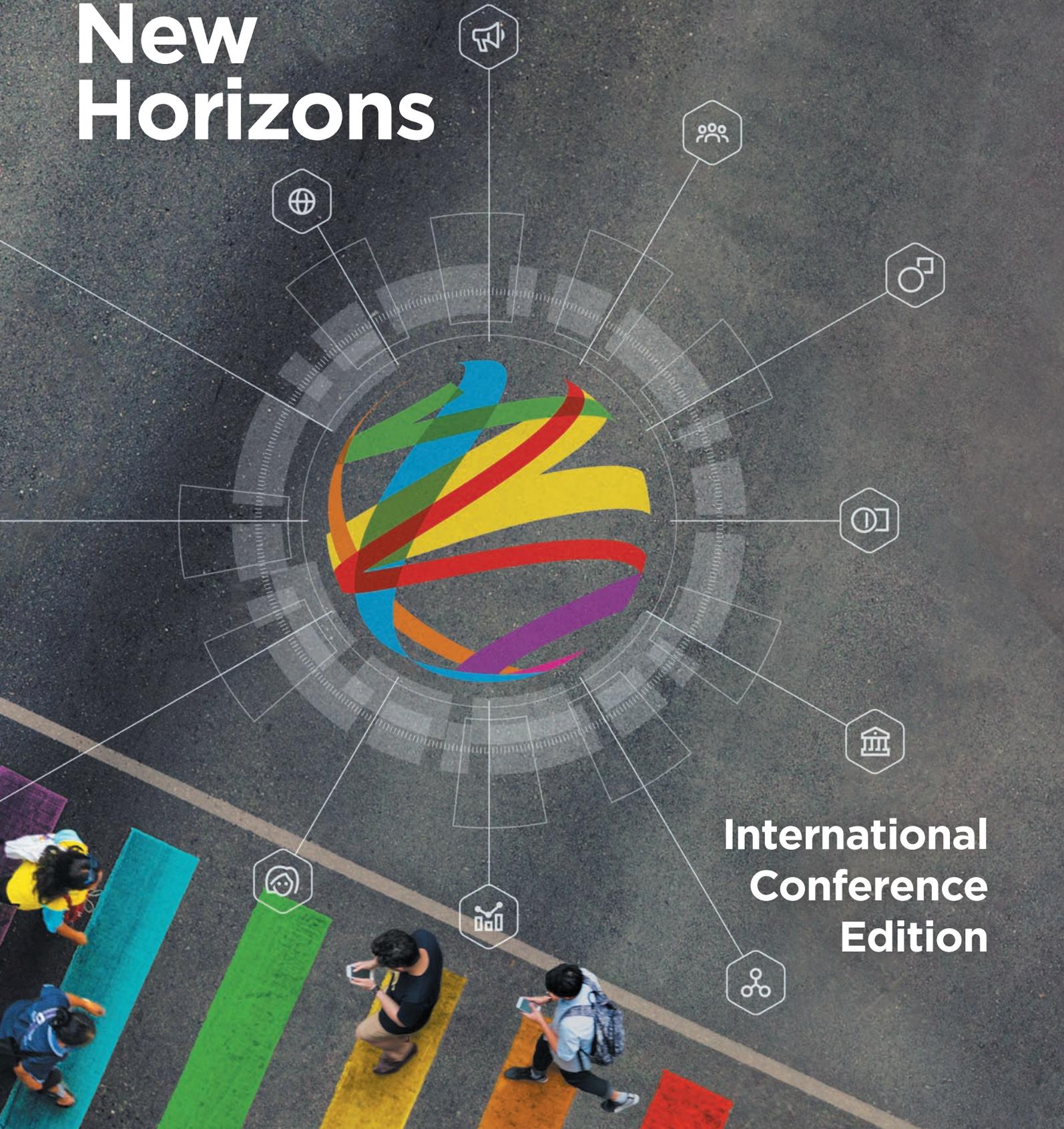


New Horizons



International
Conference
Edition

Sustainable Inclusion

The next destination for LGBTI at work

#wpcon2019

CREATING A SUSTAINABLE FUTURE FOR LGBTI+ INCLUSION AT WORK



Over the last few years we have seen great advancements in the human rights of LGBTI+ citizens. However, as we have discussed before at Workplace Pride, these rights are fragile and should never be taken for granted. Equally, workplace inclusion is not a given. We need to ensure that all workplaces are inclusive, where LGBTI+ people can truly be themselves, are valued and, through their contribution, help to lead the way for others. We need to ensure that our workplaces offer an environment where all of us can thrive, both today and in the future.

However, we are also witnessing a shift in societal attitudes towards the right, nationalism and a general polarising of issues. It is for these reasons that we need to protect, sustain and reinforce the gains that we have made.

Together we are on a journey to achieve a better and more sustainable future for all. This is what is at the heart of the United Nations Sustainable Development Goals and this year's Workplace Pride Conference. It is a journey of growth, of opportunity and collective fulfilment. It is a journey with many paths, some of which we will explore today.

As you participate in the various sessions, meet new people and gather new insights, ask yourself what steps will you take to make your LGBTI+ inclusion journey sustainable.

Mark Emdin

Chair of Workplace Pride Foundation

DESTINATION UNKNOWN



23



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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
Coordinating Editor: Giancarlo Pazzanese
Graphic Designer and Creative Director: Bart Bartlett, moieu.com
Graphic Designer: Danny Yates, moieu.com



Sustainable inclusion: The next destination for LGBTI at work

Sustainability is on everyone's mind these days. Be it with the climate, our environmental 'footprint' as a species, or even on a political and social level, the question of "are we doing things in a way that will last and be beneficial to all" is one that has yet to be answered.

The UN's Sustainability Development Goals (SDG's) helps countries and businesses focus their efforts to achieve sustainable solutions and many entities are making significant progress. The conversation ranges from how to maintain our way of life through decent work and economic growth while still protecting the vulnerable and eliminating poverty, to realising gender equality and ensuring peace, justice and strong institutions.

But what about sustainability for the LGBTI community around the world? We have made great strides in the past few years with more and more countries creating legislative environments where we are welcome. LGBTI people are often represented more positively in the media and, even in the workplace, an increasing number of employers realise that creating environments where all people can truly be themselves, equates to more productive workforces, greater innovation and better teamwork.

Yet, our community continues to be discriminated against in workplaces around the world. Legislation still exists that denies the LGBTI community the basic rights that our colleagues have and, far too often, meaningful progress (both in the workplace and in legal terms) is thwarted by changing organisational priorities or policy makers that marginalise LGBTI topics.

Scheduled to coincide with the 50th anniversary of the Stonewall Riots which gave birth to the modern gay rights movement, the 2019 Workplace Pride International Conference will put all of these topics and more on the table. Stakeholders from many disciplines and sectors will

highlight how LGBTI workplace inclusion can and should be a sustainable effort for the societies we live in and the organisations we work for.

This year's conference will explore relevant topics that will look far into the future for the LGBTI workplace movement around the world.

Continuing the model of last year's conference, participants will be exposed to more confrontational discussions. Whereas you will still gain a useful set of tools to further your own goals with LGBTI workplace inclusion, you will also get a more critical and pro-active viewpoint about what is really being done for LGBTI inclusion in the workplace. Employers will be called to task for the real progress they have made with LGBTI inclusion in all of their locations around the world, while the LGBTI community members themselves will understand if they could possibly do more to further this goal alongside their employers.

Participants will be challenged to take their perceptions of LGBTI workplace inclusion to the next level. For many, this will mean stepping out of their comfort zone and asking some difficult questions about their employer or even themselves. But by the end of the conference, everyone should be able to answer the question 'How do we collectively and I personally embed LGBTI inclusion in my organisation, community and society in a way that is sustainable for future generations?'

'How do we collectively, and I personally, embed LGBTI inclusion in my organisation, community and society in a way that is sustainable for future generations?'



THE TIMETABLE



08:00 - 09:00 REGISTRATION

09:00 - 11:00 OPENING PLENARY SESSION

Mark Emdin: Conference Moderator and Chair of Workplace Pride

OPENING KEYNOTE Ton Dortmans, EVP Engineering & Maintenance, KLM

PLENARY SPEAKERS Dr. Hans Docter, Director for Sustainable Economic Development at the Netherlands Ministry of Foreign Affairs

Margot Slattery, CEO Sodexo Ireland

Tim Mohin, CEO Global Reporting initiative

11:00 - 11:30 COFFEE BREAK

11:30 - 12:45 BREAKOUT MORNING SESSION:

- Nr. 1 Sustainable Inclusion in Practice.
Hosted by KLM
- Nr. 2 The Psychology of Coming Out at Work.
Hosted by IBM
- Nr. 3 Realising Sustainable Global Governance:
The challenges of LGBTI inclusion via different business models.
Hosted by ING
- Nr. 4 Being an 'Inclusionist'.
Hosted by booking.com
- Nr. 5 Diplomatic Inroads; Paving the Way for LGBTI Inclusion Globally.
Hosted by the Netherlands Ministry of Foreign Affairs
- Nr. 6 SDG Measurement and Accountability for LGBTI Inclusion at Work.
Hosted by Bianca Nijhof, Workplace Pride



12:45 - 14:00 **LUNCH BREAK**

14:00 - 15:15 **BREAKOUT AFTERNOON SESSION:**

- Nr. 7 NGO's Embracing LGBTI Workplace Inclusion.
 Hosted by Hivos, Greenpeace and Oxfam-Novib

- Nr. 8 Global Implementation of Networks and Ally Programs.
 Hosted by Philips

- Nr.9 LGBTI Inclusive Recruitment: Are we there yet?
 Hosted by Civil Society and Employer Representatives

- Nr. 10 Where are all the women? Building workplace environments
 where same-sex attracted women can thrive as their authentic selves?
 Hosted by PwC and Women@WorkplacePride

- Nr. 11 Inclusive Leadership Assessment: Developing traits for sustainable LGBTI inclusion.
 Hosted by Deloitte

- Nr. 12 Making the UN Standards for LGBTI Business Work in Practice.
 Hosted by Graham Sparks, Workplace Pride

15:15 - 16:00 **COFFEE BREAK**

16:00 - 17:00 **CLOSING PLENARY SESSION**

CLOSING KEYNOTE Marriët Schuurman, Netherlands Human Rights Ambassador

17:00 **END OF CONFERENCE**

17:00 - 19:00 **CLOSING RECEPTION**



THE SPEAKERS



HANS DOCTER

Director Sustainable Economic Development and Ambassador Private Sector & Development Cooperation at the Ministry of Foreign Affairs of the Netherlands

Hans Docter (1966) is the Director of Sustainable Economic Development and Ambassador Private Sector & Development Cooperation at the Ministry of Foreign Affairs of the Netherlands. The department for Sustainable Economic Development works to achieve a good business climate and stimulate entrepreneurship in developing countries. Amongst other things, the department for Sustainable Economic Development contributes to sustainable trade, improving access to finance, building harbors and roads, creating jobs for youth and women and promoting Public-Private-Partnerships.

Hans believes the Dutch aid, trade and investment agenda is innovative and progressive. "Sustainable and inclusive economic development plays a crucial part in eradicating poverty world-wide". In order to achieve this, the Dutch government works together with the private sector, NGOs, local governments and financial institutions. Investing in inclusive sustainable development pays off. In 2016, the Netherlands created 217 thousand jobs and improved the income of 1,9 million farmers in developing countries.

As the former ambassador in Ghana, Hans has realized that the Dutch Aid and Trade agenda has a big impact locally.

Mr. Docter has a long history in Foreign Policy. He was the Dutch special envoy for Ebola and was the project leader of the Ukraine referendum in the Netherlands. Previously he was the Deputy Ambassador of the Netherlands to Ethiopia and Kenya. He also has extensive work experience in Indonesia and Russia.

Mr. Docter studied Law at the University of Amsterdam.



MARGOT SLATTERY

Country President, Sodexo Ireland

Sodexo Ireland is part of the French-owned Sodexo Group, the world's largest services company. As country president, Margot Slattery oversees all of its operations in Ireland and Northern Ireland, where it employs 3,700 people delivering on-site catering and FM services to clients in IT, business, pharma, industry, education, healthcare, homecare and government services.

Margot has appeared on the OUTstanding/Financial Times' list of Top 100 LGBT Business Leaders since 2015. For her work in promoting diversity and inclusion and women in business, she was made a Chevalier de l'Ordre National du Mérite by the then French Ambassador to Ireland in 2017.

She was FM Leader of the Year at the 2018 Facilities Management Awards for Ireland and was presented with the Business Leader Award at the WXN 25 Most Powerful Women in Ireland Awards for 2018.

Outside Sodexo, Margot is chair of the OUTstanding Ireland Steering Committee and holds non-executive board memberships of Out and Equal Workplace Advocates, the Dublin Chamber of Commerce, Sofinsod Insurance DAC and Business in the Community Ireland, among others.



TIMOTHY J. MOHIN

Chief Executive, GRI
Global Reporting Initiative

Timothy J. Mohin is the Chief Executive of GRI, developer of the world's most widely used sustainability reporting standards. A veteran in the field of corporate sustainability reporting, Tim is responsible for leading GRI in achieving its vision of creating a future where sustainability is integral to every organization's decision-making process.

Prior to his appointment as Chief Executive, Tim was Senior Director of Corporate Responsibility for Advanced Micro Devices (AMD). He is also a former Chairman of the Board for the Electronic Industry Citizenship Coalition (EICC – now the Responsible Business Alliance) and member of the Conflict Free Sourcing Initiative's steering committee.

Previously, Tim founded and led Apple's Supplier Responsibility program. He also led Intel's environmental and sustainability functions. Tim started his career with the US government. With the Environmental Protection Agency, he led the development of the toxics provisions of the Clean Air Act Amendments. Later, Tim was senior legislative staff for the Chairman of Senate Committee on Environment and Public Works.

Tim earned a Bachelor's degree in Biology from the State University of New York at Cortland and a Master's degree in Environmental Management from Duke University.



TON DORTMANS

EVP KLM Engineering & Maintenance

Mr. Dortmans joined KLM on August 1st 1985. From 1985 until 1996, he occupied several positions within the KLM Engineering & Maintenance division. He started at Engineering and was successively in charge for the specification and acceptance of introducing the, at that time, new Boeing 747-400 aircraft. Next to that he was Manager of the hangars in the total conversion project of two commercial Martinair DC-10 aircraft into KDC-10 refueling tankers for the Royal Dutch Airforce. Subsequently he moved to the Ground Services Division for three years, where he was responsible for the redesign of the Ground Handling processes. In 1998 he changed position towards the Flight Operations division. His first position was Director of Flight Planning & Dispatch. From 2000 on he was Vice President of Air Traffic Management. Next to that he was deputy Executive Vice President of Flight Operations. In 2005, he occupied the position of Senior Vice President Operations Control Center in the Passenger division. In December 2008, Mr. Dortmans returned to KLM E&M, since then he has been Senior Vice President of Operations and Deputy EVP and responsible for all Maintenance, Repair and overhauls done on aircraft, components, engines and engineering activities. On February 1st 2012 he was appointed EVP KLM Engineering and Maintenance.

Mr. Dortmans is a board member for both EPCOR b.v. and KLM UK Engineering Ltd. and was part of different committees in which also the Schiphol Airport Group, Air Traffic Control Netherlands and the government participate. He also represented KLM in a committee called Regional Consultation Schiphol (CROS). This committee, including residents around Schiphol, has the goal to reduce noise nuisance together with the economical growth of Schiphol Airport.

THE SPEAKERS



MARRIËT SCHUURMAN

As of 1 January 2019, Marriët Schuurman has been appointed as Human Rights Ambassador in the Dutch Ministry of Foreign Affairs. In 2018, she coordinated the Dutch membership of the UN Security Council. Previously, she served as the NATO Special Representative for Women, Peace and Security (2014-2017). In this position, she represented NATO as its high level focal point on Women, Peace and Security; Protection of Civilians; as well as Children and Armed Conflict.

Ambassador Schuurman is a career diplomat who has served in several countries and regions and in a variety of priority policy areas of the Netherlands Ministry of Foreign Affairs. She was the Dutch Ambassador to the Republic of Macedonia (2011-2014). She also served as Deputy Chief of Mission and Head of Cooperation to the Embassy of the Kingdom of the Netherlands in Sudan and she held the position of Head of the Great Lakes Unit in the Sub-Sahara Africa Department. Previous duties include Deputy Head of Cooperation in the Embassy of the Kingdom of the Netherlands in Lusaka, humanitarian assistance officer in the Ministry's Western Balkans Task Force and political officer in the Embassy of the Kingdom of the Netherlands in Moscow.

Ambassador Schuurman has held several board positions including the Presidency of the Works Council of the Netherlands Ministry of Foreign Affairs, the Presidency of the Dutch language school in Lusaka as well as the Presidency of the Council of the University of Amsterdam. She is an Advisory Board member of Women in International Security (WIIS) Brussels.

Ambassador Schuurman holds a Master's degree in Translation Studies from the University of Amsterdam with a minor in Law. In 2016, she was granted a doctorate honoris causa in Public Service by the University of Maryland. She was born in Creil (North-East Polder, Netherlands).

The Ambassador speaks English, French, German, Russian and basic Macedonian.



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 13 years, and in service to our community, 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 70+ members which include both private and public sector organizations, multinationals and national organizations as well as academia and many other stakeholders. Through a variety of targeted programs, research, small and large scale events, we all work together to proactively create workplaces where LGBTI people can be themselves all over the world.

FOR MORE INFORMATION:
Visit our website at www.workplacepride.org
or email to info@workplacepride.org





OUR FOUNDATION LEADERS

The epic journey of LGBTI inclusion in the workplace would not have been possible without the help of our many stakeholders for which we are very grateful. Special thanks go to our Foundation Leaders for their tireless commitment and leadership.



PHILIP MORRIS BENELUX



Four Steps for Meaningful Change



When I first started my career, it was a different time for the LGBTQIA+ community, especially in the workplace. We didn't have the same support, welcome, policies, or benefits that many companies offer now. I've always been out at the companies I've worked for, but back then, I held back a lot of myself.

I wasn't comfortable talking to my colleagues and sharing any personal stories with them. I hid a lot of what made me, me, and suffered because of it. The reality is that organizations individually decide how supportive they are going to be around inclusion and diversity, and finding an organization that is supportive can be difficult.

GRASSROOTS SUPPORT

I co-founded the LGBTQIA+ Employee Network at Palo Alto Networks in 2018. It wasn't started because I didn't feel supported by the company—it was the complete opposite. Since we were already supported, I wanted to focus more on building our community within the company and providing a safe space at work for those who identified as LGBTQIA+. Palo Alto Networks made it easy to create this network because there was support and infrastructure for it along with other Employee Network Groups.

Earlier this year, we launched two additional chapters of the LGBTQIA+ Employee Network in our Amsterdam and Plano, TX offices. During these launch parties, I was asked by employees whether or not I felt supported as a lesbian by our executives and company. I 100% feel supported but this brought fear and realization that others in my community might not.

MEANINGFUL CHANGE

But Employee Networks or Resource Groups can fail, and so can policies and statements. For meaningful change



to happen, each part of an organization's inclusion and diversity practices need a few elements to be true, and meaningfully, successful.

- **Say it. And mean it.** Saying something is one thing, but it's not enough to say it. If your company is emerging in their inclusion and diversity practices, pay close attention to the actions that follow their statements around their I&D values.
- **Support it, systemically.** The message needs to be the same, top down. Leaders, managers, contributors, and interns need to understand the message.
- **Grassroots support.** ENG's need to be connected to the mission statement, receiving financial and executive support, and being enabled and empowered to pursue each ENG's objective statements.
- **Transparency.** We have a far way to go in being more inclusive, more diverse, and equal. Being honest, transparent, and humble about where we stand as a company, industry, and individually, goes a long way to gaining buy-in and support from the people who will help bring it to life.

At the end of each day, I want to feel, I want to know that my company, my manager, and my team, have my back—in whatever lifestyle or expression that might take.

Maryn Eisenhart

*Manager Global Partner Services
President of Palo Alto Networks
LGBTQIA+ Employee Network*



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Navigating the current landscape of diversity and inclusion



LGBTI inclusion in the workplace is a series of journeys; journeys that start from different locations, challenges, and circumstances, but which are all, ultimately, headed toward the same destination. At Workplace Pride, we work with many stakeholders on this journey, both individuals and organisations, whose common goal is to create workplaces around the world where LGBTI people can truly be themselves. Our work connects our stakeholders and helps them to realise this common goal.

Progress on this journey is, though, by no means, a straight line. It moves in many directions, in different environments and on different levels. In addition, navigating through the landscape of LGBTI inclusion around the world presents unexpected challenges for each organisation such as different legal frameworks or cultural/historical considerations. Human nature dictates that we all need a sense of direction and confirmation that we are making the right choices. We often need to think about parallel routes and course-corrections or to add stops in-between on our L.G.B.T.I+ inclusion road trips. And, if this is not enough, we will out of necessity venture into uncharted (intersectional) territories and be forced to explore our organisational blind spots.

Now active for more than 13 years, Workplace Pride knows well these different obstacles, the shortcuts and their consequences. We have seen organisations' LGBTI resource groups grow from a single person to global networks. We are in close contact with organisations in places where there is state prosecution of homosexuality and human rights violations and we have helped local activists and multinationals work together and speak up against these violations to create positive change in the workplace.

With all of this in mind, for this year's conference, we envisioned the work of our Foundation as a compass. A compass shows you the way, keeps you aligned with your objective, and it is a useful travel companion.

On our compass, every aspect of the organisation's work is reflected by a different icon. Our values, mission and vision are embedded in the concept of the compass itself whereas our events, services and tools are represented as icons in different dimensions:

SECTOR:



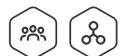
The main wheel of our compass represents the Foundation's focus area: LGBT Rights, Diversity, Inclusion in the workplace.

GLOBAL BENCHMARK:



With this survey, organisations can measure, manage and report on their LGBT policies and practices and compare themselves with their peers.

CONNECTING MEMBERS:



Connecting our community through events and activities are where ideas are born and progress realised.

GLOBAL EVENTS:



Our annual International Conference and individual international events around the world bring together thought leaders and fellow 'travellers' to exchange best practices, share knowledge and connect.

PUBLICATIONS:



Now in its 7th edition, the bi-annual New Horizons magazine focuses on the annual conference in the summer issue and on the Global Benchmark in the fall issue.

PROGRAMS:



Young, Woman, and Technically focused LGBTI people have programs at Workplace Pride dedicated to their specific areas of interest.

RESEARCH:

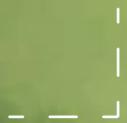


Knowing the nuts and bolts of why organisations and individuals behave the way they do regarding LGBTI workplace inclusion is the main focus of the KPN-sponsored Workplace Pride Chair at Leiden University.

With your Workplace Pride compass in hand, and your sights set on the future, we hope you will join us on the journey to greater LGBTI inclusion at work!



The Journey





Companies that can ensure diversity and inclusion on the work floor also send a message of acceptance to their counterparts and customers



Workplace Pride in conversation with the Director of Sustainable Development from the Netherlands Ministry of Foreign Affairs:

Hans Docter

WP. The theme of the Workplace Pride 2019 International Conference is: 'Sustainable Inclusion: the next destination for LGBTI inclusion at work'. What do you recommend that governments, businesses and civil society do to make diversity and inclusion policies more sustainable?

HD: All three parties must work together to promote diversity and inclusion policies. I see two main roles for governments – as trailblazers and as employers. Governments can take on the role of trailblazers in policymaking, setting out long-term goals, at both national and international level.

Dutch policy on human rights for LGBTI people aims for social acceptance and inclusion worldwide. We work with a range of civil society organisations to further our goals, but companies can also play an important role in social acceptance. The Netherlands is a member of the Workplace Pride Foundation, and we invite other governments to become members as well.

The 'Standards of Conduct for Business on Tackling Discrimination against LGBTI People' published by the UN agency OHCHR shows companies how they can foster diversity and promote a culture of respect and equality. Many companies already have policies on diversity and inclusion. The next step for them is implementation. Companies also need to be aware of unconscious bias.

The Netherlands supports the OHCHR's work. And several of our embassies – such as the one in Nairobi – hosted Workplace Pride events in 2018, jointly with companies and civil society organisations. In short, we can all work together to promote Diversity and Inclusion.

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

HD: My main message is that there is both a moral and a business case for LGBTI workplace inclusion. The moral case is about fulfilling our human rights responsibilities, both as governments and as companies. The business case is that inclusive policies lead to happier employees. And happier employees are more productive and innovative, and take fewer sick days on average.

*Article continues
on pg. 44*



Rijksoverheid



Dutch Government Pride Platform

Global Benchmark: Staying at the Cutting Edge!



Now in its 6th year, Workplace Pride's Global Benchmark has grown to a record number of participants. By giving participating organisations a clear overview of their strengths and areas of focus, the Global Benchmark continues to be a valuable tool supporting progress with LGBTI workplace inclusion.

STAYING ALIGNED

Each 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.

In terms of the content, we strive to stay aligned with and relevant to the priorities of the global LGBTI community. Feedback from the Global Benchmark also provides value to participating organizations as they drive their own policies, programs and practices on this topic. From a process perspective, our aim is to make participation in the Global Benchmark as simple as possible. Validity and reliability come through our evidence-based approach, and there is a strong focus on security and confidentiality for our participants and their submitted data.

CONTINUOUS IMPROVEMENT

The following examples demonstrate how these guiding principles have been realized over the past few years:

Preparation - we provide FAQ's including feedback from prior years along with the Global Benchmark invitation. Participants also receive a pdf of all survey questions as well as a copy of their own responses from the previous year (where applicable) along with the link to the current year's survey.

Ease of use - To facilitate its completion, an overview of the survey questions has been added at the beginning of

the questionnaire. Categorized by section and topic, this assists participants in organising their responses.

Security - Individual surveys with a unique password are created for each participating organization. This also means that the data for each organization remains separated within the Survey Monkey tool.

Comparability - Scoring questions are kept stable (with only minor changes) year over year. The scoring questions for 2019 have not changed from the 2018 survey.

Global Insight - By further analysing the Global Benchmark data captured, we have been able to provide a regional overview table to individual reports for all participants. This table cross-references where the organisation has employees, where their workplace inclusion policies are in place, and where they have active LGBTI employee network members on a global basis. While not included in scoring this information does help identify where there may be gaps.

Community Relevance - In order to reflect emerging issues within the LGBTI community, options for some answers are refined over time. Intersex, which is an evolving issue, is an example of this. We added the 'I' to the survey in 2017.

Validity and Reliability - In 2018 a 2-phase evidence review was implemented. Before finalising scores, participants are given a second chance to provide evidence missed in the original submission.



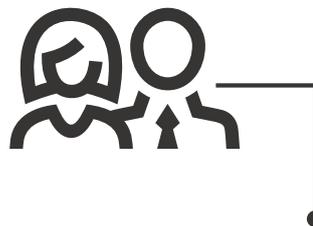
Timing - To ensure that information, recall and reports about the previous calendar year are fresher and more accessible, the Global Benchmark's starting date has been moved close to the beginning of the year. Individual reports are released by the end of June to give participants the time to take action within the current year, and so that they can see progress in the following submission.

Result Report - Collective results have moved from a traditional ranking to a tiered result (Advocate and Ambassadors). We celebrate the leading organizations, but keep the focus on making progress within each organisation's individual results year over year. Comparisons within sector, industry and organisation size also provide comparative information to help drive that progress.

TIPS FOR PARTICIPANTS

- 1. Note your sources.** A simple spreadsheet with a note per question that reminds you where you found the answer and evidence (who, which website, which document) will save tons of time next year.
- 2. Be concise, specific and brief.** Don't make it too hard. Sometimes less is more, even when it comes to submitting evidence. One or two examples in support of each point are likely enough. Long documents can make it difficult to find the specific information we are looking for. Be specific and be brief.
- 3. Do a peer review** – before you submit, let someone who was not involved in preparing your submission read through your survey and objectively evaluate if your evidence supports the question.
- 4. Leverage the concepts and terminology** within the survey sections and questions to help you communicate with impact and to gain support from your network, leaders and executives.
- 5. Consider using the 7 scoring sections** of the Global Benchmark (Policy & Communication, Employee Network, Workplace Awareness, Inclusion & Engagement, Salary & Benefits, Expertise & monitoring, and Business & Supplier Engagement) to help you organise and prioritise your internal initiatives.
- 6. Try to link information** gathering to your ongoing processes, such as a quarterly or annual reporting. Combine efforts and gather info all at once.
- 7. Keep the momentum** - review your Global Benchmark Individual Report quarterly with your employee network, leaders and allies. Celebrate progress and stay focused on areas for improvement.

FACTS & FIGURES



**PARTICIPATION DOUBLED
SINCE START: IN 2014 = 19,
IN 2019 = 38**



**PUBLIC SECTOR GROWTH
IN 2019: 33% OF PARTICIPANTS
ARE FROM THE PUBLIC SECTOR
(GOVERNMENT, AGENCIES, NGOS)**



**TREND: GROWTH IN SMALL
AND MEDIUM-SIZED
ORGANIZATIONS (89% OF
PARTICIPANTS)**

Baker McKenzie: Bringing your whole self to work



Spotlight on Corinne Schot, Baker McKenzie Amsterdam's first female Managing Partner.

'In my early career, I learned to keep my private and professional life strictly separate. It wasn't until I joined Baker McKenzie in 2011 that I experienced that things could be different. When, out of habit, I showed up alone to my first partner dinner, my new colleagues were genuinely disappointed not to meet my wife. For the first time, I felt like I could bring my whole self to work.

Thankfully, the days of diversity and inclusion being new territory are far behind us. There's now a clear business case for bringing diverse teams to the table. Baker McKenzie is committed to LGBT+ inclusion on global, regional and local levels. At the Amsterdam office we have a dedicated D&I team, a long-term LGBT+ strategy and year-round events. This year, we're also hosting our first client LGBT+ event. Sustainable inclusion may start internally, but in the end it's about building lasting connections in the world around us. We're all in this together.'



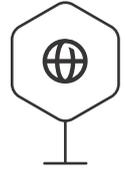
Baker McKenzie.

WHY FIT IN?

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Cities as the Key to Progress in Africa

Workplace Pride Participates in project focusing on LGBT+ emancipation in Africa

While the situation for LGBT+ people around the world continues to make both good and bad headlines, Africa still is perceived as a continent where the challenges seem sometimes insurmountable; particularly in the workplace. It is therefore a sign of progress that Workplace Pride will be taking part in a project entitled, “Strong in Diversity – Bold on Inclusion” (SiDBol) which will focus on LGBT+ emancipation in Africa. This 4-year project addresses the ongoing challenges facing LGBT+ communities, promotes LGBT+ inclusion in society and strives to drive positive change.

Dutch human rights organisation and member of Workplace Pride, Hivos will lead the project through a consortium of eight partners including Workplace Pride. Each consortium partner brings their own specialities, such as media impact, Africa lesbians, gay men in Africa, academic research, etc. to the table. Workplace Pride will focus on connecting all local stakeholders to the business and diplomatic communities to broaden support for these communities. The project leverages on the 2018 “Colourful Workplaces” conference in Nairobi which Hivos and Workplace Pride teamed up on alongside Sullivan Reed of Kenya. It was the first large scale workplace-focused event of its kind in Kenya

The SiDBol project will take a city-based approach, as cities are seen as agents of change for LGBT+ topics around the world. The African cities of Dakar, Senegal; Lagos, Nigeria; Lusaka, Zambia; Nairobi, Kenya; and Maputo, Mozambique will be included in the project’s scope. Throughout the duration of the project, Workplace Pride will work closely with its members, the consortium partners and numerous other stakeholders to ensure that the workplace element of LGBT+ inclusion remains high on the agenda.

“Many of our member organisations have activities throughout Africa” said David Pollard, Executive Director of Workplace Pride, “and we intend to include and consult with them wherever possible to help ensure LGBT+ inclusion in Africa takes a broad, locally-relevant and sustainable approach to the workplace”.



Scan via the Workplace Pride conference App for more info



Twenty-six organisations have signed the Declaration of Amsterdam

Launched in 2011, the Declaration has proven to be a useful tool for employers and civil society organisations that are striving to create more inclusive working environments for LGBTI people around the world.

The Declaration of Amsterdam is a 10-point plan outlining the “ideal” working situation for LGBTI workplace inclusion. Designed to inspire and challenge employers, it is also a concrete guide based upon management language, setting clear goals and encouraging sustainability for LGBTI workplace inclusion wherever organisations have activities around the world.

Over the years, the Global Benchmark has shown that companies in different stages of the diversity and inclusion journey, struggle with similar issues and pose similar questions such as how to:

- Foster inclusive corporate cultures where LGBTI employees feel valued, can be their authentic selves and realise their full potential.
- Go beyond minimum legal requirements of equality to provide the best working environments for LGBTI staff.
- Promote active leadership from straight (heterosexual) allies and LGBTI role models who visibly support LGBTI-inclusive workplaces.
- Increase declared, dedicated and active collaboration between employers and LGBTI employees to realise mutually beneficial improvements.

But which concrete actions can these organisation set in place in order to walk the talk? The 10 points included in the call to action of the declaration offer a solid and practical base to begin with.

Organisations that sign the Declaration of Amsterdam are saying to the world:

“We believe in workplaces where LGBTI people can be themselves and are striving to make this happen in our organisation”

Call to action

- 1** Employers must provide a safe, comfortable, equal opportunity workplace and promote
- 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 on 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

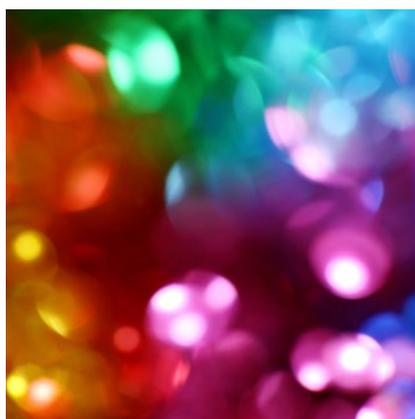
PALO ALTO NETWORKS 8 JANUARY 2019

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@workplaceride.org.

TRENDING TOPICS CONFERENCE 2019



THE PSYCHOLOGY OF COMING OUT AT WORK

'Shame', 'doing wrong', 'being wrong' are just some of the attributes that LGBTI people face when they are coming out. Unfortunately, these aspects are not limited to a person's private life, but also creep into working environments as well. With consequences such as over-compensation, burnouts or even suicides, these and other mental health topics for LGBTI people directly affect the workplace. Workplace Pride Member IBM takes the lead with this important and timely breakout session which examines the how's, why's, and most importantly the 'what to do's' about mental health topics in the workplace.

SUSTAINABLE GLOBAL GOVERNANCE

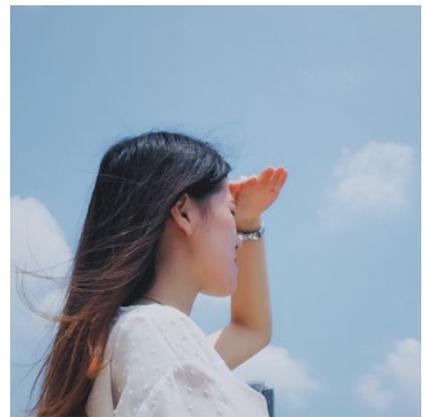
Different organisations come to decisions in different ways; including on how they implement their LGBTI policies and practices on a global scale. For some, structured hierarchies make a top-down approach easier. But for country-led business models or flat hierarchies, the challenges can be numerous, ranging from interpretations of legal boundaries to convincing of hesitant national leaders. Led by Workplace Pride member, ING, This breakout session takes a deep-dive into both the challenges, but also potential remedies to achieve a truly global and sustainable approach to LGBTI inclusion at work.

DIPLOMATIC INROADS

Realising progress for LGBTI inclusion in workplaces around the world ranges from leveraging business leaders to employee networks, and from reaching out to NGOs to tapping into political processes. Often though, important work is done behind the scenes, through diplomatic channels, through non-traditional means of influence and through parties that may not be top-of-mind for this topic. This breakout session includes advice from diplomats and experts on how to influence stakeholders, engage allies, and generally create an environment conducive to discussion and progress for LGBTI topics.

Every year when planning the program of our International Conference and the topics of the breakout sessions, we imagine how LGBTI workplace inclusion will evolve in the years ahead. We choose the most relevant issues at the moment but also topics that we feel will become trends in the future.

This year we have increased the space for discussion and critical thinking during the conference. In addition to the five principal speakers and wide-ranging plenary discussions, we have an impressive set of 12 breakout sessions covering topics from the psychology of coming out at work to being an 'Inclusionist'. Here is a selection of the fascinating topics that will be covered at the conference.



NGO'S AND LGBTI WORKPLACE INCLUSION

LGBTI inclusion at work is now being embraced by all types of organisations around the world. But for some, working against pre-conceived notions, "it shouldn't be an issue here", sometimes makes the challenges that much harder. This breakout session explores how NGO's re-examine LGBTI inclusion at work with both their own staffs and with the recipients of their efforts in countries around the world. Workplace Pride members Greenpeace, Oxfam-Novib, and Hivos, will exchange best practices with representatives from the public sector, private sector and academia in this interactive session and collectively identify areas of cooperation.

LGBTI INCLUSIVE RECRUITMENT

A recent Harvard Business Review study showed that LGBT-inclusive companies attract and retain top talent. According to the study, we should not be surprised that LGBT employees want to work for a company that allows them to bring their authentic selves to work. But are employers really aware of how to recruit and retain LGBT employees, what their special needs may be and how their own organisations may need to adapt? By tapping into expertise from Civil Society, the corporate world and from the LGBTI community, this breakout session explores these questions and spotlights actionable steps to more inclusive recruitment.

WHERE ARE ALL THE WOMEN?

Women in the workplace have always faced extra challenges to be themselves. Unfortunately, the hurdles are even greater for same-sex attracted women as they face the dual impact of gender and sexuality. To examine this issue in more detail, PwC's Australia office has created a report identifying some of the challenges for same-sex attracted women in working environments, but also suggesting some concrete actions for change. This interactive breakout session examines the outcomes of the study and puts the discussion into the context of other cultures and other organizations.

Stonewall Riots: 50 Years of Raising our Voice



Today, June 28th 2019, the day of Workplace Pride's 2019 International Conference, was chosen to commemorate the 50th anniversary of the Stonewall Riots.

In the early hours of June 28, 1969, New York City police raided the Stonewall Inn, a gay club located in Greenwich Village in the city. The raid sparked a riot among bar patrons and neighbourhood residents as police hauled employees and patrons out of the bar, leading to six days of protests and violent clashes with law enforcement outside the bar on Christopher Street. Since then, the Stonewall Riots have served as a catalyst for the gay rights movement around the world.

Although the gay rights movement had even earlier beginnings, (for example, COC Netherlands was founded in 1946 and is the oldest existing LGBTI organization in the world), the Stonewall Riots was the seminal event that spearheaded the greatest reaction worldwide. As we look back at these 50 years of change and evolution for LGBTI people and our communities, it is important to closely examine the lessons learned from the past and take steps to secure the future of LGBTI rights around the world.

For the workplace, this means understanding how employers engage with the topic of LGBTI inclusion with their employees, their clients / constituencies and the communities they are present in. A good sign of how this has evolved since 1969 is to see how employers have included LGBTI rights into their own activities. Over the years, many employers have realised that, beyond the imperative to support human rights, it's also smart business to be in favour of LGBTI equality.

Initially, support for LGBTI rights in the workplace was mainly confined to the entertainment industry, but a number of other companies and leaders were also early adopters. In the IT sector for example, Apple, sanctioned gay employee groups as early as 1986. Ten years later, IBM became the largest employer to extend health-care coverage to same-sex couples.

The shift in corporate values has been apparent in other sectors as well. In the USA, America's biggest retailer, Walmart adopted some gay-friendly policies in 2008, but its CEO, still felt that it was acceptable to sign a petition banning gay adoption in Arkansas. Five years after that, Walmart began providing company-wide health-insurance benefits for the domestic partners of its workers, a move

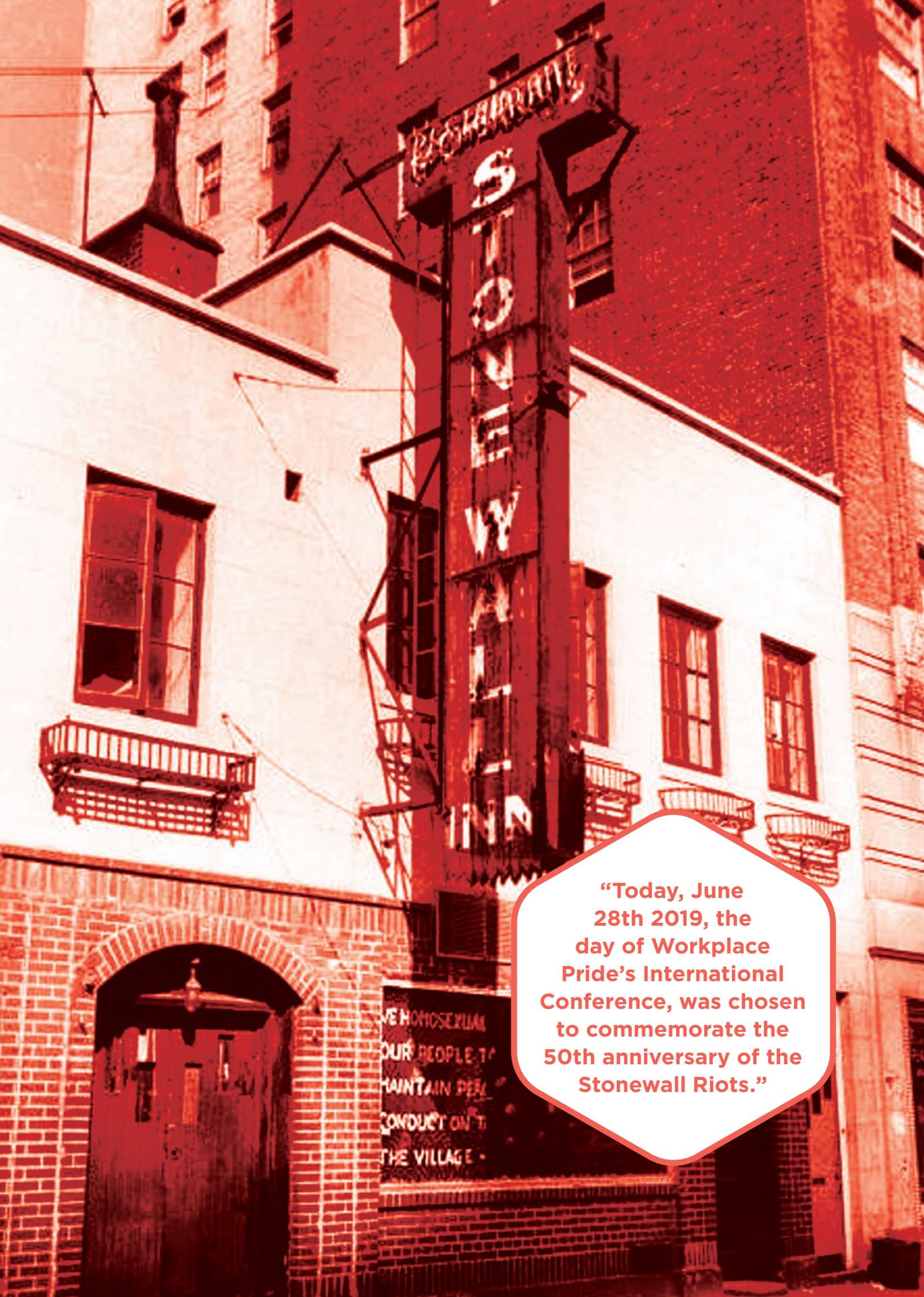
that included same-sex couples. In 2014 Walmart's CEO issued a statement expressing his opposition to LGBTI discriminatory legislation in Indiana: "Every day, in our stores," he wrote, "we see firsthand the benefits diversity and inclusion have on our associates, customers and communities we serve."

In Europe, changes in LGBTI rights have tended to be led by legislation first with change in workplace cultures coming only later. While having existing and supportive legal frameworks gave a certain advantage initially, it also meant that organisational cultures had to embrace LGBTI inclusion in a different way and, ultimately, with a more lasting impact. It was within this setting that Workplace Pride was started in 2006 and has continued to thrive as employers from all sectors continue to realise the advantages in creating workplaces where all people, including LGBTI people, can truly be themselves.

Of-course there have been exceptions to the wave of corporate support, especially in cases where money was involved. When Russian President Vladimir Putin issued a ban on gay "propaganda" during the 2014 Sochi Olympics, most Olympic sponsors looked the other way. While a few companies were vocal about the issue, AT&T became the first Olympic brand to condemn Russian policy. Google also registered its objection by creating a version of its search-page logo depicting athletes against a rainbow backdrop. Many others though kept silent.

More recently, draconian laws against adultery gay sex, which were long on the books of the Sultanate of Brunei, gained worldwide attention when the death penalty by stoning was implemented for these offences. Again, the entertainment industry took the lead in condemning these actions by boycotting hotels owned by the Sultan. This was quickly followed by several companies doing the same - both publicly and some, more discreetly.

It is clear that, even 50 years after the Stonewall Riots, much still remains to be done for LGBTI workplace inclusion. Luckily though, it is equally clear that by engaging supportive companies and governments in creating LGBTI-friendly workplaces around the world we have a much greater chance of moving the dial in the right direction.



“Today, June 28th 2019, the day of Workplace Pride’s International Conference, was chosen to commemorate the 50th anniversary of the Stonewall Riots.”

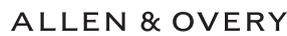
LEADERS



PARTNERS



MEMBERS



FRIENDS

BCG

Nationale Postcode Loterij



Rijksoverheid



PHILIP MORRIS BENELUX



Baker
McKenzie.



Uber

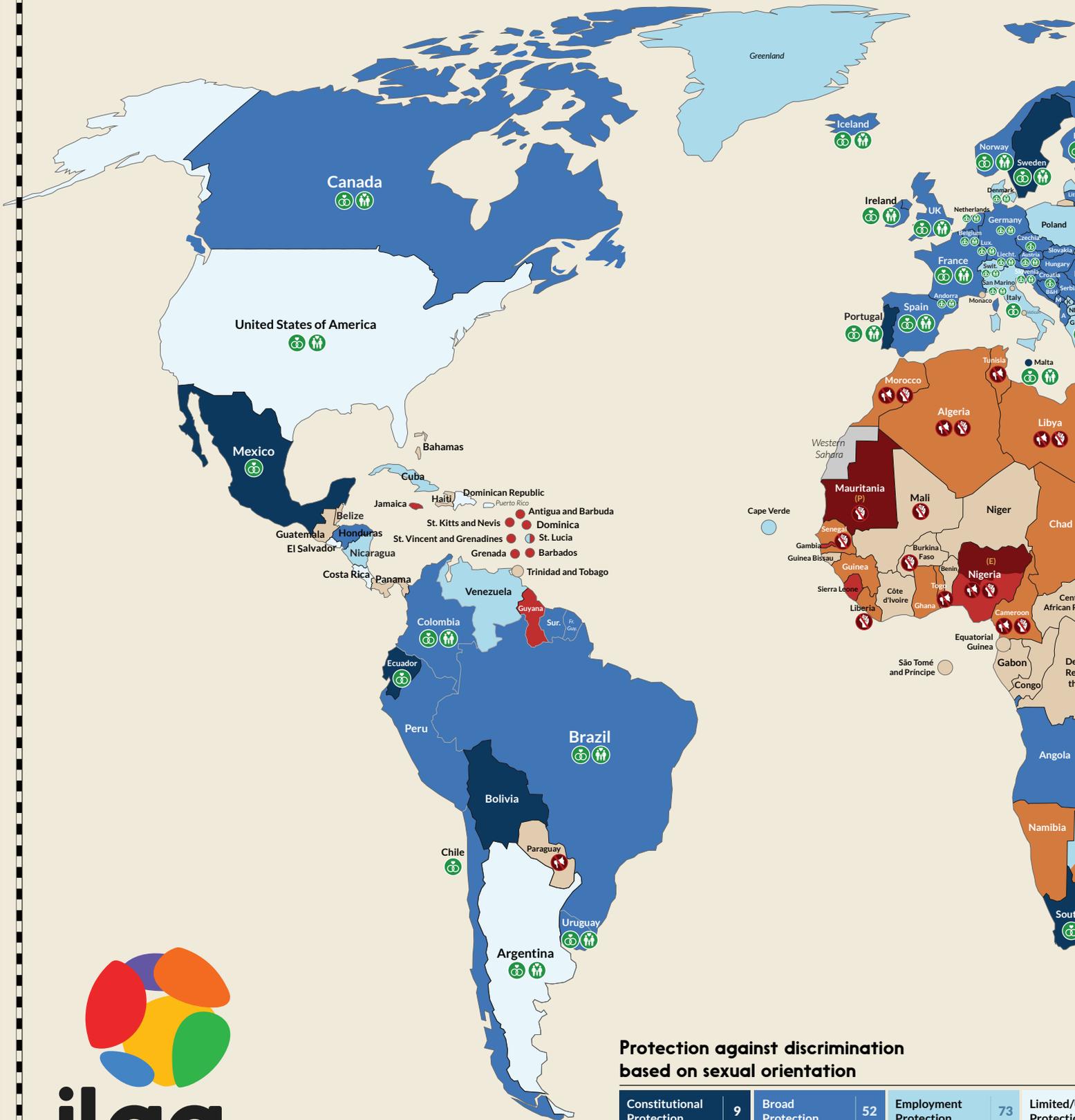


Gemeente Nijmegen

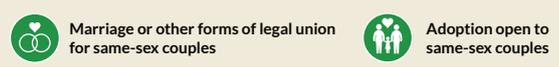
Schiphol Group

SEXUAL ORIENTATION LAW

From criminalisation of consensual same-sex sexual acts between adults

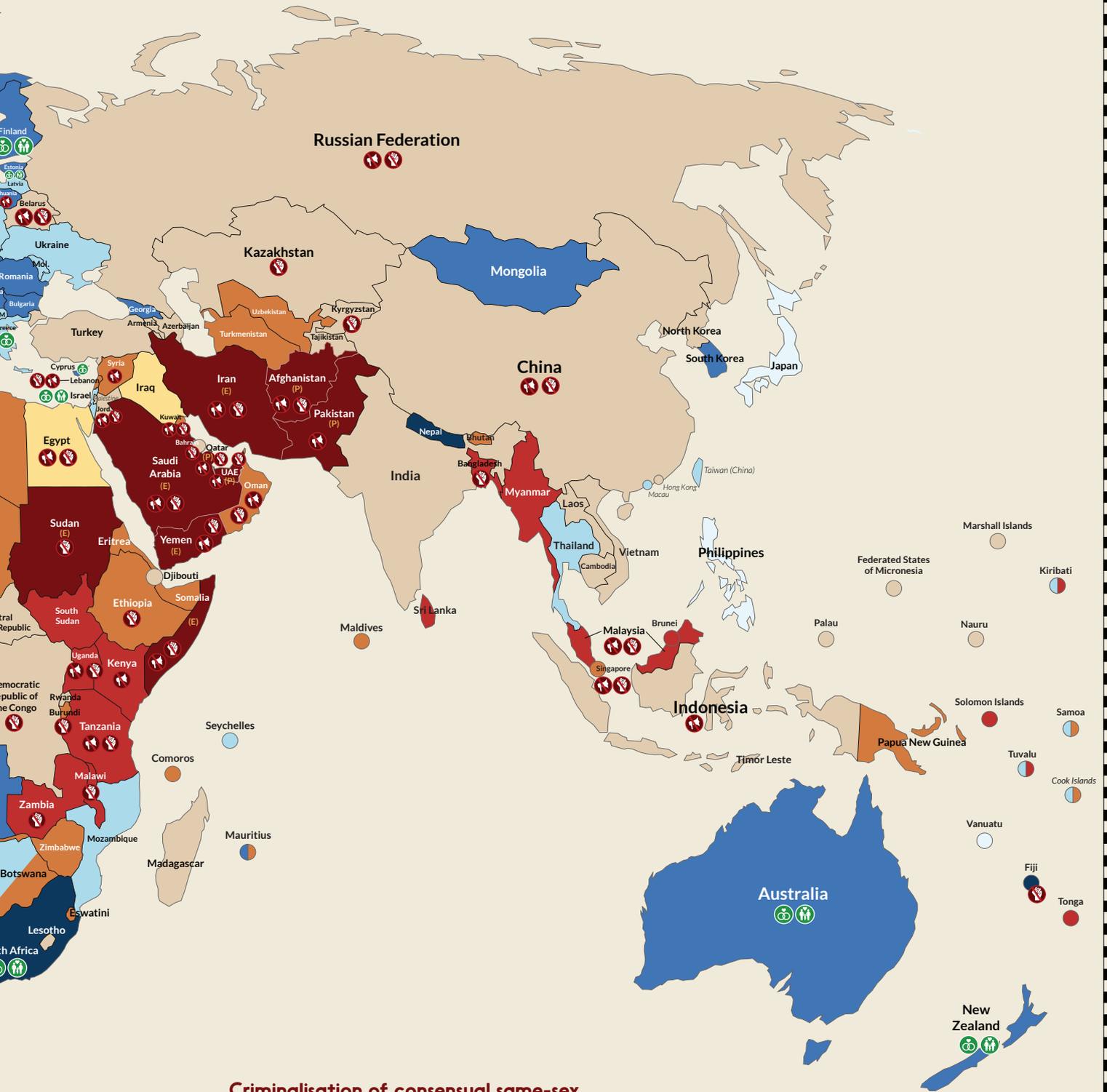


The data presented in this map is based on *State-Sponsored Homophobia*, an ILGA report by Lucas Ramón Mendos. This map can be reproduced and printed without permission as long as ILGA is properly credited and the content is not altered. ilga.org



HS IN THE WORLD - 2019

ults to protection against discrimination based on sexual orientation



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 Leaders Council for even better executive impact

For many years we had a separate session at the Workplace Pride Annual Conference for the senior executives present. More than often the discussions were excellent, but we ran out of time and with only the next gathering a year later, and then often a different group of senior leaders, it was difficult to really make an impact. So a Global Leaders Council (GLC) was formed, with many recurring participants. I take part to represent my company RELX and now as a Workplace Pride Board Member. Many participants represent international companies or organizations and the focus is very much on the international agenda. On the policy side, good examples include how we respond to, for instance, the UN LGBT Business Standard, or to the Sustainable Development Goals (the SDGs). We devote lots of time to our international activities: where should we e.g. organize workshops or conferences. This could be in Kiev, Chennai, Bangkok, Nairobi or Singapore and often under difficult, LGBTI-hostile circumstances, but we always keep in mind where could we make the most impact.

Personally, I learn a lot from the discussions – it really broadens my (international) horizon and challenges me where my company could contribute (more). With some of the senior leaders present it makes it easier to come to quick decisions, e.g. which company will contribute to certain events, and also which organisation feels comfortable enough to be associated with an LGBTI event; even in a country where homosexuality is criminalised and far from accepted in mainstream society. It really pays off to work together especially in those challenging situations.

Michiel Kolman is Senior Vice President at Elsevier, Presidential Envoy for Diversity & Inclusion at the International Publishers Association and Workplace Pride Foundation Board Member



GLOBAL LEADERS COUNCIL

Making an impact on a bigger scale

Today's global business and working environment is a real challenge for all types of employers and employees. It is not uncommon to have staff from many different countries and cultures and to have activities spread around the planet. Many of us are familiar now with global brands operating in multiple markets and influencing thought and culture, pretty much everywhere. But when it comes to including Lesbian, Gay, Bisexual, Transgender and Intersex people into the equation, particularly in non-LGBTI-friendly environments, shoulders are often shrugged, or worse, doors are often shut.

With this dilemma in mind, Workplace Pride created the Global Leaders Council (GLC) to provide a forum where decision-makers from many different sectors and backgrounds can speak about LGBTI workplace inclusion at a strategic level and in confidence. Meeting on a quarterly basis, the GLC welcomes top leaders, often heads of Diversity and Inclusion, LGBTI leaders, or C-suite executives from among our members to discuss, decide and generally create a mutually-agreed focus for their LGBTI policies and practices. When possible, this is done through joint efforts between participating organisations as they all realise that there is strength in numbers; particularly on this topic!

Some of the events that have been discussed or originated at the GLC include both global events on the next page.



MOSCOW ROUNDTABLE

09.10.2018

Hosted by the Netherlands Embassy, with support from Shell, IBM, Sodexo and Accenture, this unprecedented event focused primarily on the situation for less visible minority groups, (mainly the LGBT community). It explored in detail the perceived legal and societal bottlenecks to greater inclusion. By the end of the event, it became clear that overcoming these barriers is often just a question of better understanding the actual context.

Scan via the Workplace
Pride conference App
for more info



HONG KONG CONFERENCE

17.07.2018

Talking about LGBT inclusion at work is a challenge in almost any location; even where the most liberal legal frameworks and cultural norms are in place. Add to that the hurdle of pressure to respect family traditions and continuity, plus an extreme performance requirement and the task seems to become almost insurmountable. This conference, hosted by Accenture in Hong Kong, with support from IBM and the Netherlands Ministry of Foreign Affairs did just that though by looking at the complex context for LGBTI workplace topics in Greater China.

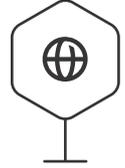
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for more info



Workplace Pride European Lesbian and Business Roundtable in Kiev



Hosted at the Netherlands Embassy in Kiev, Ukraine and organised by Workplace Pride in partnership with Ukrainian NGO, Fulcrum, the European Lesbian and Business Roundtable kicked off with a full house on April 11th.



By bringing together employers, employees and civil society to address specific challenges and opportunities for Lesbian, Gay, Bisexual, Transgender and Intersex women at work, this ground breaking event was the 1st of its kind in the region.

The opportunity to focus on making progress with a very targeted group (LGBTI women in the workplace) came about due to the European Lesbian Conference (ELC). Held every two years, this important event brings together activists from all over the continent to exchange ideas, create enduring networks and to help push the agenda for the greater acceptance of LGBTI women in society.

The Business Roundtable leveraged off the ELC by providing participants the opportunity to understand how business and LGBTI community can work more closely together. Initiated by 'women@workplacepride', the Foundation's program dedicated to LGBTI women, the

Roundtable helped both civil society, private and public sector representatives identify some not-so-obvious ways that their joint efforts can improve the situation for LGBTI women in the workplace.

"It was a pleasure to play a role in creating this cutting edge event for LGBTI women in the workplace" said Marion Mulder, who, as Foundation Board Member spearheaded the Roundtable for Workplace Pride." Equally memorable though was the strong contrast with the ELC the following day. With police protection against anti-LGBTI protestors and activists coming from truly dire situations throughout Europe, it was a clear reminder of how far we still have to go with true inclusion and acceptance of LGBTI women in society".

Together, these two events created a fruitful climate for discussion and provided an inspiring platform for LGBTI women from all over the world.

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



AT IKEA, YOU CAN BE YOURSELF!

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

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

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

www.ikea.com



BELIEVING IN THE POWER OF DIVERSITY

At ABN AMRO, we want each and every employee to feel welcome and safe, regardless of their sexual orientation, cultural background or gender. We want to be a company where people can be themselves.

Where you have every opportunity to use your talents to take the bank forward in your own unique way. This, we believe, will help our employees make a difference for our clients.



ABN·AMRO





From closeted to kaleidoscope

Employees who are 'out' at work are 30% more productive than those who aren't. It's a fact that affects both employer and employee. We spoke to James Fowler, co-founder of Shell Australia's LGBTI+ Network (Kaleidoscope), to find out how to create environments where everyone feels comfortable bringing their whole selves to work.

James Fowler started his career at Shell as a Mechanical Engineer in what he describes as a "careful, controlled, and closeted way". Although he saw Shell as an accepting and caring work environment, he was still concerned about covert homophobia and didn't want to be labelled based on his sexual orientation. Fast-forward three years, and James is co-founder and President of Kaleidoscope, Shell Australia's LGBTI+ Network.

This is his story.

By the time I was 19, I had come out as gay to my family and friends but, as is the case with a lot of LGBT+ people, I "re-entered" the closet when I joined the workforce in my chosen career. For me, a big reason for being closeted when I first started at Shell was that I wanted to be judged on my performance and skills and I was determined not to be known as "the gay engineer". Shell has an incredible work culture where inclusion and diversity are valued and over time I learned it was a safe space to be myself. I also



saw an opportunity to make a difference at Shell beyond my mechanical engineering role.

While working on assignment in South Korea, I met Shell staff from around the world and learned there were LGBT+ networks at many other Shell locations. This made me question why we didn't have a similar network in Australia. Shell Australia's baseline D&I focus and respectful work environment was great but I knew it could still be improved. With the support of the Shell Australia Country Leadership Team and together with straight allies Claire Hamilton and Meredith Prior, I officially launched Kaleidoscope, which is aimed at the LGBT+ community and allies alike.

Having this network not only ensures a safer work environment for LGBT+ employees, it also encourages senior leadership engagement to help drive D&I initiatives internally and enables external collaboration with likeminded companies. I'm so grateful to work for an organisation that not only supported the launch of this network but constantly strives to become a more inclusive space for its employees.



Scan via the Workplace
Pride conference App
for more info



Workplace Pride Programs

young@workplacepride

Entering into the workplace for the first time can be daunting under the best circumstance, so you can imagine what it is like if you are LGBTI. There are many questions that younger LGBTI people often ask themselves. Recognising this, the Foundation created the “Young@ WorkplacePride” program to bridge the gap for younger LGBTI people in the workplace, but also to help employers understand how they can better communicate to this next generation of employees and leaders.



tech@workplacepride

TECH@WorkplacePride is a special program in which views, experiences and best practices are exchanged, and which increases the visibility of LGBTI people within the tech industry, with students, and society in general. Decades ago, it seemed that LGBT people simply did not choose for a career in technology. Now we know better: today we see many LGBT professionals working and contributing to the success of technology-based organizations. About one out of three Workplace Pride employers have a strong connection to technology. With increased visibility for LGBT employees in technical roles, these organisations will be rewarded by greater loyalty from their employees and attractiveness as an employer.



women@workplacepride

LGBTI women face a number of unique challenges in the workplace; often being under-valued due to their gender, their sexual orientation or gender identity. However LGBTI women have an enormous potential and strength due to their experiences and ability to look at things from a number of different perspectives. Often more independent and willing to challenge conventional thinking, they are a true source of innovation. The women@workplacepride program strives to do just that! Through targeted events with unique speakers, focused workshops in Workplace Pride’s conferences and participation in research projects, women@workplacepride continues to be a driving force for the foundation.





My whole self is welcome at ING

Kenneth 'Kendra' Surbano, 29, is a team lead at ING's shared services centre in the Philippines. Kendra doesn't identify as male or female but as 'gender fluid'. This is her story.

Most people assume I'm transgender. I say I'm gender fluid. I prefer 'she' and 'her' pronouns, date guys, use make-up and have long hair. But I don't really wear dresses or want any operations. My family always knew me as feminine and flamboyant. I grew up with two cousins who are also gay. It helped me accept who I am.

Generally, people like me are tolerated in the Philippines, especially in big cities like Manila. But there's still a stigma attached. I want to show we can do more than just work in a bar or in entertainment. I've always worked extra hard to earn people's respect.

Growing up, I was very focused on studying. I went to a Catholic school. There, the biggest issue wasn't my sexuality but conforming to the very short haircut. It was only after college that I felt liberated. I've not cut my hair since graduating in 2010.

Knowing ING is a Dutch bank, I was optimistic when I applied that I would be accepted for who I am. My sexuality and the way I dress didn't even come up during the interview. I was the first of my kind here. Now there are three of us. One of the other transwomen said she was so relieved when I interviewed her. As a new graduate she hadn't known what to expect.

I helped to set up ING's LGBT+ network in Manila and am on its steering committee. I've gained so much confidence and been given so many opportunities, irrespective of how I look, or of my lipstick colour. After a year, I was training people and leading a team. I don't feel any discrimination. I've earned their respect.



Leadership Awards Winners & Global Benchmark Top Scorers 2018



Top Scorers - Advocate: IBM



Top Scorers - Advocate: Shell



Top Scorers - Advocate: Accenture



Top Scorer - Ambassadors: Aegon - Cisco - SAP - Dow - Sodexo - NautaDutilh



Best Media Representation: Shell



Most Effective Ally: Joke Brandt (Ministry of Foreign Affairs)



Most Active Volunteers: Martha McDevitt-Pugh (ING) and Bram Masseur (Arcadis)



Living Legend Award: Boris Dittrich



Most Engaged Network: Pink ASML (ASML)



LGBTI Business Inclusion: Reporting as one of the pathways towards leaving no one behind

For a long time, 'sustainability' was perceived as taking care of our environment. In the last century, it was focused on acid rain; more recently, carbon emissions are the main subject. However, increasingly the social aspects of sustainability are part of the conversation.

For many, the collapse of the Rana Plaza clothing factories in Bangladesh in 2013 seems to have started their interest in the working conditions of workers in the supply chain. But closer to home, interest in social wellbeing, including in the workplace, has also increased.

The adoption of the UN Sustainable Development Goals (SDGs) in September 2015 – by governments, businesses and societal organizations – means that sustainability is now addressed in a holistic way, integrating economic, environmental and social sustainability.

There are no specific references to Lesbian, Gay, Bisexual, Transgender and Intersex, or LGBTI, in the SDGs. However, several SDGs – including no. 5 (Gender Equality), no. 8 (Decent Work and Economic Growth), and no.10 (Reduced Inequalities), have clear linkages to the protection of equal rights for LGBTI people, which can be explicitly linked to these goals.

Since the SDGs represent the global agenda for the coming 11 years, and organizations are expected to report progress on them, how inclusive are they? How do we ensure this agenda is inclusive for the LGBTI community? Are there mechanisms in place which guide and support businesses in becoming more LGBTI-inclusive?

SUSTAINABLE DEVELOPMENT GOALS

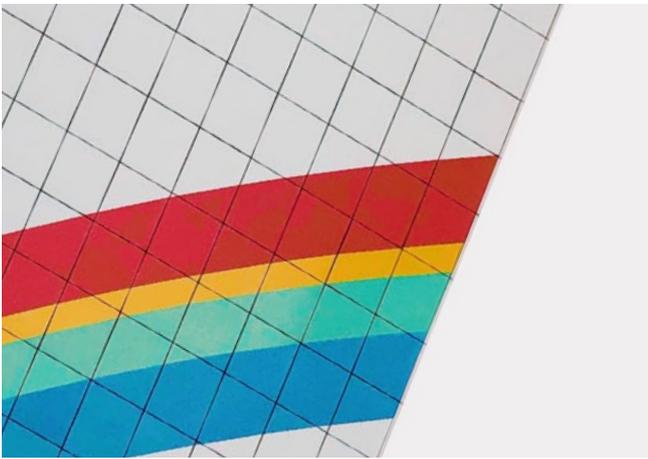
With the SDGs as the blueprint for achieving a better and more sustainable future for all, leaving no one behind, there is a global agenda set. With a target date of 2030, the SDGs address the global challenges we face, including those related to poverty, inequality, climate, environmental degradation, prosperity, peace, and justice. Every SDG

has several targets to measure progress. For businesses, the SDGs are an opportunity to align their strategy and sustainability policy with national policy, as the SDG targets talk best to country-level goals.

REPORTING AS A MEANS TO IMPROVE PERFORMANCE

For businesses, reporting should not be a goal in itself. Instead, reporting is the outcome of a process and for those not part of the process a way to monitor the outcomes. To be able to report well, the process leading up to it is of utmost importance: the better quantified a business's performance on a specific topic, the more trustworthy and relevant the reporting. The process of improving performance can be monitored much better by using clear indicators. But there can be a challenge when it comes to using exact numbers or getting access to these numbers, which can be the case with LGBTI-related data.

As well as businesses using reporting as a way to improve on performance internally, reports are also used by investors to judge businesses' performance and the potential risks of investing. Increasingly, Environmental, Social and Governance (ESG) reporting is used by investors and other financial institutions. Previously, this information was published mostly in separate sustainability reports, but it is increasingly integrated with annual financial reporting. Evidence suggests a strong correlation between comprehensive sustainability strategies, sustainability reporting, and a culture of transparency with a positive impact on revenues.



REPORTING STANDARDS AND LGBTI INDICATORS

There are several reporting mechanisms businesses can use, like GRI and IIRC. The Global Reporting Initiative (GRI) is the most widely adopted; the GRI Standards are used by over 75% of G250 businesses for their reporting. The GRI Standards remain the most widely used for conducting sustainability reports.

As with the SDGs, LGBTI topics are not specifically addressed in the GRI Standards. But several Standards enable disclosure on diversity and discrimination, including for LGBTI people. These are GRI 405-1 Diversity and Equal Opportunity, Diversity of Governance Bodies and Employees and GRI 406 Non-discrimination.

MAKING IT WORK

The goal of LGBTI inclusion, and promoting the value of diversity in its widest sense, can be reached through a combination of pathways. Reporting and the steps businesses take leading up to it as well as the investment community's use of this information, are valuable and visible activities that contribute to this goal.

To make this pathway even more effective, we need more actors taking responsibility. Reporting mechanisms such as GRI including specific LGBTI indicators in their standards; businesses reporting along with these standards; investors and other financial institutions using these social indicators in how they rate businesses; governments creating the environment for businesses to become inclusive; and society celebrating those businesses that live an inclusive world.

Workplace Pride will support its members in leading the way.

Bianca Nijhof

Managing Director of the Netherlands Water Partnership (NWP) Workplace Pride Board Member



SDG LGBTI Manifesto

Workplace Pride believes including the topic of LGBTI in the Sustainable Development Goals (SDGs) will increase linkages between LGBTI topics and sustainability within organisations and in society. However, LGBTI as a subject is not included in the SDGs due to objections by numerous UN members. The SDG LGBTI manifesto addresses this omission through a call for action to organisations worldwide. Its immediate goal is to counter the negative effects of LGBTI exclusion by encouraging corporations and governments to pro-actively include them in their interpretation of the SDGs.

Organisations supporting this manifesto intend to:

- Explicitly link LGBTI rights to their SDG approach and efforts – and reporting this externally
- Make equal rights and opportunities tangible and practical for all employees and clients through policy
- Apply the UN Standards of Conduct for business - Tackling Discrimination against Lesbian, Gay, Bi, Trans, & Intersex People in the activation of their SDG goals
- Monitor developments and progress of implementing equal rights for LGBTI in the workplace

Workplace Pride encourages all employers to support the concepts found within the manifesto and pro-actively make them part of their organisational DNA. For more information on how to do this, contact Workplace Pride at info@workplacepride.org



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IBM: Hearing from a global leader

IBM has a long history of LGBT+ inclusion and has been a top scorer in the Workplace Pride Benchmark since its start. We had a conversation with Marijn Pijnenburg, Global Business Development Executive at IBM, about Sustainable Inclusion and what it means to them as a Foundation Leader and Founding Member.

WP: Sustainable Inclusion: What is the approach at IBM?

MP: At IBM, sustainable inclusion means understanding our footprint and social impact on local communities, our role in the workplace and the marketplace. It means having a long term focus and commitment to our corporate values in the 170+ countries we operate in. Collaboration with local NGO's on a variety of diversity topics is part of our global strategy.

WP: Can you give me an example of collaborations?

An example is the work we've been doing around LGBT+ inclusion in Kenya, including the "Colorful Workplaces" initiative with Workplace Pride and Hivos, and hosting a first ever executive roundtable with Open For Business in Nairobi in 2017. OFB recently issued a report "The Economic Case for LGBT+ Inclusion in Kenya" quantifying the cost of homophobia of 1,7% of GDP, showing LGBT+ inclusion as a driver of economic growth in Kenya. That helped change the local perspectives.

WP: How does LGBT+ connect with sustainability at IBM?

Understanding local sensitivities is crucial, but we always act in line with IBM values and the continuing commitment to provide a safe, open and inclusive working environment for everyone. Sometimes it starts with the understanding that not all employees or clients are straight – for my team, diversity and LGBT+ inclusion is actually a go-to market model.

When do companies have to speak up?

To be a thought leader in inclusion, companies must be vocal, speak out and stand up for their employees, especially in an increasingly dynamic world or when



new legislation is proposed. We define it as not being a bystander but being an 'upstander'.

Tell us about a topic you have stood up for.

Our Chief Diversity & Inclusion Officer recently testified in front of US Congress to voice IBM's support for Federal LGBT+ inclusion legislation. Additionally, IBM signed a letter to the Prime Minister of the Czech Republic last month supporting equal marriage in the country. We signed a similar letter in Taiwan in 2017. By explicitly supporting local initiatives we help increase traction on the topic of LGBT+ inclusion, and demonstrate that we 'walk the talk'.

Is there any message or a final bit of advice that you would like to share?

Personally, I value collaboration. Working together with NGOs like Workplace Pride, connect with peers, stakeholders, clients and activists. Understanding each person and each organization has its own journey. Sharing practices and experiences is always enriching. Agreeing on an agenda with next steps to jointly take drives sustainable progress more effectively. We can all change the world individually, but it's much better if we do this together.





Continued from pg. 14

Hans Docter

My message to Dutch civil servants is the same one the government used in its campaign to promote environmental awareness: 'begin bij jezelf' (start with yourself). If each one of us takes an inclusive approach to diversity and are aware of potential bias then, together, we can create the optimal working environment. A place where we can all be ourselves.

People could also do this in a more formal way. For example, our ministry has an LGBTI network and a bicultural network. And we have around 40 change agents promoting diversity and inclusion.

WP: What do you personally see as the biggest challenges to creating workplace cultures around the world where LGBTI people can truly be themselves?

HD: For me, the biggest challenges in creating safe workplace cultures is a general culture of exclusion. Inclusion of LGBTI people in the workplace strongly correlates with a general culture of inclusion, with the one reinforcing the other. Inclusive workplaces send a message to wider society. Companies that can ensure diversity and inclusion on the work floor also send a message of acceptance to their counterparts and customers.

Even in the Netherlands, which is seen as a country where diversity and inclusion are 'normal', workplaces are not always safe environments. So we must all stay focused on this important topic and be aware that diversity and inclusion start with ourselves.





Starting an LGBT+ Network at Philip Morris

Philip Morris is changing drastically. Not a cosmetic change from the outside, but a radical change from the inside. This major transformation is driven by science and innovation. PMI wants to phase out conventional cigarettes and offer better, smoke-free alternatives to adult smokers who would otherwise continue smoking. Such a radical transformation can only happen if all our employees are on board and can give the best of themselves at work. To succeed in our transformation we also need to attract the most talented people in very specialised fields. PMI has always valued its human resources. But this transformation provided an opportunity to go deeper, to analyse our internal culture, our ways of working and behaving as an organization and to ask ourselves how we could do even better. It became the start of an exciting journey.

Whenever we spoke about diversity and inclusion with our colleagues, the first thought was about gender equality and women rights. However, we felt the time was ripe to broaden the scope. Diversity and Inclusion is about all of us getting a chance to feel valued and respected for who we are.

Establishing an LGBT+ Network

We were given the freedom to establish an LGBT+ network and started by learning from others internally in the PMI world and externally - after all, there is a lot we can learn from others. We leveraged insights of those who have preceded us in this development, to not reinvent the wheel. In our employee workshop, we mapped our path to define our vision and mission.



“Inclusion is about creating an atmosphere where people feel comfortable being themselves. What I realised today was that, even though we are open minded, we might be doing things that make people uncomfortable without realising it.”

In that first year, we focused on learning as much as we could and will continue to do so. Workplace Pride has been a great support. Through the Global Benchmark we were given an objective and a measurable starting point for what to work on in order to steadily get closer to meeting the objectives set.

Involving the organization more

Our management team encouraged us to take the involvement of the organisation to the next level. To bring the subject to the work floor, we decided to present the results of the Workplace Pride Global Benchmark to hear how this resonated with our colleagues, what they expect from us as a network, and how they wanted to contribute. We invited David Pollard to bring his knowledge in support of our internal sessions. It felt quite vulnerable to go out with these questions, which led to a powerful discussion, with some great ideas and strong statements.

Detecting Unconscious Bias

Many attendees felt they were quite (or even very) open-minded, but as the session went deeper into the topic, realised that being open-minded was not always the issue. They came to understand that it's not only about “accepting” but a lot more about “including”. It's the simple things that matter and everyday actions that make people realise what being inclusive is.

We have embarked on this journey and are now even more confident that we evolve over time to that truly diverse and inclusive workplace for everyone to be proud of who they are. It's not a race that is run but it's about slow, conscious travelling with full attention and dedication to do right.

Be your true self at work

Anne Schreuders, Brand Manager Magnum for Unilever Benelux, tells about being your true self at work, breaking biases and organizing a same-sex surprise marriage during a Magnum movie night.



"I'm part of the PRIDE network and co-leading this pillar within the local Unilever D&I taskforce. The LGBTQI group is not always very visible. I want to give visibility to this group through partnerships, employee activities around important days like IDAHOT and Rotterdam Pride, and through our brands with purpose such as AXE and Ben & Jerry's."

#Unstereotype

"For me, the two most important things to do my job well are: that I can be myself at work, and that I can bring an #Unstereotype mindset to our brand communication to create less bias. Luckily, I get the freedom and empowerment to incorporate my purpose in my day-to-day job through the brands I work on, Magnum and OLA, in the Netherlands."

Same-sex surprise marriage

"Last year we've held a same-sex surprise marriage during a Magnum movie night at a film festival in Rotterdam. The two women wanted to celebrate that love can exist between all kinds of people. Moments like that make me proud, because I can put the things I care about wholeheartedly into my job."



PwC: Be yourself. Be different

PwC's purpose is to have a positive impact on society and to be relevant to its customers. Diversity and inclusion is an integral part of that ambition. Inclusion means that everyone feels involved and appreciated - not despite but thanks to their differences. Only when this is present are the best and most innovative ideas generated. We have been pursuing this sustainable D&I agenda for more than 12 years.

In the LGBTI+ area, this means that we strive to create a safe working environment. One example, is the gender-neutral toilets in our offices. Another is our monitoring of workplace satisfaction of our LGBTI+ colleagues. In conjunction with the University of Leiden, we are the first company in the world to conduct research into the openness and needs of our internal LGBTI+ network, called Shine. The feedback we've received is that the LGBTI+ community, both internally at PwC and externally greatly appreciate these efforts.

We are very proud to celebrate the 10th anniversary of our LGBTI+ network this year. We are confident that Shine will continue to shine over the next decade by delivering our message that at PwC we are all safe and free to be the best version of ourselves at work by truly being ourselves.

Be yourself. Be different

Terence Guiamo
Head of diversity & inclusion





Connecting organisations with scientific research

We had a conversation with Prof. Dr. Jojanneke van der Toorn, Chair of Workplace Pride at the University of Leiden on privacy, invisible diversity and organisational blind spots.

WP: What is your message this year to the Workplace Pride Members and Network?

It is actually a question: How can organisations collaborate and connect with science?

WP: What kind of diversity really drives a sense of inclusion?

Many organisations are focused on visible diversity while invisible diversity is more connected to the business case for diversity and it is also very important to employees. Invisible diversity includes gender identity and sexual orientation.

When people feel invisibly different from others at work, they feel less included unless there is an organisational climate that values diversity.

Sometimes, when working to create a climate of inclusion, organisations have a hard time working evidence-based and that is when the scientific process comes in.

WP: What are the blind spots in diversity management? This was the name of the symposium you organised at the University of Leiden.

Organisations have only limited insight into the causes and consequences of their blind spots and bottle necks. For effective diversity policy, it is necessary that a better connection between science and practice is achieved both in terms of content and in terms of method.

In terms of content, specifically, organisations should shift their focus from diversity to inclusion, and instead of only focusing on visible differences between employees, they should also consider their invisible differences which include gender identity and sexual orientation.

In terms of method, organisations should go about their diversity management practices in an evidence-based way by grounding them in what we already know to be effective from theory and empirical research, and to assess their effectiveness in the specific context of the organisation.

WP: How do you create an inclusive environment?

That is where organisations come in exchanging best practices, evaluating their own practices and monitoring potential inequalities within the organisation.

Organisations can measure perceived inclusion among their employees through questions on their people's surveys for example. However, seeing whether the sense of inclusion differs by group membership or if promotion chances, the exit of employees, or other factors are connected to specific groups is unknown. In order to have this information, you need to monitor who identifies as LGBTI within the organisation among other things.

At the same time, there are concerns regarding privacy laws. Technology makes it easier to collect, monitor and report inequalities but, there is the risk of misuse and information leaks. The rising importance of privacy is sometimes an impediment to monitor inequality and diversity policy effectiveness.





We tend to go in circles thinking it is not going to be possible, paralysed by fear. But what are the real privacy challenges?

We have a project at Workplace Pride to find a way to monitor diversity policy effectiveness. How can we find a way to measure inclusion policies without breaching law and conventions? Maybe there is no tension or some of it is perceived and not warranted. Employers may assume that people do not want to disclose LGBT information whereas we see that when staff members are out, they crave this kind of monitoring.

We tend to go in circles thinking it is not going to be possible, paralysed by fear.
But what are the real privacy challenges?

This has a lot to do with trust. Trust in technology that your data is going to be protected and that you trust your organisation and the way they will manage it. Trust is a big part of this issue. Do you have trust in the institutions so that you are protected in case your privacy rights are not respected? So there is a legal, a technical and a psychological aspect to this issue.

First, we need to know what the fears are. There are technological solutions for many data protection issues. Among our members, we count the most advanced technologies and expertise in legal, cybersecurity, technology and all aspects of this challenge. This might actually be the answer to my initial question: How can organisations collaborate and connect with science?

WP: How do you make inclusion sustainable?

Through data collection. By making LGBTI data visible, measurable and manageable so companies can set objectives around them. Sustainability depends on data in order to have a reporting cycle. There should be people working on it at every level of the organisation.

I would say, keep monitoring. Don't think too quickly that you are done. Don't conclude that you have 'fixed' the

diversity and inclusion problem. You always need to keep monitoring. Dive deeper into new, different topics. Maybe sub-groups. You have to keep your finger on it. Build it into your monitoring and reporting systems. These are cycles, not a tick box.

Prof. Dr. Jojanneke van der Toorn

is Workplace Pride Chair at the University of Leiden sponsored by



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UN LGBTI Standards: From Advocacy to Action



The UN Standards of Conduct for Business in Tackling Discrimination against Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people were introduced in 2017. Adoption across the Business world has been impressive with some 253 companies now endorsing the Standards often with a personal commitment from the CEO.

However, advocacy is one thing; what really matters is that these 200+ companies take active steps to implement the Standards and bring about lasting change in attitudes towards LGBTI people across the world. Endorsing the Standards sends a strong public statement that LGBTI inclusion matters to the business community.

As a leader in LGBTI workplace inclusion, Workplace Pride is developing a Toolkit to help companies make progress with the Standards. In this article, we talk to Graham Sparks, former Head of D&I with Shell and now an independent consultant and to Leon Pieters Partner at Deloitte and recently appointed member of the Workplace Pride Foundation Board. Graham is also a Workplace Pride Advisory Board member and is leading the development of the Toolkit.

WP: What are the UN LGBTI Standards?

GS: The UN Standards of Conduct for business provide a comprehensive framework to tackle discrimination against LGBTI people at work and in the wider community. The Standards reach beyond the sovereign members of the UN which in 70 countries do not support LGBTI rights and connects with the workplace where attitudes may be more globally orientated. Specifically, the Standards say that companies should respect human rights, eliminate discrimination, provide support to LGBTI employees in the workplace and prevent other human rights violations by not discriminating against LGBTI suppliers, distributors or customers in the wider market.



Graham Sparks is an Independent Consultant and also a Workplace Pride Foundation Board Member.



WP: Why do these Standards matter?

GS: I think this starts with understanding the business case for LGBTI inclusion and why this is relevant to your business. Of course, the underlying themes are well known – attraction and retention of talent; a stronger brand and customer relationships and greater engagement of staff through an inclusive environment. But in addition to these rational arguments, LGBTI inclusion is simply the right thing to do and aligns with the values of many companies. The UN LGBTI Standards provide a well-developed framework for this approach both within the company and beyond.

WP: How are leading companies implementing the Standards?

GS: Many of the companies that have endorsed the Standards already have LGBTI workplace inclusion activities in place. So, companies use the Standards to extend that work to customers, through the supply chain and more broadly to society as a whole. Once the Standards have been endorsed, they should be well communicated, and leaders need to be visible in their support. Look at your recruitment and talent processes including international mobility health care, adoption, eldercare, pension provision and beyond. Are these fully inclusive of LGBTI staff and their partners. If not ask why not?

Also, use the Standards to strengthen the link to human rights and the broader social responsibility agenda now adopted by many companies. The critical step is to move

beyond advocacy and endorsement to positive action which will benefit the LGBTI community in the workplace and beyond.

WP: What challenges do companies face in implementing the Standards?

GS: Many companies operate in hostile LGBTI environments where anti-LGBTI legislation exists, or where the social and cultural norms are not supportive of the LGBTI population. Risks may include employee safety, non-compliance with local legislation and reputational issues. With this in mind, an approach that works in the Netherlands or UK probably won't work in India or Brazil even if the underlying business case and corporate values are the same.

There are many countries in the world where the business case is dismissed often citing legalisation which discriminates against LGBTI people. In such cases, it can help to shift the discussion from sexual orientation to inclusion and respect. Our work here is to raise awareness, identify opportunities and ensure we treat people with respect in line with our core values and to show our intolerance of discrimination.

WP: What is Workplace Pride doing?

GS: Workplace Pride is now developing a Toolkit to assist companies in implementing the Standards. The Toolkit will support companies in moving from advocacy to action drawing on best practice from the WPP benchmark as well as research from business and, civil society. We expect to launch the Toolkit in Q4 2019.

WP: So what can we do?

GS: First and foremost be advocates for the Standards. Talk about them in your workplace. If your company has endorsed the Standards already (and 25 WPP members have done so), ask what is being done to make the Standards visible and to ensure action is taken. You can do this directly or via your LGBTI employee networks. Consider what can be done in more difficult countries where legal and cultural constraints may be seen as a barrier. If your company has not yet endorsed the Standards ask why not? Look out for competitors that have done so and ask what is holding your company back? And for those in civil-society and not for profit organizations, include this in the discussion with your clients and networks, raise the profile of the Standards and provide ideas on supporting human rights and eliminating discrimination both at work and in society.



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Leon Pieters on Implementing the UN Standards at Deloitte

One of my personal values in life is to respect people in their uniqueness. I value diversity and inclusiveness in my teams as I strongly believe that you can be much more impactful by having different characters instead of only mini-me's. Besides this, I do not tolerate harassment or unfair discrimination. All people should be treated like you want to be treated yourself.

Within Deloitte, I have been one of the advocates to sign the UN LGBTI Standards. Our Global CEO was easy to convince as his intrinsic belief is to have full equality within the workplace.

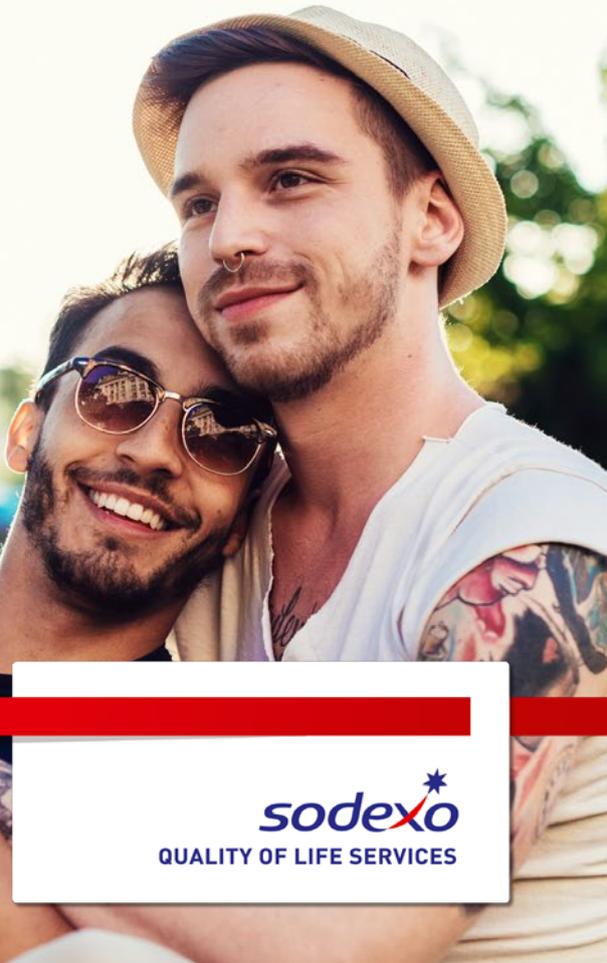
Implementation of these standards is not a "one size fits all". We are taking a differentiated approach with a set of actions in different geographies and countries. For instance, in Western Europe, we have a GLOBE (Gay Lesbian or Bisexual Employees) network for LGBTI people and allies in all of our Member Firms. We are deploying, with active support of local leadership, several actions to provide a better and more inclusive workplace. These actions range from unconscious bias trainings for leadership to coaching sessions to being your authentic self. In other regions, we act sometimes more implicitly by providing similar sessions under the banner of "bring your true authentic self to work" and "cherish diversity". In the end, it is all about raising awareness, providing a more inclusive workplace and letting people feel safe to be their true selves.



Leon Pieters is Partner at Deloitte Consulting and is the Global Consumer Products Sector Leader for Deloitte. He is also a Workplace Pride Foundation Board Member.

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