timeline.

For decades, IBM has been at the forefront of change. From the establishment of our Equal-Opportunity Policy in 1953, offer same- gender partner benefits from 1996, a global framework for gender transitioning, to publicly expressing support for Equal Marriage in Taiwan, Japan, Czechia and Northern Ireland recently. We believe that innovation comes from seeking out and inspiring collaboration in all dimensions. Diversity of ideas helps us make the greatest impact for our clients, our colleagues, and the world. We encourage our partners and clients to join us, and together think of brave next steps to take in achieving full inclusion for LGBT+ communities around the world.

On behalf of IBM, I would like to recognize and thank Workplace Pride and the other benchmark participants for partnering with us on this critical journey.

Marijn Pijnenburg, Business Development Executive

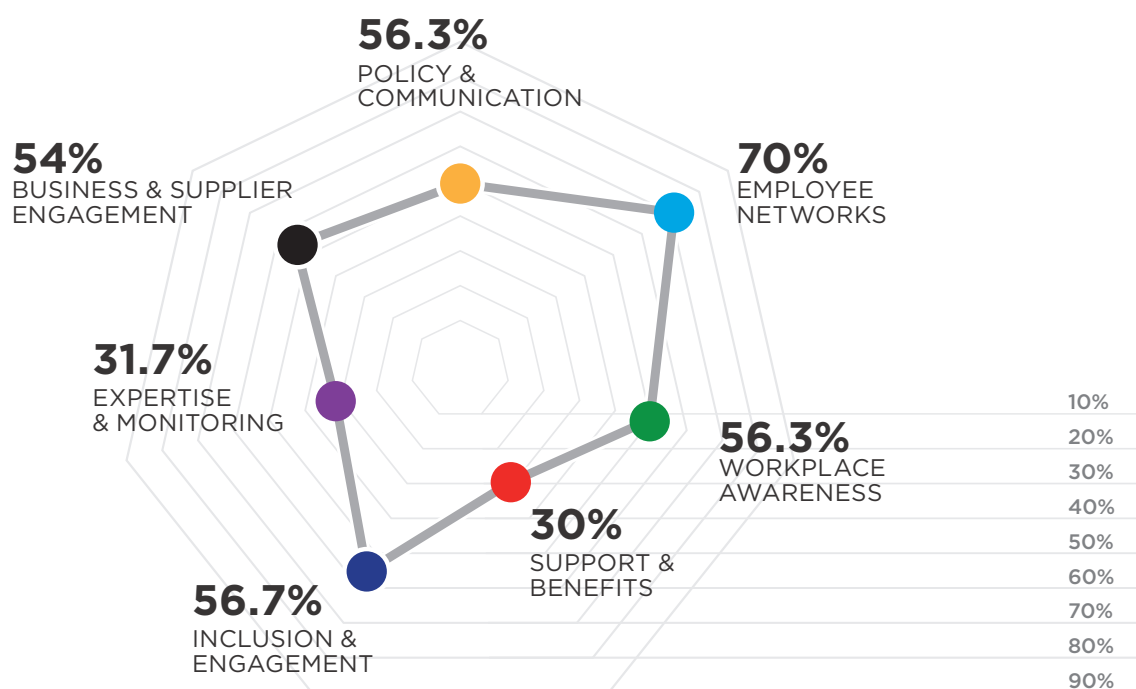




Results Overview

Looking at the median results across the 7 sections of the 2019 Global Benchmark results we see that, in spite of the large number of new participants, many areas remain quite consistent in terms of median score. This, in light of the fact that we adjust and raise the bar every year, is quite an accomplishment.

For 2019, we saw fantastic growth in Support & Benefits section as organizations are striving to better address the specific needs of LGBTI employees in the workplace. We can be proud of this result! On the other hand, scores related to the focus on engaging and equipping allies and organisational leadership (Inclusion & Engagement) and on raising awareness of the challenges and importance of LGBTI Inclusion in the Workplace (Workplace Awareness) have fallen slightly this year. We hope to see these bounce back next year by placing emphasis on clear LGBTI content in diversity training programs and renewed efforts to ensure that allies and leadership are trained and onboard working to actively support and drive progress.



	2019	2018	2017	2016	2015	2014
Policy & Communication	56.3%	50.0%	74.0%	67.0%	64.0%	63.0%
Employee Networks	70.0%	70.0%	80.0%	83.0%	82.0%	65.0%
Workplace Awareness	56.3%	73.8%	66.0%	66.0%	70.0%	60.0%
Support & Benefits	30.0%	15.0%	32.0%	38.0%	30.0%	23.0%
Inclusion & Engagement	56.7%	63.3%	62.0%	50.0%	52.0%	46.0%
Expertise & Monitoring	31.7%	33.3%	39.0%	33.0%	36.0%	21.0%
Business & Supplier Engagement	54.0%	54.0%	53.0%	58.0%	53.0%	20.0%

My whole self is welcome at ING

Dominic Tremblay is a senior brand consultant at ING. Being gay is a non-issue at ING, he says. More than that, they support him to go out there and promote diversity with ING's Pride campaign.

I came out only six years ago. I was 23 and moved from Canada to the Netherlands for work, which was in many ways a new start for me. I just told people who didn't know me that I was gay, and that was it. When my partner and I started dating, I changed my Facebook status to 'in a relationship' and that was basically what started my coming out process to my family and friends back home.

From the minute I entered ING, I felt at home. In previous jobs, people would sometimes whisper to each other, wondering whether I was gay, just because it's wasn't the norm. At ING I have never faced a moment of awkwardness, no one even blinks if I tell them my fiancé is a man or when I'm in a more flamboyant mood. My identity is truly supported here.

My role as a senior brand consultant is to help business units translate our global brand strategy internally and externally. One of the more visible things I'm responsible for is the 'World, here I come' campaign at Amsterdam Schiphol airport.

What means the most to me about being with ING is that beyond just being welcomed for being myself, I'm encouraged to promote diversity. Whether that is through my work on the Pride campaigns or participating on the ING boat for the canal parade.

At the end of the day, as much as I hope that what we do on diversity brings happiness, joy, and the feeling of togetherness – what I hope for the most is that there is someone out there that sees our message and knows that they are loved for who they are.

About Dominic

Dominic is born and raised in central Canada. After work he likes to explore Amsterdam or recharges his batteries at home by playing his favourite old school videogame Zelda. Next year he will marry his partner from Brazil, who also works for ING.





2019 Ambassador Level Achievers



For the second year running, **Aegon** earns Ambassador status in 2019. Policies are clear and specific and there is ongoing focus to ensure that inclusive language is used in formal documents and communications. Outreach to the LGBTI community through the publication of their research on LGBT Retirement planning is a great example of LGBTI Inclusion impacting core business objectives.



We're proud to see **ING** re-join the list of Ambassadors in 2019 – they had previously earned the status also in 2017. External visibility, at events but also in recruiting, the growth of the GALA network, and focus on LGBTI Inclusion at the policy level like their work for Rainbow Families have contributed to this accomplishment.



Nauta Dutilh maintains their place in the Ambassador club this year. Their work in Amsterdam with the 'Roze Zuidas' and their 2018 IDAHOT conference as well as the inclusion of allies and role models in their training and awareness campaigns are good examples of their leadership.



Showing strong growth over the past 2 years, **RELX Elsevier** has achieved Ambassador status for the first time in 2019. The active engagement and participation of senior leaders and the link between the objectives of Elsevier Pride and the internal and external business case are examples of what is driving their success.



Sodexo earned Ambassador status for the third year in a row. Their commitment to be a leader specifically around Supplier Diversity, and the visibility of LGBTI Inclusion in recruiting, sponsorships and in the media are a few examples of the great work they are doing.



Pride in our diversity

PRIDE 

...IN OUR **PEOPLE**

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Workplace inclusion is everyone's job

At Ingka Group*, we expect all of our leaders to be committed to LGBT+ inclusion and create a work environment where everyone can be themselves. We also expect every co-worker to stand up for themselves and for others, ensuring all feel included.

For us, LGBT+ inclusion is **everyone's responsibility**.

*Ingka Group is a strategic partner in the IKEA franchise system, operating IKEA Retail in 30 countries. We are a proud member of Workplace Pride.

INGKA™



IKEA Retail business

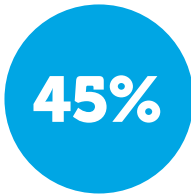


Global Policy / Network Dashboard

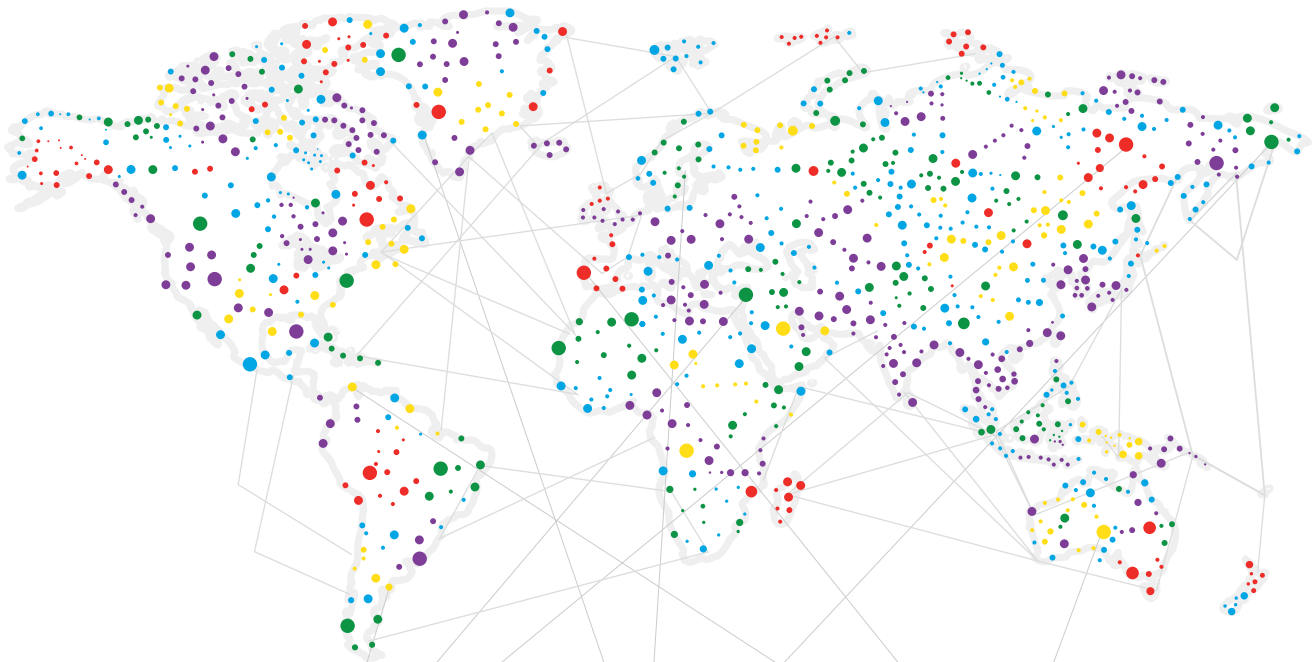
Implementing LGBTI workplace inclusion internationally is a challenge for all organisations; particularly for those operating in countries and regions which are non-LGBTI friendly. Participants to the 2019 Global Benchmark deal with this issue regularly and are required to adapt their policies on an ongoing basis.

To help evaluate the cross-border LGBTI workplace efforts of Global Benchmark participants, we asked in which regions they had employees, in which regions their LGBTI policies were enforced and in which regions they had LGBTI employee networks. Individual reports to participants correlated these three questions and showed them on a graph to facilitate progress for each participant in more difficult areas of the world.

This topic is particularly relevant given that, from among the 38 participants in the 2019 Global Benchmark, most operate in more than one country and nearly 2/3 operate in more than one region. An amazing 45% operate in all regions of the world.



of 2019 Global Benchmark Participants
operate in all regions of the world!



operating in
one region



operating in more
than one region



operating in all
world regions



What reALLY makes a difference at Sodexo is our people.

Our people who totALLY support our LGBTQA+ employees and help to champion workplaces where they feel safe, welcomed, respected and inspired to achieve their full potential.

Our people who understand that we can accomplish much more together than we can individuALLY.

Our people who take PRIDE in being an ALLY.

Sodexo is proud to have received a **CEI 100% from the Human Rights Campaign** and is also honored to be recognized as a **2019 DiversityInc. Top Company** for LGBT employees and a **2018 Out & Equal Outie Winner** for Workplace Excellence.

Sodexo. Improving Quality of Life EquALLY.



PHILIPS

www.philips.com

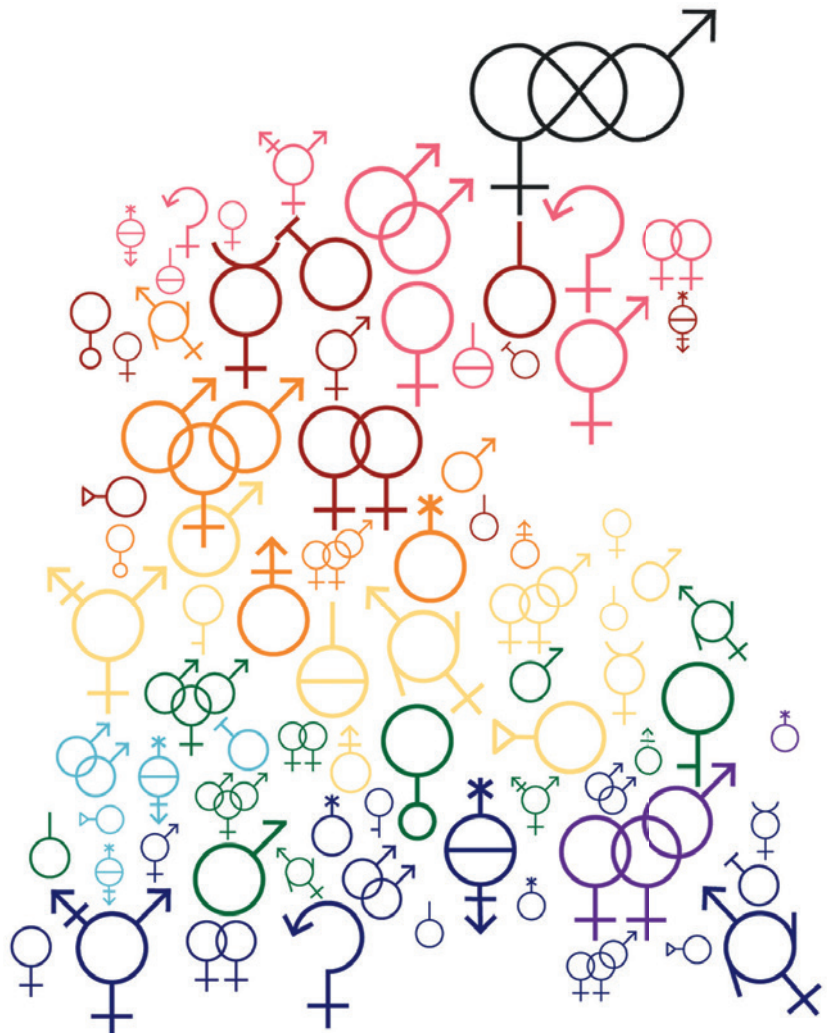
Philips and Ninahmounah joined forces for inclusiveness during Pride Amsterdam, which led to a surprisingly powerful partnership.

The different symbols represent equality in love regardless of what the wearer identifies with. In the design, these symbols together form a wave that runs in color like the colors of the Pride flag. The wave of love ends with an icon at the heart of the wearer of the t-shirt, which symbolizes the entire spectrum of the LGBT+ community.

In this social era, everyone and everything gets connected. Not only in corporations but also in society. As human beings we all want to belong, be seen and valued for who we are and what we bring. So yes we are all equal but that does not mean we are the same. Building on our differences, we believe in the power of partnerships. Leveraging the strengths of our differences within Philips and beyond, because that drives the business case for diversity.

Our joint passion allowing people to be themselves at work and in life, brought us together during Pride. Ninahmounah made the design, empowered by Philips, and amplified by 1,500 volunteers of Pride Amsterdam. The unique symbol speaks for itself, connecting identities, passion and people.

Life is better when **#youareyou**





Top Improvers: Year over Year Growth

Ranging from transport and logistics to the public sector, and from re-insurance to food service and facilities management, this year's list of top improvers indicates how important LGBTI workplace inclusion has become for organisations of all shapes and sizes. The effort that is required to make such dramatic changes to their Global Benchmark results is also a testament to the dedication of those Diversity and Inclusion and HR specialist, top decision-makers and, last but not least, the LGBTI employees themselves. Each of them realise that LGBTI workplace inclusion is no longer just a 'nice to have', but indeed is a reflection of the core values of an organisation, both internally and externally. Congratulations to all of our top improvers for 2019!



Deloitte.

Deloitte tops the list of improvers in 2019 scoring more than 34 points over their 2018 score. Taking feedback from their 2018 submission, they showed double-digit growth across all 7 sections of the benchmark.



Swiss Re

Swiss Re also took a large step in 2019 growing more than 21 points over their previous submission. With improvement in all areas of the benchmark, greatest progress came in Policy & Communication, Workforce Awareness and Business & Supplier Engagement.



KLM Royal Dutch Airlines grew 18 points this year, improving across the board with especially outstanding jumps in the Policy & Communication and Business & Supplier Engagement sections.



sodexo

Sodexo also grew 18 points, and really pushed the standards in Business & Supplier Engagement and in Workplace Awareness.



**Vlaamse
overheid**

Vlaamse overheid Also coming in with 18 point growth, the Vlaamse overheid moved the mark in Policy & Communications and in Expertise and Monitoring.



KPMG

KPMG N.V. Rounding out our list of improvers, KPMG comes in at 17 point growth over 2018. Inclusion & Engagement and Support & Benefits were the areas of focus here.



Royal Dutch Shell has come a long way in its journey towards LGBT+ workplace inclusion. Today, thirteen years after the first US network was started, we host 14 LGBT+ networks in Shell across Asia, Europe, North and South America, and Africa. Establishing networks and supporting them to thrive is important to us as it is a tangible way in which Shell works locally to make a difference and to create a psychologically safe and inclusive workplace for LGBT+ people. A key aspect of this is leadership support and visible allies, which are crucial to signal to our LGBT+ employees that it is safe to come out and be themselves.

It has been a very enriching year since I took on my role as Chief Diversity and Inclusion Officer for Royal Dutch Shell in October 2018. Specifically on LGBT+, one of the most rewarding aspects of my job has been to work closely with my colleagues who are the LGBT+ network leads. One highlight of this year was clearly the 2019 benchmark submission. Despite the earlier submission deadline, I saw how the team collaborated and provided their best efforts to get the work done. This brought us closer as a team. I also appreciate the reverse mentoring opportunities with Pedro Kujit Rumayor and Hugo Koelewijn whose passion and committed has been an inspiration to me. They have been generous with their time and they have also been my conscience when I had to navigate dilemmas. Another moment which I deeply cherish and am proud of is when Shell co-sponsored the first Workplace Pride (WPP) conference hosted by IBM in Singapore in August 2019. It was a memorable event which has left a lasting impact. It was also the first time that the Shell LGBT+ network leads in Asia Pacific had come together in one place and the opportunity to exchange ideas, share good practice and to bond as a community was energizing and motivating. Behind each of these events and commitment, there was always a team of people tirelessly working for the purpose which they believe in and aspire towards.

Whilst we have done well in 2018, we also know that there are other challenges we wish to address. One area we are



investing time in, is to understand how collecting voluntary self-disclosure data on ethnicity, sexual orientation and disability in a way that is centrally owned and operated can enhance employee experience and enhance the D&I interventions and offerings to our employees. We would like to address this but at the same time we need to ensure that data privacy remains the key criteria for the security of our employees. This is a challenge for now, however, it is also an opportunity which we plan to pilot to a few key locations in 2020, so as to learn and apply the insights as we consider further implementation. We know that challenges can be overcome from the evidence of things we have achieved. In our submission this year, we were proud to highlight that we have extended our benefits to same sex partners in India and in the Philippines, we implemented gender neutral (equal access) restrooms. I am proud of these actions because these are visible signs of our support for our LGBT+ colleagues and paves the way for larger intentions and actions.

Shell's core value of respect for people means that we respect all people, irrespective of gender, age, race, religion, sexual orientation and all the things that make people different. The benchmark provides us with a structure in which to measure our commitments and actions. It also provides the standards in which we engage with our suppliers, partners and customers. Some examples of this was our 'Welcome to Shell. Everyone' campaign and rainbow canopies for Amsterdam Pride 2018, and the Rainbow Pecten in Canada.

We believe in workplace inclusion, a place where everyone is being treated with respect. This encourages authenticity, supports engagement and raises employee productivity thus resulting in superior business performance. These external benchmarks affirm our commitment to LGBT+ workplace inclusion and we will strive to be benchmarked amongst the best in the future.

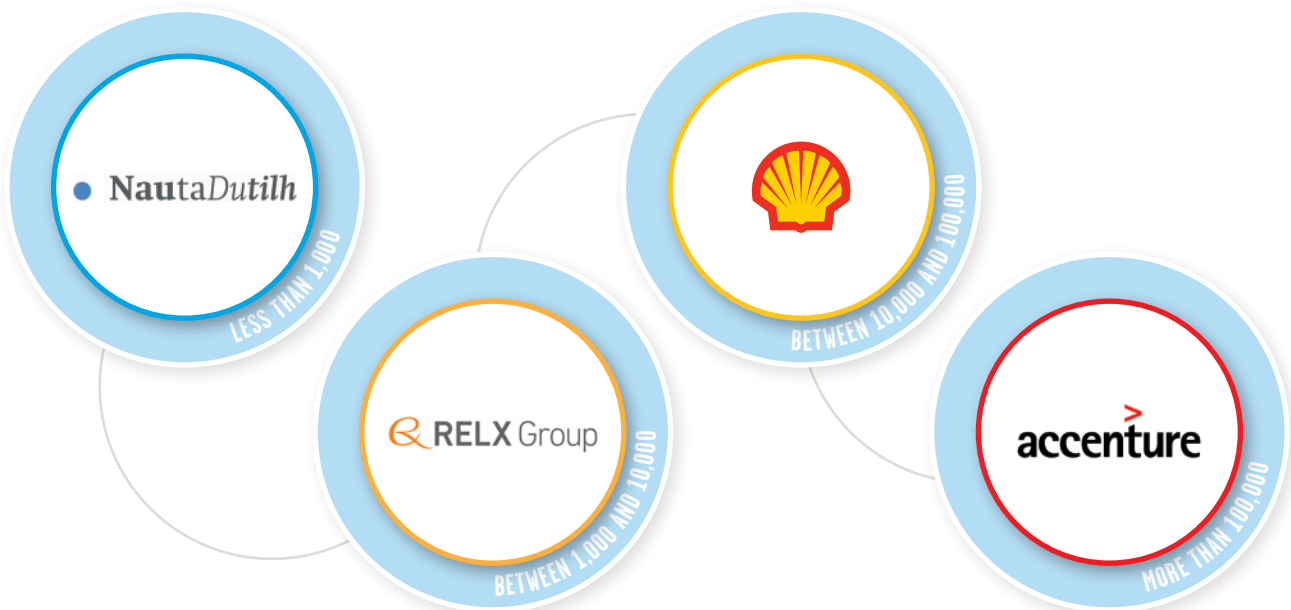
Ms Lyn Lee, Chief Diversity and Inclusion Officer



High Scores by Industry Sector



High Scores by Size of Organization



LGBT Inclusion

The Singaporean way!



Cultural Complexity, Channels of Influence and Lanyards. As disparate as these concepts may sound, they were top of mind at the recent Diversity and Inclusion at Work conference organised by Workplace Pride in Singapore on August 15th. This ground-breaking conference looked at many aspects of diversity and inclusion in the Singaporean workplace, but zoomed in on how the inclusion of LGBTI people had its own very particular challenges.



The act of same-sex relations between men is still legally prohibited in Singapore, yet there is a thriving LGBTI community with many local civil society organisations such as Pink Dot and Oogachaga playing an important role in making this community more visible and acceptable. Visibility in the workplace though has always been a challenge given the many cultures and backgrounds represented in the country: one which this conference addressed in a way that was both very Singaporean yet also open to ideas from many different sources.

Hosted by IBM in their offices in downtown Singapore, the day was kicked off by CEO and Chairman IBM Asia Pacific, Harriet Green, who outlined the need to create momentum that all businesses operating in Singapore can really get behind. Lyn Lee, Shell's Global Head of Diversity & Inclusion took the discussion even further by telling her own personal story of growing up in Singapore and learning to maintain cultural harmony while still making progress: a challenge that was reflected by many participants throughout the day.

Complementing these openings was a thorough overview of the local legal situation for Sexual Orientation, Gender Identity and Expression, given by Hanim Hamzah, Regional Managing Partner of ZICOLaw. In particular, this highlighted the challenges that organisations face when trying to have a consistent D&I (including LGBTI) in the ASEAN region with so many legal differences.

Fast on the heels of that revelation came an overview by David Pollard outlining the international landscape for LGBTI inclusion plus a fascinating story by Anna Tan, representing Open for Business. Anna's presentation showed how Singapore is 'partially' open to LGBTI inclusion which can be an economic boost to competitiveness, but also that there is still a ways to go.

But the conference also took a very personal tone when



it came to the power of rainbow lanyards (which were distributed to conference participants). This very small gesture of inclusion was found to be both confronting by some, and yet a wonderful way to get the conversation about LGBTI inclusion started by others. Whether an ally or a member of the LGBTI community, it was generally agreed that wearing a rainbow lanyard at work, helps to show WHY LGBTI inclusion is so very important.



The rest of the day was filled with panel discussions, a roundtable designed for top decision makers, and more focused breakout sessions covering the topics of:

- Leveraging ERG's for successful workplace inclusion: Moderated by Philips
- Taking policy to virtual reality: Moderated by Accenture
- Singaporean social & cultural aspects in workplace inclusion: Moderated by civil society organisations

The conference was followed by an evening reception hosted by Netherlands Embassy in Singapore and included many local civil society organisations, business and diplomatic representatives. Netherlands Ambassador, Margriet Vonno, who kindly hosted the reception, pointed out that more diverse workplaces actually lead to better economic results which benefit both employers and employees.

While not brand new, the story for LGBTI inclusion at work in Singapore took a great leap forward with this conference. There will be follow up on both the strategic level with Workplace Pride members and amongst LGBTI employees. But one thing became very clear; progress on LGBTI inclusion at work must go at a natural pace, respect all parties, fully involve civil society organizations and people from different backgrounds - in short, the Singaporean way!



Phamotse

You meet a 19 year old. He's a young man just out of school and looking forward to a journey of self-discovery. He's planning on studying tourism marketing, because he's always wanted to explore the world. He has a passion for hospitality, having spent many happy hours cooking and cleaning alongside his mother at home – despite the comments from the rest of his family. They tell him it's not what 'normal boys' enjoy. Society tells him he's not 'normal' for feeling the way he feels. His life is shrouded in uncertainty and secrecy. Teased for wanting to cook. Tormented by the desire to express himself but unable to. No one close to talk to. His family won't understand. He still can't tell his friends. He's a young gay man from Soweto, coming to terms with who he is and who he loves. And he has to do it alone. What would you say to him?

Phamotse knows what he'd say. He was this young man.

Today, things are different for Phamotse. He's left Soweto, working as an account manager for Booking.com, one of the world's leading digital travel companies. He gets to explore. He's free to cook and to be himself. And he's not alone. He's in a loving relationship, surrounded by people who accept him for who he is. But he still thinks back to his younger self. That 19 year old man, unsure of what the future might hold. So now he takes advantage of every opportunity to share his story. And show he's proud. After all, there could be someone who needs to hear his story, so they no longer feel so alone.

Of course, Phamotse's life is still not free from challenges. The end of Apartheid didn't mean the end of prejudice in South Africa. Hate crimes against the LGBTQ+ community continue with alarming violence and frequency. There is a noticeable gap between the country's progressive laws and its conservative population. Offices can be difficult and sometimes hostile environments. For Phamotse, however, his workplace is one of the spaces he finds the most freedom to be himself. Booking.com's inclusive culture means Phamotse comes into contact with open-minded individuals everyday, ones who don't expect him to hide who he really is. In fact, they celebrate it with him.

He's grown in confidence, able to speak up, stand out and be proud. In the past, Phamotse wouldn't rush to correct someone when they assume his partner is a 'she'. Now, he confidently replies, "my partner is a he". They're words his 19 year old self would be proud to hear and prouder still knowing they came from himself.

This confidence has impacted more than just his own life. His partner is a politician. He attends many of Booking.com's company events. After joining for the Johannesburg office Pride Day, he decided it was time his municipality showed its support. First a rainbow flag was raised, then an event was planned. There's still a lot of work to be done. But for Phamotse – and those around him – the future's looking a little brighter and more colourful.

"I would be lying if I said I was an activist. But I don't think activism is just waving a flag. If I can speak to just one person and change their mind, or help one young person who, like me, felt alone, then that's my activism."



Booking.com

To go forward, we must go together.

We are about celebrating uniqueness, uniting as one, and fighting for what is right. No matter which letter or role you identify with in the LGBTQIA+ community, celebrating Pride means something different to everyone across the globe.

We know that progress is never finished and are honoured to have received a 100 on the Corporate Equality Index from the Human Rights Campaign for the past 4 years.



Uber

LU Leids Universitair
MC Medisch Centrum

**GREN
SVER
LEGGEND
> BETER
WORDEN**



Sustainable Inspiration



A look back at the
2019 Workplace
Pride International
Conference

Set in an awe-inspiring location, with captivating speakers and inspired content, the Workplace Pride 2019 International Conference set another milestone in the history of the Foundation. More than 300 attendees gathered in an airplane hangar at Amsterdam Schiphol, a fantastic location provided by our host KLM to move the dial forward on LGBTI Workplace Inclusion.





This year's theme "Sustainable Inclusion: The Next Destination for LGBTI at Work" looked closely at the intersection of 'Sustainability', a topic on everyone's mind these days, and 'Inclusion'; equally relevant for today's modern organisations. The program included a plenary



all the work that still needs to be done and how the global LGBTI workplace community is in a unique position to drive positive change globally.

Majority of New Participants:

Moderated by Mark Emdin, Chair of the Workplace Pride Foundation, the conference kicked off with a live vote which showed 67% of the attendees were first-time attendees. Participants were also asked to type short messages on their phones indicating what 'sustainable inclusion' meant for them personally. Answers were projected on the screen in the form of a digital message board.

KLM Host sets the Tone:

The first speaker of the day was Ton Dortmans, EVP KLM Engineering & Maintenance, KLM. As host of the event,



highlighting the experience of 3 executives, from the private, public and non-profit sectors, and continued with 12 breakout sessions; each taking a deep-dive into many topical issues surrounding LGBTI inclusion at work and around the world. It was a day of sharing knowledge, learning skills, storytelling and connecting.

As with all Workplace Pride events, it is a pleasure to see our members (many of them new) come together, share best practices, lead workshops, learn new skills, listen to each other and connect. As the Foundation's flagship annual event, the conference left us all feeling satisfied with the strength of our network. But it also reminded us of

Ton welcomed the audience to his own workplace by underlining his personal commitment, as well as that of KLM, for both sustainability and inclusion in the broader sense. According to Ton the work is never done when it comes to inclusion in the workplace. He gave insights on how KLM is currently focusing on LGBTI inclusion as well, and left us with a beautiful metaphor of how KLM has stood for freedom, in many senses of the word, for 100 years now. This includes, of-course, freedom to be yourself as an LGBTI person in their company and wherever they can spread their influence.

Everyone at Workplace Pride thanks Ton and KLM for



hosting the conference this year at Hangar 10. This was the perfect location to remind us that we are on the LGBTI inclusion journey together.

Different Perspectives on Sustainability

To have a deeper discussion and understanding of what sustainable inclusion means in relation to the workplace and LGBTI people, 3 Keynote speakers were invited to share their views based upon their own vast experience:

Hans Docter, Director Sustainable Economic Development



and Ambassador Private Sector & Development Cooperation at the Ministry of Foreign Affairs of the Netherlands, spoke to the audience about the business case for LGBTI inclusion in the workplace. He expressed how this is a priority for the Dutch Government and how, together with Workplace Pride, international events have been developed in such diverse places as Suriname, Kenya, Hong Kong, The Philippines and Russia.

Margot Slattery, Country President of Sodexo Ireland, talked about her own coming out and shared personal insights on how, for years, she hid part of herself at work. During the panel discussion with the audience, Margot also mentioned that organisations have to stand behind their inclusion policies and be consistent. Margot mentioned that, while in some regions actions might be adapted or localised depending on the culture, the fundamental right to be yourself at work remains constant.

Tim Mohin, Chief Executive of the Global Reporting Initiative also touched upon the benefits of inclusivity for organisations and how his own organisation plays a key role in facilitating reporting from thousands of businesses. He mentioned statistics on how higher productivity and being yourself at work are related and also the importance of reporting on social, and thus LGBTI issues. 'You can only manage what you measure'. This is the mantra of sustainability reporting and it is crucial for making LGBTI inclusion a sustainable practice for organisations. According to Tim though, while we must recognise the importance of data, we should also not forget that behind the data there are personal, powerful stories that matter just as much.

LGBTI 'Dilemmas'

Contrary to traditional conferences, participants in Workplace Pride events are asked to play an interactive role in the plenary session as well. This year, four 'dilemmas' in the form of case studies were given to participants (one per table) with the task to find the best solutions to seemingly impossible situations involving LGBTI employees, projects or initiatives around the world. After the discussions, selected audience members shared their insights while our main speakers, Tim, Margot and Hans commented on these dilemmas as well.

Breakout sessions

With a comprehensive basis for discussion being set in the plenary session, conference participants took discussions even further during the 12 breakout sessions before and after lunch. These sessions covered topics ranging from 'Inclusive Recruitment' and 'Setting up Global Ally Programs' to the 'Visibility of LGBTI Women at Work' and 'Mental Health in the Workplace'. Experts, primarily from Workplace Pride Leaders and Partners organisations, shared best practices and engaged breakout participants in highly inter-active sessions. All sessions were full of engaged participants brainstorming, discussing, presenting videos, and most importantly sharing knowledge, personal stories and best practices.



Closing the day

After the breakout sessions David Pollard, Executive Director of Workplace Pride, presented the 18 new members of the Foundation. He highlighted not just the growth of the Foundation, but also growth of the topic of LGBTI Workplace Inclusion and the impact it is having on societies around the world.

Marriët Schuurman, Human Rights Ambassador in the Dutch Ministry of Foreign Affairs, closed the day by reminding the audience that the current state of advanced tolerance in the Netherlands was not sudden; it took 70 years to achieve! She spoke about the power of partnerships and the importance of stories. "Even when you start the change at home, the impact of your



leadership [in promoting LGBTI rights] is international, especially when joining forces together."



Large events like this only happen with the dedication of many people. Workplace Pride would therefore like to thank everyone who was part of the conference as an attendee, host, speaker, presenter, exhibitor, crew, or volunteer. We had an inspiring day thanks to your enthusiasm and your stories and, together, have taken international LGBTI workplace inclusion to the next level. We look forward to the next events this year and to our next International Conference in 2020!

Leaders



Partners



Members





Rijksoverheid



PHILIP MORRIS BENELUX



**Baker
McKenzie.**



Uber



Friends

Gemeente Nijmegen

Schiphol Group

BCG

Nationale Postcode Loterij

#inclusiveIBM

At IBM, diversity and inclusion are not policies and programs, they have been integral to our habits, practices, and purpose for more than 100 years.

The work of creating an inclusive culture is never finished. One question we continually ask: What is needed today that we didn't see before? We call on all businesses to ask this of themselves and to join us in finding the answer.

Diversity of thought. Diversity of people.

Discover what you can do at IBM.

ibm.com/diversity





At Dow, we want to become the most innovative, customer-centric, inclusive and sustainable materials science company in the world. The search for renewable energy. Delivering clean water. Being able to feed the growing world population. Finding a solution for such global issues is Dow's passion.

To achieve all this, we depend on the one element that is not mentioned on the periodic chart: The Human Element. A diverse workforce, able to collaborate in an inclusive environment, is essential for the development and marketing of innovations. That is why the GLAD network strives for workplace equality and supports the rights of gay, lesbian, bisexual, transgender, intersexual and questioning employees (LGBTIQ).

GLAD wants to create a safe, inclusive, supportive and open work environment for all employees, regardless of their sexual orientation. The network also wants to cultivate a culture where sexual orientation is irrelevant. Such an inclusive environment will enable LGBTIQ employees to fully develop their potential, without any barriers, and it will enable Dow to use the full potential of all its employees.

The GLAD network strives to implement this vision and strategy. GLAD supports the corporate objectives, regarding the creation of a workplace where everyone is included and enabled to deliver their optimal performance, and which values the contributions of all employees. This means that we will continue to ensure that LGBTIQ employees will get the right environment to be and stay successful, both personally and professionally.

GLAD welcomes all new participants in their network. Within Dow we are proud that there are over 4500 active participants worldwide and 500+ in the Benelux. 75 percent of the support comes from our allies. They do not identify as gay, lesbian, bisexual, intersexual, questioning or transgender, but do play an active role in the network, stimulating and/or supporting the LGBTIQs and the need for equal rights and a fair treatment. All employees and their families are represented in GLAD. We welcome all

supporters of the LGBTIQ community: parents with LGBTIQ children, children of LGBTIQ parents, friends of LGBTIQs and LGBTIQs themselves.

Inclusion & Diversity (I&D) is woven into the Dow DNA. It defines who we are and how our workplace embodies our values and our Company's strategy. It allows every employee to make a contribution and feel they are valued. And it encourages every employee to bring their whole self to work each day to not only deliver more value, but

also have a more fulfilling career. DIVERSITY IS WHO WE ARE - It is a collection of our unique backgrounds and differences. INCLUSION IS WHAT WE DO - It is the behaviors that we consistently demonstrate to create a culture that embraces and values our differences.

Dow's Inclusion and Diversity (I&D) strategy is designed to increase customer experience, motivate employees, help attract top talent and positively impact the bottom line. Team Dow must reflect the world we compete in today and will compete in tomorrow. We must also create an inclusive environment

where all Dow people can bring 100 percent of themselves to work 100 percent of the time. At Dow we lead with inclusion because without an inclusive workplace, diversity is just a numbers game instead of being a powerful force for Dow winning in the marketplace.

At Dow, together we are more with diversity. More creative. More innovative. More successful. When we create an inclusive culture where each of us is able to bring more to Dow – more of ourselves, more of our voices, more of our ideas and more of our potential – we all win. At Dow, how we work is how we will win. Ours is a culture where we look for the best answers. We seek out diverse perspectives that reflect the changing world around us. We understand we all have a unique vantage point that, when mobilized, can help us address complex global challenges and develop solutions that are essential to human progress. For our customers. For our communities. For humanity.



Peggy De Rijcke & Joyce Peirsman



Global Benchmark Good Practices

Good Practice on Policy & Communication / Deloitte



Deloitte's commitment to Diversity & Inclusion has expanded considerably in the past year. A perfect example in the European region is Deloitte's integrated annual report 2018/2019. This report contains a dedicated chapter on their approach to diversity and inclusion focused on gender, LGBT and cultural diversity.

Company-wide communities support each of these diversity dimensions.

Another illustration on the firm's overarching D&I strategy, is the commitment in Australia that includes three portfolios – IDentity, Inspiring Women & GLOBE (Deloitte's LGBT+ network). Each with its own champion and individual communications needs. That also includes audits on regular basis run by the Inclusion leadership to ensure that the language is gender-neutral.

Some 2018 highlights were:

- Publishing the second Outstanding 50 LGBTI Leaders in Australia feature in partnership with Google Australia.
- Launching the pilot LGBTI Mentoring Program in Australia.
- Increased visibility of Deloitte in Pride manifestations around the world

There are also regions where each employee gets a training on diversity & inclusion with focus on LGBT+ as part of on-boarding and throughout the course of employment. In every geography with Deloitte representation any employee can contact their local Reputation Leader for any issues (discrimination, harassment etc.). This contact monitors and evaluates the information and is shared with the right stakeholders.

Deloitte is committed to continue improving its workplace policies to ensure that they are LGBT+ friendly. The ultimate goal would be to include LGBT+ diversity targets to include and align with the management's performance goals. And that they will be evaluated and included in yearly reports on responsible business.

Good Practice on Employee Networks / KLM



“KLM Over the Rainbow Flight plan 2019”

KLM's LGBTI network 'Over the Rainbow' has given an extra boost to their efforts to make KLM an inclusive company by directly linking their network goals into the overall company objectives. The name 'Diversity Flight Plan' links to other KLM Flight Plans and has very cleverly been used to give a sense of levity but also soliciting company solidarity with the objectives of the network. The plan aims to:

- Increase management awareness by engagement in an active dialogue with LGBTI employees



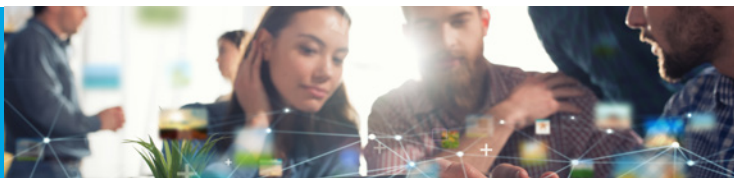
- Create an inclusive workplace where each employee can be themselves by treating others the way you want to be treated yourself

This approach leverages on the fact that LGBTI employees are proud of KLM as it embraces symbols from the LGBTI community multiple times per year. They also make fans out of the company's (LGBTI) customers by emphasizing that KLM embraces the diversity of its workforce and customers of which LGBTI is a fundamental part. Finally, this theme is strengthened by KLM Over the Rainbow by working with relevant groups and partners both within and outside the company.

KLM Over the Rainbow		DIVERSITY 'FLIGHT PLAN' 2018		
Objective 2020:		A flourishing airline by recognizing and appreciating LGBT employees and customers		
MANAGEMENT ATTENTION	INCLUSIVE CULTURE	PROUD EMPLOYEES	CUSTOMER FANS	NETWORK SUPPORT
Measure: Active sponsor with at least 2 appointments per year with OTR board and at least 2 agenda items per year in Executive Team meeting (OTR or diversity)	Measure: Diversity Communicated	Measure: 3 OTR events organized and HR policies formalized by the end of 2018	Measure: Campaign launched	Measure: Member numbers grow
Increase management awareness by engaging an active dialogue with LGBT employees to discuss the challenges they face and how they can contribute to a more diverse and stronger organization.	Create a workplace where each employee can be himself by treating others the way you want to be treated	The LGBT employee is proud of KLM because the company embraces symbols from the LGBT community multiple times per year	Make fans out of our (LGBT) customers by emphasizing that LGBT is part of our identity	Strengthen the Otr position within and outside KLM, by working with relevant groups and partners

As a concrete result of Diversity Flights Plan, Over the Rainbow has created many events to spread the word around the globe. KLM's CEO, Pieter Elbers, has become an important supporter and ally to this network by putting the objectives of diversity and inclusion prominently on the companies agenda and appointing a sponsor in his executive team.

Good Practice on Employee Networks / RELX



"Elsevier Pride is leading the way"

RELX is a global provider of information-based analytics and decision tools for professional and business customers. They help scientists make new discoveries, doctors and nurses improve the life of patients, and lawyers win cases.

The LGBTI network of Elsevier is the voice of the LGBTI employees and its members are ambassadors in elevating the corporate brand as a leader in equality.

The network represents the company externally and internally for business and workforce LGBTI issues while also organising many connecting member and ally events. These events create more awareness about many different topics, often related to RELX's core business. Last but not least, the network works with clients and future clients to organise LGBTI events, for business growth and to expand the company's web of influence.

Two exceptional examples are: a panel discussion on PrEP (antiretroviral drug) and a workshop on Intersex inclusion in the workplace.





Good Practice on Support & Benefits / Accenture



Accenture has an incredibly vocal and active global Ally program that currently includes 118,000+ members, including straight allies. People who sign up as Allies receive a digital 'flair' on their internal People Page that is visible to all employees.

Accenture also provides flairs to be included in e-mail signatures. Additionally, Allies receive a rainbow-coloured badge that they wear on top of their office pass-card as well as a rainbow-coloured lanyard to wear, stickers for laptops, lapel pins and other branded materials to show support. The development of this merchandise is managed by the global I&D team and employees all around the world have access to the materials to promote awareness.

Accenture offers a mentoring program available in 12 countries that is open to people across borders and business units, allowing employees to specify who they would like to be matched with as a mentor or mentee. Accenture has many adaptable learning tools for Allies such as customisable workshop materials that outline how to be an effective Ally and foster important discussions on inclusion, a global Ally page that includes specific details about how Allies can be informed, visible, vocal and active, a learning board with resources and reference materials and much more. Their internal, global Pride portal includes a "Pridespectives" section that houses dozens of personal stories from leaders across the globe sharing their perspectives on Pride and what it means to them. They also have dozens of videos where their people from around the world share the importance of being an Ally and the impact it's had on them. These videos are in Accenture's media library and are accessible to all of their people.

In Japan, people can voluntarily submit questions to a chatbot where they can anonymously share feedback and ask questions re: same sex partner benefits, transgender policies and training opportunities.

There is also an Ethics Hotline available to everyone globally 24/7 through the Code of Business Ethics team which allows for anonymous feedback with zero retaliation.

Accenture's self-identification program is encrypted to ensure personal data privacy. The numbers are reported in aggregate and none of their people's personal details are ever shared outside the tool.

The LGBT Leaders Learning (L3) training program is hosted annually in three regions around the world where an average of 100 to 150 high potential individuals who are LGBT or Allies participate in dedicated training from LGBT or Ally faculty, senior leaders and an opportunity to expand their networks and skills for advancement.

Good Practice on Support & Benefits / Sap



During LGBT Pride Month, the CEO and different SAP Board Members appeared in a presentation that was used in different ways in SAP offices across the world. They have communicated support of these initiatives externally: During Pride Month 2018, several SAP leaders shared external messages about LGBT inclusion.



The Pride@SAP network is open to all employees in SAP. It has more than 8.000 members worldwide. The ally involvement is so large that in some locations where social acceptance of the LGBT community is not particularly good, straight allies assume the role of Pride@SAP leaders, like the case of Japan, Singapore and India. Ally engagement is also critical in the Pride Month celebrations. The Culture and Identity area has provided guidelines to all Employee Network Group leaders on how to cooperate with Executive Sponsors and all Pride@SAP local leaders are addressing local sponsors. The 'allies' are trained in LGBT-awareness, sensitivities and support: SAP has a 7-module Diversity and Inclusion training program called "Focus on Insight". It is open to all employees worldwide. This training also includes specific guidance on how to be an Ally.

SAP employees have the possibility to provide anonymous feedback in the yearly SAP People Survey (aka Employee Engagement Survey), which includes one specific question about D&I, and in the HR Feedback Survey (specific for HR programs), which includes one question about the Culture and Identity programs, highlighting the Pride@SAP network and LGBT inclusion, among others.

SAP Canada was the first SAP organization to launch an internal self-identification survey to allow our colleagues to share their gender identity including male, female, non-binary, and the possibility to indicate that they identified as transgender.

There are a number of activities that relate to the Pride@SAP network and fostering LGBT inclusion. Participating in these activities or leading a Pride@SAP chapter, same as with any other Employee Network Group is considered a people development activity. Outside SAP, Pride@SAP leaders also engaged with other companies through the local NGOs SAP partners with.

Good Practice on Inclusion & Engagement / Shell



Shell had its executive leadership strongly involved in internal/external LGBTI-equality initiatives in the calendar year 2018.

Shell's senior leadership has endorsed the UN LGBT Standards of Conduct for Business, participates in a globally aired webcast on International Coming Out Day, attended by more than 450 staff (LGBT and allies) across 15 different countries, and country Chairs for Singapore, India, Brazil, Philippines, Australia and Poland, among others, actively supported their LGBT networks and issued a country specific note on ICOD.

In one of the refineries in Germany, two LGBT representatives did an engagement with the extended leadership team of the refinery that looked at what it is like to be an LGBT employee, and particularly the challenges of not being able to be "out" at work. The event was very well received, and two of the leaders involved in the original exercise have since done the same engagements with their respective teams.

In Poland, the senior support for the SBO Krakow network and active in discussions regarding LGBT Pride walk participation, influencing the ER calendar regarding D&I activities and events, participating in ad hoc video as supporting allies with an encouraging message.

Various senior leaders have explicitly positioned themselves as straight allies, acting as role models and participating in key events to make their support visible (eg. during the ICOD global panel discussion). Rainbow "Proud to be an Ally" lanyards have been successfully introduced and rolled out across Shell locations globally, incl. NL, UK, USA, Canada, Poland, Brazil, India, Philippines, Australia, Norway & Singapore. In this way, allies can not only visibly demonstrate their



support but also contribute directly to creating a safe space for LGBT colleagues.

Learning sessions specifically for allies (e.g. "how to be an effective ally", "how to support an LGBT colleague") are organised regularly by our networks, and communication is shared widely via internal communications and other channels such as Yammer.

Reverse mentoring opportunity: senior leadership allies have the opportunity to mentor LGBT young professional but also take part in reversed mentoring so they know how to equip their team or department to be more LGBT Inclusive. Reverse role models help to combine both worlds and build inclusion bridges towards each other. In Brazil, this is offered in the form of an 'Ally Buddy' programme. The US network deploys a straight ally visible supporter system via stickers and e-mail footers.

Good Practice on Inclusion & Engagement / Dow



Dow's CEO, Jim Fitterling, is the first openly gay person named to a CEO position in the Fortune 100 (note Apple's Tim Cook came out after he was named CEO). Internally, he uses his coming out experience as a clarion call on the importance of inclusion for all of Dow's employees. Externally, he is a frequent speaker who shares his time, experience and insights – especially within the realm of Science, Technology, Engineering and Mathematics (STEM) – to advocate for greater LGBT+ inclusion in the sciences.

In 2018, five Dow executives & leaders were recognised for their contributions to creating an LGBTI-friendly environment in Dow through the Financial Times & OUTstanding lists. Furthermore, Dow's first ever global Employee Resource Group summit was hosted in Texas, Houston, supported by all Dow executives, where over 500 global employees attended the 3-day summit.

Allies are critical to Dow's success. The LGBTI network GLAD has been active for 19 years and has over 4200 participants globally, 90+% of which are allies. In addition, GLAD's Global and Regional Leadership Sponsors are all Allies, and nearly 50% of GLAD's Global Steering team is made of allies. Allies are invited to every GLAD event. In addition, GLAD routinely partners with other diversity groups to leverage best practices and co-host events.

Through their GEOAS (Global Employee Opinion and Action Survey), Dow offers all employees the possibility to voluntarily self-identify as LGBTI. The anonymised responses are also used to validate the progress on LGBTI-inclusion year on year. Next to that, participants who enroll in the GLAD Network are also offered the opportunity to self-identify on a voluntary basis as LGBTI and/or as ally. All activities GLAD organises are open to all employees. These are organised both during and outside of office hours. Depending on the occasion, the activities are also opened to external parties.

Good Practice on Expertise & Monitoring / IBM



IBM has been capturing voluntary self-identification data from IBM employees for over a decade. IBM's voluntary self-identification feature is available in 44 countries covering approximately 89% of the IBM workforce. Voluntary self-identification has not been enabled in all countries where IBM does business due to local laws and privacy requirements.



Their voluntary self-identification program enables them to monitor the demographics of our self-identified employees based on years of service, age, band / experience level, gender, business unit, country, employee type as well as individual contributor, manager and executive. The data from this indicator is matched with the data of IBM's high potential employees on an annual basis, which creates a list of their LGBT pipeline.

IBM has several on-line collaboration tools where LGBT+ employees can opt in or opt out at any time. They also have an on-line collaboration tool which enables LGBT+ employees who are not 'out' at work to still participate in online conversation by setting up a unique user name which may not reflect their legal name in the HR system.

IBM targets leadership development efforts like mentoring and internal and external training opportunities specifically at this audience and tracks career progression.

Employee engagement surveys offer the option to self-identify as LGBT+ so the organisation can compare the results of the LGBT+ population with the results of the general population.

IBM hosts executive succession and development reviews with the senior vice president executive sponsor to establish a balanced pipeline across our business disciplines, countries and band levels - which determine employee scope and level. IBM's top LGBT+ performing leaders who are identified within this succession planning session are given visibility at the highest level of our corporation through executive mentoring, special development projects and CEO Talent review.

Good Practice on Expertise & Monitoring / Accenture



Accenture monitors the performance of its global LGBT program against four pillars in a propriety scorecard. In addition, all countries are measured in their ability to deliver against each of the four pillars supported by the global I&D team. Results are shared with the Accenture Diversity Council, a subset of the Global Management Committee, on a quarterly basis.

During the quarterly meetings, leaders make recommendations based on progress, and the organisation adjusts accordingly. As a result, Accenture now has more than 118,000 Allies worldwide and networks in 45 countries.

Accenture had the most active Pride season to date in 2018. Highlights include:

- More than 1,600 mentions of Accenture and Pride month, generating over 15.9M potential impressions on social media – double that of the campaign in 2017
- More than 1,000 mentions of #PrideatAccenture, their most popular hashtag for Pride, and triple the activity from 2017
- Accenture's Social Ambassadors shared their Pride content over 230 times reaching 1M people
- For the first time ever, Accenture hosted a session on Instagram Live called "Being Trans at Work" featuring Accenture people Brenda Lunger and Timothy Tukes resulting in 1,500 tune-ins during the real-time broadcast, and a total of nearly 5,000 views in the 24 hours it was live.
- Influential engagements include the World Economic Forum, Campaign Magazine, Sprinklr, Microsoft Business Canada, Anka Wittenberg (CEO World Childhood Foundation and former Chief D&I leader at SAP) and Ellen McGirt (Senior Editor at Fortune)
- LinkedIn blog posts from Andrew Wilson and Sander van 't Noordende

Accenture collects feedback from its LGBT employee networks around the world at every quarterly network call and



participates in several independent national equality indices such as the HRC, Stonewall, Workplace Pride, etc.

Additionally, the LGBT self-identification program started in 2017, with a coordinated review by the global legal team and all of the Local Legal and Data Privacy teams for all countries in which Accenture operates. This assessment excluded those countries where the data privacy restrictions would not allow the collection of this data or where there were specific legal challenges around asking questions about sexual orientation, gender identity or expression. For those countries where it was deemed legally possible to proceed, Accenture continued with an in-country discussion about the cultural and safety challenges of self-identification.

Accenture adapted its data privacy policies, wording of questions, promotion messaging, and program overview based on the feedback from those conversations. Since March 2017, the organization has rolled out the program in 18 countries, representing 75% of their global workforce.

The same five questions in all countries with self-ID:

1. What is your gender identity? (select one) Female/Woman Male/Man Non- binary Other (please specify) Prefer not to say
2. To whom have you disclosed your gender identity at work? (select one) No one (don't want to disclose) No one (others correctly assume my identity) One person Some people Most people Everyone Prefer not to say
3. Do you identify as: (multi-select) Cisgender Gender nonconforming Other (please specify): Prefer not to say
4. What is your sexual orientation? (select one) Bisexual Gay Heterosexual / Straight Lesbian Other (please specify): Prefer not to say
5. To whom have you disclosed your sexual orientation at work? (select one) No one (don't want to disclose) No one (others correctly assume my orientation) One person Some people Most people Everyone Prefer not to say

**Good Practice on
Business & Supplier Engagement /
Aegon**



“LGBT retirement readiness report” An important step in reaching out to clients!

This report from the Aegon Center for Longevity and Retirement, is one of the first to take a global look at the issue of retirement aspirations and planning with the Lesbian, Gay, Bisexual, and Transgender (LGBT) community.

Many of the traditional patterns of family and working life, including the way people plan and save for the long-term, have not applied in equal measure to the LGBT community. The research finds both similarities and differences between how LGBT people and heterosexual/cisgender people prepare for retirement. While LGBT people and heterosexual/cisgender people share broadly similar expectations regarding their retirement ages, their preparations differ in subtle, yet important, ways. LGBT workers are more likely to have a written retirement plan, but they are less likely to be saving habitually.

“The report highlights how discrimination, rooted in the past, negatively impacts LGBT people’s health and long-term financial security.” Mike Mansfield, Program Director, Aegon Center for Longevity and Retirement.

The research finds both similarities and differences between how LGBT people and heterosexual/cisgender people prepare for retirement. While LGBT people and heterosexual/cisgender people share broadly similar expectations regarding their retirement ages, their preparations differ in subtle, yet important, ways. LGBT workers are more likely to



have a written retirement plan, but they are less likely to be saving habitually.

The main conclusion of this report is that LGBT people face an even greater risk of not achieving a financially secure retirement compared to heterosexual/cisgender people. While LGBT people and heterosexual/cisgender people share similar retirement aspirations, differences in family circumstances, challenges in the workplace and health issues lead to greater vulnerability among LGBT people.

www.aegon.com/research/reports/themed/lgbt-retirement-readiness/

Good Practice on Workplace Awareness / Sodexo



“Welcome to the Sodexo LGBTI Conversation Guide”

Diversity is a fact and it surrounds us every day. It acknowledges the many identities that define each employee as a unique individual coming to work in Sodexo’s organization. When it comes to the LGBTI community, being a diverse and inclusive company isn’t just about good corporate citizenship. It is about being more effective in serving our customers, and the proof of this is in the numbers*.

This is why Sodexo has created the LGBTI Conversation Guide. Senior vice president corporate responsibility and global chief diversity officer Rhoihini Anand introduces this guide as follows:

“There are a number of reasons that may have led you to read the LGBTI Conversation Guide. Maybe you’re looking for ways to empower your team to understand the issues that lesbian, gay, bisexual and transgender (LGBT) people face at work and offer them ways to be supportive. Maybe you’re looking for ways to expand your own knowledge around these issues, or it’s possible you are looking to identify ways to more effectively relate to and serve your clients, customers and/or community. Perhaps it was a specific challenge that you’ve faced that brought you here, hoping to find tools to achieve resolution. Maybe you’re here because you’re curious to find out what this is all about. No matter what your inspiration for getting to this point, know that Sodexo is pleased that you’re here”.

The Sodexo Conversation Guide includes a wide variety of tools and information that offer ideas, perspectives, and even some answers to the questions and challenges Sodexo often faces when it comes to building an inclusive culture for LGBTI employees around the world in the workplace.



Link to the Sodexo LGBTI
Conversation Guide



* Consider these facts:

- It is estimated that 6 to 10% of the population identifies as gay or lesbian;
- In Sodexo, this means that somewhere between 22,800 and 38,000 employees identify as LGBTI;
- In the marketplace, it means that between 3–5 million consumers identify as LGBTI;
- Globally, the buying power of the LGBTI community is estimated to be \$2 trillion according to WiteckCombs Communications Inc.;
- In the U.S., research suggests that the purchasing power of the LGBTI community exceeds \$830 billion annually;
- LGBTI consumers are among the most brand-loyal communities;
- Meanwhile, about 74% of straight individuals say that they also make purchasing decisions based on how organisations treat LGBTI employees;
- So the business case for equality is significant. Whether the focus is on attracting new consumers and clients from the LGBTI and ally community, being an organisation that reflects the diversity of the people it serves, or creating a workplace that is more inclusive of all employees to boost their commitment and performance;
- There are a number of reasons why being an LGBT-inclusive organisation is good for business.

Good Practice on Business & Supplier Engagement / Sodexo



“Supplier diversity strengthens us all” And is good for business!

Sodexo actively seeks to bring diverse businesses into their network of suppliers, including minority-owned, women-owned, veteran-owned, disabled-owned and LGBT owned companies. Sodexo is currently partnering with 4,467 diverse and small suppliers. Sodexo has developed the Supplier Diversity program to the point where they are regularly identifying, mentoring and coaching high potential diverse vendors and providing them opportunities to grow. Their Supply Chain Inclusion Program leverages best practices from Sodexo operations around the world to develop sustainable relationships with suppliers.

This program is supported by a Supplier Code of Conduct (“Code”) sets forth Sodexo’s expectations of suppliers, vendors, contractors and others with whom Sodexo conducts business (including their affiliates and collectively referred to as “Suppliers”) with respect to sound and responsible ethical, social, labour and environmental practices. Sodexo recognizes that Suppliers operate in different legal and cultural environments throughout the world. Regardless, this Code sets forth the minimum requirements that Sodexo expects their Suppliers to meet or to ensure such requirements are consistent with their own business principles, to do business with Sodexo. Consequently, Suppliers are expected to communicate the principles of this Code throughout their supply chain.

Baker McKenzie: not just preaching to the converted

Spotlight on Frederik Kunst, Baker McKenzie Amsterdam's
Chief Strategy Officer / Board & Partnership Secretary

"On my first day, I came to the office in my best suit feeling a bit nervous about what the company culture at one of the world's largest law firms would be like. The legal field has a reputation for being conservative and decidedly macho in its social mores. But day one began with a presentation for new joiners by a man in senior leadership who started his talk with: "My name is X and I live in a nearby town with my husband." It was such a casual statement that I immediately felt I could breathe more easily.

Since then, I've experienced first-hand that diversity and inclusion is ingrained in company culture as well as board policies. From the annual LGBT client event to the 22-meter high rainbow banners on our Zuidas building for Amsterdam Pride, D&I is carried by everyone from the partners to the support staff. This is strengthened by policies like our internal 'allies' program that ensures we're not just preaching to the converted. We're also active in the wider business community. On a global level, our LGBT network spans all 77 offices, including in countries you wouldn't expect. This focus on inclusion makes me truly proud to work here!"



**Baker
McKenzie.**



**The world needs more of your color.
Let's share it together.**

[AkzoNobel.com/Careers](https://www.akzonobel.com/Careers)



Stories from the heart, second edition



Watch the HagueTalks live-stream here

Trans activists from Latin America share their touching stories with Workplace Pride Members

On August 2, Workplace Pride Celebrated Amsterdam Pride with the second version of the event entitled 'Stories From the Heart' which was kindly hosted by our Foundation Partner, PwC.

Amsterdam Pride is a moment of celebration for the LGBTI movement but also to reflect on the work that still needs to be done around the globe. With this in mind, the Foundation worked once more with the Dutch Ministry Of Foreign Affairs and its partners to bring to our members an eye opening and heartwarming event focused on trans activism and trans visibility through the power of storytelling.

Each year, the Building Bridges program brings together LGBTI activists from different parts of the world in an exchange of experiences, dialogue with fellow activists, to strengthen their network of allies in the region and be empowered by their activism. Building Bridges is a joint initiative of RVO (the Netherlands Enterprise Agency) and the Ministry of Foreign Affairs in partnership with the Municipality of Amsterdam and COC Nederland.

This year 'Stories From the Heart' welcomed ten trans activists from Latin America, who shared their stories in person with our members.

The event took the form of a live talk show at the Pulitzer Hotel. It was introduced by host Marc Borggreven, Member of the European Executive Team at PwC and David Pollard, Managing Director of Workplace Pride. Deborah Abrahams, who had guided the 10 activists through an empowering storytelling journey that started several weeks before their trip to the Netherlands, also MC'd the evening.

Participants to the event were all moved by the character and drive of these Latin American trans activists. Their powerful, open and heartfelt personal stories of pain and survival, but also strength, and resilience was an inspiration to all. In most cases, these activists risk their lives, struggle to get jobs, face isolation and have a short life expectancy in their home countries just because they are transgender.

Workplace Pride was honoured to organise the second edition of Stories From the Heart which has deeply touched the many participants from among our members. By experiencing first-hand the day-to-day challenges that LGBTI people (and particularly Trans individuals) face around the world, our members are now more aware and informed about what they and their own organisations can do to make a difference in many places around the world.

Bregje Korteweg

Project Manager Building Bridges Program



As the overall project manager of the Building Bridges program, I thought I knew the activists quite well already. I was their main contact in preparation for the visit and the one accompanying them while they were here. But their personal stories were new for me... I was sitting in the front row that evening and felt the strong bond between them. They looked confident. I was



"I don't want anyone trans to be rejected by their family."

Abril, Dominican Republic



"If I hadn't stood firm in my identity, I wouldn't be here today."

Aljah Caesar, Guyana



"Being 40 and trans in Uruguay is like being a grandma."

Diana, Uruguay



"Education could create a place where different possibilities live together."

Breno, Brazil



"The future of activism is to fight for changing society as a whole."

Angie, Chile





shocked to hear what they have been through in their young lives and are still going through. But at the same time, I enjoyed seeing how strong they are and that sharing their stories from the heart that evening had empowered them even more!

“Their stories need to be heard and shared. These young activists from Latin America are not only fighting for a better future for themselves, but for the whole trans community in their country and region.”

Deborah Abrahams

Public speaking and story coach Deborah Abrahams



This was no ordinary coaching journey. It was an honour to guide ten bright, bold activists in crafting a story to inspire an audience. We first met regularly on Skype so I could listen, ask questions and delve for powerful stories that would offer insight and invite connection. It was a seven-week emotional journey, and a lot of tears were shed and story drafts written before the participants arrived in Amsterdam.

“They came together in a workshop as strangers, but as the day progressed and they shared the powerful stories they had prepared, they quickly bonded and became a community.”

The icing on the cake came when at last they took the stage at the Pulitzer, and courageously addressed the audience of Workplace Pride members with their stories of stigma, prejudice, hope and amazing personal and legislative achievement.

I'm thrilled to have had the privilege to work with these dear, extraordinary people. Thank you for having us! I'm already looking forward to next year.

Angie Hernández

Transfeminist activist



Developing a narrative about your local context is not an easy task. That is why I truly appreciate the role Deborah played in the process. In such a short time, she infused in us the feeling that what we had to say was worthy of being listened to. That is why 'Stories From The Heart' felt so comfortable to me. Hearing what my fellow activists exposed, and feeling the respect of the audience, increased my determination to keep fighting now that I am back in Chile. That was exactly what I was craving.

The experiences we shared as activists were representations of our trans reality. As an example, being a trans woman in Latin America statistically means that my life expectancy is barely 35 years. At the same time, we have little or no support from our governments which, in comparison with the Netherlands, feels as if we have been abandoned. The LGBTI+ movement in Latin America is 'inarticulate' and we face constant conflicts between organizations. Unfortunately, we are fighting among ourselves more frequently than fighting the system that suppresses us.

“That is why we need events like 'Stories From The Heart' in our region, to meet each other and get organised. This is especially important in times when state-sponsored transphobia is rising in our region.”

In Chile, the gender identity law has been recently enacted. Since December 27th I could go and change my name on my ID and live legally as Angie. But changing my name on a piece of paper will not remove or diminish the fear I feel every single day when I walk out in public. Being trans in Latin America is still a tag that undermines your worth as a person. The challenge is more real than ever, and we need the support of the ones that have already experienced this process.

"I don't have a problem with my body, society does."

Kira,
Paraguay



"If you are transgender in Cuba, society gets lost."

Liam,
Cuba



"Someday, a trans person will be born and live out their whole life."

Links,
Panama



"In Paramaribo, there's a lot of everything, but trans people are invisible."

Zef,
Suriname



"Our existence is an act of revolution."

Nico,
Colombia



Activist portraits
made by HagueTalks

ABN AMRO employees proud to support equality



I'm happy to see that ABN AMRO is taking an active role when it comes to inclusion. I personally really like the initiatives from our PRIDE+ network. It is a group of employees who are actively committed to promoting inclusion, speaking up, organising events for queer colleagues and allies. In that respect I am quite proud of the fact that I work here. Regularly, I have to correct new colleagues on my sexual orientation: "no I didn't go on holiday with my boyfriend, but with my girlfriend". Having a strong LGBTI+ network gives everyone the opportunity to be open and proud about who they are.

Nora Neuteboom | Senior Economist

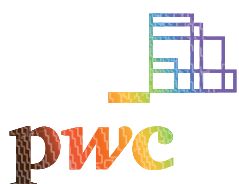
We see a downward trend in the number of LGBTI+ colleagues who suffer from micro aggressions, so I feel sensitivity on the topic is increasing. The bank's PRIDE+ network organises various events to connect LGBTI+ colleagues and also tries to make employees aware of how they can contribute to an open and safe workplace. The recent 'Proud to Support Equality' campaign was appreciated by our co-workers. The bank made a big statement using the answers of colleagues on questions as: "Why do you support inclusion?", "Do you feel you can be yourself in the workplace?" and "What does workplace pride mean to you?". A big statement like that makes me really proud. It allows me to bring my whole self to work, I feel better and I perform better.

Edson Hato | Senior Vice president, Talent & Executive Development



Be yourself.
Be different.
Suit yourself
and shine.

The traditional (gray) suit has shaped us in the past, but is increasingly showing more colours and variations. We embrace that change, because we strive for an inclusive culture in which colleagues can shine. In the end, it is the person who makes the difference. At PwC you can be yourself at work.



pwc.nl/suityourself



accenture



At Accenture we are committed to ensuring an inclusive environment for all employees regardless of their sexual orientation, gender identity or expression. Receiving a top score means that we are making progress and are on the right track. Inclusion is a daily effort for all of our 480,000 employees.

This year has been exceptional. We reached 118,000 Pride allies worldwide—meaning that one out of four employees is an inclusion ambassador. Next, we hosted our LGBT Leaders Learning (L3) training session in South America for the first time, expanded LGBT+ and transgender benefits to more countries than ever, added more countries to our Self-ID program and celebrated Stonewall's 50th anniversary by bringing all of our global pride leads to New York for a special LGBT Leaders Learning (L3) session. Marching in World Pride on 5th Avenue with colleagues from all over the world is a once in a lifetime experience.

As a global organization, the local differences make my job more interesting. We operate in geographies with various levels of LGBT+ acceptance and with different legal context. Yet regardless of the location, we are committed to offering an equal workplace and inclusive environment to all employees.

I am particularly proud of our progress with benefits this year. It is very rewarding to work with the local HR teams in different countries to explain why expanding benefits is a priority. For example, in Singapore, we worked together to add transgender health benefits. These new policies positively impact the lives of thousands of our people.



Additionally, the LGBT+ Leaders Learning (L3) session during World Pride was a highlight of the past year. As mentioned above, we brought all of our Pride leads together in New York—thousands of miles away from many of our countries—but it felt like coming home. The team spent valuable time sharing best practices, brainstorming to solve challenges and engaging with senior leadership. The outcome was a three-year strategic plan we will implement to further advance equality for all.

External recognition and feedback on our Inclusion & Diversity programs is always welcome. Our vision is to improve the way the world works and lives, that means fostering a workplace environment where people feel comfortable engaging in open, honest dialogue, and where everyone feels they belong. The more we learn from others, the better we will be able to contribute to society.

As we seek to further equality for all, it is important to reflect on what we are doing and determine next steps. The Workplace Pride Global Benchmark evaluates Accenture through an objective, experienced lens and provides meaningful guidance as we work to ensure an inclusive and equal workplace for everyone.

With inclusion, we all have a part to play and everyone wins when we work toward the same goal.

Javier Leonor, Global Pride at Accenture Lead Inclusion and Diversity Center of Expertise

A man with short, light brown hair, wearing a grey suit jacket, a white dress shirt, and a blue tie, stands in front of a lush green wall of plants. The background is filled with various types of green foliage, including large, heart-shaped leaves and smaller, fern-like plants. The lighting is soft and even, highlighting the man's features and the vibrant colors of the plants. The overall mood is professional and natural.

**LGBTIQ+
inclusion at
work needs
permanent
attention
from all
parties**



Workplace Pride in conversation with

Marc Konings

Marc Konings is Director of Organisation, Operations and Human Resources at the Ministry of Social Affairs and Employment in the Netherlands

WP: As this New Horizons edition is dedicated to the Workplace Pride Global Benchmark, why do you feel it is important for organisations to measure the performance and impact of their LGBTIQ+ policies at work?

To start with, it is of major importance that LGBTIQ+ and all other employees feel welcome, free, safe and respected at work. A person can only perform their best when there are no barriers to being yourself. If you feel like you have to leave an important part of yourself at home when you go to work this weighs heavily on your shoulders.

It is therefore important for organisations to create working environments in which people feel they can really be themselves. This would not only be a relief for many people but just think of the boost it could give to the performance of the organisation. It's not an easy task however and, actually, it is quite a challenge. Policies are important, but are only one aspect of the issue. Reality very often is much tougher and behaviour needs to be in line with policies. There needs to be greater awareness, visibility, and a culture in which differences are appreciated while both explicit and implicit discrimination should be banned.

All of this, of course, takes a permanent effort and it is very important to measure where the organisation stands specifically in respect to LGBTIQ+ and other diversity and inclusion policies and goals. Only then can the organisation really learn from its experiences and grow to become a better place to work.

WP: Why is LGBT+ workplace measurement useful for society at large?

I think most people feel comfortable surrounded by others with whom they share similar interests. As we often meet many different people in the workplace, I am convinced that learning from these differences will help society evolve positively. Governmental organisations especially need to play an exemplary role in this respect. Personally, I am very lucky to be working in an organisation that encourages me to be myself. I'm very proud to be a part of the

Dutch government and also proud of the fact that Dutch Government Pride is the voice of the LGBTIQ+ community within it.

WP: What's your main message on LGBTI workplace inclusion around the world and in the Netherlands?

My main message is that LGBTIQ+ inclusion at work needs permanent attention from all parties. In many countries we are taking steps forward but, unfortunately, we also see countries taking steps in the wrong direction. I feel that we should focus our visibility and action within global companies and within governments to ensure that developments move in the right direction and that these changes help the LGBTIQ+ communities in countries where they need it most.

Further, it is my deep wish is that different groups support each other. I was touched by a sign that I saw in the Gay Pride in Rome this year which said: "My freedom protects your freedom". In that respect I think it is very important to invest in diversity and inclusion in the broadest sense. Many issues of different groups are very similar so it makes sense to unite power and cooperate as LHBTI+ networks with other networks.

And to conclude, in my opinion investing in skills to deal with differences is essential for creating an inclusive work environment: this is really a task that should involve everybody. Only then we create organisations that are great to work in for members of the LHBTIQ+ community as well as for all other people.



Rijksoverheid



Dutch Government Pride Platform



Declaration of Amsterdam

Call to action

- 1** Employers must provide a safe, comfortable, equal opportunity workplace and promote authenticity for LGBTI employees.
- 2** Employers should work closely with and benefit from the knowledge of other parties (employee networks and NGOs) dealing with LGBTI workplace issues to achieve improvements.
- 3** Employers should identify and support leaders and decision makers (LGBTI and straight) that actively strive to create LGBTI-inclusive working environments.
- 4** LGBTI 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** LGBTI employees should guide their employers on measures to support this declarations goal's and implementing best practices.
- 6** Employers and LGBTI 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 LGBTI inclusiveness within the organisation and benchmark this externally.
- 9** Employers should dedicate a minimum of 1 euro per employee in the organisation to support LGBTI programs and Employee Resource Groups.
- 10** Organisations should visibly support the improvement of working environments for their LGBTI employees in all the countries where they are active.

Who signed so far?

These organisations have signed the Declaration of Amsterdam since its launch (chronological in order of signing).

ACCENTURE 19 JANUARY 2012
IBM 19 JANUARY 2012
CITY OF THE HAGUE 19 JANUARY 2012
CISCO 19 JANUARY 2012
ACHMEA 19 JANUARY 2012
UWV 19 JANUARY 2012
SHELL 19 JANUARY 2012
ING 19 JANUARY 2012
POST NL 19 JANUARY 2012
PHILIPS 19 JANUARY 2012
TNT 19 JANUARY 2012
CITY OF AMSTERDAM 15 JUNE 2012
NATIONALE POSTCODE LOTERIJ 15 JUNE 2012
ABN AMRO 17 JANUARY 2013
PWC 17 JANUARY 2013
DOW BENELUX 4 SEPTEMBER 2013
ELSEVIER 20 JUNE 2014
KPN 9 OCTOBER 2014
CITY OF UTRECHT 17 APRIL 2015
SODEXO 23 JUNE 2017
NAUTA DUTILH 3 AUGUST 2017
DELOITTE 3 AUGUST 2017
ASML 11 OCTOBER 2017
KPMG 11 OCTOBER 2018
PALO ALTO NETWORKS 8 JANUARY 2019
CARGILL 27 JUNE 2019

Where do I sign?

Any organisation around the globe can sign the Declaration of Amsterdam. You do not need to be a Workplace Pride member to sign and commit to these 10 action points, so if your organisation is interested in joining this leading group of employers, write to info@workplacepride.org



2019 Top Scorers' Reactions

Deloitte.



In 2016 Deloitte in the Netherlands launched GLOBE, a global Deloitte initiative that connects people who share affinity on the LGBT+ topic. The main goal of GLOBE is to create and maintain an environment where people can be who they truly are, without feeling pressure to excuse themselves. At Deloitte, we strongly believe in an inclusive culture.

In the recent three years, we have made quite a journey: we have participated in the Canal Parade during Pride Amsterdam twice; we are a member of the Roze Zuidas collaboration and organize events throughout the year. It makes me proud that we have come so far already.

Participation in the Workplace Pride Benchmark has given us insights in all of the amazing initiatives that Deloitte and local GLOBE chapters are running: From a paper newspaper on LGBT+ inclusion in Tokyo to methods to self-identify in the United Kingdom. Our upcoming challenge is to see how we can leverage these good practices on a global scale, to further increase our impact on our clients, our people and society.

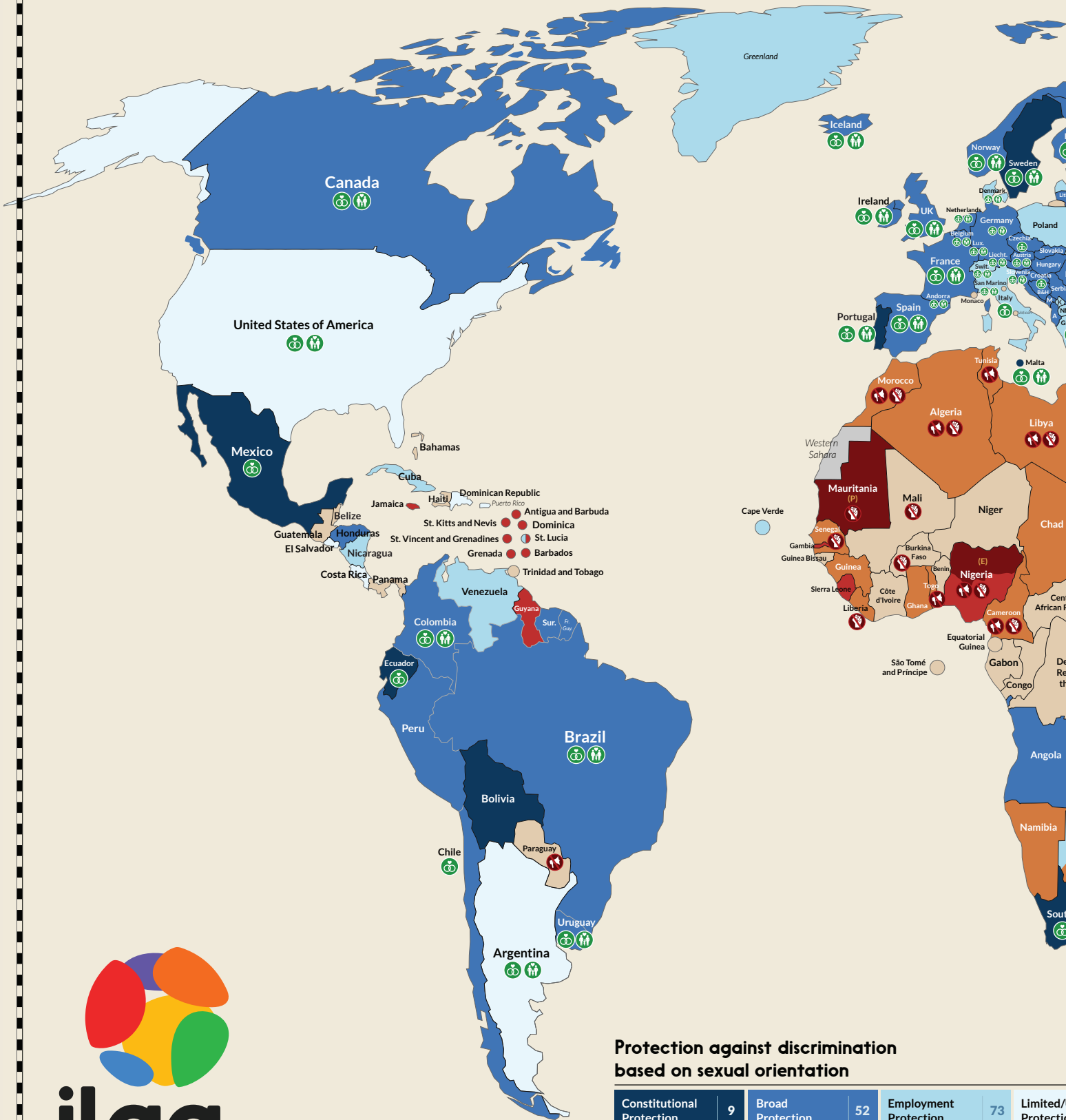
In the years to come we will pay extra attention to involving the complete LGBT+-community. By sharing personal stories and genuinely being interested in each other, we are slowly moving to a world in which everyone is included.

Joost Kremers, Founder and Board Member of Deloitte's LGBT+-network GLOBE



SEXUAL ORIENTATION LAW

From criminalisation of consensual same-sex sexual acts between ad



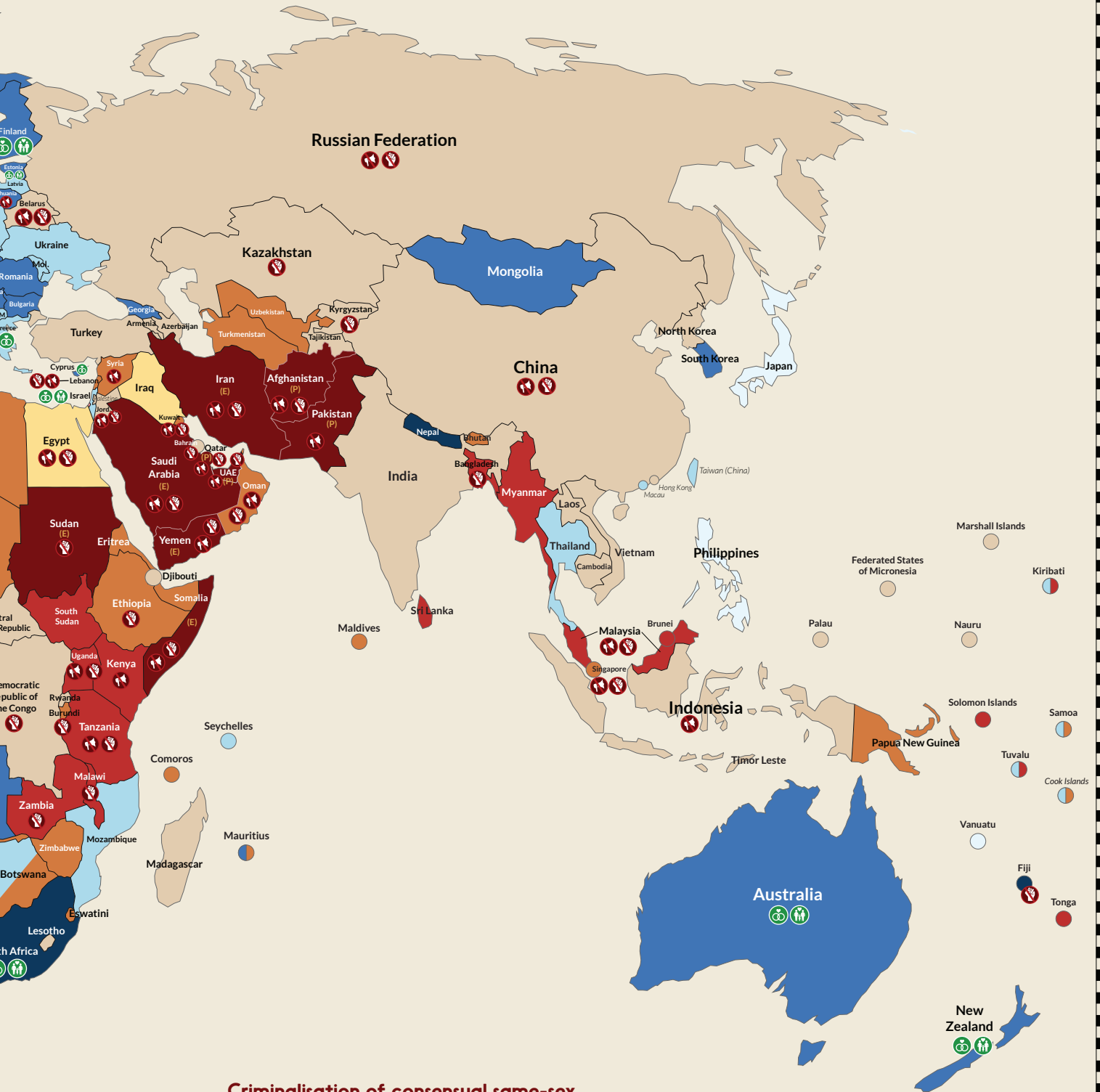
The data presented in this map is based on *State-Sponsored Homophobia*, an ILGA report by Lucas Ramón Mendos. This map can be reproduced and printed without permission as long as ILGA is properly credited and the content is not altered. ilga.org

Legal recognition of families

- Marriage or other forms of legal union for same-sex couples
- Adoption open to same-sex couples

HS IN THE WORLD - 2019

ults to protection against discrimination based on sexual orientation



Criminalisation of consensual same-sex sexual acts between adults

Uneven protection	8	No Prot. / No Crim.	55	De Facto Criminalisation	2	Up to 8 Years Imprisonment	31	10 Years to Life in Prison	26	Death Penalty	6 (E) Effective 5 (P) Possible
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Legal barriers to the exercise of rights

- Legal barriers to freedom of expression on SOGIESC issues
- Legal barriers to the registration or operation of sexual orientation related CSOs

Global Benchmark

The International Measurement Tool for LGBTI Inclusion

