

A report produced by GLEE@PwC | June 2016

LGBTI perspectives on workplace inclusion



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Foreword

It was a great honour to be a Midsumma festival champion this year alongside Australian icon and former cabaret performer Carlotta. As a boy from Melbourne, Midsumma brings back so many happy memories of the fabulous parade and celebration of the LGBTI community, whilst also reminding me of the long road we have already travelled on this journey to equality. Midsumma is about celebrating who we are, our differences and our right to express our diversity.



This year PwC partnered with the Midsumma Festival and took the unique opportunity presented by the event to get a read on the current climate of workplace inclusion among Australia's LGBTI community. At the festival the firm's LGBTI employee-led network, GLEE (Gay, Lesbian and Everybody Else) surveyed 500 Australian employees from organisations of all shapes and sizes. Whilst we have seen a quantum leap forward in organisations' support for LGBTI people in the last decade, this research shows that more needs to be done to convert awareness to action.

The personal insights offered by respondents paint a clearer picture of the state of LGBTI workplace inclusion in Australia. The report also includes practical recommendations for employers seeking to create a more inclusive environment. I hope that this report will inspire more leadership and cross-pollination of ideas on this important agenda.

Yours sincerely,

Paul Zahra
Board Member
Diversity and Inclusion Advisory Board, PwC

PwC's GLEE team is passionate about creating a more inclusive workplace not just at PwC, but beyond in organisations throughout Australia. PwC's corporate sponsorship of the iconic Melbourne MidSumma festival provided a unique opportunity to gauge the temperature of the LGBTI community and better understand some of the current challenges. Our hope is that the insights from this report help generate constructive debate on the topic of LGBTI inclusion in the workplace and in doing so inspire more progress in this space. I'd personally like to thank my GLEE team and allies here in Melbourne for their energy, their curiosity and their passion to be leaders in driving positive change in our society.



Your sincerely,

Tanya Matthewson
GLEE@PwC Victorian
State Leader

Key findings

01



Most people (**53%**) have seen or heard homophobia (including jokes, harassment and discrimination) in the past year.

Homophobia is still alive at work

02



More than **85%** feel that coming out at work will have either no impact or a positive impact on their future career opportunities.

Coming out at work is (mostly) not perceived as career limiting

03



A majority (**85%**) consider inclusion to be more important to them than other elements of work, including pay and promotion.

10% of males said it was not really or not at all important, compared with **3%** of females.

Inclusion matters, but more so for some

04



Where managers are believed to genuinely see the importance of diversity and inclusion at work, employees are reporting substantially less homophobia.

Almost **20%** believe their manager either doesn't care or is undecided.

Leadership is critical

05



Having a D&I strategy is just the beginning. For instance, despite having the highest proportion of organisations with a D&I strategy, employees in the government sector also more frequently report experiencing homophobia.

Formal Diversity and Inclusion (D&I) strategies are a start, but it takes more

06



Around **30%** of organisations have an LGBTI network or committee.

While **80%** of employees aged 45 and over are involved in their organisation's network, just half of 18-24 year olds are.

Networks are important but participation could be broader

01

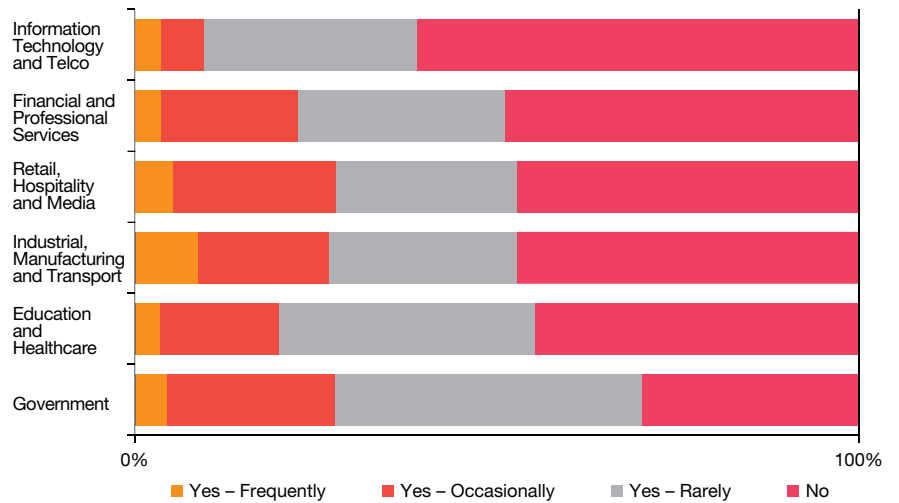
Homophobia is still alive at work

While most report having encountered homophobia in some form in the past 12 months, this rises to 90% of those identifying as gender diverse.

4% of all employees experience frequent homophobic behaviour.

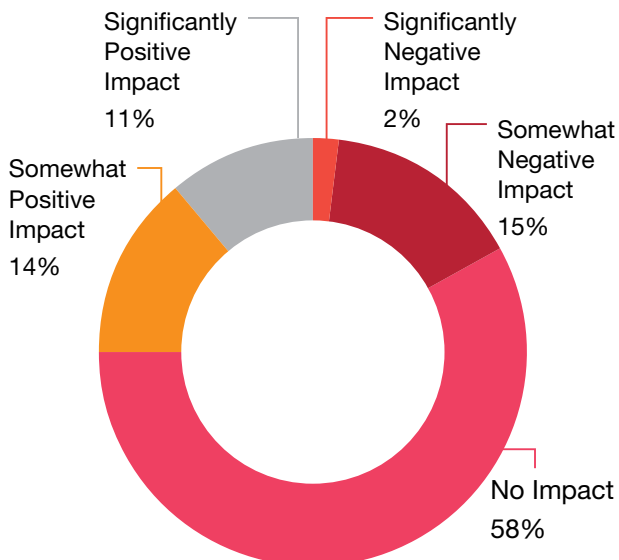
Experience of homophobia varies by industry, and is as high as 70% in the government sector through to 39% in IT and telecommunications.

Have you seen or heard anything you felt is homophobic at work in the last 12 months?



02

Do you feel coming out at work would have an impact on your prospects for promotion?



Coming out at work is (mostly) not perceived as career limiting

58% of employees feel that coming out at work will not affect their prospects for future promotion. Of those that do feel it will impact, more expect a positive impact (25%) than negative (17%).

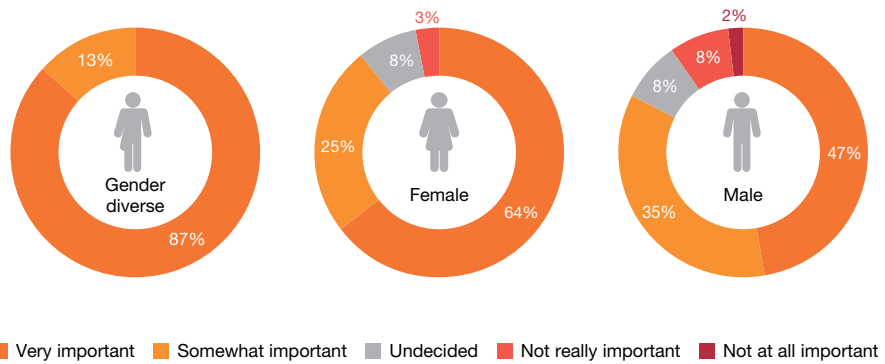
Less than 2% of employees believe coming out at work will have a significantly negative effect on their future opportunities for promotion.

03

Inclusion matters, but more so for some

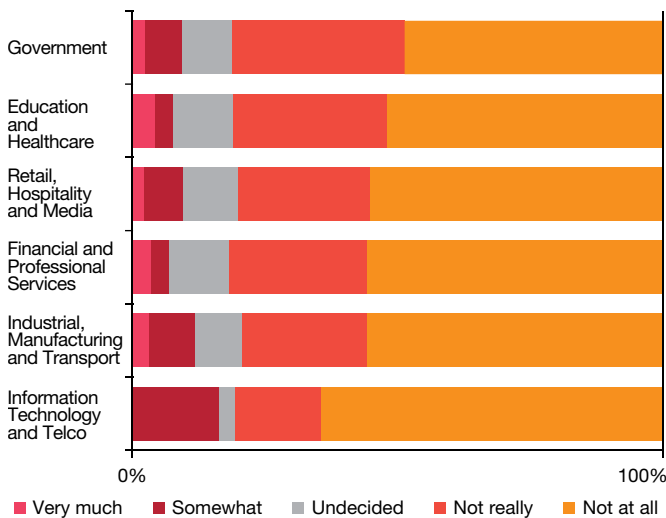
47% of males consider LGBTI inclusion to be very important when compared to other elements of work. This rises to 64% of females and 90% of gender diverse employees.

Compared to other elements of work (eg. pay, career progression etc), how important is LGBTI inclusion to you?



04

Does your manager genuinely believe in the importance of a diverse and inclusive workplace?



Leadership is critical

Where employees believe their manager genuinely believes in the importance of LGBTI D&I, they also tend to report lower levels of homophobia in the workplace.

Unfortunately, 20% of employees believe their manager either doesn't care or is undecided about the importance of D&I.

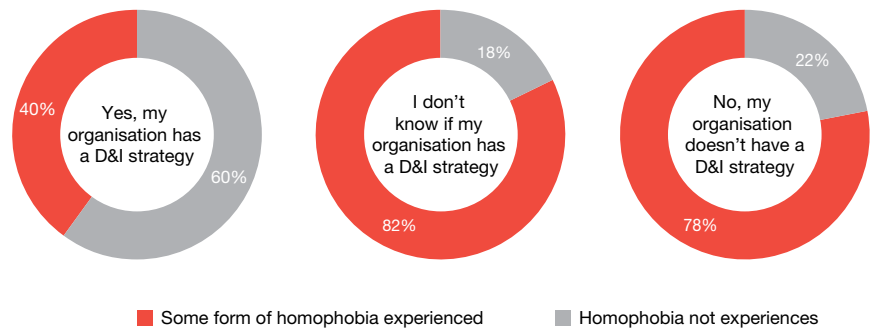
A D&I strategy may encourage managers to care. 64% of managers who employees say care *very much* about D&I work for an organisation a formal D&I strategy. Conversely, 60% of managers who employees say *do not care at all* are in an organisation without.

05

A D&I strategy is no silver bullet

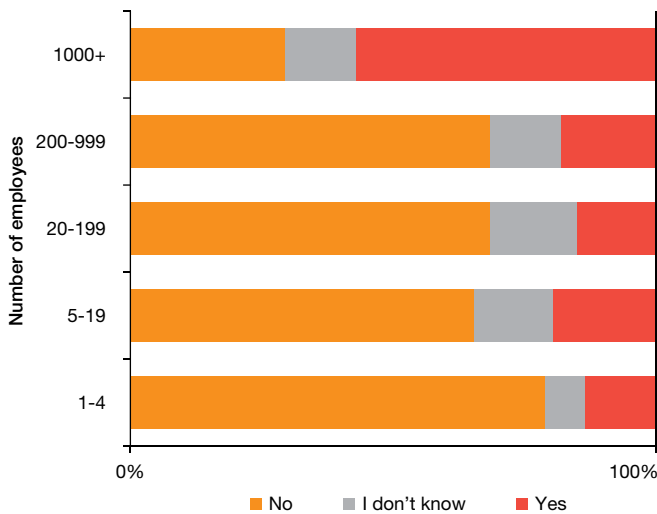
Overall, 54% of employees are aware of their employer having one, reducing to 40% of those working in the Retail and Industrial sectors. While 75% of employees in the Government sector indicate their employer has a formal D&I strategy, they also report higher levels of homophobia than in other sectors.

Does your organisation have a formal D&I strategy? vs experience of homophobia in past 12 months



06

Does your organisation have an LGBTI network/committee?



Networks are important but participation could be broader

While more than 50% of large organisations (1000+ employees) have an employee led network, just 16% of small to medium organisations (<1000 employees) operate such networks.

Where they do exist, 38% of employees are actively involved; however our networks may not always be connecting the diversity within the LGBTI spectrum. 18% of females, for example, don't know if a network exists in their organisation, compared with 10% of males.


Glee@PwC: A case study on employee led networks

GLEE is the PwC network for Gay, Lesbian and Everybody Else within PwC, promoting an inclusive, diverse and respectful work environment for all.

The network strengthens our presence in the LGBTI community (lesbian, gay, bisexual, transsexual, intersex) and increases awareness among our staff. It offers information and support, networking events and the opportunity to connect with others across the firm, clients and the wider community.

Some of our recent achievements include:

- Winning AWEI 2015, and being one of two organisations to be recognised as a platinum employer in 2016.
- Delivering our cornerstone Sticks and Stones LGBTI awareness training to levels from Partner to vacationer students and graduates
- Providing SME and stakeholder support to the 'Pride Centre feasibility study' led by our Deals Real Estate advisory team
- Sponsorship of the Midsumma festival with a presence at Carnival and Pride March in 2016
- Engaging with other LGBTI employee networks to share learning, insights and practical tools
- Launching our workplace gender transitioning policy
- Sponsoring the film release of *Holding the Man* as its Presenting Partner
- Sponsoring and Partnering with Out for Australia to help LGBTI university students make a smooth transition from university to professional life
- Sponsoring the LGBTI Australian National Recruitment Guide
- Hosting a CEO Roundtable discussion for 17 business leaders around the importance of LGBTI inclusion.



As the survey results highlight, creating an employee led network that truly invites broad employee participation can be a challenge within many organisations.

We believe a focus on the following three things help to create a vibrant employee led network at PwC:

1. Provide a variety of ways to be involved

Our GLEE network is led by a national committee comprising a lead for each site as well as representatives responsible for the following areas of focus:

- Markets and external relationships
- Recruitment and communications
- Allies and development

Structuring the committee in this way enables a dedicated focus on particular types of initiatives at a national level, as well as a regular schedule of site based activities.

Importantly, this enables individuals to choose their preferred level of involvement at any given time – which might range from joining their site network for a monthly coffee through to project managing an event or sitting on the national committee. National and site based points of accountability also enable work to be shared around the network.

2. Create connected networks

Inclusion@PwC is an employee-led grassroots initiative which aims to raise awareness and promote diversity and inclusion at PwC. It connects the GLEE network with our other employee-led diversity networks: Be – our cultural network, the (dis)Ability network, and Symmetry – our gender equality network.

Whenever possible these networks work as one under the umbrella of ‘Inclusion@PwC’. By connecting our networks we ensure coverage of all the networks in all sites as well as the opportunity for employees to get involved in a range of other inclusive initiatives.

Establishing one employee-led network may also be a solution for small and medium size organisations who may lack the scale to create a sustainable network focussing specifically on LGBTI inclusion.

3. Executive sponsorship

Each of our networks has a dedicated executive sponsor. This role links our networks with the firm’s overall Diversity and Inclusion strategy, helping to ensure we focus our efforts in a productive way. Our executive sponsors are also a voice for the networks and help bring grass-roots initiatives to life throughout the firm.

Making change happen

Employee ideas

We asked survey participants what they would do to make their workplace more inclusive. Here are some of their thoughts...





Making change happen

Our recommendations

- 1** Link your diversity and inclusion strategy to the overall business strategy
- 2** Ensure senior leaders understand the “why” and know how to talk about D&I
- 3** Ask employees for their opinions and input, and listen and learn
- 4** Support employee led networks but harness that enthusiasm into meaningful actions
- 5** Showcase a range of role models at all levels of the organisation
- 6** Challenge all the assumptions built into your ‘business as usual’
- 7** Communicate and educate – sharing stories is really powerful
- 8** Track and measure progress, and look for ways to drive accountability
- 9** Ensure there is a culture of respect for difference, and that all people are treated fairly
- 10** Be bold, be brave, be part of it!

Demographics and methodology

The LGBTI Workplace inclusion survey was conducted by GLEE, PwC's employee led LGBTI network at Midsumma carnival in Melbourne on Sunday 17 January 2016. n=500

Figure 8: Participants age



Figure 9: Participants gender

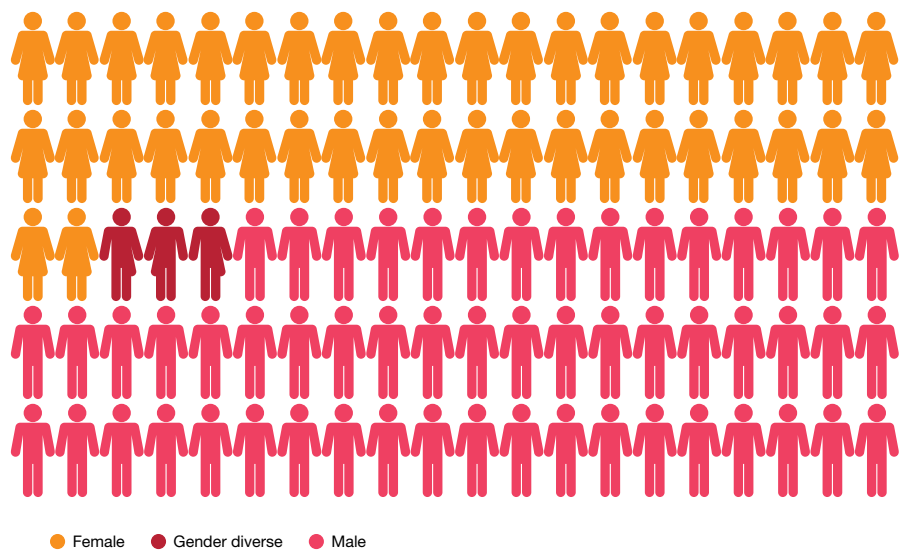


Figure 10: Participants sexuality

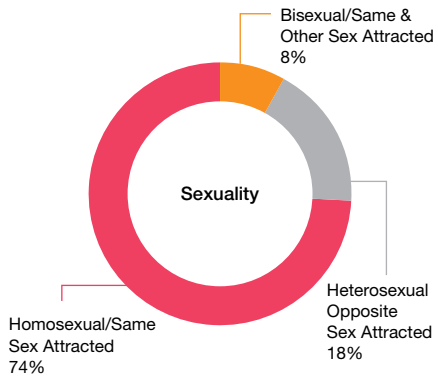


Figure 11: Organisation size

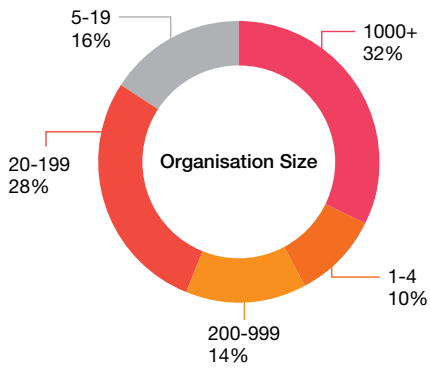
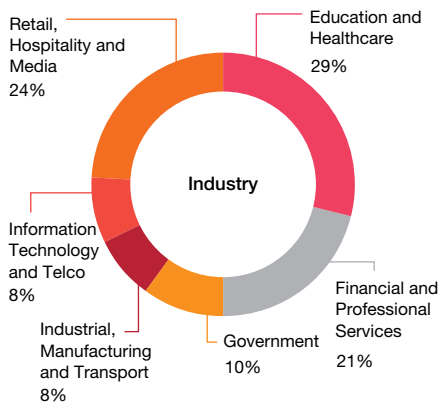


Figure 12: Industry





MARRIAGE is about LOVE GENDER

say [♥] "hey" if you're gay

FIX MARRIAGE NOT GAYS

on@pwc

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