

# THE ROAD TO

# AN INCLUSIVE WORKPLACE

## EMPLOYER

## EMPLOYEE

### 1 MISSION/VISION

Create a strong **mission/vision** that explicitly reflects an open stance on diversity and inclusion. Make sure Sexual Orientation, Gender Identity, gender Expression and Sex Characteristics (SOGIESC) are mentioned.

*Create an according quote of conduct, non-discrimination policy, strict guidelines against bullying, harassment and/or intimidation, and clearly state your company's view on providing an inclusive and diverse workplace.*

When you're going job hunting, reflect on what exactly you want to do, and what kind of company you'd like to work for. Set up a clear vision. Select those companies and organizations you see yourself fitting into.

*Does the application form use gender neutral language? Do they look for 'M/V/X' instead of 'M/V'? Do they encourage everyone to apply for this position? Good! This is a solid indication the company has thought about inclusivity and puts an active effort in attracting diverse applicants.*

### 2 EMBODIED POLICY

**People in charge** and top management need to support the policies on LGBTI+ inclusion and actively carry them out. The **HR department** and other relevant employees need to practice inclusive recruitment and provide LGBTI+ friendly counselling.

*Diversify your promotional channels to reach more LGBTI+ people, use gender inclusive language in applications and on the website, have an interview panel that has an appropriate gender balance. If needed, hire an external recruitment agency specialized in SOGIESC or provide trainings for your personnel.*



### 3 IMAGE TO THE OUTSIDE WORLD

The **perception** people have of your company is reality. Make sure your corporate image includes a SOGIESC policy. Let values be known by your prospective and current customer base and subcontractors.

*Communicate your inclusive corporate culture via your website, LGBTI+ events and organizations. Use gender neutral language. Participate in visibility actions like IDAHOT (International Day Against Homophobia and Transphobia) and support LGBTI+ initiatives. Don't use 'sir/madam' to address to someone. Use their first and last name instead.*

Image is important. The clothes you wear, the things you say when you introduce yourself, your online persona... all of these combined will constitute the image a possible future employer has of you.

*Double-check your privacy settings of social media. Be mindful of your profile picture. If you don't want to come out (yet), be cautious about the information that is publicly accessible. Use an appropriate, simple e-mail address. When dressing for an interview, aspire to dress one notch above what you would normally consider suitable for work. Find the right balance between showing your personality on the one hand, and not distracting from the substance of your interview.*

### 4 INDIVIDUAL SUPPORT

Give **support** to people whose needs might fall outside what is considered 'the norm', as it will make employees more involved in their job. Make sure your company has an accessible and visible **complaint procedure** and **assigned confidential counsellor** who is knowledgeable on the topic. If your company is unable to structurally provide such help, make use of the expertise of external organizations.

*Give the needed support for people coming out, practical information on fatherhood leave, inclusive or additional insurance policies for trans people, specific facility needs like a gender neutral toilet or locker room, and administrative measures like providing an email address or badge with the chosen name.*

Individual support is crucial for your well-being, especially if your needs differ from what is considered 'the norm'.

*During your initiation phase, make sure you get introduced to the confidential counsellor. Know where to go in case of discrimination or harassment, when you need info on (being) trans at work, or in case the provided facilities, health care or insurance policy don't cover your needs. Ask your employer to organize KLIQ's Resilience Training. Ask to recognize the added value you can bring to an organization/company.*

### 5 WORKPLACE CULTURE (IMPLICIT)

A **workplace culture** doesn't necessarily reflect the policies in place, this can be a long process. It is important that your company's vision on LGBTI+ inclusion is visible to the entire staff and employees. Make sure it is known that there is **no room for discrimination** or harassment. Assign someone to ensure that this policy is never disregarded by any employee.

*When someone comes out or a new LGBTI+ staff member enters the team, observe how other employees respond to this. Get involved with anyone responding negatively. Emphasize what it means to be an ally.*

Be mindful of indications of **sincere inclusion and openness** to different aspects of everyone's identity.

*Can you be true to your (gender) expression? Are colleagues able to be open about their personal lives and non-judgmental about others? What is the general outlook on 'harmless jokes'? Are there on-boarding programs? An LGBTI+ network? Trainings on topics like inclusion and diversity? Get a sense of the level of inclusion of the employer you work for.*

### 6 SOGIESC KNOWLEDGE (EXPLICIT)

For an open culture in the workplace, having an employee body that is **knowledgeable** on the topic is a must. Often, a negative response to an LGBTI+ related topic finds its roots in incomprehension, not in animosity. Provide your staff **with the right education** and emphasize the similarities rather than the differences.

*These days there's a myriad of trainings, e-Learning modules, magazines and educating tools you can turn to for more awareness. Partner up with an LGBTI+ organization in your area or go to [www.kliqacademy.be](http://www.kliqacademy.be) for some basic and advanced e-Learning modules on the topic of SOGIESC.*

Having the feeling that you have the **agency to recommend improvements** is a good indication of an employer that is open to becoming more inclusive! It's important you don't feel like you need to precede your coming out with a full education this topic.

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### 7 NETWORKS AND PROGRAMS

**LGBTI+ networks** in companies often have a transformational strength. A network provides your LGBTI+ employees with a space to be themselves, the agency to identify potential obstacles, and a vehicle to transform those obstacles into inclusive policies.

Two elements are often very decisive for the smooth functioning of a network: the **support of the team**, and a **sponsor** from (upper) management. Make sure the network has the (administrative, financial or material) support it needs.

*KLIQ Works offers a convenient guide to help further a strong LGBTI+ network. Provide facilitations for LGBTI+ events. Communicate the existence of the network during (LGBTI+) events and to other (LGBTI+) organizations.*

An **LGBTI+ employee network** plays an important role in creating an inclusive workplace. It can provide the right atmosphere and support if you choose to come out at work. If there is no network active, but you'd like to **start one** or you're interested to find out more about the benefits of such a network, **KLIQ Works** offers a convenient guide that will help you on your way, with tips, tricks, testimonies and best practices. Find it at [www.kliqacademy.be](http://www.kliqacademy.be).



### 8 LEAD BY EXAMPLE

To really enhance and facilitate diversity to a company's core, it's important to make executive positions attainable for people from diverse backgrounds. This is not a given, as many companies struggle with the **representation** of various groups in **upper management**. Research by McKinsey however shows that there's a high correlation between diversity in upper management and profitability. If you want to carry out diversity as a value and strategy, lead by example.

**Be the change you want to see!** LGBTI+ role models lead by example by facilitating more honest conversations. Merely by being open themselves and sharing their success stories, LGBTI+ people and allies alike empower people to be their true selves. By taking up various roles and activities, they influence and inspire others with the aim to develop visibility.

### 9 EVALUATION

A workplace is a dynamic environment. Establishing an inclusive atmosphere takes a long-term commitment and **systematic evaluation**. Be cognizant of new developments. Make sure you are aware of what is happening in the workplace. **Measure your success!**

*Have periodical staff surveys, and evaluations on a systematic basis. Yearly evaluations will help you monitor the level of inclusivity and tolerance in your organization, and keep track of your progress, pitfalls and successes. KLIQ Works offers tools that can help you evaluate the level of inclusion.*



### 10 LEGAL FRAMEWORK

There is a **legal framework** to protect everyone's rights in the workplace. However, preventing people having to resort to these by creating the most inclusive workplace for all of your employees, is a better strategy. Go to [www.kliqacademy.be](http://www.kliqacademy.be), find out what these rights are, and make sure they are safe guarded at your company.

There are a multitude of institutions, organizations, platforms and EU directives to protect **your rights in the workplace**. Go to the starting page of this module for a full list of where to go when you need anything ranging from juridical advice or a lawyer, to a helping hand or listening ear.



KliQ's 'Road to an Inclusive Workplace' wants to emphasize the mutual accountability for employer and employee. On the left of the road you'll find the tips and tricks for the employer, on the right a corresponding section for the employee.

To learn more, go to [www.kliqworks.be](http://www.kliqworks.be) and find out about the myriad of trainings, e-Learning modules and educating tools KliQ Works has to offer.



Thoughtful and deliberate conversation and action are needed to cultivate a diverse and inclusive workplace environment. Both employee and employer can do their part in various ways, from the process of recruitment to integration and retention. This non-exhaustive list resembles the way to an inclusive and LGBTI+ friendly workplace.

## AN INCLUSIVE WORKPLACE

## THE ROAD TO

# =CHARTER=

## THE INCLUSIVE ORGANISATIONAL CULTURE THE POWER OF GENDER DIVERSITY AND SEXUAL DIVERSITY IN THE WORKPLACE

Our companies and organisations are part of a very diverse society. Although this diversity greatly enriches our society, there are still several groups, including women and LGBTI+ people, who receive fewer opportunities due to structural imbalances and societal mechanisms, both in and out of the workplace.

This charter represents the core principles of an inclusive organisational culture in which organisations/companies value the diversity of their employees, customers, and partners. In particular, we focus on gender identity, gender expression, and sexual orientation. We take other attributes into account as well, such as ethnic background and disabilities, all of which contribute to an individual's identity. Such an inclusive organisational culture enables employees to fully apply and develop their talents.

This charter acknowledges that an inclusive organisational culture, which takes account of the diversity and unique talents of its employees, contributes to the well-being of all employees and to the proper functioning of an innovative and dynamic organisation/company.

This inclusive organisation culture can only be achieved if all members of the organisation/company do their part. This charter is a call for all persons involved—employers and employees and their associations, civil society, and government—to work together in order to create an inclusive workplace.

### THE SIGNATORIES COMMIT TO THE FOLLOWING IN ORDER TO ACHIEVE AN INCLUSIVE ORGANISATIONAL CULTURE:

- 1 We aim to develop an inclusive workplace where everyone can be themselves, can apply and develop their own talents, and have equal opportunities without fear of discrimination.
- 2 We ensure that the notions of diversity and inclusion are supported throughout the policies of our organisation. This is not limited to the legal terms regarding non-discrimination and the well-being of employees, but takes account of all aspects of and processes within the organisation, such as the hiring and mobility of employees within the organisation. By intervening in this structure, we also change the culture of our organisation/company.
- 3 We appoint a confidential counsellor, and establish a clear complaint procedure for cases of discrimination and harassment.
- 4 We seek to enhance the knowledge and expertise of this confidential counsellor, in addition to that of managers, HR staff, and all relevant personnel who play a role in the implementation of inclusion policies. We do this particularly with regard to gender mechanisms that might lead to exclusion, intimidation, reduced well-being, and/or reduced skill development in the workplace. These persons in our organisation/company act as ambassadors with regard to these topics, and they are supported in this role.
- 5 We support diversity employee network groups within our organisation, and we will maintain close contact with them and civil society associations in order to achieve an inclusive workplace.
- 6 Internal communications to all employees include regular updates about our diversity and inclusion policies and about particular target groups and topics.
- 7 Our organisation/company takes up its social responsibility, and conveys its policies and good practices in external communications. In this way we can contribute to a more harmonious and pluralist society in which everyone can feel at home.
- 8 Diversity and inclusion are important topics in our dealings with our partners (eg, subcontractors and suppliers), and we encourage them to apply principles of non-discrimination, diversity, and inclusion.
- 9 We aim at inclusiveness in other branches of our company, both domestically and abroad.
- 10 We evaluate our own activities with regard to inclusion and diversity, measure their results and make adjustments where necessary.



## OUR MEMBERSHIP PROGRAMS

Become a member of KliQ Works and support sexual and gender diversity in an inclusive workplace

### BASIC MEMBERSHIP

- Personalized recommendation report
- Customized inclusion program
- 1 day customized support (trainings, screening,...)
- Book trainings at - 10%
- Book event tickets at -15%

### FULL MEMBERSHIP

- Personalized recommendation report
- Customized inclusion program
- 2 days customized support (trainings, screening,...)
- Access to e-learning platform
- Access to webinars
- Resilience training for LGBTI+ staff
- Book trainings at - 25%
- Book event tickets at -35%

### DID YOU KNOW...

KliQ Works can customize every service to the requirements of your organization?

For more info, go to [www.kliqworks.be](http://www.kliqworks.be)