

FINAL REPORT

LGBT+ First Job



LGBT+ research

Vodafone

04 July 2018

COMMERCIAL-IN-CONFIDENCE

Why does this matter?

Respondent voice:

“There were people that were more open at my organization, but they were constantly mocked. We were at the French subsidiary of a large American company that boasted about inclusion and diversity, but no-one ever did anything to fight against the cruel jokes and the harassment. I knew it would not be safe to be out and was driven mad by the constant lying added to the contained anger and pain I felt whenever I heard one of those jokes. To this day, I've never told anyone it has been **one of my strongest reasons to quit.**”



Final Report

About this survey

The LGBT+ First Job survey is a research study commissioned by Vodafone. The work was undertaken by Out Now and implemented into eighteen countries.

Sampling took place from late April 2018 through to July 2018. The research received a total of 3,282 respondents, comprising 3,194 LGBT+ respondents, including 30 who are graduate recruits who work for Vodafone.

This research is designed to measure issues relating to LGBT+ people moving from education to work. It includes comparative sampling from people of different age groups and measures the extent to which being open about one's own sexual orientation or gender identity at work can cause issues of concern for LGBT+ employees.

About Out Now

For over 25 years, leading brands have relied on Out Now to deliver tailored specialist services to advance LGBT+ business development — whether focusing on LGBT+ people as customers or as employees.

We provide leading-edge outcomes for clients in the areas of LGBT+ research insights, education and training of teams, creative consumer communications, media activations, brand strategy, tactical marketing guidance and employee engagement strategies.

Our work is widely recognised globally.

Out Now is the only LGBT+ specialist advisory firm recognised in the Global Diversity List, supported by *The Economist*.



Contents

Section	Page		Page
Topline	5 - 7	Concealed as may affect work success	69 - 72
Executive Summary	8 - 10	Less productive as a result	73 - 76
Report navigation tips	11 - 13	Less productive in previous role	77 - 80
Sample composition	14 - 15	Key reasons for not being out at work	81
How out during education (by age)	16	Factors able to increase being out at work	82
“I went back into the closet”	17 - 20	Choosing an employer	83 - 85
Negative comments impact (first job)	21 - 24	Respondent industry sectors	86
How out are you at work today?	25 - 28	Participant comments	87 - 96
Comparative situations: How out...?	29 - 56		
Hidden orientation/identity at least once	57 - 60	Appendix 1 - ‘other’ countries	97
Hidden orientation more than once	61 - 64	Appendix 2 - ‘other’ gender identities	98
Being open hardest thing done	65 - 68	Appendix 3 - ‘other’ sexual orientations	99

Topline

The Graduate Closet: 41% of 18-25 years old LGBT+ employees selected “I went back into the closet when I started my first job, despite being out in my personal life or at school/college/university.”

Being out at work:

Out to everyone: LGBT+ women can experience more challenging environments. For example, only 29% of LGBT+ women aged 18 - 35 years old feel able to be ‘out to all’ at work, whereas the corresponding figure for *male* respondents aged 18 - 35 is 44%.

Not out at all: 12% across whole sample
For bisexuals this rises to 24%

Working undercover:

76% of all respondents have hidden their sexual orientation or gender identity at work. Geography and local cultures offer limited respite: no matter whether respondents work in Turkey, Malta, Netherlands, Germany, Luxembourg, UK, Ireland, Australia, USA or elsewhere, most have hidden their sexual orientation or gender identity on multiple occasions at work.



Topline

Top 3 Reasons:

- 62% replied: It would be too awkward to discuss
- 60% - I felt people would react negatively
- 59% - Other people would find it uncomfortable

Other reasons: Worry of discrimination, concern for career prospects

Recommended actions: Act Visibly

83% say it is important managers show they take LGBT+ inclusion seriously

81% cite the need for clear policies, programmes and initiatives to show organisation takes LGBT+ seriously

Policy is no use if it sits on the shelf. Culture happens when nobody is looking - so the cues needed to guide an organisation's culture need to be visible and consistent.



Topline

Tactics:

- Management level: Encourage managers at all levels to be visibly supportive of LGBT+ inclusion.
- Recruitment level: Talk about LGBT+ inclusion during recruitment and selection process for new employees as an integral part of corporate culture. Include hearing stories shared by current LGBT+ employees. Recruitment also necessarily includes onboarding of new hires.
- Customer level: Use customer policies *and* practices, such as LGBT+ inclusive consumer marketing, to send clear messaging that the brand sees all customers as important and entitled to equal recognition and respect from the organisation.
- Measure: Utilise regular measurement activity to benchmark and track progress within the organisation over time on these metrics.



Executive Summary (1/3)

The LGBT+ Class of 2018 faces a unique employment environment. Working in a world where many challenges await.

One thing that is also waiting for them is something faced by past generations of LGBT+ people as they move from education into the workforce: how to deal with the issue of being ‘different’.

One of the many changes in work over recent decades has been the growing awareness that building working environments where all work colleagues can feel respected and valued is important. The ability to truly be oneself at work is important and research such as presented in the ‘LGBT+ Diversity: Show Me The Business Case’ report (Out Now, 2014) has shown that being able to be openly LGBT+ with colleagues builds trust and respect which then feeds directly into a number of measurable benefits, including improved employee

retention and significantly increased reported levels of employee productivity (+30% in most countries).

It seems then that both employers and LGBT+ employees share a need: to have workplaces be an environment where LGBT+ people feel able to be themselves. In an ideal world, this would happen from the first day of a new job. But the reality awaiting the Class of 2018 is not so sanguine.

Key findings

LGBT+ people entering employment today at first glance seem to be *more* likely to ‘re-enter the closet’ than was the case for people born in the 1950s, 1960s or 1970s. One could call this ‘The Recruitment Closet’ or ‘The Graduate Closet’.

We see in this report that 41% of respondents aged 18 - 25 say “I went back into the closet when I started my first job, despite being out in my

personal life or at school/college/university”, a figure higher than older colleagues reported applied to them in their first job. However this actually reflects a rather positive development - in that so many of today’s students find they *can* be out to most or all of their education colleagues (only 7% of 18 - 25 year olds in 2018 are out to *nobody* on campus). That situation was not possible for many of their older work colleagues who did not ‘re-enter the closet’ so much as *remain within it* when starting their own first job.

In any case, it is vital today to understand what causes people to think they need to hide such a fundamental part of themselves from colleagues in a new job.

The top 3 reasons people cite for not being out in a new job actually relate not mainly to themselves, but rather to *others*.

Executive Summary (2/3)

Respondents cite the reactions of others as key reasons they chose to stay silent on these topics at work.

Fears of receiving negative, awkward or uncomfortable reactions from colleagues are cited as top causes for not being openly LGBT+ at work.

Other reasons included not knowing any other people who were openly LGBT+ at work when they started a new job as well as worries about potential negative impacts upon career prospects.

Note must be made that some groups - including LGBT+ women, bisexual and trans respondents - report more challenging work environments on a number of the tested metrics. These are highlighted throughout this report.

Encouragingly, there are practical steps revealed by this research likely

to be able to offer effective opportunities for employers to counter many of these issues.

Respondents would like to work for organisations that demonstrate serious commitment to LGBT+ inclusion - and do so *visibly*.

The research shows organisations can implement a range of measures that can serve to create workplaces more able to allow all employees to feel comfortable being themselves.

Respondents are most influenced by *visible* actions, such as seeing their own managers actively championing LGBT+ inclusion - as well as policies and programmes being implemented to prove through actions the organisation takes LGBT+ inclusion seriously.

Other visible steps able to be effectively include: having openly

LGBT+ senior managers; including discussions about LGBT+ inclusion during employee recruitment - and having visible LGBT+ consumer-focused customer inclusion policies, marketing and advertising campaigns.

Additional observations

A key finding in the research is that the position of bisexual people at work seems particularly challenging at this time.

Bisexual people make up 12% of all respondents in this study and they report some of the poorest outcomes on a number of the metrics tested. Bisexual respondents are least likely to be 'out' with managers and colleagues for their first and subsequent jobs.

They are also least comfortable being open with colleagues about their sexual orientation at work.

Executive Summary (3/3)

Conclusions

There exists strong reasons for organisations to seek to create workplaces where all employees feel able to 'be themselves' comfortably and openly with all their colleagues. Advantages including attracting top talent, retaining employees and increasing workplace productivity all feature in this rationale. Whereas in years past, employees entered the workforce being used to 'being in the closet' in most aspects of their daily lives, those days have now clearly ended.

The LGBT+ Class of 2018 is entering the workforce having mainly lived open lives with friends, family members and university colleagues - and the challenge now is for employers to do more - to seek to ensure that the 41% of young people who currently 're-enter the closet' when starting their first job no longer feel they have to. Getting this right will create strong business benefits -

and enhance employee satisfaction over time.

Next steps

We recommend organisations to review their policies and then seek to go further. Policies that sit on the shelf do not impact day-to-day workplace culture. Out Now recommends organisations take proactive steps to visibly demonstrate to all employees that LGBT+ inclusion is not just a policy - it is a visible part of daily working life. Not just during Pride month - but 24/7/365.

The research also shows these steps can usefully include: making information on LGBT+ inclusion known during recruitment of new employees, facilitating access to LGBT+ role models, supporting employee resource groups for LGBT+ people and supporting LGBT+ allies.

We especially recommend that managers *at all levels* visibly and consistently support LGBT+ inclusion.

We also recommend a new focus on bisexual employees and enhancing visible actions to support them.

Our final recommendation is to keep measuring. We implement client inclusion benchmarking programmes to do this - measuring and tracking progress - as a vital element, able to chart inclusion outcomes over time as well as to identify and develop those specific LGBT+ inclusion initiatives able to achieve the most good within the organisation.

The Class of 2018 LGBT+ graduates can hopefully look forward to seeing improvements in the near future, which the Vodafone-commissioned research findings contained in this report can help deliver.

Ian Johnson
Chief Executive Officer
Out Now
The Hague, Netherlands
July 2018

Report navigation tips

The key topic of this report is considering the question: to what extent do LGBT+ people moving from education, into their first full-time employment, 're-enter the closet'?

This is measured in a number of ways.

The key metric relates to the % of people aged 18 - 25 years who said "I went back into the closet when I started my first job" (meaning they decided not to tell colleagues their sexual orientation and/or gender identity).

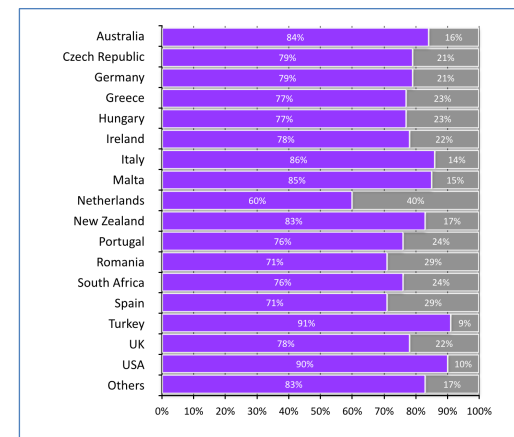
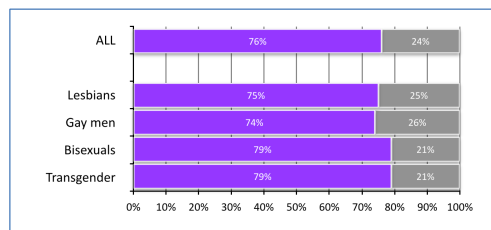
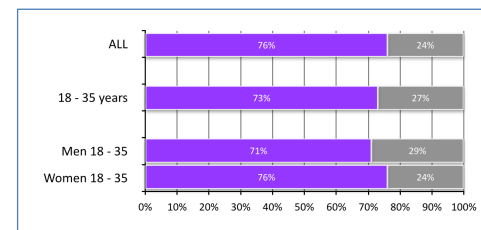
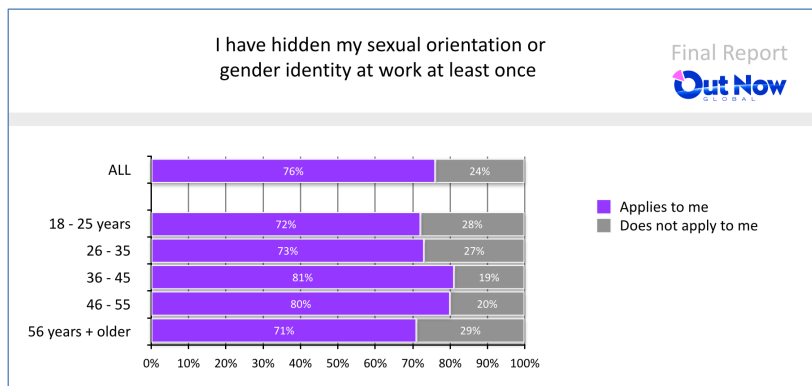
Other metrics are also considered.

For example, while a respondent might not consider they "went back into the closet", questions such as whether they have *ever* hidden their sexual orientation or gender identity at work - and from whom - are also of interest and are measured in this research.

Below you can see a brief description of what is measured in the various graphs in this report. For any additional information about this research, please [contact Out Now](#).

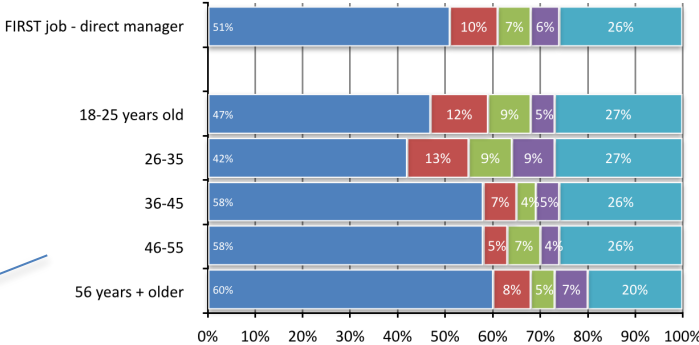
Report navigation tips

Colour-consistency is used to show different analyses applied to the same metric



Report navigation tips

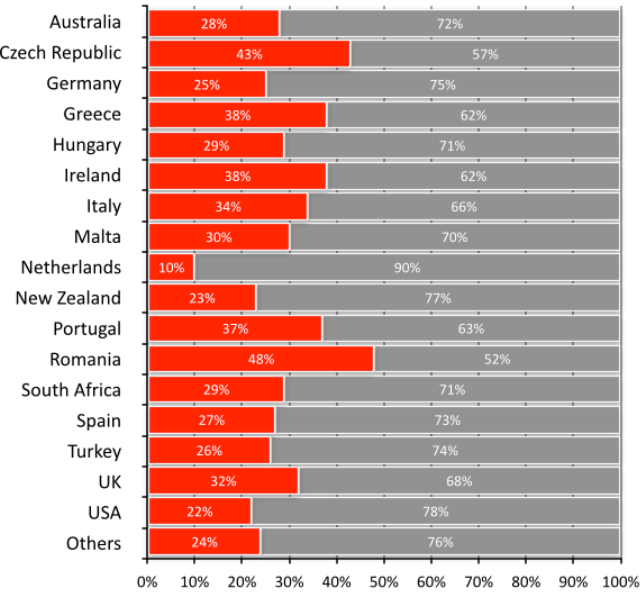
Which metric this graph analyses, as a % of the total sample of all respondents



- Not out at all
- Out to just a few trusted people
- Out to some
- Out to most
- Out to all

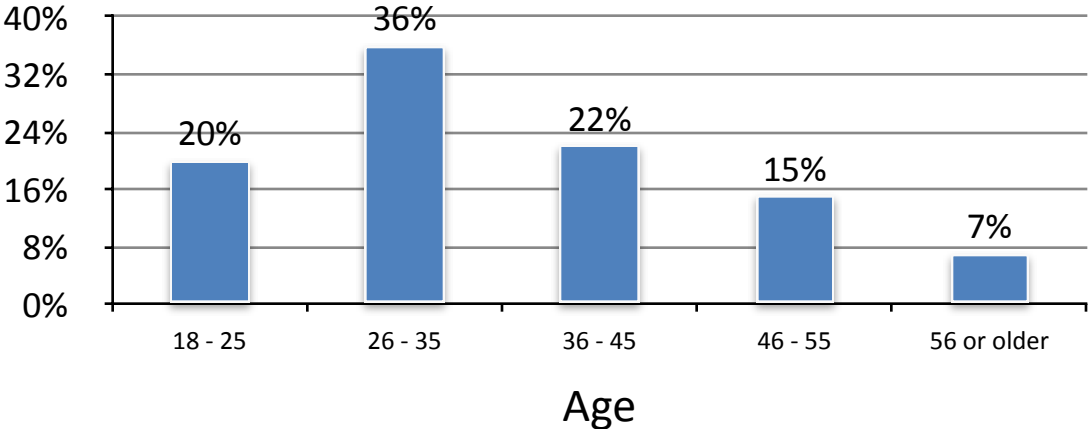
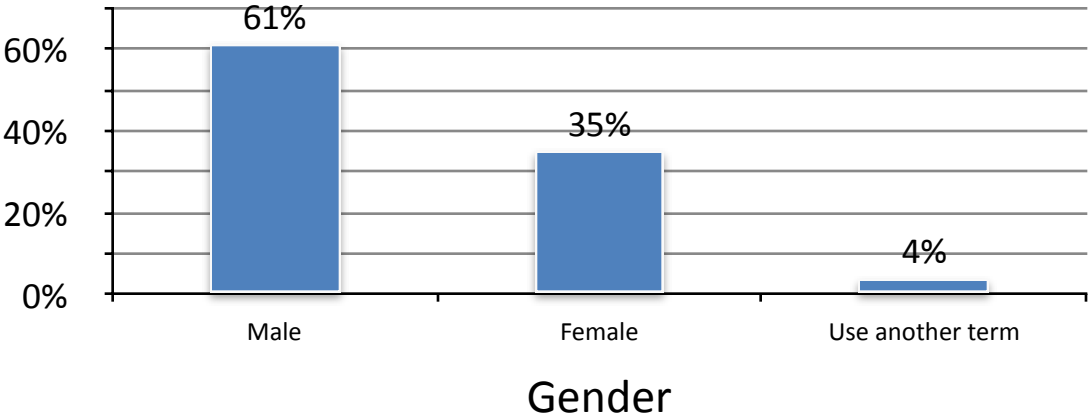
A legend explains what the colour coding used in each chart means

An analysis which shows how respondents living in a specific country, or sharing certain specific kinds of characteristics, answered this particular question



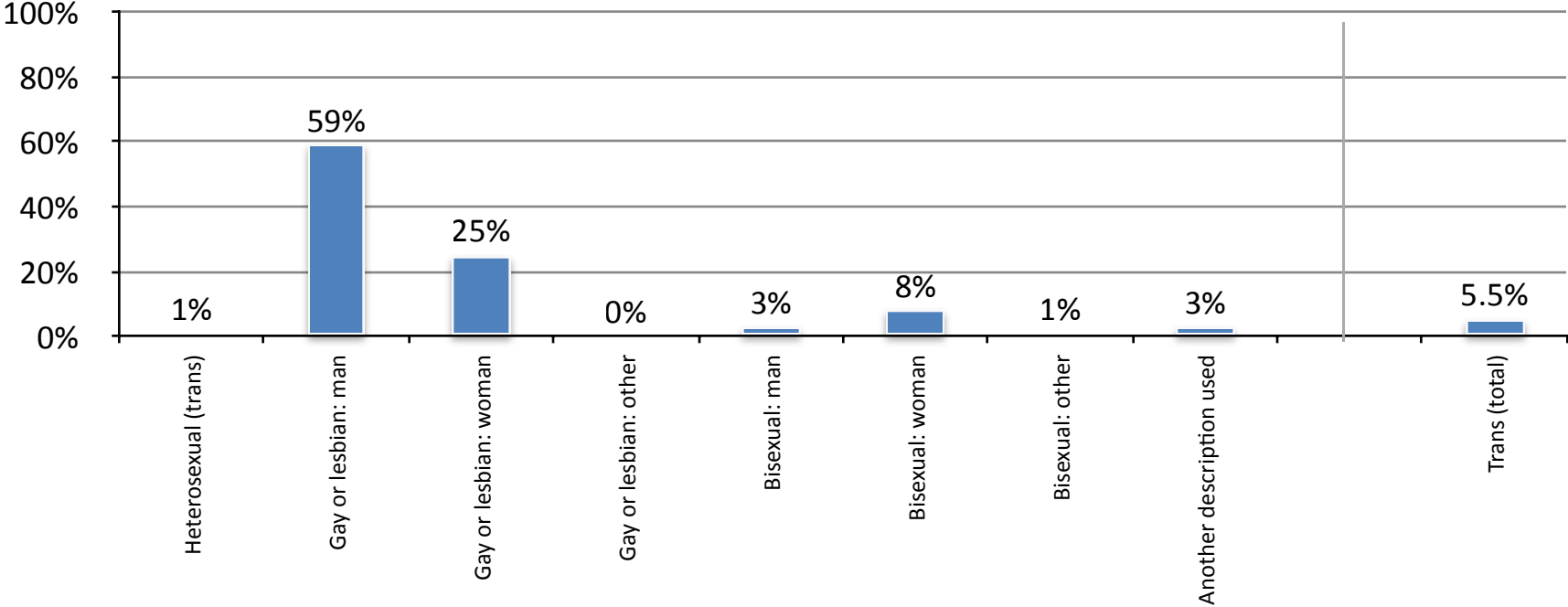
- Applies to me
- Does not apply to me

Sample composition



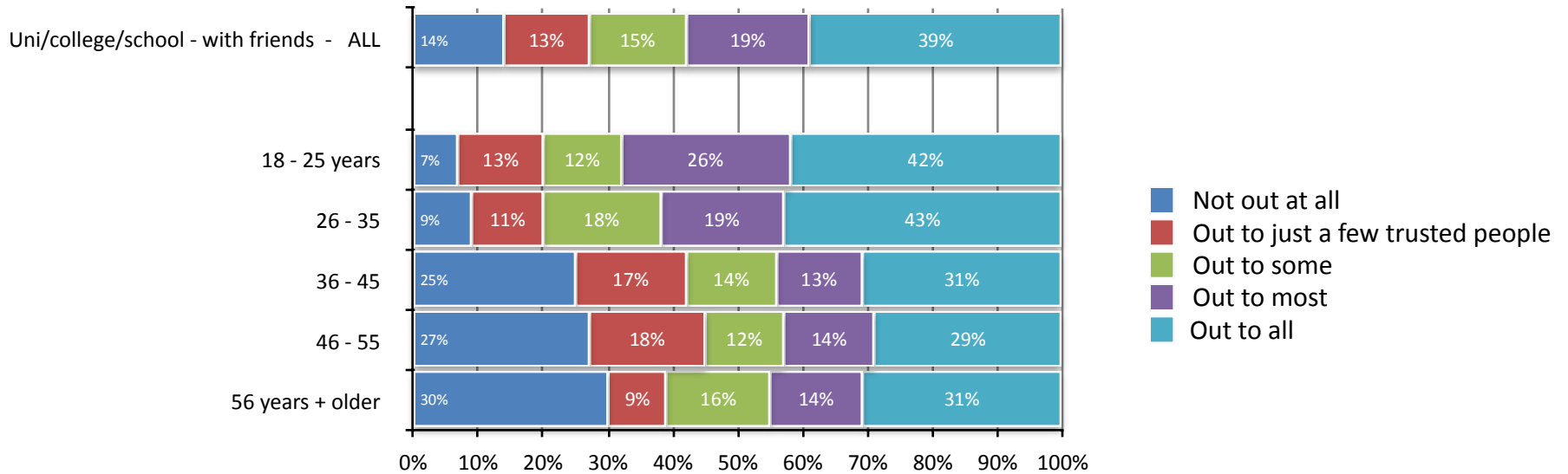
Country	Sample Size
UK	684
Italy	216
Czech	139
Australia	187
Germany	162
Greece	193
Hungary	179
Ireland	154
Luxembourg *V SMALL SAMPLE - NOT INDIVIDUALLY REPORTED	12
Malta *SMALL SAMPLE	40
Netherlands	159
New Zealand	178
Portugal	155
Romania	151
South Africa	158
Spain	152
Turkey *SMALL SAMPLE	50
USA	114
Others *SMALL SAMPLE	81
Graduates	(118 total) 30 LGBT+
Total	3194

Sample composition



Respondents were sourced widely through Out Now’s global LGBT+ research panel - as well as through an extensive information campaign through a diverse range of global community and industry networks.

How open or 'out' did you feel able to be at your most recent college/ university/ educational institution?

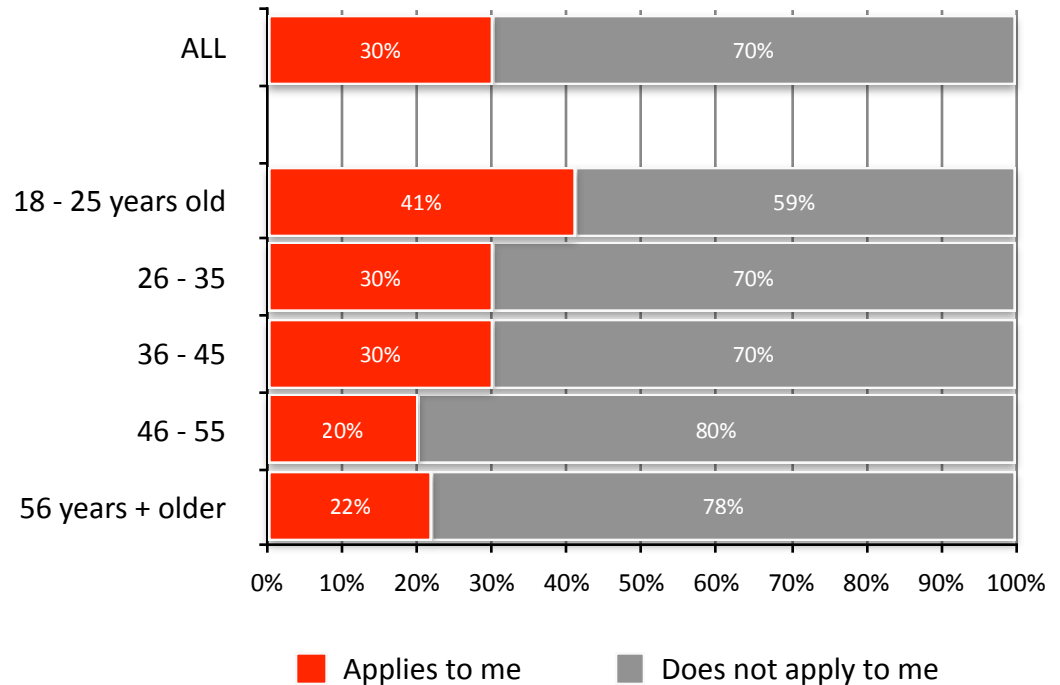


Younger respondents are significantly more likely to have been out at school/ university/college than older respondents

I went back into the closet when I started my first job, despite being out in my personal life or at school/college/university

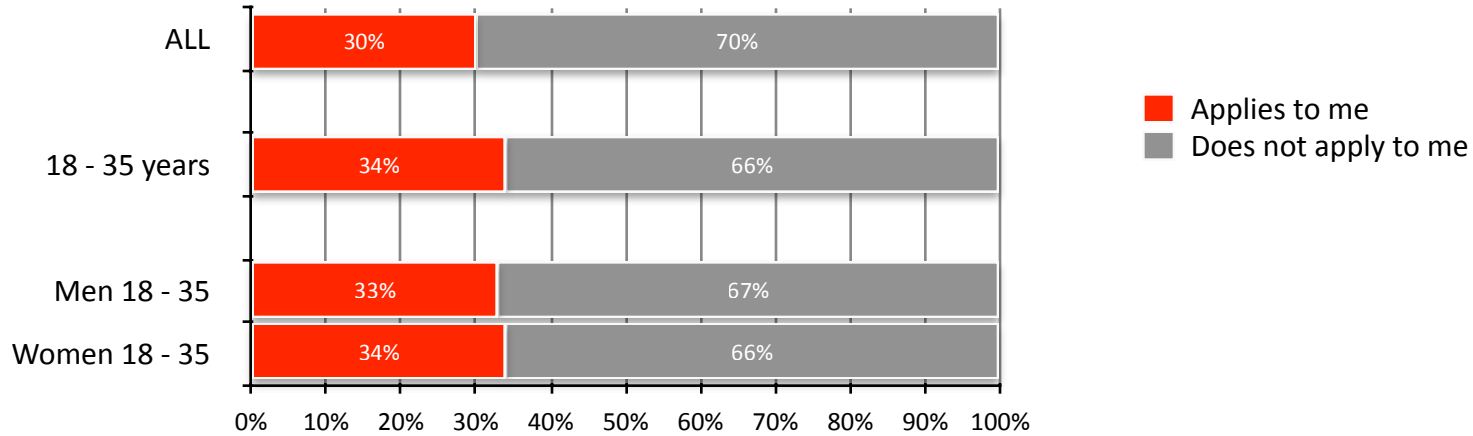
41%

of 18-25 year old LGBT respondents report they “went back into the closet” when they moved from education into full-time work



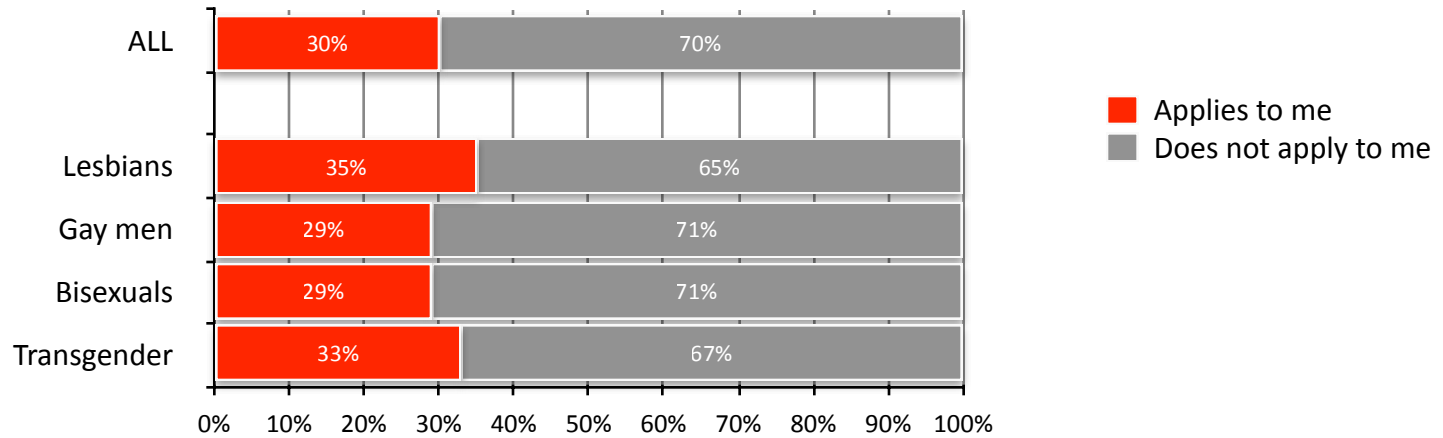
Younger people report higher levels as they are more likely to have been out to more people at school/university/college than older respondents (see previous page)

I went back into the closet when I started my first job, despite being out in my personal life or at school/college/university



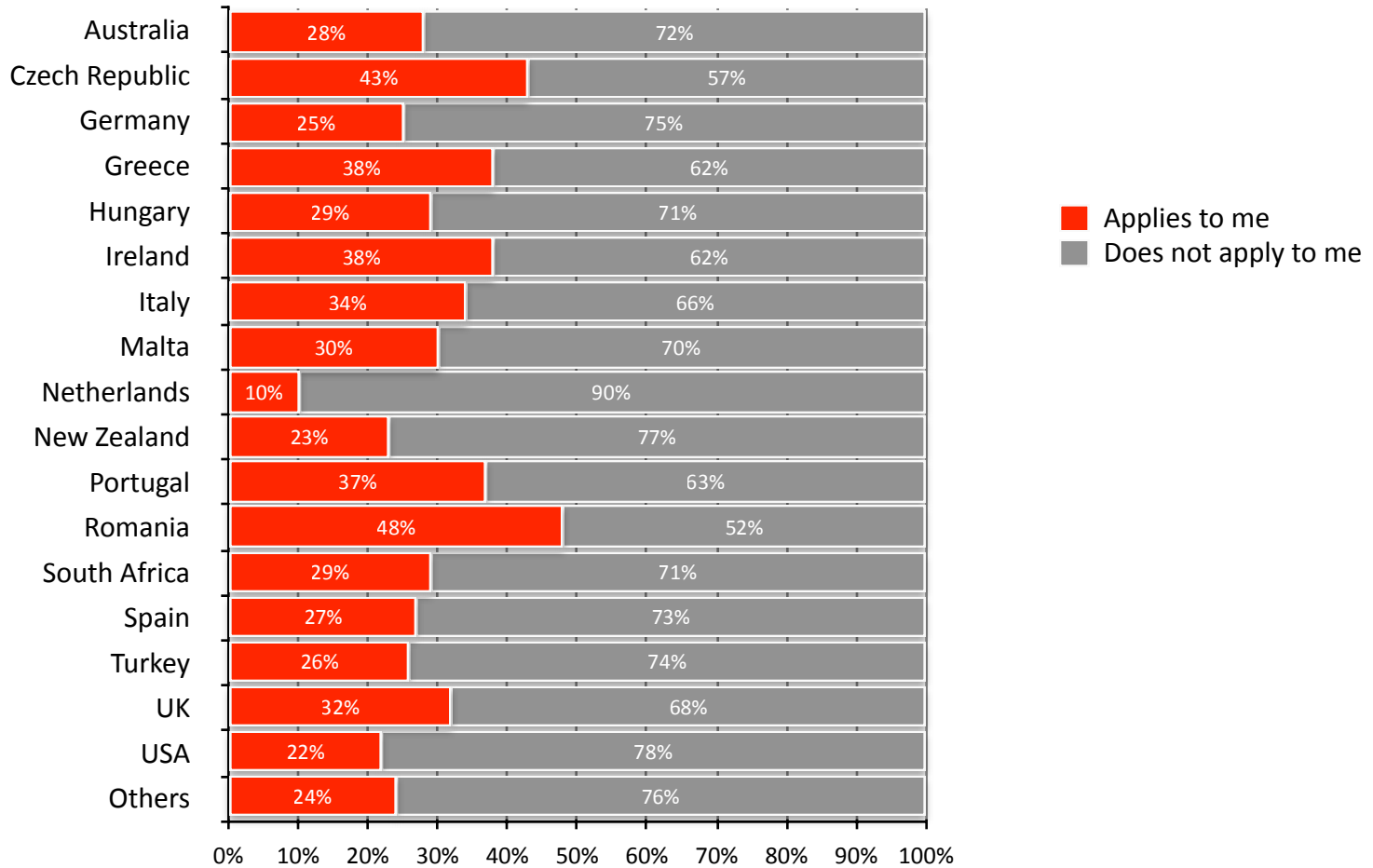
Men and women aged 18 - 35 reported similar rates of returning to the closet in their first job.

I went back into the closet when I started my first job, despite being out in my personal life or at school/college/university

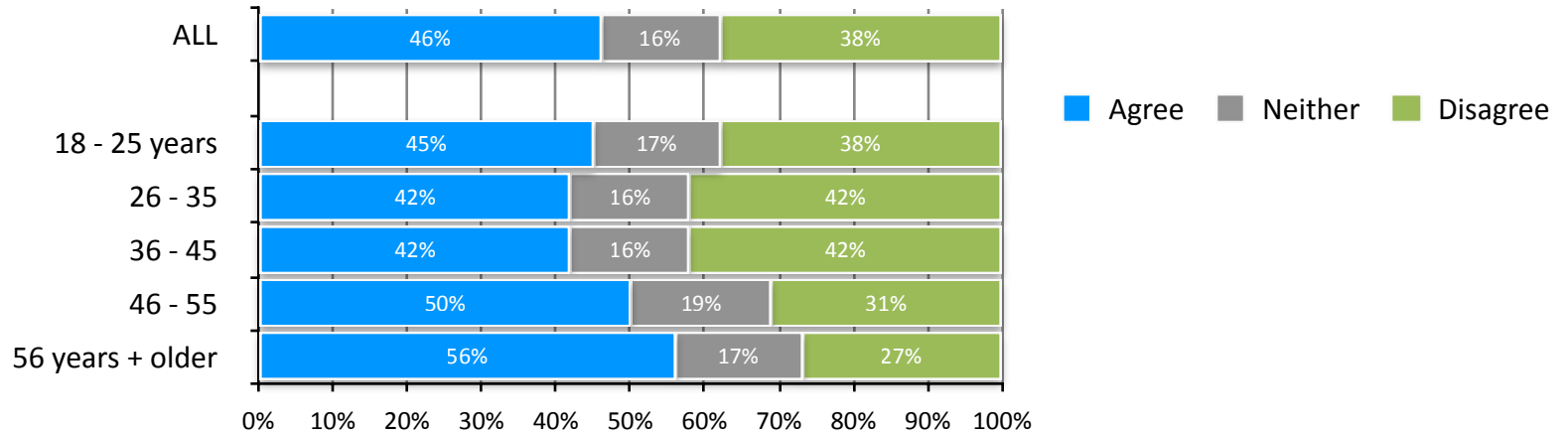


Lesbians and transgender respondents reported slightly higher rates of returning to the closet in their first job.

I went back into the closet when I started my first job, despite being out in my personal life or at school/college/university

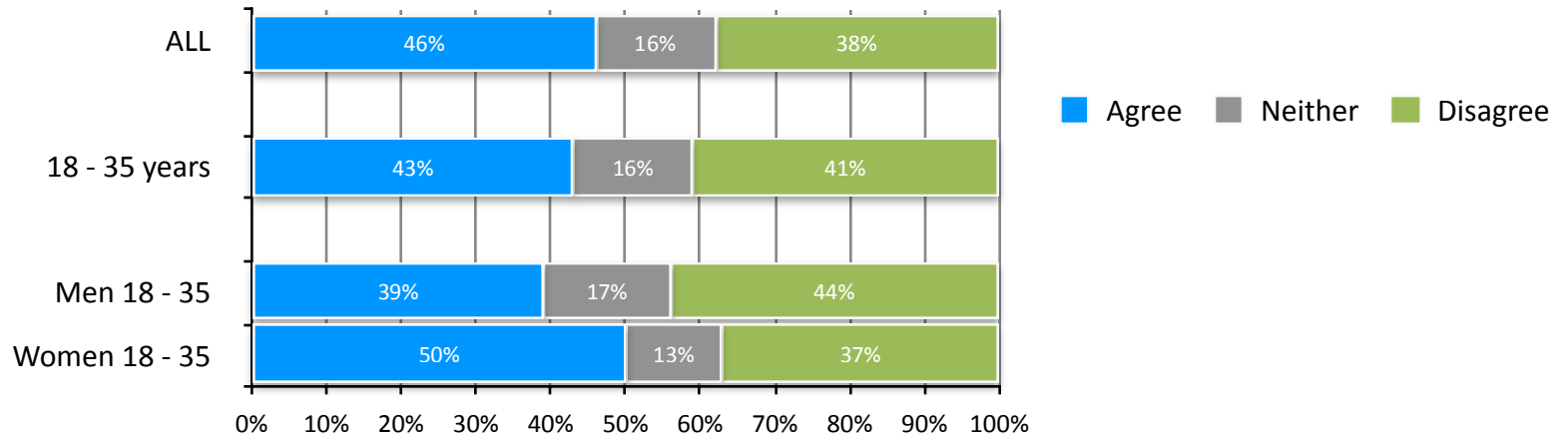


FIRST JOB: There were negative comments towards LGBT+ people, which made me feel uncomfortable being open



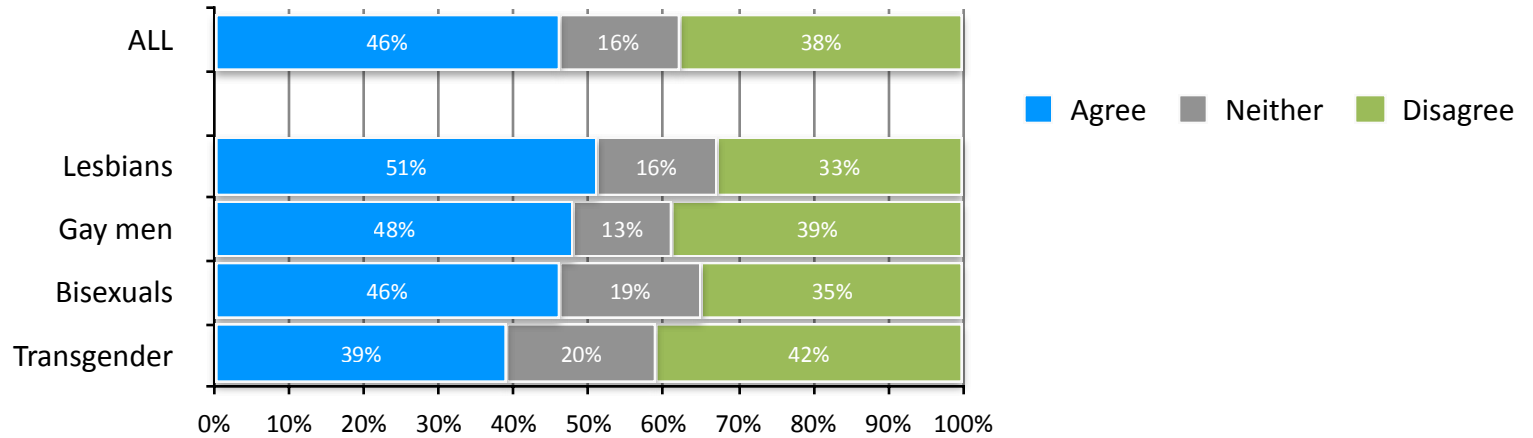
Older respondents report a higher rate of feeling uncomfortable being open about their sexual orientation or gender identity due to negative comments in the workplace made about LGBT+ people in their first job.

FIRST JOB: There were negative comments towards LGBT+ people, which made me feel uncomfortable being open



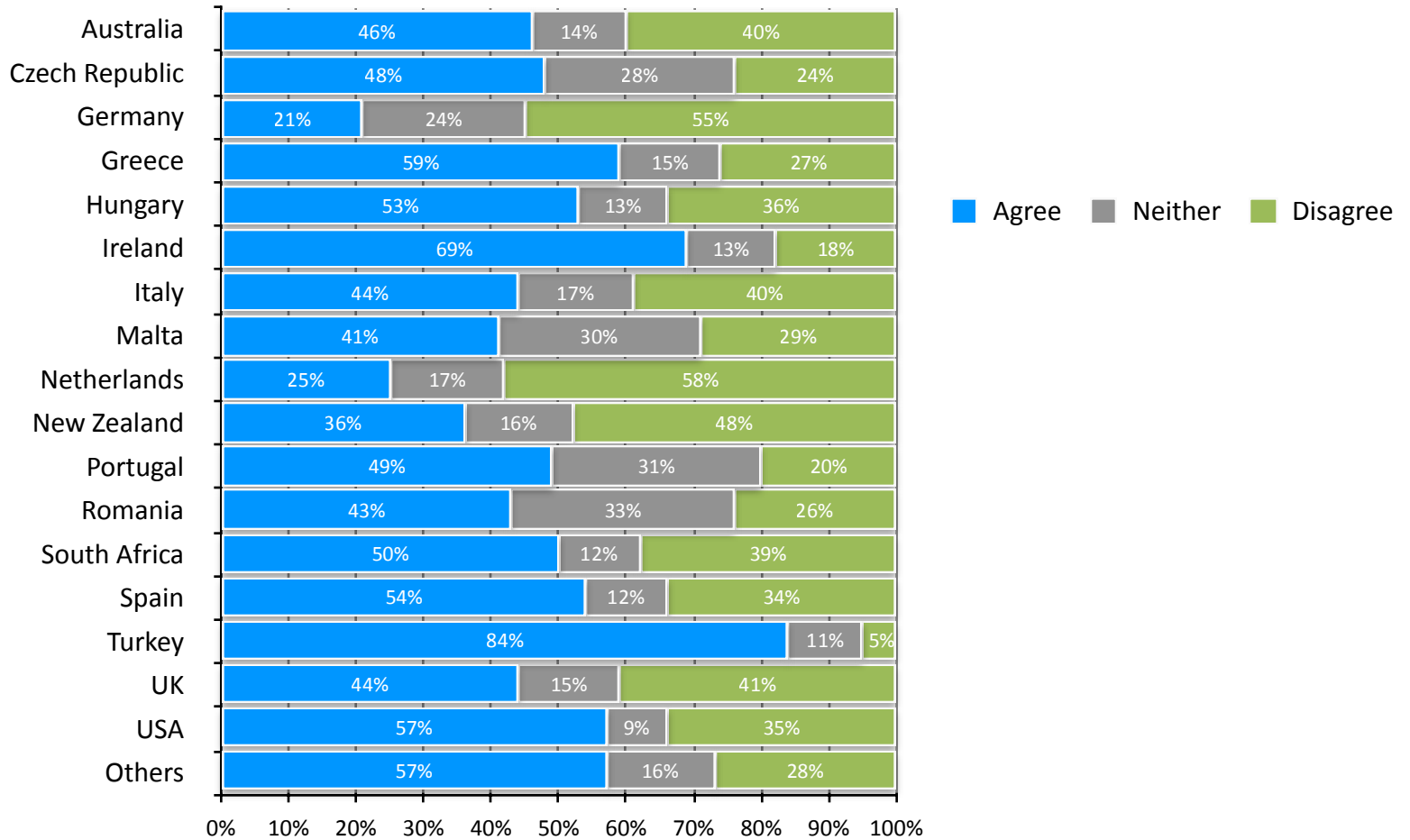
Women aged 18 - 35 report a higher rate than men aged 18 - 35 of feeling uncomfortable being open about their sexual orientation or gender identity due to negative comments in the workplace made about LGBT+ people.

FIRST JOB: There were negative comments towards LGBT+ people, which made me feel uncomfortable being open

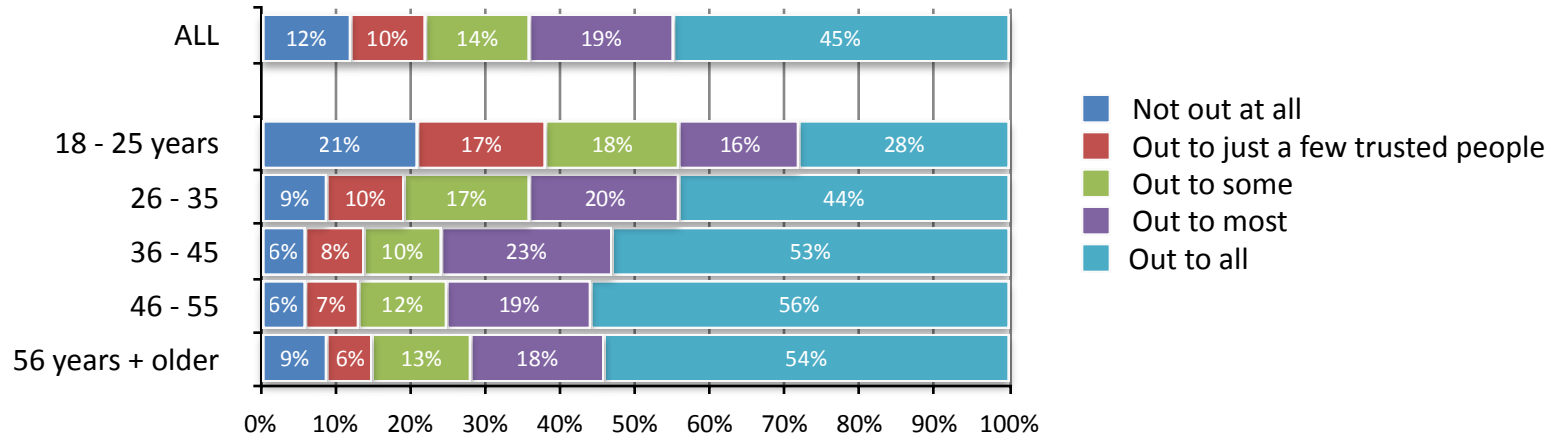


Lesbians report a higher rate of feeling uncomfortable being open about their sexual orientation or gender identity due to negative comments in the workplace made about LGBT+ people.

FIRST JOB: There were negative comments towards LGBT+ people, which made me feel uncomfortable being open

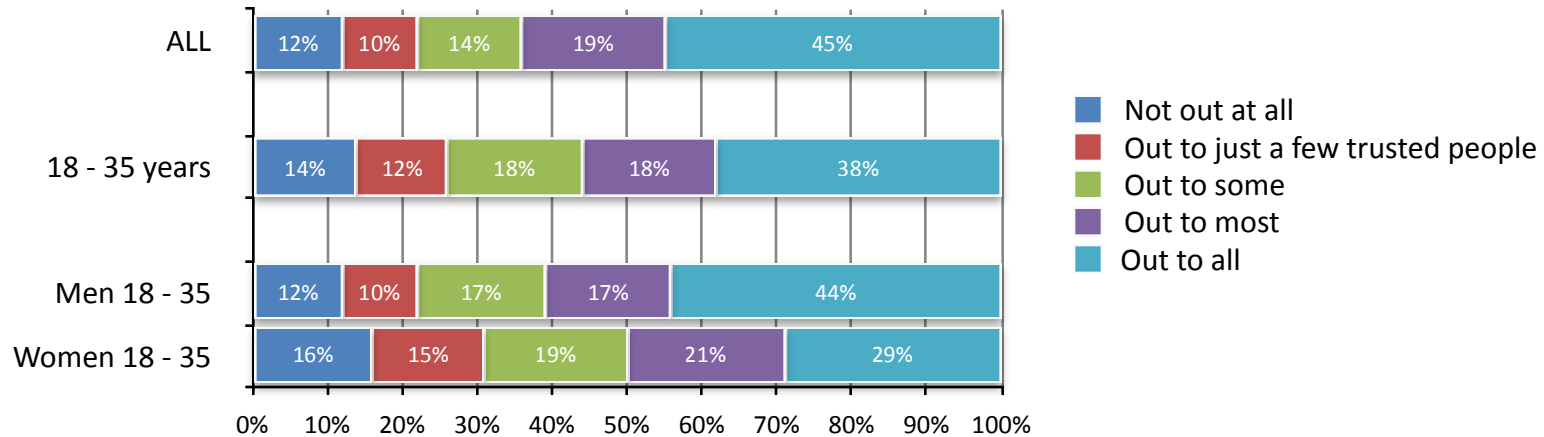


How out are you at work today?



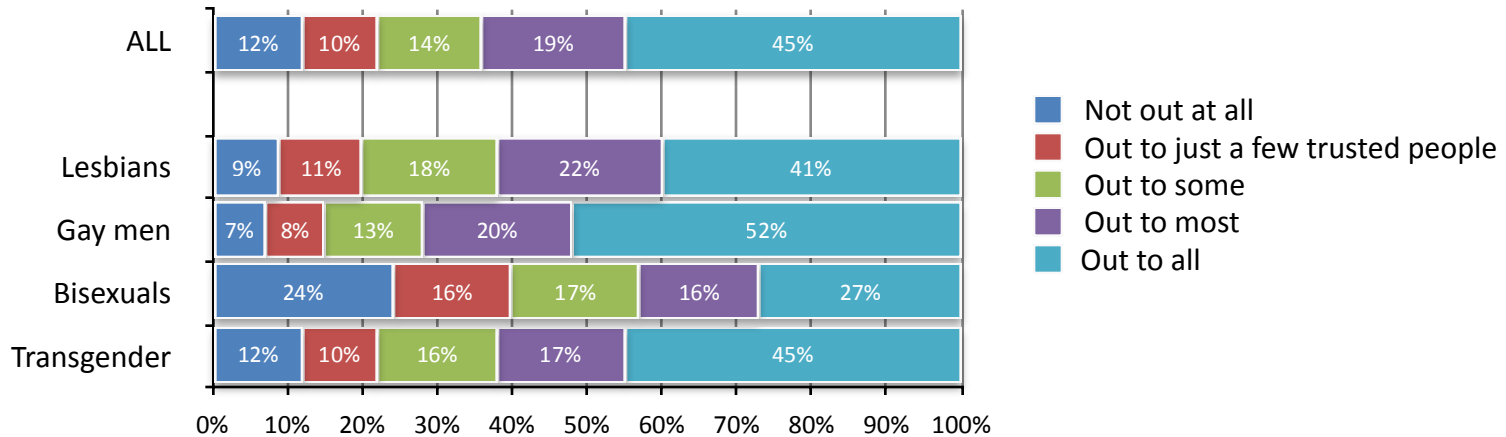
Younger respondents (aged 18 - 25 years old) are significantly less likely to feel able to be out at work

How out are you at work today?



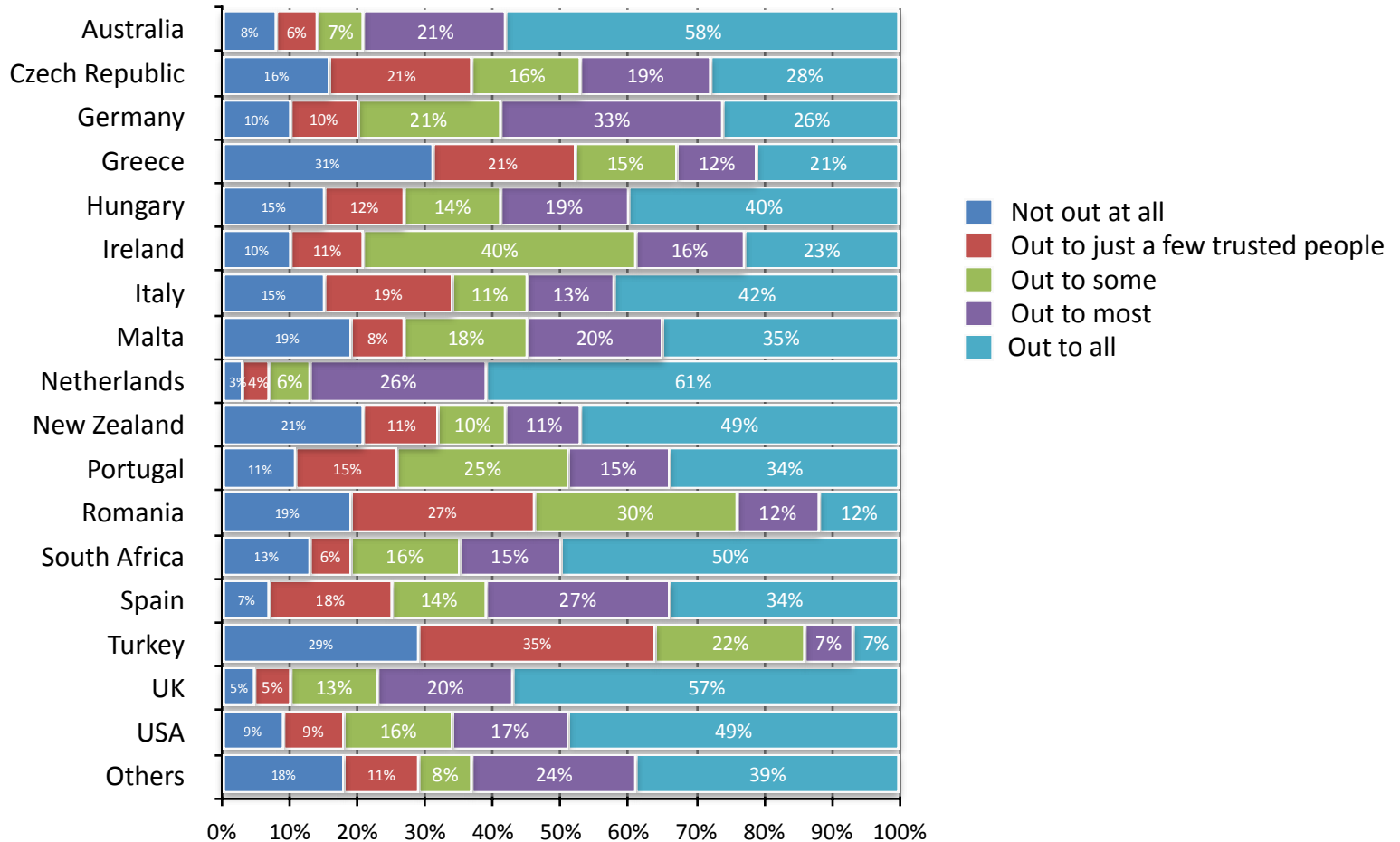
Women aged 18 - 35 are significantly less likely to feel able to be 'out to all' at work than men.

How out are you at work today?

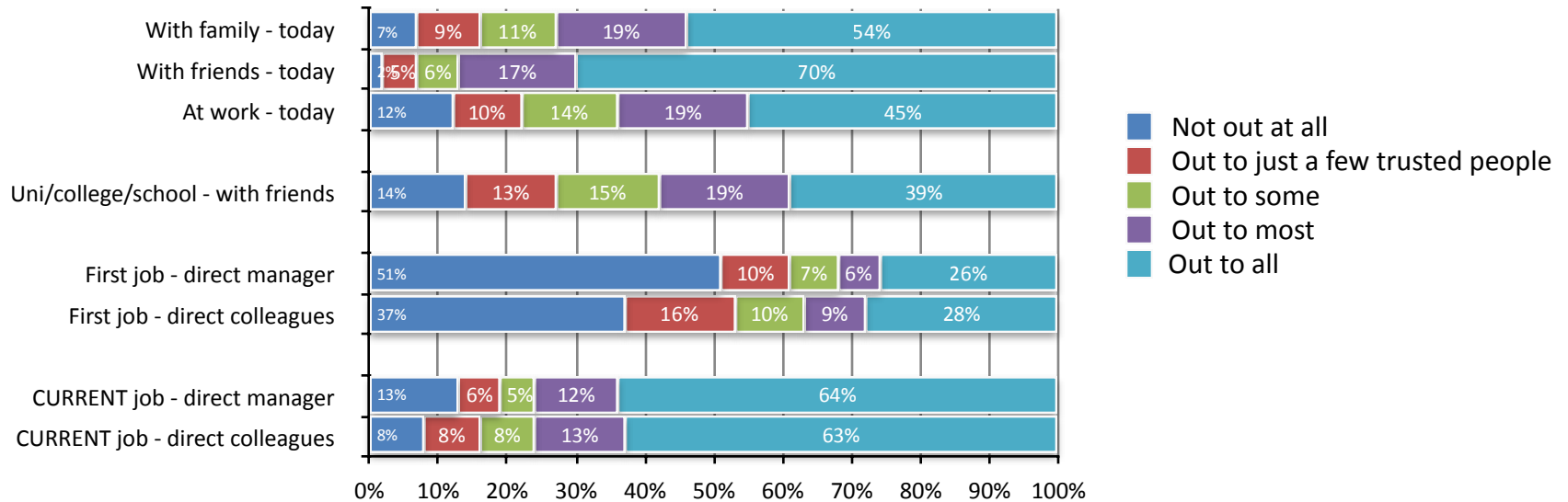


Bisexuals are least comfortable being open with others about their sexual orientation at work

How out are you at work today?



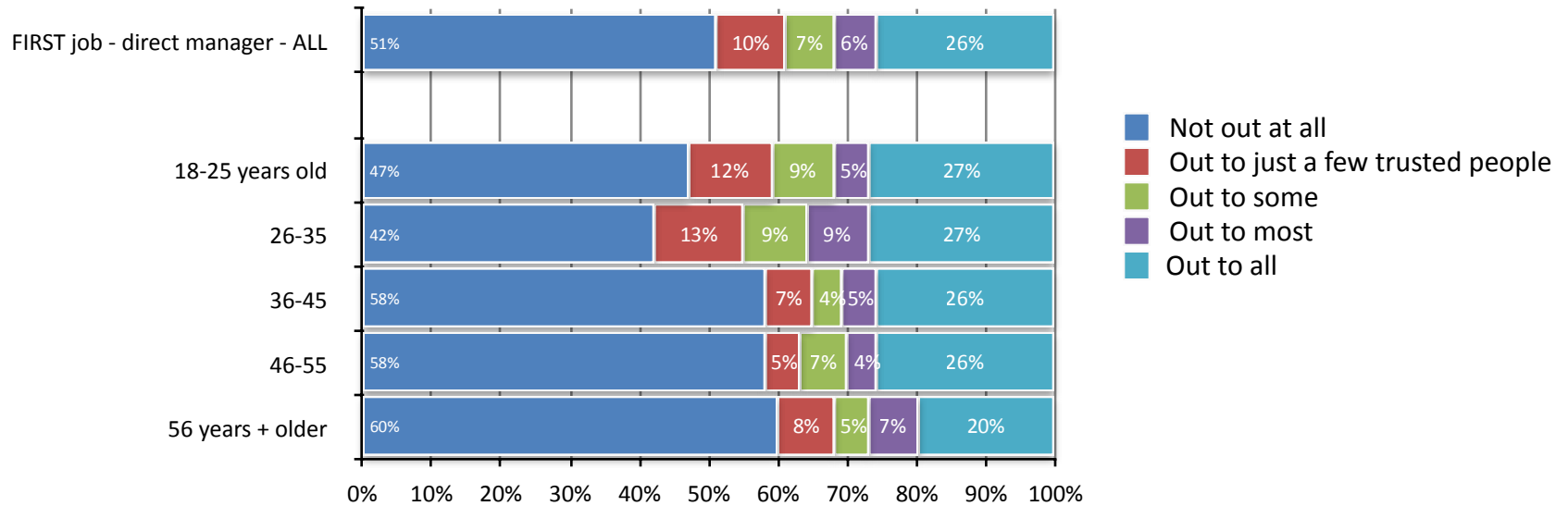
How out are you?



Across the sample as a whole, there is a 37% ‘return to the closet’ with direct managers and 23% with direct work colleagues in the average respondent’s first job.

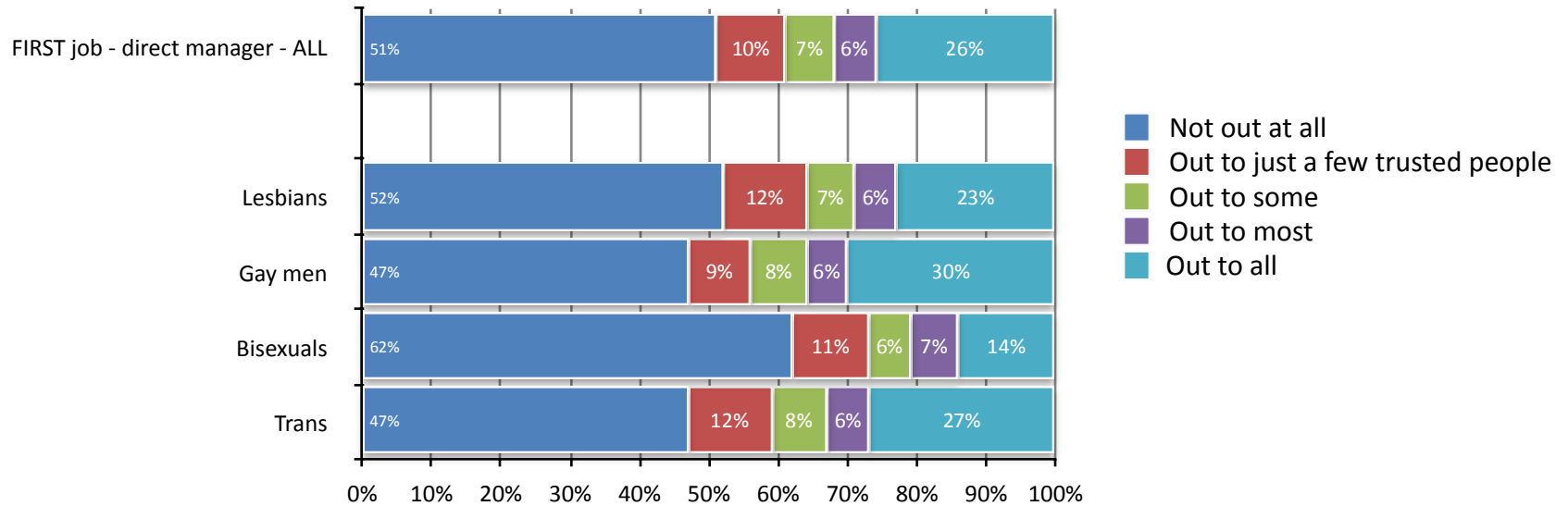
People who have had more than one job are significantly more likely to be out with others at work in their current job.

How out are you?



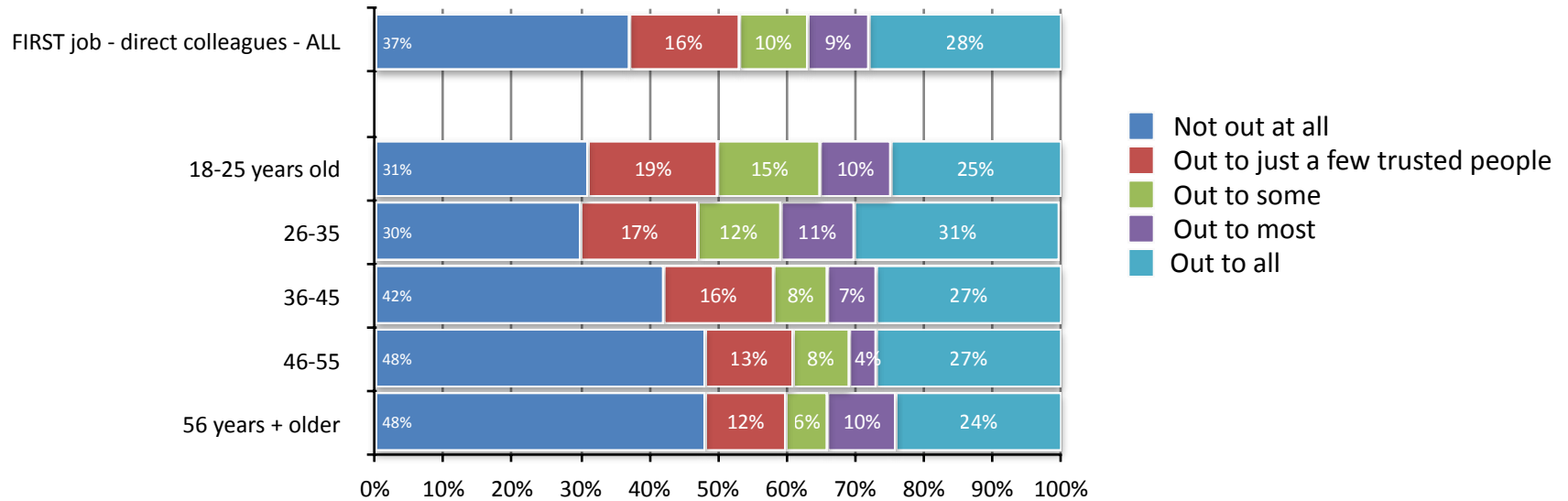
Older respondents found it even harder than younger respondents today to be out at work with their direct manager in their first job.

How out are you?



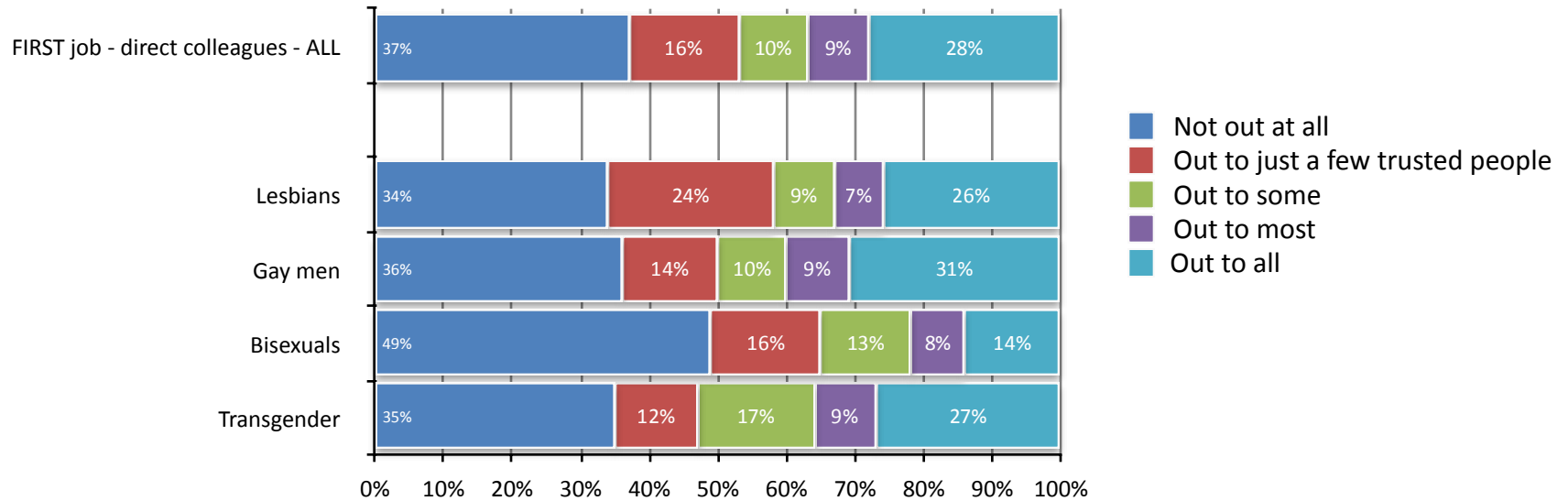
Bisexuals are least likely to be open about their sexual orientation with their direct managers, in a first job.

How out are you?



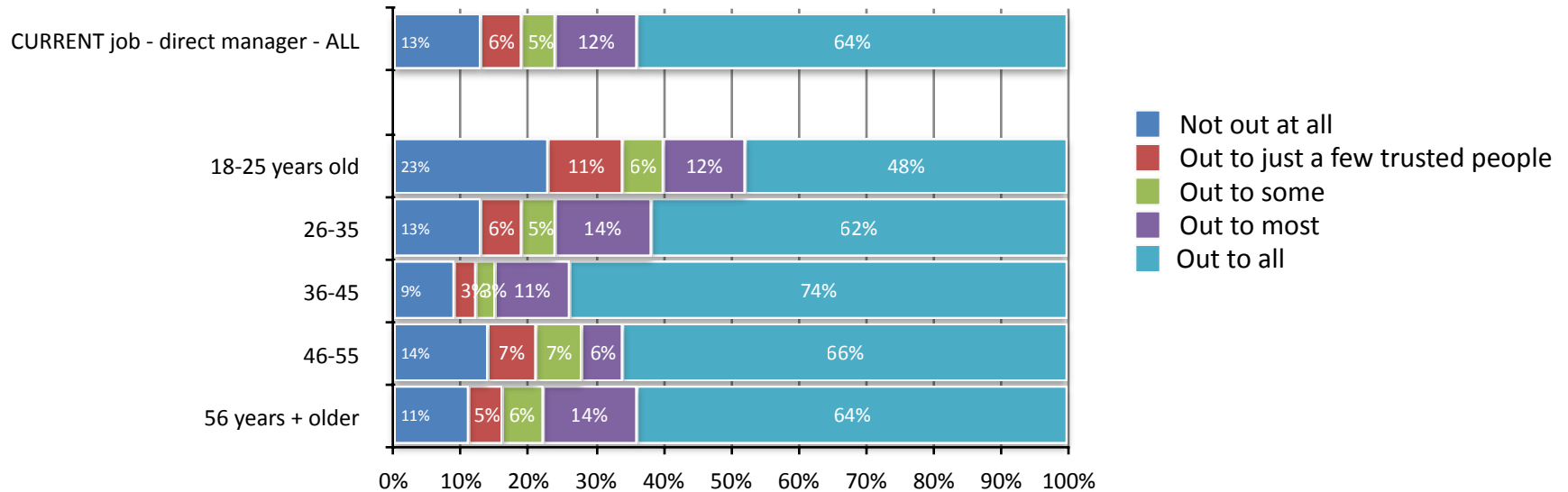
Younger respondents are today more likely to be out with their direct colleagues than older respondents felt able to be in their first job.

How out are you?



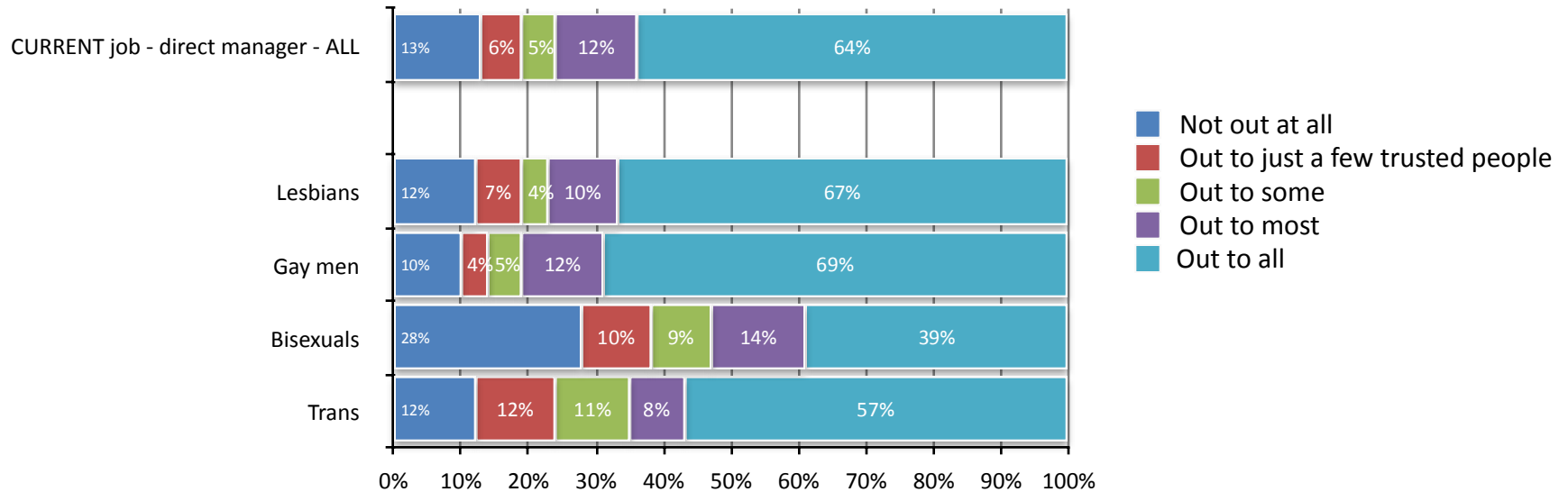
Bisexual respondents are least likely to be out with their direct colleagues in their first job.

How out are you?



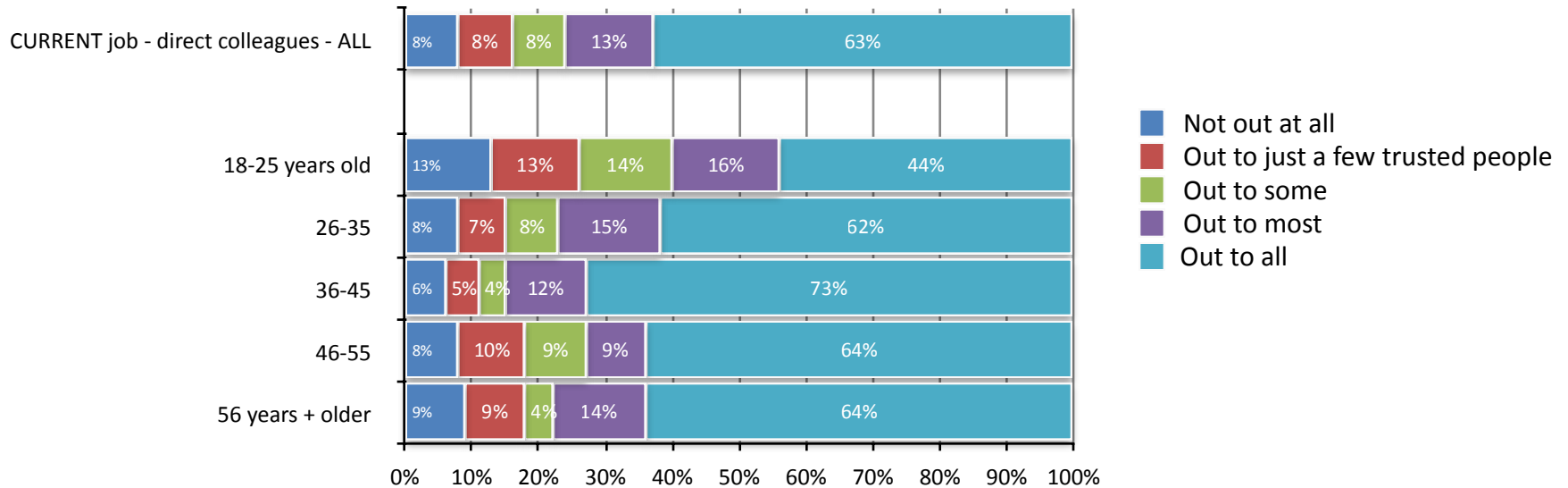
People who are currently aged 36 - 45 years are the most likely to be out to their direct managers, in a second or subsequent “current” job.

How out are you?



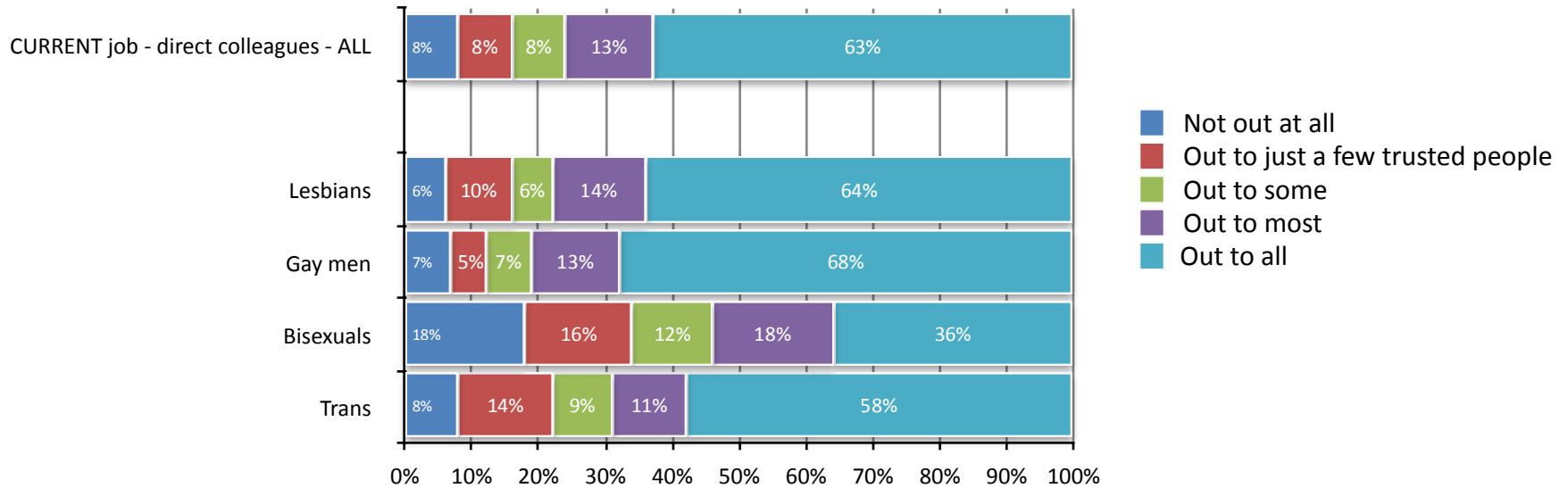
Bisexuals are least likely to be out with direct managers in a second or subsequent “current” job.

How out are you?



People who are currently aged 36 - 45 years are the most likely to be out to their direct colleagues, in a second or subsequent “current” job.

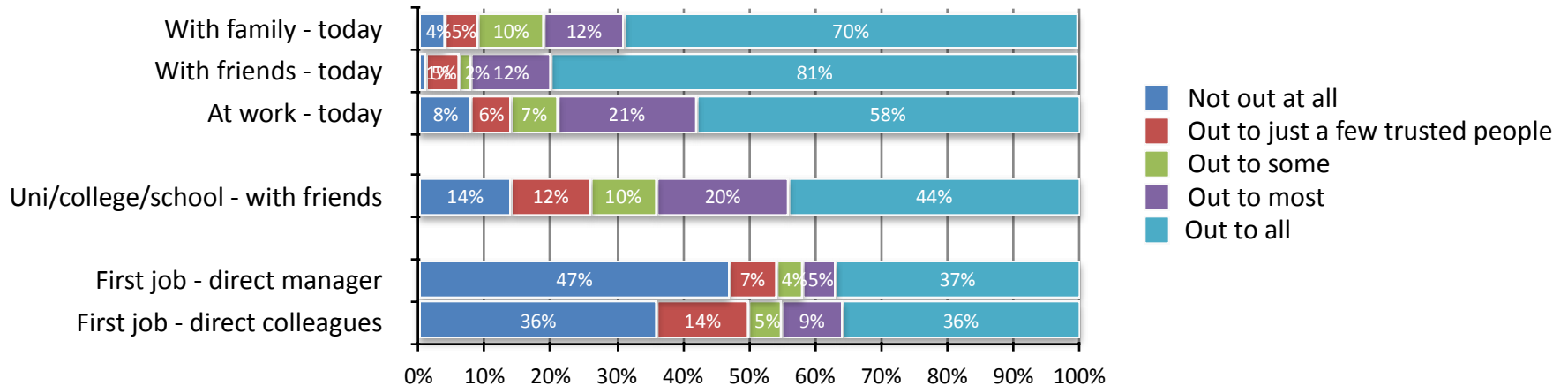
How out are you?



Bisexuals are least likely to be out with direct colleagues in a second or subsequent “current” job.



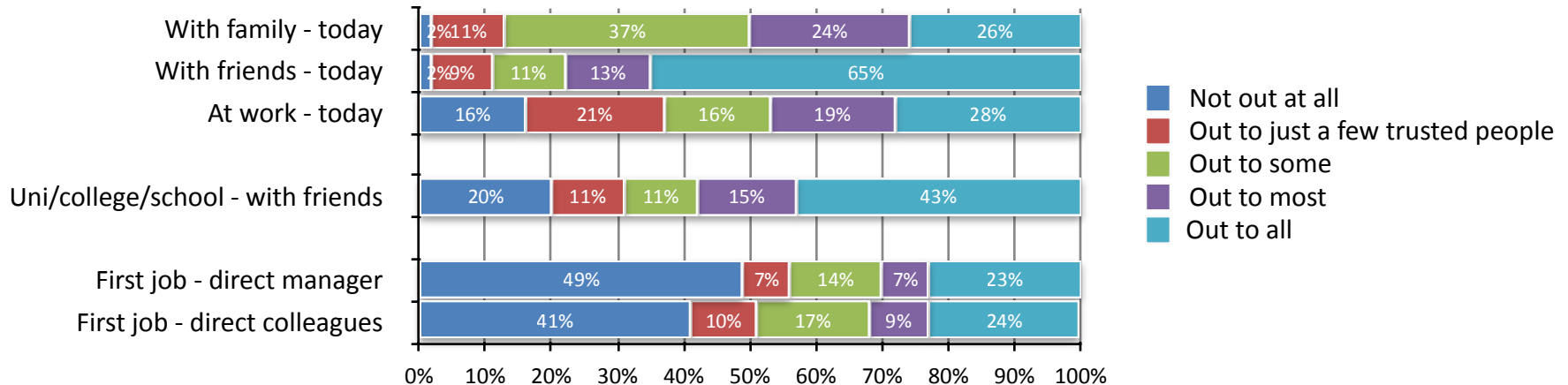
How out are you?



In Australia there is a 33% 'return to the closet' with direct managers and 22% with direct colleagues, in the average respondent's first job.



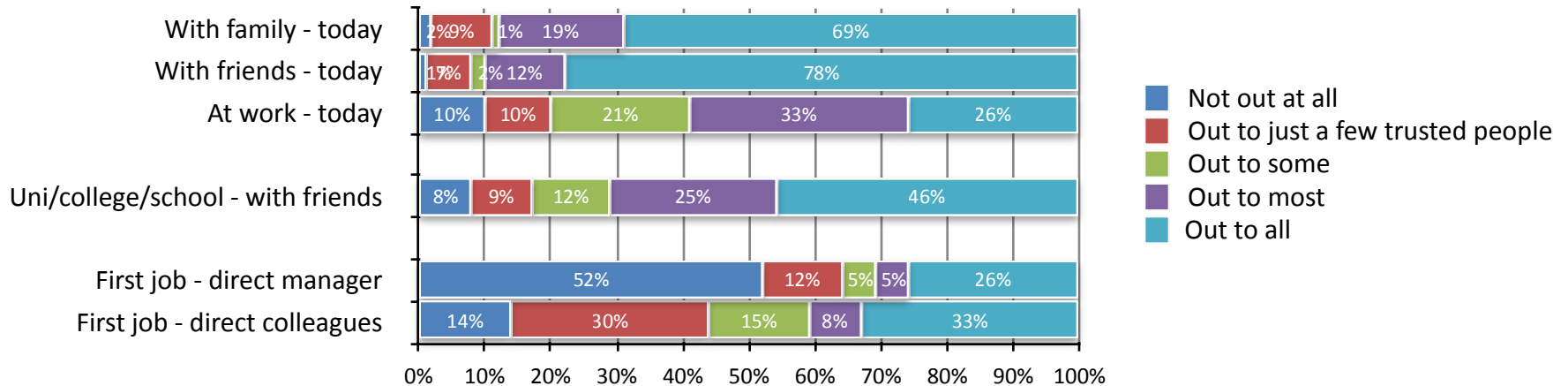
How out are you?



In the Czech Republic there is a 29% 'return to the closet' with direct managers and 21% with direct colleagues, in the average respondent's first job.

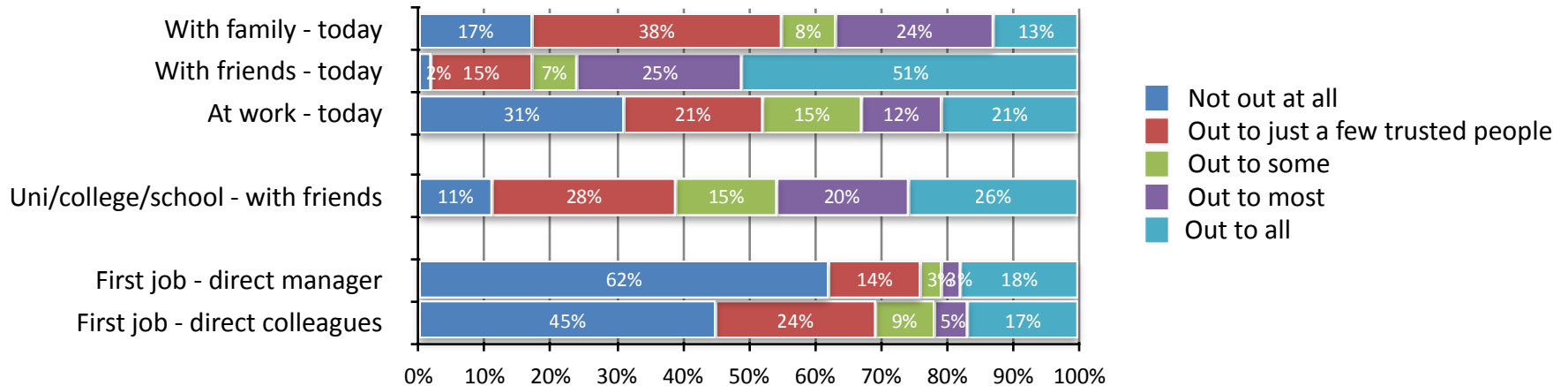


How out are you?



In Germany there is a 44% ‘return to the closet’ with direct managers and 6% with direct colleagues, in the average respondent’s first job.

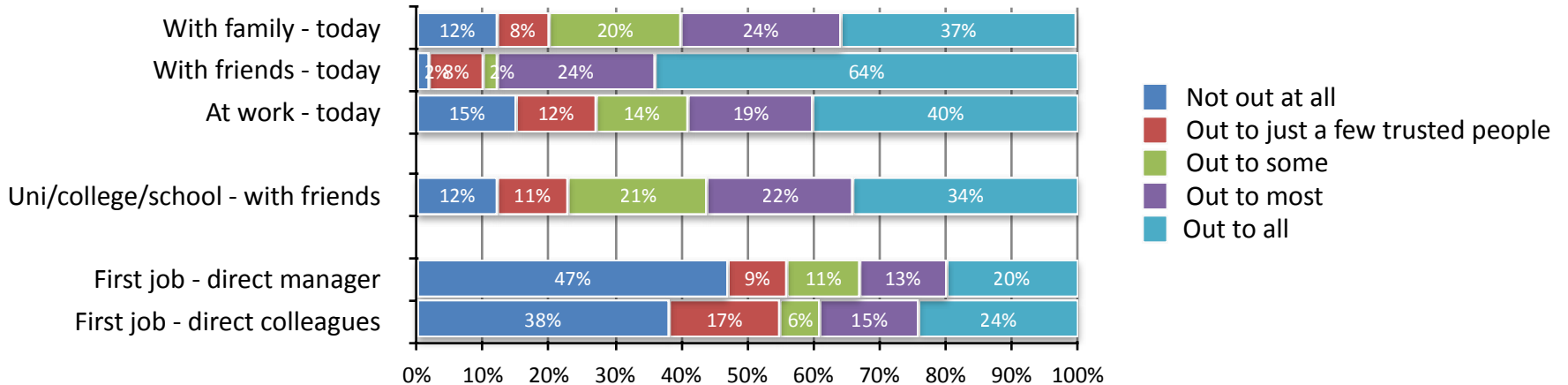
How out are you?



In Greece there is a 51% 'return to the closet' with direct managers and 34% with direct colleagues, in the average respondent's first job.



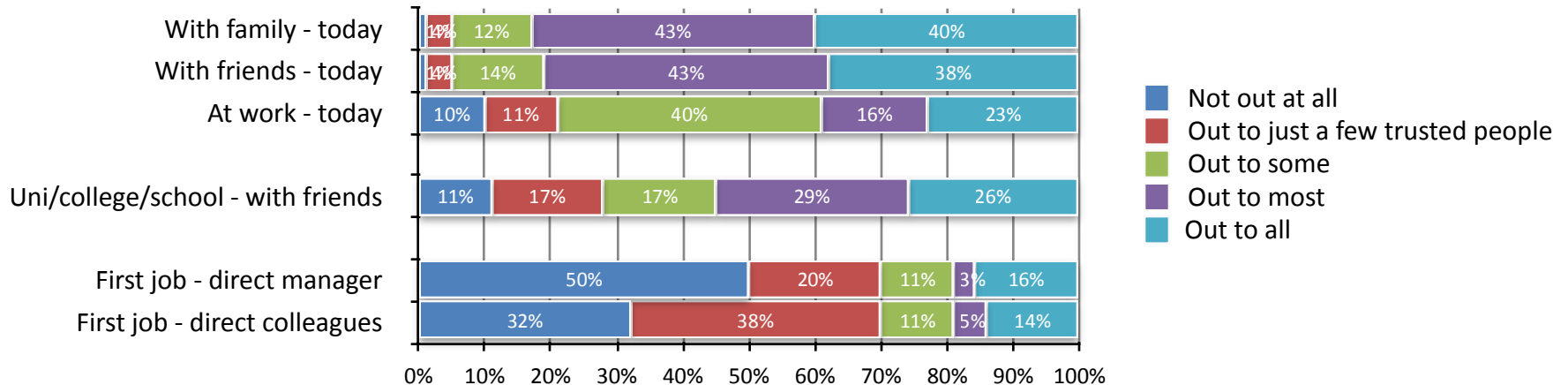
How out are you?



In Hungary there is a 35% 'return to the closet' with direct managers and 26% with direct colleagues, in the average respondent's first job.



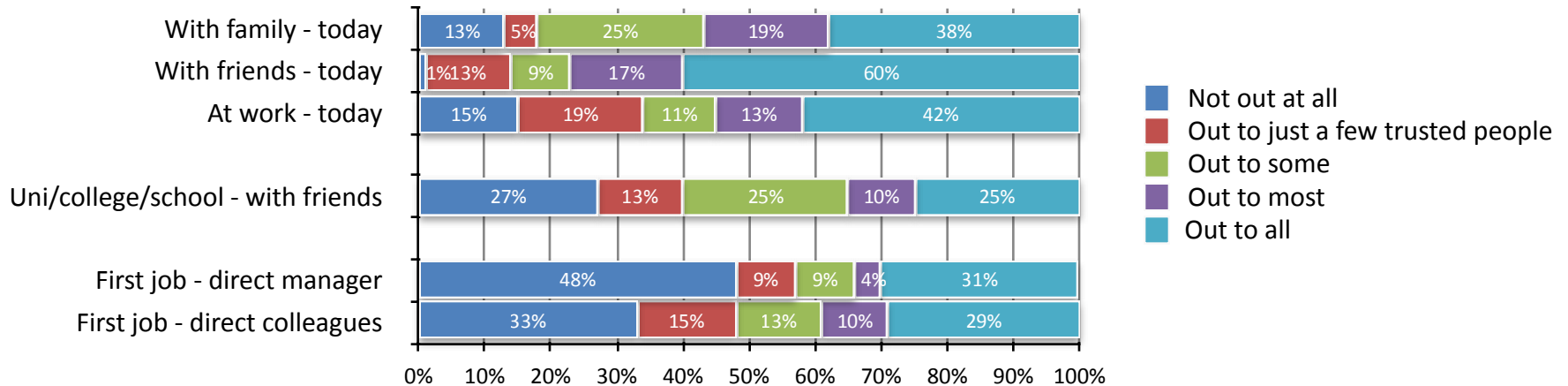
How out are you?



In Ireland there is a 39% 'return to the closet' with direct managers and 21% with direct colleagues, in the average respondent's first job.



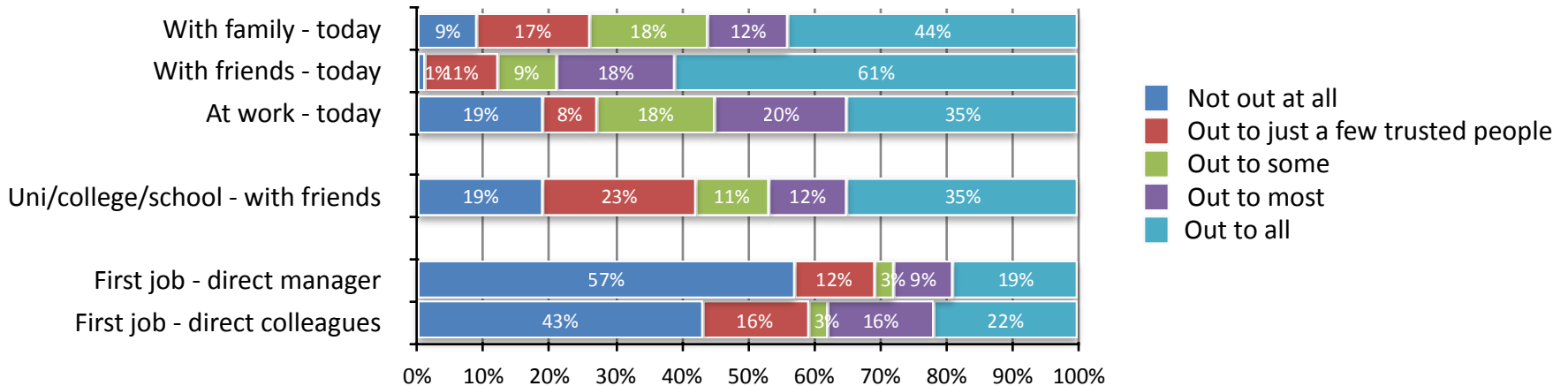
How out are you?



In Italy there is a 21% ‘return to the closet’ with direct managers and 6% with direct colleagues, in the average respondent’s first job.



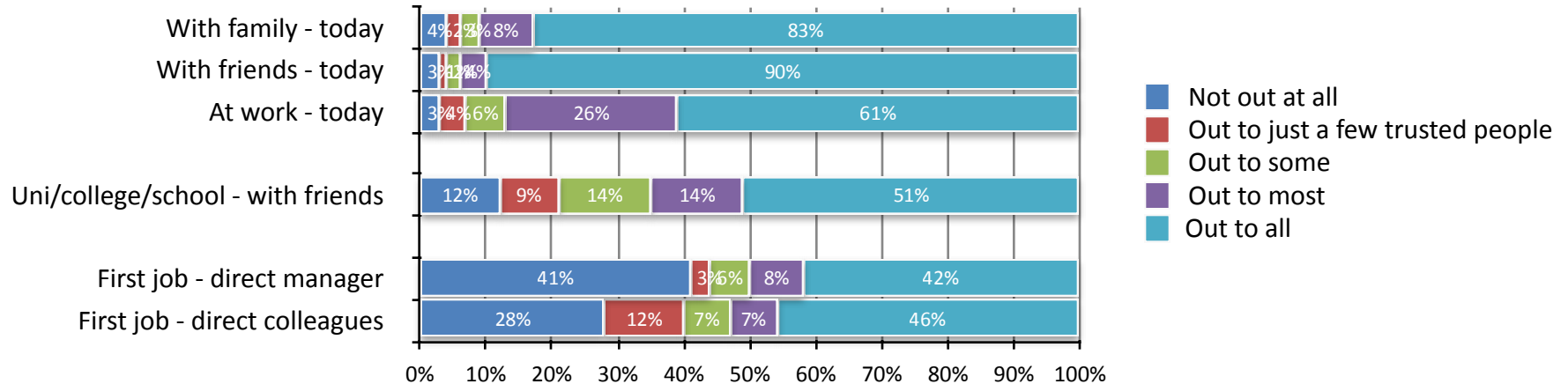
How out are you?



In Malta there is a 38% ‘return to the closet’ with direct managers and 24% with direct colleagues, in the average respondent’s first job.



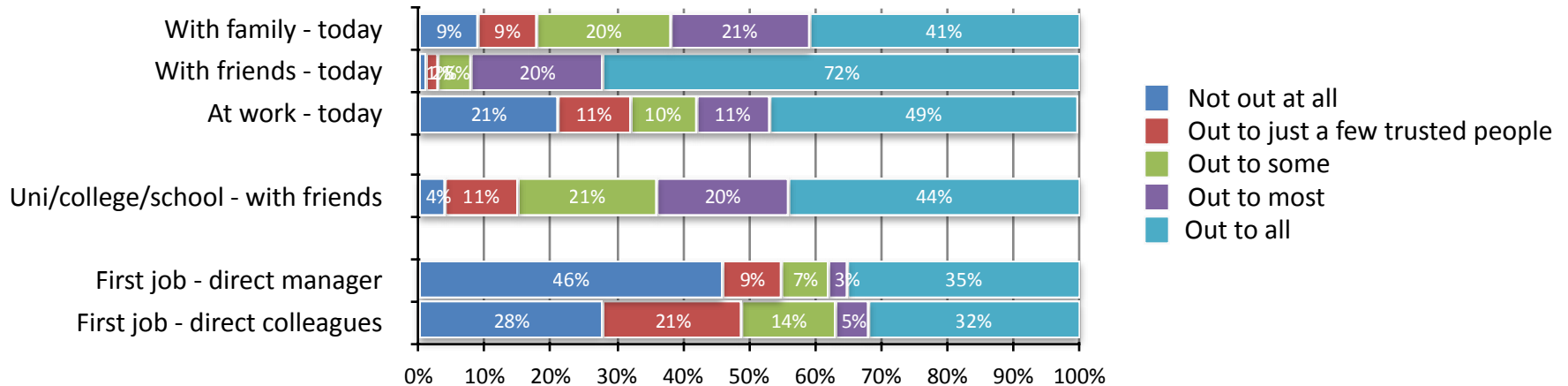
How out are you?



In the Netherlands there is a 29% 'return to the closet' with direct managers and 16% with direct colleagues, in the average respondent's first job.



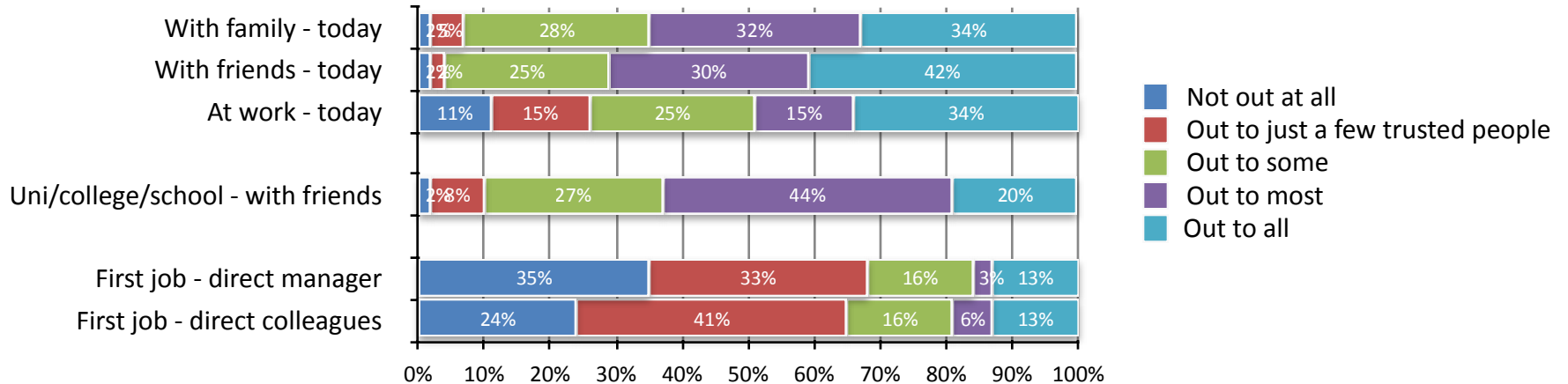
How out are you?



In New Zealand there is a 42% 'return to the closet' with direct managers and 24% with direct colleagues, in the average respondent's first job.



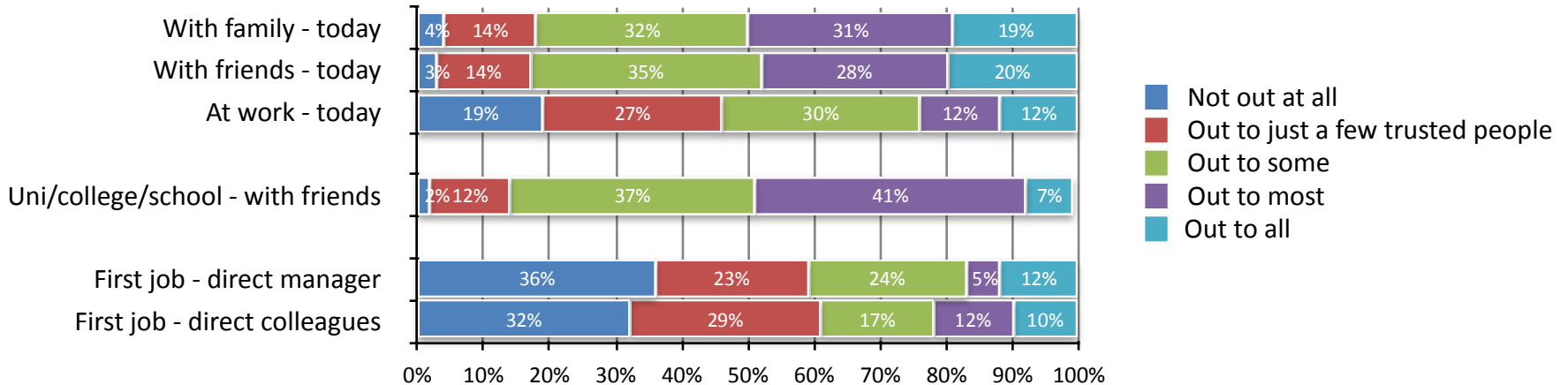
How out are you?



In Portugal there is a 33% 'return to the closet' with direct managers and 22% with direct colleagues, in the average respondent's first job.



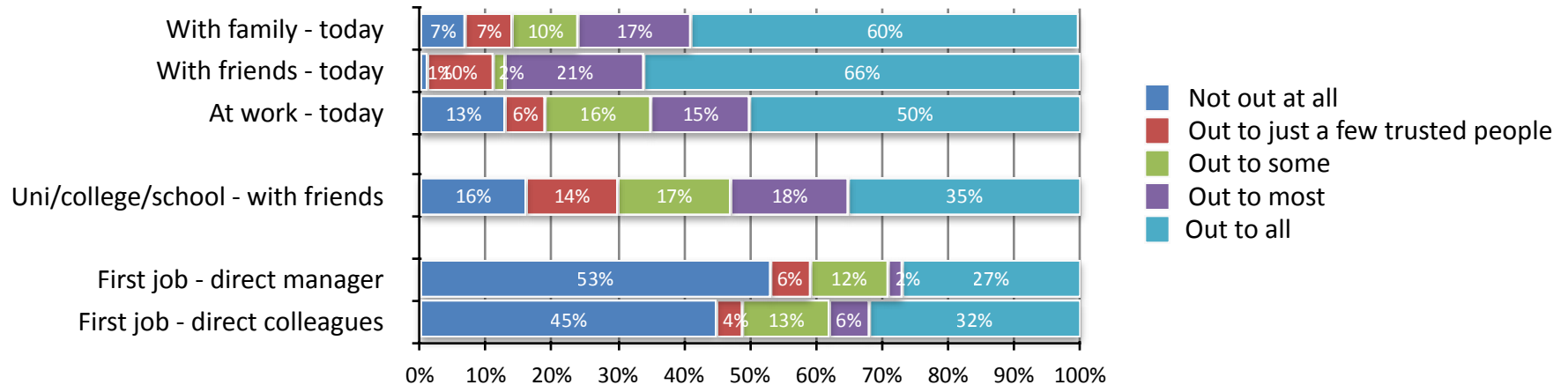
How out are you?



In Romania there is a 34% 'return to the closet' with direct managers and 30% with direct colleagues, in the average respondent's first job.



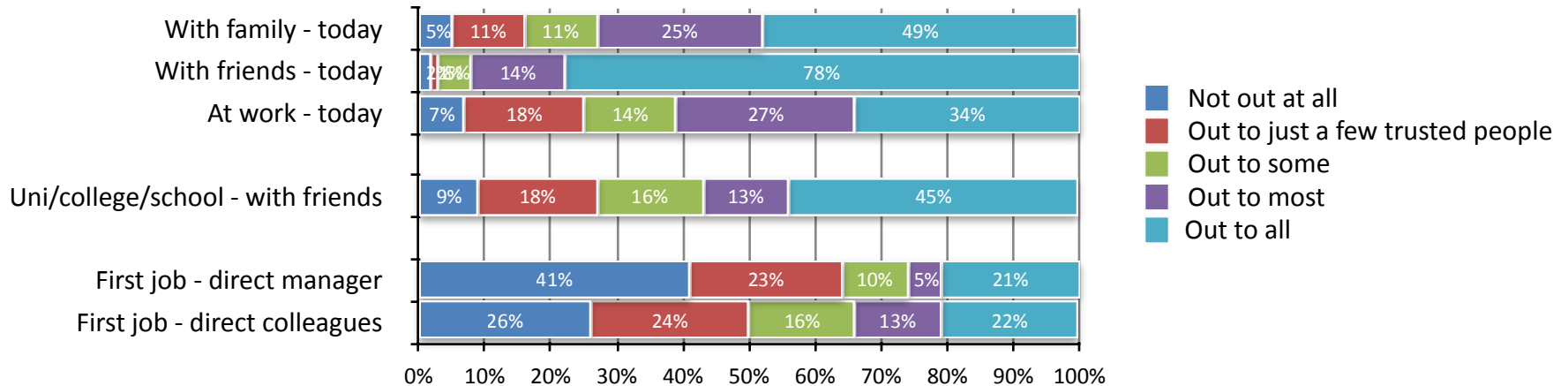
How out are you?



In South Africa there is a 37% 'return to the closet' with direct managers and 29% with direct colleagues, in the average respondent's first job.



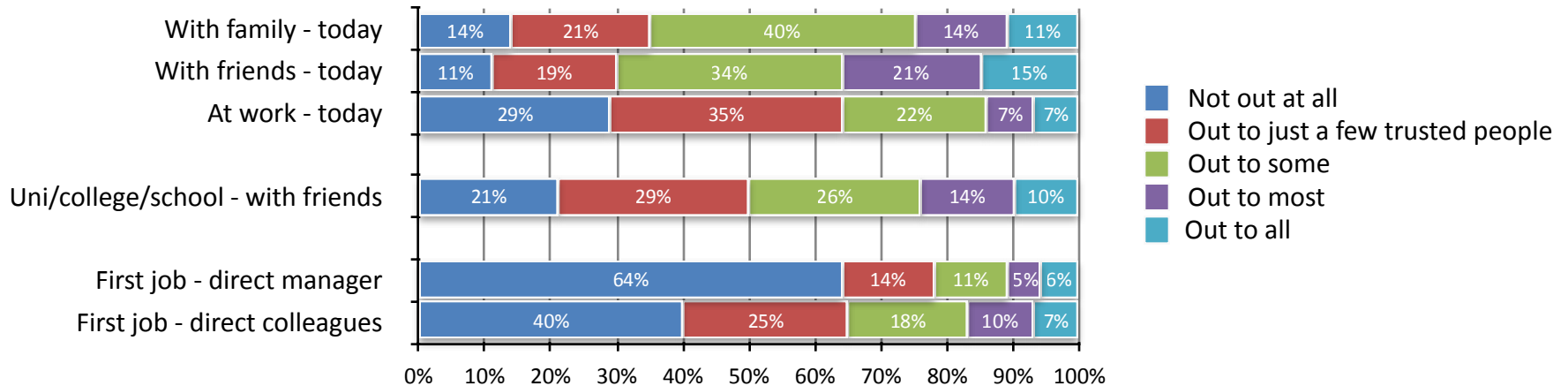
How out are you?



In Spain there is a 32% 'return to the closet' with direct managers and 17% with direct colleagues, in the average respondent's first job.

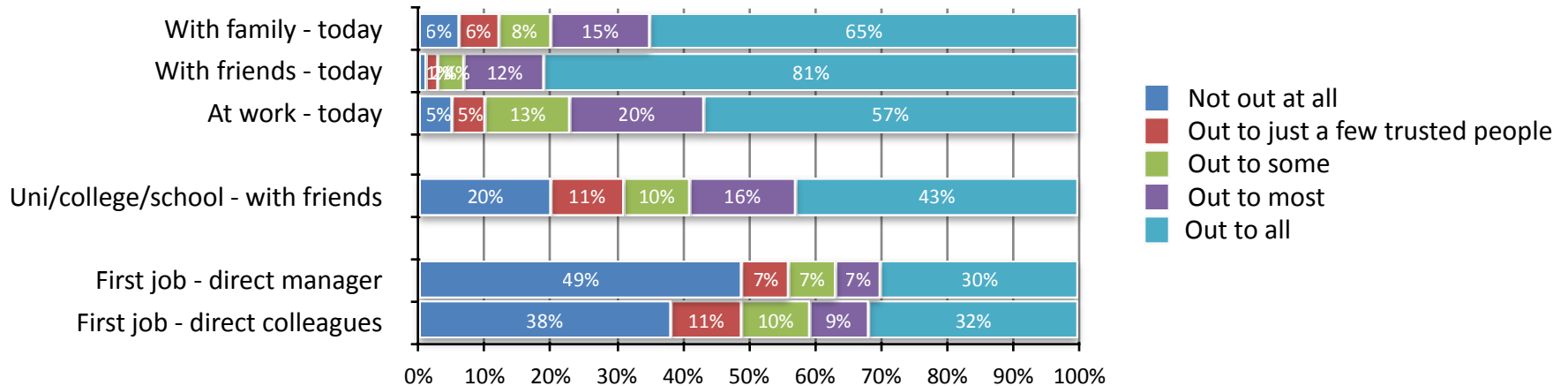


How out are you?



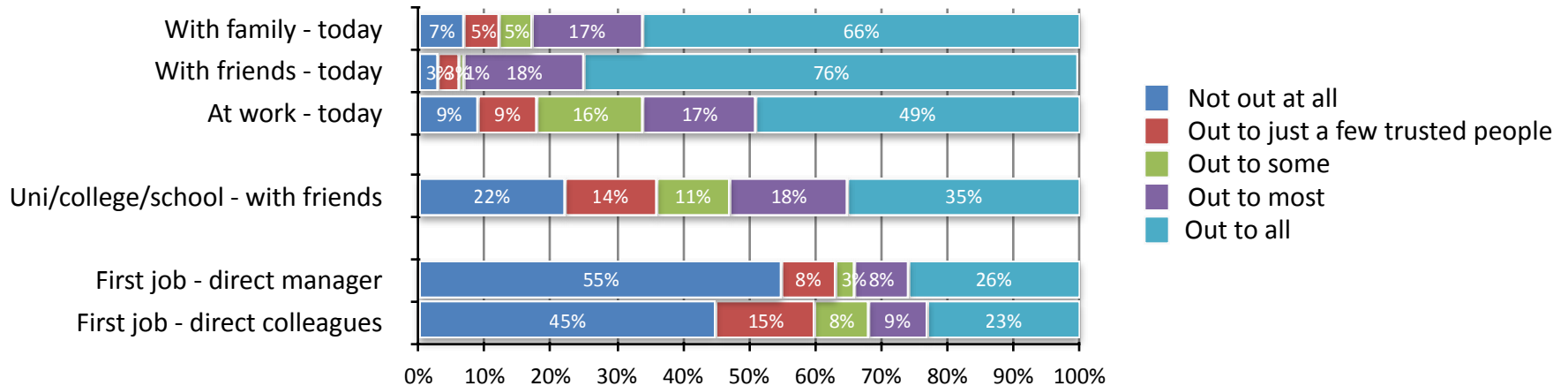
In Turkey there is a 43% 'return to the closet' with direct managers and 19% with direct colleagues, in the average respondent's first job.

How out are you?



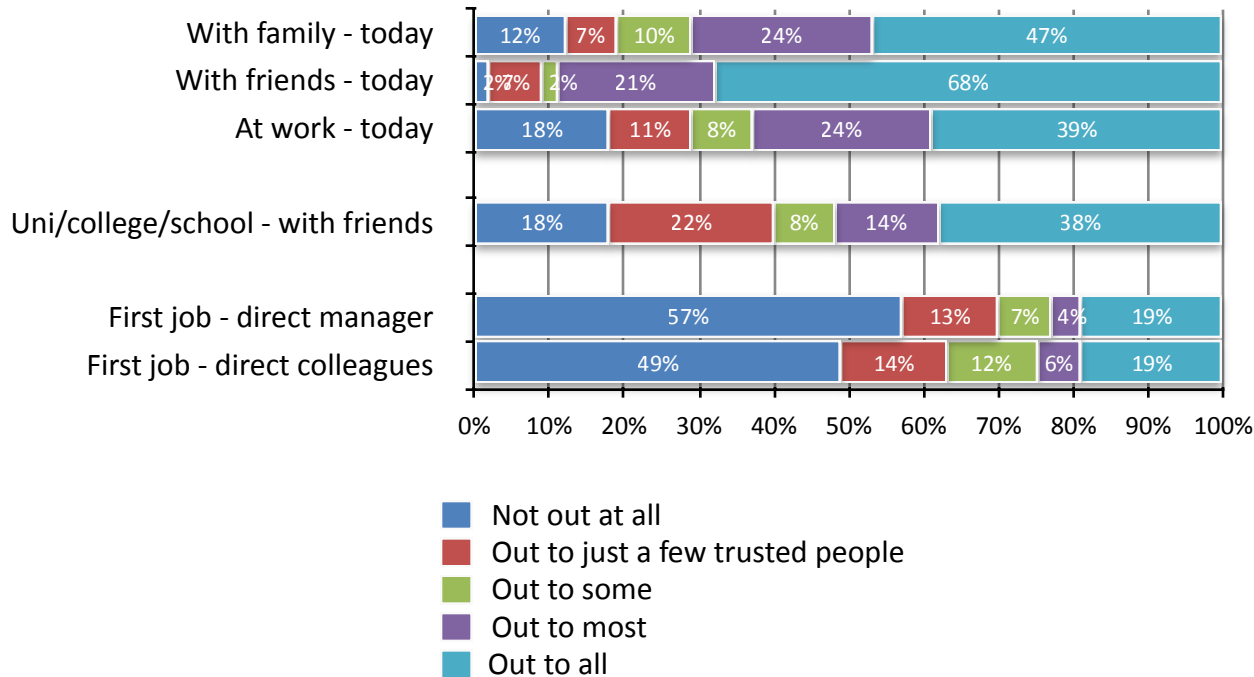
In the UK there is a 29% ‘return to the closet’ with direct managers and 18% with direct colleagues, in the average respondent’s first job.

How out are you?



In the USA there is a 33% 'return to the closet' with direct managers and 23% with direct colleagues, in the average respondent's first job.

How out are you?



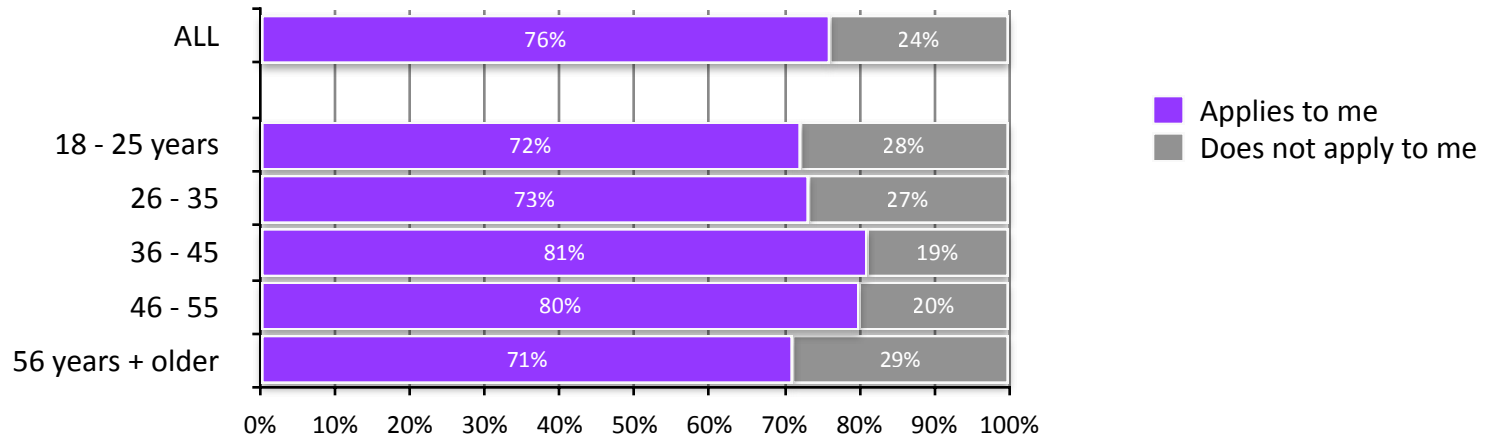
Austria	2
Belgium	9
Brazil	23
Canada	10
Colombia	2
Denmark	1
Finland	1
France	7
India	2
Indonesia	2
Lithuania	1
Malaysia	3
Mexico	2
Nigeria	3
Norway	1
Panama	1
Phillipines	2
Poland	3
Singapore	2
Switzerland	1
Syria	1
Thailand	2
TOTAL	81

In 'Other' countries (written-in by respondents, listed at right) there is a 39% 'return to the closet' with direct managers and 31% with direct colleagues, in the average respondent's first job.

National summary table

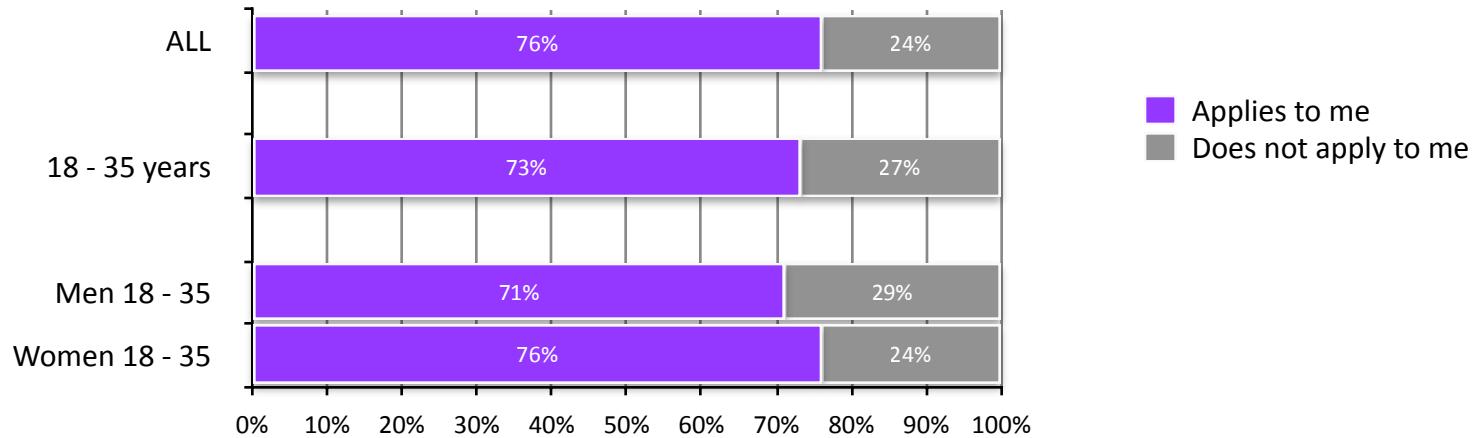
Country	FULL SAMPLE: Currently <u>out to all</u> at work	FULL SAMPLE: Went back into closet in first job
Australia	58%	28%
Czech Republic	28%	43%
Germany	26%	25%
Greece	21%	38%
Hungary	40%	29%
Ireland	23%	38%
Italy	42%	34%
Luxembourg	33%	33%
Malta	35%	30%
Netherlands	61%	10%
New Zealand	49%	23%
Portugal	34%	37%
Romania	12%	48%
South Africa	50%	29%
Spain	34%	27%
Turkey	7%	26%
UK	57%	32%
USA	49%	22%

I have hidden my sexual orientation or gender identity at work at least once



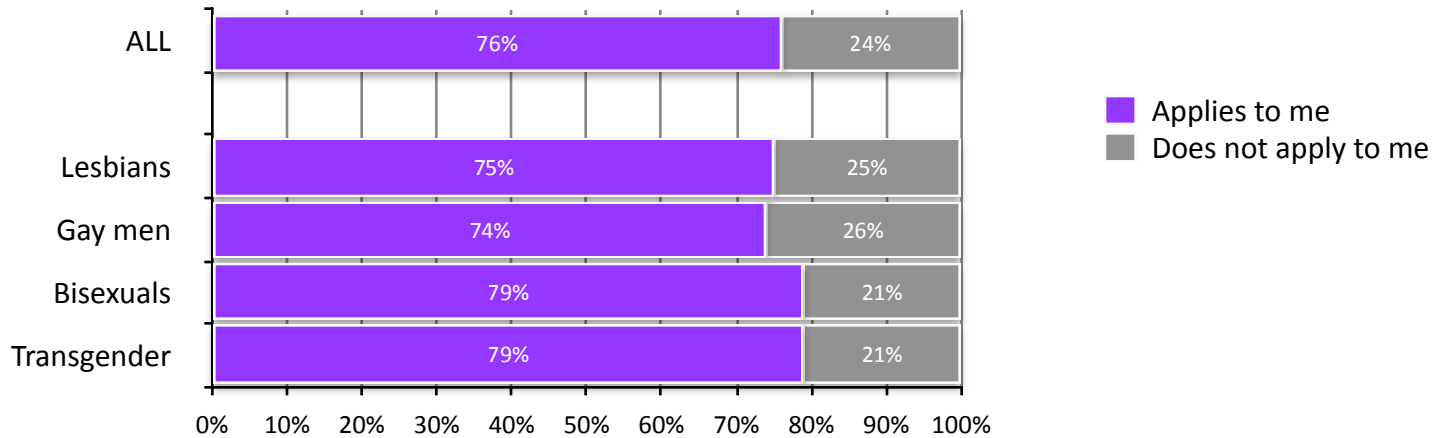
Middle aged respondents report higher levels of hiding their sexual orientation or gender identity on at least one occasion

I have hidden my sexual orientation or gender identity at work at least once



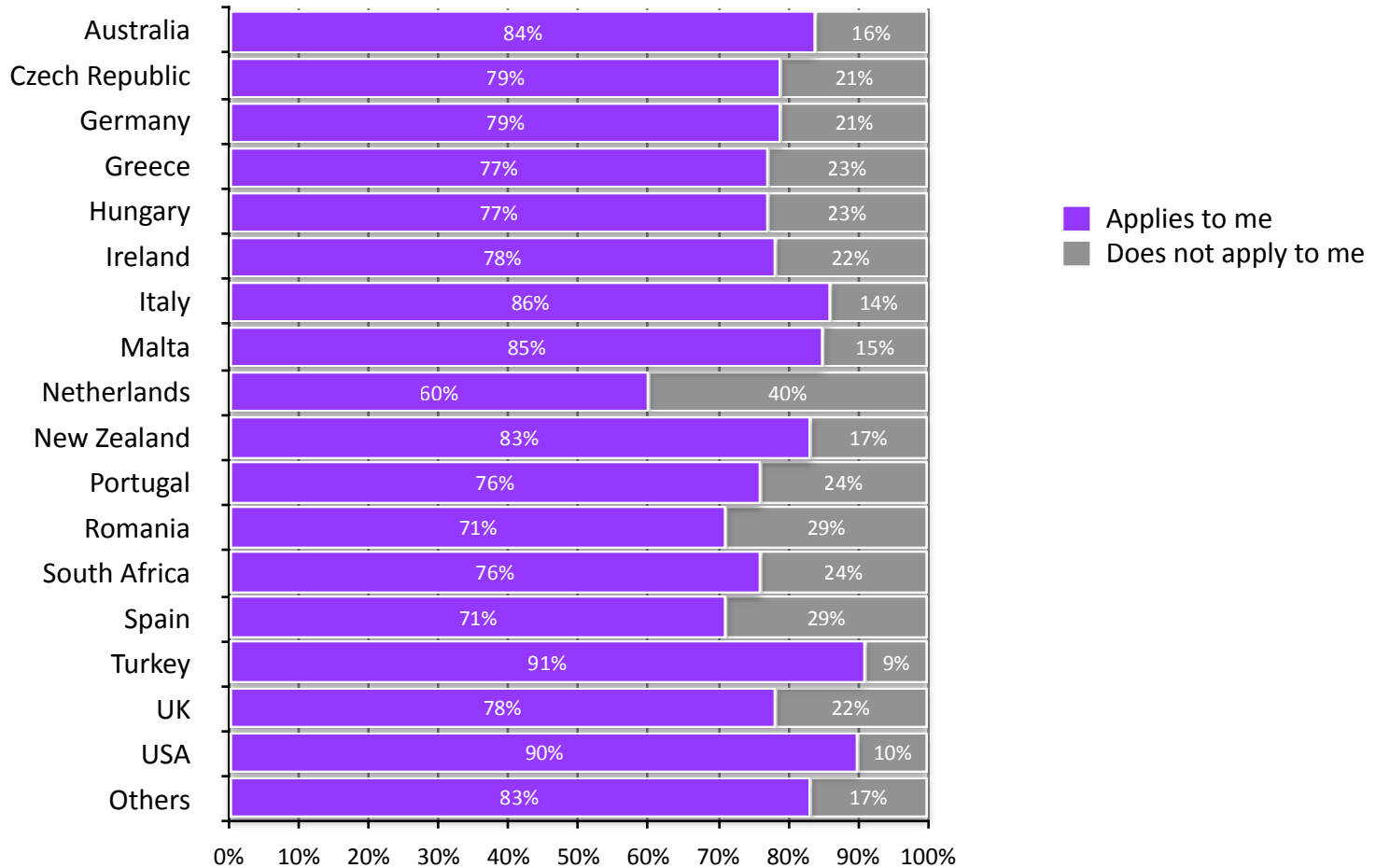
Women aged 18 - 35 reported slightly higher rates than men aged 18 - 35 of not revealing their sexual orientation or gender identity at work on at least one occasion.

I have hidden my sexual orientation or gender identity at work at least once

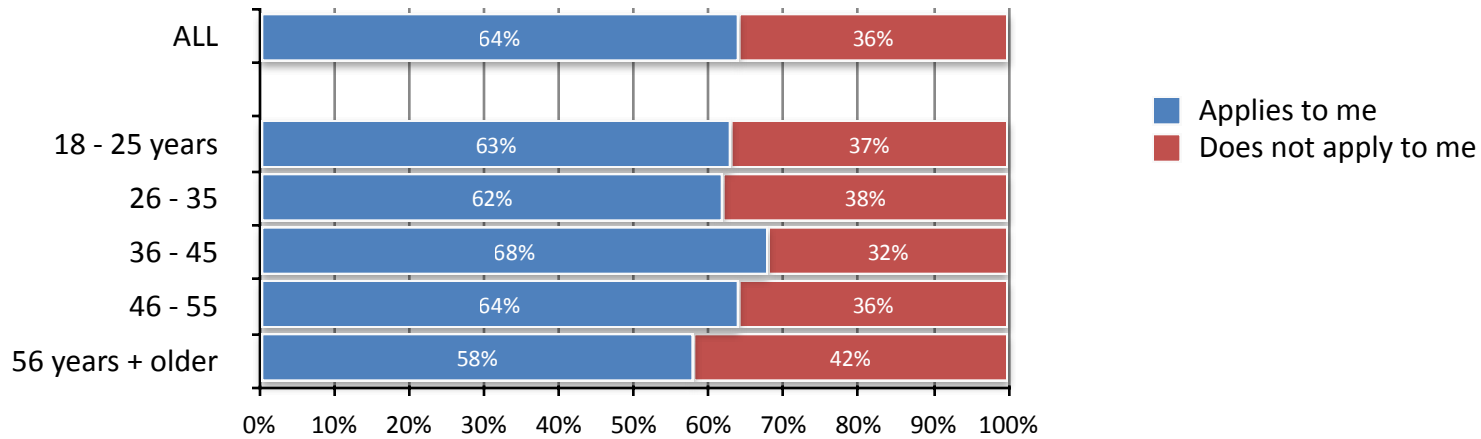


Bisexuals and transgender people were slightly more likely to have hidden their sexual orientation or gender identity at work on at least one occasion.

I have hidden my sexual orientation or gender identity at work at least once

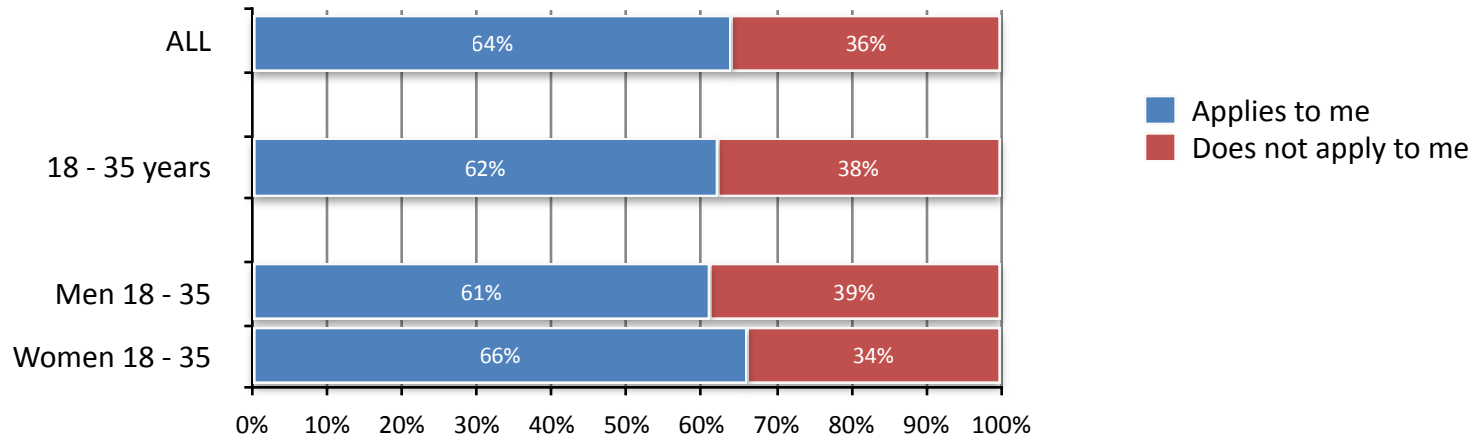


L, G or B respondents: I have disguised my sexual orientation at work more than once



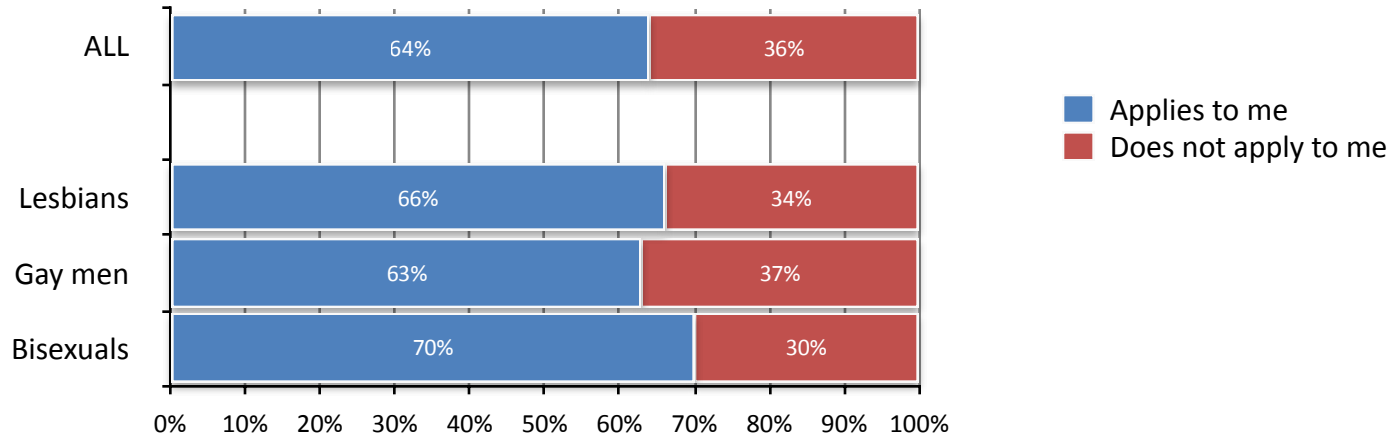
Respondents aged 36 - 45 were most likely to have disguised their sexual orientation at work on more than one occasion.

L, G or B respondents: I have disguised my sexual orientation at work more than once



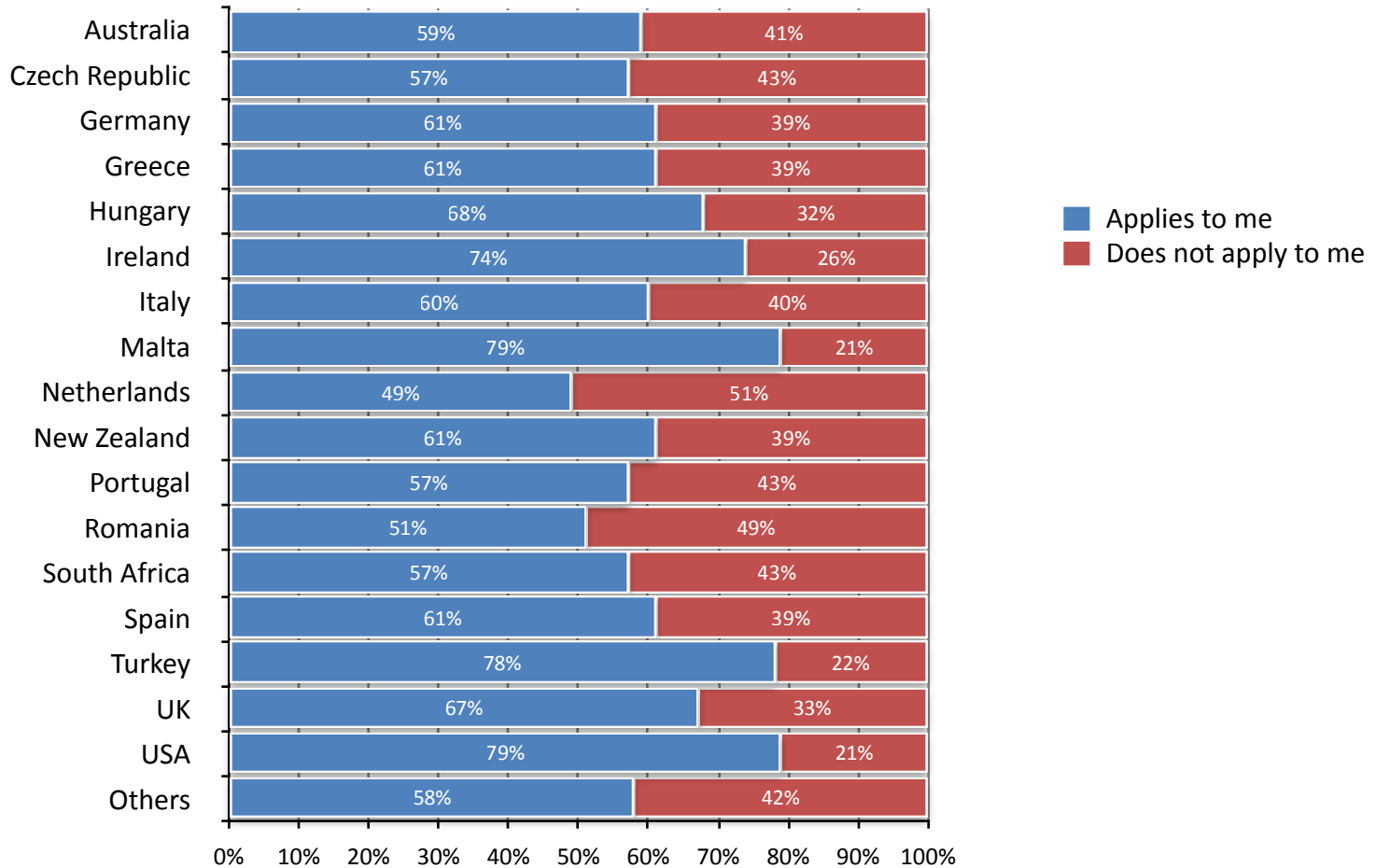
Women aged 18 - 35 reported slightly higher rates than men aged 18 - 35 of disguising their sexual orientation at work on more than one occasion.

L, G or B respondents: I have disguised my sexual orientation at work more than once

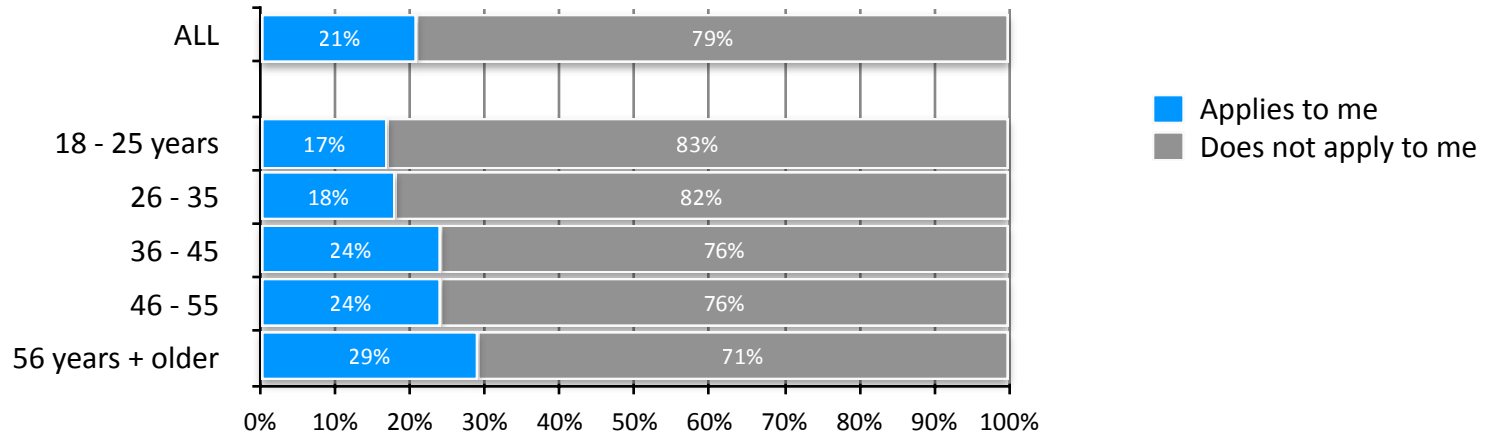


Bisexuals reported higher levels of disguising their sexual orientation at work on more than one occasion.

L, G or B respondents: I have disguised my sexual orientation at work more than once

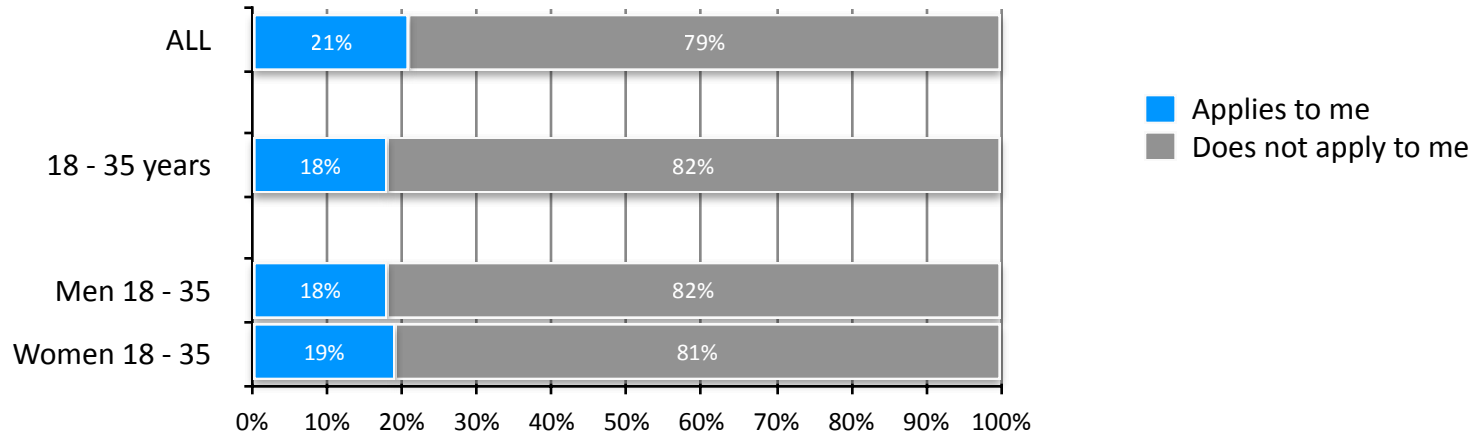


Being open (about my sexual orientation or gender identity) at work is the hardest thing I've done



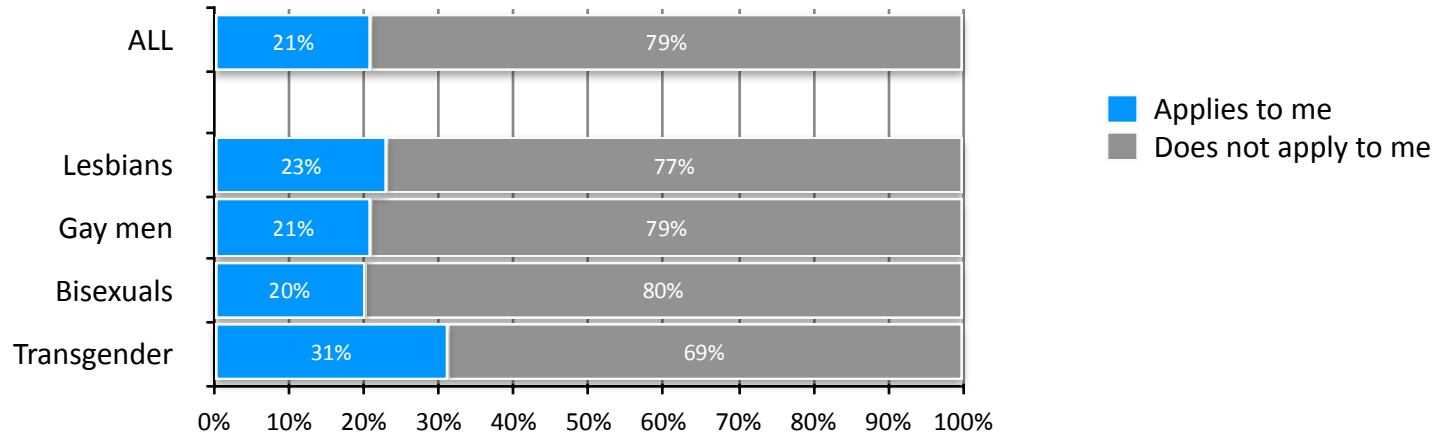
Older respondents report higher levels of finding being open about their sexual orientation or gender identity 'the hardest thing' they've done working in any job.

Being open (about my sexual orientation or gender identify) at work is the hardest thing I've done



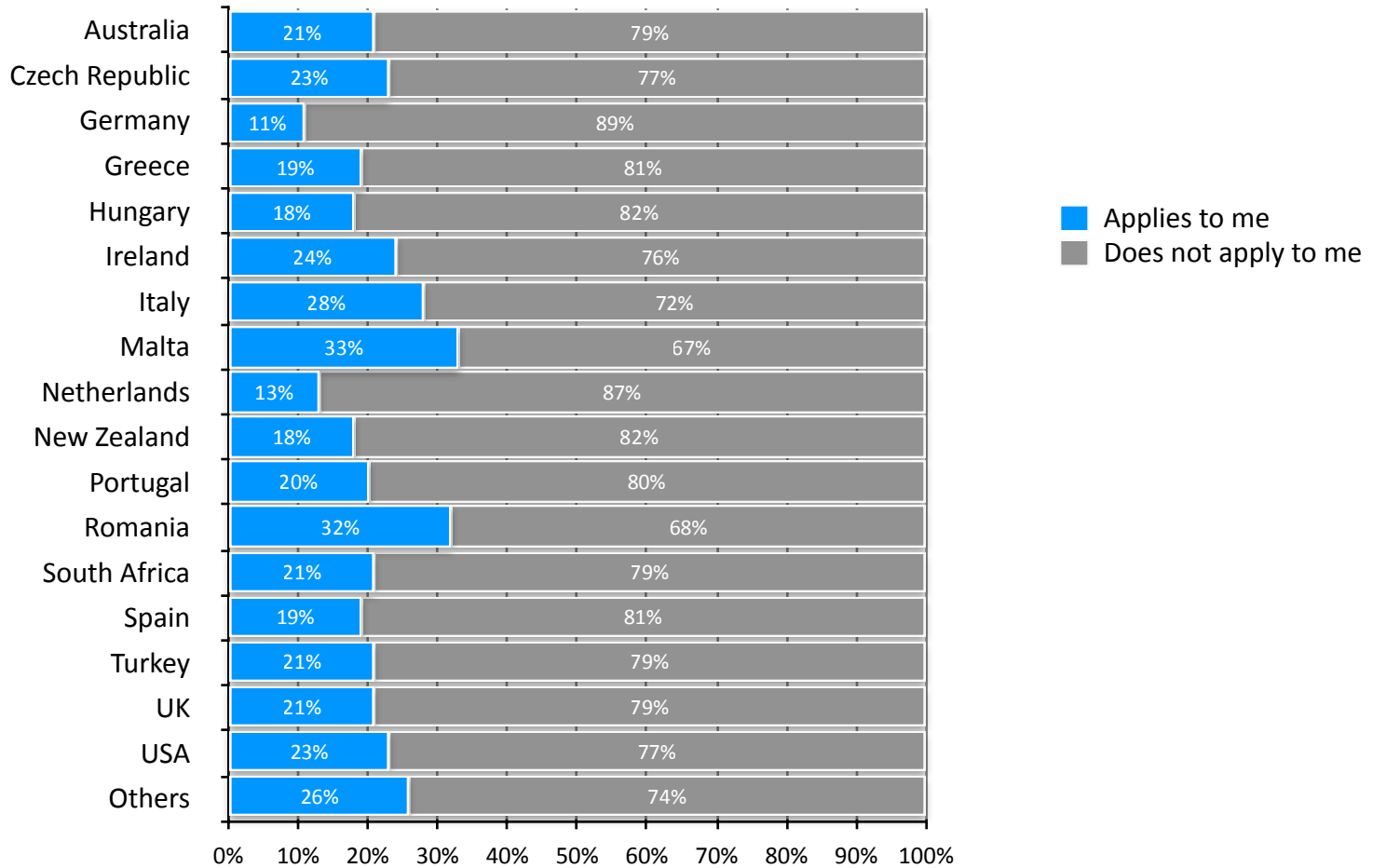
Women and men aged 18 - 35 both report similar rates of finding being open about their sexual orientation or gender identity 'the hardest thing' they've done working in any job.

Being open (about my sexual orientation or gender identify) at work is the hardest thing I've done

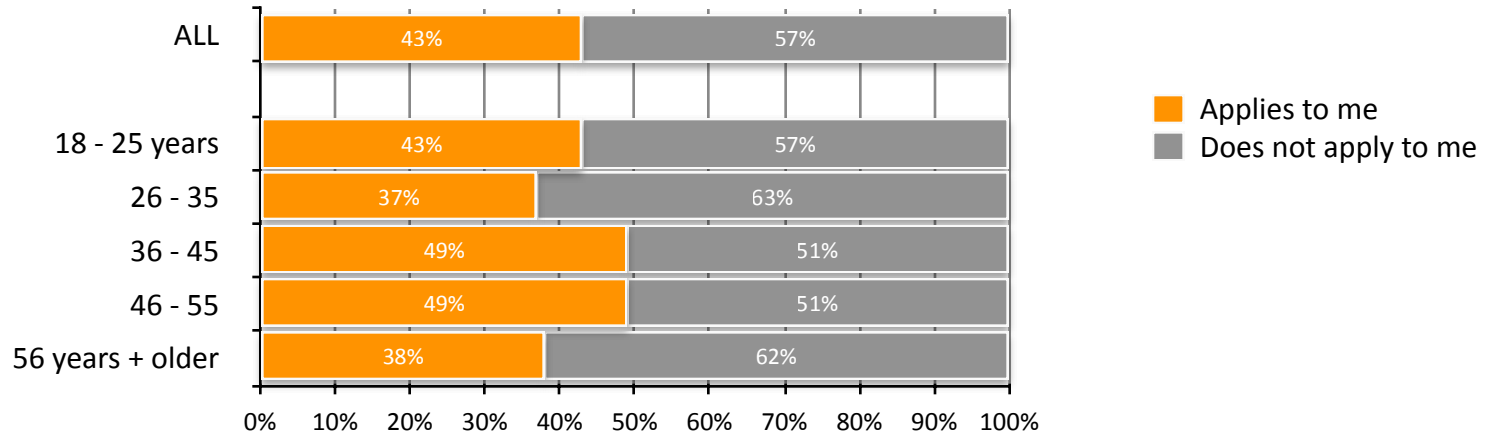


Transgender respondents reported higher levels of finding being open about their sexual orientation or gender identity 'the hardest thing' they've done working in any job.

Being open (about my sexual orientation or gender identify) at work is the hardest thing I've done

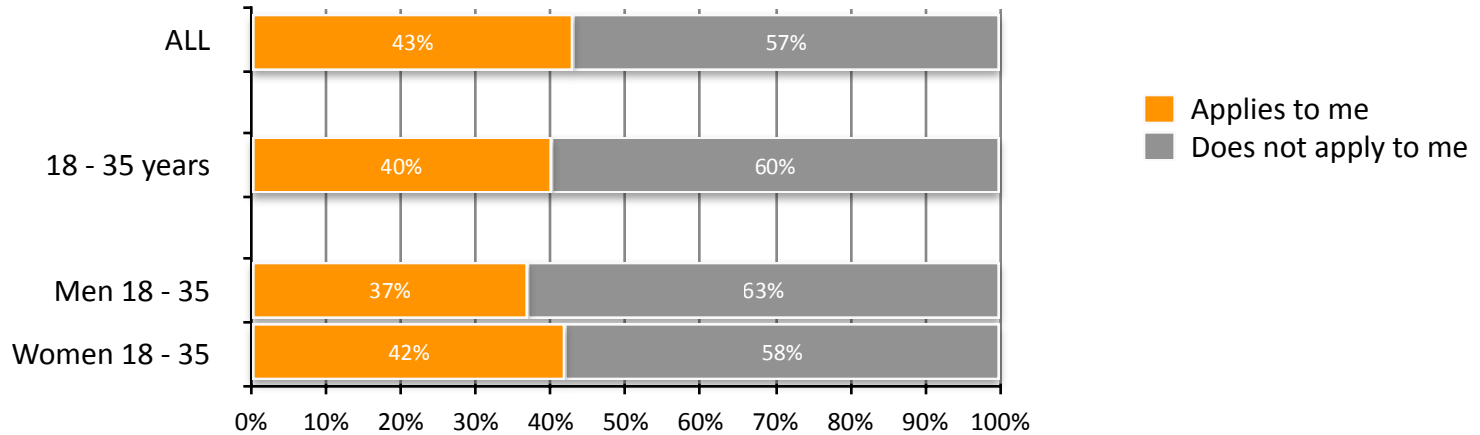


I have hidden my sexual orientation or gender identity status at work because I thought it could affect my success at work



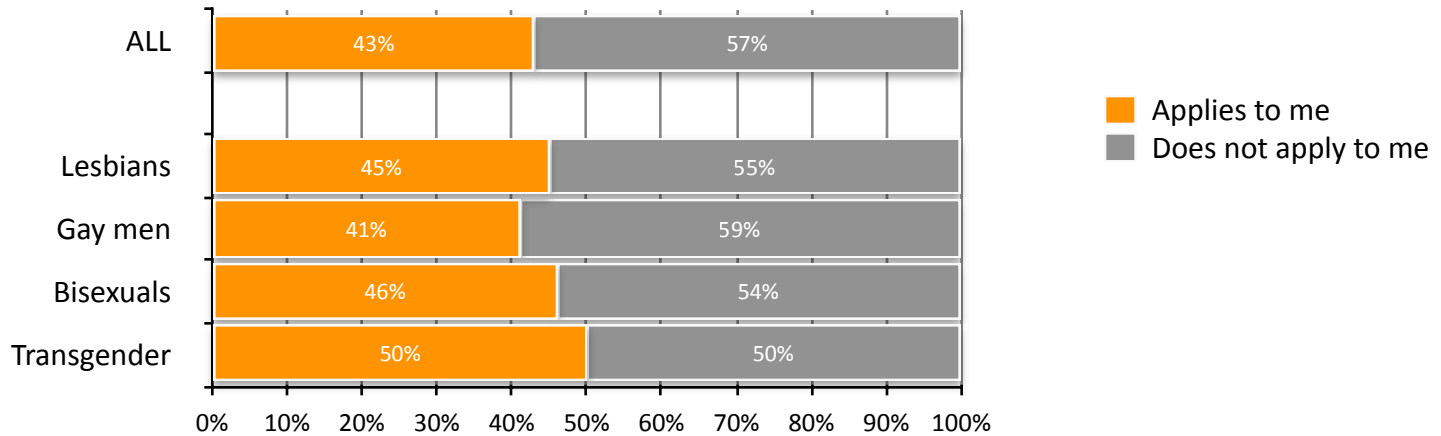
There is broad consistency across age groups with the middle aged respondents being slightly more likely than average to have selected 'applies to me' for this question.

I have hidden my sexual orientation or gender identity status at work because I thought it could affect my success at work



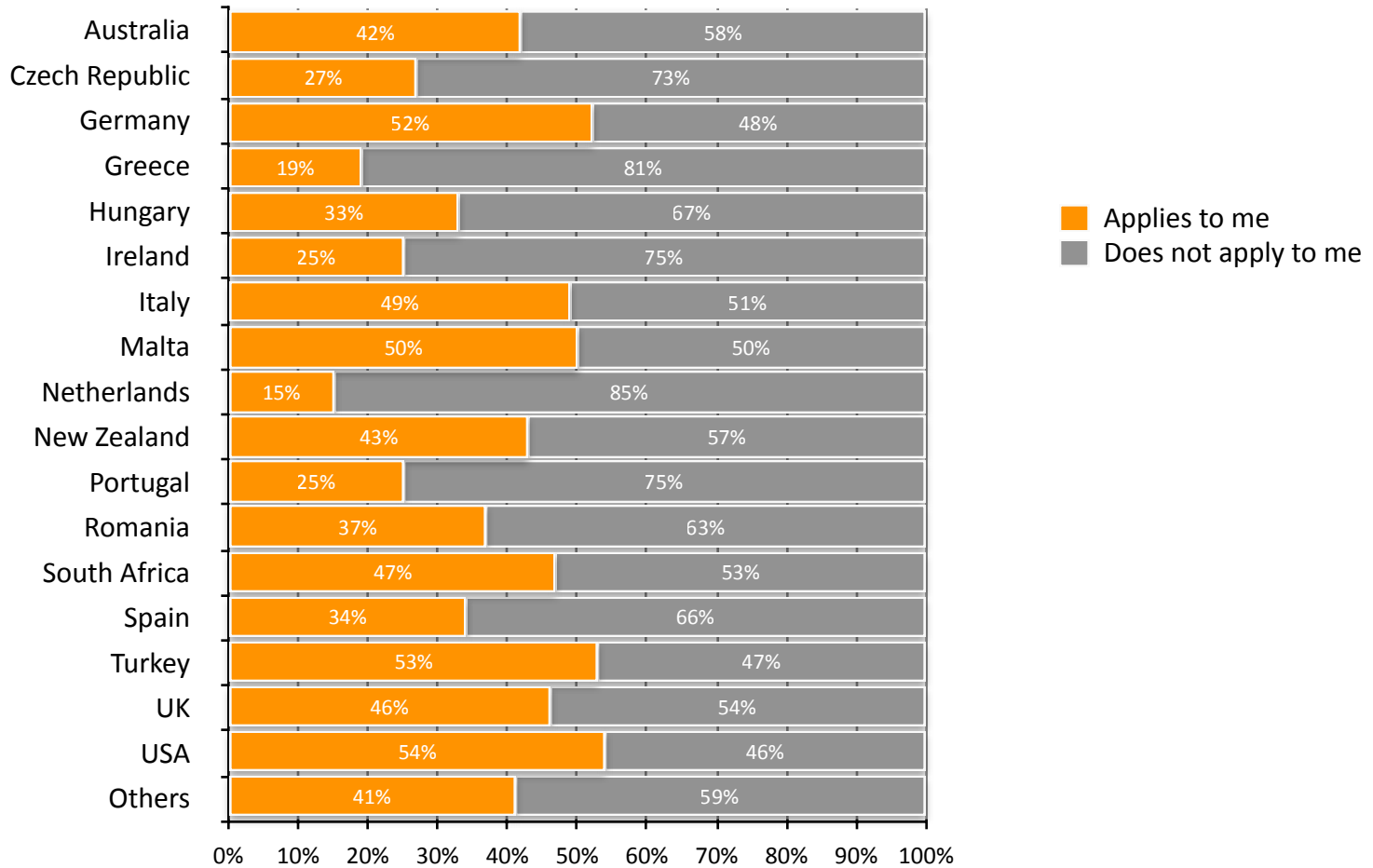
Around four in ten respondents have hidden their sexual orientation or gender identity at work because they thought it could affect their success at work.

I have hidden my sexual orientation or gender identity status at work because I thought it could affect my success at work

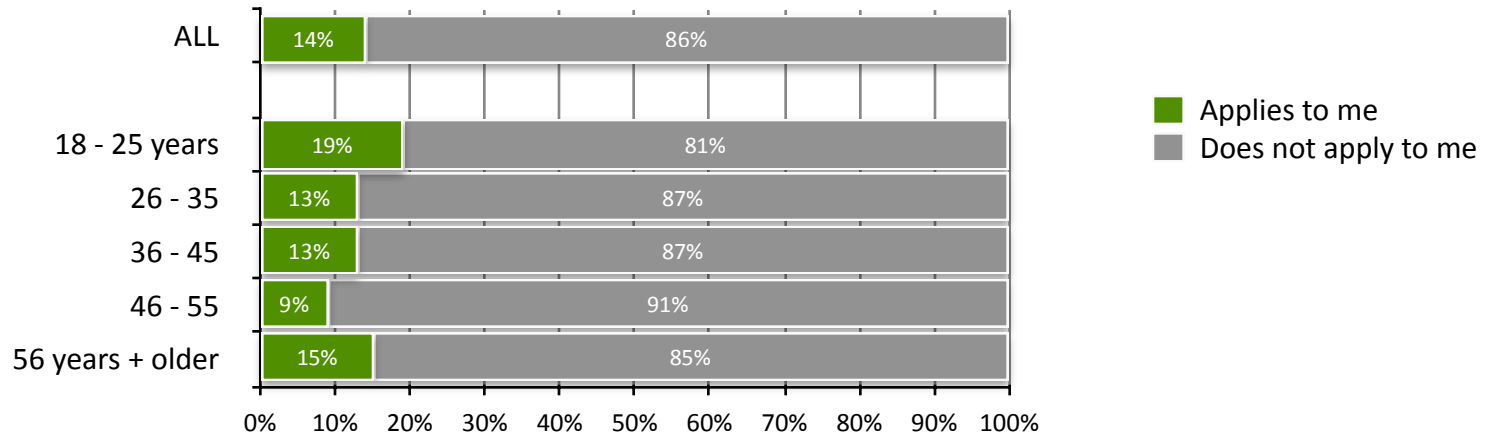


There is broad consistency across the different groups for this question, however Trans respondents are somewhat more likely than others to have hidden their sexual orientation or gender identity at work for career reasons.

I have hidden my sexual orientation or gender identity status at work because I thought it could affect my success at work

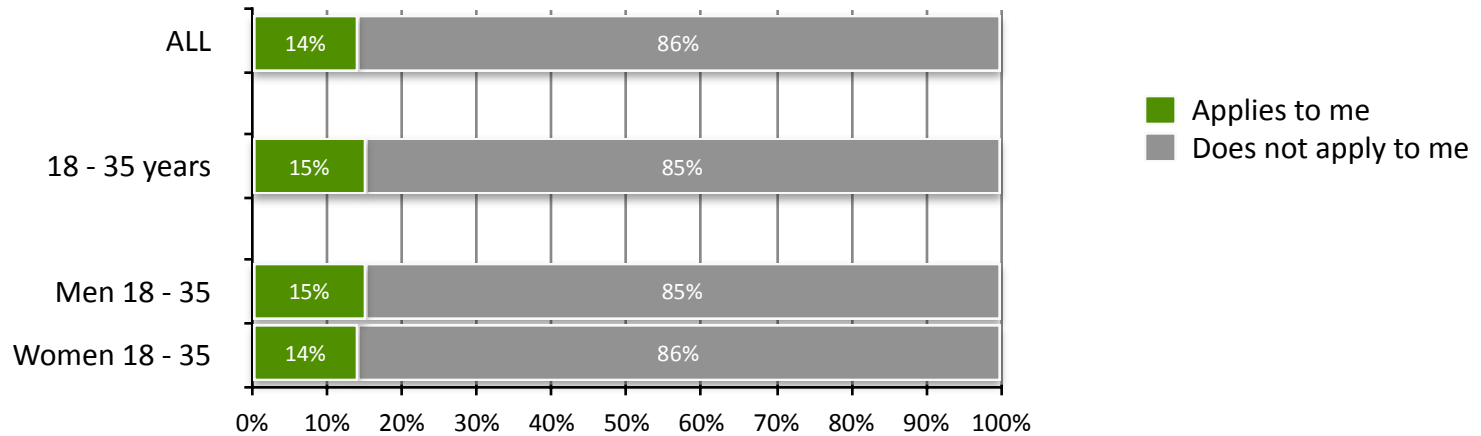


I'm less productive at work because I'm not able to be open about my sexual orientation or gender identity



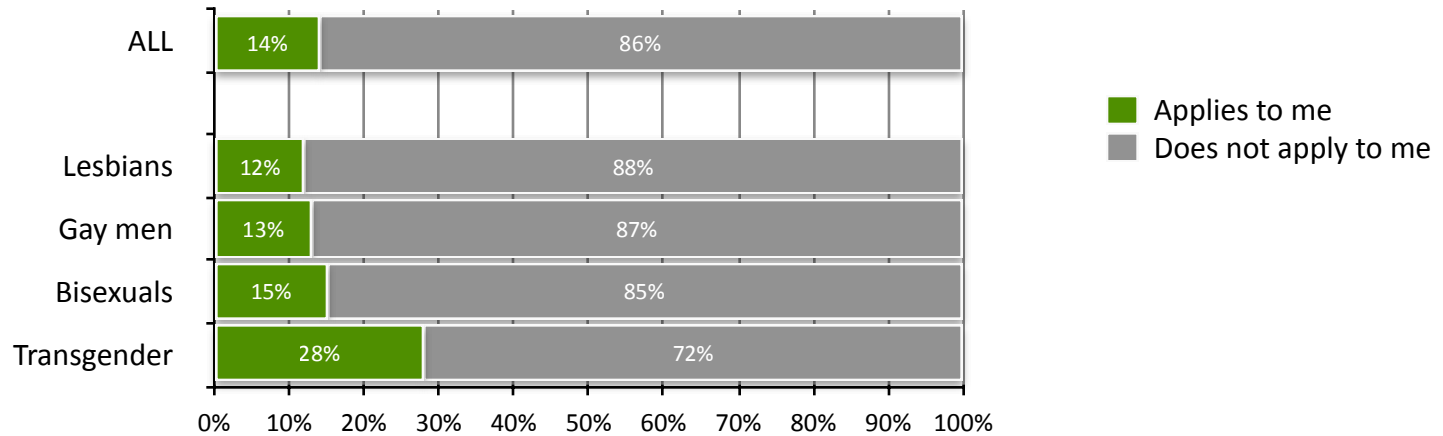
The youngest respondents reported slightly higher results, selecting 'applies to me' for this question.

I'm less productive at work because I'm not able to be open about my sexual orientation or gender identity



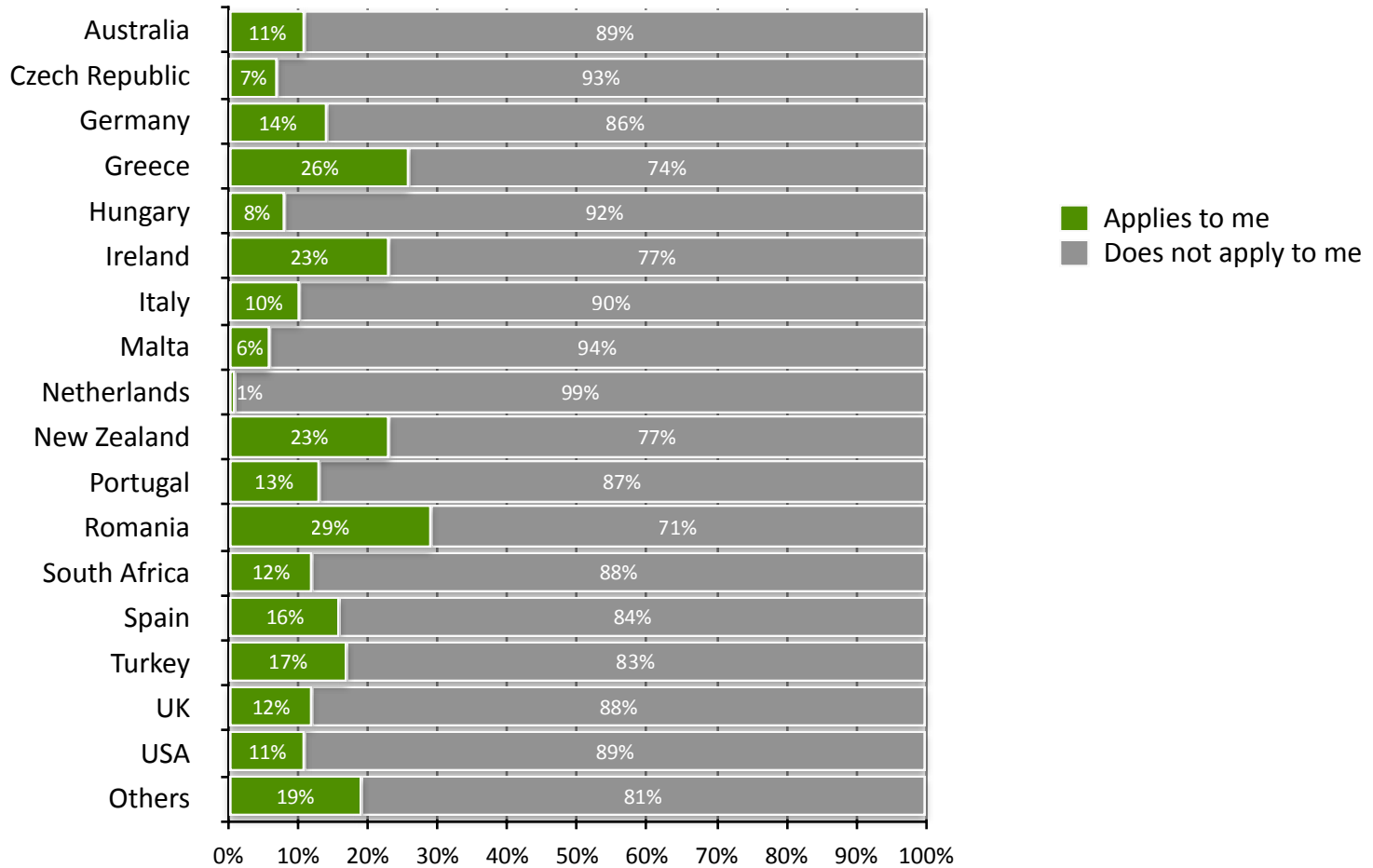
Most respondents feel they are *not* less productive at work because of not being able to be open about their sexual orientation or gender identity.

I'm less productive at work because I'm not able to be open about my sexual orientation or gender identity

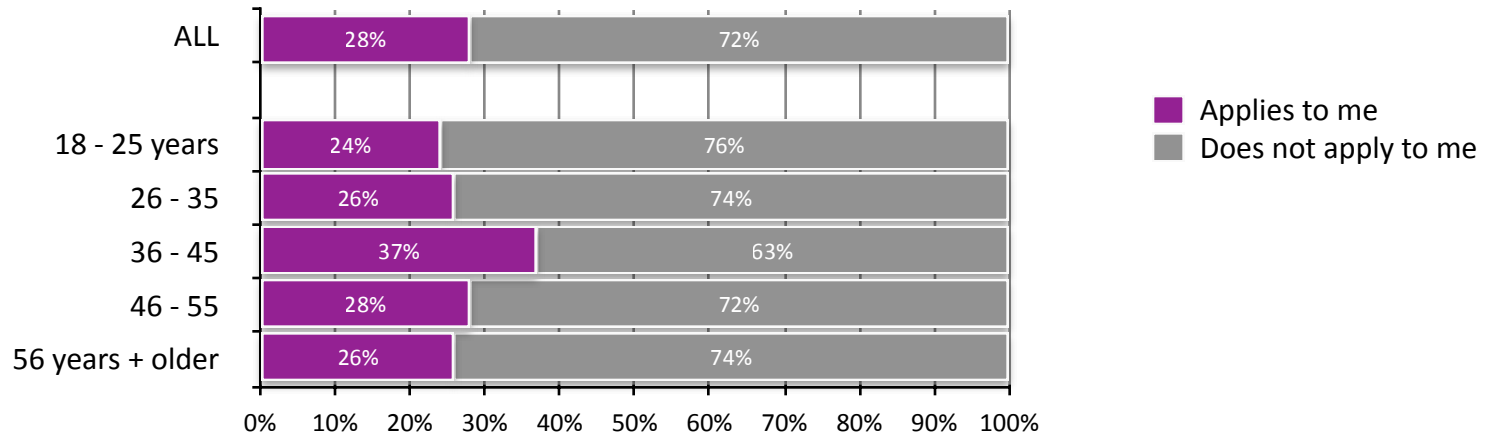


Transgender respondents reported notably higher levels of selecting 'applies to me' for this question.

I'm less productive at work because I'm not able to be open about my sexual orientation or gender identity

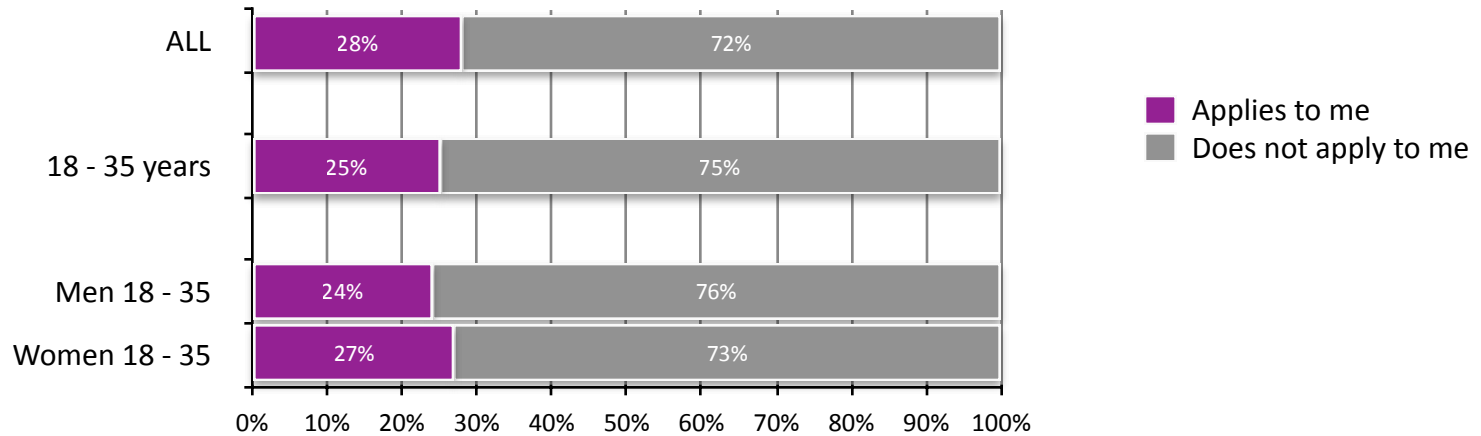


I have been less productive in a previous role because I didn't feel able to be open about my sexual orientation or gender identity



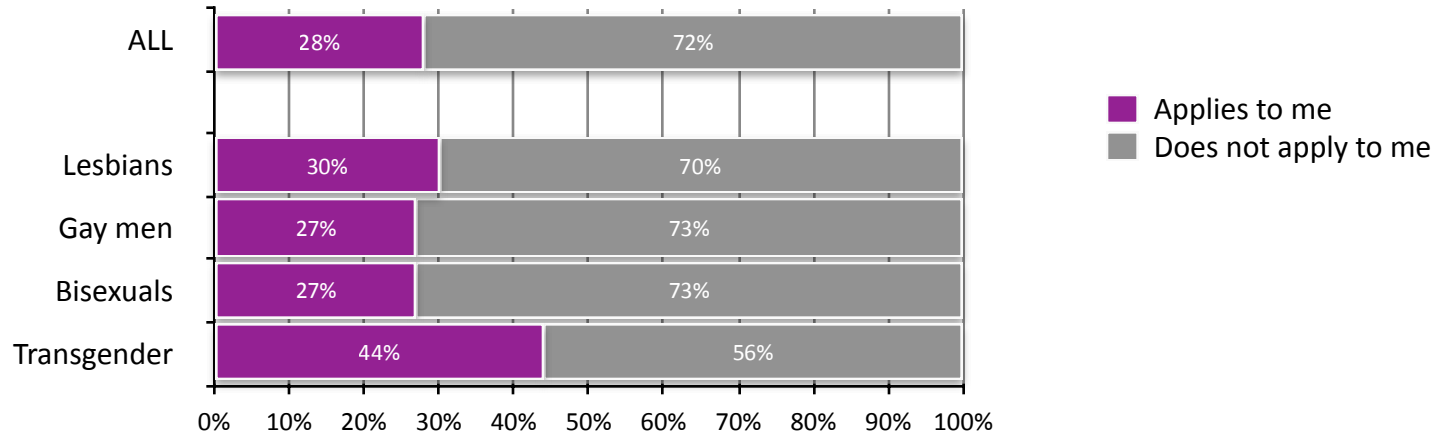
Respondents aged 36 - 45 years old were somewhat more likely to have selected 'applies to me' for this question.

I have been less productive in a previous role because I didn't feel able to be open about my sexual orientation or gender identity



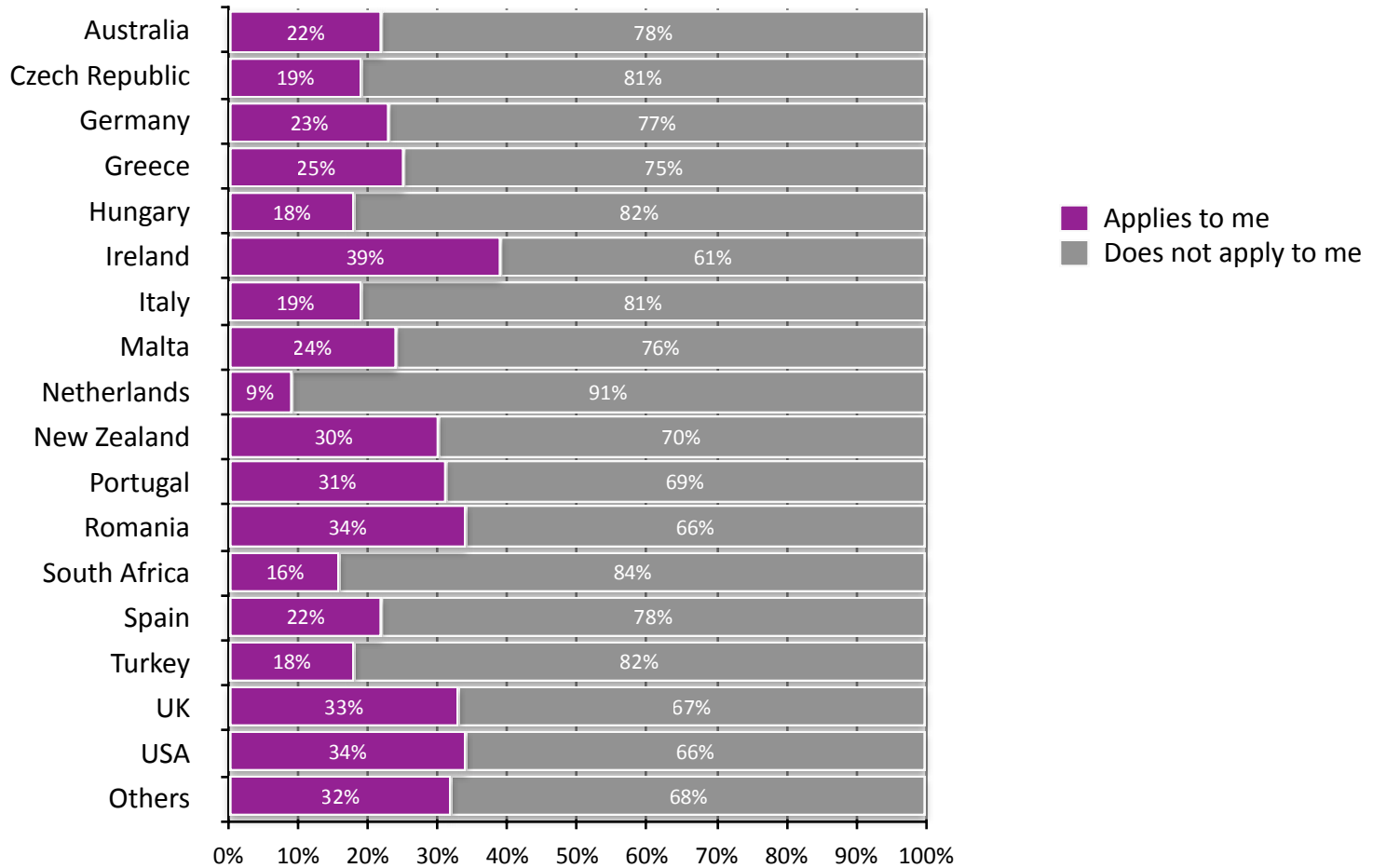
Around one in four respondents selected 'applies to me' for this question.

I have been less productive in a previous role because I didn't feel able to be open about my sexual orientation or gender identity



Transgender respondents were notably more likely to have selected 'applies to me' for this question.

I have been less productive in a previous role because I didn't feel able to be open about my sexual orientation or gender identity

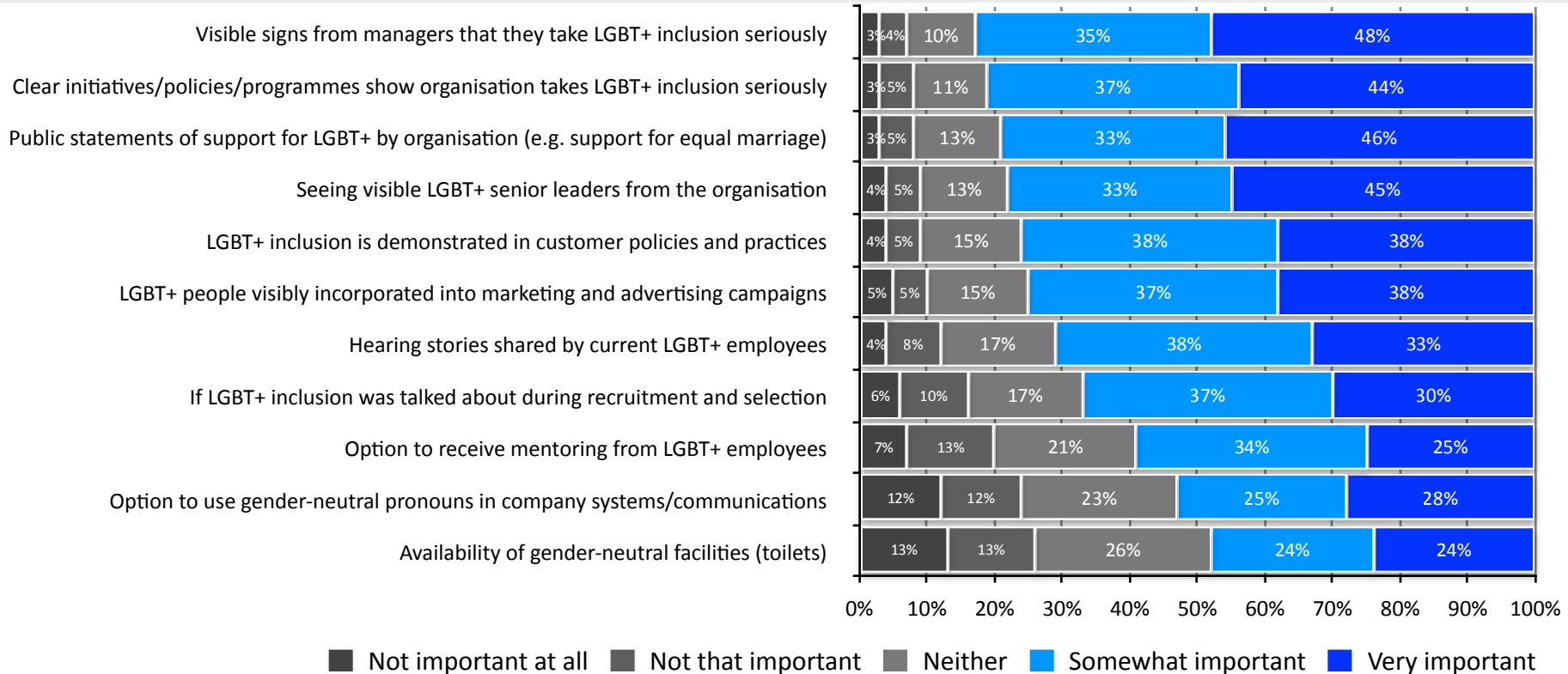


Key reasons

Relative importance of reasons for not being out

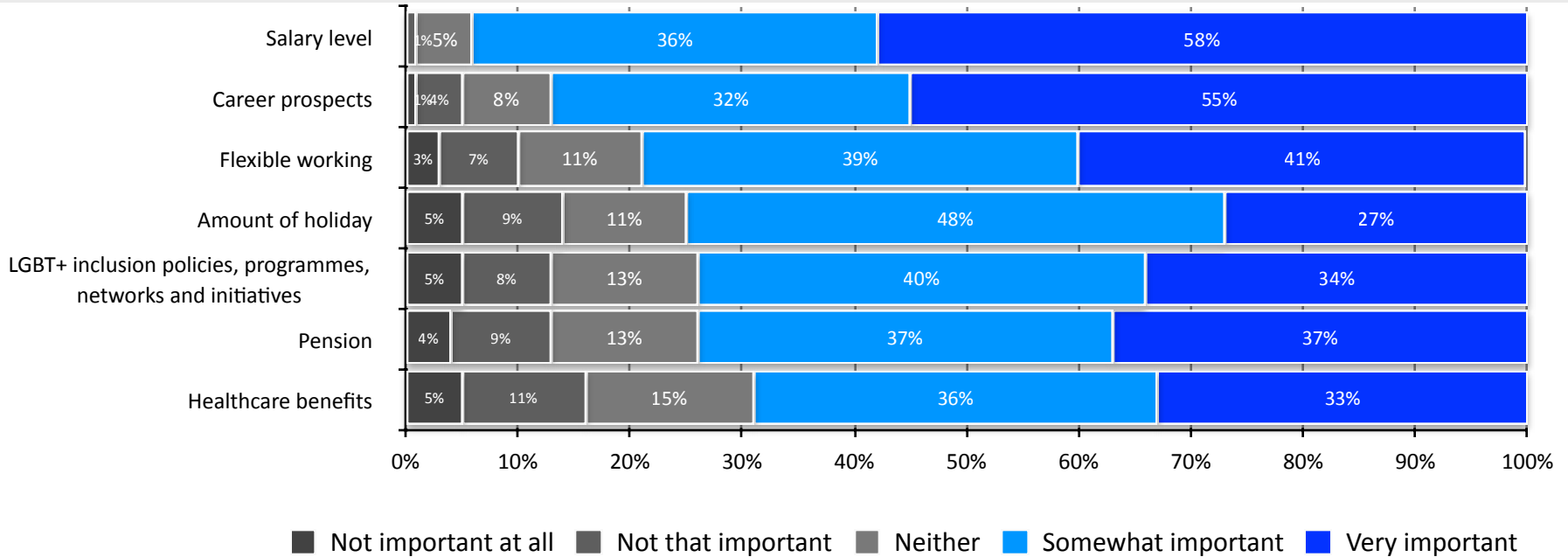
Rank (<u>FIRST</u> job)	Rank (<u>CURRENT</u> job)	Reason for not being out to all	<u>FIRST JOB</u> : Strongly agree / Agree	<u>CURRENT</u> JOB: Strongly agree / Agree
1	5	It would be too awkward to discuss	62%	25%
2	3	I felt people would react negatively	60%	29%
3	2	Other people would find it uncomfortable	59%	34%
4	4	I felt I could face discrimination	58%	28%
5	7	I didn't feel I could be myself	57%	24%
6	1	My sexuality or gender identity isn't relevant at work	52%	44%
7	9	I didn't know of anyone else at work open about their sexual orientation or gender identity	49%	21%
8	8	There were negative comments about LGBT+ people, which made me feel uncomfortable being open	46%	23%
9	6	Worry I'd be asked inappropriate, personal questions regarding my gender identity or sexual orientation	45%	25%
10	11	I feared my career prospects would be worse	42%	19%
11	13	My workplace is not LGBT+ friendly	39%	15%
12	10	No one has ever asked what I do outside of work / who I spend time with, therefore didn't seem relevant	33%	20%
12	12	I'm less likely to be promoted	33%	16%
14	15	I didn't think my line manager would approve	31%	12%
15	14	I had heard of others who had a bad experience	28%	15%

How important could each of the following factors be in making you feel more comfortable being open about your sexual orientation or gender identity at work?



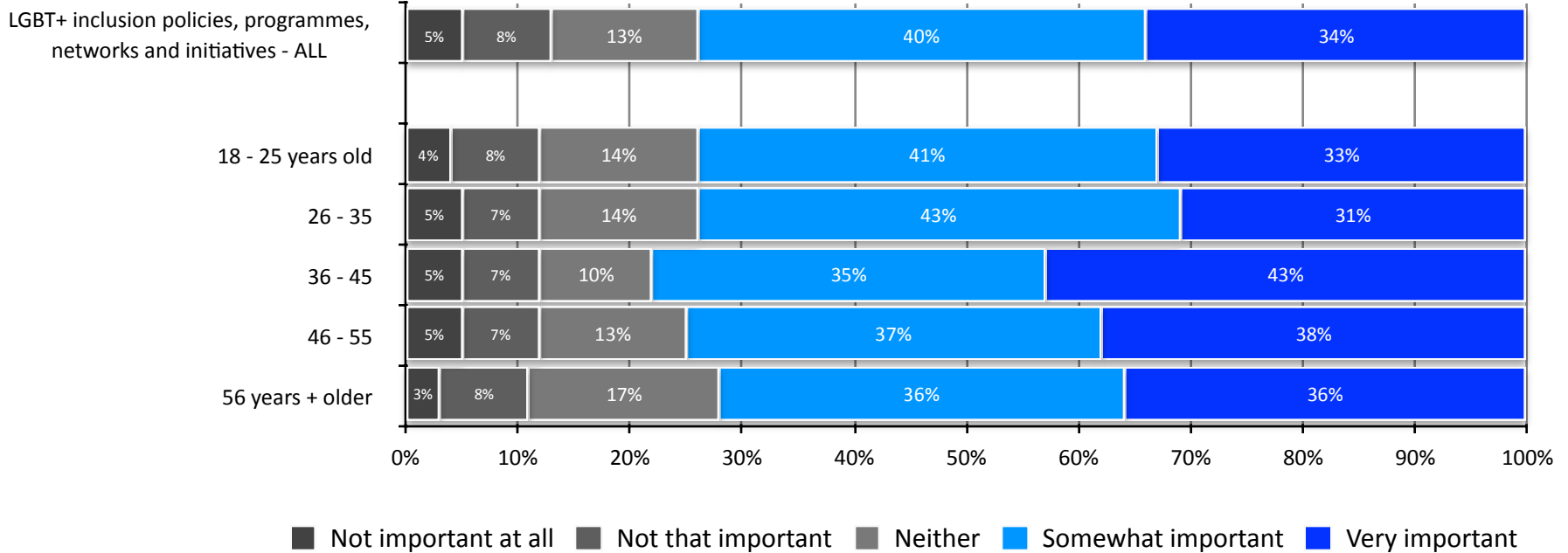
Respondents are looking to work for organisations that demonstrate serious commitment to LGBT+ inclusion and do so visibly

How important are each of the following when choosing an employer?



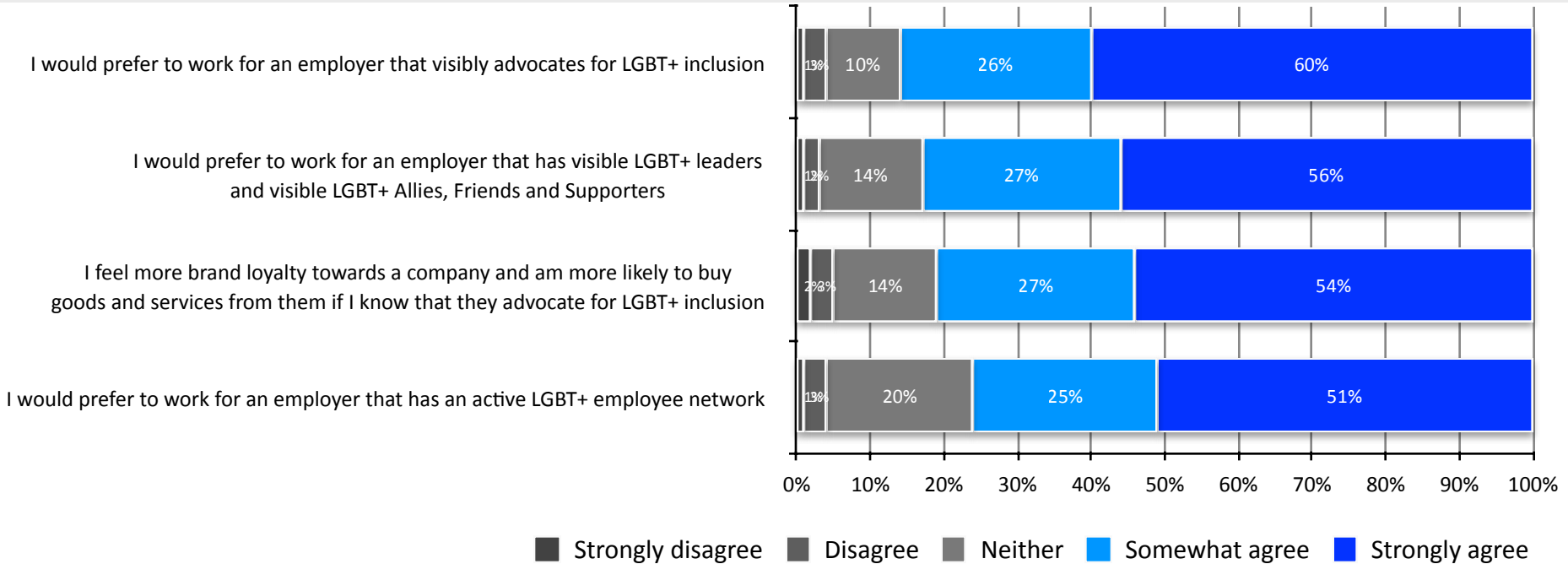
Most of the tested attributes ranked strongly, with the majority of respondents selecting either ‘somewhat important’ or ‘very important’ for every attribute tested.

How important are each of the following when choosing an employer?



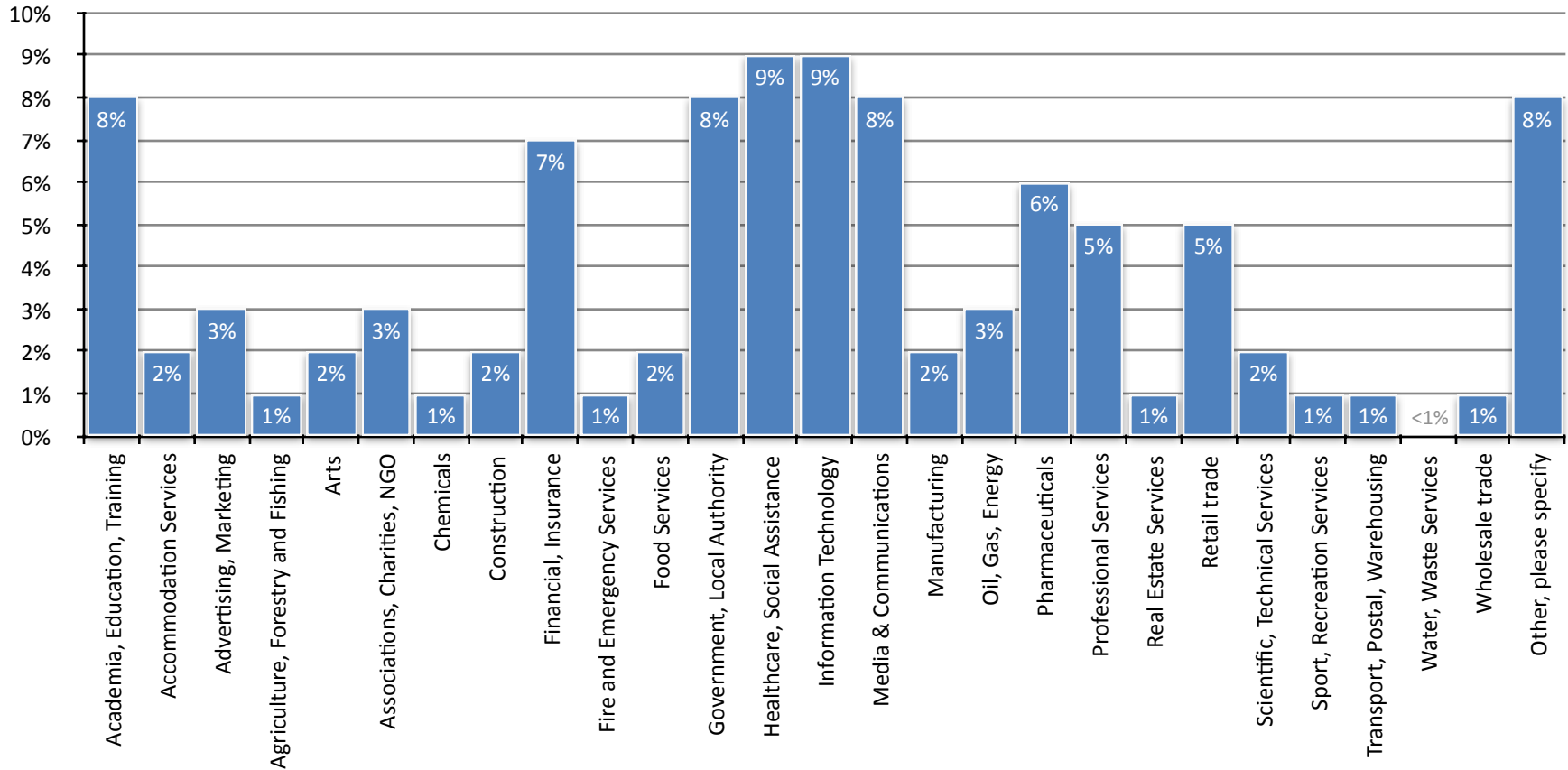
Older respondents (36 years and older) appear more motivated to consider LGBT+ inclusion policies when choosing an employer. We suggest this might be due to having been less able to be openly LGBT+ in years past.

Do you agree or disagree with the following statements?



Respondents strongly prefer to work for - and buy from - organisations that they know support LGBT+ people

What sector do you work in?



Participant commentaries

Q3. In your FIRST job, how open or 'out' about your sexual orientation and/or gender identity are/were you?

If it came up I didn't lie, but if it didn't, then so much the better.

My first professional job was a secondary school teacher in Latvia and I had to completely go back into closet. Mainly because of the illogical associations in the public opinion between being gay and being a paedophile. Thus , I had to be in the closet also for my students.

In this situation (first job), I would have chosen 'not at all' to every answer, were it not for a single colleague who confided in me.

I was completely out in my first job, but I did experience homophobia.

I have been aggressively 'out' since I was 15 years old (1976). Not always easy but very liberating.

Participant commentaries

Q3. In your FIRST job, how open or 'out' about your sexual orientation and/or gender identity are/were you?

Gained confidence working for the organisation (I work in the same organisation currently) and now I am partly out.

I was unemployed between graduating from Sixth Form college and getting my first job - about 6 months - in that time also I was absolutely unable to come out. Partly through my own choice and partly because I felt in 1998 it would absolutely hinder my chances of gaining employment.

I wasn't out to anyone and therefore having general conversation was difficult.

My first job was as a teacher - I was not out to any students but was out to all staff.

I tend to gradually come out at work - I drop it in conversation to one person, and then another, and then I build from there.

Participant commentaries

Q3. In your FIRST job, how open or 'out' about your sexual orientation and/or gender identity are/were you?

I started part time when I was at university, then went to full time after. I didn't specifically come out, but people talked about me when I wasn't there. One of the nurses would regularly call me a bean licker and a rug muncher to my face. I heard that the company owner told other staff I was depressed because my boyfriend dumped me so I cut off my hair and became a lesbian. I got on well with the other non medical staff, I was out to them. It was around this time that my hours were reduced, i was told not to answer the phone, I was told I needed to cover my tattoos and all staff had to state why they needed to leave the main office at any time, even to go to the toilet. I didn't receive a bonus at Christmas after receiving one the previous year. I felt so useless and it took the support of a few close friends to convince me I was good enough to apply for other jobs. It was a matter of weeks before I had a job offer, and 8 months later I got a promotion. This has reassured me I'm actually good at what I do, and I was being discriminated against purely because of my LGBT+ identity.

Participant commentaries

Q3. In your FIRST job, how open or 'out' about your sexual orientation and/or gender identity are/were you?

I was working in a pub immediately after graduating with a manager and clientele with very old fashioned views. I therefore did not feel comfortable sharing my sexual orientation.

Over the years I worked with my first employer, I was out with more and more people, but never with clients.

I found it difficult to be out to straight colleagues at my first job who came from the same region as me. In my head I assumed they would carry those prejudices.

As a teacher I'm out to colleagues, parents and students .

Participant commentaries

Q4. What prevented you from being able to be completely open about your sexual orientation or gender identity in your first job?

Not seeing another person being out was a huge factor in staying in (the closet).

I always got the worst deal with booking time off work - other colleagues with married heterosexual partners got preferential treatment as their family engagements and responsibilities were seen as more important.

Legislation at the time made it difficult to be yourself.

The bi label is still new to me so I don't feel fully ready to disclose it, or like i don't 'deserve' to disclose unless I'm extremely sure of my sexuality.

Expectation of everyone being straight. I would have been 'other' than the normal.

Participant commentaries

Q4. What prevented you from being able to be completely open about your sexual orientation or gender identity in your first job?

I wasn't ready to come out at the time, and comments that had been made in the office between team members, while some were supportive, were ridiculing the LGBT+ community. One comment from a charming young lady being 'I f***ing hate queers but he's well alright' when talking about someone she knows. That stuck with me for a while and made me hold back coming out, along with my own nerves.

I knew there would be and are difficulties but I had to be out for myself & face them.

My sexuality, although obviously being an important part of who I am, is just a facet of my overall person. Unless I know unequivocally that my coming at out in my workplace won't have negative consequences, then I just don't feel like it's necessary for me to do so.

Participant commentaries

Q4. What prevented you from being able to be completely open about your sexual orientation or gender identity in your first job?

There is a lot of discrimination and prejudice, especially since Brexit vote. There are thousands and thousands of gay EU workers moved to the UK during last few decades and now we started experiencing numerous difficulties because it all feels: 'British jobs go to British people', and I and many other people from the EU I personally know started struggling in securing jobs, job promotions or accessing a training within the workplace because of prejudice and bias. Racism, xenophobia and homophobia are on increase since Brexit vote but unfortunately nobody is seriously assessing the situation, neither providing a dedicated support to us.

I was made feel that gay people were laughed at, and it was ok to insult them.

Racist and homophobic jokes or attitudes really put me off sharing.

Worked at a Catholic school. Being out would have likely cost me my job.

Participant commentaries

Q12. Have you ever experienced negative comments or conduct because of your sexual orientation or gender identity at work?

In my previous role, when I was in my early 20s, my boss confronted me to ask if I was gay, following an email conversation he had been having with my colleagues. This significantly affected my confidence. I also discovered that my colleagues had been sending round photoshopped images of me in which they had labelled me as gay, even though I had not come out and was not ready to do so.

I have been criticised for sending out LGBT+ Newsletter with comment 'we know what you do on LGBT+ Network but not about what you're doing in your job.' So I started sending it with a work update and got criticised for sending it out, 'you shouldn't be sending it, it should come from Comms team'. Colleague is threatened by attention on LGBT+!

I heard manager make derogatory remarks about a colleague's sexuality - not sure whether he was aware I was gay myself or not (it wasn't a secret but I wasn't vocal about it either and we only met recently).

Participant commentaries

Q12. Have you ever experienced negative comments or conduct because of your sexual orientation or gender identity at work?

I was once working in Canada with one colleague for a period of 3 months. After one month I thought that it was important that he knew my sexuality, so that I could live my life. He threatened me with a knife in the lift to the flat that we shared. I was his manager, and had not formally come out to the company hosting us. That situation was difficult from a personal and professional basis.

A very poor trainer on mental health issues made some sweeping generalisations about gay people and their career choices.

Many years back a colleague who was Irish was discussing singers and said she didn't like Dusty Springfield, who was Irish. I asked why she was a great singer to be told well she is 'one of them'. That made me feel I could never come out.

Participant commentaries

Q12. Have you ever experienced negative comments or conduct because of your sexual orientation or gender identity at work?

My first job was when I was 16 working in an events venue helping set up and take down events plus catering and bar work. I received a tirade of constant abuse from one supervisor who would try to correspond my performance at work to my sexuality. One comment that I remember was around cleaning a wine glass, and to 'think of it as a woman's a**e, obviously that doesn't apply to you James but maybe that's why you're so sh** at it'. At 16, it was completely alienating. I am now 26 and work as a HR Manager for one of the biggest pharmaceutical companies in the world - ten years on, I would not only never accept comments like this being made, but fortunately I have never experienced anything like that again during my professional career.

Working in an office in Bradford meant that I was working with people that hadn't spent time around LGBT+ individuals. From the very first day in the office I was called out for appearing 'Gay' and told that I 'definitely wouldn't fit in'. They were very wrong in the end.

Appendix 1: 'Other' countries

Respondents not working in the 18 countries named in the survey responded from the following countries:

COUNTRY	REPLIES
Austria	2
Belgium	9
Brazil	23
Canada	10
Colombia	2
Denmark	1
Finland	1
France	7
India	2
Indonesia	2
Lithuania	1
Malaysia	3
Mexico	2
Nigeria	3
Norway	1
Panama	1
Phillipines	2
Poland	3
Singapore	2
Switzerland	1
Syria	1
Thailand	2
TOTAL	81

Appendix 2: 'Other' gender identities

Respondents who selected 'other' for gender wrote-in options as follows:

WRITE-IN	NUMBER
Agender	6
Androgyne	1
Bigender	1
Butch	2
Cisgender	1
Demigirl	1
FTM	2
Genderfluid	7
Genderqueer	11
Non-binary	22
Non-conforming	1
Pansexual	1
Queer	1
Questioning	1
Trans-female	3
Trans-man	7
Transmasculine	3
Two spirited	1
Undecided	1

Appendix 3: 'Other' sexual orientations

Respondents who selected 'other' for sexual orientation wrote-in options as follows:

WRITE-IN	NUMBER
Androsexual	1
Aromantic	1
Asexual	7
Fluctuate	1
Fluid	1
Grey asexual	1
Heteroflex	1
Homoflexible	1
Homosexual	1
Pan	2
Panromantic	1
Panromantic demisexual	2
Pansexual	31
Queer	29



COMMERCIAL-IN-CONFIDENCE

