

Feedbacks on the 4 workshops

Co-creation process 2018/2019



MESIS



Define the priority issues that the participating companies wanted to work on throughout the cycle



Deliverables and Practical Tools for Reuse

- Listing of priority issues
- LGBTI inclusion policy: benefits and obstacles

25
OCT.



MESIS



Address the issue of workplace well-being and identify key factors for integration in the workplace



Deliverables and Practical Tools for Reuse

- Self-directed tool: well-being at work and belonging feeling

29
NOV.



STATE STREET



Work on the issue of recruitment and retention of employees and identify the difficulties encountered by LGBTI employees using the design thinking method



Deliverables and Practical Tools for Reuse:

- Solutions and good practices to be implemented at each stage of the employee's lifecycle

27
FEB.



MESIS



Deepen concrete solutions developed during the co-creation process



Deliverables and Practical Tools for Reuse:

- Practical tools (inclusive job offer, communication tools)
- Work ideas for LGBTI diversity training or inter-company mentoring projects (support for exchanges between employees)

7
MAY

All the deliverables and tools developed during the workshops are available on request for IMS members by contacting the IMS team.

Continuation

LGBTI Diversity Training

To continue its action on the subject, IMS Luxembourg via the Diversity Charter Lëtzebuerg is partnering with the Luxembourg Professional LGBT+Allies Association, an inter-company network. Together, they develop training in LGBTI diversity for private and public organisations.

The objective? Guide companies on the best ways to be «LGBTI-inclusive» at all levels. The training will raise awareness and train employees on LGBTI diversity in order to develop open and respectful working environments.



Thank you to all participating organizations

Allen&Overy, European Investment Bank, BGL BNP Paribas, Champ Cargo System, Cigale, Deloitte, ING Luxembourg, Intersex & Transgender Luxembourg asbl, La Mondiale Europartner, L'Autre Cercle, Linklaters, the Ministry of Family, the Ministry of Labour, ProActif asbl, PwC Luxembourg, RBC Investor Services Bank, Sodexo Luxembourg, State Street Bank Luxembourg, SuperDrecksKëscht, Touchpoints asbl

About Partners With Impact

The PARTNERS WITH IMPACT Project, co-organised by IMS Luxembourg, the Ministry of Labour, Employment and the Social and Solidarity Economy, the ULESS and 6zero1 ensures the continuity of Part&Act. It aims at stimulating the development of new partnerships models in the Grand-Duchy by providing tools and a methodology, and by encouraging meetings, exchange and co-creation between business and society. In concrete terms, it is about bringing together the member companies of IMS Luxembourg and social enterprises around specific axes of cooperation and in response to environmental and social challenges.

Two cycles of co-creation workshops were organized on societal themes that are not sufficiently addressed in Luxembourg. In 2017, the participants discussed about over-indebtedness, a taboo phenomenon that affects Luxembourg. The second cycle, hosted by the Maison de l'Economie Sociale et de l'Innovation Sociale (MESIS), had the aim to bring out innovative initiatives and projects in favour of LGBTI diversity.



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère du Travail, de l'Emploi et
de l'Economie sociale et solidaire

ULESS
Union luxembourgeoise de
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IMSLUXEMBOURG
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THEMATIC REPORT
Feedback on the co-creation workshops

LGBTI INCLUSION

Developing initiatives and best practices to enable everyone to be themselves



Be able to open your mind by
listening to others and discuss topics
from new perspectives



Emmanuelle Petit

LGBTI (Lesbian, Gay, Bi, Trans, Intersex) people still suffer from many stereotypes and prejudices despite positive legislation in Luxembourg. Discrimination and homo-bi-transphobic violence remain a reality in Europe and worldwide. With little data available in Luxembourg, it is difficult to paint a picture of the professional and social reality.

In view of these observations, several questions arise for companies. How can we create an inclusive working environment in which everyone feel free to be themselves? How can we prevent discriminations against LGBTI people? How can we offer inclusive and adapted services to everyone?

To try to answer these questions and to raise awareness on the topic, IMS Luxembourg, the Ministry of Labour, Employment and the Social and Solidarity Economy, the ULESS and 6zero have organised a series of co-creation workshops on the issue of LGBTI inclusion that was part of the project Partners with Impact. Private companies, public organisations and non-profit associations have gathered within the Maison de l'Economie Sociale et de l'Innovation Sociale (MESIS) in order to work together on tools, best practices and projects in favour of LGBTI inclusion.

In this thematic report, you will find an overview of the work and discussions from the workshops as well as insights and key figures on this issue, still not well addressed in Luxembourg.

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About the Project



Challenges and issues

**Awareness Raising and Information**

The topics of sexual orientation and gender identity are not well-known and the role that the companies may have to play is not well understood. Many stereotypes and prejudices still have to be deconstructed in order to avoid misunderstandings among employees and to raise awareness on LGBTI diversity.

**Commitment**

The link between the LGBTI community and the professional sphere is not obvious to everyone and the subject of inclusion of these people is often considered as not important. Leadership commitment is essential to implementing inclusion policies throughout the company.

**Management of all diversities**

The term “diversity” includes all types of differences. Cultural, religious and generational diversities must be taken into account in order to respect everyone’s convictions. The limits to self-expression are not the same for everyone.

The challenges to be overcome

The key issues for the organization

Employer Branding

Developing a LGBTI inclusion policy strengthens the employer brand in a context where more and more applicants are sensitive to the company’s social commitments. An inclusive corporate culture makes it possible to attract and retain rich talents and profiles.

Employees Well-Being

The objective of diversity management policies is to enable everyone to be themselves at work. A framework that fosters self-development, cohesion and trust can thus be developed, a vehicle for employee commitment and loyalty.

Performance and innovation

Rich and committed profiles for the company are a source of performance (increased productivity) but also creativity and innovation (variety of opinions). Beyond the internal aspect, the LGBTI community also represents a market share that may be worth retaining.

Societal Commitment

Companies have the power of influence in a society and can convey messages promoting diversity and equal opportunities. The visibility of LGBTI role models is a source of inspiration, for example, for citizens as well as for other companies.

Expertise

The speakers shared their experience, expertise and good practices with the participants. A source of inspiration before the moments of co-creation and collective work.

**Nicolas Pirat Delbrayelle, National Federation L’Autre Cercle**

Nicolas is seconded as a skills-based volunteer (Oct. 2017 – Sept. 2019) by BNP Paribas to the association L’autre Cercle, which promotes a professional world that is inclusive and respectful of all people, regardless of their sexual orientation or gender identity. He is also a leader and one of the co-founders of BNP Paribas’ LGBT+ professional network in France. He was able to pass on his professional and associative experience to the participants, as well as useful feedback for the construction of solutions in Luxembourg.

**Romaine Boever, Ministry of Family, Integration and of the Great Region**

Romaine coordinates national policies promoting the rights of LGBTI people. In particular, she is the government contact point for these issues at the Council of Europe and led the drafting of the national action plan for the promotion of LGBTI rights, which she presented at the first co-creation workshop.

**Frédéric Trierweiler and Harry Ghillemy, Luxembourg Professional LGBT+Allies Association**

Fred and Harry are among the founding members of the LGBT+Allies business-to-business network launched during the Diversity Day 2018. Already involved in their respective organizations, they met with several other companies in the financial sector to exchange best practices. The initiative took the form of a non-profit organisation in order to carry out coordinated actions (conferences, training,...) and to raise awareness on the issue of LGBTI inclusion.

**Catia Fernandes, Charte de la Diversité Lëtzebuerg**

Catia is the Coordinator of the Diversity Charter within IMS Luxembourg. She is also a member of the College of the Centre for Equal Treatment, and has expertise on the subjects of inclusion and diversity management in companies, which she was able to share with the participants in the workshops throughout the cycle.

**Brendan Byrne, Accenture Ireland**

Brendan is the LGBTI Network Lead at Accenture Ireland and member of the board of the National LGBTI Federation of Ireland (NXF). During the co-creation cycle, he shared several best practices and courses of action developed by Accenture for more diversity and inclusion in the corporate world.

Some figures to know

The European Union Agency for Fundamental Rights conducted a wide-ranging survey in 2012 to fill the gap in statistical data on discrimination against the LGBTI population in Europe. Among the results, here are some key figures:

**18%**

In Luxembourg, 18% of respondents felt discriminated against because they were LGBTI during the last twelve months in their workplace (19% EU average).

**32%**

In Luxembourg, 32% of respondents never open about being LGBTI.

**58%**

58% of all respondents do not disclose their sexual orientation to their immediate supervisor or heads of departments.

**67%**

67% of all respondents noted or heard negative comments or behaviors towards a colleague perceived as LGBTI.

In 2019, a new survey has been launched to collect updated answers and measure the 2012 anti-discrimination policy impact. Results will be published in 2020.



Not dealing with the LGBTI issue in the workplace would represent a 200 billion euro loss of productivity per year in the European Union.



Among the Lëtzebuerg Diversity Charter signatories, only 32% of them include sexual orientation in their diversity management policies. 38% include gender identity. *Diversity & Business Lëtzebuerg barometer, 2018 edition*

Vocabulary focus

Lesbian is used to describe a woman who is attracted to other women.
Gay is used to describe a person who may be attracted to people of the same sex.
Bisexual is used to describe a person who can be attracted to both men and women.
Transgender people have a gender identity that is different from the sex that they were assigned at birth.
An intersex person is born with sexual anatomy, reproductive organs, hormone and/ or chromosome patterns that do not fit the typical definition of male or female.

The acronym **LGBT+** covers many other terms related to gender identity or sexual orientation (queer, cisgender, asexual...). For a complete glossary, visit www.stonewall.org.uk/help-advice/glossary-terms (en anglais).