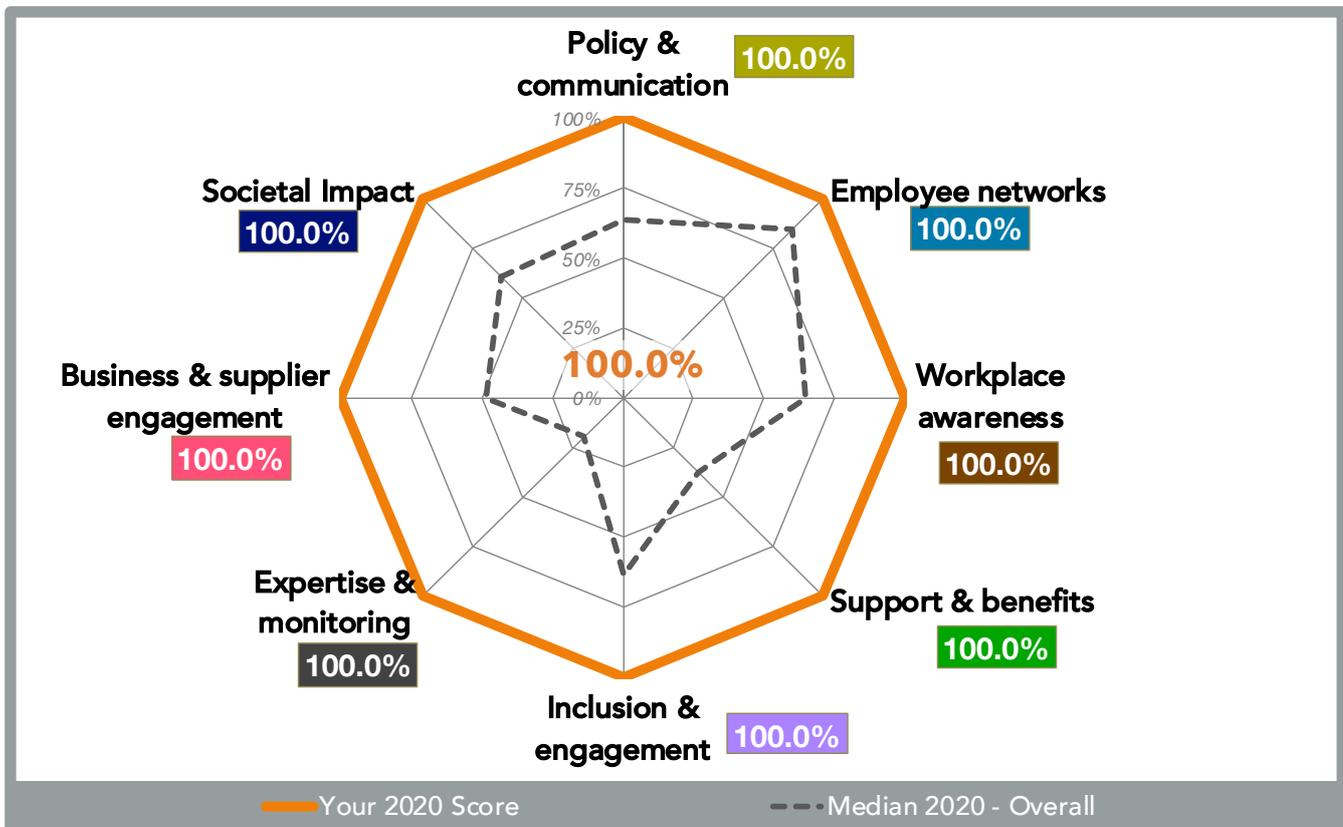**Toolkit:**

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 LGBTI 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 LGBTI workplace inclusion.

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

Radar chart showing all sections at 100.0%:
- Policy & communication: 100.0%
- Employee networks: 100.0%
- Workplace awareness: 100.0%
- Support & benefits: 100.0%
- Inclusion & engagement: 100.0%
- Expertise & monitoring: 100.0%
- Business & supplier engagement: 100.0%
- Societal Impact: 100.0%
- Overall: 100.0%

— Your 2020 Score   - - - Median 2020 - Overall

PC   Policy & Communication

scope of your LGBTI workplace equality policy, inclusiveness of formal communications, and measures taken to ensure policy compliance

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 implementation is structured (through diversity office/manager and formal training)
- There are ongoing efforts to ensure that all official docs and comms are inclusive (established feedback process and audit cycles).

EN   Employee Network

the existence and structure of LGBTI-employee networks, and the role the play with regard to the organization's objectives

You are strong in this area when ....

- Your LGBTI employee network has formally established roles and structure (e.g. chair, secretary, treasurer etc.)
- Leadership and HR are active in LGBTI Network leadership.
- Your LGBTI employee network 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 LGBTI Employee Network are the goals of your organizational as a whole.

WA   Workplace Awareness

how you raise awareness for LGBTI inclusion and the substance and target audience of (LGBTI) workplace diversity training

You are strong in this area when ....

- LGBTI inclusion and employee network are visible and are regularly included in your internal communication, recruiting materials and efforts and during introduction days.
- Your diversity training program includes LGBTI-specific content - e.g. importance of LGBTI inclusion to the organisation, LGBTI challenges (socially, professionally, legally), how to support and how to intervene when required
- Senior leadership, all employees (including new hires) and contractors all follow your diversity training program which is also available to partners and customers.
- You have a network of LGBTI Allies and role models that are actively involved in recruiting and introduction days.
- There is a formal mentoring/reverse-mentoring program for LGBTI employees

SB   Support & Benefits

your coming-out/transition support, (equal) benefits, and workplace safety for LGBTI-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 LGBTI employees with specific knowledge, compassion and empathy
- Travel policies account specifically for LGBTI employee safety concerns
- Employee benefits are explicitly inclusive for LGBTI employees, their partners and (rainbow) families, and a regular audit process ensures that they remain so.

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IE   Inclusion & Engagement

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

You are strong in this area when ....

- Your leaders actively support LGBTI inclusion and LGBTI initiatives and they express their support both within your organization and externally (publicly).
- There is a formal LGBTI ally program that informs and supports a growing network of allies throughout your organization.
- LGBTI 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 LGBTI employees to provide feedback and share concerns - including anonymous methods.
- Talent strategies in your organization include a view of LGBTI employees,

EM   Expertise & Monitoring

how you identify and monitor LGBT workplace diversity and and how you use sources of expertise and good practice

You are strong in this area when ....

- You ask your employees about LGBTI inclusion (e.g. through the employee network and via employee survey, other anonymous methods) in order to drive progress.
- LGBTI 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 LGBTI pipeline

Text

BE   Business & Supplier Engagement

the extent to which you profile youself as LGBTI-inclusive internally, with clients, customers and suppliers..

You are strong in this area when ....

- You ensure that your partners, suppliers and customers are LGBTI-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 LGBTI customers, and to support LGBTI businesses
- You proudly share your LGBTI-supportive image in the public domain.

SI   Societal Impact

the extent to which you are active beyond your organizational boundaries in helping drive positive change for the LGBTI community.

You are strong in this area when ....

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