

COMMUNITY BUSINESS



Creating Inclusive Workplaces for LGBT Employees in Asia

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Third Public Forum: Fight or Flight? An Analysis of the Social Effects and Impact of Legislation Against Discrimination on the Grounds of SO, GI and Intersex Status in Hong Kong



About Community Business



CR Strategy



Community Investment



Diversity & Inclusion



Work-Life Balance

To **lead**, **inspire** and **support** businesses to improve their positive impact on people and communities.

Community Business is a not-for-profit organisation focused on corporate responsibility and recognised as a thought leader on diversity and inclusion in Asia

- Established in 2003
- Working with leading companies in Asia to advance corporate responsibility
- Membership-based: Community Business (Hong Kong) Members, D&I in Asia Network (DIAN) Members, D&I in India Network Members



Pioneering LGBT Research and Resources

Publications: LGBT in Asia



June 2010
Resource Guide for Hong Kong



May 2012
Hong Kong Climate Study



October 2012
Resource Guide for India

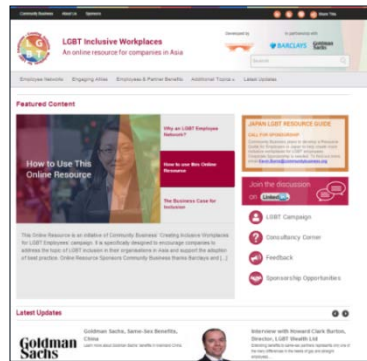


September 2013
Resource Guide for China



March 2014
Info Leaflet on LGBT in India – Post Supreme Court Ruling

LGBT Online Resource

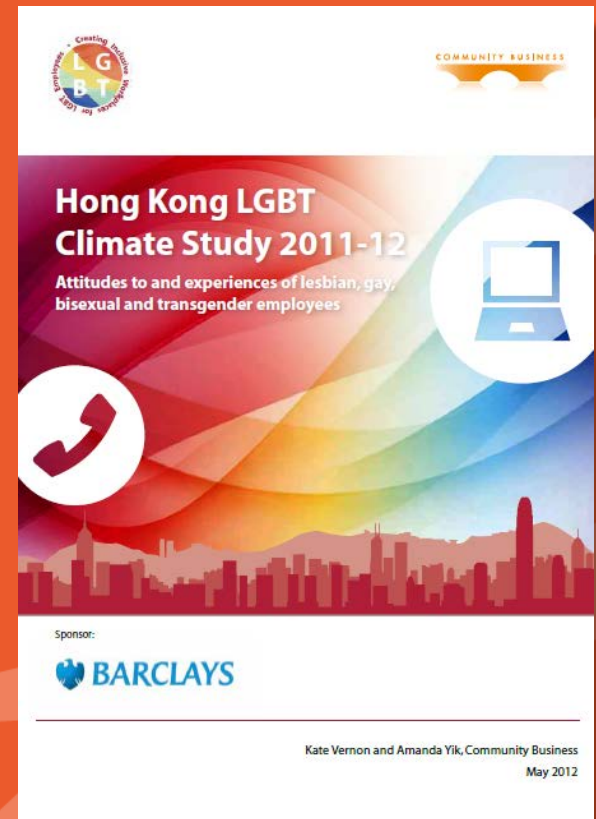


Hong Kong – LGBT Workplace Inclusion Index





Key Findings: LGBT Climate Study 2011-12





Survey Fieldwork



November 2011 – January 2012



**Representative
survey of working
population**

1,002



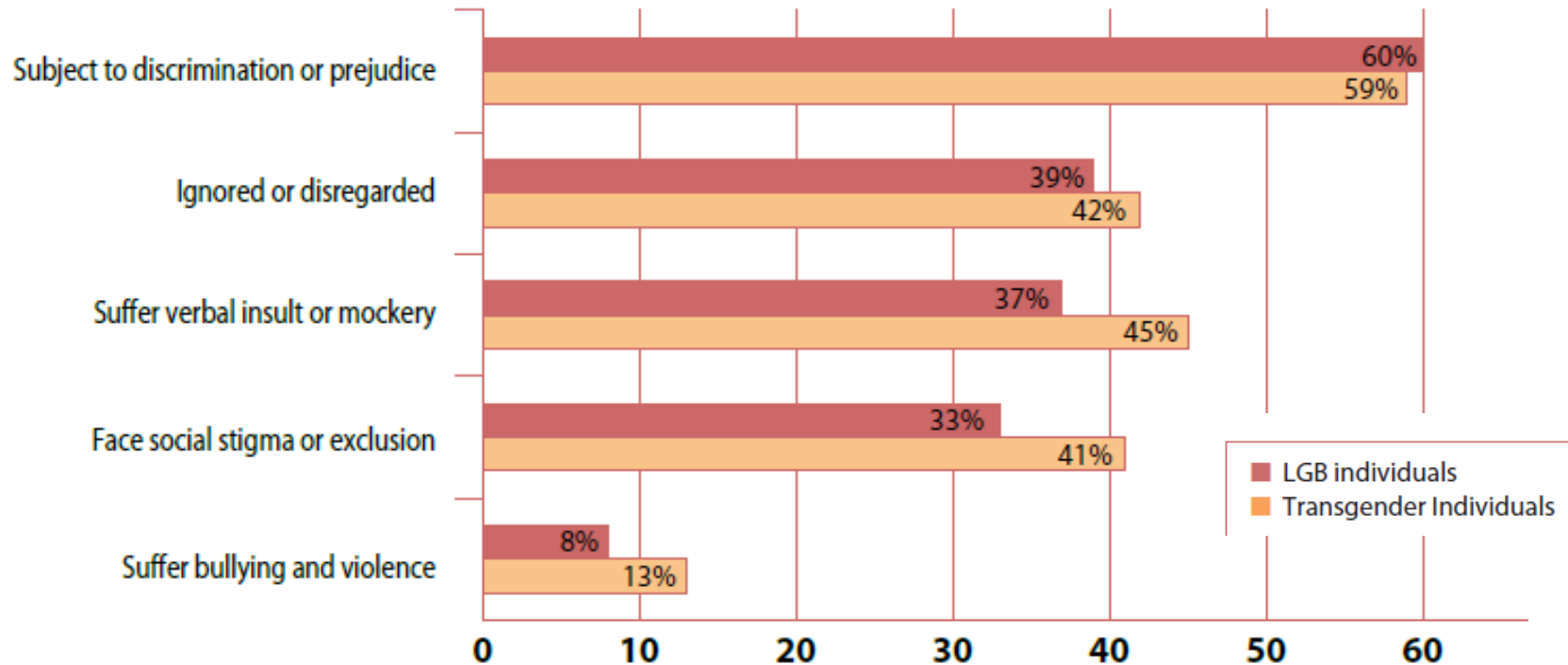
**Focused survey
of LGBT
employees**

626



Hong Kong ... Far From Inclusive

- Almost 80% of the Hong Kong working population think that LGBT individuals face discrimination or negative treatment

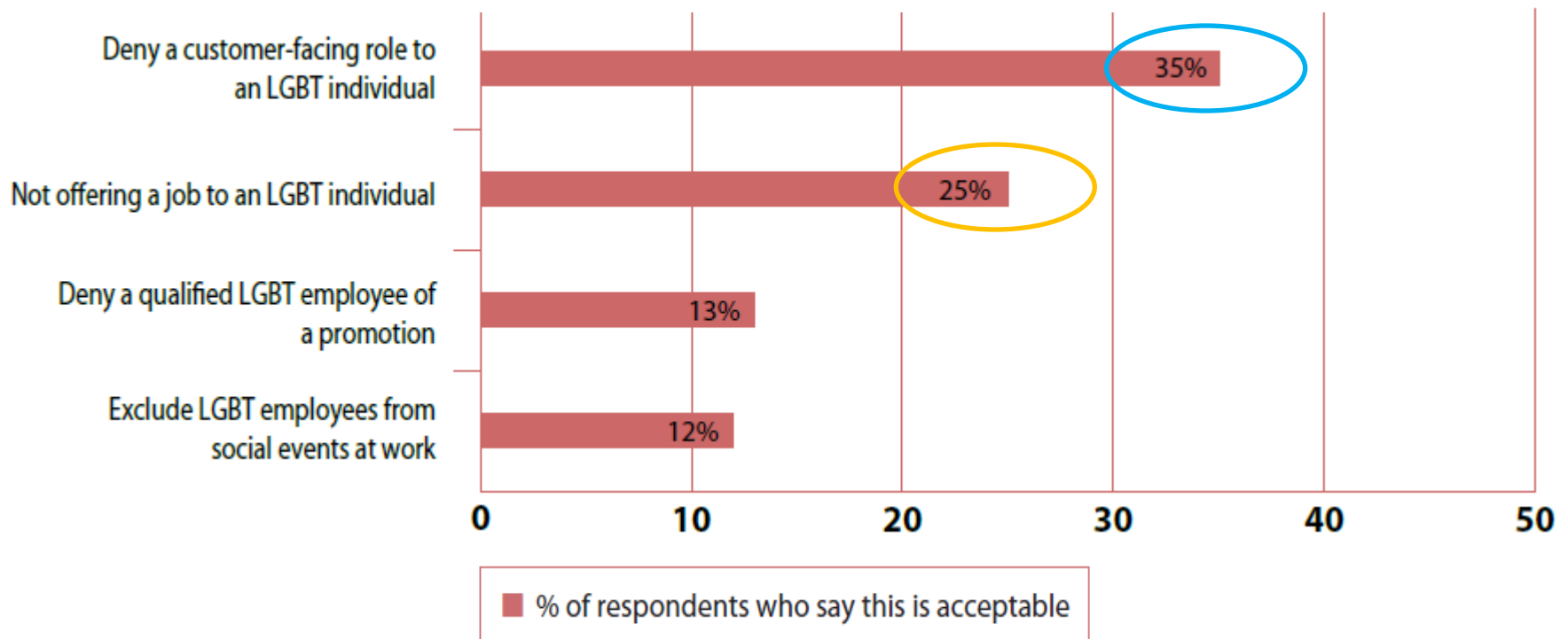




Hong Kong ... Far From Inclusive

- Discriminatory employment practices continue to be accepted by some people in Hong Kong

"How acceptable do you think each of the following situations is?"

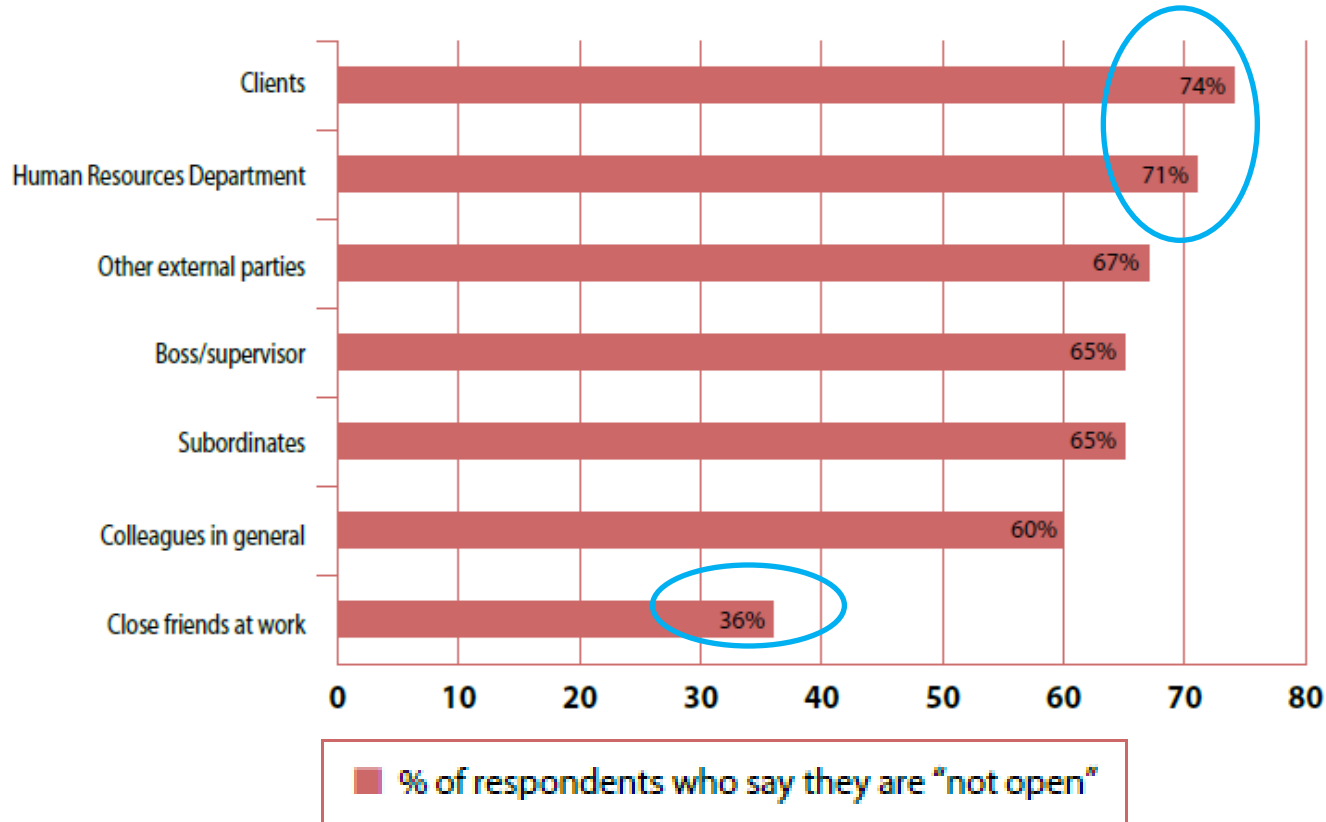




Majority of LGBT Employees Not Open at Work

- LGBT employees are least open with clients and HR

"To what extent are you open at work about your sexual orientation and/or gender identity?"





A Business Issue?

WHY?



A Business Issue?

Inclusive workplaces . . .

- ✓ Are free from stigma and bias
- ✓ Accept people for who they are
- ✓ Allow individuals to contribute their full potential

. . . are good for business



Productivity and Performance:

Inclusive
Workplace
for ALL
employees



63% of LGBT employees open in the workplace have established better workplace relationships & networks



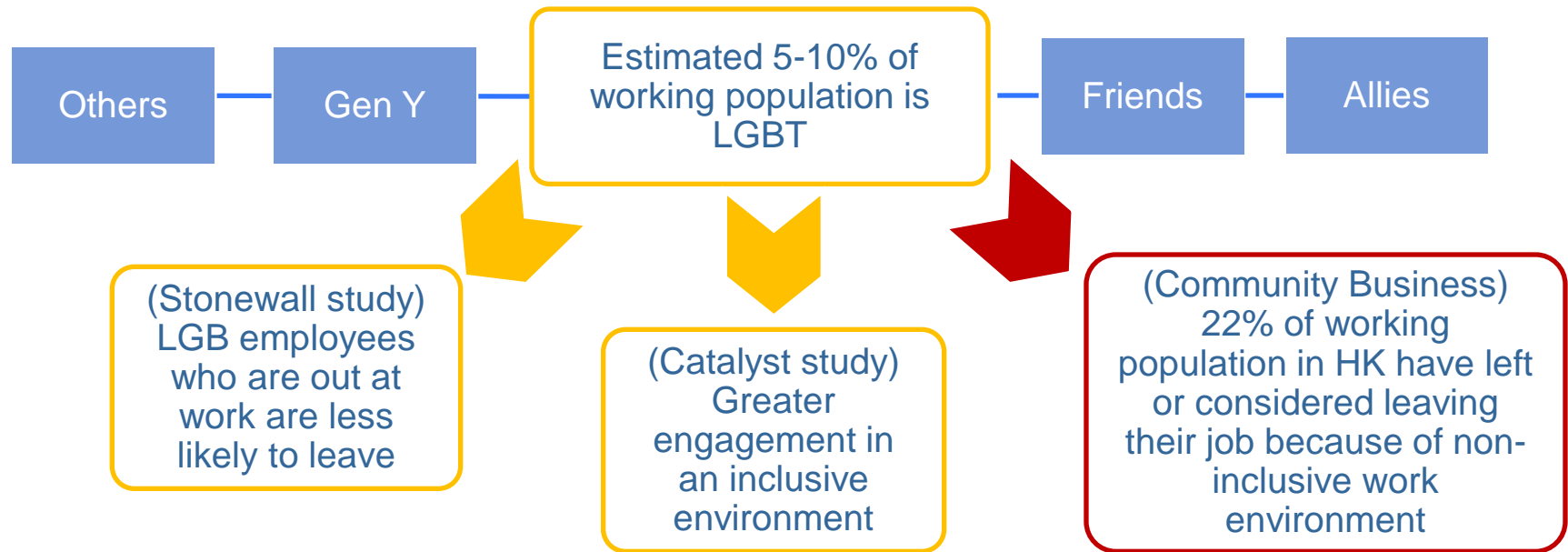
Increased workplace engagement scores from 7% to 16%



Increased productivity by 30%



Attraction and Retention:

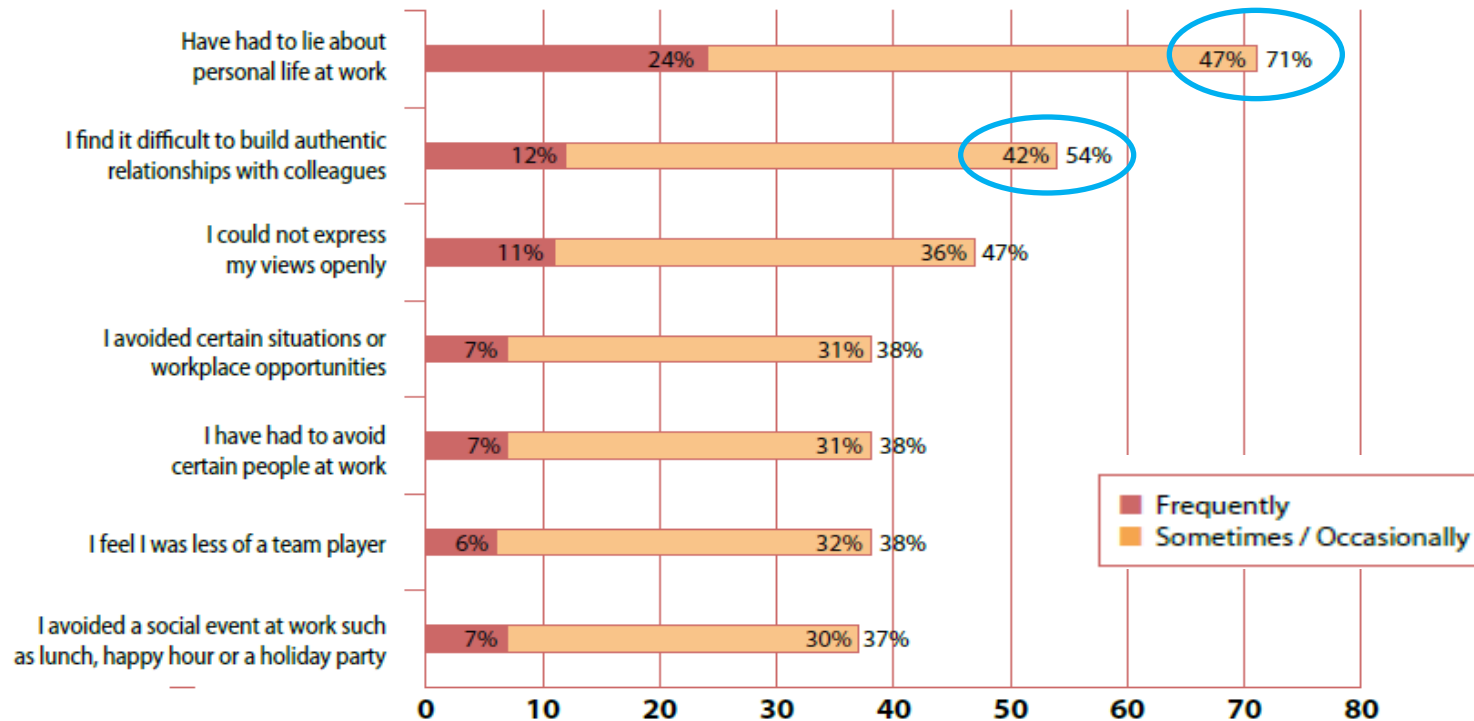




Non-Inclusive Workplaces are Bad for Business

- 85% of LGBT employees say a non-inclusive workplace has had a negative impact on them personally

“How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”

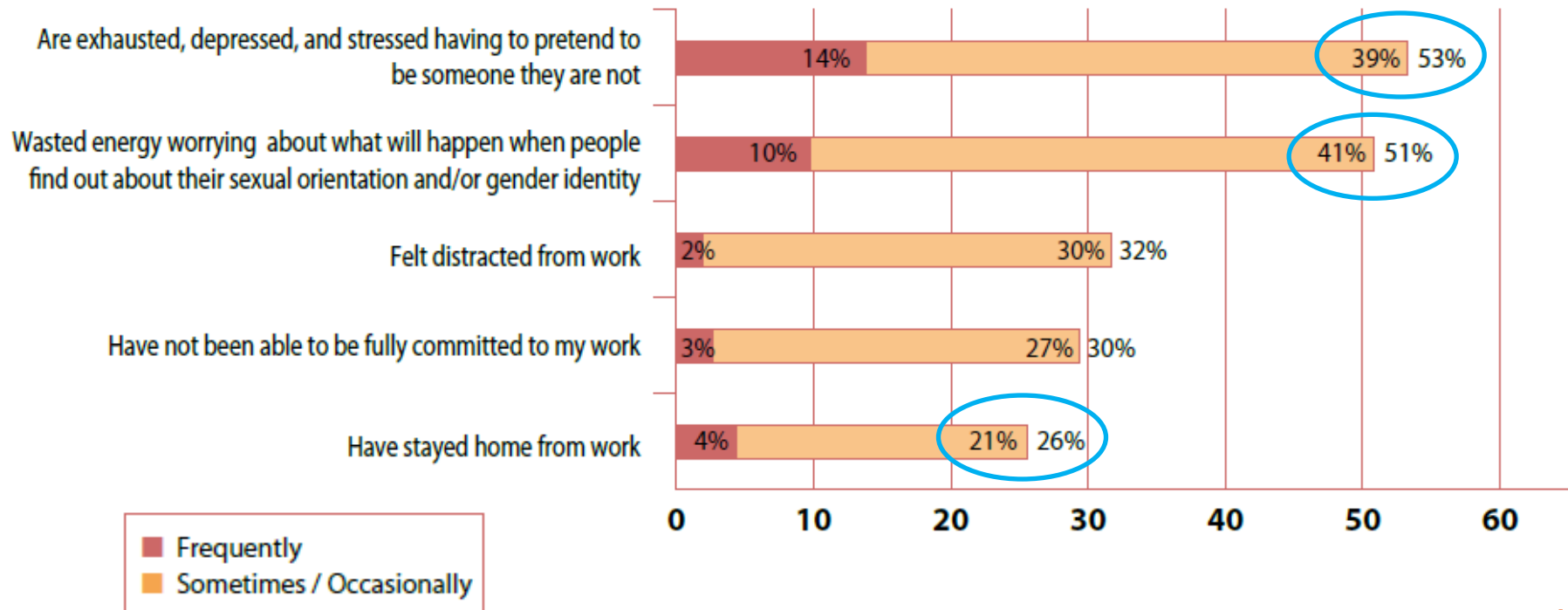




Non-Inclusive Workplaces are Bad for Business

- Reduce employee well-being and productivity

“How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”

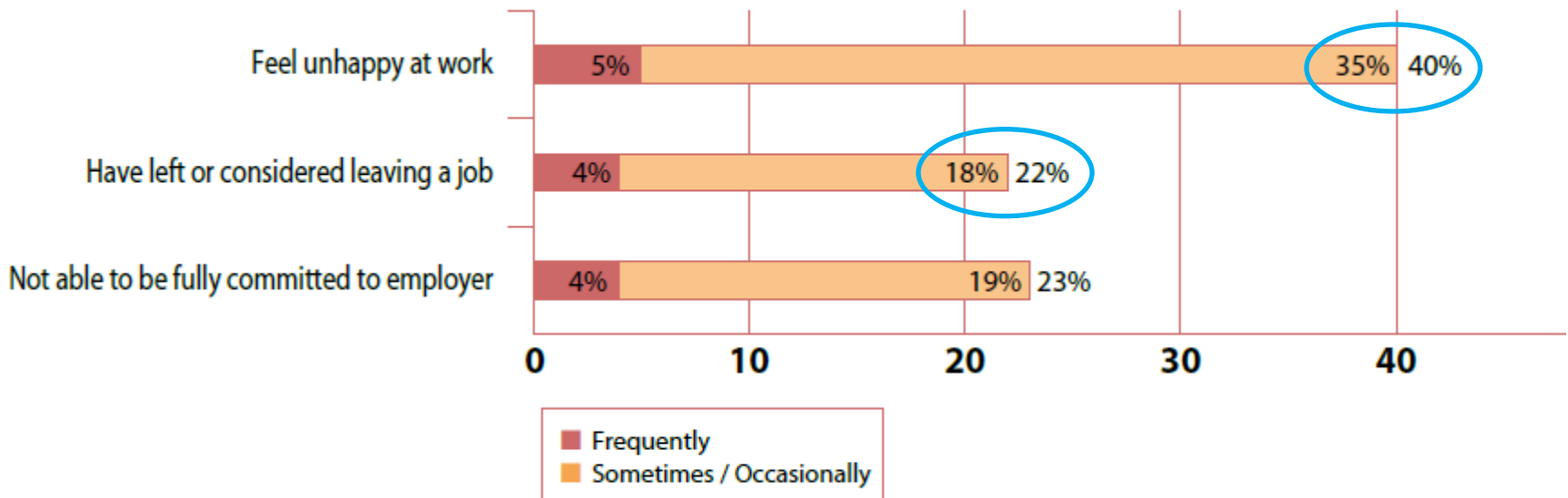




Non-Inclusive Workplaces are Bad for Business

- Negatively impact employee engagement and retention

“How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”

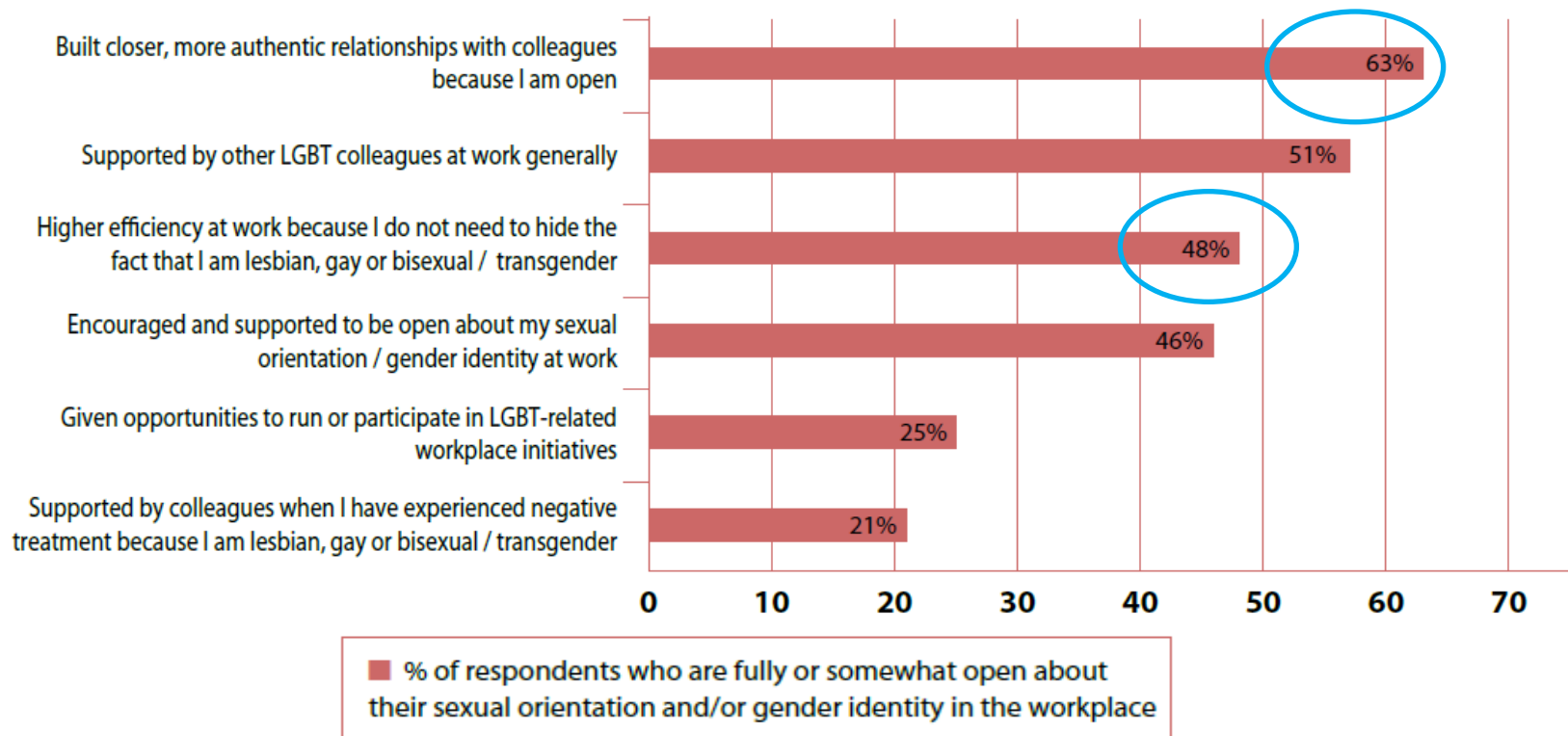




Inclusive Workplaces are Good for Business

- Improve business relationships and work efficiency

Figure 33: "Have you experienced any of the following positive treatment in the workplace because of your sexual orientation and/or gender identity?"





Recommendations

- Fall into 8 key categories:
 1. Equal Opportunity Policy
 2. Diversity Training
 3. Diversity Structure
 4. Benefits
 5. Corporate Culture
 6. Marketing Positioning
 7. Monitoring
 8. Community and Advocacy



- Illustrated with examples of good practice



Conclusion

- Discrimination is rife in Hong Kong
- Productivity and performance suffer as a result
- Legislation would likely only do the bare minimum
- Companies are encouraged to go beyond legislation to benefit from a diverse and inclusive workplace



Thank You

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