



## 2019 HONG KONG LGBT+ INCLUSION INDEX (INDEX)

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# 1. ABOUT THE INDEX

## a. Background

Community Business launched the first **Hong Kong LGBT+ Inclusion Index** in November 2014, announcing the results of the 35 Participating Companies in May 2015. This represented Asia's first and only benchmark for assessing workplace practices for lesbian, gay, bisexual and transgender (LGBT+) employees and has been instrumental in driving increased awareness and focus on creating inclusive workplaces for LGBT+ employees in Hong Kong. The index aligned closely to the recommendations outlined in Community Business' LGBT+ Resource Guide for Employers; *Creating Inclusive Workplaces for LGBT+ Employees in Hong Kong*. This can be downloaded for free on Community Business' website. The results of this first index in Asia are in the consolidated report [Hong Kong LGBT Workplace Inclusion Index 2015](#).

Two years later the **2017 Hong Kong LGBT+ Inclusion Index** represented the second iteration of the Index. In it, we raised the bar and drove continued progress. We encouraged more organisations to participate; 52 organisations used our tool to measure their success in LGBT+ inclusion and to promote a more inclusive environment for LGBT+ individuals in Hong Kong. More organisations than before were able to reach Gold, Silver and Bronze standard. The consolidated Index report, [2017 Hong Kong LGBT+ Inclusion Index Report](#), represents the continued work by organisations large and small in Hong Kong to move progress forward.

For the **2019 Hong Kong LGBT+ Inclusion Index** we're raising the bar even higher. Even more organisations will show their commitment to drive progress and encourage best practice. In this iteration we're focusing yet more on the influence and impact that organisations have on the society outside the company walls.

## b. Purpose

The purpose of this Index is to:

- Provide a driver and catalyst for the adoption of best practice with regard to LGBT+ workplace inclusion in Hong Kong.
- Provide organisations with a credible and robust tool by which to assess and communicate their progress on LGBT+ workplace inclusion in Hong Kong.
- Identify and rank the top performers, providing the motivation for action, creating a sense of competition and capturing the attention of the media and other key stakeholders
- Harness the power of business to impact social change in wider Hong Kong – with companies leading the way it is hoped that wider society will follow.

## c. Structure

The main version of Index is made up of 30 multiple choice questions, while the SME version has 24; both have a total of 9 categories. The details of the categories, including the number of questions and the weighting are outlined in the table below.

Categories	Main Questions	SME Questions	Weight
1. Strategy & Leadership Accountability	3	2	9%
2. Policies and Guidelines	6	4	15%
3. Training	4	4	14%
4. Diversity Structure	3	2	7%
5. Benefits	2	2	12%
6. Corporate Culture	4	4	16%
7. Market Positioning	2	2	8%
8. Measurement	2	1	6%
9. Community & Advocacy	4	4	13%
Total:	30	24	100%



#### d. Index Framework

The Index was officially launched on 5 November 2018 and organisations will be able to make their submissions online from that time. However, to help companies prepare for the Index, organisations can download a high-level version of the Index Framework from the Index website. This includes all the 30 questions in the Index but does not include the individual options for each of the questions. Organisations will also receive documents to facilitate internal approvals for submissions before the submission is complete.

#### e. What's New for 2019

In developing the 2019 Index, the guiding principle has been to keep the structure and framework as similar to the 2017 version as possible, allowing organisations to track and demonstrate improved performance. However, the structure, questions, options and scoring of the Index have been subject to a thorough review to:

- Address any issues (e.g. improve clarity of wording, improved submission platform) that might have arisen in the first or second iteration of the Index
- Raise the bar and drive continued progress

As a result the following changes have been made for the Main version of the 2019 Index:

- Increased the number of questions from 26 to 30.
- Renamed Category 8 from Monitoring to Measurement
- Included more reference to Intersex.
- Increased weight and spotlight on outward facing policies and activities
- Reduced slightly the weighting of the following Categories: 3. Training, 4. Diversity Structure 6. Corporate Culture.
- Increased slightly the weighting of the following Categories: 1. Strategy & Leadership Accountability, 5. Benefits, 7. Market Positioning, and 9. Community & Advocacy.

The following changes have been made for the SME version of the 2019 Index:

- Changed the weighting to align more closely with the Main version
- Renamed Category 8 from Monitoring to Measurement
- Included more reference to Intersex.
- Increased spotlight on outward facing policies and activities
- Reduced slightly the weighting of the following Category: 4. Diversity Structure, and 6. Corporate Culture.
- Increased slightly the weighting of the following Categories: 1. Strategy & Leadership Accountability, 8. Measurement, and 9. Community & Advocacy.

**f. Awards** In addition to the 30 questions in the Index, organisations are encouraged to submit nominations for the following 5 awards:

1. LGBT+ Network Award (最佳同志網絡)  
sponsored by HSBC
2. LGBT+ Inclusion Champion Award (傑出同志共融大使)  
sponsored by Eversheds Sutherland
3. LGBT+ Executive Sponsor Award (卓越公司發起人)  
sponsored by Nomura
4. LGBT+ Ally Award (傑出同志盟友)  
sponsored by Morgan Stanley
5. LGBT+ Community Impact Award (最具影響力同志共融社區項目)  
sponsored by Goldman Sachs

The description and criteria for each of these awards can be found on the [Awards website](#).



## g. SME Version

A key objective of the Index is to promote LGBT+ inclusion and encourage the adoption of best practice by organisations of all sizes in Hong Kong. Therefore, in addition to the main Index, which is designed for medium to large companies and organisations in all industries, in 2015 we introduced a version for Small, Medium Enterprises (SMEs). Whilst the structure of the SME Version is the same as the main Index, some of the questions and options are modified to make relevant and applicable to smaller organisations.

For the purposes of this Index, we define SMEs as follows:

1. Manufacturing firms which employ fewer than 100 persons in Hong Kong; or
2. Non-manufacturing firms (including firms engaged in construction; mining; quarrying; electricity and gas; import and export; wholesaling; retailing; catering; hotel; transport; warehouse; insurance; real estate; business service; community, social and personal service) which employ fewer than 50 persons in Hong Kong.<sup>1</sup>
3. Branch or subsidiary companies from a global brand or corporation that has less than 50 employees in Hong Kong to participate in our SME version. This is in consideration that some global MNCs may only have small offices in HK or have only recently set up offices in Hong Kong.

## 2. PARTICIPATION IN THE INDEX

### a. Value of the Index

By participating in this Index, organisations have the opportunity to:

- Leverage a robust framework to assess progress on LGBT+ workplace inclusion and drive adoption of best practice going forward
- Engage key stakeholders to ensure joint commitment to LGBT+ inclusion efforts
- Benchmark performance on LGBT+ workplace inclusion against other key players in the Hong Kong market
- Raise the profile of commitment to LGBT+ workplace inclusion in Hong Kong.
- Promote brand as LGBT+-friendly and establish position as an employer of choice

### b. Maximising Your Participation

There are various ways to participate in the Index. Basic participation provides Participating Organisations with a basic score and certificate of participation. To maximise participation in the Index, organisations are encouraged to take a Professional or Leadership package with the enhanced benefits of reporting, benchmarking and strategic advice as well as discounts on tables and tickets at the Gala Dinner. For details of the benefits of each package, please see the table on the next page.

### c. Anonymous Participation

There are branding and profiling benefits associated with participating in the Index and we welcome the opportunity to acknowledge all organisations for the commitment they are making by conducting this process. However, organisations that are not confident about their performance, may choose to participate in the Index on an anonymous basis. Organisations will be given the opportunity to specify this when they make the online submission based on the following 3 options:

- a) Give consent to acknowledge your organisation's participation in the Index (no anonymity).
- b) Give consent to acknowledge your organisation's participation if you achieve Bronze Standard or above (partial anonymity).
- c) Give consent to acknowledge your organisation's if it ranks in the Top Performing Companies (conditional anonymity).



#### d. Index Packages

2019 HONG KONG LGBT+ INCLUSION INDEX PARTICIPATION OPTIONS	Leader	Professional	Basic	
			Corporate	SME and Public Sector
CB Member	US\$4,320	US\$1,800	US\$450	US\$90
Non - CB Member	US\$4,800	US\$2,000	US\$500	US\$100
<b>AWARD SPONSOR DISCOUNT: 2019 Award Sponsors can receive extra 15% discount on this rate</b>				
<b>PREPARATION FOR INDEX SUBMISSION</b>				
Briefing session held in Nov/Dec 2018 for building success in Index submission (Submission period: Nov 2018 to Feb 2019)	60 minute individual company session	Public Webinar	Public Webinar	
<b>INDEX RESULTS</b>				
Overall Score – out of 100	✓	✓	✓	
Certificate of Participation	✓	✓	✓	
Index Ranking	✓	✓	✓	
Opportunity to use Gold, Silver or Bronze Standard logo in marketing – if applicable	✓	✓	✓	
<b>REPORTING</b>				
<b>Executive Summary Report</b> in PowerPoint format	✓	✓		
<b>Full Customised Report</b> with detailed review of performance, including benchmarking data and recommendations	✓			
Debrief	60 minute in-person session			
<b>GALA DINNER (14 May 2019)</b>				
Discount on Gold or Corporate Table at Gala Dinner (Extra 5% discount for table confirmation by 15 Dec 2018)	15%	10%	5%	



## 3. SCORING AND ASSESSMENT

### a. Scoring

The total number of points that can be scored in the Index is 100. Each category, question, and option has a clearly defined allocation of points and these are assigned based on the assessment of the Supporting Information provided. Individual organisation scores will be shared with the Participating Organisation only - no individual scores will be made public.

### b. Assessment Period

All questions in the 2019 Index Submission Document refer to the 2 year period since the last Index, namely 1 January 2017 to 31 December 2018 inclusive. Work outside of this period may be included if it was partially undertaken during the above stated period.

### c. Assessment Process

Submissions are assessed by Community Business via a rigorous process. Each submission is marked independently by at least two members of the Community Business team according to a clearly defined scoring system. Scores are compared and where there is a discrepancy, the markers meet to discuss and agree on the overall score based on the Supporting Information provided. Where clarification is needed, Community Business may contact the Participating Organisation for further details.

### d. The Awards Judging Panel

All Award nominations are reviewed and short listed by Community Business to identify 3-4 finalists in each Award category. The finalists will be notified in mid March 2019 and invited to meet with a Judging Panel at the end of March 2019. The Judging Panel will comprise at least 2 senior representatives from Community Business as well as 1-2 external judges.

### e. Announcement of Results

The following results will be announced at the Hong Kong LGBT+ Gala Dinner scheduled to take place on 14 May 2019.

- Ranking of Top Organisations
- Ranking of Top SMEs
- A ranking of Top Organisations by industry (minimum 8 participating organisations for the industry)
- Organisations achieving Gold, Silver or Bronze Standard<sup>1</sup>
- Award Winners

<sup>1</sup>As defined by Community Business based on the distribution of scores by all Participating Organisations

**f. Individual Company Results** Participating Organisations will be notified of their individual score by email after the Gala Dinner. Organisations may have access to further information on their performance depending on their level of participation in the Index. To maximise the value of the Index at the individual organisation level and drive continuous improvement, companies are encouraged to take advantage of the Professional and Leader Packages which include an advanced, customised report and consultancy services. See table above under section 2b.

**g. Published Report** Community Business will publish a **2019 Hong Kong LGBT+ Inclusion Index Report** soon after the announcement of the results. In addition to publishing the rankings, this report will present aggregated data from all the Participating Organisations and highlight general trends and observations. It may also include reference to best practice uncovered through the Index process. For a reference, please see the 2015 and 2017 reports.



## 4. SUBMISSION PROCESS

### a. Key Dates

The table below shows the key dates for the 2019 Index.

KEY DATES	
Open for Submissions	5 November 2018
Deadline for Submissions	22 February 2019
Index Assessment Period	March - April 2019
Awards Judging Panel	25-29 March 2019
Announcement of Results	Gala Dinner 14 May 2019

### b. Online Submission

As in 2017, all submissions in 2019 should be made online. Participating Organisations will be required to register on the online platform, giving the ability to answer the questions and upload data in a confidential and secure environment. Full details on how to make an online submission will be provided when the Index is open for submissions on 5 November 2018. Those with problems using the online platform, may make an offline submission using an Excel spreadsheet - as in 2015.

### c. Supporting Information

Answers to each question may require 'Supporting Information' in the form of a description and/or evidence. The online system will provide guidance on the type of Supporting Information required for each question depending on the option(s) selected. Supporting Information Guidelines will also be available to download as single pdf document when the Index is open for nominations. All documents uploaded as Supporting Information, should be clearly marked with the organisation name and the corresponding question numbers.

**d. Executive Sign-Off** To ensure that the Index has the appropriate level of visibility internally and the content is authorised, all submissions will require Executive sign-off.

### e. Submission Deadline

Submissions together with any Supporting Information must be received by Community Business before 11:59pm (Hong Kong time) on Friday 22 February 2019. This deadline is final and Community Business is unable to accept any submissions after this time.

## 5. CONFIDENTIALITY

All Index submissions are treated with the strictest confidence and viewed only by markers within the Community Business team. Community Business is happy to sign any non-disclosure or confidentiality agreements required.



## 6. FURTHER INFORMATION

For further information about the Index and how to make a submission, please contact:

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