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# NEW HORIZONS 10 YEARS OF PROGRESS AND PRIDE

For LGBT Workplace Inclusion



International Conference Edition

# HELLOand WELCOME

Magazine, which coincides with the 10th Anniversary of our Workplace Pride International Conference. Over the last decade we have always aimed to work closely with our members and partners to make workplaces more LGBT inclusive. As a Foundation we have grown to around 50 members representing more than 3 million employees globally. We are unique as a Foundation in that we focus on Workplace challenges that have seen us bring together leaders, employees, advocates and NGOs from around the world who strive to have people be themselves at work.

Over the last 10 years we have seen a shift in societies' attitudes towards LGBT inclusion and not just in the workplace. There are countless reminders why our work is important. Companies are starting to recognize the increasing influence that they have in changing those attitudes and perceptions towards LGBT citizens. Through our Global Benchmark we are starting to see more employers take a stand, look to see how they can improve their internal policies and practices and at the same time influence suppliers, partners and governments to do the same. And whilst progress has been made, it can be too easy for those who work in corporate offices in progressive countries to think 'job done'. It is important that we remain vigilant so that gains made are not lost and that we are supporting those who are still fighting for their human rights.

'New Horizons' will be produced in two editions each year; one to coincide with our annual International Conference and the other when the results of the annual Global Benchmark are announced. We want this to be a resource magazine in which we will share articles about the work of the Foundation as well as stories from our members and other relevant sources. It is our sincere hope that these stories of courage, leadership and challenges still to be met will inspire all of us to make a positive difference to the lives of others.

On behalf of the Advisory Board, The Foundation Board and the Workplace Pride Staff, I wish you a great conference!

Mark Emdin

Chair of Workplace Pride Foundation

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#### **WORKPLACE PRIDE FOUNDATION**

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#### **Robert Biedron**

Mayor of Polish city of Slupsk and 1st Polish LGBT Member of Parliament

Robert is a graduate of Political Science and Social Sciences at the University of Warmia and Mazury in Olsztyn as well as a graduate of the School of Political and Social Leaders in Poland.

For many years, Robert has worked as a consultant for several human rights organizations in Poland and abroad and he is the founder and long-standing president of the Campaign Against Homophobia. Since 2009, he acted as the president of the Podkarpacki Institute focused on the development of civil society. On October 9, 2011, he was elected as a Member of the Polish Parliament of the Gdynia-Słupsk constituency from the Palikot's Movement list. During his term, he served as deputy chairman of the Justice and Human Rights Committee and a member of the Foreign Affairs Committee.

Robert is also a well-known LGBT-right activist, speaking often at events on several continents.



#### Herna Verhagen

CEO, PostNL

Herna Verhagen became Chief Executive Officer of PostNL on 24 April 2012. Prior to this, she had served as member of the Board of Management of PostNL N.V. since 31 May 2011.

Herna Verhagen joined TNT Post in 1993 as a sales manager. Following roles as Marketing & Sales Director TNT Post and coordinating Managing Director Mail NL in the Mail division of TNT N.V., she was appointed Managing Director Group HR of TNT N.V. in 2007.

Herna's portfolio includes corporate strategy, public affairs, communications, corporate responsibility, human resources and internal audit. She is responsible for Mail in The Netherlands, Parcels, International (Postcon, Nexive, Whistl en Spring) and Group IT.

Ms Verhagen is a member of the supervisory board of Rexel S.A and Actelion Ltd. She is a member of the executive committee and general board of the Confederation of Netherlands Industry and Employers (VNO-NCW) as well as member of the supervisory board of the Concertgebouw.



#### Jan Kees de Jager

Chief Financial Officer, KPN and former Dutch Minister of Finance.

Jan Kees de Jager is the Chief Financial Officer of Dutch IT company, KPN. In 1990, de Jager graduated from Nyenrode University in Breukelen as Bachelor of Business Administration. He went on to study at the Erasmus University in Rotterdam where he first graduated in business economics and social economy in 1994 and two years later with a Master's in Dutch law.

Between February 2010 and November 2012, de Jager was Minister of Finance in the Dutch Government. Prior to that, he was State Secretary for Finance for three years. In those positions, he gained considerable national and international financial and management experience as well as thorough knowledge of the financial markets and extensive experience with large and complex processes, including far-reaching IT processes. In addition, he can call upon his considerable operational and commercial expertise in the ICT sector: from 1992 to 2007, he was Managing Partner and co-CEO at the e-commerce company ISM eCompany.

In the rapidly changing and dynamic market in which KPN operates, de Jager considers it a great challenge to help transform KPN from a classic telecoms company into a modern ICT enterprise. De Jager is fond of gadgets and "everything that is connected." In his spare time, he likes to drive rallies in his classic car. In that sport, he once learned from a former Formula 1 driver that the brake is mainly there so you can put your foot down and accelerate away from the rest. This is a motto he would also like to apply in business.

### **Executive Panel**

#### HARRY VAN DORENMALEN

Chairman IBM Europe & Country General Manager Netherlands - IBM

#### **GERRIT ZALM**

CEO - ABN AMRO

#### HEIN KNAAPEN

Global Head HR - ING Bank

#### MARC JANSEN

Global Manager of Learning and Talent - Booking.com

### **Featured Speakers**

#### **EVELYNE PARADIS**

Executive Director - ILGA Europe

#### NED LAWTON

Chief Technical Adviser in the Gender, Equality and Diversity Branch ILO (International Labour Organization )

#### **KEES WAALDIJK**

Professor of Comparative Sexual Orientation Law - Leiden University

#### **BORIS DITTRICH**

LGBT Advocacy Director - Human Rights Watch

#### **KEES VAN BAAR**

Dutch Human Rights Ambassador - Dutch Ministry of Foreign Affairs

# PROGRAM

The 2016 Workplace Pride International Conference will be held in the historic Beurs van Berlage (Amsterdam Stock Exchange). Plenary sessions will bring all conference participants together to hear about the most pressing international and national topics in the movement towards greater LGBT workplace inclusion.

Keynote speakers from the public and private sectors will detail their visions of the 'new horizon' for LGBT workplace inclusion while top decision makers will address the challenges they face in reaching new heights of inclusion. The morning plenary session will also feature a look back at the beginnings of Workplace Pride by some of its founding members.

Ten workshops will provide an in-depth and interactive experience for Conference participants and are grouped in the following work streams:

- THE POWER OF PARTNERS: Multinationals, Governments and Civil Society break new ground with cooperation on LGBT workplace inclusion
- GLOBAL HORIZONS: International developments are highlighted for community engagement and global workforces
- COMMUNITY FOCUS: Understanding how LGBT families, women and networks play a key role in creating better workplaces
- LGBT FUNDAMENTALS: Challenging assumptions about gender neutrality and a refresher about LGBT empowerment in the workplace
- DIVERSE FUTURES: The LGBT workplace future as determined by youth, diverse groups and unexpected actors

Conference participants will chose two workshops to attend from among the ten offered, while throughout the day there will be many opportunities for networking.

In a departure from previous years, the Executive Roundtable will be held simultaneous to the first workshop session allowing the Executives to join the rest of the participants over lunch.

#### 09:00 - 10:15 OPENING PLENARY SESSION

Keynote speaker - Mr. Robert Biedron: 1st LGBT Polish Parliamentarian and Mayor of Słupsk, Poland

Executive Panel: "Leadership Matters" Top executives talk about LGBT inclusion in their organizations

- Harry van Dorenmalen, CEO IBM Europe
- Gerrit Zalm, CEO ABN AMRO Bank
- Hein Knappen, Chief Human Resources Officer ING Bank
- Marc Jansen: Global Manager of Learning and Talent, Booking.com

#### 10:15 - 10:35 COFFEE BREAK

#### 10:35 - 11:15 OPENING PLENARY SESSION

- Ned Lawton, International Labour Organization
- Kees Waldijk, Leiden University
- Fireside Chat, Founders of Workplace Pride look back at why and how the Foundation was created

#### 11:15 - 12:30 EXECUTIVE ROUND TABLE (Invitation only)

#### 11:15 - 12:30 WORKSHOPS MORNING SESSION

Nr. 1: IKEA and the Power of Partnering

Nr. 2: Rome/Embassy/Advocate Models for LGBT Corporate Outreach

Nr. 3: Rainbow Families in the Workplace

Nr. 4: How your LGBT Network Contributes to an Empowering Culture

Nr. 5: The Future of Cultural Norms in the Workplace

#### 12:30 - 13:45 LUNCH BREAK

#### 13:45 - 15:00 WORKSHOPS AFTERNOON SESSION

Nr. 6: Civil Society - Corporate Cooperation

Nr. 7: Managing a Global Workforce through an LGBT Lens

Nr. 8: How Diverse are our Networks? LGBTQ Women in the Workplace

Nr. 9: Gender Neutrality in Commercial Companies

Nr. 10: Unleashing the Power of Allies to Create LGBT-Friendly Workplaces

#### 15:00 - 15:20 COFFEE BREAK

#### 15:30 - 17:00 CLOSING PLENARY SESSION

New Members Join Workplace Pride

Keynote speaker: Ms. Herna Verhagen, CEO - PostNL

Keynote speaker: Mr. Jan Kees de Jager, Board Member KPN and former Dutch Minister of Finance

#### **CLOSING**

# Riding the Wave of LGBT Workplace Inclusion

10 YEARS OF PROGRESS AND PRIDE, WORKPLACE PRIDE'S
2016 INTERNATIONAL CONFERENCE IS AT THE CREST OF THE
WORLDWIDE WAVE FOR GREATER LGBT INCLUSION.

The past few years have seen a remarkable increase in the amount of visibility given to LGBT topics around the world; same-sex marriage continues to make headlines with the U.S.A., France, the U.K., Ireland, Mexico, Brazil and other countries approving supportive legislation, while many major corporations and leaders (e.g. Tim Cook, CEO of Apple) have stepped up their level of support and visibility. Unfortunately, anti-LGBT legislation and events continue to polarize societies in many areas of the world. Russia's draconian laws, discriminatory workplace legislation in some U.S. States and the horror of the Orlando massacre of innocent LGBT people have shocked and galvanized the global LGBT community: a poignant reminder that 'we are not there yet'!

Within this landscape, LGBT people, their allies, friends and families and all of those who care about equal and just treatment, are triggered to re-examine the role of LGBT people in society, at work and around the world.

This year's conference looks back at the journey that Workplace Pride has made over the past 10 years, as a reminder to the younger generation and to those who are new to the topic of LGBT workplace inclusion. More importantly though, the 2016 International Conference will do a deep dive into some of those issues (both positive and negative) mentioned above that we are all facing as LGBT people, employers and sympathizers.

#### We will:

- Look at how powerful partnerships can create unexpected positive changes at work in countries all over the world
- Explore international LGBT workplace issues that continue to tax both employees and employers not to mention governments and civil society in their efforts to make progress, and look at solutions for progress
- Focus on how LGBT families and women bring a new and rich element into the workplace conversation
- Re-examine the ABC's of LGBT workplace inclusion and examine the latest trends in 'gender neutrality' in the workplace
- Analyze future scenarios for how cultural changes will impact the LGBT workplace movement and how the power of straight allies can be unleashed.

While certainly not designed to solve all of the world's problems, the 2016 International Conference will focus on our efforts and hopefully point us all in the same direction to help create better workplaces around the world. These will be workplaces where all stakeholders are winners and where LGBT people can truly be themselves.

David Pollard, Executive Director Workplace Pride Foundation



# DIVERSITY, AND BEYOND

Diversity fuels innovation. In fact, it's one of our most cherished values. So come and take on the future at Booking.com, because when you're you, the possibilities are endless.

**Booking.com** 



### LGBTQ Women@Workplace Pride

Workplace Pride is committed to a world in which everyone – gay, lesbian, bisexual, transgender, intersex, queer or straight – has a place at the table, regardless of their sexual orientation or gender identity.

Culture, nationality, race, sex, religious background, physical ability, age and many other differences overlap and intersect with gender identity and sexual orientation. Some of us are more diverse than others.

How does an organization such as Workplace Pride constitute itself in line with its commitment to be diverse and inclusive of men, women, transgenders, cultural, racial and religious minorities, i.e. fully reflect the diversity of the LGBTQ community?

LGBTQ Women@Workplace Pride was set up in 2016 with this question in mind and to further Workplace Pride's goal to reflect the diversity the organization stands for. The top three goals are to:

- encourage participation and visibility of LGBTQ women in Workplace Pride activities and leadership;
- ensure that issues that affect LGBTQ women are an integral part of Workplace Pride's mission and activities;
- ensure that Workplace Pride is an organization where LGBTQ women feel welcome and fully included.

#### AN INVENTORY OF ISSUES WE CARE ABOUT

LGBTQ Women@Workplace Pride started by organizing lunches to learn what is important to LGBTQ women in member companies and what activities have the most value.

The first lunch was hosted by ING in December 2015, highlighting issues such as visibility at work; bisexual inclusion; cultural differences between LGBTQ men and women; how we can support one another; and being/having role models.

Expansion continued in March this year with a lunch sponsored by Nauta Dutilh. The emphasis was again on diversity – our community is more than white gay men, which was clearly evident around the table. A list of issues and best practices was collected. The lunches will continue, with member companies hosting each event.

#### **NEXT STEPS**

As a result of the two lunches held so far, two workshops are being organized at the July Workplace Pride Conference by LBTGQ women (Tanja Winter/Martha McDevitt-Pugh) and Rainbow Families (Joanna Semeniuk).

Workplace Pride members have been asked to nominate their LGBTQ women role models to promote visibility of LGBTQ women in the workplace.

To nominate your role model, or if you'd like to host a lunch or other event to get involved, contact women@workplacepride.org.



The business case for diversity and inclusion

### WHY IT IS IMPORTANT

LGBT inclusion is not about giving a group of people special treatment. Rather, it is about creating a space where people are welcomed into your team for the skills that they bring and the contributions that they make.

And, once they're there, it's about allowing everyone (without exception) the privilege of coming to work, doing their job without the fear of individual difference negatively impacting their lived experience within your organisation or their career opportunity. Indeed these differences should be celebrated and utilised, not hidden.

# **Auotes**

DIVERSE TEAMS ARE MOST SUCCESSFUL; THEREFORE THE "BUSINESS CASE" FOR DIVERSITY IS ALREADY MADE.

Ellen van Essen, Managing Director at Accenture Operations

FOR ME, IT'S BUSINESS FIRST; AND BUSINESS AS A VEHICLE TO ACHIEVE SOCIAL JUSTICE AND CIVIL RIGHTS.

Todd G. Sears, Businessman and Advocate for LGBT equality

DATA STRONGLY SUGGESTS THAT HOMOGENEITY STIFLES INNOVATION.

Center for Talent Innovation (CTI)

DISCRIMINATION AGAINST WOMEN, HOMOSEXUALS AND DISABLED PEOPLE IS ESTIMATED TO COST US \$64BN A YEAR IN THE U.S. ALONE.

Stephen Frost, Head of Diversity and Inclusion for the London Olympics and now for KMPG, from his book "The Inclusion Imperative"

IF WE WANT TO CONTINUE TO ATTRACT THE BEST TALENT, WE NEED TO BE REFLECTIVE OF THE TALENT IN THE SPECIFIC MARKET AND OFFER A WORK ENVIRONMENT THAT EMPLOYEES WANT TO BE A PART OF.

Guelabatin Sun, Deutsche Bank's Global Head of Diversity.

### **FACTS**

ACROSS EUROPE, 47% OF LGBT PEOPLE FELT THEY EXPERIENCED DISCRIMINATION OR HARASSMENT BECAUSE OF THEIR SEXUAL ORIENTATION.

OF CLOSETED EMPLOYEES, 31% FEAR LOSING CONNECTIONS WITH CO-WORKERS. 23% FEAR THEY MIGHT NOT BE OFFERED DEVELOPMENT OR ADVANCEMENT OPPORTUNITIES.

MORE THAN HALF OF LGBT WORKERS HIDE THEIR SEXUAL ORIENTATION AT WORK.

MORE THAN ONE-THIRD OF LGBT EMPLOYEES LIE ABOUT THEIR PERSONAL LIVES AT WORK.

NEARLY ONE IN 10 LGBT EMPLOYEES LEFT A JOB, BECAUSE THE ENVIRONMENT WAS UNWELCOMING.

Source: catalyst.org



In 2011, Robert Biedron became the first openly gay Member of Parliament in Poland. Already a well-known gay rights activist in the country through his work in the parliament, Biedron also became the first gay mayor of the Polish town Slupsk in 2014.

Poland has made admirable progress since it joined the European Union in 2004. At the time, the country was a deeply conservative and Catholic nation where gay rights marches were still banned and homosexuality was a huge taboo. In the meantime though, acceptance of LGBT people has been on the rise, accompanied by a growing economy. "I see how fast Polish society has learned its lesson of tolerance," Biedron said at the time of his election. "So I am very optimistic and happy with the Polish society, and proud."

At that election, an interesting phenomenon occurred which the Polish media have dubbed 'the Biedron effect'. A record number of candidates also came out publicly before the local elections. Although they did not win any seats, it did demonstrate that Polish LGBT politicians felt encouraged to come out in a very public way. It also illustrated how important openly gay role models are; something that is equally true in the business world as in politics.

Before Biedron made a name for himself as a Polish politician, he founded Poland's Campaign Against Homophobia, which was one of the most successful LGBT rights groups in the former Soviet Union. The organization has been surprisingly successful in developing community mobilization despite the conservative political setting it operates in.

Pioneers like Robert and his colleague Anna Grodzka, the first transgender Member of the Polish Parliament, highlight the significant progress for Poland's LGBT rights. However, the country has a more recent record of rejecting laws that would grant legal rights to same-sex couples. As this also has an impact on how LGBT people function at work, there is still a long way to go for full LGBT emancipation and acceptance in Poland.



Under the inspired leadership of Program Manager Boyd de Ruiter (KPN), Young@Workplace Pride has flourished into an active group of young professionals, representing 19 different Workplace Pride member organizations and leading the way for LGBT students and young professionals in securing a safe and LGBT inclusive work environment. Lotte van der Leij, Associate International Arbitration at law firm NautaDutilh, and Hugo Koelewijn, Reward Analyst at Shell joined Young@Workplace Pride after last year's International Conference.

"THE IMPORTANCE OF WHY I JOINED YOUNG@
WORKPLACE PRIDE IS IN THE NUMBERS", HUGO SAYS.
"EACH YEAR, AN ASTONISHING ONE-OUT-OF-THREE
GRADUATES IN THE NETHERLANDS GOES BACK INTO
THE CLOSET WHEN THEY ENTER THE JOB MARKET. THE
INSECURITIES THAT COME WITH TRANSITIONING FROM
A STUDENT INTO A YOUNG PROFESSIONAL AND NOT
WANTING TO STAND OUT FOR FEAR OF REACTIONS ARE
THE MOST COMMON UNDERLYING REASONS."

One way to reduce this negative trend is to improve the information on LGBT inclusion in the current recruitment and on-boarding programs. "Within the 19 companies that we currently represent, we are collecting and sharing best practices on this topic and as a result creating a norm", says Hugo. "My own experience is a great example of how an organization's inclusive recruitment program can make a difference. Before I applied for a position at Shell, I had already researched Shell's position on D&I (Diversity & Inclusion) on their recruitment website, so when it came up during my on-boarding process, I could be my authentic LGBT self", he continues. "It was a liberating experience, which triggered my interest in their D&I origin story and resulted in joining 'Pink Pearl', Shell's LGBT network."

Lotte is one of the founders of NautaDutilh's 'ND GLOBE', the first LGBT network at a Benelux based law firm. "Creating awareness, a safe environment and equal opportunities are our main goals", she says. "Although being an LGBT woman had never been an issue, I realized that not everyone will have the same experience at work or during their student years. 56% of all LGBT students in The Netherlands face discrimination during their study period", Lotte continues. "Key is not only creating awareness about LGBT workplace inclusion among LGBT students, but also among the broader student audience and in doing so creating straight allies".

Recognizing their value, creating these straight allies has become one of Young@Workplace Pride's key objectives. In order to help accomplish this, they have, for instance, organized the 'Unconscious Bias' LGBT awareness workshop together with Accenture for AIESEC, the world's largest student-run organization, and for Integrand, a Dutch non-profit student organization. "It is important for straight students to be made aware of the issues LGBT students have to deal

with", Lotte says. "Awareness leads to understanding, understanding leads to a safer environment for all. Feedback has been amazing", she says. "Personally, I find it encouraging to witness how these organizations embrace the message, make it their own, and manage to apply it to the broader D&I spectrum."

In addition to best practices and straight allies, Young@ Workplace Pride aims to support LGBT students and young professionals by building their confidence and help develop their capabilities. Together with LGBT student networks 'ASV Gay' and 'Outsite', they have organized a network event where participants were given the opportunity to share experiences in a safe environment and learn from an LGBT Senior Executive's personal story. "The event was well received", says Lotte. "We are currently investigating which other LGBT student networks are interested and how we can best implement training in this program."

"For our own LGBT members, we have developed the 'Mentorship Program', adds Hugo. "We have invited to each session a different LGBT Executive to stand up as a role model and tell their story. So far, we have had the honor to discuss the 'being yourself' topic with Janet Visbeen (PwC), Jeroen van Ingen (Viacom), Paul Overdijk (Workplace Pride Advisory Board Member and former PostNL), Hein Knaapen (ING) and Vice-Admiral Arie-Jan de Waard (Ministry of Defense). The sessions have been both empowering and inspirational with a clear goal to share knowledge. We encourage more role models to step forward and take part in this program."

At the 2016 International Conference, Young@ Workplace Pride will host the workshop 'The Future of Cultural Norms in the Workplace', which will explore the responsibility of young LGBT professionals at the workplace and challenge participants to 'think out of the box'.



Tassia Pellegrini moved from Brasil to Amsterdam to work at Booking.com and entered a new world where she could finally be herself.

#### Q. Why is it different in The Netherlands and at Booking.com?

"Moving here was an amazing experience. I feel like I can completely be myself at this job and in this city. It's quite liberating. Recently, Booking.com has started to take LGBT inclusion more serious. We had several events and also an LGBT employee network. As a result, more people have come out, even transgender people, who were too insecure to say anything before."

#### Q. What's it like being a lesbian in the workplace and society?

"It's great! Haha. I think being a lesbian is easier than being a bisexual, for example. There is so much prejudice about bisexuals, that they cannot choose or that they want to have sex with everyone. And they are often asked to explain themselves. Being 'just' a lesbian is easier to understand and people feel less inclined to ask questions about it. I would like to see more being done to make bisexuals feel comfortable at work."

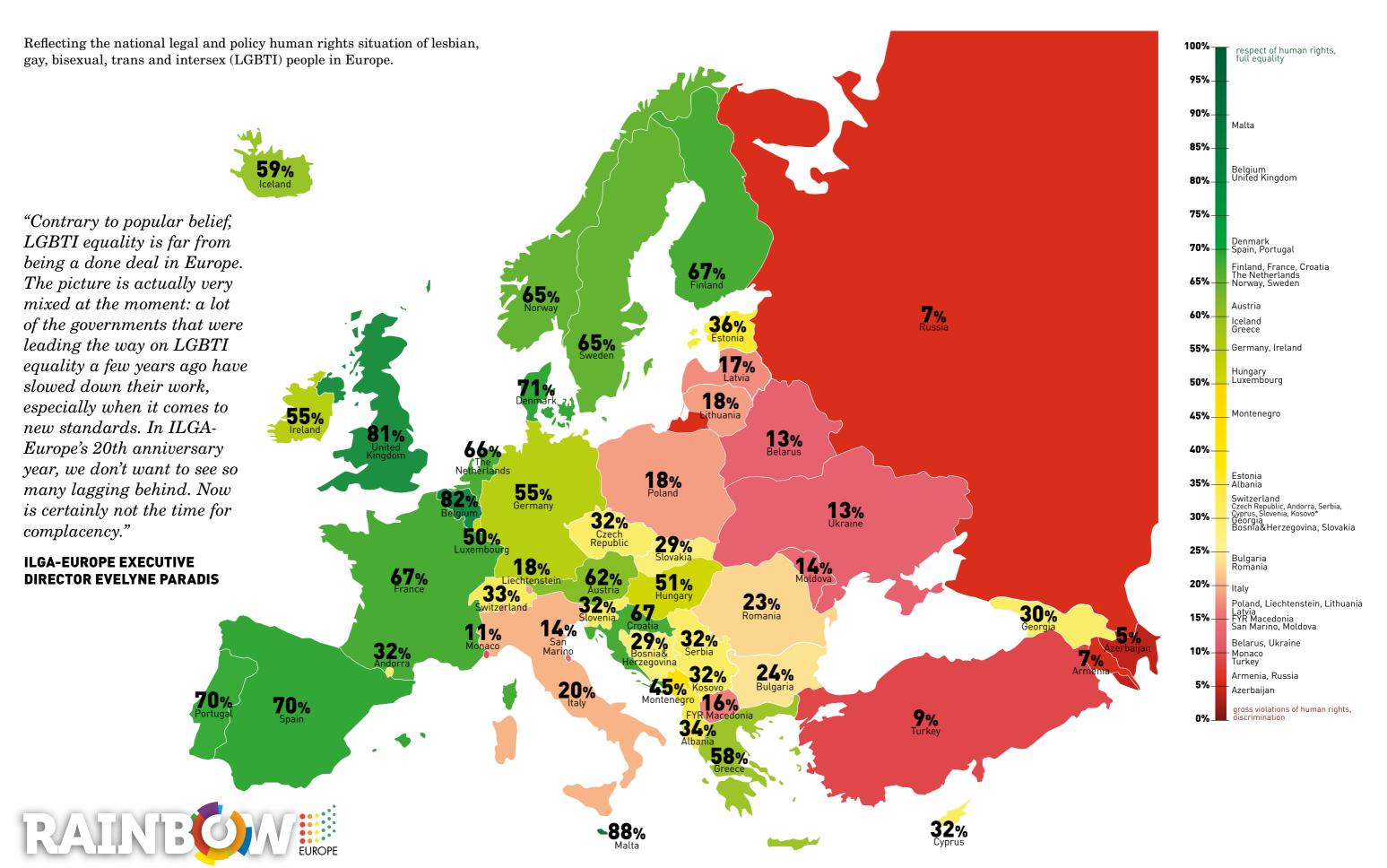
#### Q. What are your hopes for LGBT inclusion in the workplace?

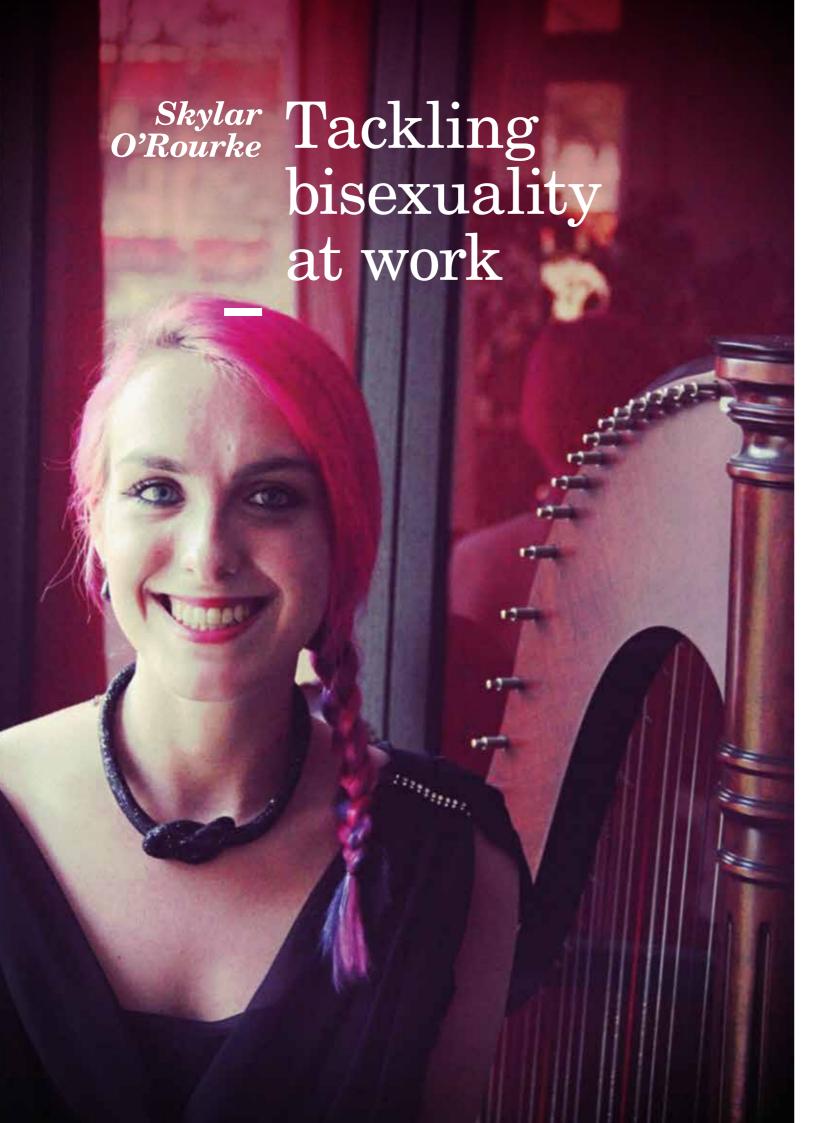
"Booking.com has offices all over the world. I hope that LGBT inclusion will be tackled in the Brazil office as well. I know it is a challenge due to cultural and governmental policies, but I think that if my employer in Brazil at the time would have been as LGBT friendly as Booking.com is today, I would definitely have come out. So, let's bring diversity and inclusion to Brazil!"



"A few years ago, I moved to The Netherlands to work for Booking.com as a web designer. The difference in culture is huge! In Brasil, I was always in the closet, afraid that being-out might jeopardize my career. I worked at a news agency and did not tell anyone that I was gay. I often overheard colleagues commenting on gay people and how disgusting they are. That really made me sick, but I just kept my mouth shut. Being secretive about myself totally drained me."

# **ILGA- EUROPE RAINBOW MAP MAY 2016**





Skylar O'Rourke is a 22 year-old 'about to graduate' student at Leiden University and has been an intern at Workplace Pride. She worked with the Foundation to research bisexuality in the workplace, specifically with respect to visibility and social comfort.

During EuroPride 2016, she will give a presentation and workshop on her research at the EuroBiCon and EuroBiReCon (which is open to anyone). What were the main findings of her research and what can we learn from it?

#### What are the difficulties that bisexuals can experience/encounter in the workplace?

The most common issues bisexuals face are related to bisexual erasure and biphobia; these are difficulties that arise from either disregarding bisexuality as a legitimate sexual orientation, or simply intolerant behavior towards bisexuals. These can manifest in many ways, be it through inappropriate sexual commentary, refusal to promote bisexual employees (due to the long-held belief that bisexuals are unstable), blatant harassment, or exclusion from certain workplace (LGBT+) events. These are just a few examples of the difficulties and roadblocks bisexuals face in the workplace, however, the scope and intensity of these issues varies widely.

### What are the positive developments for bisexual inclusion in the workplace?

Certain companies have employed measures to protect their bisexual employees, from something as simple as using the term 'partner' in contracts (to avoid the heterosexual / homosexual binary), to using seminars about bisexuality in their LGBT+ Employee Resource Group (ERG) in order to ensure inclusion and counteract any negative assumptions and stereotypes which are typically prevalent in both the heterosexual, lesbian and gay communities.

In terms of management, when interviewing Human Resources employees and the LGBT+ ERG leaders, all respondents were interested in creating a safe space and a feeling of inclusion for their bisexual employees. Most respondents felt, however, that they were ill-equipped to deal with the issues mentioned previously, as they simply had no idea where to start.

While some organizations have looked into bisexuality seminars, as mentioned earlier, the majority simply discussed LGBT+ in general, focusing on 'the L, the G, and sometimes the T'. There was little discussion about bisexuality, and an unjust assumption that bisexuals have the same issues as lesbian and gay colleagues. On the positive side, many organizations strive to become more inclusive, and are enthusiastic about widening the scope of their policies and practices to include their bisexual employees.

# " VALIDATED AND INCLUDED IN POLICIES AND PRACTICES AT WORK GOES A LONG WAY IN MAKING A WORK FLOOR A SAFER AND MORE COMFORTABLE ENVIRONMENT FOR BISEXUAL EMPLOYEES."

This research found that there was little corollary in terms of treatment of bisexual employees, satisfaction of bisexual employees, and very few measures in place by organizations to help bisexual employees. However, mentioning bisexuality in official documentation and the LGBT+ ERG understanding bisexuality as a genuine sexual orientation, made bisexual employees more satisfied with their workplace and their experience in the workplace. While these things may seem small, simply being acknowledged, validated and included in policies and practices at work goes a long way in making a workplace a safer and more comfortable environment for bisexual employees.

What do employees and organizations say about the difficulties bisexuals face? One major difficulty organizations encounter is that 'there is little organizing power' when it comes to general LGBT+ issues. This difficulty is expounded when groups try to specify bisexuality, as many feel their employers or top management assume this type of diversity management should simply 'fall under the LGBT+ umbrella'. This may be because 'it is very difficult to convince the employer that their network can make a difference'.

Other issues include the fear that discussing bisexuality specifically 'will hurt their inclusive practices'. However, given that these networks do discuss homophobia, it seems incongruent (and possibly somewhat biphobic in itself). It has also been noted that 'there is a risk of complaint' when focusing resources specifically on bisexuality.

Finally an organization which successfully employed a bisexuality seminar and saw a major change in the treatment and discussion of bisexuals and bisexuality at work also experienced 'a bit of biphobic attitudes and micro-aggressions'. Risk of complaint or not, networks that employed bisexual-specific practices and resources have seen the benefits of being more inclusive, and so far all organizations interviewed showed an interest in doing so.

# THE ROOT OF THESE ISSUES ARE OFTEN MISINFORMATION, OR SIMPLY IGNORANCE. \*\*

What do you think is the cause of these reoccurring issues?

The cause of these issues is similar to the issues bisexuals face themselves, in that bisexual erasure and biphobia lead

to negative treatment in the workplace. The root of these issues can vary, be it due to misinformation, or perhaps simply ignorance. It is difficult to pinpoint why individuals dislike bisexuals, or believe bisexuality to be a 'fake' sexual orientation, but what it often comes down to are stereotypes. Some pervasive stereotypes in pop culture are 'gay, straight or lying' (in the sense that bisexuality is not real), or that bisexuals are unable to commit to one person (due to attraction to multiple sexes/genders), and are therefore unstable. These negative images of bisexuals cause significant damage and change the way people interact.

Additionally, when executives and/or managers condone biphobic behaviors, it is difficult to change behavior in the workplace. A lot of problems are caused by officials turning a blind eye to these problems, or simply not acknowledging them in the first place. Sometimes, people do not realize that what they are saying is biphobic, or contributing to bisexual erasure, which is why education is so important on these issues. It was also found that while negative attitudes and behaviors from management and colleagues caused avoidant behaviors in bisexual employees, there was also a strong correlation between negative behaviors from management and negative behaviors from colleagues. This implies that when management behaves poorly towards their bisexual employees, other colleagues follow suit. It is therefore also an issue of setting a precedent, in terms of what is appropriate and acceptable behavior.

# 44 HAVING BISEXUALITY MENTIONED IN OFFICIAL DOCUMENTATION (AS

#### OPPOSED TO SIMPLY MENTIONING LGBT+) CONTRIBUTES TO BISEXUAL EMPLOYEES' SATISFACTION. "

#### Anything to be optimistic about?

As mentioned earlier, the two key ingredients that contributed to bisexual employees' satisfaction in the workplace were mentioning bisexuality in official documentation (as opposed to simply mentioning LGBT+), and the LGBT+ network understanding bisexuality as a legitimate identity. Both highlight some very important points. Firstly, being acknowledged as a separate and real group of individuals is important, by both management and the LGBT+ ERG. Secondly, it shows how perception of bisexuality is directly relevant to feeling comfortable in the workplace, as being included in discussions and legislation shows a certain level of tolerance (and potentially acceptance).

#### Does your research suggest solutions for these issues?

Some obvious solutions come to mind. Organizations have a non-discrimination policy in place, but specifying bisexuality and bisexual-specific harassment can play a role in the general reduction of biphobic attitudes. Part of putting this into effect is giving seminars, through HR or the LGBT+ ERG on bisexuality itself, on what constitutes biphobia and bisexual erasure. In addition, it is also important to address the LGBT+ ERG on these issues,

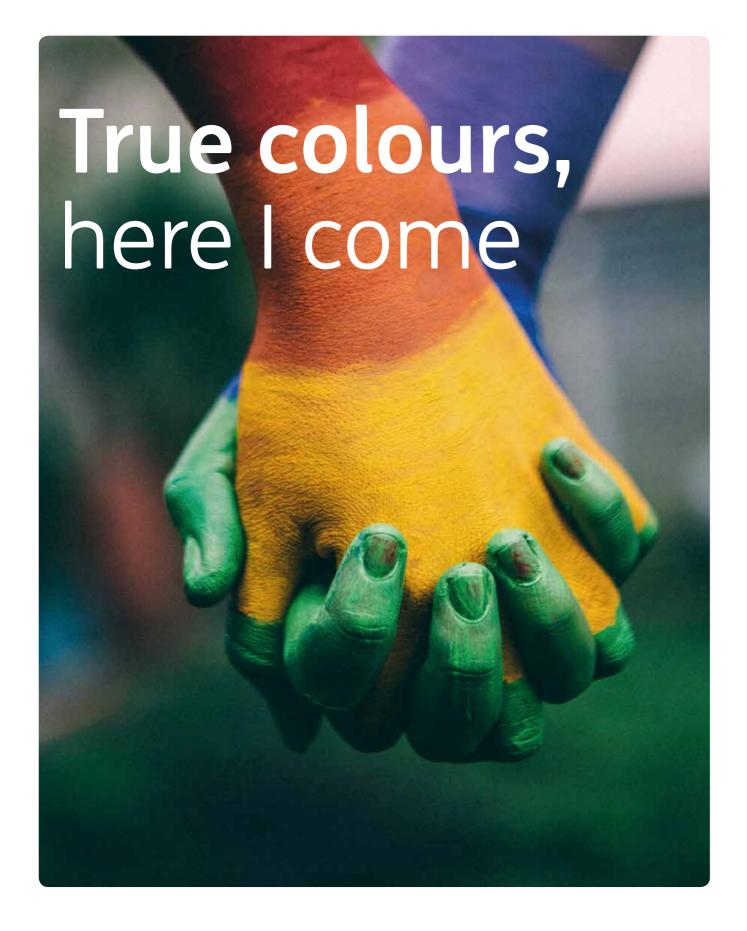
as many bisexuals report issues such as biphobic attitudes, or refusal/disinterest in addressing bisexual concerns within the LGBT+ ERG. Finding other resources, such as bisexual-specific networks and speakers, could combat these particular issues.

Another common problem from the employer's perspective is finding support for these ideas, specifically from employees. While a certain amount of backlash can be expected with most diversity initiatives, it is important for employers who strive for inclusivity not only to hear these complaints, but also to put forward measures to protect individuals' rights, as well as being safe from harassment on the work floor. Other research has shown bisexuals at work to be less vocal than other communities, which may stem from bisexuality being so marginalized. While supporters for these initiatives may seem fewer in number, there can be a real added value to many employees with measures put in place.

This research found that issues for bisexuals are not necessarily alleviated by protective measures put in place if middle management is unable or unwilling to enforce them.

The problem lies in the organizational culture, and as such, addressing the issues requires workplace responsibility. Educating and making individuals accountable for their actions, and addressing the actions of others, are a first step to combatting biphobic attitudes and behaviours. It is then an issue of accountability, and education is a major step forward.





Proud participant Europride 2016



#### WORKPLACE PRIDE ACADEMY

#### Mastering LGBT Inclusion in the Workplace

- Do you feel that you need to improve LGBT inclusion in your workplace?
- Are you struggling with identifying and implementing practical steps?
- Is your international network prepared for this topic?

Workplace Pride Academy course are designed to help you master LGBT workplace inclusion, engage your organizations around the topic of diversity and help grow your business!

#### WHAT IS WORKPLACE PRIDE ACADEMY?

The Workplace Pride Academy offers professional training sessions for all types of organizations on the topic of Lesbian, Gay, Bisexual and Transgender (LGBT) inclusion at work. Starting with a preparatory interview, the training module is tailor-made for HR professionals, diversity managers, line managers, top decision makers and representatives of LGBT

#### PARTICIPANTS OF THE WORKPLACE PRIDE ACADEMY WILL:

- Learn about key concepts and the benefits of LGBT workplace inclusion
- Understand the 6 critical success factors for LGBT workplace inclusion and apply them to their own organization
- Hear powerful personal stories that connect to their own life experiences
- Formulate concrete and practical steps to make progress in their organization
- Have an engaging, interactive and inclusive session with colleagues

#### **PRACTICALITIES:**

We can accommodate groups up to 30 people. The course program includes:

- Diversity Engagement Survey
- 3-hour session by accredited trainers
- Diversity Scan with LGBT workplace inclusion roadmap
- 45 minute Skype feedback session with decision makers



#### **OUR TRAINER:**

Master trainer Karen Kraan has been developing and delivering training programs for over 15 years. Karen has facilitated numerous sessions and delivered dozens of trainings around the world about LGBT inclusion within corporates, the public sector and nonprofits. She is in charge of content,

quality control and runs the Workplace Pride Academy trainers accreditation.

#### **BACKGROUND:**

Workplace Pride Academy is a program of Workplace Pride Foundation. Initiated in 2006, the Foundation is the international platform for the inclusion of LGBT people at work. Its 45 members employ more than 2.5 million people worldwide and share the vision to 'change workplaces around the world to be truly inclusive, ensuring that Lesbians, Gay, Bisexuals and Transgenders are fully visible, valued, empowered, and leading the way for others'.

#### COSTS:

- 8 20 participants: 5.500,00 ( $\notin$  275,- per person up to 20 participants)
- 20 30 participants: 7.500,00 (€ 250,- per person with 30 participants)

#### **THIS INCLUDES:**

- Diversity Engagement Survey.
- 4-hour session by accredited trainer(s).
- Diversity Scan with client specific roadmap how to move forward.
- 45 minute Skype feedback session with decision makers.





#### WORKPLACE PRIDE FOUNDATION

Lijnbaansgracht 298, 1017 RN Amsterdam, The Netherlands T. + 31 (0) 634 0566 04 E. info@workplacepride.org









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# 2016 GLOBAL BENCHMARK

Now in its 3rd year, the Workplace Pride Global Benchmark is recognized as a valuable tool globally for helping companies and organizations achieve an inclusive workplace for their LGBT employees through effective policies and practices.



"The Global Benchmark is one of Workplace Pride's most important and valuable programs. Through the benchmark analysis and results, we are directly partnering with participants to build more inclusive workplaces for LGBT people", says David Pollard, Executive Director of Workplace Pride.

The Benchmark consists of 29 evaluation questions covering:

- LGBT inclusive policies
- LGBT inclusive communication
- LGBT employee networks
- Awareness & training
- Benefits & support
- · Leadership involvement
- Employee engagement
- Monitoring
- Business & community engagement

There are an additional 14 demographic and release items which bring the total to 43 questions in the 2016 survey. Participation in the Global Benchmark remains free of charge for participants.

Brian Yothers started as Global Benchmark Project Manager early in the year. He made sure that the input that was collected from the community and participants from previous surveys was included in the 2016 Benchmark and that the tool was complete and ready to be launched on June 1st.

As the principle contact point for participants, Brian ensures they have what they need to complete their 2016 submissions on time. In the last phase, he will coordinate the analysis, scoring, and reporting elements of the Benchmark between August 17th and November 3rd at which time the results will be announced.

"August, September and October are going to very busy with analysis and reporting, but seeing how concrete and useful the results are for the participants makes the work more than worthwhile", says Brian.

#### **2016 IMPROVEMENTS**

At the beginning of every year, we do a detailed review of the Global Benchmark in order to identify areas for improvement. In preparation for the 2016 survey, we consulted with our Workplace Pride members, our Global Benchmark Partner organizations and the LGBT community through a targeted focus group facilitated by ILGA Europe.

What we took away from all of this feedback was that there are a few key themes playing in the LGBT Workplace that we could further explore in the survey. We also clearly heard confirmation that stability of the benchmark is key to enabling comparison with prior year results, so that participants can easily see progress, and can build action plans directly based on their results.

Taking all this into account, we have added one evaluation question to the survey to determine LGBT presence and visibility in recruiting and with new employees, and have adjusted two existing questions to allow participants to better identify where they have specific focus for Bisexual and Transgender employees and issues. The last adjustment we made was for ease of use of the survey, i.e. adding a question for participants to indicate that they have completed their submission, so that we can confirm receipt of their data for evaluation.

#### **KEY DATES**

The 2016 Global Benchmark was opened for submissions on June 1st and will accept input through August 16th. Starting August 17th, we will extract data and begin the evaluation and scoring process, so that the results and company/organization-specific reports can be prepared.

The results will be announced at the Workplace Pride Leadership Awards Gala on November 3rd. To encourage participation, we will, as in the previous years, only announce the top 10 winners and a global summary of the results. All participants will also receive a written report containing specific evaluation of their results; these will also be available in November.

To participate in the 2016 Workplace Pride Global Benchmark, please go to: www.benchmark.workplacepride.org



# "The church should 'nourish' love, including LGBTI people."

THE VATICAN IN ROME BELONGS TO THE HIGHEST RANKING HOMOPHOBIC WORKPLACES IN THE WORLD. IT IS THEREFORE TO NO SURPRISE THAT WHEN PRIEST AND VATICAN EMPLOYEE KRYSZTOF OLAF CHARAMSA OFFICIALLY CAME OUT AS A GAY MAN, HE WAS FIRED. BEING HONEST ABOUT WHO HE WAS, CAUSED MONSIGNORE CHARAMSA TO LOSE HIS HIGH-RANKING POSITION AT THE VATICAN'S CONGREGATION FOR THE DOCTRINE OF THE FAITH AND AS TEACHER AT TWO PONTIFICAL UNIVERSITIES.

#### A PROVOCATIVE COMING OUT

After decades of hiding, the 43-year-old gay Polish priest wanted to make a public statement with his coming out and proposed a symbolic news conference outside the headquarters of the Congregation — the very institution charged with defending and disseminating Catholic teachings around the globe. His decision was motivated by the Catholic church being 'already behind in tackling the issue'. "I'm doing it for myself, for my community, and for the Church. It is also my duty towards the community of sexual minorities", he stated.

Charamsa was fired as a direct result of this conference. The Vatican, however, insisted he was not fired for coming out but because the bishop thought it would bring 'undue' media attention to an upcoming synod about family values, opened by the Pope. Following the Vatican's decision, Charamsa took a strong stance against his former employer. He told his church: "I'm gay and I demand for you to respect me, and I'm not going to ask anyone for forgiveness. Not even you, my dear church. Because it's you who has to ask me for forgiveness for all the hate and the oppression you brought into my heart while I entrusted myself to you and served you."

#### THE HOMOPHOBIC VATICAN

According to the Washington Post article 'Not all gay Catholics are pleased about how Vatican priest came out of the closet', the church officially teaches that homosexual desires are not sinful unless acted upon and calls on gays and lesbians to live lives of chastity. It teaches that gays are deserving of human dignity, but it also describes homosexual acts as a sin that is 'intrinsically disordered' and a 'grave depravity.'

Charamsa believes things need to change from within the catholic church. "It's hard, if not impossible, to change something in the Vatican. The Vatican is not going to be able to free itself. It needs international help, control and reforms. Those introduced by the pope are currently being counteracted", he said.

As Pope Francis opens the door to more inclusion of gay people, Charamsa's coming out, and the reactions to it, cuts to the heart of a debate raging among gay Catholics worldwide: Should they use gentle dialogue or open confrontation in pushing for change?

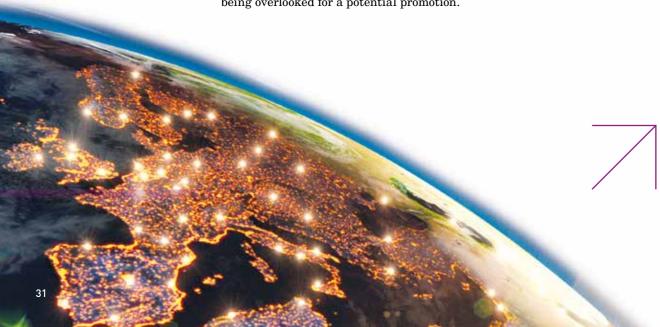
CHARAMSA:
"THESE DAYS I RECEIVE MANY
MAILS AND LETTERS FROM THOSE
BELIEVERS WHO ARE OPENING THEIR
HEARTS TO ME, SAYING:
FINALLY!
FINALLY THERE'S SOMEONE TELLING
THE CHURCH IT'S ENOUGH."



# WHAT CAN (INTERNATIONAL) EMPLOYERS DO TO CREATE AN INCLUSIVE WORKPLACE?

PEOPLE WHO IDENTIFY AS LESBIAN, GAY, BISEXUAL AND TRANSGENDER STILL TOO OFTEN REMAIN IN THE CLOSET AT WORK. EVEN THOUGH BEING 'OUT' MEANS WASTING LESS ENERGY ON HIDING WHO YOU REALLY ARE, HAVING MORE SPARE ENERGY TO FOCUS ON THE JOB AND BEING MORE CONFIDENT IN YOUR ROLE, MANY LGBT PEOPLE STILL SPEND VALUABLE WORK TIME DODGING QUESTIONS ABOUT THEIR PERSONAL LIVES. ULTIMATELY, THIS MAKES IT HARD TO BUILD STRONG WORKPLACE RELATIONS WHICH CAN HAVE A DIRECT EFFECT ON TEAMWORK AND THE BOTTOM LINE OF AN ORGANIZATION.

Being out at work, though, is not the same in every part of the world. There is a difference between most Western countries, which are relatively accepting of the LGBT community, and those countries that are completely intolerant and where homosexuality can lead to imprisonment, torture and even death. But, according to The Guardian, even today in the U.K. 34% of LGBT people hide their sexuality at work, while in The Netherlands this figure is in excess of 20%. Reasons given for not being out are fear of homophobia and exclusion or being overlooked for a potential promotion.



SO, IF LGBT EMPLOYEES WHO ARE OUT ARE HAPPIER AND IF THIS IS ALSO GOOD FOR BUSINESS, WHY NOT ENFORCE AN INCLUSIVE WORKPLACE WHEREVER IT MAY BE? THERE ARE COUNTLESS WAYS IN WHICH ORGANIZATIONS CAN DO THIS, INCLUDING:

- Creating an equality statement on the international corporate website, outlining non-discrimination based upon 'gender', 'sexual orientation' and 'gender identity',
- Recruiting straight allies. These are heterosexual employees who publicly support the cause of LGBT inclusion,
- Starting an LGBT network with the support from management and top level decision-makers. Have this open to employees in all of the organization's offices worldwide,
- Spreading the word about your diversity and inclusion practices on the Intranet. This way, you can also reach staff in other countries,
- Including a supplier's code of conduct which specifies LGBT workplace inclusion (as part of the supplier contract),
- Organizing (global) networking events and seminars on the topic of inclusion and diversity,
- Training your staff and especially managers to carry out an inclusive management style,
- Integrating LGBT inclusion into the on-boarding program for new staff,
- Making a public statement such as condemning an anti-gay political statement, legislation or violence against LGBT people in the media,
- Making an LGBT-inclusive commercial or advertisement,
- Joining an initiative like Workplace Pride to communicate your inclusive image and get expert advice,
- Reading up on best practices from other organizations in your sector,
- Making sure your staff on the production floor, who may be without Intranet access, get the message too,
- Once an organization has covered these points, there is still plenty to do.
   They can move on to bolder moves like gender-free toilets and transgender transition programs.

Of course, not every measure is equally easy to implement in every country. Organizations should take careful stock of the legal framework as well as the cultural norms in the countries in which they operate, but also not immediately assume that everything LGBT-related is against the law or the local culture. Often, this is NOT the case!

By consulting with local and international experts (like Workplace Pride) on the topic, comparing notes with their peers, and measuring their reach and progress with instruments, such as the Workplace Pride Global Benchmark, organizations can get a much more balanced idea of how to develop their international strategy for LGBT workplace inclusion. Ultimately, these efforts, combined with persistent and determined leadership, will result in a great deal of progress for the organization's LGBT employees, the communities around the world where the organization is active and not to mention the added benefit of creating a positive social and economic impact.

Rayan Nazer Guman is Training Manager at RELX (previously Reed Elsevier), where his career started 16 years ago.

He was on the Founders Commission of Elsevier Pride, which was initiated in 2012. Personally, he has never had negative experiences with his sexuality at work and has always been out.

#### Q. Why did you think RELX needed an LGBT network?

"At first, I did not believe it at all. Many people were against the network and deemed it unnecessary, but after a seminar about LGBT inclusion I learned that LGBT's and women are so often treated unequal compared to men and heteros that I decided to join the quest for more equality. At RELX, we have so many LGBT employees and they all seem to be out. The added value of the network is that everyone is not only 'just out', but also knows they are safe and their rights are protected. It sends a message from the organization that no one has to hide who they are, to no extent."

#### Q. As a training manager, you travel to other offices around the world. What are your experiences?

"I have found LGBT people in every single office I have visited. The countries where being gay is against the law are the most closeted. This is sad to see, but very understandable. Sometimes, the office of an inclusive organization feels safer than the outside world. I also get surprised sometimes. I recently spent time with a Chinese colleague in Tokyo and I was nervous about my sexuality towards her. But she instantly assumed I was gay and thought it was great. These are such positive experiences."

#### Q. What makes RELX an inclusive employer?

"RELX does not really have an inclusive hiring policy, inclusion is just part of the company's culture. In the Philippines, for example, we have many transgender employees. And in Amsterdam, many of the staff is female and/or LGBT. You might not expect this from an information and analytics company. So that makes me proud."



"Even if I try to hide it, people always assume that I am gay."



#### THE BUILDING

Beurs van Berlage is an important monument of modern Dutch architecture. It was built between 1898 and 1903 by the prominent Dutch architect, Hendrik Petrus Berlage (1856-1934). Berlage constructed the Beurs on the newly created piece of land obtained by covering the city's oldest harbor basin located in the very center of Amsterdam.

Today, the Dutch like to call the Beurs a 'Palazzo Publico', a public hall. With a surface area of almost 1600 m2, the Main Hall of the Beurs van Berlage is the largest in the center of Amsterdam. It was here that in 2002 the civil wedding ceremony of the Prince of Orange and Princess Máxima took place before proceeding to the Nieuwe Kerk. The former Stock Exchange Room of the Beurs is now a concert hall with superb acoustics and the seat of the Dutch Philharmonic Orchestra.

#### HOW TO GET THERE

A three minutes walk from the Dam square, just behind the Bijenkorf department store, in direct proximity of Central Station (5 minutes walk).

#### ACCESS TO THE BUILDING

Beurs van Berlage is an exhibition and concert hall, and it may prove difficult to visit only for an architectural tour. Nevertheless, the café located in the building is open every day to the public.

#### **ADDRESS**

Beurs van Berlage in Amsterdam Damrak 243 1012 ZJ Amsterdam The Netherlands

Tel: +31 20 5313355 www.beursvanberlage.com

Source: www.amsterdam.info





#### Tanja Winter moved from Germany to The Netherlands ten years ago - with her girlfriend at the time.

She started to work for Shell in the recruitment department and was responsible for employee branding. She brought LGBT into the inclusion topic at Shell and has been an active ambassador for this cause ever since.

#### Q. Why are you involved in LGBT workplace inclusion advocacy?

"I think many people who enter the workplace or start a new job go back into the closet, afraid that being-out may affect their careers. As an HR person, I want to contribute to a workplace that resonates safety and a place where you can be yourself. I believe that employees who can fully be themselves are much more productive and a greater asset to the company. I also want to be a role model for other LGBT employees who do not yet feel safe enough to be themselves."

#### Q. Do you have any personal experience that made you passionate about the inclusion topic?

"Yes, I have several 'little' examples. I know that inclusion, and the awareness of it, can be tricky for people whose environment is heterosexual and who never have had to deal with LGBT people. For example, I once had a meeting with international colleagues, all women. Somebody suggested doing a round of introduction of names of husbands or boyfriends. I felt very awkward, because it forced me to come out and have the spotlight on me. If the people there were more aware, they would have said partners instead of husband. Another example is when I was first interviewed at Shell. They asked me about my husband as well. I corrected this to girlfriend and the person who interviewed me felt very embarrassed. But I think that it also gave me a chance to come out even before I started to work at Shell, I had the hard part behind me!"

#### Q. What are the goals you are working towards?

"I think women are not represented enough in the workplace, and LGBT networks are often boys' clubs. If we look at the percentages, there should be more LGBT women, so where are they? That is why I am involved in the Women@WorkplacePride program. We try to make (LGBTQ) women more active and work on creating more visibility. This is very important in a male dominated company like Shell."

#### Q. For your job, you encounter many different cultures and religions.

"Yes, I travel to countries such as Pakistan and Singapore, where LGBT inclusion is a difficult topic. Once, on a trip to Singapore, I mentioned that I was going to a certain district that evening. A local colleague asked me if I was sure "because all the gays hang out there". I wanted to answer "Yes! that is why I am going!" However, I just thanked him instead. Sometimes, we need to be respectful to other people's culture and beliefs and we cannot force them to understand our liberated lifestyle. But on a global level, this is definitely a challenge.

#### Q. What are your hopes for LGBT inclusion?

"My wish is to see more LGBT role models at the top to give an example, to send a truly genuine message. I hope this will happen in the future."



# HOW ABOUT BEING LGBT IN THE BUILDING INDUSTRY?

NCE (New Civil Engineering) is a UK publication for the Building Industry. Last year they took a survey into attitudes towards lesbian, gay and bisexual engineers in the UK and it showed that homophobia and discrimination continue to be a problem for the sector. However, realizing there is a problem, only marks the beginning. In this male, white dominated industry, a lot of people still need to be convinced of the problem and of the business case.

#### **SOME RESULTS OF THE SURVEY SHOWED THAT:**

- More than a third of the gay male and female engineers surveyed said their sexual orientation created barriers to progression in the industry.
- More than 60% of gay engineers had heard homophobic comments in the workplace in the last 12 months, with one in five experiencing offensive behavior directly.
- Less than half the gay engineers surveyed said they were comfortable being open about their sexual orientations with their immediate colleagues.
- Just 17% would be comfortable being honest at client meetings and industry events, and a paltry 8% when visiting construction sites.

# "I FEEL COMFORTABLE BEING OPENLY GAY IN THE CONSULTING ENVIRONMENT, BUT I KEEP MY SEXUALITY QUIET ON SITE OR IN MEETINGS WITH CONTRACTORS."

# "RESPONDENTS FROM ACROSS THE INDUSTRY AGREED THAT CONSTRUCTION SITES WERE THE LEAST WELCOMING TO LGBT EMPLOYEES"

#### LINE MANAGERS DO NOT ALWAYS UNDERSTAND THE ISSUE

From all survey participants, just a third felt their line managers understood the concerns they might have about working in countries with poor records on LGBT rights. One respondent said: "I have a transgender colleague working in a conservative Muslim country. I strongly question the logic of this person being placed in a client-facing role in a country where it is illegal to have this lifestyle."

#### WHAT DOES THE ENGINEERING ASSOCIATION IN THE UK SAY?

Chief Executive of The Civil Engineering Contractors Association, Alasdair Reisner, commented on the survey and the issue by stating that "Our industry is enjoying a period of consistent growth in activity that will mean that the demand for good people intensifies over the coming years. In this environment, the last thing the industry needs is to be putting employees and potential new recruits in a position where they feel unwelcome".

#### "THE REALITY IS THAT THE UK IS BECOMING MORE AND MORE DIVERSE AND THE SECTOR NEEDS TO APPEAL TO ALL CANDIDATES, BREAKING AWAY FROM TRADITIONAL STEREOTYPES."

#### WHAT IS THE RESPONSE FROM READERS?

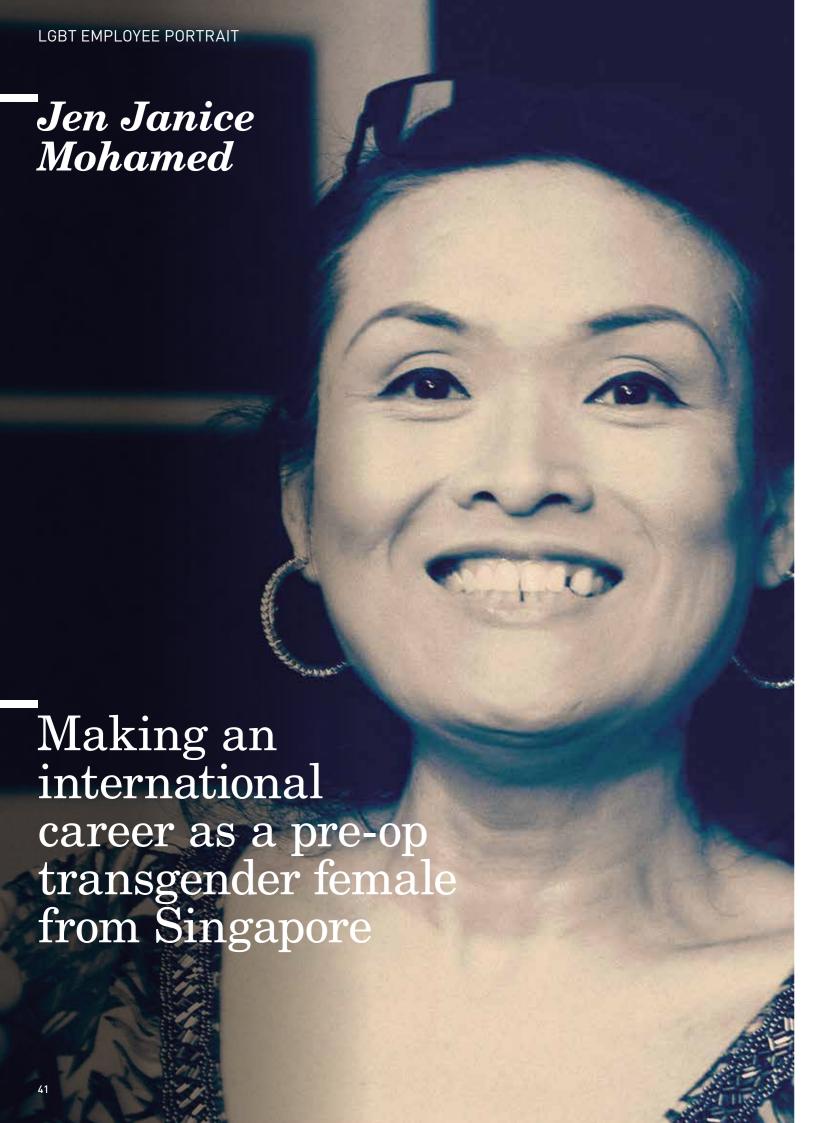
Some NCE readers responded annoyed with the survey outcome and publication, saying that sexuality does not affect engineering competence. Some comments:

- The assertion that 'until we change the culture in the workplace, we are not going to attract the brightest and the best to our industry' is an insult to the rest of us.
- Let us not pretend, that as reasoning people we do not have differing views on sexual matters.
- The 'gay' movement is on the march. It is assertive. It
  proselytizes. It imposes itself onto the consciousness of
  others. Perhaps they see problems which are not there. If
  gays wish to be treated differently, all they have to do is get
  on with their lives and blow that chip off their shoulder.

#### Comment from Leon Hombergen - Civil Engineer and Senior Advisor Innovation and Market at Rijkswaterstaat, The Netherlands:

"As in the UK, in the Netherlands diversity is not obvious in the Building industry either. Therefore, I really welcome the initiative of the leading NCE-magazine and the UK Institution of Civil Engineers to do this research and to take leadership and action in the sector. The initiative has been the main driver to organize a theme-boat in Europride's Amsterdam Canal Parade: Building Diversity. ARCADIS, together with Rijkswaterstaat, SHELL, Schiphol and Koninklijke BAM will be present on this boat, as we all share the same vision of diversity. We hope that our visibility will boost the awareness about diversity in the whole construction industry. And maybe we can do a similar survey in The Netherlands."

 $^{9}$ 



Jen Janice Mohamed is Director Enterprise Account Sales at United Parcel Services Inc. Jen is a Singapore native with mixed parentage of Chinese and Malay decent, she turns 48 in August.

Jen has come a long way in her career in the logistics industry, to be where she is today. In 2010, she moved to The Netherlands as an expat and has made her mark in LGBT activism in the business world. She has been a speaker and panelist at many LGBT events, such as European Transgender Symposium, Workplace Pride International Conference and the ILGA World Conference. This is her story.

#### What was it like, growing up and being a transgender female?

"Being born into a Muslim family, I had to embrace the religion and all the complications that came with being a transgender. Transgenders were marginalized, ostracized, despised and condemned to hell in the eyes of Muslims. My late father left us when I was nine. Mom was raised in a traditional Chinese family, where only male children were privileged to be educated and the females were only allowed to learn household skills like sewing and cooking. She, although not educated, single-handedly raised me and my brothers and I am where I am today thanks to her.

About being transgender, I can't really say that I went through a transition process. For me, it was a natural progression and I knew where my journey would lead. I grew up feeling more female. Throughout most parts of my life, even as young as 7 years old, I was effeminate in terms of my mannerism, lifestyle and my sense of fashion."

### What have been your experiences with being a pre-op transgender at work?

"When I was 13, I started working at McDonalds in Singapore. I was quite happy and well accepted there; they even allowed me to wear a female uniform. When I was 17, I fell in love with a visiting manager. We had a great time together until I told him about me. He stopped seeing me and

left without saying goodbye. That really hurt. I also worked for Reebok where people gossiped about me a lot. I chose to ignore this and worked extra hard to prove myself, which resulted in a burnout. So I left.

After that, it was quite hard to secure a job, because every time I mentioned being transgender, I did not get hired. Until TNT in The Netherlands opened its doors to me in 1999. After three months, my Sales Director found out that I was paid less due to my gender. He was fumingly mad and insisted with HR that I would receive back pay and at the same time he raised my salary. He had real empathy for me, which I needed at the time."

#### What is your dream for transgender people in society and at work?

#### And how do you intend to contribute to this goal?

"To be fully accepted and be given equal opportunity. I want to be the voice for those who have none and to educate the transgender community on moral values. I want to teach them to respect themselves before demanding respect from others. I want to be a role model for other transgenders from Asia, I want to give them hope about having a future in the business world, if they really want to."

### What would you recommend companies should do to be more transgender inclusive?

- "I believe that companies can consider adopting the following:
- Make a company policy or a clear

- written code of conduct mentioning that includes discrimination of any nature will not be tolerated.
- Make an equal opportunity employment policy to apply also for transgender individuals who have potential.
- As the fight for women's rights and equality continues, make male to female transgender ladies part of this cause.
- Senior leadership should be trained in handling /managing transgender employees. This training should cover the promotion and progression within the company, managing staff who declare that they are transgender and how to provide them with support, medical directions, and financial support throughout their transition.
- Ensuring that they still have a job after their full transition is completed.
- Companies should look for transgender role models to share their stories to help give confidence to others.
- I believe that multinational corporations operating in LGBT unfriendly countries have the capabilities to impose changes if they band together against archaic laws and intolerance. If enough corporations care enough for our safety and security plus our basic human rights, they can effect changes by refusing to conduct businesses in these countries, thus affecting their economy. This can lead to changes benefitting transgender persons everywhere.

# **TRANS RIGHTS EURO MAP 2016**



#### FORCED STERILISATION

Identity documents reflecting a person's gender identity are important for the recognition and protection of trans people's dignity and safety. Many European states impose conditions before enabling a change of documents, including the requirement to be storile.

Legal text can explicitly or implicitly request forced sterilisation. Implicit law might require proof of medical gender reassignment, or mandatory medical expertise that is traditionally only provided after genital surgery. Often, gender recognition procedures are not transparent in this regard, and medical and legal aspects are intertwined.

Learn more about legal gender recognition and what you can do to improve it: tgeu.org/issues/legal-gender-recognition/

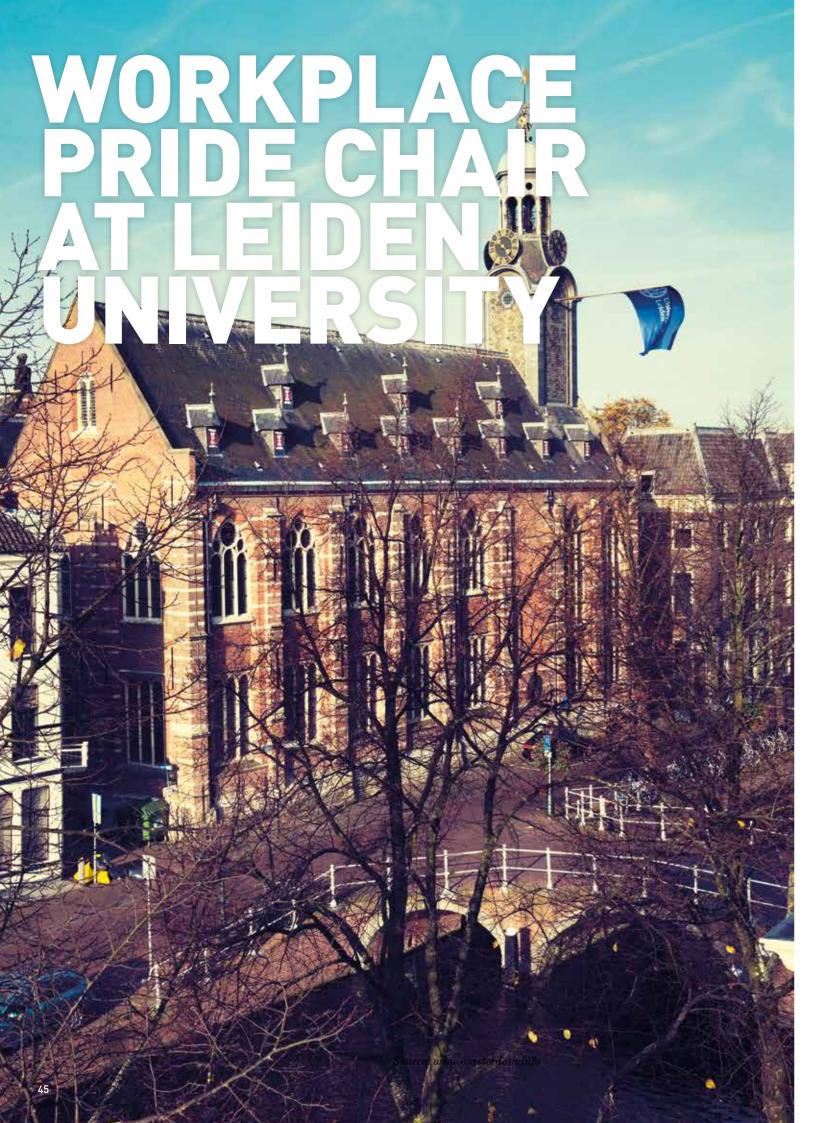
Sterilisation required

No Legal Gender Recognition

No sterilisation required

The Trans Rights Europe Map reflects the requirement for sterilisation in laws and administrative practices in gender recognition legislation in Europe. "Red" states require sterilisation either explicit or implicit. "Brown" states do not have reliable procedures in place. "Blue" states have established procedures and do not request sterility. The Trans Rights Europe Index provides detailed country information in 22 categories on the backside of this document.

The Trans Rights Europe Map & Index has been developed in cooperation with ILGA-Europe.



One year ago, Workplace Pride announced the intention to create a new research position at Leiden University to tackle the chronic lack of data on LGBT workplace inclusion around the world. This effort is being supported by the very generous funding of Workplace Pride member and major Dutch telecom company, KPN.

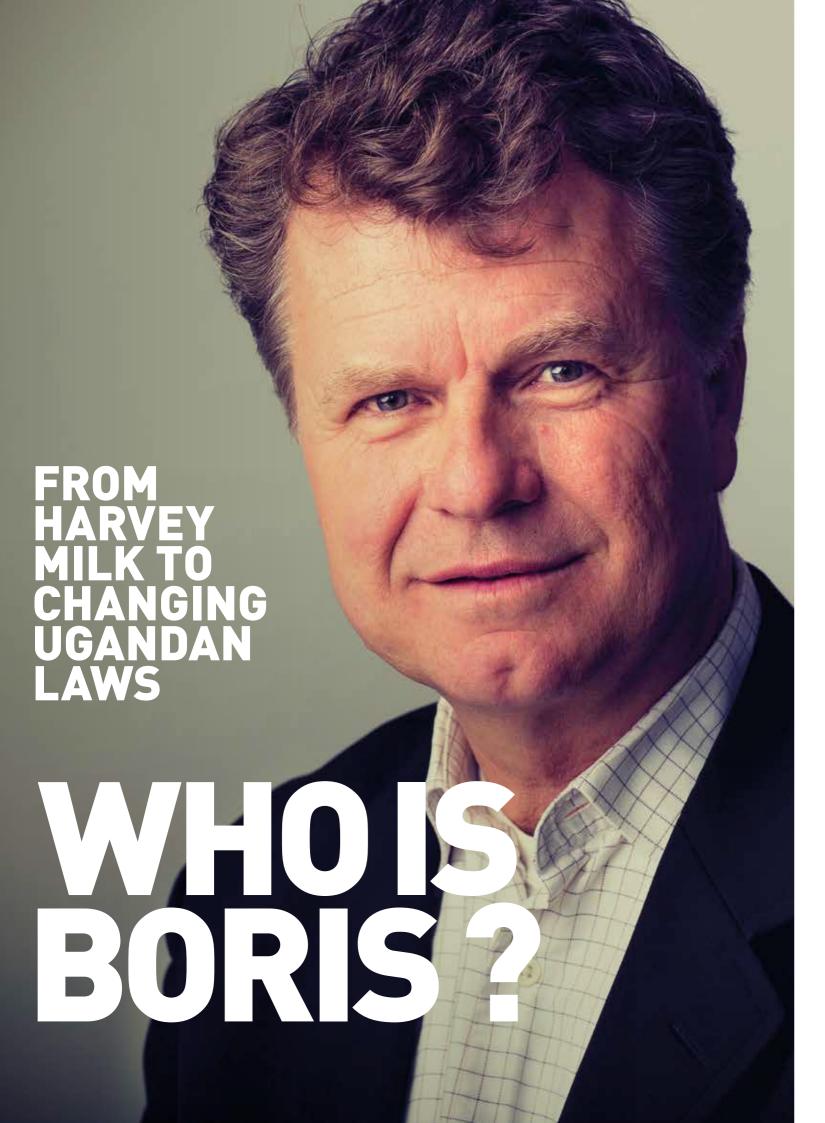
The intervening months have seen a thorough defining of the scope and processes of creating the Chair (professorship) which will be housed in the Faculty of Social and Behavioural Sciences of Leiden University. The Chair will provide a focused and scientific approach to improving LGBT inclusion in the workplace and will foster the development of scholarship in this priority research field. To take into account the full breadth of this topic, the Chair will take a multi-faceted, multi-disciplinary and socio-scientific approach.

The Chair Holder will work closely with researchers from Political Science, Psychology, Education and Child Studies, and Cultural Anthropology with the research focusing mainly on factors that contribute to the inclusiveness of organizations for LGBT employees. The research program will focus on those mechanisms that are important for LGBT inclusiveness in the culture of international companies in western and non-western society. The differences between countries and local culture will be compared, and the underlying mechanisms will be studied in relation to other topics of relevance to inclusiveness within society, such as economics, religion, politics, and local family culture.

Teaching will also be a pivotal element of this Chair, since it will increase awareness of LGBT inclusion. The holder of the Chair will provide several courses on issues related to LGBT inclusion which will be designed in close cooperation with the Institutes at the Faculty of Social and Behavioral Sciences. In addition to giving scheduled courses, the Chair Holder will also contribute to other courses which touch upon LGBT inclusion issues.

The New Chair will be announced in the Fall of 2016.





# Since 2012, he has been on the Advisory Board of Workplace Pride and was a keynote speaker at Workplace Pride's 2013 International Conference.

Yes, Boris Dittrich appreciates the importance of LGBT workplace inclusion, an integral aspect of LGBT inclusion throughout society. As a politician and advocate for international LGBT rights, he has helped push the legalization of same-sex marriage in The Netherlands and abroad and influences international governments to adopt more gay friendly laws.

In 1975, Boris had finished his freshmen year at Denison University in the state of Ohio, U.S.A. Although he was questioning his sexual orientation, he had a girlfriend, and together they traveled to San Francisco. There, they met Harvey Milk, at the time a little-known shop owner working on gay rights. They chatted a while, when suddenly Milk looked at Boris and said, in front of everyone: "You, you are gay". Boris denied it and shortly afterwards Boris and his girlfriend left. Boris settled into hating Milk.

This changed in the 80's. By then openly gay, Boris was a lawyer in Amsterdam and in a relationship with Jehoshua, who until today is his partner, now for 34 years. One night, he and Jehoshua sat down to watch a TV documentary called 'The Times of Harvey Milk', which told the story of Milk's political rise and assassination. "That was the guy who was so rude to me!", he said when he saw Milk's face. "I thought, my god, this horrible encounter with Harvey Milk must have happened for a reason. I became so inspired by this documentary, his work and what he did. Instead of hating him, I started to admire him, and it struck me that I needed to devote my working life to achieve equal rights for LGBT people. This is meant to be."

# Harvey Milk said: "YOU! - YOU ARE GAY!"

Boris began picking up anti-discrimination cases, and within a few years, he was nominated a judge - the first openly gay person in this field in The Netherlands. In 1993, his party asked him to run for parliament, and he agreed. When journalists asked what he would do for the LGBT community, he consulted with several friends and came up with something hugely symbolic. After he was elected, in one of his first parliamentary debates, he proposed marriage equality.



For almost 13 years, Boris was a fixture in the Dutch political scene and contributed greatly to the emancipation of LGBT people in The Netherlands. Due to his unfaltering efforts, The Netherlands became the first country in the world to introduce same-sex marriage and joint child adoption by same-sex couples. When it was time for a career change, he contacted Human Rights Watch after seeing a posting for an LGBT researcher within their organization and became their global Advocacy Director in the LGBT Rights division.

While Human Rights Watch does advocate for same-sex marriage, the focus is on protecting LGBT people from discrimination and violence. Most of the research is done in countries where homosexual conduct is illegal, like in Uganda and Jamaica, or where it is difficult to be openly gay, like in Russia. Boris, together with local and international NGO partners, uses both diplomatic contacts and leaders in the business community to pressure the authorities and change the laws. He has also spent years advocating with the Catholic Church. "The Pope has a lot of influence," he said. "In several countries, priests or bishops say nasty things about LGBT people and it has a negative effect. We think it's important that the church recognizes the dignity of LGBT people, and that it speaks out publicly against violence and discrimination on the basis of sexual orientation."

It is fair to say that Boris, as a lawyer, judge, politician or activist, has been relentless in his fight against discrimination on the basis of sexual orientation and gender identity. He remains a tremendous force within the national and international LGBT community.

Boris, together with local and international NGO partners, uses both diplomatic contacts and leaders in the business community to pressure the authorities and change the laws.

Source: HRW.com



# The project - examining discrimination against LGBT workers and highlighting good practices.

Since 2012 the International Labour Organization (ILO) an agency of the United Nations, has been implementing the Promoting Rights, Diversity and Equality in the World of Work (PRIDE) project. The project has developed an innovative methodology that combines desk research with interviews and focus groups, with a view to examining discrimination against LGBT workers and highlighting good practices that promote meaningful inclusion. Hearing the voices of LGBT workers, and getting the views of business, trade unions and governments have been, and will continue to be, key components of the project.

More and more ILO member States have identified sexual orientation and gender identity as prohibited grounds of discrimination in their employment or anti-discrimination laws. At the same time, marriage equality has been legislated in 24 member States, with civil partnership in many more. This is of direct relevance to the workplace, as formal recognition of their relationships enables LGBT workers and their partners and children to access medical care, pensions, parental leave and child benefits on the same terms as heterosexual and cisgender workers.

However, as of July 2016, 72 countries retain laws criminalizing consensual same-sex sexual activity. And the ILO's research findings confirms that in virtually all countries, LGBT workers experience discrimination in access to employment and throughout the employment cycle, which can and does result in LGBT workers being bullied, mobbed, and sexually or physically assaulted.

At face-value, the evidence may suggest that the best strategy for an

LGBT job seeker is to stay in the closet until finding a job, and then remain in the closet once starting to work. However, research by the ILO and other agencies demonstrates that people who have come out at work are far more productive, and have fewer symptoms of anxiety, depression, and burnout. And a central factor in the decision to come out at work is a supportive environment with proactive diversity and inclusion policies in place. Many of the world's biggest and most successful companies have advanced diversity strategies, including in respect of LGBT. Indeed nearly 90% of Fortune 500 companies prohibit discrimination based on sexual orientation and almost 60% of them extend benefits to the same-sex partners of their employees.

While primarily a matter of workers' rights, such an approach also makes business sense. For one, irrational prejudice based on sex, sexual orientation, ethnic origin etc. can impede the recruitment or promotion of the best candidate for the job; secondly, a diverse workforce brings with it different ideas, and ways of doing things that will propel innovation and therefore make a business more profitable; and

in an era of globalization where one's market is not simply the locality or even the country where a business is located, diverse workforces are better mirrors of the diverse populations to whom companies are trying to sell goods or services.

While there has undoubtedly been progress in recognizing the human rights of LGBT persons - including labour rights, the results of the PRIDE study send a clear message that there is still a long way to go. It is clear from the research that a solid legal framework has obvious benefits in terms of LGBT workers' access to justice, at work and elsewhere. However, positive and progressive policies in the workplace and wider society are often a prerequisite for advancing progressive laws, and for the effective application of the law. The ILO's approach will be to advocate for more progressive laws, and more progressive workplace practices so as, in the words of the Director-General we can "be true to the principle of equality and non-discrimination and act decisively to ensure that LGBT workers - and all workers - can work and live in freedom and dignity."



#### **Ned Lawton**

Ned Lawton is the Chief Technical Adviser in the Gender, Equality and Diversity Branch at the International Labour Organization Headquarters in Geneva. He is responsible for the ILO's Gender Identity and Sexual Orientation: Promoting Rights, Diversity and Equality in the World of Work (PRIDE) project. From 2005 to 2008, Ned worked in the Women's Entrepreneurship Development Program in the Enterprise Department of the ILO. Prior to joining the ILO, he worked as a consultant in Dublin, chiefly for Irish Aid, and between 2000 and 2002, he worked as a Research Fellow in Democracy and Governance in the University of Malawi, where he directed two large research projects and taught in the politics department. From 1998 until 2000, he was the Irish Refugee Council's Policy Officer, and prior to that worked in the European Parliament Secretariat in Luxembourg.

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Arcus is our global network for lesbian, gay, bisexual and transgendered (LGBT) colleagues that aims to encourage an inclusive, integrated culture within the firm. To find out more, visit: www.cliffordchance.com/cr



C L I F F O R D

# **LGBT INCLUSION** AT WORK



#### CISCO'S ICE CREAM SOCIAL

On a regular basis, Cisco organizes an Ice Cream Social event at one of their global offices. Some members of the LGBT employee network surprise employees at their office with an ice cream truck, handing out multi-colored ice cream as a symbol for diversity. Every ice cream comes with a leaflet containing info on becoming a straight ally. They do this in their offices all over the world and recruit many allies in the process.



#### SUNGLASSES AT ACCENTURE

At the regular Friday afternoon drinks at the Amsterdam office, the Accenture LGBT network took the opportunity to talk to their colleagues about the importance of straight allies for LGBT workplace inclusion. It was a huge success, as 90 employees signed up right there! As a token of appreciation, they all received a pair of coveted pink Accenture



#### DAIMLER'S ETHICS CODE OF CONDUCT

Daimler 'Integrity Code' supports diversity and ensures equal treatment regardless of gender or sexual orientation, ethnic decent, age, etc. This code of conduct applies to everyone and all have to sign off on it. As a result, LGBT employees in difficult countries like Poland and Russia, have expressed feeling safer inside the Daimler office than outside



#### KPN'S PRIDE BOAT

In 2015, KPN looked for a way for people from around the world to experience the freedom we have in The Netherlands to celebrate Gay Pride. And so the 'Pride Boat' was born. The boat with KPN LGBT-employees and -allies sailed in the Amsterdam Canal Parade, while streaming the event in a 360-degrees view. With 67.984 people watching the live stream worldwide, it has not only created an immense publicity for KPN, but also solidified KPN's support of their LGBT-employees and the LGBT- community at large.



#### 5. AEGON'S VIRAL CAMPAIGN

For the 2015 National Coming Out Day Contest, Workplace Pride asked participants to spread the word about LGBT workplace inclusion as far and wide as possible over all offices. Aegon came up with the winning initiative. They created a selfie spot in the office, where employees could take their photo in front of an Aegon diversity poster. These images were placed on Aegon's Facebook page and were shared an astonishing 7.500 times. In addition, they also tweeted the Aegon diversity poster which reached another 14.500 people. A fantastic initiative, which could be followed with minimal effort by any organization using the available social media channels.



#### The Haque

#### The Hague International City of Peace and Justice Working towards a better world

The Hague is the international city of peace and justice. Here, every day, tens of thousands of people jointly pursue a more peaceful, just and secure world. They work in around 160 organisations, hundreds of companies and various knowledge centres. And also in the Peace Palace, the symbol of international justice for more than 100 years. The Hague is the place where conflicts are prevented and peacefully solved. It is, furthermore, the host city for international conferences and a meeting place for dialogue and debate. For everyone; both now and in the future.

DEN HAAG

www.thehague.nl

## The value of new horizons

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

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

PwC is a proud conference partner and we wish all participants of the conference a valuable day.





# THE DECLARATION of Amsterdam

### 19 MAJOR EMPLOYERS ARE STRIVING FOR:

- Inclusive corporate cultures where LGBT employees feel valued, can be their authentic selves and realize their full potential.
- Working environments for LGBT people that go beyond minimum legal requirements of equality.
- Active leadership from straight [heterosexual] allies and LGBT role models who visibly support LGBTinclusive workplaces.
- Dedicated, declared and active collaboration between employers and LGBT employees to realize mutually beneficial improvements.

# INTERESTED IN YOUR ORGANIZATION JOINING THE ENLIGHTENED FEW

Write to: info@workplacepride.org

#### **CALL TO ACTION:**

- 1. Employers must provide a safe, comfortable, equal opportunity workplace and promote authenticity for LGBT employees.
- Employers should work closely with and benefit from the knowledge of other parties (employee networks and NGOs) dealing with LGBT workplace issues to achieve improvements.
- Employers should identify and support leaders and decision-makers (LGBT and straight) that actively strive to create LGBT-inclusive working environments.
- LGBT employees should actively strive to be visible at work and collaborate with their employers on diversity and inclusion, leading the way for all employees.
- 5. LGBT employees should guide their employers on measures to support this declarations goal's and implementing best practices.
- 6. Employers and LGBT employees should create and support structures in the organization that ensure progress.
- 7. Employers should embed the Declaration's concepts in organizational principles, and include them explicitly in external communication such as Annual and Corporate Responsibility Reports.
- 8. Employers and employees should develop and establish measurements that identify the level and progress of LGBT inclusiveness within the organization and benchmark this externally.
- 9. Employers should dedicate a minimum of 1 euro per employee in the organization to support LGBT programs and Employee Resource Groups.
- 10. Organizations should visibly support the improvement of working environments for their LGBT employees in all the countries where they are active.

www.workplacepride.org



International platform for LGBT inclusion at work



# Looking into Intersex in the workplace.

The acronym LGBT stands for Lesbian, Gay, Bisexual and Transgender. Since a few years, some NGO's and organizations have also added the letter "I" for Intersex, a term that relates to a broad range of congenital physical traits or variations that lie between stereotypical ideals of male and female. Intersex people are born with physical, hormonal or genetic features that are neither wholly female nor wholly male, or a combination of both.

#### THE INTERSEX CONDITION

According to Pride in Diversity's employers guide to intersex inclusion, many forms of intersex exist. It is a spectrum or umbrella term, rather than a single category. At least 30 or 40 different variations are known to science. The genetic basis for every intersex variation is not known or well understood. Intersex also includes a range of developmental differences due to environmental factors. Some common intersex variations are diagnosed prenatally, some may be apparent at birth or become apparent at puberty, or even when trying to conceive, or just through random chance.

#### WHAT DOES IT MEAN TO BE INTERSEX IN THE WORKPLACE?

Workplace Pride has always been concerned with the emancipation and inclusion of lesbians, gays, bisexuals and transgender in the workplace. Intersex is a new target group the Foundation is currently exploring from a workplace perspective: How can Workplace Pride contribute to the wellbeing of intersex people at work? The issue at hand is a complex one. How an intersex person identifies depends on the individual. Every intersex person is different. Some are lesbian, gay or bisexual. However, most intersex people are heterosexual. So are the current standard policies and practices applicable to the inclusion of intersex people or are new guidelines required?

Workplace Pride believes that intersex falls under the umbrella of bodily diversity, and that intersex people have a shared experience of homophobia outside of 'sexual orientation' or 'gender identity'. The Foundation is currently doing its due diligence and studying the sparse available research on intersex in the workplace.

If you identify as intersex and want to share your workplace related experiences or if you have some insights on the subject, send us an email at info@workplacepride.org.

NOTES	





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