

Stonewall

ABOUT THIS RESOURCE

This resource is produced by Stonewall, a UK-based charity that stands for the freedom, equity and potential of all lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people.

At Stonewall, we imagine a world where LGBTQ+ people everywhere can live our lives to the full.

Founded in London in 1989, we now work in each nation of the UK and have established partnerships across the globe. Over the last three decades, we have created transformative change in the lives of LGBTQ+ people in the UK, helping win equal rights around marriage, having children and inclusive education.

Our campaigns drive positive change for our communities, and our sustained change and empowerment programmes ensure that LGBTQ+ people can thrive throughout our lives. We make sure that the world hears and learns from our communities, and our work is grounded in evidence and expertise.

To find out more about our work, visit us at www.stonewall.org.uk

Registered Charity No 1101255 (England and Wales) and SC039681 (Scotland)

Stonewall is proud to provide information, support and guidance on LGBTQ+ inclusion; working towards a world where we're all free to be. This does not constitute legal advice, and is not intended to be a substitute for legal counsel on any subject matter.



STONEWALL **TOP 100** EMPLOYERS

2020



HOW THE STONEWALL TOP 100 WORKS

The Stonewall Top 100 Employers list is compiled from the **Workplace Equality Index** – the UK's leading benchmarking tool for LGBT inclusion in the workplace. Completing the Workplace Equality Index is a voluntary, annual exercise which enables employers to measure, verify and improve their inclusion practice.

Organisations that enter the Index submit evidence detailing their LGBT practice across ten areas:

Policies and benefits: how the organisation audits, develops and communicates LGBT-inclusive policies and employee benefits

The employee lifecycle: how the organisation engages all employees on LGBT inclusion, from attraction and recruitment to retention, development and exit

LGBT employee network groups: how the activity of the organisation's network group contributes to LGBT inclusion in the organisation and beyond

Allies and role models: how the organisation empowers allies and role models to create change

Senior leadership: how the organisation engages and empowers senior leaders to create LGBT-inclusive workplaces

Monitoring: how the organisation collects and analyses data to improve the experiences of LGBT employees

Procurement: how the organisation engages their supply chain on LGBT inclusion

Community engagement: how the organisation demonstrates commitment to LGBT equality and creates change in the wider community

Clients, customers and service users: how the organisation engages and consults clients, customers, service users and partners around LGBT inclusion

Additional work: what additional, innovative work the organisation carries out to advance LGBT inclusion

Stonewall also seeks feedback directly from the organisations' employees who complete a confidential online questionnaire about their experiences in the workplace. This gives employers valuable feedback on their employees' experiences, knowledge and perceptions. This year 109,933 people completed the questionnaire.

Taking into account the submission evidence and the questionnaire responses, Stonewall experts then carefully mark, cross-check and rank the submissions. The 100 top scoring organisations – that also meet trans and bi score thresholds – earn a coveted place on the year's Top 100 Employers list.





FOREWORD

The Stonewall Workplace Equality Index is now in its sixteenth year, and 2020 is the biggest yet. An incredible 503 organisations entered this year, and I want to congratulate them all for their continued efforts to promote LGBT equality inside and outside the workplace.

The Workplace Equality Index has a remarkable reach, spanning the whole of the UK and a wide range of sectors, from local government to technology and healthcare to construction. The 2020 Top 100 list features an equally diverse range of regions and sectors, proving that – with strong values and leadership – all organisations have the ability to provide supportive environments for LGBT employees, service users and customers.

Each of our Top 100 employers has achieved an increasingly high standard of internal policy and practice, with extraordinary commitment and collaboration on display. Many have stepped up as determined advocates of LGBT equality by supporting campaigns like marriage equality in Northern Ireland. The impact that employers have when they stand up for their values can't be overstated.

This was also the first year we heard directly from more than 100,000 people about LGBT inclusion at work through our staff feedback questionnaire. This is a truly astonishing number – thank you to everyone who took the time to share their experiences. Your feedback will inform organisations' work for years to come.

The staff feedback showed encouraging results. More non-LGBT employees told us they support equality than in 2019, and 80 per cent of LGBT employees said that they feel able to be themselves at work. When it comes to seeking support at work, most LGBT employees said they would feel confident reporting homophobic, biphobic and transphobic bullying to their employers.

But the fight for equality is far from over. LGBT people continue to face discrimination in all walks of life, including in the workplace. This is especially true for trans people, who reported particularly high levels of workplace harassment and discrimination. Non-binary people, disabled LGBT people and LGBT people of colour were all less likely to feel confident in reporting homophobic, biphobic or transphobic bullying and harassment to their employer. More than half of trans respondents (65 per

cent) and bi respondents (73 per cent) told us that they don't feel confident disclosing their identity at work.

That's why this year we've asked employers to show their commitment to bi inclusion, and for the second year running we're celebrating a Bi-Inclusive Workplace of the Year. We hope that this award, alongside our Top Trans Employers list, will encourage all employers to make sure that trans and bi employees feel supported at work and to empower the rest of their workforce to become active and positive allies. We know that there's still more to do to create safe and welcoming environments for every single LGBT person, and we will continue to ask employers to step up as allies for every member of our diverse community.

Thank you again to everyone who took the time to submit to the Workplace Equality Index and to the award winners who have led the way with exceptional practice. Together – with your bold leadership – we can create a world where all LGBT people are accepted without exception.

**PAUL TWOCKOCK,
INTERIM CHIEF EXECUTIVE**



503

A RECORD 503
EMPLOYERS
SUBMITTED
TO THE 2020
WORKPLACE
EQUALITY INDEX

69

69% IS THE
AVERAGE
WORKPLACE
EQUALITY INDEX
SCORE FOR
THE TOP 100
EMPLOYERS

ENTRANTS
REPRESENTED
20 DIFFERENT
SECTORS
COLLECTIVELY

20

109,933

109,933
EMPLOYEES TOOK
PART IN THE
STAFF FEEDBACK
QUESTIONNAIRE

HIGHLIGHTS



Organisations entering the Index detail their LGBT practice across ten areas. Overleaf is a collection of best practice from each of these areas.

WHAT THE BEST EMPLOYERS DO

SECTION 1: POLICIES AND BENEFITS

UNIVERSITY OF SOUTH WALES GROUP

University of South Wales Group has robust policies in place to support employees who are transitioning. They provide clear and thorough information for staff, which is accessible in the form of FAQs on their intranet. The FAQs include details such as who they can contact for support, including contacts within HR, the LGBT+ network and external organisations.

They also offer an extensive checklist for HR and managers to ensure they are adequately supporting any member of staff who is transitioning. Actions include changing identification cards, records or documents as necessary; discussing how the member of staff would like their colleagues to be informed; how to maintain privacy and confidentiality; and much more.

USW have also ensured that their policies are fully inclusive for all LGBT staff, with gender-neutral language and explicit statements of inclusion across all documents.

SECTION 2: THE EMPLOYEE LIFECYCLE

NEWCASTLE CITY COUNCIL

Employer of the Year, Newcastle City Council, have worked to ensure that their practices are LGBT inclusive for all staff, at all stages of their employment. They've done particularly great work on recruitment, hosting an event for IDAHOBiT that gave the opportunity for the community to connect with LGBT-inclusive employers. At the event, their LGBT staff group co-chairs and Director of HR were present to talk to LGBT attendants about working for Newcastle City Council.

They've also utilised LGBT community events, such as Prides, to reach out to LGBT talent and encourage them to apply for roles within the council. Finally, they have a thorough, mandatory training programme for managers with recruitment responsibilities. This features sections on LGBT recruitment, to help management understand the barriers faced by LGBT jobseekers, and how to practice inclusive and fair recruitment.

SECTION 3: LGBT EMPLOYEE NETWORK GROUP

CITI

Citi Pride, one of our Highly Commended Networks, have undertaken a diverse and creative range of activities. They organised awareness-raising events like Bi 101 and Trans 101, with tailored content for their reception and hospitality teams designed to support them in providing inclusive services for guests and clients. They have also worked closely with local organisations, such as The Rainbow Project and Love Equality, in Northern Ireland to bring together politicians and local advocates in support of same-sex marriage.

They worked with other network groups, both internally and externally, to curate a range of outstanding events. This included working with the Gay Women's Network and with Citi's internal Women's Network on an exemplary panel event about LGBT+ women and non-binary people's experiences in the workplace.

They also ran a successful voguing workshop during Trans Awareness week to raise funds for a trans community group. This raised vital funds for the charity as well as engaging staff in a landmark part of LGBT history and culture.

If you are considering running a similar activity, to emphasise the history of voguing – which evolved out of African-American and Latinx ballroom culture – it could be run alongside a screening of a relevant programme, like Paris is Burning or the first episode of Pose. We also recommend donating any funds raised to a charity that specifically supports trans people of colour.

SECTION 4: ALLIES AND ROLE MODELS

ALLEN & OVERY LLP

Allen & Overy have been very successful in encouraging employees to step up as allies, with more than 700 registered allies globally. Allies can visibly show support for their LGBT colleagues by signing the 'Allies Walls' in the London and Belfast offices, as well as by using the rainbow mug and lanyard provided to them by the firm.

Allen & Overy provide written guidance and training available for all staff on the role of an ally, including specific trans allies training that covers relevant terminology, what transphobia looks like, and what we can do to step up as trans allies. While this training was delivered in the London and Belfast offices, it was also made available in video format to reach many more employees globally. Members of the firm's LGBT+ network, A&Out, have written and published two guidance notes titled "The T in LGBT+" and "The B in LGBT+" so allies can better understand how to support their bi and trans colleagues.

Allies also help organise events to raise awareness of LGBT+ inclusion, including a session titled "LGBT+ Families: How to talk to our kids at any age", and a talk by former Rugby international Gareth Thomas on mental health within the LGBT+ community.

SECTION 5: SENIOR LEADERSHIP

NORTHUMBERLAND COUNTY COUNCIL

Northumberland County Council's leadership have been instrumental in creating an LGBT-inclusive environment. Both at board and senior management levels, the leadership consistently communicates strong messages of LGBT inclusion, such as a statement of support for Bi Visibility Day. They actively role model LGBT-inclusive behaviour – with the Deputy Chief Executive speaking at an internal training day about her commitment to LGBT equality, being a trans ally and running in the Northumberland Pride 5k run. The Chief Fire Officer has spoken externally about the council's LGBT inclusion work and attended two Pride events.

They are also involved with the council's diversity and inclusion work, and recently reviewed and discussed a new Equality, Diversity and Inclusion Strategy at board meetings.

SECTION 6: MONITORING

PINSENT MASONS

Pinsent Masons, Employer of the Year in 2019, are thoroughly monitoring the sexual orientation and gender identity of their applicants and staff, and analysing that data to identify areas for improvement when it comes to inclusion. They ask separate questions on their monitoring forms about sexual orientation, gender, and trans identity, always including the option to self-describe for those who don't identify with the options offered in the survey. (For more guidance on inclusive monitoring questions, refer to our [monitoring guide](#)).

In the last 12 months, Pinsent Masons have not reported any critical concerns but they have recommended some further actions and analysis. For example, they'll be working on an internal initiative focusing on race and ethnicity, in order to identify barriers faced by BAME LGBT+ employees.

SECTION 7: PROCUREMENT

CHESHIRE FIRE AND RESCUE SERVICE

Cheshire Fire and Rescue Service work closely with their suppliers to monitor LGBT inclusion in their procurement practice. They scrutinise diversity and equality policies and training for all potential contractors, and work with existing contractors to help them meet their standards of inclusion. They recently carried out a supplier diversity audit to assess whether their suppliers meet their equality, diversity and inclusion standards.

The audit included looking at the policies, training, and equality monitoring processes suppliers had in place. Based on the outcomes of this audit, they contacted several suppliers to offer support and best practice suggestions. They also encourage their suppliers to get involved in their community outreach initiatives – for example, their suppliers participated in local Prides with the service in support of their 'Smoke doesn't discriminate' campaign.

SECTION 8: COMMUNITY ENGAGEMENT

VODAFONE

Vodafone have demonstrated a clear commitment to LGBT community outreach and supporting community groups. They regularly make their meeting spaces and video conferencing facilities available to community groups that need them. For example, they recently partnered with MicroRainbow to provide CV workshops to LGBT+ refugees and asylum seekers in London.

They have also sponsored Pride events, including the first ever Bi Pride, which took place in London last year. During Pride season this year, they utilised their unique advantage of having retail stores in every area of the country – 89 of their retail stores were equipped with 'Pride in a Box', a toolkit helping them to celebrate their local Prides in-store.

SECTION 9: CLIENTS, CUSTOMERS AND SERVICE USERS

SKILLS DEVELOPMENT SCOTLAND

Skills Development Scotland have been monitoring the experiences of their LGBT service users and making changes according to their findings. They recently reviewed an LGBT customer's journey through their services and, following this, developed an Equality Action Plan. This identified further activity required to pinpoint and tackle barriers to access for customers based on protected characteristics, including LGBT customers.

They then decided on next steps, such as creating a section on their intranet featuring the information their employees need for supporting LGBT customers, including respectful terminology. There was also a thorough consultation involving key partners and their Equality Advisory Group to ensure that any actions taken were as helpful as possible.

EMPLOYER OF THE YEAR 2020



Newcastle City Council first became a Top 100 employer in 2005 and have been the highest-ranking local authority for the last three years. The council is committed to its values of equality and fairness, priding itself as 'being open and inclusive without exception' for its 5,000 employees and wider community. It has demonstrated this commitment by embedding LGBT inclusion throughout the council, from employee policies, to recruitment practices, to internal communications.

The council leads the way in its support for trans staff, service users and communities, working closely with local trans organisations to raise awareness of trans experiences. In November 2019, the council collaborated with the NHS and other regional stakeholder partners on a ground-breaking conference which improved understanding of the needs of trans people, and particularly the needs of the local trans community.

Its active LGBT staff network group runs a reverse mentoring scheme for senior leaders, helping them to better understand the lived experiences of LGBT staff. The network also provides confidential support to LGBT staff and consistently offers constructive feedback to the council on issues of LGBT inclusion.

The group, alongside its growing network of allies, has led a wide range of community engagement activities over the last year. This included a '7 days of Pride' campaign in the run-up to Pride Newcastle, as well as events for Bi Visibility Day, the International Day Against Homophobia, Biphobia and Transphobia (IDAHoBiT), and Trans Day of Remembrance.

The network has consistently engaged with diverse communities across the city, raising awareness of intersectionality and bringing together LGBT people of faith, LGBT people of colour and LGBT people with disabilities.

The council also benefits from strong visible support from senior leaders across the organisation. Every opportunity is taken by council leaders, directors and senior managers to be vocal in their support of LGBT communities.

Newcastle City Council is a champion of change and acceptance, working to ensure everyone feels part of the city of Newcastle, regardless of their sexual orientation or gender identity.



NEWCASTLE CITY COUNCIL



GENTOO GROUP



CHESHIRE FIRE AND RESCUE SERVICE



PINSENT MASONS



MINISTRY OF JUSTICE



GSK



CITI



NATIONAL ASSEMBLY FOR WALES



WELSH GOVERNMENT



CARDIFF UNIVERSITY

TOP 100 EMPLOYERS 2020

11 THE UNIVERSITY OF SHEFFIELD
=12 BAKER MCKENZIE
=12 SKILLS DEVELOPMENT SCOTLAND
=12 TRAVERS SMITH
15 SLAUGHTER AND MAY
16 CENTRAL AND NORTH WEST LONDON NHS
FOUNDATION TRUST
17 HOGAN LOVELLS
18 HOME GROUP
=19 CLIFFORD CHANCE
=19 VODAFONE
21 YOUTH SPORT TRUST
=22 ALLEN & OVERY LLP
=22 GREATER LONDON AUTHORITY
24 UNIVERSITY OF SOUTH WALES GROUP
=25 INTELLECTUAL PROPERTY OFFICE
=25 VICTIM SUPPORT
27 CREDIT SUISSE
=28 BANK OF AMERICA
=28 SKY UK
=30 BARCLAYS
=30 DEPARTMENT FOR INTERNATIONAL TRADE
=30 DWF
33 MACQUARIE

34 NORTHUMBERLAND COUNTY COUNCIL
=35 CHANNEL 4
=35 ENVIRONMENT AGENCY
=35 EVERSHEDS SUTHERLAND LLP
=35 FINANCIAL OMBUDSMAN SERVICE
39 BETSI CADWALADR UNIVERSITY HEALTH BOARD
=40 ATOS
=40 DE MONTFORT UNIVERSITY
=40 TEESIDE UNIVERSITY
=40 THE NEWCASTLE UPON TYNE
HOSPITALS NHS FOUNDATION TRUST
44 TOUCHSTONE
45 AVIVA
46 MOODY'S
=47 SWANSEA UNIVERSITY
=47 THE UNIVERSITY OF MANCHESTER
=49 KPMG UK
=49 YORK ST JOHN UNIVERSITY
=51 NHS BUSINESS SERVICES AUTHORITY
=51 TAYLOR WESSING LLP
53 THOUGHTWORKS
54 NOTTINGHAM CITY HOMES
=55 CAPGEMINI UK
=55 LEIGH DAY

=57 RIVERSIDE
=57 UNIVERSITY OF ESSEX
=59 DENTSU AEGIS NETWORK
=59 FINANCIAL CONDUCT AUTHORITY
=59 JLL
=62 LEEDS CITY COUNCIL
=62 LINKLATERS LLP
=64 FUJITSU SERVICES
=64 HOUSE OF LORDS
=64 MAYER BROWN INTERNATIONAL LLP
=64 THE HOME OFFICE
=68 NOTTINGHAMSHIRE COUNTY COUNCIL
=68 SUSSEX POLICE
70 BURY COUNCIL
71 SAINSBURY'S
=72 HOMES ENGLAND
=72 UNIVERSITY OF THE ARTS LONDON
74 IRWIN MITCHELL LLP
75 OLIVER WYMAN
=76 ENTERPRISE RENT-A-CAR
=76 UNIVERSITY OF OXFORD
78 GOVERNMENT LEGAL DEPARTMENT
79 COLEG Y CYMOEDD

=80 CHESHIRE CONSTABULARY
=80 PEARSON
82 THE BRITISH ARMY
=83 L&Q
=83 LEICESTERSHIRE COUNTY COUNCIL
85 CROWN OFFICE AND PROCURATOR FISCAL SERVICES
86 HOUSE OF COMMONS
87 AON
88 MI6
89 UNIVERSITY OF ROEHAMPTON
=90 LANCASHIRE CONSTABULARY
=90 ROYAL AIR FORCE
=90 SHEFFIELD CITY COUNCIL
=93 LEICESTERSHIRE POLICE
=93 RHONDDA CYNON TAF COUNCIL
=93 SOLICITORS REGULATION AUTHORITY
=93 ST MUNGO'S
=93 UNIVERSITY OF READING
=93 UNIVERSITY OF THE WEST OF ENGLAND,
BRISTOL
99 DERBYSHIRE FIRE & RESCUE SERVICE
100 PUBLIC HEALTH WALES

CONSUMER GOODS AND RETAIL

SAINSBURY'S	71
ENTERPRISE RENT-A-CAR	76

DEFENCE AND SECURITY

THE BRITISH ARMY	82
MI6	88
ROYAL AIR FORCE	90

EDUCATION

CARDIFF UNIVERSITY	10
THE UNIVERSITY OF SHEFFIELD	11
UNIVERSITY OF SOUTH WALES GROUP	24
DE MONTFORT UNIVERSITY	40
TEESSIDE UNIVERSITY	40
SWANSEA UNIVERSITY	47
THE UNIVERSITY OF MANCHESTER	47
YORK ST JOHN UNIVERSITY	49
UNIVERSITY OF ESSEX	57
UNIVERSITY OF THE ARTS LONDON	72
UNIVERSITY OF OXFORD	76
COLEG Y CYMOEDD	79
PEARSON	80
UNIVERSITY OF ROEHAMPTON	89
UNIVERSITY OF READING	93
UNIVERSITY OF THE WEST OF ENGLAND, BRISTOL	93

EMERGENCY SERVICES

CHESHIRE FIRE AND RESCUE SERVICE	3
SUSSEX POLICE	68
CHESHIRE CONSTABULARY	80
LANCASHIRE CONSTABULARY	90
LEICESTERSHIRE POLICE	93
DERBYSHIRE FIRE & RESCUE SERVICE	99

ENERGY AND MANUFACTURING

GSK	6
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FINANCIAL SERVICES

CREDIT SUISSE	27
BARCLAYS	30
MACQUARIE	33
FINANCIAL OMBUDSMAN SERVICE	35
MOODY'S	46
FINANCIAL CONDUCT AUTHORITY	59

GOVERNMENT

MINISTRY OF JUSTICE	5
NATIONAL ASSEMBLY FOR WALES	8
WELSH GOVERNMENT	9
SKILLS DEVELOPMENT SCOTLAND	12
INTELLECTUAL PROPERTY OFFICE	25
DEPARTMENT FOR INTERNATIONAL TRADE	30
ENVIRONMENT AGENCY	35
HOUSE OF LORDS	64
THE HOME OFFICE	64
GOVERNMENT LEGAL DEPARTMENT	78
CROWN OFFICE AND PROCURATOR FISCAL SERVICES	85
HOUSE OF COMMONS	86

TOP 100 BY SECTOR

HEALTH AND SOCIAL CARE

CENTRAL AND NORTH WEST LONDON NHS FOUNDATION TRUST	16
BETSI CADWALADR UNIVERSITY HEALTH BOARD	39
THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST	40
NHS BUSINESS SERVICES AUTHORITY	51
PUBLIC HEALTH WALES	100

HOUSING

GENTOO GROUP	2
HOME GROUP	18
NOTTINGHAM CITY HOMES	54
RIVERSIDE	57
L&Q	83

INSURANCE

AVIVA	45
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INVESTMENT BANKING AND ASSET MANAGEMENT

CITI	7
BANK OF AMERICA	28

LEGAL

PINSENT MASONS	4
BAKER MCKENZIE	12
TRAVERS SMITH	12
SLAUGHTER AND MAY	15
HOGAN LOVELLS	17
CLIFFORD CHANCE	19
ALLEN & OVERY LLP	22
DWF	30
EVERSHEDS SUTHERLAND LLP	35
TAYLOR WESSING LLP	51
LEIGH DAY	55
LINKLATERS LLP	62

LEGAL (CONT.)

MAYER BROWN INTERNATIONAL LLP	64
IRWIN MITCHELL LLP	74
SOLICITORS REGULATION AUTHORITY	93

LEISURE, ARTS AND MEDIA

SKY UK	28
CHANNEL 4	35
DENTSU AEGIS NETWORK	59

LOCAL GOVERNMENT

NEWCASTLE CITY COUNCIL	1
GREATER LONDON AUTHORITY	22
NORTHUMBERLAND COUNTY COUNCIL	34
LEEDS CITY COUNCIL	62
NOTTINGHAMSHIRE COUNTY COUNCIL	68
BURY COUNCIL	70

LOCAL GOVERNMENT (CONT.)

LEICESTERSHIRE COUNTY COUNCIL	83
SHEFFIELD CITY COUNCIL	90
RHONDDA CYNON TAF COUNCIL	93

PROFESSIONAL SERVICES

KPMG UK	49
CAPGEMINI UK	55
OLIVER WYMAN	75
AON	87

PROPERTY, ENGINEERING AND CONSTRUCTION

JLL	59
HOMES ENGLAND	72

TECHNOLOGY

VODAFONE 19

ATOS 40

THOUGHTWORKS 53

FUJITSU 64

THIRD SECTOR

YOUTH SPORT TRUST 21

VICTIM SUPPORT 25

TOUCHSTONE 44

ST MUNGO'S 93

WORK WITH STONEWALL

Our Diversity Champions Programme offers tailored support through a dedicated client account manager as well as access to our library of best practice resources.

Find out more at the end of the report.



TOP TRANS EMPLOYERS LIST

Trans employees face distinct challenges in the workplace. These can range from inadequate support transitioning, to direct discrimination and harassment. Stonewall's Top Trans Employers represent the organisations that received the highest scores in the Workplace Equality Index for creating trans-inclusive workplaces.

EXAMPLES OF TRANS-SPECIFIC WORK:

- Does the organisation provide support and guidance to individuals who are transitioning while in their workplace, and to their managers?
- Does the organisation enable non-binary employees to be recognised on workplace systems?
- Does the organisation communicate trans-specific events such as Trans Day of Visibility?
- Does the organisation profile trans people in employee communications?
- Do senior leaders send strong messages about their commitment to trans equality?
- Does the organisation offer practical support to trans community groups and events?

AVIVA
BURY COUNCIL
CARDIFF UNIVERSITY
CHANNEL 4
CHESHIRE FIRE AND RESCUE
SERVICE
CITI
DEPARTMENT FOR
INTERNATIONAL TRADE
GENTOO GROUP
HOMES ENGLAND
JLL
LEIGH DAY

NEWCASTLE CITY COUNCIL
PINSENT MASONS
SKILLS DEVELOPMENT
SCOTLAND
THE UNIVERSITY OF
SHEFFIELD
TRAVERS SMITH
UNIVERSITY OF SOUTH WALES
GROUP
VICTIM SUPPORT
WELSH GOVERNMENT
YORK ST JOHN UNIVERSITY

85%

HAD WORK-RELATED GUIDANCE FOR MANAGERS ON HOW TO SUPPORT AN EMPLOYEE WHO IS TRANSITIONING

88%

OF LGBT EMPLOYEE NETWORK GROUPS HAD HELD A TRANS EQUALITY AWARENESS RAISING EVENT

70%

HAD A POLICY EXPLICITLY BANNING DISCRIMINATION ON THE GROUNDS OF GENDER IDENTITY AND GENDER EXPRESSION

59%

HAD PROFILED NON-BINARY PEOPLE IN EMPLOYEE COMMUNICATIONS

85%

ENABLED NON-BINARY EMPLOYEES TO HAVE THEIR IDENTITIES RECOGNISED ON WORKPLACE SYSTEMS

49%

HAD INCLUSIVE GUIDANCE ON FACILITIES AND DRESS CODE FOR NON-BINARY EMPLOYEES

94%

HAD SUPPORTED ALL CIS EMPLOYEES (INCLUDING LESBIAN, GAY AND BI EMPLOYEES) TO BECOME TRANS ALLIES THROUGH TRAINING, PROGRAMMES AND RESOURCES

72%

HAD WORK-RELATED GUIDANCE FOR EMPLOYEES ON HOW TO SUPPORT A COLLEAGUE WHO IS TRANSITIONING

14%

HAD PROFILED TRANS ROLE MODELS FROM THEIR SENIOR MANAGEMENT TEAM

This is a snapshot of trans inclusion practice across all the Top 100 employers.

TRANS INCLUSION OVERVIEW



HIGHLY COMMENDED NETWORK GROUPS

LGBT Employee Network Groups are hugely important to creating inclusive workplaces. The following organisations achieved the highest scores in the Employee Network Group section of the Workplace Equality Index.

ATOS
BAKER MCKENZIE
BARCLAYS
CHESHIRE CONSTABULARY
CHESHIRE FIRE AND RESCUE
SERVICE
CITI
CREDIT SUISSE
DE MONTFORT UNIVERSITY
FINANCIAL OMBUDSMAN SERVICE
HOGAN LOVELLS
HOME GROUP
INTELLECTUAL PROPERTY OFFICE
IRWIN MITCHELL LLP
L&Q
LEIGH DAY

MACQUARIE
MINISTRY OF JUSTICE
MOODY'S
NATIONAL ASSEMBLY FOR WALES
NEWCASTLE CITY COUNCIL
NORTHUMBERLAND COUNTY
COUNCIL
OLIVER WYMAN
PINSENT MASONS
ROYAL AIR FORCE
SKY UK
THE HOME OFFICE
UNIVERSITY OF ROEHAMPTON
VODAFONE
WELSH GOVERNMENT



Having positive role models in your life gives you hope. I was and still am inspired by my own role models. I hope to encourage people to be the change they want to see.



LAILA EL-METOU TOWER HAMLETS COUNCIL

Laila El-Metoui is an education consultant, specialising in social inclusion programmes and Further Education provision.

While managing the Welcome to Tower Hamlets project for new migrants and refugees, Laila revived four staff networks (Women, BAME, Disabilities and LGBT+). She was also Co-chair of Tower Pride (the Tower Hamlet Council's LGBTQIA+ and friends staff network) during this time, helping to grow the network from a handful of people to over 100 members. She refreshed the terms of reference, gained formal corporate sponsorship, and proactively sought out more trans (including non-binary) and bi representation within the network, as well as increasing collaboration with other staff networks at Tower Hamlets Council.

Outside her network activities, Laila helped establish the first pan-London LGBT forum for London councils, bringing together over 30 local authorities. She regularly speaks at community events and publishes Further Education LGBT inclusion resources, including for the [Rainbow Pilgrims](#) and [Twilight People](#) projects.

LESBIAN ROLE MODEL OF THE YEAR

Over the last three years I've been able to create an LGBTQ+ network group, had a company-wide impact on policies, people and processes, and I've been involved in the creation of an LGBTQ+ Allies programme. Knowing we have a more inclusive workplace now not only makes me proud of this accomplishment and award, but also proud to work for Severn Trent.



CARL EDWARDS SEVERN TRENT

Carl Edwards is a Design Technician at Severn Trent. He founded the LGBT+ network at Severn Trent in 2017 and took the bold step to share his personal coming out story with his whole company on National Coming Out Day.

Since setting up the network, Carl has worked tirelessly to increase LGBT inclusion in his workplace. He has personally reviewed all key policies to ensure they are LGBT inclusive, created a trans inclusion guide, and worked with the Employee Assistance Programme to ensure they provide LGBT support and advice. He also influenced senior leaders to make LGBT inclusion a priority, joining the Diversity Champions programme, and has facilitated internal and external LGBT+ coffee mornings.

Outside the office, Carl led and co-ordinated Severn Trent's attendance at the Birmingham and Coventry Pride events, and outside work, he has set up an LGBTQ+ Inclusive rugby team, the Coventry Corsairs RFC, with his friend.

GAY ROLE MODEL OF THE YEAR

I'm proud of playing a visible role in the NICS' Trans Policy and Transitioning at Work Guide and engaging directly with colleagues who had questions around it. The NICS is the largest employer in Northern Ireland and getting to speak about this work to 23,000 colleagues was a landmark in my career.

“



RICKI KETTLE

NORTHERN IRELAND CIVIL SERVICE

Ricki Kettle works in Equality and Staff Support Services at the Northern Ireland Civil Service.

As an active member of the LGBT Staff Network's steering group, she has had a pivotal role in working with the network and the Service more broadly to ensure that the needs of trans staff are met. She was a key player in the launch of the NICS' trans policy and transitioning at work guide. She is also a member of the NICS Stonewall Steering Group, which involves completing their Stonewall Workplace Equality Index submission and pinpointing potential areas for improvement.

Outside the office, Ricki led the network's representation at the first Trans Pride march in Belfast and volunteered at NICS' stall at UK Pride 2019, helping to promote careers in NICS. Outside work, she provides practical help to people transitioning, and most recently volunteered to assist young trans people experiencing homelessness.

**TRANS
ROLE MODEL
OF THE YEAR**



One of the greatest privileges I have is providing high standard emergency care to people of all races, social backgrounds, sexualities and gender identities at Barts Health NHS Trust. As allies we can and must promote and protect the rights of our friends, colleagues, and family. I am both overwhelmed and delighted to be receiving an award for something I care so deeply about.

”

DR SARAH PERKIN

NEWHAM UNIVERSITY HOSPITAL

Dr Sarah Perkin is a consultant at Newham A&E Department in London. A non-LGBT ally, Sarah was integral to the creation of the Royal London A&E LGBTQ+ group, which was founded in August 2018.

Since then, the group has provided staff training on issues such as mental health in the LGBT community, chemsex, and trans awareness. As an Education Fellow at the Royal London, she ran several LGBT-specific trainings for staff, which encouraged discussion and raised awareness around trans people and LGBT victims of domestic violence. Sarah then wrote a follow-up resource that colleagues could use in real-time situations.

Sarah has proactively worked to create a ‘diversity door’ in A&E – a resource featuring information about LGBT patients, referral pathways and more. She also organised a three-hour awareness-raising session about trans identities, which was open to all staff and featured a guest speaker from Gendered Intelligence.

ALLY OF THE YEAR

Senior leaders need to take an active role in delivering diversity at work, setting the culture and supporting staff to allow them to bring their whole selves to work. That’s how we can make sure that people are able to achieve their full potential. Being a visible senior role model in this area is quite simply the right thing to do. I’m very proud that the Scottish Parliament’s SPOut network, and my role within that, has been recognised by Stonewall.

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TRACEY WHITE

SCOTTISH PARLIAMENT

Tracey White is a member of the Scottish Parliament’s Leadership Group and heads up the Chamber, Reporting and Broadcasting Offices.

She is ‘Leadership Group Champion’ of SPOut (the Scottish Parliament’s LGBT network) and has been a visible ally in that role. Tracey was the first Leadership Group member to wear her rainbow lanyard around Parliament and one of the first senior clerks to wear it in the chamber. Tracey also contributed to SPOut’s LGBT History Month video, which was distributed across the Parliament, and has actively supported the network group to secure funding for conferences, events, pride marches and materials.

Tracey has consistently encouraged and supported SPOut members. She’s become a mentor to many members of the SPOut steering group and has shown exemplary leadership during her time as Champion, identifying opportunities for the group and helping it negotiate various challenges.

SENIOR CHAMPION OF THE YEAR



DWF

DWF has made bi visibility and acceptance a key tenet of their LGBT inclusion work over the past year. They supported four UK Prides over summer and ensured that Bi Pride flags were available to attendees, and allies were encouraged to collect Bi Pride flags during DWF's Ally Challenge in August.

In May, their Leeds office hosted a Bi Inclusion Seminar open to all, which covered biphobia and bi discrimination, and building bi-inclusive workplaces. This fantastic work is complemented by policies that are fully bi inclusive and Dignity at Work documents that explicitly refer to biphobia.

There has been lots of activity at DWF to mark days such as IDAHOBiT and Bi Visibility Day, including the Diversity & Inclusion Manager sharing facts about biphobia with the whole company, and the LGBT network publishing a myth-busting article about bi people. The network has also created additional bi-specific resources, and profiled personal stories from the bi community.

There are little things any organisation can do to create a more bi-inclusive workplace. Over the past year we have celebrated Bi Visibility Day, profiled bi role models across the business, and partnered with our LGBT+ Network, Out Front, to provide education on what biphobia and bi discrimination looks like.

– Stephen Miles, CEO of Commercial Services, and Executive Sponsor for LGBT+ Inclusion at DWF

BI-INCLUSIVE EMPLOYER OF THE YEAR

Networks can be so many things: a unique type of support, a social network, a chance to step up and get involved, and an opportunity for allies to learn. When someone gets in touch to say that they've been helped or they're now able to be the person they really are, it makes all the hard work worthwhile.

– Karen Harvey-Cooke, Chair of Enfys, Cardiff University



NETWORK GROUP OF THE YEAR

Cardiff University's network group, Enfys, has done a huge amount of work to promote LGBT inclusion over the past year. Alongside providing confidential support and completing policy reviews, they have organised dozens of events – from networking for all members, to awareness-raising sessions marking LGBT History Month and Trans Day of Remembrance.

Bi and Trans reps feature on the network's committee to ensure that its work and events are as inclusive as possible. The LGBT experiences shared by the network with the wider university demonstrate a similar commitment to representing diverse LGBT identities: in the past year they have featured the stories of young, older, BAME, and disabled LGBT people, among others.

The network has also set up mentoring and reverse mentoring schemes to upskill LGBT staff and raise awareness of issues faced by LGBT people among senior leaders. They've also taken a collaborative approach to working, for example providing space to Glitter Cymru, the local BAME LGBT+ group, for their monthly meetings.



ENFYS

CARDIFF UNIVERSITY

Every year, employees from across the UK take part in Stonewall's Staff Feedback Questionnaire. This year the survey received a total of 109,928 responses. On the following pages is a summary of these responses.

EMPLOYEE FEEDBACK SURVEY

WORK WITH STONEWALL

Stonewall's workplace empowerment programmes equip LGBT people and their allies with the knowledge and confidence to create more inclusive workplaces. Our workplace conferences provide the practical workshops and unique networking opportunities to help you learn more about LGBT inclusion at work.

Find out more at the end of the report.



86% gay and lesbian respondents

71% bi respondents

63% trans respondents

86 per cent of gay and lesbian respondents, and **71 per cent** of bi respondents, and **63 per cent** of trans respondents said they felt able to be themselves in the workplace.



WORKPLACE ENVIRONMENTS

70% **70 per cent** of disabled LGBT people felt able to be themselves in the workplace, compared to **83 per cent** of LGBT people who aren't disabled.



Just **57 per cent** of non-binary respondents said they felt able to be themselves in the workplace, compared to **82 per cent** of LGBT men and **81 per cent** of LGBT women.

83%

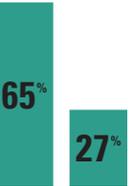
Only half of trans respondents and half of bi respondents (50 per cent and 52 per cent respectively) felt that their workplace culture was inclusive of them compared to **83 per cent** of lesbian and gay respondents.



35% trans respondents

35 per cent of trans respondents would feel comfortable disclosing their trans identity to all colleagues.

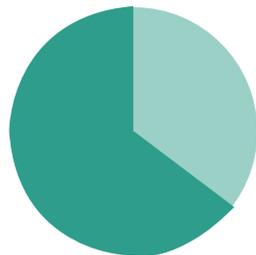
65 per cent of lesbian and gay respondents would feel comfortable coming out to all colleagues. This drops to **27 per cent** for bi respondents.



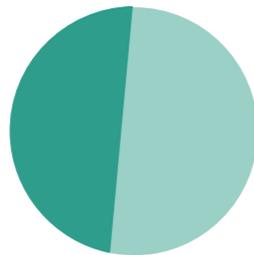
The best employers...

- Strive to create an inclusive environment where all LGBT people can flourish
- Understand that when people are forced to hide parts of their identity, their performance suffers
- Actively communicate their commitment to LGBT equality to all employees

69 per cent of lesbian and gay respondents agreed that senior leaders demonstrate a visible commitment to lesbian and gay equality. Fewer than half of bi and trans respondents (both **46 per cent**) agreed that senior leaders demonstrate support for bi and trans equality, respectively.

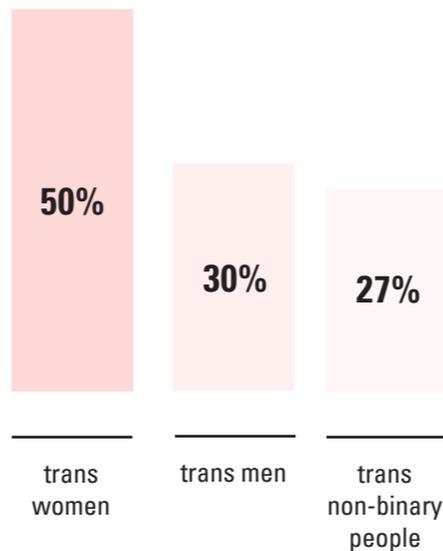


lesbian and gay respondents (69%)



bi and trans respondents (46%)

SENIOR LEADERS AND MANAGERS



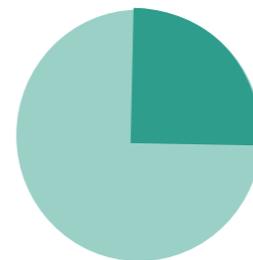
35 per cent of trans respondents would feel comfortable disclosing their trans identity to all managers and senior colleagues. For trans women this is **50 per cent**, for trans men this is **30 per cent** and for trans non-binary people this is **27 per cent**.

lesbian and gay respondents (62%)



Just **25 per cent** of bi respondents said they would feel comfortable disclosing their sexual orientation to managers and senior colleagues, compared to **62 per cent** of lesbian and gay respondents.

bi respondents (25%)



63 per cent of lesbian and gay respondents said there were visible lesbian and gay role models in their workplace.

63%

18%

18 per cent of bi respondents said there were visible bi role models in their workplace.

32%

32 per cent of trans respondents said there were visible trans role models in their workplace.

82 per cent of respondents told us their workplace has an LGBT network group. Of these respondents, **79 per cent** thought the group was a valuable and effective asset to their workplace.

82

79

ROLE MODELS AND NETWORK GROUPS



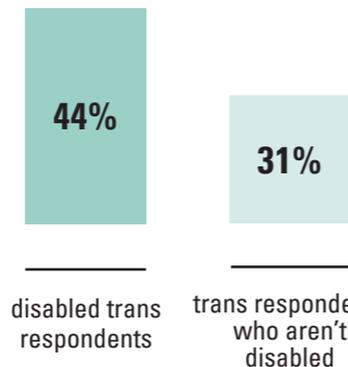
The best employers...

- Recognise that senior leaders and managers play a crucial role in setting an inclusive culture
- Profile visible LGBT role models across the organisation – and especially at senior levels – to demonstrate that LGBT employees are valued and celebrated
- Encourage and enable their LGBT network group to provide confidential support and guidance for employees
- Harness the power of LGBT employees to provide constructive feedback on policies and practices, and to help educate the wider workforce

Within the last year, **35 per cent** of trans respondents had experienced negative comments or conduct from colleagues relating to their gender identity. This rose to **38 per cent** of non-binary trans respondents and **39 per cent** of female trans respondents, compared to **29 per cent** of male trans respondents.



Within the last year, **13 per cent** of lesbian and gay respondents and **10 per cent** of bi respondents had experienced negative comments or conduct from colleagues relating to their sexual orientation.



Disabled trans respondents were also more frequently subjected to negative comments or conduct relating to their gender identity, **44 per cent** compared to **31 per cent** of trans respondents who aren't disabled.

NEGATIVE COMMENTS AND CONDUCT



65 per cent of trans respondents agreed that they would feel confident reporting bullying or harassment, based on their gender identity, to their employer.



Disabled lesbian, gay and bi respondents were more likely to have experienced negative comments or conduct related to their sexual orientation within the last year, **19 per cent** compared to **10 per cent** of lesbian, gay and bi respondents who aren't disabled.



disabled lesbian, gay and bi respondents (19%)

lesbian, gay and bi respondents who aren't disabled (10%)



85 per cent of lesbian and gay respondents, and **78 per cent** of bi respondents, agreed that they would feel confident reporting bullying and harassment, based on their sexual orientation, to their employer.

Non-binary, disabled and BAME respondents were all less likely to feel confident in reporting bullying and harassment based on their sexual orientation and/or gender identity to their employer.

92%

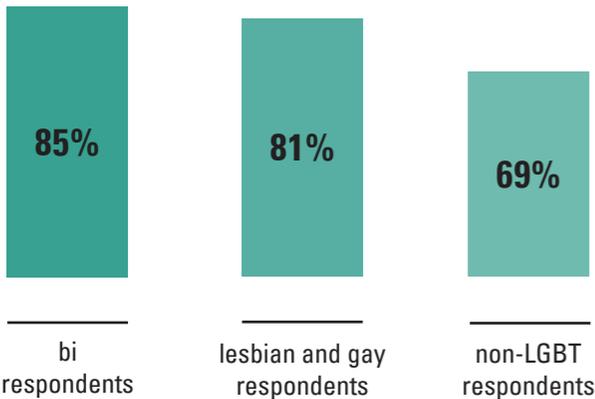
The vast majority of non-LGBT respondents told us they support LGBT equality (95 per cent). **92 per cent** said they feel confident supporting their LGBT colleagues.

81 per cent of non-LGBT respondents said they understand lesbian and gay identities and issues.

81%

73% 81%

73 per cent of non-LGBT respondents and **81 per cent** of lesbian and gay respondents said they understand bi identities and issues.



69 per cent of non-LGBT respondents, **81 per cent** of lesbian and gay respondents and **85 per cent** of bi respondents said they understand trans identities and issues.

The best employers...

- Explicitly prohibit homophobia, biphobia and transphobia in their bullying and harassment policies, with clear examples of unacceptable behaviour
- Actively communicated routes for reporting homophobic, biphobic and transphobic bullying and harassment
- Train all employees to recognise, challenge and report homophobia, biphobia and transphobia
- Empower staff – both LGBT and non-LGBT – to step up in support of LGBT equality

ALLYSHIP





**WORK
WITH US
TO BECOME
A TOP
EMPLOYER**

**Stonewall
DIVERSITY
CHAMPIONS**

BECOME A DIVERSITY CHAMPION

Since 2001, we have been working with organisations in the UK and worldwide through Diversity Champions, the longest running evidence-based LGBT inclusion programme in Europe. The benefits of having a diverse and inclusive workforce are immediate and tangible – employees are able to thrive and fulfill their potential, and this directly impacts your bottom line. Join us and we'll support your business needs while working with you to create a world in which LGBT people are accepted without exception.

WHY BECOME A DIVERSITY CHAMPION?

EMBED LGBT INCLUSION IN YOUR WORKPLACE

Using tools like the Stonewall **Workplace Equality Index** and the **Global Workplace Equality Index** allows you to embed inclusion across your organisation in a structured and systematic way. You'll also receive expert advice and consultancy on policies and practice.

As a Diversity Champion, we'll help you embed LGBT inclusion by:

- Supporting you to enter the Stonewall Workplace Equality Index, providing detailed feedback on where you're doing great things and where and how you can improve.

- Providing dedicated consultancy and expertise, including tailored support and advice from a dedicated account manager.

ATTRACT AND RETAIN THE BEST TALENT

A diverse workforce increases variety of thought, action and innovation in a competitive market where your workplace culture needs to stand out to jobseekers.

Diversity Champions receive a number of benefits for joining the programme, all informed by best practice and designed to increase diverse recruitment. Diversity Champions can:

- Use the Diversity Champion logo on promotional materials
- Attract diverse talent and in turn progress organisational culture
- Advertise five jobs for free on **Proud Employers** our LGBT-inclusive jobsite

BUILD YOUR PROFESSIONAL NETWORK

Collaboration and learning from your peers ensures you remain at the forefront of innovation in your sector. By becoming a Diversity Champion, you will be joining a community of over 800 employers dedicated to increasing inclusivity in the workplace.

We will help you build your network by:

- Giving you access to our annual series of specialised events
- Providing discounted rates to our workplace conferences, where you can connect with hundreds of colleagues across different sectors
- Facilitating introductions with best practice employers who can share advice and resources

LEARN FROM OUR EXPERTISE

Two decades of working with employers in the UK and globally has informed our knowledge and expertise.

Diversity Champions benefit from:

- Gaining access to our resources and guides, covering topics from inclusive policy, to monitoring, to senior leadership. Our library of **resources and toolkits** is always expanding
- Having policies reviewed by our in-house team of LGBT-inclusion experts
- Receiving discounted rates to our empowerment programmes, meaning your staff can step up as allies, leaders and role models in your workplace

Join the Diversity Champions programme today by visiting www.stonewall.org.uk/dc

LEARN BEST PRACTICE AT STONEWALL WORKPLACE CONFERENCES

Stonewall run Europe's leading event series on LGBT inclusion for workplaces. Our CPD-accredited conferences happen each year in Edinburgh, Cardiff, Manchester and London. Attending provides the expertise, network and inspiration to help you succeed. Workplace Conferences offer the chance to:

- Learn best practice in interactive sessions designed by Stonewall inclusion experts.
- Expand your network by connecting with other professionals committed to equality at work.
- Be inspired by speakers who share their ideas, experience and expertise.

UPCOMING CONFERENCES

[Cardiff Workplace Conference](#) – 14 February 2020

[London Workplace Conference](#) – 3 April 2020

We offer a range of other events for organisations. Visit our [website](#) to learn more.



EMPOWER YOURSELF AND YOUR COLLEAGUES WITH OUR PROGRAMMES

Empower yourself to be an active champion for LGBT inclusion at work. Our Empowerment Programmes will help you explore your role in workplace inclusion.

Through the programme, you'll explore themes such as terminology, identity and inclusion. You'll learn and share with others how to step up as a role model or ally.

All programmes are CPD-accredited and provide a unique professional development opportunity.

WORKPLACE PROGRAMMES

We can deliver these one-day programmes for up to 36 people in your workplace. You can also book up to three spaces on an open programme.

Select the programme that works for you:

[LGBT Role Models Programme](#)

[Workplace Allies Programme](#)

[Workplace Trans Allies Programme](#)

LEADERSHIP PROGRAMME

This two-day programme helps you explore your leadership style as an LGBT person. It also provides a valuable networking opportunity. We can deliver it in house and we welcome applications to our open programmes.

[LGBT Leadership Programme](#)



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Designed by Annabel Dakin
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