



Toolkit:

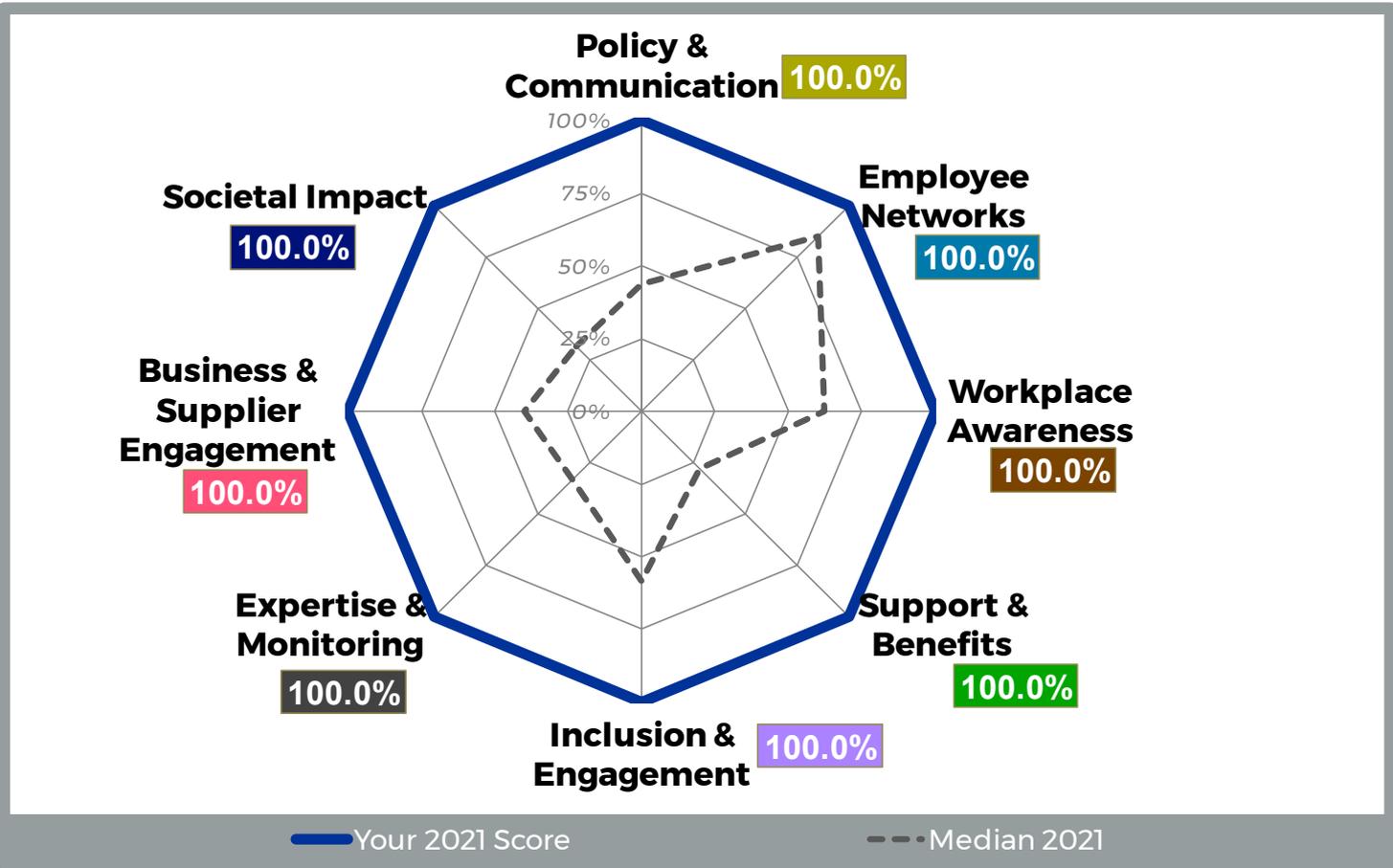
# What does 'good' look like

Dear Global Benchmark participants and potential participants,

Each year Workplace Pride's Relationship Managers engage with Global Benchmark participants to evaluate their scores and discuss how they can improve their LGBTIQ+ policies and practices for the following year. While this is certainly a task that differs from organisation to organisation, we felt it would be useful to have concrete examples of what to strive for.

Below you will find examples for each of the 8 sections in the Workplace Pride Global Benchmark. Use these while researching your next submission for the Benchmark, when reaching out to your employees and networks and, above all, when approaching your own decision makers about how to better engage your organisation with LGBTIQ+ workplace inclusion.

And the answer to the question at the top? THIS is **What Good Looks Like!**





## PC Policy & Communication

*The clarity and implementation of your LGBTIQ+ workplace equality policy and measures to ensure inclusive communications*

*You are strong in this area when ....*

- Your Workplace Inclusion Policy explicitly references Sexual orientation, Gender Identity, Gender Expression and Intersex.
- Your Workplace Inclusion Policy is highly visible and accessible. You actively share and require that employees agree to abide by your policy via a diversity office/manager and formal training or processes.
- There are ongoing efforts to ensure that all official docs and comms are inclusive (established feedback process and audit cycles).

## EN Employee Network

*The structure of LGBTIQ+-employee network, what they achieve, and the role they play with regard to the organization's objectives*

*You are strong in this area when ....*

- Your LGBTIQ+ employee network has formally established roles and structure (e.g. chair, secretary, treasurer etc.)
- Leadership and HR are truly active in LGBTIQ+ Network initiatives.
- Your LGBTIQ+ employee network delivers value to your organization, is granted a budget and has a clear strategy with action plans that are tracked and communicated within the organization.
- There is a clear and explicit link between the goals and actions of your LGBTIQ+ Employee Network and the goals of your organization as a whole.

## WA Workplace Awareness

*How effectively you raise awareness around LGBTIQ+ inclusion internally, in recruiting and onboarding, including the depth of your LGBTIQ+ training content*

*You are strong in this area when ....*

- LGBTIQ+ inclusion, your LGBTIQ+ employee network, allies and LGBTIQ+ role models are visible and are regularly included in your internal communication, during introduction days, and in your recruiting materials and efforts. LGBTIQ+ new hires are
- Your diversity training program includes LGBTIQ+-specific content - e.g. importance of LGBTIQ+ inclusion to the organisation, LGBTIQ+ challenges (socially, professionally, legally), how to support and how to intervene when required
- Your diversity training program is mandatory for all employees (including senior leadership and new hires), contractors, and freelancers, and you track participation for compliance. You also share your training with partners and customers.
- There is a formal mentoring/reverse-mentoring program for LGBTIQ+ employees, and LGBTIQ+ new hires are assigned a buddy to help them get off to a good start.

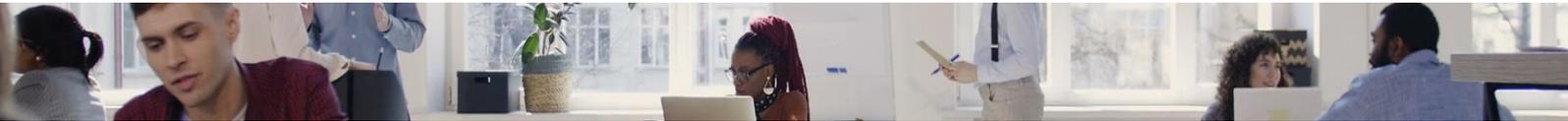
## SB Support & Benefits

*How prepared your support structure is to help LGBTIQ+ employees and how inclusive your benefits are for LGBTIQ+ employees and their families*

*You are strong in this area when ....*

- Your employee support staff/ HR are trained to understand concerns and issues that are unique and specific to Lesbian, Gay, Bisexual, Transgender and Intersex employees, and can react to LGBTIQ+ employees with specific knowledge, compassion and empathy
- Travel policies account specifically for LGBTIQ+ employee safety concerns
- Employee benefits are explicitly inclusive for LGBTIQ+ employees, their partners and (rainbow) families, and actively compensate for situations where discriminatory legislation or cultural norms discriminate against LGBTIQ+ people (e.g. tax equalization). A regular audit process is in place to ensure that they remain so.





## IE Inclusion & Engagement

*How effectively you engage leadership, allies and LGBTIQ+ employees in driving progress*

*You are strong in this area when ....*

- Your leaders actively support LGBTIQ+ inclusion and LGBTIQ+ initiatives and they express their support both within your organization and externally (publicly).
- There is a formal LGBTIQ+ ally program that informs and supports a growing network of allies throughout your organization.
- LGBTIQ+ employees have the freedom and support to contribute to workplace inclusion goals and activities and are formally recognized for accomplishments
- You have established clear channels for LGBTIQ+ employees to provide feedback and share concerns - including anonymous methods.
- Talent strategies in your organization include a view of LGBTIQ+ employees,

## EM Expertise & Monitoring

*How you collect information to monitor how LGBTIQ+ workplace inclusion so that you can react when needed*

*You are strong in this area when ....*

- You ask your employees about LGBTIQ+ inclusion (e.g. through the employee network and via employee survey, other anonymous methods) in order to drive progress.
- LGBTIQ+ employees can choose to self-identify in your HR systems and processes.
- You actively gather Information (attrition, age, career phase) that is used to support the LGBTIQ+ talent pipeline

## BE Business & Supplier Engagement

*The extent to which you profile yourself as an LGBTIQ+-inclusive organization internally and externally*

*You are strong in this area when ....*

- You ensure that your partners, suppliers and customers are LGBTIQ+-inclusive before doing business with them and take action to help them when you see that that is not the case.
- You have a strategy to serve LGBTIQ+ customers, and to support LGBTIQ+ businesses
- You proudly share your LGBTI-supportive image in the public domain.

## SI Societal Impact

*The extent to which you profile yourself as an LGBTIQ+-inclusive organization internally and externally*

*You are strong in this area when ....*

- You show your support for LGBTIQ+ workplace inclusion in social, mainstream and LGBTIQ+ media.
- You serve on the board and are members of NGO's working for the LGBTIQ+ community, and you organize/participate in events that drive progress.
- You actively engage with LGBTIQ+ individuals and LGBTI-owned business (as suppliers, partners and customers)
- You engage directly with the LGBTIQ+ community, and coalitions actively lobbying for LGBTIQ+ human rights

