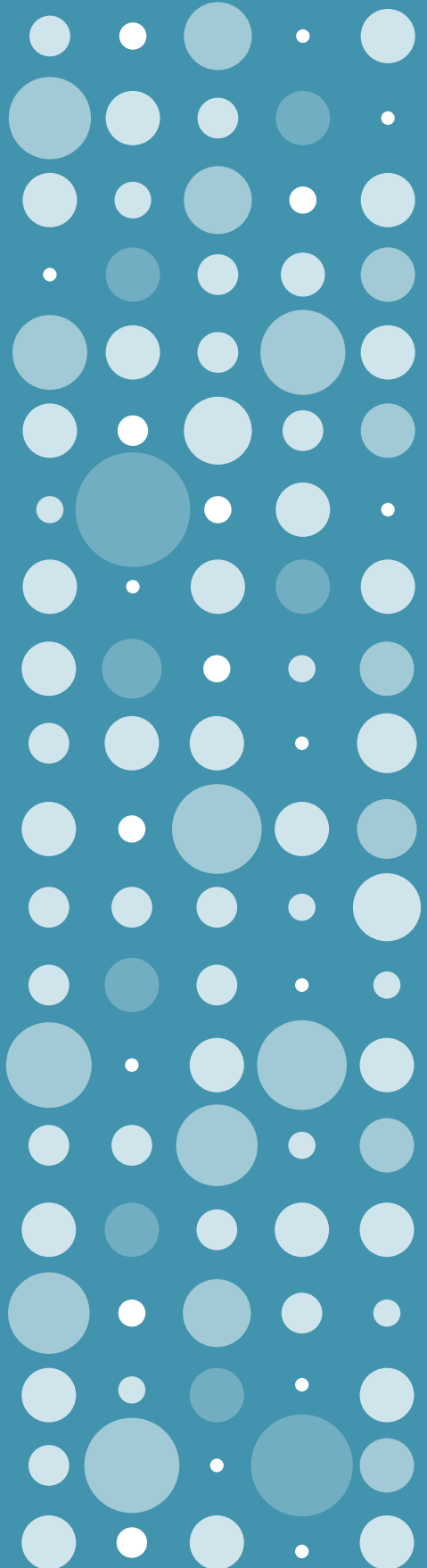

STONEWALL TOP 100 EMPLOYERS

THE DEFINITIVE GUIDE TO THE MOST
INCLUSIVE EMPLOYERS IN BRITAIN

2016



STONEWALL'S TOP 100 EMPLOYERS IS THE DEFINITIVE LIST SHOWCASING THE BEST EMPLOYERS FOR LESBIAN, GAY AND BI STAFF. THE LIST IS COMPILED FROM SUBMISSIONS TO THE WORKPLACE EQUALITY INDEX, A POWERFUL BENCHMARKING TOOL USED BY EMPLOYERS TO CREATE INCLUSIVE WORKPLACES. NOW IN ITS TWELFTH YEAR, THE LIST CELEBRATES THE PIONEERING EFFORTS OF LEADING ORGANISATIONS TO CREATE INCLUSIVE WORKPLACES.

At Stonewall we know that people perform better when they can be themselves. Over 700 organisations that work with us through the Diversity Champions programme understand that creating an environment where lesbian, gay, bi and trans staff can be themselves is not only the right thing to do, but makes perfect business sense. We work with employers from over twenty different industries and sectors to help them create more inclusive workplaces – having a huge impact on the lives of LGBT staff.

FOREWORD



RUTH HUNT
CHIEF EXECUTIVE

For twelve years employers have used the Workplace Equality Index to scrutinise their practices around lesbian, gay and bi inclusion in their organisation. I'm delighted the 2016 Index takes its first step in becoming trans inclusive, with the addition of gender identity criteria. Through consultation, feedback and gathering best practice, we're developing a great sense of trans experiences in the workplace which will only continue to grow, and we're fully committed to helping you drive trans inclusion in your organisation.

Over 400 organisations entered the 2016 Index. You understand the huge benefits LGBT staff can bring to an organisation; a different set of experiences and perspectives which can help an organisation flourish. We've also reached out to more than 60,000 staff from these organisations to understand their on-the-ground experiences relating to sexual orientation, gender identity and being themselves at work.

The experiences of lesbian, gay, bi and trans employees can also vastly differ depending on geography. For this reason we continue to assess the extent to which global employers support their LGBT staff worldwide through the Global Workplace Equality Index.

Thank you to all of you that took part in the 2016 Index and congratulations to the organisations that have secured a place in the Stonewall Top 100 Employers, as well as to our nine Star Performers, who have repeatedly and consistently demonstrated their commitment to creating inclusive workplaces. We're incredibly proud of the dedication you have demonstrated to your lesbian, gay, bi and trans employees in creating a workplace where all staff can be accepted without exception.

HIGHLIGHTS

9

organisations have qualified for Star Performer status and will be working with Stonewall on bar-raising initiatives and each will mentor another organisation to create an inclusive workplace

11

organisations are recognised as Top Global Employers for their outstanding support for equality on an international scale

15

different industries are represented in the Top 100 from across the public, private and third sectors

71

per cent is the average score for organisations that secured a place in the Stonewall Top 100 Employers list

415

employers participated in the Workplace Equality Index this year, making this our most competitive Index ever

60,506

employees across Britain took part in our staff feedback questionnaire

15

LOCAL GOVERNMENT

13

EDUCATION

13

HEALTH & SOCIAL CARE

12

LEGAL

9

EMERGENCY SERVICES

8

BANKING & FINANCE

7

GOVERNMENT

7

HOUSING

4

DEFENCE & SECURITY

4

THIRD SECTOR

3

PROFESSIONAL SERVICES

2

ENERGY

2

RETAIL

1

INSURANCE

1

MEDIA

STAR PERFORMERS

Nottinghamshire Healthcare **NHS**
NHS Foundation Trust



Nine employers have repeatedly demonstrated their commitment to creating inclusive workplaces by ranking in the top ten of the Stonewall Top 100 Employers list at least three times in the last five years. In recognition of their unwavering and consistent efforts to create inclusive workplaces where staff can bring their whole selves to work, they have graduated to Star Performer status.

Star Performers are not ranked and instead work with Stonewall on pioneering initiatives that will define future best practice. From launching global campaigns to revolutionising service delivery, these nine organisations will share their expertise and pave the way for other organisations to follow.

Each Star Performer actively mentors another organisation that's working to create a workplace culture that is inclusive of lesbian, gay, bi and trans people. Through regular contact, the two organisations work together to develop strategies that will help transform the workplace culture of the mentee.

For 2016 we welcome another Stonewall Star Performer – Nottinghamshire Healthcare NHS Foundation Trust. Over the coming year, they will be mentoring the local police force to ensure inclusive services right across Nottinghamshire, and will be working with Stonewall to help to develop best practice guidance that will be shared with public sector organisations across the UK.

Below we highlight some of the achievements of our Star Performers over the course of 2015.



In 2015 Accenture has focused on engaging allies more effectively in its LGBT initiatives and raising the impact of its existing programme. By creating a definition of a 'mobilised ally', Accenture successfully widened the reach of its allies programme and built a distinctive allies brand. This visible presence combined with regular engagement communications and informal, on-going training has significantly increased the number of its allies and senior allies. Through surveying, Accenture has demonstrated the impact of the programme on its workplace culture.



As a leading consumer brand, Barclays has focused on serving customers by continually seeking innovative ways to signal its commitment to LGBT equality. Barclays has integrated customer awareness and experience globally through community based regional LGBT events, for example, utilising the impact of its Barclays ATMs across the UK during Pride in London.



As a large multinational with offices across the UK and the world, EY has prioritised regional engagement to ensure its inclusive culture is felt right across the business. Through developing semi-autonomous Unity LGBT network hubs and Unity Network Leaders in Scotland and Ireland, EY has further built upon its regional infrastructure outside of London, working particularly hard to engage those areas where LGBT visibility is lower within the organisation.



Gentoo executed an ambitious programme of work to tackle same-sex domestic abuse across the communities in which it works and within the housing sector. This included extensive targeted consultation with key stakeholders and developing a network of Domestic Abuse Champions in collaboration with the regional Police and Crime Commissioner.

Goldman Sachs

Working with its Bengaluru diversity team, Goldman Sachs aims to support its offices in India and increase momentum in the local network group. Despite same-sex relationships being criminalised in India, through successful collaboration between the EMEA LGBT network and the Bengaluru LGBT network, Goldman Sachs' ground breaking diversity training was tailored to the nuances of the local audience and launched, advancing employees understanding of LGBT issues and helping to create an inclusive environment for all.



In response to the John Vine report on LGBT experiences in the asylum system, the Home Office implemented a series of changes to ensure quality of asylum interviews and reduce the number of LGBT customer complaints. Refresher courses were rolled out to all asylum decision-makers, a new asylum instruction on sexual orientation was issued and the asylum training and business teams were invited to input.



IBM has prioritised its global work and in 2015, the UK LGBT network (EAGLE) published a 'Holding Hands 4 Equality' video in recognition of the International Day Against Homophobia, Biphobia and Transphobia (IDAHOBiT) expressing IBM's global commitment to equality – through the simple act of holding hands with their loved ones. Submissions were received from IBMers in nearly 30 countries around the world, including individuals from India and Russia, and the video has been used as a tool for training and recruitment across the globe.

Simmons & Simmons

Simmons & Simmons has built on its existing best practice in procurement to engage with a new area of its supply chain by reaching out to barristers' chambers regarding LGBT issues. Despite there being little activity within this area of the legal sector, Simmons & Simmons has engaged a range of barristers' chambers, hosting round table events to share best practice and demonstrate its commitment to LGBT inclusion throughout the supply chain.



STONEWALL TOP 100 EMPLOYERS



EMPLOYER OF THE YEAR 2016



SECURITY SERVICE
MI5



ANDREW PARKER
DIRECTOR GENERAL
OF THE SECURITY
SERVICE, MI5

MI5

'Much of MI5's work keeping the country safe goes on by necessity out of view, so I'm delighted we can be publicly recognised as such an inclusive and welcoming place to work. MI5's success in protecting the country depends on our staff's commitment to the mission and to our enduring values of teamwork, professionalism and innovation. People can only give the best they can give when they feel supported, valued and treated with respect by their colleagues.

Diversity is vital for MI5, not just because it's right that we represent the communities we serve, but because we rely on the skills of the most talented people whoever they are, and wherever they may be. This accolade from Stonewall is a great acknowledgment of continued progress we have made over recent years in ensuring we draw on the widest possible pool of talent in our vital work.' – Andrew Parker

MI5 protects the UK from national security threats such as terrorism and espionage. It works closely with other organisations including the police and its partner intelligence agencies MI6 and GCHQ. Employing around 4,000 staff members in offices across the UK, MI5 is committed to both equal opportunities and reflecting the society it protects.

MI5's success in the 2016 Stonewall Workplace Equality Index recognises the efforts it has made over a number of years to improve its workplace for lesbian, gay, bi and trans staff. For example, MI5 has an active LGBT network group that is supported by a champion drawn from its Executive Board.

In only 6 years MI5 has progressed from 134th to 1st place in the Index. This achievement takes on even greater resonance when it is considered that until the early 90s there was a ban on LGB people holding the highest level of security clearance necessary to work there. That bar has gone. Now LGBT staff work in all areas of MI5's operations.

Diversity and inclusion are at the heart of MI5's values and an integral part of everything it does: from recruitment, where it is keen to attract a broad range of talent; to the creation of a culture of teamwork where everyone feels able to bring their whole selves to work and be valued for their contribution.

All staff at MI5 are ordinary people who do extraordinary things, working together to keep the country safe. MI5's place in this year's Index highlights a commitment to offering varied, rewarding and challenging careers for all.

2	LLOYDS BANKING GROUP	29	GOLDEN JUBILEE FOUNDATION
3	NATIONAL ASSEMBLY FOR WALES	30	ESSEX COMMUNITY REHABILITATION COMPANY
4	B3LIVING	30	LONDON BOROUGH OF TOWER HAMLETS
5	PINSENT MASONS	32	NORFOLK CONSTABULARY
5	TOWER HAMLETS HOMES	32	OXLEAS NHS FOUNDATION TRUST
7	LEICESTERSHIRE COUNTY COUNCIL	32	ROYAL BANK OF SCOTLAND
8	METROPOLITAN	32	THE ARMY
9	CLIFFORD CHANCE	36	MI6
10	ROYAL NAVY	36	OFFICE FOR NATIONAL STATISTICS
11	BAKER & MCKENZIE	36	SWANSEA UNIVERSITY
11	PWC	36	YOUR HOMES NEWCASTLE
13	CHESHIRE FIRE & RESCUE SERVICE	40	FINANCIAL CONDUCT AUTHORITY
13	VICTIM SUPPORT	41	J.P. MORGAN
15	NEWCASTLE CITY COUNCIL	41	SHEFFIELD CITY COUNCIL
15	SUFFOLK CONSTABULARY	43	BP
17	FRESHFIELDS BRUCKHAUS DERINGER	44	KPMG
17	LEICESTERSHIRE POLICE	44	TEESSIDE UNIVERSITY
17	WELSH GOVERNMENT	46	AVIVA
20	CARDIFF UNIVERSITY	46	CENTRAL LONDON COMMUNITY HEALTHCARE NHS TRUST
20	CREATIVE SKILLSET	46	LONDON AMBULANCE SERVICE NHS TRUST
22	CIRCLE HOUSING GROUP	46	NORTH EAST AMBULANCE SERVICE NHS FOUNDATION TRUST
22	NORTON ROSE FULBRIGHT	50	CARDIFF & VALE UNIVERSITY HEALTH BOARD
22	SUSSEX POLICE	50	TOUCHSTONE
25	CROWN OFFICE & PROCURATOR FISCAL SERVICE	50	UNIVERSITY OF BIRMINGHAM
25	HERBERT SMITH FREEHILLS		
25	NORTHUMBERLAND COUNTY COUNCIL		
28	BIRMINGHAM CITY COUNCIL		

53	UNIVERSITY OF ESSEX	78	RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
53	UNIVERSITY OF MANCHESTER	78	SUFFOLK COUNTY COUNCIL
55	CORE ASSETS GROUP	80	CMS CAMERON MCKENNA
56	DWF	80	UNIVERSITY OF GREENWICH
57	HOGAN LOVELLS	82	SOUTHEND-ON-SEA BOROUGH COUNCIL
58	DE MONTFORT UNIVERSITY	83	ASDA
58	ST ANDREW'S HEALTHCARE	83	POLICE SCOTLAND
60	BURY COUNCIL	85	CARMARTHENSHIRE COUNTY COUNCIL
61	LAND REGISTRY	86	BARNARDO'S
61	UNIVERSITY OF SHEFFIELD	86	EVERSHEDS
61	YORK ST JOHN UNIVERSITY	86	HERTFORDSHIRE PARTNERSHIP NHS FOUNDATION TRUST
64	L&Q	89	NOTTINGHAMSHIRE FIRE & RESCUE SERVICE
64	LEEDS BECKETT UNIVERSITY	90	BANK OF AMERICA MERRILL LYNCH
64	NOTTINGHAMSHIRE COUNTY COUNCIL	91	NATIONAL CRIME AGENCY
64	NOTTINGHAMSHIRE POLICE	92	LONDON SOUTH BANK UNIVERSITY
68	EDF ENERGY	93	MACQUARIE
69	THE RIVERSIDE GROUP	93	MEDWAY COUNCIL
70	HSBC BANK	93	VISION WEST NOTTINGHAMSHIRE COLLEGE
71	WEST MIDLANDS POLICE	96	LONDON BOROUGH OF ISLINGTON
72	BETSI CADWALADR UNIVERSITY HEALTH BOARD	97	BERKSHIRE HEALTHCARE NHS FOUNDATION TRUST
72	ENVIRONMENT AGENCY	97	DENTONS
72	NORTHUMBRIA HEALTHCARE NHS FOUNDATION TRUST	97	NOTTINGHAM CITY COUNCIL
72	REED SMITH	100	CITI
72	ST MUNGO'S	100	FUJITSU
72	THE CO-OPERATIVE GROUP		

Top Employers in Wales

- 1 LLOYDS BANKING GROUP
- 2 NATIONAL ASSEMBLY FOR WALES
- 3 VICTIM SUPPORT
- 4 WELSH GOVERNMENT
- 5 CARDIFF UNIVERSITY

Top Employers in Scotland

- 1 LLOYDS BANKING GROUP
- 2 PINSENT MASONS
- 3 CROWN OFFICE & PROCURATOR FISCAL SERVICE
- 4 GOLDEN JUBILEE FOUNDATION
- 5 ROYAL BANK OF SCOTLAND

Top Local Government

- 1 LEICESTERSHIRE COUNTY COUNCIL
- 2 NEWCASTLE CITY COUNCIL
- 3 NORTHUMBERLAND COUNTY COUNCIL
- 4 BIRMINGHAM CITY COUNCIL
- 5 LONDON BOROUGH OF TOWER HAMLETS

Top Education Organisations

- 1 CARDIFF UNIVERSITY
- 2 SWANSEA UNIVERSITY
- 3 TEESSIDE UNIVERSITY
- 4 UNIVERSITY OF BIRMINGHAM
- 5 UNIVERSITY OF ESSEX
- 5 UNIVERSITY OF MANCHESTER

Top Law Firms

- 1 PINSENT MASONS
- 2 CLIFFORD CHANCE
- 3 BAKER & MCKENZIE
- 3 FRESHFIELDS BRUCKHAUS DERINGER
- 5 NORTON ROSE FULBRIGHT

Top Health & Social Care Organisations

- 1 GOLDEN JUBILEE FOUNDATION
- 2 ESSEX COMMUNITY REHABILITATION COMPANY
- 3 OXLEAS NHS FOUNDATION TRUST
- 4 CENTRAL LONDON COMMUNITY HEALTHCARE NHS TRUST
- 4 LONDON AMBULANCE SERVICE NHS TRUST
- 4 NORTH EAST AMBULANCE SERVICE NHS FOUNDATION TRUST

Top Emergency Services

- 1 CHESHIRE FIRE & RESCUE SERVICE
- 2 SUFFOLK CONSTABULARY
- 3 LEICESTERSHIRE POLICE
- 4 SUSSEX POLICE
- 5 NORFOLK CONSTABULARY

Top Financial Services Organisations

- 1 LLOYDS BANKING GROUP
- 2 ROYAL BANK OF SCOTLAND
- 3 FINANCIAL CONDUCT AUTHORITY
- 4 J.P. MORGAN
- 5 HSBC BANK

Top Government Organisations

- 1 NATIONAL ASSEMBLY FOR WALES
- 2 WELSH GOVERNMENT
- 3 CROWN OFFICE & PROCURATOR FISCAL SERVICE
- 4 OFFICE FOR NATIONAL STATISTICS
- 5 LAND REGISTRY

Top Housing

- 1 B3LIVING
- 2 TOWER HAMLETS HOMES
- 3 METROPOLITAN
- 4 CIRCLE HOUSING GROUP
- 5 YOUR HOMES NEWCASTLE

Top Defence Organisations

- 1 MI5
- 2 ROYAL NAVY
- 3 THE ARMY
- 4 MI6

Top Third Sector Organisations

- 1 VICTIM SUPPORT
- 2 TOUCHSTONE
- 3 ST MUNGO'S
- 4 BARNARDO'S



The nine Star Performers – Accenture, Barclays, EY, Gentoo, Goldman Sachs, Home Office, IBM, Nottinghamshire Healthcare NHS Foundation Trust and Simmons & Simmons – aren't included in the lists above.

HOW THE INDEX WORKS

The Workplace Equality Index is free to enter for any employer. Each entrant compiles a submission demonstrating their organisation's performance against a set of best practice criteria accompanied by supporting evidence. The criteria explore ten areas of employment policy and practice:

- Employee policy
- Training
- Employee network group
- All-staff engagement
- Career development
- Line managers
- Monitoring
- Procurement
- Community engagement
- Additional work

To supplement evidence submitted by employers, Stonewall seeks feedback directly from the entrants' staff. This year Stonewall received over 60,000 responses to the staff survey. The survey asks 11 short questions covering key indicators of workplace culture, including:

- Are lesbian, gay and bi people comfortable disclosing their sexual orientation at work?
- Are there visible lesbian, gay, bi and trans role models in the organisation?
- Are lesbian, gay, bi and trans employees supported by managers and senior managers?
- Are staff confident reporting homophobic, biphobic and transphobic bullying in the workplace?

TRANS INCLUSION AND THE INDEX

We know people perform better when they can be themselves. We also know employers can have a huge impact upon the lives of their trans staff and the wider trans community. This makes it vital for us to integrate gender identity criteria in to the Index successfully.

We recognise this journey cannot happen overnight and have developed a plan for the future of the Workplace Equality Index, allowing change to happen in a supportive and productive manner. The aim is to work together to do this in the best possible way.

Year 1 – 2016 Index

This first year of trans inclusive questions has allowed us to gather information about what employers are currently doing to further gender identity equality in the workplace. This step has been crucial in mapping best practice and providing a baseline assessment of work. As such, gender identity criteria have not counted towards final scoring and ranking of the Index.

Year 2 – 2017 Index

We will help Diversity Champions implement best practice through our resources on supporting trans staff, developed from information gathered during the 2016 Index. This will be the last Index in the three year cycle with the current submission criteria. As with the 2016 Index, trans criteria marks will not count towards final scoring and ranking, but will provide a comparison to demonstrate progress and identify priorities.

Year 3 – 2018 Index (New Cycle)

In the new three year cycle beginning with the 2018 Index, submission criteria will be fully trans inclusive. Gender identity criteria will count towards overall score and ranking. It will not be possible for an organisation to be a Top 100 Employer without specifically demonstrating their trans credentials and reaching a specified threshold of points on these criteria.

HOW THE GLOBAL INDEX WORKS

Stonewall's Global Workplace Equality Index is a unique and pioneering tool because it is structured to assess employers' practices according to where they operate globally. The world is distinguished into three broad 'zones', with questions appropriate for each zone.

FOR ZONE 1 countries where same-sex relationships are legal and clear national employment protections exist, the criteria explore how employers go above and beyond their legal anti-discrimination requirements to create fully inclusive workplaces (e.g. Canada).

FOR ZONE 2 countries where same-sex relationships are legal but no clear national laws exist to prevent direct and indirect forms of workplace discrimination on the grounds of sexual orientation, the criteria examines the extent to which employers extend equal employment protections despite there being no legal requirement to do so (e.g South Korea).

FOR ZONE 3 countries where same-sex relationships are illegal, the criteria assess how employers use creative and legal means to create an environment of dignity and respect for all staff (e.g. India and Singapore).

To qualify as a Top Global Employer, the organisation must also rank in the Top 100 of the British Index or be a Star Performer.

TRANS INCLUSION AND THE GLOBAL WORKPLACE EQUALITY INDEX

The laws affecting trans people are distinctly different to the laws governing sexual orientation across the world and are incredibly complex. There is currently no definitive global picture available of the laws affecting trans people.

The challenge of integrating gender identity into the current zoning system of the Global Workplace Equality Index is the potential disparity between a country's gender identity and sexual orientation laws. This consequently means some countries may have progressive employment protections for lesbian, gay and bi people but not for trans people, or vice versa.

However we recognise that many global employers have been taking important steps to make their workplaces inclusive for trans people. As such, questions in all sections of the Global Index included gender identity criteria.

This will allow us to map the gender identity work being done in the different zones to see how closely it mirrors the progress in sexual orientation work. This gathering of best practice along with a review of the zoning criteria will allow us to best integrate gender identity in to the zoning system in coming years.

Please note that the zoning structure is not a reflection or ranking of gender identity or sexual orientation laws in those particular countries. They provide a means of setting expectations around how much work can legally be done in those countries to meet and exceed existing employment protection laws.

Stonewall Top Global Employers 2016

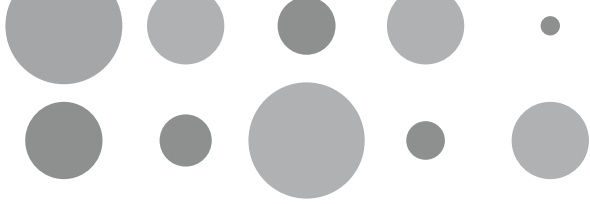


The logo for Baker & McKenzie, consisting of the company name in a white, uppercase serif font centered within a dark red rectangular bar with a yellow-to-green gradient on the left and right sides.

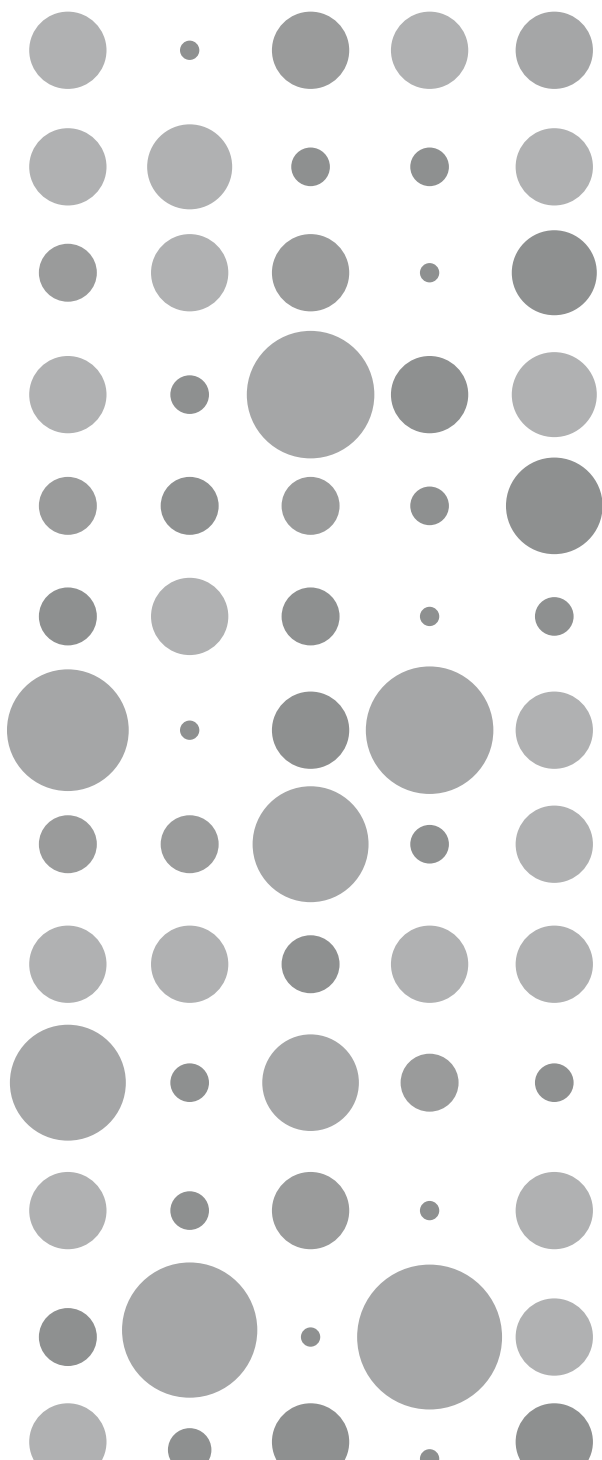


The logo for Simmons & Simmons, featuring the company name in a black, uppercase sans-serif font with a blue ampersand between the two "Simmons" words.





AWARD WINNERS



NETWORK GROUP OF THE YEAR 2016



ST MUNGO'S LGBT*Q+ NETWORK

St Mungo's LGBT*Q+ network

'St Mungo's is delighted to be recognised for our LGBT*Q+ staff network's achievements. We work hard to represent all parts of the LGBT*Q+ spectrum, particularly those who are sometimes overshadowed such as bisexuals, trans people and the queer-identified. Our network name ends in a '+' sign to include those for whom the label LGBT somehow falls short. Our strength is in our diversity. We're able to tap into the knowledge and skills of our network members and use these to develop the work we are doing with our clients. In 2016 we will be sharing a strategy that will help us to continue to improve all we've achieved so far.' – Jamie Hickling and Addison Barnett, LGBT*Q+ Network Coordinators

St Mungo's LGBT*Q+ network demonstrates the impact an employee network group can have when it's truly embedded in an organisation. The network inputs to diversity training, internal policy review and supports staff and clients; raises awareness of LGBT equality through LGBT History Month, Pride in London and social events; it also influences organisational development and service provision.

As part of their 2014–15 business plan the network was tasked with the objective of developing a London-wide accommodation pathway for lesbian, gay, bi and trans homeless people. Through exemplary partnership working with L&Q and Stonewall Housing, two supported housing schemes in Newham were established. This pan-London resource consisting of two flats allocated by self-identified gender, and one house specifically for trans people, allows LGBT homeless clients to live and be themselves in a safe and supportive environment. This, however, is just the first step in the planned development of an LGBT*Q+ housing network across London.

The network's activity also focuses on the experiences and intersections of the LGBT community, housing and other identities. They've presented at external conferences on the experiences of gay, bi and trans homeless women; are working with the organisation's Health Directorate to promote information and understanding around HIV, Sickle Cell and Hep C within the community; and, after attending the older LGBT Housing Summit, are upskilling members of the network in age-related specialisms.

SENIOR CHAMPION OF THE YEAR 2016



KARIN COOK
GROUP DIRECTOR,
LLOYDS BANKING GROUP

Karin Cook

'It is a great honour for me to have been named Stonewall's Senior Champion of the Year 2016. My role as Lloyds Banking Group's Executive Sponsor for Sexual Orientation and Gender Identity is incredibly rewarding and am ably supported by an extremely proactive group of colleagues. I am personally committed to helping our LGBT colleagues be more comfortable and confident in bringing their whole selves to work, and want to ensure that Lloyds Banking Group is seen as an employer of choice for the LGBT community. As part of our Helping Britain Prosper Plan, we have set a public goal around increasing the engagement levels of LGBT colleagues, and are committed to making it happen.' – Karin Cook

Karin Cook is Group Director for Operations in Lloyds Banking Group and is the Group Executive Sponsor for Sexual Orientation and Gender Identity. Her visibility, reach and impact has been felt across the organisation since she volunteered to be an Executive Sponsor in 2013.

Karin was instrumental in driving trans-inclusive gender identity options on the Lloyds Banking Group colleague survey. During Pride in London, Lloyds Banking Group celebrated by turning ATMs in to 'GAYTMS' and Karin personally ensured rainbow flags were flown at the London head office. She is currently looking at the recruitment, retention and development of LGBT colleagues within Lloyds Banking Group. Karin is also committed to making the organisation easier to deal with for LGBT customers and recently ensured a process was implemented to help trans customers update their records more easily and she will continue to sponsor improvements to the customer experience.

Karin utilises a variety of communication channels within Lloyds Banking Group in order to promote inclusion for lesbian, gay, bi and trans colleagues. Her weekly blog which goes out to over 20,000 colleagues regularly covers topics around LGBT inclusion. She engages with all levels of staff, from organising lunches with junior LGBT colleagues to hear about their experiences; regularly attending meetings with the co-chairs of the bank's LGBT network and organising a volunteering 'Day to Make a Difference' with the Albert Kennedy Trust and PACE for the Group Operations Executive Committee.

Karin's ambition and passion to ensure LGBT staff within Lloyds Banking Group can flourish is a credit both to herself and the advocates she inspires.

ROLE MODEL OF THE YEAR 2016



DAVID ALI
CARETAKER,
ENVIRONMENTAL SERVICES,
TOWER HAMLETS HOMES

David Ali

'It is an absolute honour being recognised as a role model. Being a gay man from a BME background has had its challenges, but through my work and visibility I hope I've changed people's perceptions in the community and the workplace. I have a passion to help and support those in need, a trait of my own role model – my mother. Learning from experience and her determination has made me the person that I am today – being a role model and an advocate for equality and diversity.' – David Ali

David Ali is a Tower Hamlets Homes Caretaker in the Environmental Services department. Born in Tower Hamlets to a Bangladeshi father and White British mother, he epitomises the diversity of the borough and the LGBT community.

As an active member of Tower Hamlets Homes LGBT network group, David is a visible and proactive role model within the organisation and was a driving force in Tower Hamlets Homes coming second in the Workplace Equality Index Top 100 in 2015. He has reverse mentored heads of service and directors about issues facing frontline staff including homophobic hate crime and anti-social behaviour. In David's day-to-day work in Environmental Services, he also takes a lead in ensuring colleagues are equipped with the knowledge and skills to combat bullying and harassment. Prior to this, David worked for London Lighthouse for over 17 years, providing support and care for people living with HIV/AIDS.

In addition to supporting LGBT inclusion within Tower Hamlets Homes, David's visibility and impact is also felt in the community. He volunteers for Opening Doors, a project set up to provide support for older LGBT people in London, HouseProud, a network of nine other housing organisations supporting residents and staff, and Rainbow Hamlets, a community-led organisation which provides services for lesbian, gay, bi and trans residents in Tower Hamlets and the East End of London.

David demonstrates that a role model can come from anywhere within an organisation, whatever area or division. He is a role model not just for the housing sector, but for the wider LGBT community, and those who are working to provide inclusive communities and workplaces for all across the UK.

ALLY OF THE YEAR 2016



JUSTINE THOMPSON
SENIOR INCLUSION &
DIVERSITY MANAGER,
BAKER & MCKENZIE

Justine Thompson

'I am overjoyed and utterly humbled to have been recognised as Stonewall's Ally of the Year. I believe passionately that everyone has the right to be themselves at work and I have seen first-hand the critical role visible allies play in creating LGBT inclusive workplaces. This award is a testament to Baker & McKenzie for taking a bold stance on LGBT equality and for fostering an environment where LGBT colleagues can be themselves. I am proud to work for a firm who have so actively supported my efforts to engage staff around LGBT equality and to support the wider LGBT community.' – Justine Thompson

Justine Thompson has strived to ensure there is the opportunity for everyone at Baker & McKenzie, regardless of seniority or role, to contribute meaningfully to building an LGBT inclusive environment – a dedicated worker and above all, an outstanding ally.

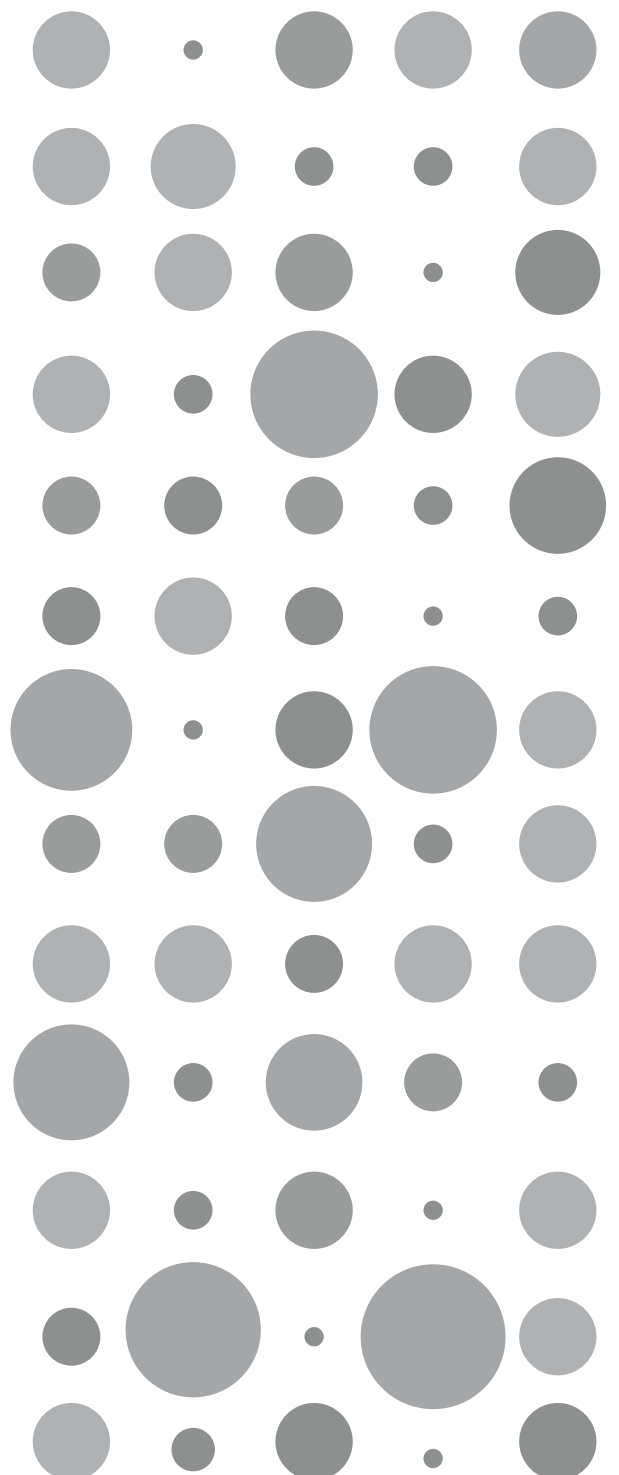
Justine has developed Baker & McKenzie's LGBT & Allies network to becoming the firm's largest and most visible employee network group; in London, over one third of the office are visible straight allies. The numerous visible statements that all employees can make to support sexual orientation and gender identity equality range from rainbow lanyards and mugs which are seen throughout the firm, to a rainbow rugby kit worn by the firm's mixed touch rugby squad.

Justine plays an active and tireless role in supporting LGBT staff and allies at all levels, from supporting the Chair of the Firm's Global Diversity Initiative and London LGBT Partner Sponsor in driving strategic decisions, to enabling the career development of junior lesbian, gay, bi and trans colleagues. Justine has provided a platform for LGBT staff to share their stories, challenging perceptions and broadening the perspective of all staff in Baker & McKenzie's London office. Justine's reach extends beyond London. She co-chairs LGBT Affinity Calls for the firm's Global LGBT/Allies group and supports the development of global LGBT policies and practices in collaboration with partners.

As well as creating an LGBT inclusive environment within the firm, Justine's impact can also be felt in the wider community through the partnership with Pride in London, the Albert Kennedy Trust and the London Gay Men's Chorus. Justine has not only helped to build meaningful relationships with these organisations, she has ensured practical support through identifying staff volunteering opportunities and securing regular office space for committee meetings and rehearsals.



STAFF FEEDBACK QUESTIONNAIRE



Each year employers participating in the Workplace Equality Index invite their staff to give anonymous feedback directly to Stonewall on their experiences of working in that organisation. This feedback gives employees the opportunity to engage with Stonewall and helps us gain a better understanding of the experiences of lesbian, gay, bi and trans people across Britain and the state of equality in their workplaces. Up to five per cent of the total marks available for the index are based on the responses to this survey.

For the first time, the 2016 staff feedback questionnaire was trans inclusive. This has meant we've been able to examine and begin to understand the experiences of trans employees in workplaces across Britain.

60,506 employees participated in the 2016 survey making it one of the largest national employment surveys ever conducted in Britain.

Respondent profile

Sexual orientation

Of the respondents 11,383 identified as lesbian, gay or bi. Just over half of these responses (53 per cent) came from gay men, lesbians accounted for 24 per cent and bi people represented 23 per cent.

Gender identity

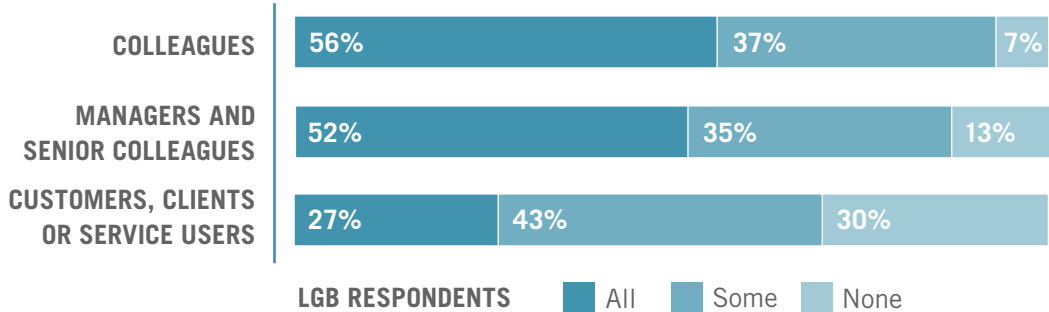
Of the respondents, 597 identified as trans. Over half of these responses came from people who identified as non-binary (58 per cent), trans women accounted for 22 per cent of the responses and trans men represented 20 per cent.

Disclosing sexual orientation in the workplace

Creating a working environment where your employees feel comfortable disclosing their sexual orientation if they wish to is a major step towards LGB inclusion in the workplace.

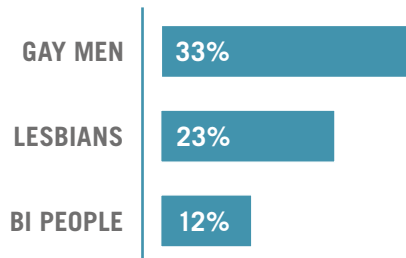
Encouragingly, there is a large proportion of LGB respondents who feel comfortable disclosing their sexual orientation to some or all of the following groups in their workplace.

ARE YOU COMFORTABLE DISCLOSING YOUR SEXUAL ORIENTATION TO...

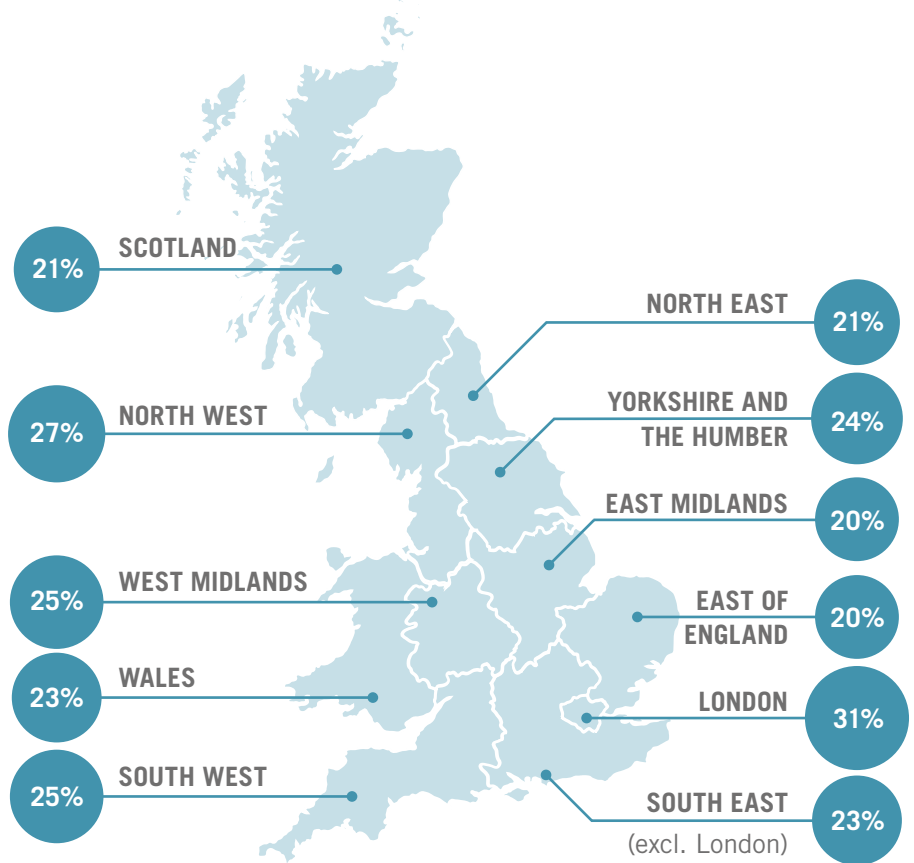


Gay men were more likely to be out to all colleagues, managers and customers or services users (33%) than lesbians (23%) and bi people (12%).

LGB RESPONDENTS WHO ARE COMFORTABLE BEING OUT TO ALL COLLEAGUES, MANAGERS AND CUSTOMERS OR SERVICE USERS...



LGB RESPONDENTS WHO ARE COMFORTABLE BEING COMPLETELY OUT IN THE WORKPLACE...



The impact of disclosing sexual orientation

Respondents who feel comfortable disclosing their sexual orientation in the workplace to all colleagues, clients and customers or service users were much more likely to report being satisfied at work.

RESPONDENTS COMFORTABLE BEING COMPLETELY OUT AT WORK WERE...

71%

71 PER CENT more likely to be satisfied with the support they receive from their manager, compared to those who are not comfortable being out to anyone (87 per cent compared to 51 per cent).

67%

67 PER CENT more likely to be satisfied with their sense of achievement (85 per cent compared to 51 per cent).

65%

65 PER CENT more likely to be satisfied with their job security (79 per cent compared to 48 per cent).

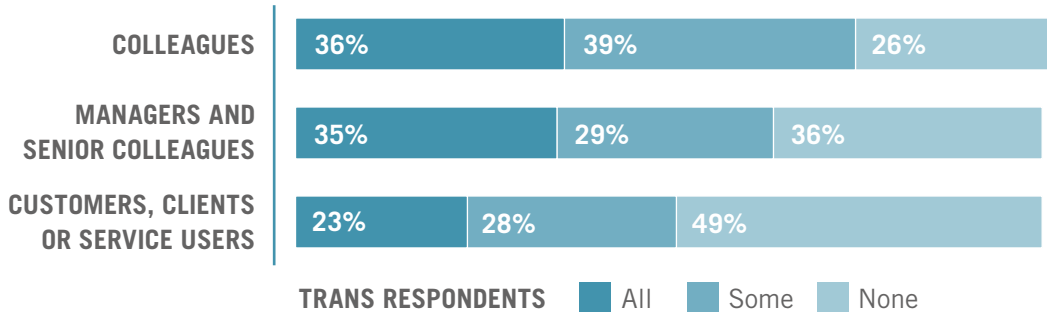
Disclosure of trans identities in the workplace

Someone choosing to disclose their gender identity when they identify as trans, have a trans history or identify outside of the gender binary is different from disclosing sexual orientation. For some people their trans status is a historic element of who they were, and not part of their identity. Some trans people do not want to disclose their gender identity or trans history and feel no disadvantage by not doing so.

Staff should not be forced to disclose their gender identity or trans history. Organisations should however, strive to create a supportive working environment, whereby if a trans employee wishes to disclose their trans identity or history, they feel comfortable doing so.

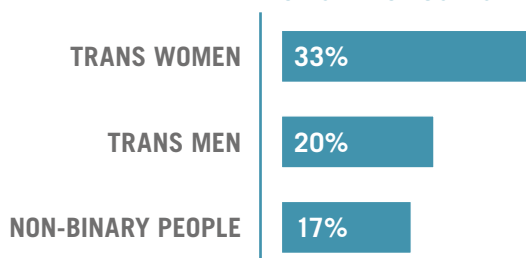
A quarter of trans respondents were not comfortable to disclose their gender identity to any colleagues (26 per cent), over a third were not comfortable disclosing to any managers or senior colleagues (36 per cent) and half were not comfortable disclosing to customers, clients or service users (49 per cent).

ARE YOU COMFORTABLE DISCLOSING YOUR GENDER IDENTITY TO...



Trans women were more likely to feel comfortable disclosing their gender identity to all colleagues, managers and customers or services users (33%) than trans men (20%) and non-binary people (17%).

TRANS RESPONDENTS WHO ARE COMFORTABLE DISCLOSING THEIR GENDER IDENTITY TO ALL COLLEAGUES, MANAGERS AND CUSTOMERS OR SERVICE USERS...



The impact of disclosing trans identities

Disclosing gender identity or a trans history is a decision each trans person makes according to many different personal factors. For those who wish to disclose, and feel comfortable in doing so, there may be an impact.

Respondents who identified as trans and were comfortable disclosing their gender identity to all colleagues, managers and customers or service users were more likely to report being satisfied at work. This may be for several reasons, for example feeling able to express and present their true gender and feeling able to talk to others about their identity.

TRANS RESPONDENTS COMFORTABLE DISCLOSING THEIR GENDER IDENTITY TO EVERYONE AT WORK WERE...

77%

77 PER CENT more likely to be satisfied with their job security, compared to those who are not comfortable disclosing their gender identity to anyone (78 per cent compared to 44 per cent).

68%

68 PER CENT more likely to be satisfied with their sense of achievement (79 per cent compared to 47 per cent).

67%

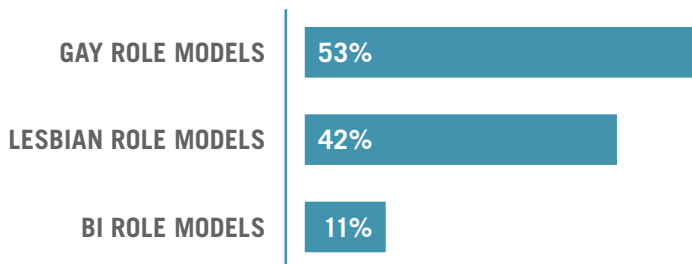
67 PER CENT more likely to be satisfied with the support they receive from their manager (82 per cent compared to 49 per cent).

Visibility of lesbian, gay, bi and trans role models

Role models have a critical role to play in creating inclusive environments. One key factor in the success of role models is their visibility in the workplace.

Around half of LGB respondents (53 per cent) and heterosexual respondents (47 per cent) agree that there are visible gay role models in their workplace. This number decreases for the visibility of lesbian role models (42 per cent and 36 per cent) and significantly decreases for bi role models (11 per cent and 8 per cent). 19 per cent of trans respondents agree that there are visible trans role models in the workplace.

I AGREE THAT THERE ARE VISIBLE LGB ROLE MODELS IN MY ORGANISATIONS...



LGB RESPONDENTS

I AGREE THAT THERE ARE VISIBLE TRANS ROLE MODELS IN MY ORGANISATIONS...



TRANS RESPONDENTS

The impact of role models

92%

92 PER CENT of respondents who reported there are visible lesbian, gay, bi and trans role models in their workplace also felt their organisation was LGBT inclusive, compared to 52 per cent for those who don't see visible role models.

Demonstrating commitment

Many organisations understand the importance of having senior members of staff who visibly champion LGBT equality. Proactive leadership demonstrates to all staff they will be respected and valued, regardless of sexual orientation or gender identity.

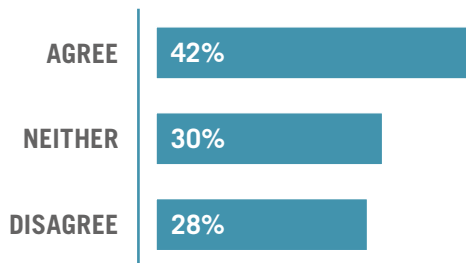
Almost two thirds (63 per cent) of LGB respondents agree they see visible commitment from senior leaders to sexual orientation equality; this number has increased from half (53 per cent) who reported seeing visible commitment in 2015.

LGB RESPONDENTS WHO AGREE SENIOR LEADERS DEMONSTRATE A VISIBLE COMMITMENT TO SEXUAL ORIENTATION EQUALITY...



In contrast, fewer than half of trans respondents (42 per cent) felt their senior leaders demonstrated visible commitment to trans equality, and more than a quarter (28 per cent) disagreed. This suggests that messages from senior leaders on trans inclusion are not filtering through organisations, are too broadly LGBT or are non-existent.

SENIOR LEADERS DEMONSTRATE A VISIBLE COMMITMENT TO TRANS EQUALITY...



TRANS RESPONDENTS

Effectiveness of diversity and inclusion training

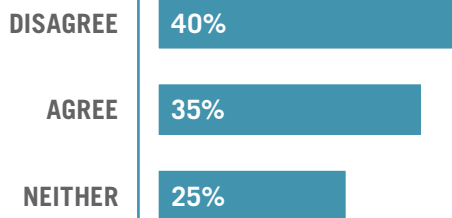
Effective diversity and inclusion training helps employees understand how everyone's behaviour contributes to creating a safe and comfortable working environment. This training should involve lesbian, gay, bi and trans staff in design and development, to capture inaccuracies and ensure a range of experiences are represented.

57%

57 PER CENT of LGB respondents reported that diversity training in their organisation equips staff well with knowledge on sexual orientation issues.

In contrast, only 35 per cent of trans respondents agree that diversity training adequately equips staff with knowledge on gender identity issues, and 40 per cent disagreed. This suggests organisations should focus on embedding trans equality further in to their diversity and inclusion training in order to equip all staff with adequate knowledge.

DIVERSITY TRAINING IN MY WORKPLACE EQUIPS STAFF WELL WITH KNOWLEDGE ON GENDER IDENTITY ISSUES...



TRANS RESPONDENTS

Multiple identities

The LGBT community is diverse in itself. Increasingly employers are recognising, celebrating and raising awareness of the multiple identities people hold and the issues that they face; whether based on intersections between LGBT and ethnicity, age, religion or disability to name but a few.

2 | BAME LGBT respondents were nearly **TWICE** as likely to disagree with the statement 'I feel able to be myself in the workplace' than white LGBT respondents (14 per cent in comparison to 8 per cent).

2 | Disabled LGBT respondents were **MORE THAN TWICE** as likely to disagree with this statement than non-disabled LGBT respondents (16 per cent in comparison to 7 per cent).

2 | Trans LGB respondents were **MORE THAN TWICE** as likely to disagree with this statement than all LGBT respondents (21 per cent in comparison to 8 per cent).

Stonewall's Diversity Champions programme is Britain's leading employers' forum for LGBT equality, diversity and inclusion. We work with over 700 members across the public, private and third sectors to help them create inclusive and accepting environments for almost a quarter of the UK workforce.

DIVERSITY CHAMPIONS



VENU DHUPA
SENIOR DIRECTOR
OF PROGRAMMES

Members receive a range of benefits, including a dedicated Account Manager in Stonewall's Membership Programmes team, an annual Workplace Equality Index benchmarking meeting and tailored advice to enable you to tap into the full potential of your workforce.

Membership also entitles you to free and priority access to Stonewall seminars held in locations across Britain and discounted rates for our national conferences and leadership programmes.

Our seminars highlight the latest good practice on topical issues and our national conferences provide an inspiring line-up of keynote speakers and masterclasses to develop the edge over competitors. They also offer incredible networking opportunities where you can share ideas with over 700 employers across different sectors and regions.

Employers operating internationally also have the opportunity to join Stonewall's Global Diversity Champions programme. Our growing network of top international employers benefit from Stonewall's expertise in supporting LGBT staff no matter which country they are based in. Members receive a range of additional benefits, including dedicated seminars and research on issues specific to international employers as well as an in-depth global benchmarking meeting to track progress.

At a time when every employer is trying to do more with less, no employer can choose to ignore its most critical resource – its workforce. To find out more about what the Diversity Champions programme offers or how Stonewall can help your organisation, please get in touch. Stonewall and our top-performing partners are here to help.

Congratulations to all our Diversity Champions who made it into Stonewall's Top 100 Employers 2015 and thank you for all your efforts to progress equality for LGBT people at work.

THE STONEWALL LEADERSHIP PROGRAMME

Stonewall's Leadership programme provides a unique space to look at questions around sexual orientation, gender identity and authenticity and how these can be used to develop an individual's leadership abilities.

For more information, please visit:
WWW.STONEWALL.ORG.UK/LEADERSHIP

THE STONEWALL ROLE MODELS PROGRAMME

Stonewall's one day Role Models programme is designed for lesbian, gay, bi and trans staff at all levels to help gain an understanding of how they can be effective and inclusive role models in their workplaces.

For more information, please visit:
WWW.STONEWALL.ORG.UK/LGBTROLEMODELS

THE STONEWALL ALLIES PROGRAMME

Stonewall's one day Allies programme is designed for allies of LGBT staff to help gain an understanding of how they can be effective and inclusive role models and allies in their workplaces.

For more information, please visit:
WWW.STONEWALL.ORG.UK/ALLIES

STONEWALL WORKPLACE RESOURCES

Stonewall produces a range of guides, research and toolkits for employers to help them create workplaces that celebrate difference. All of these resources are available to download for free on our website.

For more information, please visit:
WWW.STONEWALL.ORG.UK/WORKPLACE

STONEWALL WORKPLACE CONFERENCE 2016

Learn the emerging best practice in LGBT inclusion at Stonewall's Workplace Conferences held annually in London, Leeds, Edinburgh and Cardiff, kindly supported by EY. Share the latest ideas and build your network among senior leaders, HR and diversity professionals, LGBT staff and allies interested in equality at work. Return to your organisation with innovative and practical ways to make a lasting impact for all LGBT people and understand how you can help them achieve their full potential.

For more information, please visit:
WWW.STONEWALL.ORG.UK/WORKPLACE-CONFERENCES

‘WE REGARD THE WORKPLACE EQUALITY INDEX AS A HUGE IMPORTANT BENCHMARKING TOOL BECAUSE OUR CLIENTS AND OUR COMPETITORS ARE ALSO DOING THIS. IT LETS US ACTIVELY DEMONSTRATE AND SHOW EVIDENCE OF WHAT WE’RE DOING AND WHY WE’RE DOING IT.’

‘HAVING ACCESS TO SUCH A WEALTH OF SUPPORT AND RESEARCH, AND BENCHMARKING OURSELVES AGAINST THE BEST EMPLOYERS, ENABLES US TO ENSURE OUR SERVICES ARE WORLD CLASS – SERVING THE NEEDS OF ALL OUR COMMUNITIES.’

Produced by Peter Holmes

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