



Hong Kong LGBT Climate Study 2011-12

Attitudes to and experiences of lesbian, gay,
bisexual and transgender employees



Sponsor:



Kate Vernon and Amanda Yik, Community Business

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About Community Business

Community Business is a unique membership based non-profit organisation whose mission is to lead, inspire and support businesses to improve their positive impact on people and communities. Community Business provides training, facilitation and advice to some of the world's leading companies in Corporate Social Responsibility (CSR) and its major areas of focus include: CSR strategy, corporate community investment, diversity and inclusion and work-life balance. Founded in 2003 and based in Hong Kong, Community Business currently works with a number of organisations, small, medium and large, committed to CSR. For more information, visit www.communitybusiness.org

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Community Business acknowledges the contribution of the members of its Advisory Group for their input on the survey questionnaire design and support throughout the Study. A list of the members of the Advisory Group is detailed in Appendix 1. In addition, thanks to The University of Hong Kong Public Opinion Programme for conducting the survey field work for this Study. We are grateful for the support from a number of local LGBT groups in the promotion of the Study. A list of these Distribution Partners is in Appendix 3. Thank you to Shalini Mahtani for reviewing and editing this report and Kevin Burns and Tina Arcilla for proof-reading the English report, and Winnie Ng for proof-reading the Chinese report. We are grateful to Roddy Shaw of Diversity Factor for reviewing and editing the Chinese version. Last but not least, thank you to Sandy Chan for managing design and production.

Full Report

This publication is a summary report of the findings of the **Hong Kong LGBT Climate Study 2011-12**. For complete results and further details of this Study, please refer to the report prepared by The University of Hong Kong Public Opinion Programme. Download the full report at:

http://www.communitybusiness.org/library/other_publication/HKUPOP_LGBTclimatestudy_2012_report.pdf

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CONTENTS

FOREWORD	2
EXECUTIVE SUMMARY	4
INTRODUCTION	
Background	9
LGBT Terminology	11
Methodology	11
Demographics	13
PART 1 : WORKING POPULATION SURVEY	
A: General Attitudes Towards LGBT Individuals	14
B: Level of Direct Contact and Understanding of LGBT Individuals	17
C: Workplace Attitudes Towards LGBT Individuals	20
PART 2 : LGBT EMPLOYEE SURVEY	
D: Level of Openness of LGBT Employees Outside Work – The Challenge of ‘Coming Home’	22
E: Level of Openness of LGBT Employees at Work – The Challenge of Coming Out at Work	24
F: Workplace Experience of LGBT Employees	26
G: The Business Case for Inclusive Workplaces for LGBT Employees	29
A CALL TO ACTION	32
OBSERVATIONS AND WAY FORWARD	34
APPENDICES	
APPENDIX 1: Advisory Group	37
APPENDIX 2: Survey Questionnaires	41
APPENDIX 3: Distribution Partners	49
APPENDIX 4: Demographics	53
APPENDIX 5: Tables of Demographic Variables	55
REFERENCES	60

FOREWORD

COMMUNITY BUSINESS

"On behalf of Community Business, I am delighted to present this **Hong Kong LGBT Climate Study 2011-2012** sponsored by Barclays. It is the first study of its kind, initiated by a non-government organisation and focusing on the subject of sexual orientation and gender identity as it relates to the business sector. It looks at both the general attitudes of the working population towards the subject of LGBT, as well as the experiences and perspectives of Hong Kong LGBT employees themselves. As such it provides a picture of the current climate in Hong Kong for LGBT individuals, both in the wider community and in the workplace and points to some of the challenges and opportunities that exist for employers.

There is a growing body of research, in Asia and internationally, that demonstrates the business case for embracing diversity and inclusion in the workplace. However this is possibly the first ever research for Hong Kong that so clearly demonstrates the business imperative for addressing the needs of LGBT employees. The findings show that the majority of LGBT individuals in Hong Kong are leading dual lives, concealing their sexual orientation and/or gender identity from family and colleagues. They show too that there is widespread discrimination - both in the community at large and in Hong Kong's workplaces. Of particular concern for employers are the findings that workplaces that are not inclusive of LGBT employees are having a negative impact on business performance – directly affecting LGBT employees' well-being, productivity and levels of engagement.

There are also a number of key findings from this Study that are significant for Hong Kong society as a whole. Firstly, the Hong Kong community appears more accepting of LGBT individuals than has often been previously assumed. Whilst there continues to be a level of ambivalence and there is certainly room for greater education and understanding on this subject, the majority of people say they do not have an issue with LGBT individuals and that discriminatory practices towards LGBT employees are never acceptable. Secondly, this is an issue that is of interest and concern to Hong Kong's growing Gen Y population. The demographic trends from this Study highlight that Gen Y employees are both far more accepting of LGBT individuals and concerned by the discrimination they face. And thirdly, as evidenced by the positive response rate to the LGBT Employee Survey, LGBT individuals are willing to come forward, engage and share their views on this subject.

We believe these findings point to a changing climate in Hong Kong and that it is time for greater openness and dialogue on this subject – by both the community and the corporate sector. It is no longer appropriate to overlook this topic as being too sensitive or too difficult to address. Taking proactive steps to understand and meet the needs of LGBT individuals, creating a more inclusive and open environment will not only be good for business – it will be good for Hong Kong as a whole.

This research has focused on the workplace. However, the business case for addressing the subject of LGBT extends beyond. We must remember that with an estimated 5% to 10% of any population being LGBT,¹ lesbian, gay, bisexual and transgender individuals are not only our employees – they are our customers, investors and other stakeholders too. In failing to understand their perspectives and address their needs, we are ignoring the interests of a significant minority.

Ultimately what is clear from this Study is that there is a need for greater leadership on this subject in Hong Kong. It is our view that companies have a clear opportunity here and that companies who choose to lead, will gain.

We thank our partner and sponsor, Barclays for demonstrating their leadership in this respect and for working with us closely to define the scope and approach of this Study. We thank too The University of Hong Kong Public Opinion Programme for conducting the surveys - as well as the many LGBT individuals and organisations who both informed our approach and participated in the Study by sharing their views."

Shalini Mahtani
Founder, Community Business



"We at Barclays are proud to sponsor this landmark **Hong Kong LGBT Climate Study**. This report highlights the workplace experiences of LGBT employees and supports the development of programs and practices that encourage diversity, inclusion, and action. It represents an important step in promoting the discourse beyond anti-discrimination policies to everyday issues facing LGBT employees.

Since its inception, Spectrum – Barclays global LGBT employee network group - has made considerable headway into extending the principles that allow Barclays to maintain an open and inclusive workplace environment. Equality of opportunity is a key principle of Barclays and we are committed to fostering an environment where differences are valued for the perspectives they bring us. We pride ourselves on facilitating a workplace where staff are respected for their talents and contributions, in an environment that offers everyone, regardless of their sexual orientation or gender identity, the same opportunities to be successful.

In today's business climate, in order to maintain a competitive advantage it is imperative for employers to attract and retain talent. This can only be achieved by creating a workplace devoid of the complications of prejudice in which all employees can succeed. A significant amount of research continues to show that an inclusive workplace for LGBT employees brings significant business benefits such as increased performance, greater efficiency and lower turnover. While staff engagement and retention is impacted when LGBT employees are not accepted in the workplace.

Yet, while an inclusive workplace environment has such impact on the bottom line, why are so few firms investing in them adequately? In Hong Kong's current labour market, a majority of LGBT people continue to hide their sexual orientation or to endure harassment. Why are companies in Hong Kong failing to see the business case?

This study is an effort to learn more about how employers can foster more inclusive and productive workplaces where it relates to sexual orientation and gender identity. With the critical expertise of the Hong Kong University's Public Opinion Programme, a representative survey of Hong Kong's working population and a focus survey of Hong Kong's LGBT working population was conducted asking respondents about their experiences; the levels of understanding, acceptance and openness towards Hong Kong's LGBT population; to what extent local LGBT employees feel open and supported in the workplace; and how their employers could better support them.

In carrying this forward, this study generated a number of specific concerns across a wide range of policy areas; however, the baseline conclusion is that corporate sector in Hong Kong must take the proactive and leading role in affecting efforts to foster LGBT-inclusive environments. It is our responsibility to advance effectual LGBT-inclusion programs that will lead to a greater engagement on LGBT issues in Hong Kong and broader understanding of equity in the workplace.

Finally, we would like to extend our sincere thanks go to all those people who took part in the survey and shared their thoughts and experiences. Their testimonies are the heart of this publication, and confirm the need to promote acceptance and inclusion in the workplace."

Richard Seeley
Regional Head of Spectrum Asia, Barclays

EXECUTIVE SUMMARY

Why is the Hong Kong LGBT Climate Study 2011-12 necessary?

Sexual orientation and gender identity have long been regarded as sensitive subjects in Hong Kong and the attitudes towards, and experiences of, lesbian, gay, bisexual and transgender (LGBT) individuals are not widely understood. A general attitudes survey of the Hong Kong population was conducted by the Hong Kong Government in 2005-6. However, since then, the first Pride Parade has taken place in Hong Kong in 2008 (and again in 2009 and 2011), and a more visible gay scene has emerged. As far as the workplace is concerned, various studies have shown that LGBT employees face discrimination in the workplace. However, little is understood about how a non-inclusive workplace may be affecting productivity, performance and a company's bottom line. Through conversation with Barclays, a company committed to creating inclusive workplaces for its employees, Community Business identified the opportunity for a new study to examine the climate for LGBT individuals in Hong Kong. This Hong Kong LGBT Climate Study (Study) not only examines the general attitudes of the working population in Hong Kong towards the subject of LGBT, but also the experiences of LGBT employees themselves. This combined approach gives a picture of the current context and challenges LGBT individuals in Hong Kong face.

How was the Hong Kong LGBT Climate Study 2011-12 conducted?

The Study consists of two surveys:

1. A representative survey of the working population conducted by random telephone interviews. (Sample size: 1,002 respondents)
2. A focus survey of LGBT employees currently working or seeking employment in Hong Kong conducted via an anonymous online survey. (Sample size: 626 respondents)

The questionnaires for each survey were designed by Community Business in consultation with a Steering Committee, an Advisory Group of LGBT experts (Appendix 1) and The University of Hong Kong Public Opinion Programme (HKUPOP). The HKUPOP also conducted the data collection and data analysis for both surveys.

What does the Hong Kong LGBT Climate Study 2011-12 tell us?

Through the two surveys, the Study tells us about the general attitudes of the working population towards the subject of LGBT as well as the experiences of LGBT employees in the workplace in Hong Kong. The key findings and observations are summarised below.

General attitudes towards LGBT individuals

Over half of Hong Kong people say they are accepting of LGBT individuals. However, there is a level of ambivalence and over one fifth of people continue to say they are not accepting.

- Between 50% and 58% of the Hong Kong working people say they are 'accepting' or 'somewhat accepting' of LGBT individuals.
- However, 22% continue to say they are 'not accepting' of LGB individuals and a further 21% express ambivalence or are not sure.
- A slightly higher percentage, 25% say they are 'not accepting' of transgender individuals.
- 27% believe that LGB individuals should keep their sexual orientation to themselves.

LGBT individuals continue to face discrimination in both the community and at work.

- Almost 80% of the Hong Kong working population think that LGBT individuals face discrimination or negative treatment in Hong Kong.
- Discrimination against LGBT individuals is perceived to occur most often in the community (over 40%) followed by the workplace (over 20%).

Level of direct contact with and understanding of LGBT individuals

Over half of Hong Kong's working population say that they do not know anyone who is LGBT. LGBT remains an unspoken subject which is not well understood.

- 57% of the Hong Kong working population say they do not personally know anyone who is LGBT.
- For those who know someone who is LGBT, 70% say they do not talk openly about this person's sexual orientation or gender identity with them.
- 77% say they do not know what the term 'transgender' means.

Workplace attitudes towards LGBT individuals

Almost 70% of Hong Kong's working population say they are willing to work alongside openly LGBT individuals. However, almost one quarter continue to have reservations.

- 68% of the Hong Kong working population say they are 'very much' or 'somewhat willing' to work alongside openly LGBT individuals.
- However, 24% express reservations about working alongside openly LGBT individuals.

Most Hong Kong working people find employment practices that discriminate against LGBT employees unacceptable. However, there continues to be acceptance of these practices by a significant percentage.

- A majority (60% - 85%) of the Hong Kong working population find various employment practices that discriminate against those who are, or appear, to be LGBT 'never acceptable'.
- Over 80% say it is unacceptable to exclude an LGBT individual from social events or deny them a promotion.
- However, 35% find it 'acceptable' or 'sometimes acceptable' not to give LGBT individuals customer-facing roles.
- Another 25% say it is 'acceptable' or 'sometimes acceptable' to not offer a job to an LGBT individual.

EXECUTIVE SUMMARY

Level of openness of LGBT employees outside work – the challenge of ‘coming home’

Most LGBT employees are not open with their families.

- 44% of LGBT employees in Hong Kong are not open at all with their parents about their sexual orientation and/or gender identity.
- Only 28% are fully open with their parents and 19% are somewhat open.
- The top 3 reasons LGBT employees in Hong Kong are not open with their families are:
 - Family may not understand (66%).
 - Family may not accept (63%).
 - Family may be ashamed (38%).

LGBT individuals are four times more likely to be closeted with family than friends and the vast majority are open with friends.

- Only 12% of LGBT employees are not open with their friends about their sexual orientation and/or gender identity.
- 84% have some level of openness with their friends about their sexual orientation and/or gender identity.

Level of openness of LGBT employees at work – the challenge of coming out at work

The majority of LGBT employees are not open at work because they are worried about negative consequences.

- 60% of LGBT employees in Hong Kong are not open with colleagues in general.
- LGBT employees are least open with clients (74%) and the human resources department (71%).
- LGBT employees are most open with close friends at work - only 36% are not open.
- Some of the main reasons for not being open in the workplace are:
 - Concerned about what other people will think (56%).
 - Possibility of being stereotyped (46%).
 - Possibility of losing connection or relationships with colleagues (42%).

Workplace experience of LGBT employees

The Hong Kong workplace remains intimidating and not inclusive of LGBT employees.

- 13% of LGBT employees say they have personally experienced negative treatment because of their sexual orientation and/or gender identity. A further 34% say it is hard to tell.
- Of those who have experienced negative treatment,
 - 77% say they have been treated with less respect.
 - 59% say they have been verbally insulted or mocked.
 - 40% say they have had things made deliberately difficult for them.
- 67% say people at work tell anti-LGBT jokes or negative comments about LGBT people.
- 18% say they have seen people openly bully, harass or discriminate LGBT employees.

An environment that is not inclusive of LGBT individuals has a serious negative impact on LGBT employees.

- 85% of LGBT employees say a non-inclusive workplace has had a negative impact on them personally.
- 71% have had to lie about their personal life at work and notably, 24% say they have had to lie frequently.
- 54% say it is difficult to build authentic relationships with colleagues.

The business case for inclusive workplaces for LGBT employees

Discrimination and exclusion at work is significantly impacting LGBT employee well-being and productivity.

- 53% of LGBT employees in Hong Kong report being exhausted, depressed and stressed by having to pretend to be someone they are not.
- 51% say they have wasted energy worrying about whether people might find out about their sexual orientation and/or gender identity.
- 26% say they have stayed home from work because of a non-inclusive work environment.

Staff engagement and retention is impacted when LGBT employees are not accepted in the workplace.

- 40% of LGBT employees in Hong Kong report being unhappy at work because of non-inclusive work environment.
- 22% say that they have left or considered leaving a job for the same reason.

An inclusive workplace for LGBT employees brings significant business benefits: closer client relationships and greater work efficiency.

- 63% of LGBT employees who are open in the workplace say they are able to build closer, more authentic relationships with colleagues.
- Another 48% say they are more efficient at work because they do not have to hide the fact that they are LGBT.

What is the call to action for Hong Kong?

People are looking for more inclusiveness and engagement on the subject of LGBT in Hong Kong.

- 85% of the working population say there is a need for greater inclusiveness on the subject of sexual orientation and gender identity in Hong Kong.
- They believe it is the responsibility of Government (59%), civil society (19%), schools (17%) and companies (12%) to promote this greater inclusion.

EXECUTIVE SUMMARY

People are looking for leadership from companies in Hong Kong.

- 80% of the working population say companies should take proactive steps to ensure LGBT employees are treated fairly in the workplace.

Hong Kong employers are currently doing very little.

- LGBT employees rate their employers' efforts at creating an inclusive workplace at only 2.68 out of 10.
- 35% of LGBT employees say their employers are doing nothing.

Top 4 recommendations for companies in Hong Kong to create a more inclusive workplace for LGBT employees:

1. Extend employee benefits to same-sex partners of LGBT employees.
2. Put in place an equal opportunity or non-discrimination policy that covers sexual orientation and gender identity.
3. Provide diversity training and communication that address sexual orientation and gender identity.
4. Examine language and use terms such as 'partner' or 'significant other' instead of 'spouse' in corporate policies and communications.

How can companies use this data?

- For companies who are already addressing LGBT issues, we hope this Study will continue to inform and shape your corporate LGBT strategy for Hong Kong.
- For those who are looking at this subject for the first time, the starting point is to acknowledge the benefits of an inclusive workplace to both the business and the employees and then to consider implementing policies and initiatives for LGBT staff – taking into consideration some of the recommendations cited above.
- For those companies who have not touched upon this subject at all, we hope that this Study demonstrates the significant business benefits of an inclusive workplace and that, with time, action will be taken by your company to retain and engage with LGBT staff.

There is now a clear opportunity for companies in Hong Kong to take up a leadership role in relation to LGBT issues in both the workplace and society at large. By creating workplace environments where LGBT employees are openly acknowledged, valued and respected, the corporate sector has the ability to lead the way and influence positive change in the broader Hong Kong community.

INTRODUCTION

BACKGROUND

Despite being an international modern city, Hong Kong's culture is seen by many as conservative in many respects. The general perception is that sexual orientation and gender identity are sensitive or even taboo subjects and are rarely talked about, whether in the mainstream media or in daily conversations. Lesbian, gay, bisexual and transgender (LGBT) individuals and the issues they may face, both in personal life and at work, are not widely considered, discussed or understood.

This is largely due to the prevalence of deep-rooted Chinese family values characterised by patriarchy. Heterosexuality is assumed to be the norm and getting married and having children to maintain the family line are seen as fulfilling obligations of filial piety. Anecdotally, we know that sexual orientation and gender identity are particularly sensitive subjects in the Chinese family and that LGBT individuals face significant social pressure to conform.

At present, same sex marriages or civil unions are not recognised by law and there is no equal opportunity legislation on the grounds of sexual orientation or gender identity in Hong Kong. The lack of clear legal protection does little to alleviate the challenges cast by traditional values and can create difficulties for sexual minorities both in the community and the workplace.

Matters relating to sexual orientation and gender identity in the Hong Kong workplace are also largely not addressed. This is not limited to local companies, as even for many multinational companies who may have progressive policies and programmes in other markets, for the most part those policies are not implemented locally in Hong Kong. In the absence of equal opportunities legislation, the Constitutional and Mainland Affairs Bureau of the Hong Kong Government has published a non-binding *Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation* to "facilitate self-regulation on the part of employers and employees in eliminating discriminatory practices in employment".²

Community Business' own publications, including: *Creating Inclusive Workplaces for LGBT Employees – A Resource Guide for Employers in Hong Kong*³ and the LGBT section of *Diversity & Inclusion in Asia Country View – Hong Kong*⁴ provide further details regarding the social, cultural and legal background to LGBT issues in Hong Kong.

Existing LGBT Studies in Hong Kong

Several studies have been conducted on the subject of sexual orientation and gender identity in Hong Kong within the past decade. Significantly, the last survey on general attitudes towards homosexuality was conducted by the Hong Kong Government in 2005 (Government Survey).⁵ In this survey, 71.4% of a total of 2,040 respondents said that LGB individuals were discriminated against, out of which 29.7% said the situation was serious. In the same survey, 54.2% agreed that the Hong Kong community should ensure equal opportunities for LGB individuals.

Other relevant studies include:

- In 2005-6, a survey conducted by Civil Rights for Sexual Diversities and three other NGOs showed that 78% of the gay and lesbian respondents reported having suffered discrimination and 50% reported having suffered workplace discrimination.⁶
- In 2010, a survey conducted by the Women's Coalition revealed that 53% of the 510 lesbian and bisexual respondents said they had experienced discrimination in Hong Kong, whereas 20% said they had experienced discrimination in the workplace.⁷

INTRODUCTION

- In 2010, a survey conducted by Holning Lau and Rebecca Stotzer of 792 LGBT individuals in Hong Kong revealed that 29.3% of LGBT employees reported having experienced sexual orientation-based employment discrimination within the last five years.⁸
- In 2010, a survey conducted by the Women's Commission of 3,002 Hong Kong residents showed that 72.4% found same-sex relationships to be unacceptable.⁹

Community Business' Focus on LGBT

As part of Community Business' mission to lead, inspire and support businesses to improve their positive impact on people and communities, Community Business is committed to working with companies to promote workplace equality for their LGBT employees in Asia. From the time of the launch of our *LGBT Resource Guide for Employers in Hong Kong*¹⁰ in June 2010, sponsored by Goldman Sachs and IBM, we have been driving a 'Creating Inclusive Workplaces for LGBT Employees' campaign with the objectives of raising awareness and understanding on this important topic and supporting companies to take positive action.

In compiling the LGBT Resource Guide in 2009, Community Business conducted a small-scale, anonymous, online survey and found that significant challenges exist for LGBT employees in Hong Kong, preventing many from being open in the workplace and limiting their ability to contribute their full potential. This Study is designed to take that discussion further, expanding the scope and ensuring a more representative sample base.

Developments in Hong Kong

Since the Government conducted its general attitudes survey in 2005, there have been a number of important developments in Hong Kong that might point to some changing attitudes within Hong Kong society at large. The first Hong Kong Pride Parade took place in 2008 with over 1,000 people turning out to show their support. Pride Parades have been held again in 2009 and 2011, increasing in numbers each time, and with the emergence of more LGBT groups in Hong Kong, the local gay scene has become increasingly more visible. Worldwide the younger generation is seen to be more open towards the subject of sexual orientation and gender identity than previous generations. In light of these changes, Community Business and its partner, Barclays, recognised the need for an up-to-date and credible piece of research that examines the climate in which Hong Kong LGBT employees live and work, with a focus on understanding the implications and call to action for companies.

Objectives of the Hong Kong LGBT Climate Study 2011-12

The **Hong Kong LGBT Climate Study 2011-12** seeks to advance the dialogue on the subject of sexual orientation and gender identity in Hong Kong - particularly as it relates to the workplace. The Study looks into both the general attitudes of the working population towards the subject of LGBT (Working Population Survey) and the specific workplace experience of LGBT employees in Hong Kong (LGBT Employee Survey).

The **Working Population Survey** seeks to:

- Understand the wider context in which businesses in Hong Kong operate and the community in which LGBT employees live in by surveying:
 - The level of understanding, acceptance and openness towards LGBT individuals of the working population in Hong Kong;
 - To what extent people feel LGBT individuals face discrimination in Hong Kong – particularly in the workplace;
 - To what extent people feel that more work needs to be done to promote awareness and inclusiveness of LGBT individuals both at work and in the wider community.

The **LGBT Employee Survey** seeks to:

- Uncover any issues faced by local LGBT employees in the workplace by surveying:
 - How open they are about their sexual orientation and gender identity in the workplace;
 - How open and supportive of LGBT employees they consider their workplaces to be;

- The extent to which a non-inclusive working environment for LGBT employees impacts business performance; and
- What steps LGBT individuals would most like their employers to take in terms of creating inclusive workplaces for them.

This is the first time a representative study of this kind has been conducted in Hong Kong. Through this report, we share with the corporate sector what Community Business has learned in this Study with a particular focus on the implications for business.

LGBT TERMINOLOGY

Given that LGBT issues are rarely discussed in Hong Kong, we acknowledge that many readers may not be familiar with all of the terminology used in this report. We suggest that readers refer to Appendix 2 of Community Business' *LGBT Resource Guide for Employers*¹¹ for a glossary of key LGBT terms.

However, we would like to highlight the use of particular terms used in this report.

- We have used the word 'open' to denote whether an LGB individual is open about his/her sexual orientation or whether a transgender individual is open about his/her gender identity.
- We have used the term 'closeted' to denote the opposite, which is to describe people who have not disclosed their sexual orientation or gender identity.
- We have also used the term 'come out' or 'coming out' to describe the process of people disclosing their sexual orientation and/or gender identity and introduced the terms 'come home' or 'coming home' to refer specifically to the process of disclosing the same to one's family.

METHODOLOGY

This research is a two-part study consisting of the following surveys which were conducted between 12 November 2011 and 14 January 2012:

1. **Working Population Survey**¹² - A representative survey of the Hong Kong working population, conducted by random telephone interviews to understand the wider context in which businesses in Hong Kong operate and the community in which LGBT employees live.
2. **LGBT Employee Survey**¹³ - A focus survey of LGBT employees currently working or seeking employment in Hong Kong, conducted by completing an anonymous online questionnaire to identify any issues faced by local LGBT employees.

Approach

The overall direction and approach was developed in consultation with a Steering Committee and an Advisory Group. The former was made up of representatives from Community Business, Barclays and the HKUPOP. The latter was made up of LGBT experts - details of whom can be found in Appendix 1.

Scope

This Study looks at both issues of sexual orientation as it relates to lesbian, gay and bisexual (LGB) individuals and gender identity as it relates to transgender individuals. This report seeks to cover the results as they relate to LGB and transgender individuals, however, as the respondents in the LGBT Employee Survey are predominantly LGB individuals, and in order to keep this report succinct and reader-friendly, in parts of the report we have only highlighted results from LGB respondents. As an overall observation, the results from transgender individuals are largely consistent with results from LGB individuals, but we have also highlighted some of the significantly different results. To review a complete set of the LGBT Employee Survey results, please refer to the full report prepared by HKUPOP available online:

http://www.communitybusiness.org/library/other_publication/HKUPOP_LGBTclimatestudy_2012_report.pdf

INTRODUCTION

The Survey Questionnaires

Given the low level of general understanding and sensitivity of this subject, ensuring the clarity, relevance and appropriateness of the questions to the local context was extremely important. In designing the questions, Community Business reviewed a large number of existing surveys on LGBT issues both locally and internationally. We also formed an Advisory Group made up of individuals and representatives from local and international organisations with experience either in conducting LGBT surveys or LGBT issues generally. A list of the members of the Advisory Group can be found in Appendix 1. Community Business consulted with members of the Advisory Group to both inform the overall approach of the Study as well as review the design of the individual survey questionnaires in English and Chinese. Although the questions were initially drafted in English, we have taken care to ensure that the Chinese translation accurately reflects the original meaning and intent of the questions. In addition Community Business conducted a stakeholder engagement session with a core group of companies to ensure relevance of the Study to employers in Hong Kong.

The Working Population Survey consisted of 28 questions in total. The LGBT Employee Survey consisted of 22 questions in total. The list of questions is available in Appendix 2. In view of the sensitivity of the subject, for each question in both surveys, respondents have the option to refuse to answer if they prefer.

Promoting the LGBT Employee Survey

Community Business worked with a number of Distribution Partners - local LGBT organisations and individuals in the LGBT community - to disseminate the link to the online LGBT Employee Survey to their networks. A list of the Distribution Partners can be found in Appendix 3. The period of the survey field work also coincided with a series of LGBT public events in Hong Kong, including Pink Season and the 2011 Pride Parade.¹⁴ By taking part in these events, Community Business was able to promote the survey directly to LGBT employees in Hong Kong. A number of member companies of Community Business and our Diversity & Inclusion in Asia Network (DIAN)¹⁵ also promoted the survey to their employees.

Collection of Data

The methodology for this research was developed in consultation with HKUPOP considering a number of important factors. In particular:

- Random telephone interviews are typically the best way to ensure reaching a representative sample of the Hong Kong working population given that source databases are available. Using a computer-assisted technique, more than 1,000 random telephone interviews were conducted between 13 December 2011 and 8 January 2012 for the Working Population Survey.
- Online surveys are considered the most discreet and effective way to poll LGBT employees. However, we were aware of the following limitations:
 - The response rate from the LGBT community in Hong Kong to previous online surveys has tended to be low.
 - From a statistical point of view, online surveys are considered inherently biased towards those who have access to, or regularly use, the internet.
 - Given that there is no readily available database of LGBT employees in Hong Kong, a random sampling is impossible. The online survey is inherently biased as a result of the way the survey questionnaire is disseminated to LGBT employees in Hong Kong.
- From Community Business' previous experience of working on the subject of LGBT, we perceived that local Chinese LGBT individuals are often less willing to express their views on this subject. Efforts were made to ensure that the response rate for the LGBT Employee Survey was representative of the local Chinese LGBT community. The questions were bilingual, produced in both English and Chinese (Cantonese).

Sample Size

The target sample sizes were 1,000 for the telephone survey and 500 for the online survey. The following sample sizes were achieved:

- **Working Population Survey: 1,002**
- **LGBT Employee Survey: 626**

Data Analysis

The data analysis was conducted by HKUPOP. Community Business has relied entirely on HKUPOP to provide complete and accurate data and has not undertaken any independent auditing. Statistically significant demographic breakdowns and variations have been identified by the researchers at HKUPOP using statistical testing, at 95% confidence level.

DEMOGRAPHICS

In this Study respondents were asked a number of demographic questions. The profile of the respondents to the Study is shown in Figures 1 to 10 in Appendix 4.

Our key observations in terms of demographics include:

- In both surveys, there were slightly more female respondents than male.
- Respondents from different age groups were well-represented in both surveys. However, the respondents to the LGBT Employee Survey were younger than those in the Working Population Survey.
 - 76% of the respondents in the LGBT Employee Survey were between the ages of 18 and 35 compared to 32% in this same age group in the Working Population Survey.
 - 52% of respondents in the Working Population Survey were between the ages of 36 and 55 compared to 22% in this same age group in the LGBT Employee Survey.
- There was a good representation of respondents from all types of employer, although slightly more people working for international companies in the LGBT Employee Survey than in the Working Population Survey.
 - 54% of respondents in the Working Population Survey worked for local companies, the private sector or government compared to 39% in the LGBT Employee Survey.
 - 25% of respondents in the LGBT Employee Survey worked for international companies compared to 17% in the Working Population Survey.
- Respondents of the Working Population Survey were all ethnically Chinese, whereas respondents for the LGBT Employee Survey included Caucasians (11%) and non-Chinese Asians (1%).
- Specifically for the LGBT Employee Survey, 73% of the respondents identified themselves as gay or lesbian, 27% as bisexual, and 12% as transgender.

In this report, we have mainly highlighted the following demographic variables: gender, age, ethnicity, type of employer, sexual orientation and gender identity. Other variables have also been mentioned where relevant. Detailed tables showing these demographic variables can be found in Appendix 5.

For further details of this Study, including methodology, demographics, survey questions and variation of finding by demographic breakdown, please refer to the full report written by HKUPOP which is available online on the Community Business website at:

http://www.communitybusiness.org/library/other_publication/HKUPOP_LGBTclimatestudy_2012_report.pdf

This report summarises key findings from the **Hong Kong LGBT Climate Study 2011-12** and provides Community Business' key observations. As such, it presents the views of Community Business. The views expressed in this report do not represent those of HKUPOP who conducted the survey fieldwork in this Study, our sponsor Barclays, or any other Community Business member companies.

PART 1: WORKING POPULATION SURVEY

In this section, Community Business focuses and comments on the key findings of the Working Population Survey, in particular the level of understanding, acceptance and openness towards LGBT individuals and to what extent people feel LGBT individuals face discrimination in Hong Kong – particularly in the workplace.

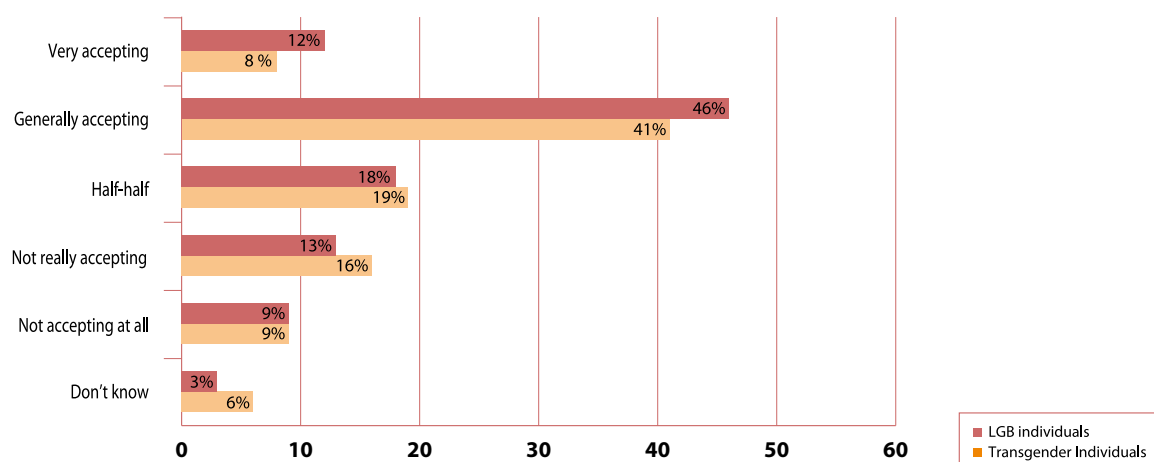
A. GENERAL ATTITUDES TOWARDS LGBT INDIVIDUALS

1. Just over half of Hong Kong people say they are accepting of LGBT individuals. However, there is a level of ambivalence and over one fifth of people continue to say they are not.

- Between 50% and 58% of the Hong Kong working people say they are ‘accepting’ or ‘somewhat accepting’ of LGBT individuals.
- However, 22% continue to say they are ‘not accepting’ of LGB individuals and a further 21% express ambivalence or are not sure.
- A slightly higher percentage, 25% say they are ‘not accepting’ of transgender individuals.

- 1.1 When asked to describe their personal attitudes towards LGB individuals, a slight majority (58%) of people say they are either ‘very accepting’ (12%) or ‘generally accepting’ (46%). However, a significant number of people (22%) admit that they are not accepting (“not really accepting” and “not accepting at all”) of LGB individuals, and importantly for this finding, 18% answer ‘half-half’, meaning they have no opinion either way, and a further 3% say they ‘don’t know’ – see Figure 1. There is slightly lower acceptance of transgender individuals, 50% say they are accepting and 25% say they are not accepting.
- 1.2 These figures suggest that, whilst the overall trend is somewhat positive, there is a level of ambivalence on this subject. Taking into account the numbers who have no clear opinion on this, the actual level of non-acceptance of LGBT individuals may be higher than a first look at the figures might indicate - 43% for LGB individuals and 50% for transgender individuals..

Figure 1: “How would you describe your personal attitude towards lesbian, gay, bisexual individuals? That is to say, how accepting are you?”



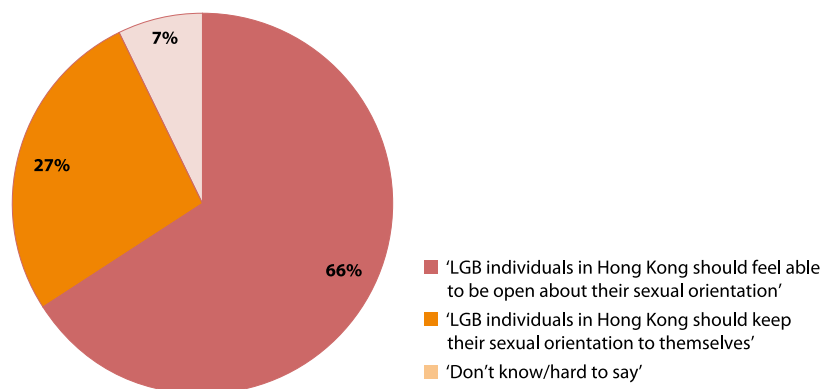
WORKING POPULATION SURVEY

1.3 In terms of demographic variables, women (59%) and those working in international companies (64%) are more accepting of LGBT individuals, and younger people (70%) are significantly more accepting than older people (42%). Table 1 in Appendix 4 shows the demographic variables in relation to these findings.

- 27% believe that LGBT individuals should keep their sexual orientation to themselves.

1.4 Similarly, although the majority of people say that LGBT individuals should feel able to be open about their sexual orientation (66%), over a quarter (27%) say that LGBT individuals should keep their sexual orientation to themselves and another 7% say they don't know. This suggests that more conservative attitudes towards sexual orientation continue to exist and that there is ongoing social pressure for LGBT individuals to conceal or not be open about their sexual orientation – see Figure 2.

Figure 2: "Which of the following statements do you agree with more?"



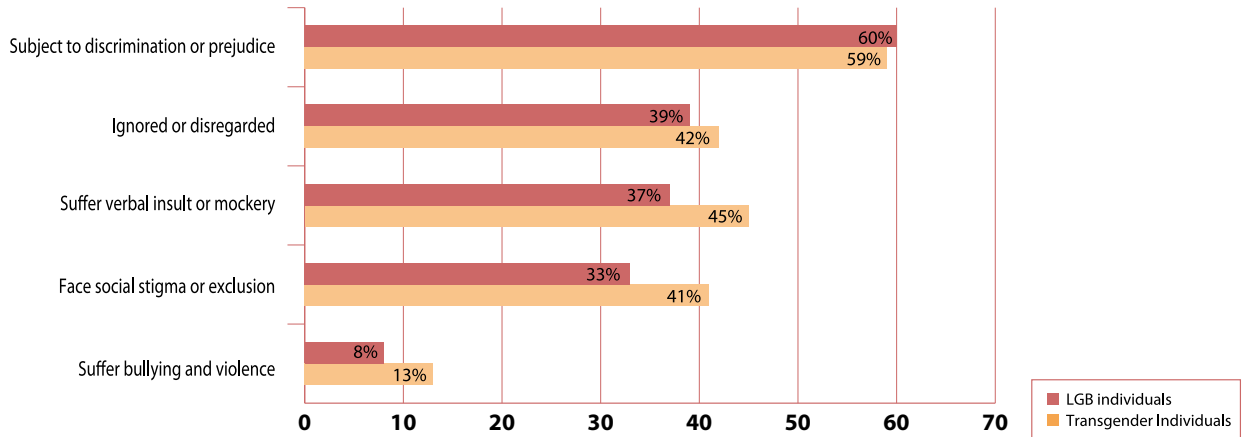
2. LGBT individuals continue to face discrimination in Hong Kong both in the community and at work.

- Almost 80% of the Hong Kong working population think that LGBT individuals face discrimination or negative treatment.
- 60% say that LGBT individuals and 59% say that transgender individuals are subject to discrimination or prejudice.
- 39% say LGBT individuals are ignored or disregarded and 42% say the same for transgender individuals.
- 37% say LGBT individuals suffer verbal insult or mockery and this increases to 45% for transgender individuals.

2.1 The majority of the Hong Kong working population (79%) think that LGBT individuals face discrimination or negative treatment. This is largely consistent with results of previous studies conducted in Hong Kong, including the Government Survey and others conducted by local NGOs in 2005-6 and 2010,¹⁶ indicating that the overall environment of the Hong Kong society has not significantly improved for LGBT individuals in recent years. Figure 3 shows the type of negative treatment respondents perceive LGBT individuals face.

WORKING POPULATION SURVEY

Figure 3: "Which of the following statements best describe how LGBT individuals are treated in Hong Kong?"

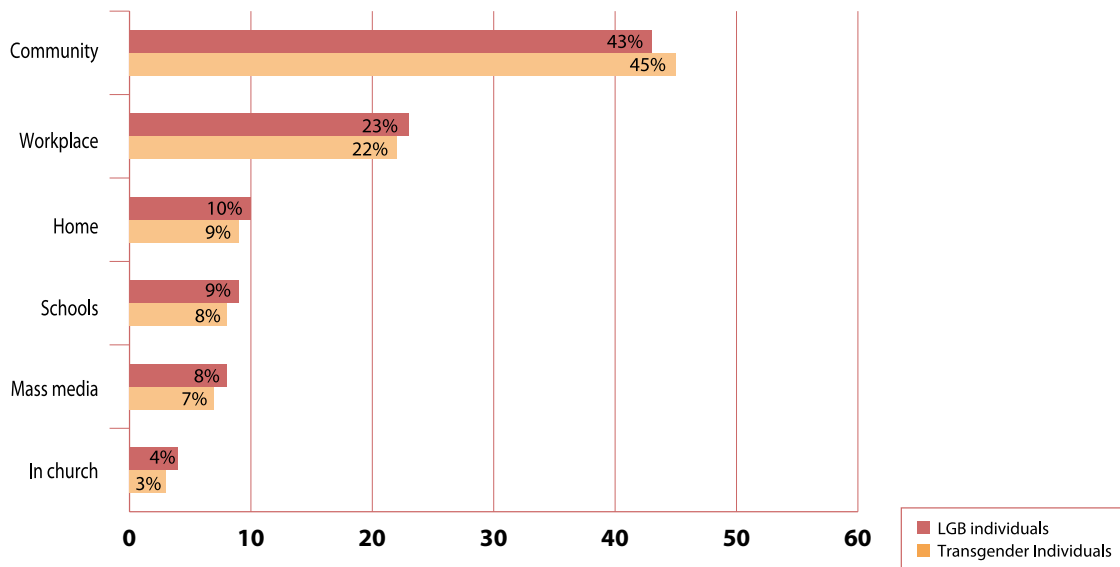


2.2 In terms of demographic variables, generally speaking, a higher percentage of younger people and those working in international companies believe that LGBT individuals are discriminated against or face negative treatment in Hong Kong. Table 2 in Appendix 4 show the demographic variables in relation to these findings.

- Discrimination against LGBT individuals is perceived to occur most often in the community (over 40%) followed by the workplace (over 20%).

2.3 Figure 4 reveals the view that various forms of negative treatment happen across most sectors of life, but in particular, in the community and in the workplace.

Figure 4: "Where do these types of treatment happen in Hong Kong?"



WORKING POPULATION SURVEY

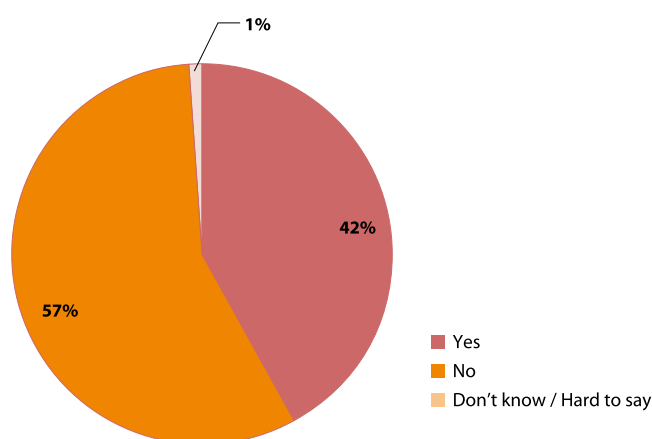
B. LEVEL OF DIRECT CONTACT WITH AND UNDERSTANDING OF LGBT INDIVIDUALS

3. Over half of Hong Kong's working population say that they do not know anyone who is LGBT. LGBT remains an unspoken subject which is not well understood.

- 57% of the Hong Kong working population say that they do not personally know anyone who is LGBT.

3.1 More than half of the working population (57%) say that they do not personally know anyone who is LGBT – see Figure 5. This may be considered a slight improvement on the Government Survey in 2005-6 in which 77% of respondents said they had no contact with LGBT individuals¹⁷, but the level of personal contact with LGBT individuals remains low. This finding is worth highlighting when we consider that research shows that knowing an LGBT individual personally dramatically impacts levels of acceptance and that discriminatory attitudes are less common among people who have a close friend or a family member who is LGBT.¹⁸

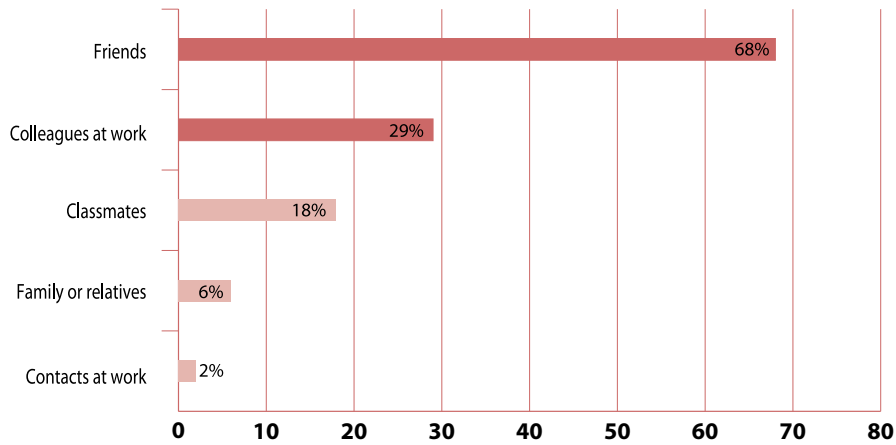
Figure 5: "Do you personally know someone who is LGBT?"



- 3.2 Examining the demographic variables in Table 3 in Appendix 4 reveals that women (48%), younger people (aged 18-35) (63%), those who are more educated (53%), those who work in an international company (54%) - or interestingly, those who have no children (56%), are more likely to say they know people who are LGBT.
- 3.3 For those who do know someone who is LGBT, Figure 6 shows that by far the majority are friends (68%) and very few are family members (6%). This is consistent with other data obtained in this Study that shows the majority of LGBT individuals are not open with their family.

WORKING POPULATION SURVEY

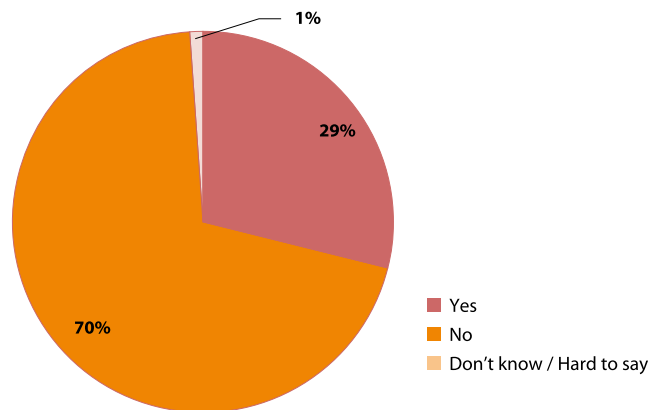
Figure 6: "If you personally know someone who is LGBT, who are they?"



- For those who know someone who is LGBT, 70% say they do not talk openly about this person's sexual orientation or gender identity with them.

3.4 An important finding is even those who say they personally know someone who is LGBT, 70% say they do not talk openly with them about their sexual orientation or gender identity – see Figure 7. This illustrates how sexual orientation and gender identity remains an unspoken subject in Hong Kong or, in other words, an issue that is largely ignored or avoided in day-to-day interactions.

Figure 7: "Have you or do you talk openly with LGBT individuals you know, about their sexual orientation or gender identity?"



3.5 Table 4 in Appendix 4 shows that women (33%), younger people (39%) and those who do not have children (37%) are more willing to talk about sexual orientation or gender identity with the LGBT individuals they know.

WORKING POPULATION SURVEY

- 77% of the Hong Kong working population say they do not know what the term 'transgender' means.

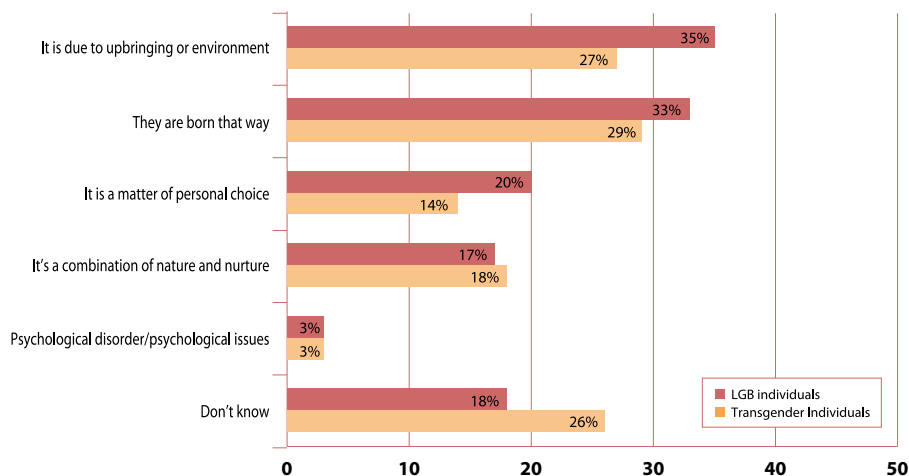
3.6 Although understanding of the terms 'lesbian' (96%), 'gay' (97%) and 'bisexual' (88%) are very high, the vast majority (77%) of the working population in Hong Kong say they do not know what the term 'transgender' means. This lack of understanding reflects two issues: firstly, the term 'transgender' has not entered mainstream vocabulary - the common term used to refer to transgender individuals in Cantonese being the derogatory term 'yan yiu' (人妖), literally meaning 'human monster'; and secondly, transgender individuals and the issues they may face in life and at work are generally not well understood in Hong Kong.

- There are mixed views as to why people are lesbian, gay, bisexual and/or transgender.

3.7 In response to the question 'Why do you think people are lesbian, gay, bisexual and/or transgender?', there are some mixed views – see Figure 8. The more common responses are 'it is due to upbringing or environment' (27% - 35%), 'they are born that way' (29% - 33%) or 'it's a combination of nature and nurture' (14% - 20%). However significant percentages think 'it is a matter of personal choice' (17% - 18%) or 'don't know' (18% - 26%), indicating that there is room for further education and understanding on this subject.

3.8 Interestingly, the number who believe that being LGBT is due to 'psychological disorder' or 'psychological issues' is just 3% which represents a remarkable drop from the Government Survey in 2005-6 which showed that 42% of people believed that LGBT individuals were not 'psychologically normal'.¹⁹ This suggests that Hong Kong people have moved away from the misinformed view that sexual minorities suffer some form of psychological impairment.

Figure 8: "Why do you think people are lesbian, gay, bisexual and/or transgender?"



WORKING POPULATION SURVEY

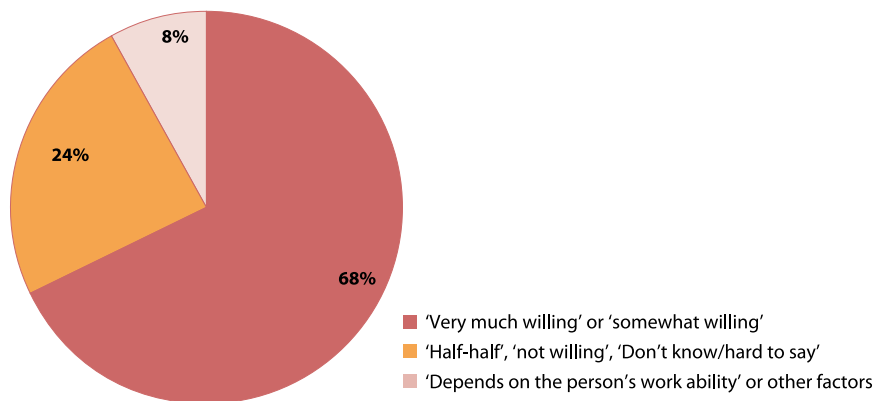
C. WORKPLACE ATTITUDES TOWARDS LGBT INDIVIDUALS

4. Almost 70% of Hong Kong working people say they are willing to work alongside openly LGBT individuals. However, almost one quarter continue to have reservations.

- 68% of the Hong Kong working population say they are 'very much willing' or 'somewhat willing' to work alongside openly LGBT individuals.
- However, 24% express reservations about working alongside openly LGBT individuals.

4.1 Although the majority (68%) say they are 'very much willing' or 'somewhat willing' to work alongside someone who is openly LGBT, nearly a quarter of people (24%) express reservations – see Figure 9. Referencing the Government Survey in 2005-6, there appears to be a drop in acceptance from the 80% who said they find working with LGB individuals 'strongly acceptable/acceptable'.

Figure 9: "If you were asked to work alongside someone who is openly lesbian, gay, bisexual or transgender, how willing would you be?"



4.2 A review of Table 5 in Appendix 4 reveals that women (74%), younger people (72%), those who have received tertiary education or above (73%) and those who do not have children (72%) are more willing to work alongside openly LGBT individuals.

5. Most Hong Kong working people find employment practices that discriminate against LGBT employees unacceptable. However, there continues to be acceptance of these practices by a significant percentage.

- A majority (60% - 85%) of the Hong Kong working population find various employment practices that discriminate against those who are or appear to be LGBT 'never acceptable'.
- Over 80% say it is unacceptable to exclude an LGBT individual from social events or deny them a promotion.
- However, 35% find it 'acceptable' or 'sometimes acceptable' not to give LGBT individuals customer-facing roles.
- Another 25% say it is 'acceptable' or 'sometimes acceptable' to not offer a job to an LGBT individual.

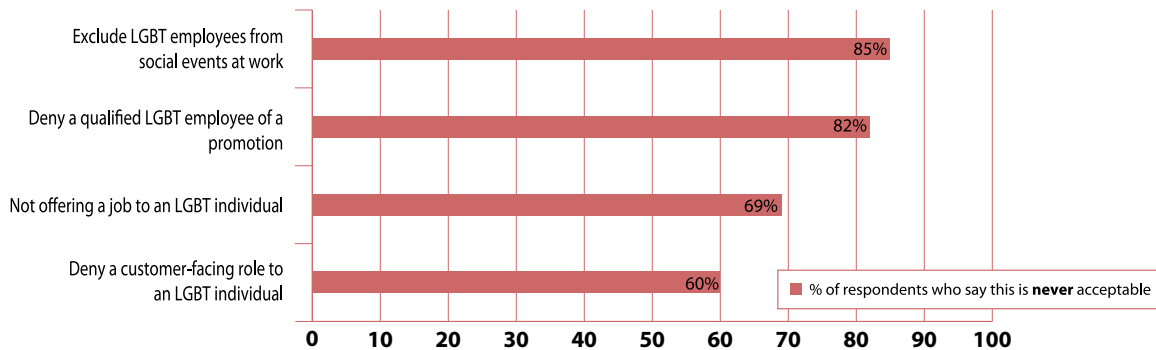
5.1 Most people in Hong Kong find employment practices that discriminate against individuals who are, or appear to be, LGBT 'never acceptable' – see Figure 10. Of particular note is that over 80% say it is unacceptable to exclude an LGBT individual from social events or deny them a promotion.

5.2 Interestingly, in each of these situations, the highest percentage of people who say these discriminatory practices are 'never acceptable' work for international companies.

WORKING POPULATION SURVEY

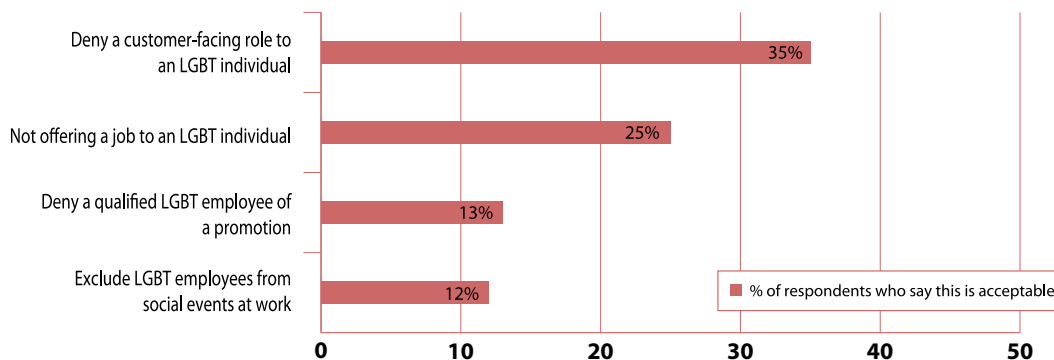
5.3 These findings send an important message to companies in Hong Kong – most people in Hong Kong find it unacceptable for companies to discriminate against job applicants and existing employees on the basis of their actual or perceived sexual orientation and/or gender identity. As we will see in the ‘Call to Action’ section of this report, an overwhelming percentage of the working population (80%) call for companies to take steps to ensure LGBT employees are treated fairly.

Figure 10: “How acceptable do you think each of the following situations is?”



5.4 On the other hand, a significant minority of the working population find certain discriminatory practices acceptable. Figure 11 shows the level of acceptance of four different employment practices. It shows that 35% of people find it acceptable not to give LGBT individuals customer-facing roles and 25% say it is acceptable to not offer a job to an LGBT individual. In addition, 13% think it is acceptable to deny a qualified LGBT employee a promotion and 12% to exclude LGBT employees from social events at work. This is evidence that certain discriminatory practices are not only tolerated but seen as acceptable by many and are likely taking place in Hong Kong’s workplaces.

Figure 11: “How acceptable do you think each of the following situations is?”



5.5 In terms of demographic variables, older people, those whose education level is primary or below and people who have children are generally more accepting of discriminatory employment practices. On the other hand, younger people and those who are more educated are least accepting of discriminatory employment practices. For employers in Hong Kong, this highlights the importance of an inclusive environment for attracting and retaining educated young people. Table 6 in Appendix 4 shows the demographic variables in relation to these findings.

PART 2:

LGBT EMPLOYEE SURVEY

In this section, Community Business focuses and comments on the key findings of the LGBT Employee Survey, in particular: how open LGBT employees in Hong Kong are about their sexual orientation and/or gender identity, how open and supportive of LGBT employees they consider their workplaces to be and the extent to which a non-inclusive working environment for LGBT employees impacts business performance.

D. LEVEL OF OPENNESS OF LGBT EMPLOYEES OUTSIDE WORK - THE CHALLENGE OF 'COMING HOME'

6. Most LGBT employees are not open with their families.

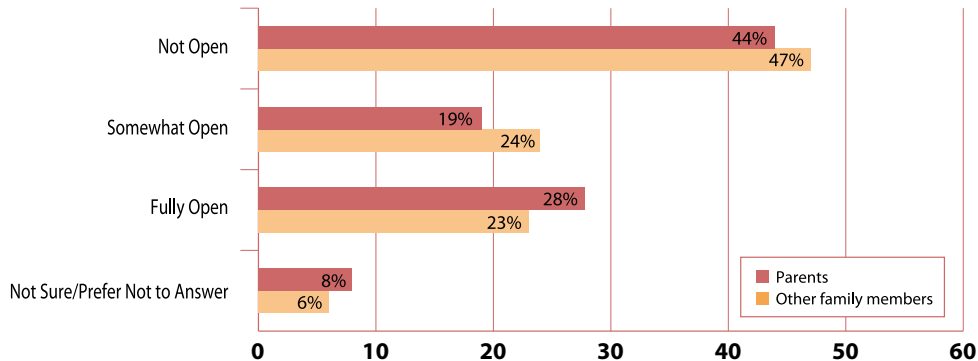
6.1 Disclosing one's sexual orientation and/or gender identity with family members – or 'coming home' can be a difficult process for any LGBT individual. However, given the strength of traditional family values in Hong Kong and the cultural emphasis on social order, harmony and conforming to social norms, coming out to family members can be particularly difficult for LGBT individuals in Hong Kong.

6.2 Past surveys conducted in Hong Kong may shed some light on the challenges of 'coming home'. The Government Survey recorded 51.4% of respondents saying it is 'strongly unacceptable' or 'unacceptable' to have LGB individuals as family members; and 41.9% 'strongly agreed' or 'agreed' that there is conflict between homosexuality and family values. In this Study, as part of the Working Population Survey, a number of respondents also selected 'traditional family values are strong' as a reason for not supporting more inclusiveness on the subject of sexual orientation and gender identity in Hong Kong.

- 44% of LGBT employees in Hong Kong are not open at all with their parents about their sexual orientation and/or gender identity.
- Only 28% are fully open with their parents and 19% are somewhat open.

6.3 The LGBT Employee Survey reveals that nearly half of LGBT employees (44%) are 'not open' at all with their parents about their sexual orientation and /or gender identity. Only an additional 19% have some level of openness, which means as much as 63% of LGBT employees are not fully open with their parents - and this increases to 71% with other family members. Figure 12 provides more details on the level of openness of LGBT employees with their families.

Figure 12: "To what extent are you open about your sexual orientation and/or gender identity (with parents and other family members)?"

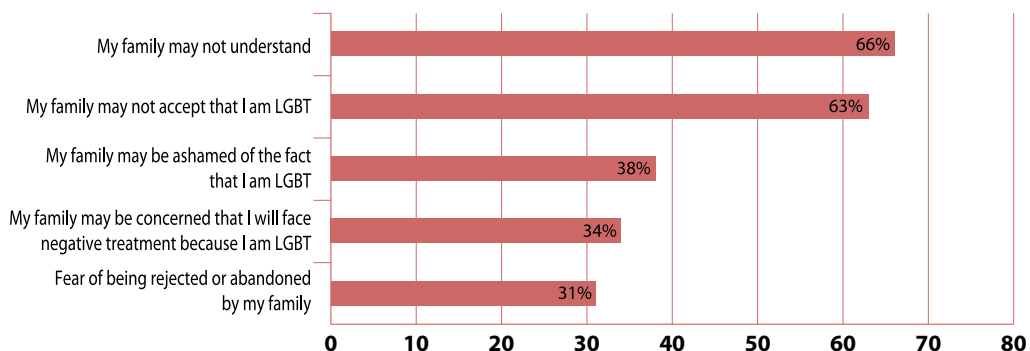


6.4 Table 7 in Appendix 4 shows that women (46% - 49%) and younger people (aged 18-25) (50% - 62%) are the least open with their parents and other family members.

- The top 3 reasons LGBT employees in Hong Kong are not open with their families are:
 - Family may not understand (66%)
 - Family may not accept that I am LGBT (63%)
 - Family may be ashamed of the fact that I am LGBT (38%)

6.5 Figure 13 shows the top five reasons why people are not open with their families about their sexual orientation and/or gender identity. The majority of LGBT employees are not open with their families because they are concerned about their family's reaction. They fear a lack of understanding (66%), rejection (63%) and bringing shame to the family (38%). These perceptions support the common view that family values heavily influence the behaviour of LGBT individuals and that in order not to put their families, especially their parents, in the embarrassing situation of 'losing face', many LGBT employees would rather choose to conceal their true identity at home.

Figure 13: "If you are not fully open about your sexual orientation and/or gender identity with your family, why is this so?"¹⁹



LGBT EMPLOYEE SURVEY

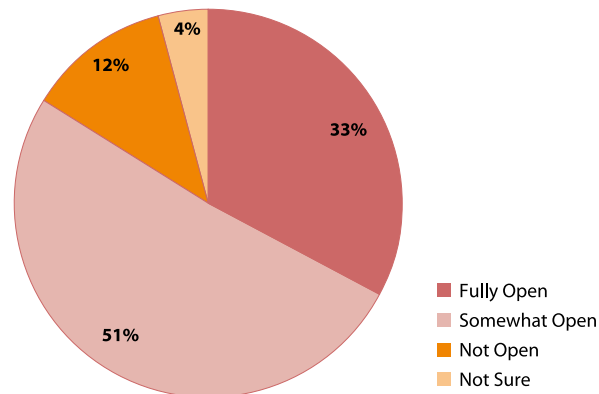
6.6 These findings highlight that many LGBT employees in Hong Kong live in an environment where a fundamental part of their identity is not known to, not understood and perhaps not accepted by the people closest to them, namely their family - who could have otherwise provided vital support and encouragement.

7. LGBT individuals are four times more likely to be closeted with family than friends and the vast majority are open with friends.

- Only 12% of LGBT employees are not open with their friends about their sexual orientation and/or gender identity.
- 84% have some level of openness with their friends about their sexual orientation and/or gender identity.

7.1 In stark contrast to 44% not being open with parents, only 12% of LGBT employees say they are 'not open' with friends. This shows that LGBT individuals in Hong Kong are four times more likely to be closeted with their parents than their friends about their sexual orientation and/or gender identity. This greater openness with friends is further supported by the finding that the vast majority of LGBT employees (84%) say they are 'fully open' or 'somewhat open' with friends about their sexual orientation and/or gender identity – see Figure 14. It seems in trusted relationships, where traditional family values and 'face' do not apply so strongly, LGBT individuals are more able to be themselves. However, it is worth noting that this question does not distinguish between LGBT friends and non-LGBT friends of the respondents and if worded differently one may possibly identify differing levels of openness between these two sub-groups.

Figure 14: "To what extent are you open about your sexual orientation and/or gender identity (with friends)?"



7.2 Demographically, Table 8 in Appendix 4 shows that women (89%) and younger people (87%) are the most likely to be open with their friends about their sexual orientation and/or gender identity.

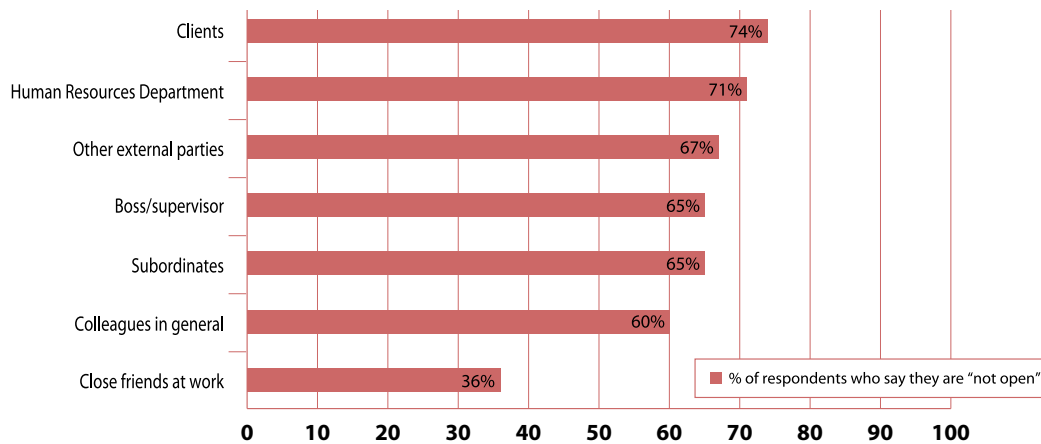
E. LEVEL OF OPENNESS OF LGBT EMPLOYEES AT WORK - THE CHALLENGE OF COMING OUT AT WORK

8. The majority of LGBT employees are not open at work because they are worried about negative consequences.

- 60% of LGBT employees in Hong Kong are not open with colleagues in general.
- LGBT employees are least open with clients (74%) and the human resources department (71%).
- LGBT employees are most open with close friends at work only 36% are not open.

- 8.1 The majority of LGBT employees are not open about their sexual orientation and/or gender identity at work – 60% are not open with colleagues in general. Looking closer into different categories of people at work, LGBT employees are more open with certain people than others. Figure 15 shows the varying level of openness of LGBT employees with different categories of people at work.
- 8.2 The group that LGBT employees are least open with is clients (74%). Interestingly, over 70% of LGBT employees are not open with their human resources department. On the other hand, LGBT employees are most open with close friends at work – in fact, only 36% say they are not open with them. This is consistent with the earlier finding that LGBT employees are also generally open with friends outside of work.

Figure 15: “To what extent are you open at work about your sexual orientation and/or gender identity?”



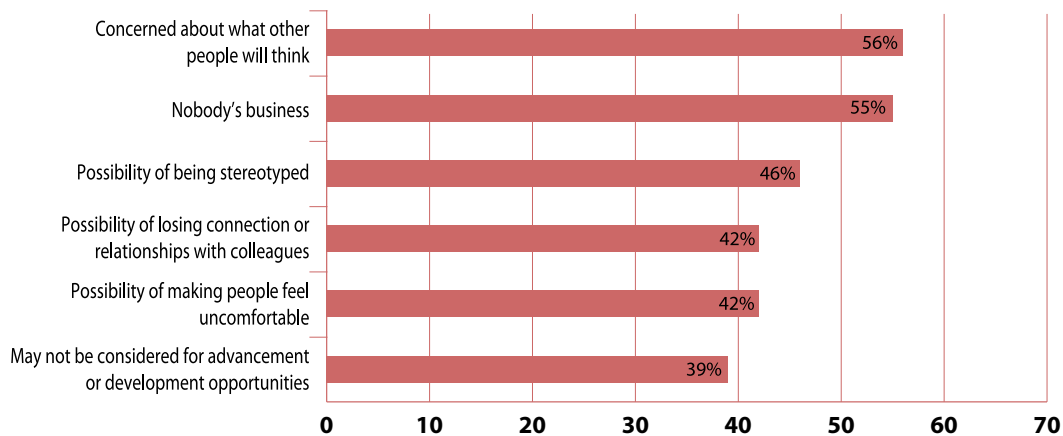
- 8.3 These findings show that most LGBT employees in Hong Kong do not feel safe enough to bring their full self to work, choosing to confide only in close friends at work whom they can trust. Of particular concern for employers in Hong Kong is the low level of openness towards the human resources (HR) department. Recognising that HR departments are often responsible for gathering data or dealing with issues related to LGBT employees, such as employee benefits or complaints about negative treatment, companies should consider how they can overcome this wariness of HR departments and engender a culture of greater trust and openness to ensure they are getting a truer picture of the climate for LGBT employees within their workplaces.
- 8.4 In terms of the demographic variables, those aged over 35 and those working in the Government/public sector are generally least open at work. Those who work in international companies are generally most open. Table 9 in Appendix 4 shows details of the demographic variables in relation to this finding.

- Some of the main reasons for LGBT employees to remain closeted at work are:
 - Concerned about what other people will think (56%).
 - Possibility of being stereotyped (46%).
 - Possibility of losing connection or relationships with colleagues (42%).

- 8.5 For those who are not fully open at work, when asked why this is so, a large proportion of LGBT employees say they are ‘concerned about what other people will think’ (56%), are afraid of ‘being stereotyped’ (46%) or ‘losing connection with colleagues’ (42%). This points to a general concern about the impact of people knowing they are LGBT will have on their workplace relationships. These findings provide some explanation to another finding in this Study which shows that the biggest negative impact of a non-inclusive workplace on LGBT employees relates to their ability to build authentic relationships at work. Figure 16 shows the top reasons LGBT employees are not open at work.

LGBT EMPLOYEE SURVEY

Figure 16: "If you are not fully open at work, why is this so?"



F. WORKPLACE EXPERIENCE OF LGBT EMPLOYEES

9. The Hong Kong workplace remains intimidating and not inclusive of LGBT employees.

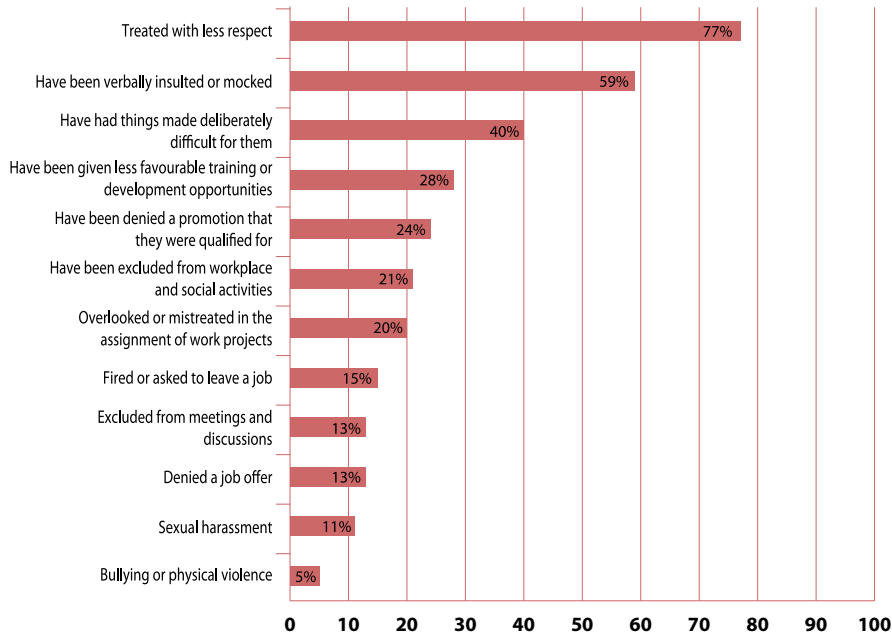
- 9.1 We asked LGBT employees to rate the overall attitudes towards LGBT individuals in their working environment on a scale of 1-10. The average score was 5.19 out of 10.
- 9.2 It is interesting to observe that those LGBT employees who are out in the workplace – either ‘fully’ or ‘somewhat’, give their workplaces significantly higher ratings (6.58 to 8.00) than those who are not. This points to a direct positive correlation between an inclusive workplace and the ability of LGBT employees to come out in the workplace. Table 10 in Appendix 4 shows the significant demographic breakdown for this finding.

- 13% of LGBT employees say they have personally experienced negative treatment because of their sexual orientation and/or gender identity. A further 34% say it is hard to tell.
- Of those who have experienced negative treatment,
 - 77% say they have been treated with less respect.
 - 59% say they have been verbally insulted or mocked.
 - 40% say they have had things made deliberately difficult for them.

- 9.3 When asked if they have ever experienced negative treatment in the workplace because of their sexual orientation and/or gender identity, 13% of LGBT employees in Hong Kong say they have. For those who are out in the workplace, this number increases to 17%.
- 9.4 Although the majority of LGBT employees do not perceive that they have personally or directly experienced negative treatment at work, it is worth noting that a significant number (34%) say it is ‘hard to tell’ if they have been treated negatively. This doubtfulness suggests that there have been times when LGBT employees are treated in ways that are potentially, but not obviously, negative. This is to some extent consistent with the observation that anti-LGBT sentiments in Chinese societies are often less ‘virulent’ than in some Western countries and therefore more ambiguous.²⁰ As such, in the Hong Kong context, it is especially important to bear in mind that discrimination is not limited to explicit behaviour like violence or bullying, but may well be more indirect. This notion becomes clearer if one looks at the forms of negative treatment reported to have been experienced by LGBT employees – see Figure 17.

9.5 The main forms of negative treatment experienced by LGBT employees include being ‘treated with less respect’ (77%), being ‘verbally insulted or mocked’ (59%), ‘having had things made deliberately difficult for them’ (40%) and ‘have been given less favourable training or development opportunities’ (28%). Figure 17 shows the specific negative treatment LGBT employees have experienced in the workplace.

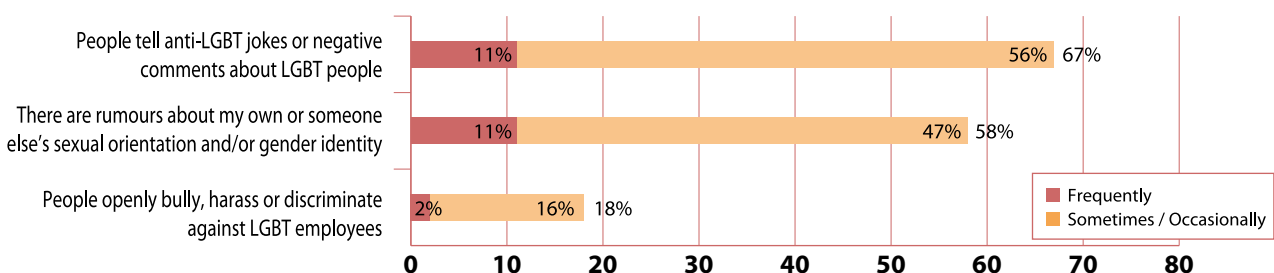
Figure 17: “If you have experienced any negative treatment in the workplace because of your sexual orientation and/or gender identity, have you experienced these specifically?”



- 67% have heard people tell anti-LGBT jokes.
- 18% have seen people openly bully, harass or discriminate against LGBT employees.

9.6 In addition to their own personal experience of negative treatment, we also wanted to gain a better understanding of their view of the overall working environment for LGBT employees in Hong Kong. We found that whilst only 18% of the respondents say they have seen LGBT employees being openly bullied and harassed in the Hong Kong workplace, 67% say they have heard people at work telling ‘anti-LGBT jokes or negative comments about LGBT people’, 58% say ‘there are rumours about my own or someone else’s sexual orientation and/or gender identity’. These findings, shown in Figure 18, suggest that although instances of violent forms of bullying and harassment may be less frequent, the working environment in Hong Kong can still be intimidating and exclusive of LGBT people.

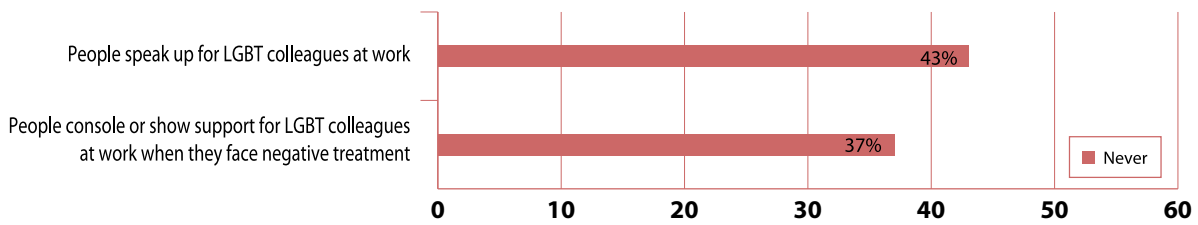
Figure 18: “How often does the following happen at your workplace?”



LGBT EMPLOYEE SURVEY

- 9.7 For employers in Hong Kong, the existence of such behaviour in the workplace should serve as a warning sign for potential legal liability. It is worth noting here that under the Equality Act 2010 in England and Wales the above situations may well constitute harassment on the basis that they create an environment that is “intimidating, hostile, degrading, humiliating or offensive” to employees because of their sexual orientation. Although there is currently no such provision in Hong Kong, and there is no specific equal opportunity legislation in Hong Kong on the basis of sexual orientation and gender identity, many argue that there are provisions under the Sex Discrimination Ordinance and Disability Discrimination Ordinance which may offer LGBT individuals some protection. Of particular relevance here is the issue of sexual harassment under the Sex Discrimination Ordinance, which makes harassment of a sexual nature, including harassment against lesbians and gays, unlawful.²¹
- 9.8 Apart from direct negative treatment and an intimidating overall environment, inaction in the face of negative treatment against LGBT employees also characterises the Hong Kong workplace. Figure 19 gives two examples of such situations.

Figure 19: “How often does the following happen at your workplace?”



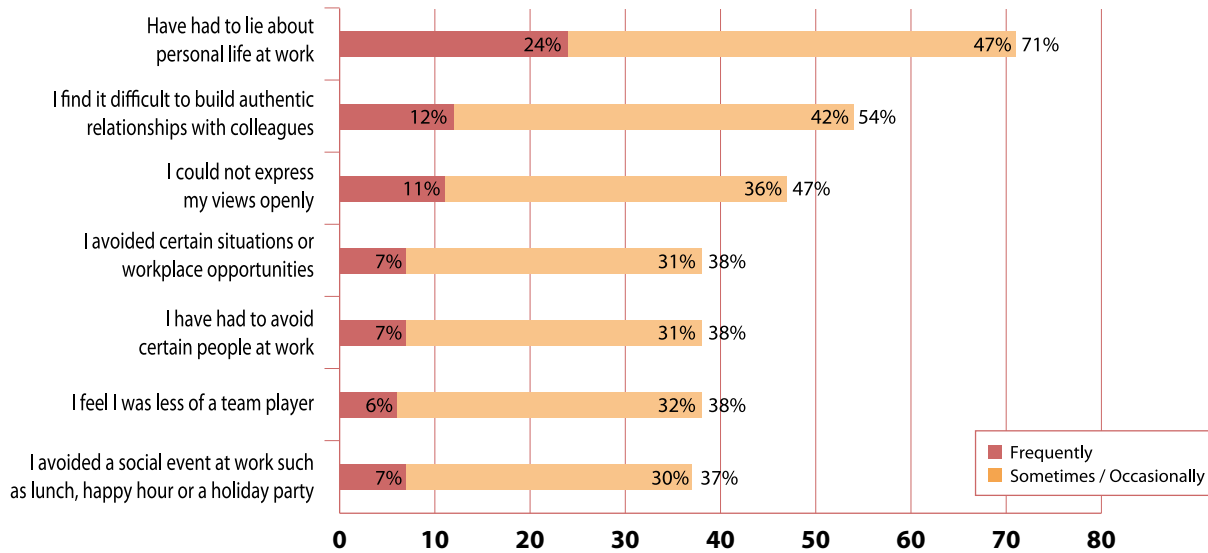
10. An environment that is not inclusive of LGBT individuals has a serious negative impact on LGBT employees.

- 85% of LGBT employees say a non-inclusive workplace has had a negative impact on them personally.
- 71% have had to lie about their personal life at work. 24% say they have had to lie ‘frequently’.
- 54% find it difficult to build authentic relationships.

- 10.1 85% of LGBT employees say a non-inclusive workplace has had a negative impact on them personally. As many as 71% say they ‘have had to lie about their personal life at work’, with 24% saying they do this ‘frequently’. Another 54% say they find it difficult ‘to build authentic relationships with colleagues’. A significant number of respondents also report the inability to ‘express their views openly’ (47%), having had to ‘avoid certain situations and opportunities’ (38%) and ‘certain people at work’ (38%). Figure 20 lists some of the specific consequences of working in a non-inclusive workplace.
- 10.2 These findings illustrate clearly that a non-inclusive workplace is having a widespread impact on LGBT employees’ ability to be their true selves, communicate openly at work, build relationships and establish trust. Considering the critical importance of bonding, networking and building meaningful personal relationships to career success, this shows that a non-inclusive environment can significantly impact LGBT employees’ career development.

LGBT EMPLOYEE SURVEY

Figure 20: “How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”



10.3 From a demographic perspective, it is interesting to note that younger employees and those working in the Government/public sector are in general more seriously affected by a non-inclusive environment. Table 11 of Appendix 4 lists the demographic variables in relation to this finding.

G. THE BUSINESS CASE FOR INCLUSIVE WORKPLACES FOR LGBT EMPLOYEES

From Community Business’ earlier research we know that there is a strong business case for creating inclusive workplace for LGBT employees – and that, conversely, failing to address the needs of LGBT individuals can impact workplace relationships, affect employee engagement and retention rates and impair productivity and performance. International research provides further evidence of this:

- Stonewall, a UK-based LGBT rights organisation, found that concealing sexual orientation at work reduces productivity by up to 30%.²²
- Stonewall also found that LGB employees who are able to be open at work are less likely to leave.²³
- Catalyst, a US-based non-profit organisation, found that LGBT employees who work in organisations with employee networks, resource groups and/or mentoring programme report a more positive workplace experience. They rate their employers 7% to 16% higher in terms of various indicators, including organisational commitment and quality of their relationships with managers.²⁴
- According to the Centre for Work Life Policy, closeted LGBT employees are 40% less likely to trust their employer than an employee who is open about their sexuality. If they feel isolated and lonely at work, LGBT employees are 73% more likely to plan to leave their company in the next 3 years.²⁵

This Study provides further quantitative data to substantiate both the risks and benefits of an inclusive workplace for LGBT individuals, especially as they relate to Hong Kong. The key findings are detailed in the next page.

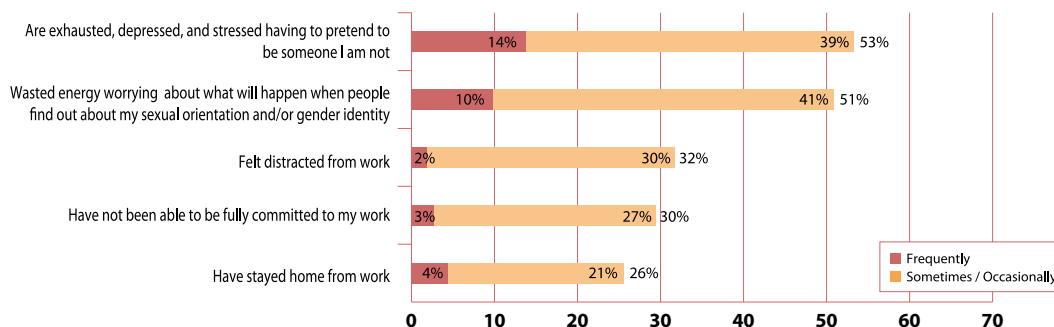
LGBT EMPLOYEE SURVEY

11. Discrimination and exclusion at work is significantly impacting LGBT employee well-being and productivity.

- 53% of LGBT employees in Hong Kong report being exhausted, depressed and stressed by having to pretend to be someone they are not.
- 51% say they have wasted energy worrying about what will happen when people find out about their sexual orientation and/or gender identity.
- 26% say they have stayed home from work because of a non-inclusive work environment.

11.1 As many as 53% say that their wellbeing is affected ‘by having to pretend to be someone they are not’, whilst 51% say they ‘waste energy worrying about others finding out about them being LGBT’ and 26% say they have ‘stayed home from work’ because of their sexual orientation and/or gender identity – see Figure 21. These empirical data show that performance and productivity of LGBT employees suffer when the working environment is not inclusive. It can also be observed that a strong link exists between non-inclusive workplaces and absenteeism with over a quarter of LGBT employees (26%) saying they have stayed home from work because their work environment has not always been accepting of LGBT people.

Figure 21: “How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”²⁶



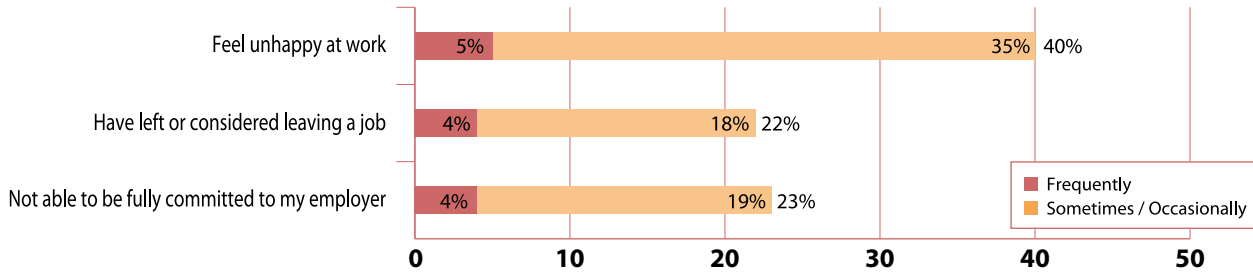
11.2 From a demographic perspective, in terms of well-being and productivity, younger LGBT employees and those working in Charitable Organisations/NGOs are found to be more seriously affected by a non-inclusive environment. Table 12 in Appendix 4 shows the demographic variables in relation to this finding.

12. Staff engagement and retention is impacted when LGBT employees are not accepted in the workplace.

- 40% of LGBT employees in Hong Kong report being unhappy at work because of non-inclusive work environment.
- 22% say that they have left or considered leaving a job for the same reason.

12.1 As many as 40% of the respondents say they ‘have felt unhappy at work’ and 22% say that they ‘have left or considered leaving a job’ because their work environment has not always been accepting of LGBT individuals. Another 23% say they are ‘not able to be fully committed to their employer’. These findings, shown in Figure 22, demonstrate that a non-inclusive working environment can reduce the sense of engagement and commitment of LGBT employees. For companies, this can translate into challenges around attracting and retaining LGBT talent.

Figure 22: “How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”



12.2 Notably, the issue of retention is most pronounced for those LGBT employees aged between 36-55. Table 13 in Appendix 4 shows the demographic variables in relation to this finding.

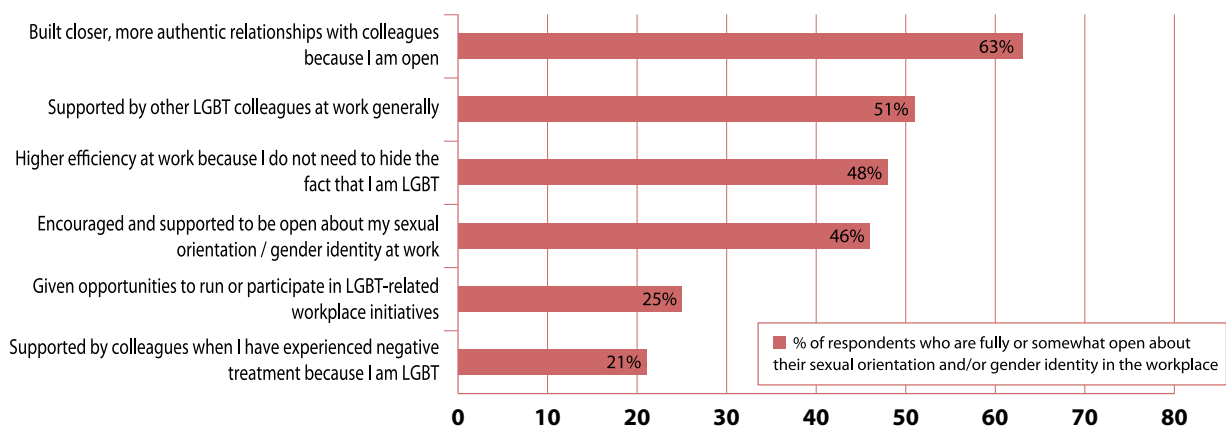
13. An inclusive workplace for LGBT employees brings significant business benefits: closer client relationships and greater work efficiency.

13.1 On a more positive note, LGBT employees who are open in the workplace say they have experienced positive treatment at work because of their sexual orientation and/or gender identity.

- 63% of LGBT employees who are open in the workplace say they are able to build closer, more authentic relationships with colleagues.
- Another 48% say they are more efficient at work because they do not have to hide the fact that they are LGBT.

13.2 63% of those respondents who are open in the workplace say they are able to build ‘closer, more authentic relationships with colleagues’ and 48% say they are ‘more efficient at work’ because they do not have to hide the fact that they are LGBT. These findings are evidence that an inclusive workplace not only allows LGBT employees to feel safe and able to bring their full self to work, it also brings about tangible business benefits. Figure 23 shows more examples of the positive effect an inclusive workplace may have on LGBT employees.

Figure 23: “Have you experienced any of the following positive treatment in the workplace because of your sexual orientation and/or gender identity?”



A CALL TO ACTION

The findings in this section are taken from responses to questions in both the Working Population Survey and LGBT Employee Survey and examine to what extent people feel that more work needs to be done to promote awareness and inclusiveness of LGBT individuals both at work and in the wider community. It also looks at what steps LGBT individuals would most like their employers to take in terms of creating inclusive workplaces for them.

14. People are looking for more inclusiveness and engagement on the subject of LGBT in Hong Kong.

- 85% of the working population say there is a need for greater inclusiveness on the subject of sexual orientation and gender identity in Hong Kong.
- They believe it is the responsibility of Government (59%), civil society (19%), schools (17%) and companies (12%) to promote this greater inclusion.

14.1 An overwhelming 85% of the working population say that Hong Kong should be more inclusive on the subject of sexual orientation and gender identity. This is a marked increase from the Government Survey where 54% said that the Hong Kong community should ensure equal opportunities for LGB individuals.

14.2 When asked specifically who should be responsible for promoting this greater inclusion, the majority identify the Government (59%) but civil society (19%), schools (17%) and companies (12%) are also seen to have a role to play. Interestingly family appears very low on the list. This may be because parents in Hong Kong are generally less open and accepting than those who do not have children – as shown by the findings in this Study.

14.3 Demographically, a higher percentage of younger people (89%) and those who have received tertiary education (86%) agree that Hong Kong needs to be more inclusive.

15. People are looking for leadership from companies.

- 80% of the working population say that companies should take proactive steps to ensure LGBT employees are treated fairly in the workplace.

15.1 80% of the Hong Kong working population say that companies should take proactive steps to ensure LGBT employees are treated fairly in the workplace. Despite the lack of LGBT legislation in Hong Kong, it is clear that people are looking for companies to take a leadership position on this issue and that companies have a pivotal role to play in ensuring that the rights of LGBT employees are respected and protected.

15.2 Demographically, a higher percentage of men, younger people, and those working in Hong Kong/Chinese companies say companies should take proactive steps towards this end.

16. Hong Kong employers are currently doing very little.

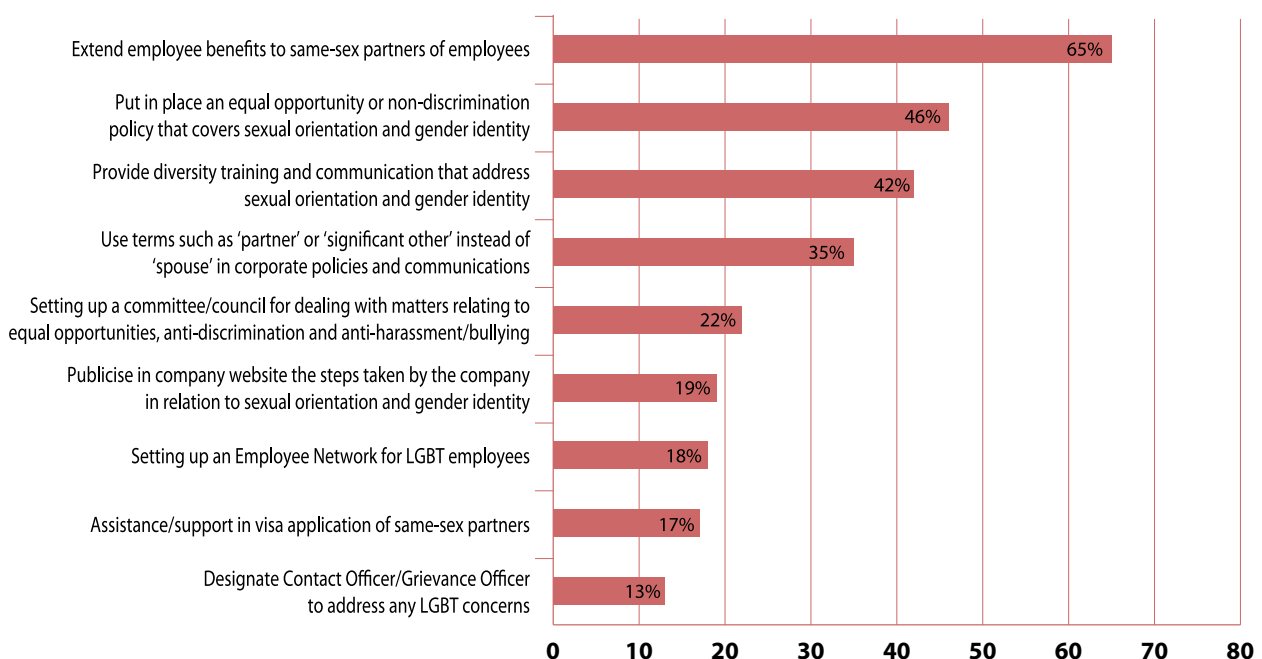
- LGBT employees rate their employers' efforts at creating an inclusive workplace at only 2.68 out of 10.
- 35% of LGBT employees say their employers are doing nothing.

16.1 However, LGBT employees say that companies are currently not doing enough to create an inclusive environment for them. In fact, they give their employers a score of just 2.68 out of 10 for their efforts in creating an inclusive workplace for LGBT employees. Of particular note is that 35% say their employers are doing nothing to promote an inclusive environment.

16.2 Interestingly, LGBT employees working in international companies in Hong Kong rate their employers' efforts the highest (4.32), whereas the Government/public sector is rated the lowest (1.47).

16.3 Through this Study, LGBT employees have identified what they consider the most important steps companies can take to create an inclusive environment for LGBT employees. Top of the list is extending employee benefits to same sex partners (e.g. extend special leave options including compassionate leave and bereavement leave; relocation expenses to cover same sex partners of expatriate employees, extending insurance policies to cover same sex partners)(65%). The other most popular suggestions as identified in Figure 24 include: introducing equal opportunity policies that covers sexual orientation and gender identity (46%), providing training to staff on LGBT issues (42%) and examining use of words in communications and corporate policies, for example using 'partner' or 'significant other' instead of 'spouse' (35%).

Figure 24: "Which of the following steps do you think are the most important to creating an environment that is accepting of LGBT employees?"



OBSERVATIONS AND WAY FORWARD

This **Hong Kong LGBT Climate Study 2011-12** is the first study of its kind. The Study has allowed us to gain a better understanding of current attitudes towards and the experiences of LGBT individuals in the workplace. It presents some of the issues facing LGBT employees at work and the impact of a non-inclusive workplace on not only the LGBT individuals themselves but also on the companies in which they work. It has also generated critical quantitative data that substantiates the business case for creating inclusive workplaces for LGBT employees in Hong Kong.

By way of conclusion, Community Business makes the following observations:

- **Signs of greater openness on the subject of LGBT**

There has been a long-held assumption that Hong Kong is a conservative society and that LGBT is a taboo subject that Hong Kong people are not ready to address. However, the findings of this Study challenge some of those assumptions. Despite our initial concerns that LGBT employees in Hong Kong may be reluctant to share their views, we exceeded the target response rates from a well-represented sample across all sectors: age, gender, and the whole spectrum of the LGB and transgender community. Surprising too was the finding that the majority of the working population in Hong Kong say they are accepting of LGBT individuals and that they deem many discriminatory workplace practices to never be acceptable. These are signs that Hong Kong people are more accepting of LGBT individuals than has been previously assumed. Whilst the Government in 2006 cited lack of “consensus in Hong Kong society for reform” and moral and religious concerns against legislating for anti-discrimination on the ground of sexual orientation,²⁷ this Study suggests that some of those concerns no longer apply and that Hong Kong people are in fact looking to the Government to take up a more active role on LGBT issues.

- **Hong Kong still has some way to go to becoming a more inclusive society**

However, there is no doubt that Hong Kong still has a long way to go towards becoming a more open and inclusive society. There remains a declared lack of acceptance of LGBT individuals by a significant percentage of the working population and the vast majority of people recognise that LGBT individuals are subject to discrimination and prejudice in Hong Kong – both in the wider community and in the workplace.

- **Cultural pressures remain strong leading many LGBT individuals to remain closeted**

Cultural, family and social pressures remain strong in Hong Kong, causing many LGBT individuals to lead closeted lives. The sense of interdependence – or belonging and acceptance by the group is a strong cultural trait and for many creates a reluctance to stand out as different from the norm. Certainly LGBT individuals are concerned about upsetting or being rejected by their families. (Ironically these may be more perceived rather than real fears, as an additional finding from this Study reveals that 66% of the Hong Kong working population say they ‘would not mind’ and/or ‘would have no special feeling’ if someone close to them were LGBT.) This lack of openness extends to the workplace where the majority of LGBT individuals conceal their true identity. The current reality is that the majority of LGBT individuals in Hong Kong lead dual lives – which undoubtedly creates pressures for them both at home and in the workplace.

OBSERVATIONS AND WAY FORWARD

- **LGBT discrimination and harassment is rife in Hong Kong's workplaces**

It is clear that discriminatory practices towards LGBT employees are occurring in Hong Kong's workplaces. Whilst instances of open bullying and violence may not be commonplace, the findings of this Study reveal that many indirect forms of harassment may occur creating a non-inclusive, intimidating or even hostile work environment. It is clear from the results of this Study that the Government's *Code of Practice against Discrimination in Employment on the Ground of Sexual Orientation* is not being widely adopted by companies. With a lack of legislation or policies to protect LGBT individuals in the workplace, it is not surprising that the majority of LGBT employees in Hong Kong do not feel comfortable to be open at work and fear the potential repercussions. Cultural and other considerations mean that LGBT employees in Hong Kong are unlikely to openly voice their concerns or, as this Study has shown, confide in their HR departments. However companies should not be fooled into concluding from this that no issues exist and that the subject does not need addressing.

- **Lack of LGBT openness is bad for business**

The fact that so few LGBT employees are open at work should be of concern to employers in Hong Kong. For The findings of this Study highlight that an overwhelming majority of LGBT employees say that concealing their identity, or not being out at work, has a negative impact on them, affecting their health and well-being, workplace relationships, productivity as well as level of engagement and commitment to their employers, creating what is sometimes called the 'pink ceiling'.²⁸ Conversely, those who are open in the workplace say they are able to build more honest working relationships and be more focused and productive in their work. Seen in this context, addressing the needs of LGBT employees and creating a more open and safe work environment where people feel able to bring their full selves to work is clearly a business imperative.

- **Companies in Hong Kong are failing to see the business case**

However, most companies in Hong Kong are failing to recognise sexual orientation and gender identity as an important business issue and a large number of companies are either doing nothing or very little to create an LGBT-friendly workplace. Whilst the environment in international companies is relatively more open and rated higher by LGBT employees, local Hong Kong or Chinese companies are lagging behind and the workplace in the Government and the public sector is particularly challenging. Companies must realise that it should not take a group of vociferously open LGBT employees in the workforce to address this subject, but that proactively identifying steps to remove discrimination and create an inclusive workplace for LGBT employees is the right and strategic thing to do.

- **Additional business case – Post 80s (or Gen Y)**

In substantiating the business case for addressing LGBT issues, the demographic trends identified in this Study cannot be ignored. Other studies have shown that Gen Y employees (born between 1980 to 1995), or the Post 80s generation as they are called in Hong Kong, are more open-minded, value corporate social responsibility and diversity, and have high expectations on their employers' integrity.²⁹ The findings of this Study corroborate with this, highlighting that Post 80s are the most accepting of LGBT individuals, are more willing to work alongside LGBT individuals and are least accepting of discriminatory employment practices. Considering that Post 80s employees will make up Hong Kong's largest working population by 2020,³⁰ it is clear that if companies want to continue to attract and retain the best Post 80s talent, it is important to take LGBT workplace issues seriously.

OBSERVATIONS AND WAY FORWARD

- **Call for greater engagement and inclusiveness on LGBT issues in Hong Kong**

Through this Study, the working population and LGBT employees in Hong Kong have made their views heard. They have highlighted that there needs to be greater engagement and inclusiveness on the subject of sexual orientation and gender identity in Hong Kong. Based on the findings of this Study, we conclude that it is no longer enough to dismiss sexual orientation and gender identity as a taboo subject and in so doing ignore the interests of a significant minority of the population. Rather there is a need for more open dialogue and discussion - and with it the opportunity for greater awareness and understanding by all. Many stakeholders have a role to play in this - not least LGBT individuals themselves.

- **Need for leadership of the corporate sector**

Hong Kong's continued success as a world-class city depends on the agility and vigour of its corporate sector. Historically, the corporate sector has been instrumental in improving the lives of Hong Kong's people. There is now a clear opportunity for companies to yet again take up a leadership role in relation to LGBT issues – both in to the workplace, and society at large. By creating workplace environments where LGBT employees are openly acknowledged, valued and respected, the corporate sector has the ability to lead the way and influence positive change in the broader Hong Kong community. Moving forward on this subject is critical if companies are to remain competitive and Hong Kong is to continue to be a prime and attractive location for global talent.

For companies who are already addressing LGBT issues, we hope this Study will continue to inform and shape your corporate LGBT strategy for Hong Kong. For those who are looking at this subject for the first time, the starting point is to acknowledge the benefits of an inclusive workplace to both the business and employees and then to consider implementing policies and initiatives for LGBT staff – taking into consideration some of the recommendations cited above. For those companies who have not touched upon this subject at all, we hope that this Study demonstrates the significant business benefits of an inclusive workplace and, with time, action will be taken by your company to retain and engage with LGBT staff.

APPENDIX 1

ADVISORY GROUP

Advisory Group (in alphabetical order)



Gay Harmony

Gay Harmony was established on 14 February 2009 (Valentines Day), by a group of young gay men, who felt that there was a need to do more to help break the isolation often felt by young gay men due to their stigmatized identity. Gay Harmony also sees that there is a great need for HIV prevention, education and support specifically targeted at young gay men. Gay Harmony believes gay men can live full and healthy lives free from prejudice and discrimination, and that good sexual health is a right and reality for all. We believe that we can improve the quality of our own lives and that we can help others to change theirs for the better. We are responsible and answerable to our community's friends and donors who support us. We are ethical in our work, operate with transparency and efficiency and communicate clearly and responsibly. We support, respect and value each other and work without prejudice. We are proud of our diversity, and united in our common objectives. We are an independent group, based in the communities we serve. We use our insight and experience to innovate and inspire change in services and minds. For more information, please visit: <http://www.gayhar.org>



HUMAN
RIGHTS
CAMPAIGN

Human Rights Campaign

As the largest civil rights organization working to achieve equality for lesbian, gay, bisexual and transgender Americans, the Human Rights Campaign represents a grassroots force of over 750,000 members and supporters nationwide — all committed to making HRC's vision a reality. Founded in 1980, the Human Rights Campaign advocates on behalf of LGBT Americans, mobilizes grassroots actions in diverse communities, invests strategically to elect fair-minded individuals to office and educates the public about LGBT issues. For more information, please visit <http://www.hrc.org>



Out & Equal Workplace Advocates

Out & Equal Workplace Advocates is the preeminent national nonprofit organization exclusively devoted to lesbian, gay, bisexual and transgender workplace equality. The organization works to advance LGBT workplace equality through its highly respected diversity training courses and programs, including the annual Out & Equal Workplace Summit, the world's premier conference on LGBT workplace equality. Other Out & Equal programs include the annual Executive Forum, the Employee Resource Group Registry and the Town Call speaker series. Through its programs and services, Out & Equal educates and empowers organizations, human resources professionals, employee resource groups and individual employees to establish equal policies, opportunities, practices and benefits in the workplace, regardless of sexual orientation, gender identity, expression or characteristics. For more information, please visit: <http://www.outandequal.org>



Pink Alliance (TCJM)

A coalition representing many of Hong Kong's LGBT groups. The Central Committee of Pink Alliance meets quarterly and operates bilingually, drawing its information from the organisations represented in it and using their widespread links to get the word out. The Pink Alliance is chaired by Reggie Ho and currently includes representation from AIDS Concern, the Chi Heng Foundation, Elements, Satsanga, Fruits in Suits, Les Peches, Queer Straight Alliance, the Tongzhi Literary Group and the Transgender Resource Center. Pink Alliance has appointed specific liaison officers to Interbank, Hong Kong AIDS Foundation, the Community Movement Network, the Association for the Advancement of Feminism, GayStation.com.hk, Unitarian Universalists Hong Kong and Amnesty International Hong Kong's LGBT Section. Pink Alliance is advised by the solicitor Michael Vidler. Pink Alliance is assisted in its work by a series of Groups which meet on an as required basis: Research Groups in both Chinese and English; Fund Raising Group; Communications Group; Political Group; Volunteer Group. Pink Alliance's aims include: linking the LGBT organisations operating in Hong Kong; providing a forum for the discussion of LGBT issues; providing a resource for LGBT information and expertise, and a network to acquire and disseminate it; providing a focal point for the Government and other bodies; developing strategies on LGBT issues; assisting with and implementing campaigns; and developing public relations campaigns to mobilise the LGBT community and to influence public opinion. For more information, please visit: <http://tcjm.org>



Transgender Resource Center

Transgender Resource Center is an organization to provide information and resources to Transgender people in Hong Kong as well as to the public. We provide information such as the procedure to Sex Reassignment Surgery to those who are in need. We organize and conduct workshops, seminars and lectures to educate the public on "what is transgender" so as to minimize discrimination in society against transgender people. We also work for social equality for transgender people.

- To provide information for the community on transgenderism and transgender people
- To work for social equality for transgender people
- To provide support and backup on Sex Reassignment Surgery for transgender people

For more information, please visit: <http://www.tgr.org.hk>



Women Coalition of HKSAR

Women Coalition of HKSAR (WCHK) is a Hongkong-based non profit-making, non-governmental organization, established on 1st July 2003. WCHK aim to contribute by voicing the views of the local female LGBTQ community. We defend the human rights of sexual minorities facing discrimination due to their sexual orientation and/or gender identity. WCHK effects this mission through advocacy, documentation, public education, oral history, cultural development, AIDS education on WSW (women having sex with women). For more information, please visit: <http://www.wchk.org>

Individuals (in alphabetical order by first name)

**Dr. Denise Tse-Shang Tang****Assistant Professor, Department of Sociology, The University of Hong Kong**

Since 1994, Tang has worked in North American NGOs / community-based organizations in the fields of violence against women, juvenile justice, queer youth, aboriginals, mental health, substance use and HIV/AIDS. She was the festival director for the Hong Kong Lesbian and Gay Film Festival in 2004 & 2005. Tang's book titled *Conditional Spaces: Hong Kong Lesbian Desires and Everyday Life* (Hong Kong University Press, 2011) focuses on Hong Kong women with same-sex desires and their everyday social interactions in an urban environment. Prior to returning to Hong Kong, Tang taught at the Graduate Institute for Gender Studies, Shih Hsin University, Taiwan.

**Professor Holning Lau****Associate Professor of Law, University of North Carolina**

Holning is an Associate Professor at the University of North Carolina School of Law. His areas of expertise include various issues concerning sexual orientation and gender identity. Prior to joining the University of North Carolina, Holning served as Co-Director of Hofstra Law School's LGBT Rights Program, as a fellow at the Williams Institute on Sexual Orientation Law and Public Policy, and as a visiting fellow at the University of Hong Kong's Centre for Comparative and Public Law. Holning completed his law degree at the University of Chicago, where he received a Stonewall Scholarship recognizing excellence in his work related to sexual orientation rights.

**Lee Badgett****Professor of Economics, University of Massachusetts Amherst****Director, Center for Public Policy & Administration****Research Director, Williams Institute for Sexual Orientation and Gender Identity Law and Public Policy, UCLA School of Law**

M. V. Lee Badgett is the director of the Center for Public Policy and Administration at the University of Massachusetts Amherst, as well as a professor of economics. She is also the research director of the Williams Institute for Sexual Orientation Law and Public Policy at UCLA. She studies family policy issues and labor market discrimination based on sexual orientation, race, and gender. Her latest book, *When Gay People Get Married: What Happens When Societies Legalize Same-Sex Marriage* (NYU Press, 2009), focuses on the U.S. and European experiences with marriage equality for gay couples. She co-edited of the recent book, *Sexual Orientation Discrimination: An International Perspective* (Routledge, 2007). Her first book, *Money, Myths, and Change: The Economic Lives of Lesbians and Gay Men* (University of Chicago Press, 2001), presented her groundbreaking work debunking the myth of gay affluence. She is also the author or co-author of numerous journal articles and policy reports.



Roddy Shaw

Principal Consultant, Diversity Factor

Roddy has been a leading advocate for LGBT equality in Hong Kong. He has been representing clients at the EOC since 1999 and has ample experience advising corporate and individual clients regarding discrimination claims and ways to prevent them. He worked for Business & Human Rights Resource Centre on various corporate responsibility issues including diversity. He now teaches a diversity course at the City University of Hong Kong. Before his human rights career, Roddy worked for major corporations. He also had a consulting practice serving a range of clients. He had been the convenor for the Tongzhi Laws & Policies Task Force for TCJM and founder of legal advocacy group, Civil Rights for Sexual Diversities. He is consulted by the HKSAR government at the Human Rights Forum, Sexual Minorities Forum as well as Ethnic Minorities Forum.



Dr Sam Winter

Associate Professor, University of Hong Kong

Sam is an expert on transgender issues in Asia and is a director of Transgender ASIA Research Centre at Hong Kong University. The Centre seeks to bring together psychologists, sociologists, anthropologists, as well as medical and legal experts who share a desire to better understand the phenomenon of transgenderism, as well as the circumstances in which transpeople (transgendered people) live, in Asia. This website aims to promote and disseminate research and understanding of, as well as contributing towards efforts to effect social change in regard to, transgenderism in Asia.



Travis S.K. Kong, Ph.D.

Assistant Professor, Department of Sociology, Programme Director, Summer Institute, Faculty of Social Sciences, The University of Hong Kong

Travis Kong obtained his PhD from the University of Essex in England and is currently an Assistant Professor in Sociology at the University of Hong Kong. He currently teaches sexuality, queer theory, as well as media and cultural studies. His research interests are Chinese homosexuality and masculinity, prostitution in Hong Kong and China, and transnational Chinese sexuality. To date, his articles have appeared in books, encyclopedias, and journals and he is on the international advisory editorial board of *Sexualities: Studies in Culture and Society*. He is the author of *Chinese Male Homosexualities: Memba, Tongzhi and Golden Boy* (Routledge, 2011). Kong is also a consultant on a number of projects on sexuality and a cultural activist who has worked with many non-governmental organizations, e.g., *AIDS Concern, China AIDS Info, Chi Heng Foundation, Midnight Blue, Xiyuan Information Consultation Center, Ziteng, and Hong Kong International Lesbian and Gay Film Festival*.

APPENDIX 2

SURVEY QUESTIONNAIRES

A. Working Population Survey

1. Awareness

[1] Do you know what the following terms mean?
Lesbian/gay/bisexual/transgender

- Yes
- No
- Not sure

[2] Just your best guess, what percentage of people living in Hong Kong today would you say are lesbian, gay, bisexual and/or transgender?

- _____%
- Don't know / hard to say

[3] Why do you think people are lesbian, gay or bisexual?

- They are born that way
- It is due to factors such as upbringing or environment
- It is a combination of nature and nurture
- It is their personal choice
- It is due to peer pressure
- Don't know / hard to say
- Others, please specify: _____

[4] Why do you think people are transgender?

- They are born that way
- It is due to factors such as upbringing or environment
- It is a combination of nature and nurture
- It is their personal choice
- It is due to peer pressure
- Don't know / hard to say
- Others, please specify: _____

2. Attitudes towards LGBT

[5] How would you describe your personal attitude towards lesbian, gay, and bisexual individuals? That is to say, how accepting are you?

- Very accepting
- Generally accepting
- Half half
- Not really accepting
- Not accepting at all
- Don't know / hard to say

[6] How would you describe your personal attitude towards transgender individuals? That is to say, how accepting are you?

- Very accepting
- Generally accepting
- Half half
- Not really accepting
- Not accepting at all
- Don't know / hard to say

[7] Which of the following statement do you agree with more?

a) "Lesbian, gay and bisexual individuals in Hong Kong should feel able to be open about their sexual orientation."

b) "Lesbian, gay and bisexual individuals in Hong Kong should keep their sexual orientation to themselves."

- Agree with (a) more
- Agree with (b) more
- Don't know / hard to say

APPENDIX 2

[8] How would you feel if someone close to you (family or friend) told you they were lesbian, gay, bisexual or transgender?

- I would be angry
- I would be hurt and upset
- I would feel uncomfortable
- I would think it is a joke
- I would be shocked
- I would feel disgusted
- I would want to make them straight
- I would not want to talk about it
- I would rather not know
- I would be sad / concerned for them
- I would be worried about them contracting HIV/AIDS
- I would want to provide as much support as I could
- I would be happy for them
- I would have no special feeling
- I would not mind
- I would not know what to do
- Others, please specify: _____
- Don't know / hard to say

[9] How would you feel if you were introduced to a transgender person?

- Nothing in particular / I would not mind
- I would not know how to react
- I would be curious
- I would feel uncomfortable
- I would think it is a joke
- I would be shocked
- I would feel disgusted
- Others, please specify: _____
- Don't know / hard to say

[10] Do you personally know anyone in Hong Kong who is lesbian, gay, bisexual and/or transgender?

- Yes
- No (Go to question 11)
- Don't know / hard to say (Go to question 11)

[10a] If yes, are they:

- Family
- Friends
- Colleagues at work
- Classmates
- Others, please specify: _____
- Don't know / hard to say

[10b] If yes, have you or do you talk openly with them about their sexual orientation and/or gender identity?

- Yes
- No
- Don't know / hard to say

[11] Which of the following statements best describe how lesbian, gay and bisexual individuals are treated in Hong Kong?

- They are treated like everybody else
- They receive support and encouragement
- They are accepted
- They are ignored or disregarded
- They are subject to discrimination or prejudice
- They face social stigma or exclusion
- They suffer verbal insult or mockery
- They face bullying and violence
- Others, please specify: _____
- Don't know / hard to say

[12] Do you think lesbian, gay and bisexual individuals face any negative treatment in Hong Kong? If yes, where does this occur?

- Yes, in the home
- Yes, in schools
- Yes, in the workplace
- Yes, in the community
- Yes, in the church
- Yes, in the mass media
- Yes, others, please specify: _____
- No, I do not think they face negative treatment in Hong Kong
- Don't know / hard to say

[13] Which of the following statements best describe how transgender individuals are treated in Hong Kong?

- They are treated like everybody else
- They receive support and encouragement
- They are accepted
- They are ignored or disregarded
- They are subject to discrimination or prejudice
- They face social stigma or exclusion
- They suffer verbal insult or mockery
- They face bullying and violence
- Others, please specify: _____
- Don't know / hard to say

[14] Do you think transgender individuals face any negative treatment in Hong Kong? If yes, where does this occur?

- Yes, in the home
- Yes, in schools
- Yes, in the workplace
- Yes, in the community
- Yes, in the church
- Yes, in the mass media
- Yes, others, please specify: _____
- No, I do not think they face negative treatment in Hong Kong
- Don't know / hard to say

3. LGBT in the Workplace

[15] If you were asked to work alongside someone who is openly lesbian, gay, bisexual or transgender, how willing would you be?

- Very much willing
- Somewhat willing
- Half-half
- Somewhat not willing
- Not willing at all
- Depends on the person's work abilities or other factors
- Don't know / hard to say

[16] Below are some possible situations involving lesbian, gay, bisexual or transgender individuals in the workplace. How acceptable do you think each of the following situations is?

- o A prospective employee is not offered a job because they are (or appear to be) LGBT
- o A qualified employee is not given a promotion because they are (or appear to be) LGBT
- o An employee is not given a customer-facing role because they are (or appear to be) LGBT
- o An employee is not invited to attend a work social event because they are (or they appear to be) LGBT
- Acceptable
- Sometimes acceptable
- Never acceptable
- Don't know or hard to say

[17] Do you think companies in Hong Kong should take proactive steps to ensure that lesbian, gay, bisexual or transgender employees are treated fairly (that is, protected from discrimination and given equal opportunities) in the workplace?

- Yes
- No
- Don't know / hard to say

4. Summary Questions

[18] Do you think there is a need for more inclusiveness of the subject of sexual orientation and gender identity in Hong Kong?

- Yes (Go to question 18a)
- No (Go to question 18b)
- Don't know / hard to say (Go to question 18b)

[18a] If yes, who should be responsible for taking action to promote greater inclusiveness of this subject?

- Lesbian, gay, bisexual or transgender individuals
- Parents and family members of lesbian, gay, bisexual or transgender individuals
- Schools
- Companies
- Government
- Civil society
- LGBT communities
- Others, please specify: _____
- Don't know / hard to say

[18b] If no, why not?

- Traditional family values are strong in Hong Kong
- This is a taboo subject
- It's a private matter
- It is against my religious belief
- Same sex and/or transgender behaviour should not be promoted
- This subject causes discomfort to some people
- Hong Kong society is already sufficiently open
- Others, please specify: _____
- Don't know / hard to say

APPENDIX 2

Demographic questions

1 Gender

- Male
- Female
- Others, please specify: _____

2 Age (range)

- 18-25
- 26-35
- 36-45
- 46-55
- 56-60
- 61 or above

3 What is your ethnicity?

- Chinese
- Asian (non-Chinese) Please specify: _____
(Filipino, Indonesian, Indian, Pakistani etc)
- Caucasian
- Others, please specify: _____

4 Which of these best describes your current employer?

- Hong Kong / Chinese company
- International company
- Government / public sector
- Self-employed
- Charitable organization / non-governmental organization
- Other, please specify: _____
- Not currently employed/seeking job [Skip to 6]

5 Industry

- Banks and Finance Sector
- Commercial services
- Construction Industry
- Education
- Film / Entertainment Industry
- Government / public sector
- Import / Export Trade
- Information Technology (IT)
- Insurance
- Law, Accountancy, Professional Information Services
- Manufacturing Industry
- Media
- Medical, Hygiene and Social service
- Oil, Energy, Resources and Utilities
- Other Personal Services
- Real Estate
- Restaurants / Hotels
- Telecommunication

- Transportation Industry
- Warehouse Duties
- Wholesale / Retail
- Others, please specify : _____

6 Education Attainment

- Primary school or below
- Secondary school
- Matriculated
- Tertiary, non-degree course
- Tertiary, degree course
- Master's degree
- Doctor's degree

7 Religion

- Catholic
- Protestant
- Buddhist
- Taoist
- Muslim
- Others, please specify: _____
- No religion

8 Are you a parent?

- Yes
- No

9 What is your sexual orientation? Are you:

- Homosexual or gay/lesbian
- Bisexual
- Heterosexual or straight
- Others, please specify: _____
- Not sure

10 Are you a transgender individual?

- Yes
- No
- Not sure

B. LGBT Employee Survey

DEMOGRAPHIC QUESTIONS

1. Are you a transgender individual?

- Yes
- No

DEMOGRAPHIC QUESTIONS

2. What is your gender?

- Male
- Female
- Other, please specify: _____

3. What is your sexual orientation? Are you:

- Gay
- Lesbian
- Bisexual
- Other, please specify: _____

4. How old are you?

- 18-25
- 25-35
- 36-45
- 46-55
- 56-60
- Over 60

5. What is your ethnicity?

- Chinese
- Asian (non-Chinese) Please specify:

- (E.g. Filipino, Indonesian, Indian, Pakistani etc)
- Caucasian
- Other, please specify: _____

6. Which of these best describes your current employer?

- Hong Kong/Chinese company
- International company
- Government/public sector
- Self-employed
- Charitable organisation/non-governmental organisation
- Other, please specify: _____
- Not currently employed/seeking job

7. How much is your current monthly income?

- Less than \$6,000
- HK\$6,000 – HK\$10,000
- HK \$11,000 – HK \$30,000
- HK \$31,000 – HK \$50,000
- HK \$51,000 - HK \$100,000
- More than HK \$100,000

LGBT FOCUS QUESTIONS

YOUR OPENNESS

1. Please indicate to what extent you are open about your sexual orientation outside of work:

(Fully, Somewhat, Not)

- With your parents
- With other family members
- With friends

2. If you are not “fully” open with your family about your sexual orientation, why is this so? (Select all that apply)

- My family may not accept that I am lesbian, gay or bisexual
- My family may be ashamed of the fact that I am lesbian, gay or bisexual
- Fear of being rejected or abandoned by my family
- Fear for my personal safety
- My family may not understand
- My family may be concerned that I will face negative treatment because I am lesbian, gay or bisexual
- Others, please specify: _____
- None of the above
- Don't know / hard to say

3. Please indicate to what extent you are open about your sexual orientation at work: (Fully, Somewhat, Not)

- With colleagues in general
- Only with close friends at work
- With your boss/supervisor
- With your subordinates
- With the Human Resources Department
- With clients
- With other external parties

APPENDIX 2

4. If you are not “fully” open at work about your sexual orientation, why is this so? (Select all that apply)
- Concern about what other people will think
 - Possibility of being stereotyped (e.g. as mentally ill, as HIV positive, as feminine or promiscuous etc)
 - Possibility of losing connections or relationships with co-workers
 - Co-workers or management will think it is inappropriate to talk about sexual orientation in the workplace
 - Lack of policies to protect LGBT workers in the workplace
 - I or someone I know has been humiliated at work for being lesbian, gay or bisexual
 - Possibly making people feel uncomfortable
 - Fear for my personal safety
 - May not be considered for advancement or development opportunities
 - May be excluded from meetings and discussions
 - Fear of getting fired
 - Because it is nobody’s business
 - Fear of family members learning about my sexual orientation from contacts at work
 - Other, please specify: _____
 - None of the above
 - Don’t know / hard to say

YOUR WORKPLACE

5. How would you rate the overall attitude towards lesbian, gay, bisexual and/or transgender (LGBT) individuals in your working environment? Please provide a score on a scale of 0 to 10.
- 0 = discriminatory and exclusive
10 = open and inclusive
 - Don’t know / hard to say
6. How often does the following happen at your workplace (Frequently, Sometimes, Occasionally, Never, Don’t know / hard to say)
- People at work mention an LGBT person close to them, such as a friend or family member, in a positive way
 - People speak up for LGBT colleagues at work
 - People console or show support for LGBT colleagues at work when they face negative treatment
 - People tell anti-LGBT jokes or make negative comments about LGBT people

- There are rumours about your own or someone else’s sexual orientation and/or gender identity
 - People send homophobic/ anti-LGBT messages via phone or email
 - People openly bully, harass or discriminate against LGBT employees
7. Have you ever experienced any positive treatment at the workplace because of your sexual orientation?
- Yes (Go to question 8)
 - No (Go to question 9)
 - Don’t know / hard to say (Go to question 9)
8. Specifically, have you experienced any of the following positive treatment in the workplace because of your sexual orientation? (Select all that apply)
- Offered a job because I am lesbian, gay or bisexual
 - Encouraged and supported to be open about my sexual orientation at work
 - Built closer, more authentic relationships with colleagues because I am open about being lesbian, gay or bisexual
 - Supported by colleagues when I have experienced negative treatment because I am lesbian, gay or bisexual
 - Supported by other LGBT colleagues at work generally
 - Given opportunities to run or participate in LGBT-related workplace initiatives
 - Asked to be a role model and share my experiences
 - Given additional training and development opportunities
 - Other, please specify: _____
 - None of the above
 - Don’t know / hard to say
9. Have you ever experienced any negative treatment at the workplace because of your sexual orientation?
- Yes (Go to question 10)
 - No (Go to question 11)
 - Don’t know / hard to say (Go to question 11)

10. Specifically, have you experienced any of the following negative treatment in the workplace because of your sexual orientation? (Select all that apply)
- Treated with less respect
 - Excluded from meetings and discussions
 - Excluded from workplace and social activities
 - Given less favourable training and development opportunities
 - Overlooked or mistreated in the assignment of work projects i.e., given less desirable projects, removed from key projects
 - Fired or asked to leave a job
 - Denied a promotion that you were qualified for
 - Had things deliberately made difficult for you
 - Denied a job offer
 - Verbal insult or mockery
 - Sexual harassment
 - Bullying or physical violence
 - Other, please specify: _____
 - None of the above
 - Don't know / hard to say

IMPACT ON PRODUCTIVITY AND PERFORMANCE

Please answer this question if you are not "fully" open about your sexual orientation at work.

11. Thinking about the past 12 months, how frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people? (Frequently, Sometimes, Occasionally, Never, Don't know / hard to say)
- I find it difficult to build authentic relationships with colleagues
 - I have not been able to be fully committed to my work
 - I have not been able to be fully committed to my employer
 - I felt I was less of a team player
 - I could not express my views openly
 - I wasted energy worrying about what will happen when people find out about my sexual orientation
 - I felt exhausted/depressed/stressed having to pretend I am someone I am not
 - I avoided certain situations or workplace opportunities
 - I felt unhappy at work
 - I have stayed home from work

- I felt distracted from work
- I avoided working on a certain project, team or client
- I avoided a social event at work such as lunch, happy hour or a holiday party
- I had to lie about my personal life
- I avoided certain people at work
- I have left a job or considered leaving a job

EFFORT BY EMPLOYER TO PROMOTE LGBT EQUALITY

12. To what extent do you feel your employer has taken steps to create an environment that is accepting of LGBT people? Please provide a score on a scale of 0 to 10.
- 0 = no effort at all
 - 10 = lots of effort made
 - Don't know / hard to say
13. Which of the following steps do you think are the most important to creating an environment that is accepting of LGBT employees? Please select top 3.
- Provide diversity training and communication that address sexual orientation and gender identity
 - Extend employee benefits to same-sex partners of employees (e.g. extend special leave options including compassionate leave and bereavement leave; relocation expenses to cover same sex partners of expatriate employees, extending insurance policies to cover same sex partners)
 - Setting up an Employee Network for LGBT employees
 - Use terms such as "partner" or "significant other" instead of "spouse" in corporate policies and communications
 - Put in place an equal opportunity or non-discrimination policy that covers sexual orientation and gender identity
 - Publicise in company website the steps taken by the company in relation to sexual orientation and gender identity
 - Designate Contact Officer/Grievance Officer to address any LGBT concerns

APPENDIX 2

- Setting up a committee/council for dealing with matters relating to equal opportunities, anti-discrimination and anti-harrasment/ bullying
- Assistance/support in visa application of same-sex partners
- Other, please specify: _____
- Don't know / hard to say

14. Please use this space to provide any additional comments on how workplaces in Hong Kong can be improved for LGBT employees:

APPENDIX 3

DISTRIBUTION PARTNERS

In addition to the Advisory Group members, Community Business worked with the following organisations to promote and distribute the LGBT Employee Survey:

Organisations (in alphabetical order)



Aids Concern

Founded in Hong Kong in 1990, AIDS Concern was the first non-government organization response to HIV/AIDS in Hong Kong and Mainland China. Moving on from the 20th anniversary, we have a much more sophisticated understanding of how HIV epidemics evolve, and a track record of innovative community-based initiatives with more than a little creative flare.

We understand that the key to preventing Hong Kong's AIDS problem from developing into a generalized epidemic is to work directly and collaboratively with the communities most vulnerable to infection. We believe that prevention should be both pragmatic and bold; it has to confront the fact that in the local context HIV is primarily sexually transmitted. We have developed a range of sexual health interventions targeting communities of sexually active individuals with a view to increasing condom use, reducing the number of sex partners and increasing access to testing and treatment services for HIV and other Sexually Transmitted Infections.

Reviewing the past, we have learned that our biggest obstacle is the stigma attached to AIDS. Negative judgments about HIV/AIDS, and about the groups most vulnerable to infection, have a direct impact on the lives of individuals and communities living with the disease. We have seen on firsthand how these judgments support concealment, foster denial and nurture fear. If we could turn blame into acceptance we could more easily reach the people who need our services. We could ensure that those who need testing get it in time to receive effective treatment, and to prevent them from unknowingly infecting others. We could help create communities that deal with their sexual health problems. For more information, please visit: <http://www.aidsconcern.org.hk>



Equal Opportunities Commission

The Equal Opportunities Commission (EOC) is a statutory body set up in 1996 to implement the Sex Discrimination Ordinance (SDO), the Disability Discrimination Ordinance (DDO) and the Family Status Discrimination Ordinance (FSDO), and the Race Discrimination Ordinance (RDO).

The Commission works towards the elimination of discrimination on the grounds of sex, marital status, pregnancy, disability, family status and race.

We also aim to eliminate sexual harassment, and harassment and vilification on the grounds of disability and race. We promote equality of opportunities between men and women, between persons with and without a disability and irrespective of family status and race. For more information, please visit: <http://www.eoc.org.hk>



Fridae.asia

Fridae is a diversified media and services company implementing an integrated strategy that covers the Internet, Publishing and Events. Founded with a mission to “Empower Gay Asia,” Fridae provides a platform that bridges cultures, transcends borders, and unites the diverse groups to form Asia’s largest gay and lesbian community. As the gay media leader in Asia, Fridae provides unparalleled reach to the valuable, yet diverse and hard to reach gay and lesbian communities in the region. For more information, please visit:

<http://fridae.asia>



Fruits in Suits Hong Kong

Established in 2004 Fruits in Suits (FinS) is an LGBT informal monthly professional network event that takes place in Hong Kong. FinS continues to grow in size, gain access to resources and aid in influence on the local business community. Events are held on the third Tuesday of every month, where like-minded people come together in an exclusive and private venue called Drop. FinS originated in Melbourne and now exists in Sydney, Auckland / Christchurch NZ, with an up-start in Tokyo. For more information, please visit:

<http://www.fruitsinsuits.com.hk>



Hong Kong Gay and Lesbian Film Festival

The Hong Kong Lesbian and Gay Film Festival Society is a registered non-profit society. The organisation seeks to promote equal opportunities and eliminate discrimination against sexual minority groups in Hong Kong through cinematic works of art. For more information, please visit: <http://www.hklgff.hk>



Hong Kong Aids Foundation

Hong Kong AIDS Foundation was established in 1991 and is a non-governmental social service organisation. Their mission is to limit the spread of HIV infection in the community and provide support for those affected by HIV/AIDS.

They aim to:

- enhance public awareness of the HIV/AIDS epidemic;
- educate the general public on HIV/AIDS;
- provide a range of services needed by people infected with HIV or otherwise affected by HIV/AIDS; and
- promote care and support for people living with HIV/AIDS.

To know more about the Foundation, please visit www.aids.org.hk. For enquiries or free, anonymous and confidential HIV testing service, please call 2513-0513.



Les Peches

Les Peches is Hong Kong's premier event for lesbians, bisexual/queer women and their friends with its main aim to provide spaces for like minded women of all ages and ethnic background to meet and socialize in a fun and safe environment. Les Peches is also a promotional platform for LGBT related businesses and artistic performances as well as a fundraising tool for LGBT related charities and organisations in need of funds. For more information, please visit: <http://www.facebook.com/groups/2420697659>



Pink Season

Pink Season is Hong Kong's first annual LGBT festival. It aims to showcase the best LGBT events in Hong Kong, promote local LGBT events to an international audience, provide a platform for local LGBT performers/performances, raise Hong Kong's profile as an LGBT-friendly city and promote community spirit and giving. The Pink Season is facilitated through the campaigning arm of the Pink Alliance, which provides the Pink Season's administrative base. It relies on a passionate group of volunteers.

For more information, please visit: <http://pinkseason.hk>



Queer Sisters

Established in 1995, Queer Sisters is an organisation that is concerned with tongzhi (LGBTQ), feminist and human rights issues. Queer Sisters run a Peer Counselling Hotline. Established in April 1995, peer counsellors are on duty every Monday 8:00pm - 10:00pm to serve callers with sexual orientation and/or gender identity issues related to themselves or their families/friends (hotline #: 2314 4348). Queer Sisters also conduct public education on sexual orientation equality through public speaking or workshops etc. at secondary schools, colleges, universities, community centres etc. Queers Sisters run an online radio programme (<http://gayradio.hk/sisters>). Finally, Queer Sisters produce manuals for social workers and counsellors to enhance their skills when working with sexual minorities.

For more information, Please reach out to Queer Sisters at qs@qs.org.hk or visit <http://qs.org.hk>

APPENDIX 3



Queer Straight Alliance

Queer Straight Alliance is an HKU student organisation which promotes and celebrate sexual diversity. The Alliance aims to provide a safe social platform for the Lesbian, Gay, Bisexual and Transgender (LGBT) members both on and off campus.

Through various educational and social initiatives, the members of the Alliance will benefit from educational, personal and social perspectives. For more information, please visit:

<http://www.facebook.com/groups/qsahku>



HK Magazine

HK Magazine is Hong Kong's leading lifestyle magazine with a powerful readership base on both print and digital platforms. In 2011 we were awarded Lifestyle Magazine of the Year by Marketing Interactive, Marketing Magazine. This year, we are once again honoured with a nomination. We have built and nurtured our reader demographic and, over the past two decades, have become the trusted source of city lifestyle news and views. For more information, please visit: <http://hk.asia-city.com>

Individuals



George Hwang, Intellectual Property and Media Lawyer

George Hwang is an Intellectual Property and Media Lawyer who is active in human rights work. His main focus in the latter is in Freedom of Expression and Equal Rights issues. In October 2007, George was one of the three petitioners to the Singaporean Parliament for the repeal of section 377A, Penal Code. This is a provision that criminalises sex between consenting men. This petition is the first mass petition to Parliament in the history of Singapore. Some have called it Singapore's "Stonewall". George is an advisor on the Technical Advisory Panel for the UNDP/APCOM report entitled "Legal Environments, Human Rights and HIV Responses Among Men Who Have Sex With Men and Transgender People in Asia and the Pacific". He is a member of the Steering Committee of Oxford University based, International Media Lawyers Association and has a monthly column on www.fridae.asia, a regional LGBTQ website for Asia.

APPENDIX 4 DEMOGRAPHICS

In this Study respondents to both the Working Population Survey and LGBT Employee Survey were asked a number of demographic questions. The profile of the respondents to the Study is shown in Figures 1 to 10.

Working Population Survey:

Figure 1: Distribution of Respondents by Gender

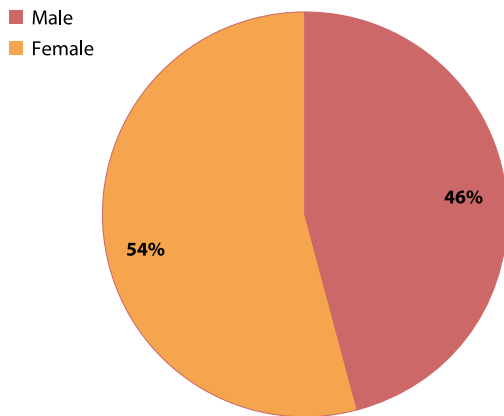


Figure 2: Distribution of Respondents by Age

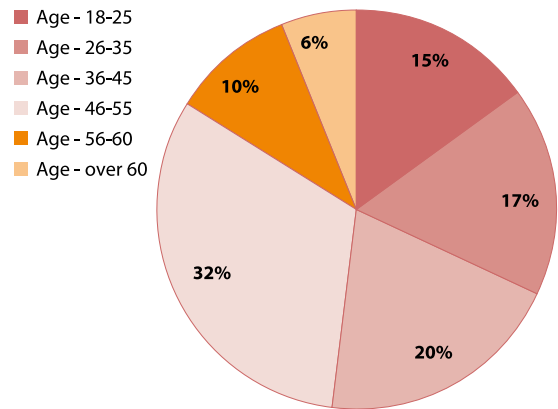


Figure 3: Distribution of Respondents by Ethnicity

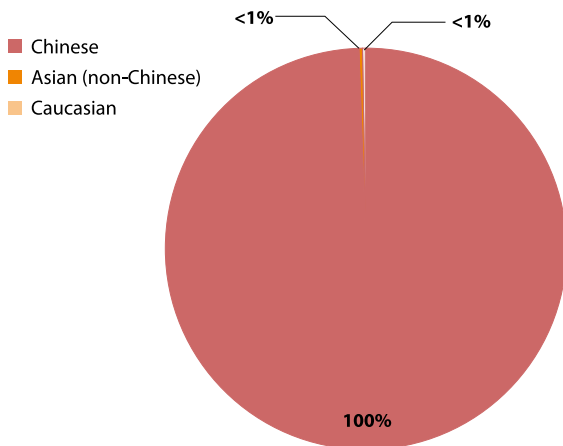
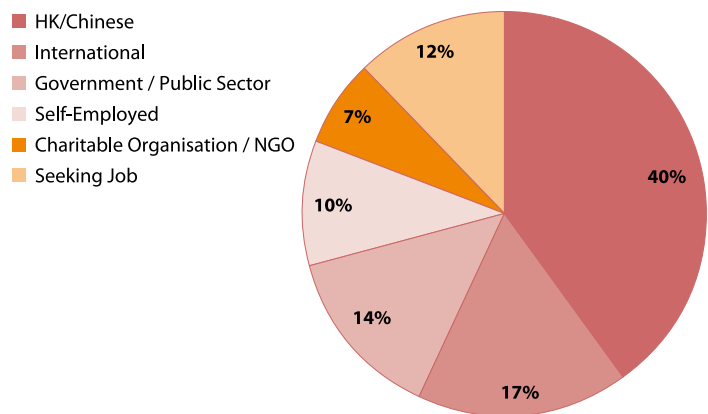


Figure 4: Distribution of Respondents by Types of Employer



APPENDIX 4

LGBT Employee Survey:

Figure 5: Distribution of LGB Respondents by Gender

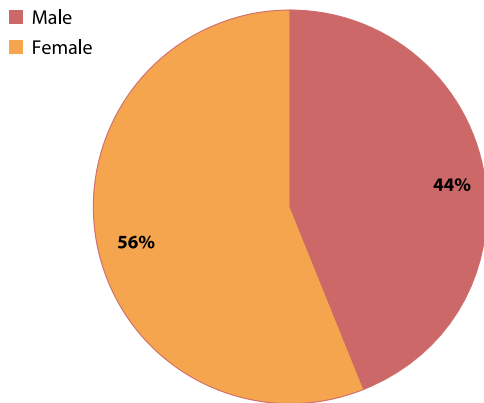


Figure 6: Distribution of Respondents by Age

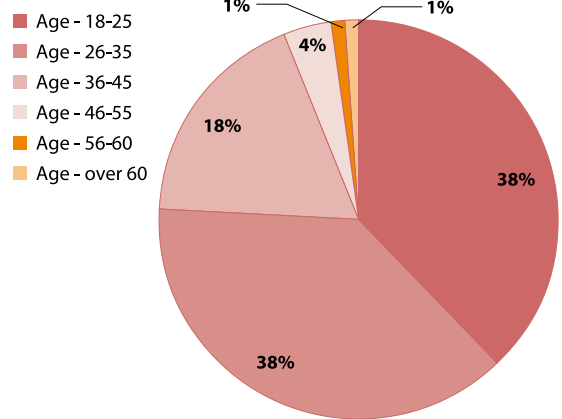


Figure 7: Distribution of Respondents by Ethnicity

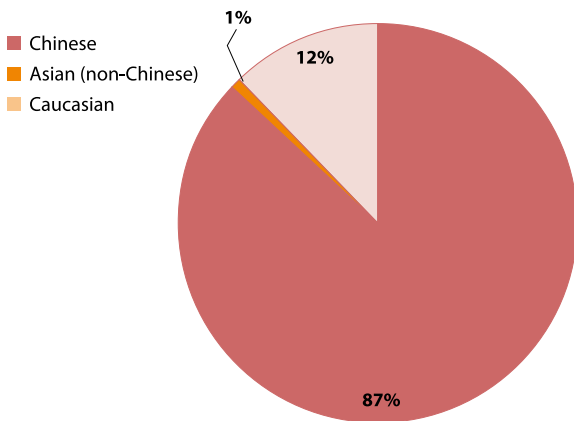


Figure 8: Distribution of Respondents by Types of Employer

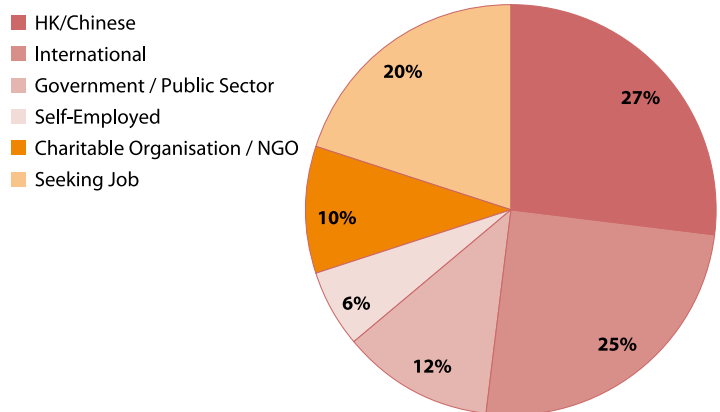


Figure 9: Distribution of LGB Respondents by Sexual Orientation

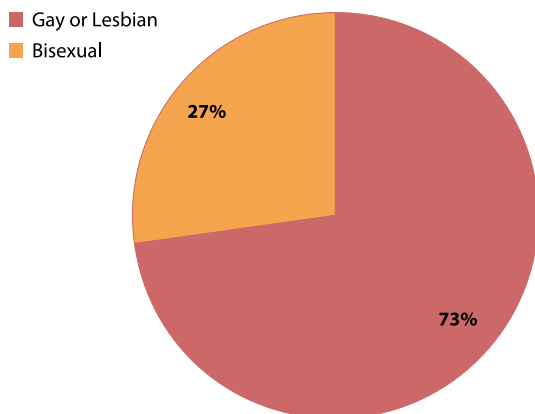
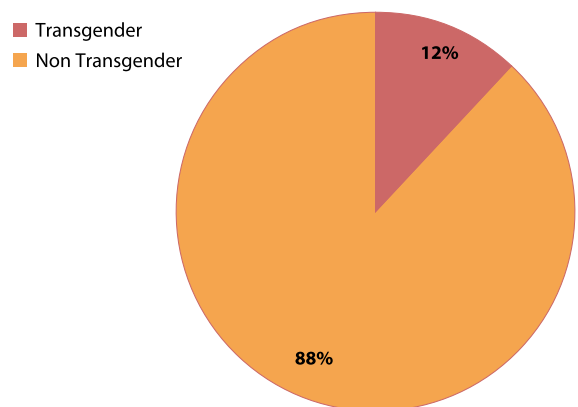


Figure 10: Distribution of Respondents by Gender Identity



APPENDIX 5

TABLES OF DEMOGRAPHIC VARIABLES

Tables 1-13 show the demographic variables for key findings in the Working Population Survey and the LGBT Employee Survey.

Working Population Survey

Table 1: “How would you describe your personal attitudes towards LGBT individuals, that is to say, how accepting are you?” (paragraph 1.3)

Gender
Women are slightly more accepting than men.
<ul style="list-style-type: none"> “Very accepting” or “Generally accepting” of LGBT individuals: Female (59%); male (56%). “Not really accepting” or “Not accepting at all” of LGBT individuals: Female (21%); Male (23%).
Age
Younger people are significantly more accepting than older people.
<ul style="list-style-type: none"> “Very accepting” or “Generally accepting” of LGBT individuals: 18-35 (70%); 36 – 55 (55%); 56 or above (42%). “Not really accepting” or “Not accepting at all” of LGBT individuals: 18-35 (11%); 36-55 (23%); 56 or above (39%)
Type of Employers
People who work in international companies are the most accepting.
<ul style="list-style-type: none"> “Very accepting” or “Generally accepting” of LGBT individuals: International Companies (64%); Hong Kong/ Chinese Companies (61%); Charitable Organisations/NGOs (57%)
Education Level
People who have received a higher level of education are more accepting than those who have received a lower level.
<ul style="list-style-type: none"> “Very accepting” or “Generally accepting” of LGBT individuals: Tertiary or above (65%); secondary (55%); Primary (39%). “Not really accepting” or “Not accepting at all” of LGBT individuals: Primary (42%); Secondary (22%); Tertiary or above (18%).

Religion

Of those respondents who have a religion, Taoists are the most accepting, whereas Protestants are the least accepting.

- “Very accepting” or “Generally accepting” of LGBT individuals:
Taoist (67%); Catholic (62%); Buddhists (53%).
- “Not really accepting” or “Not accepting at all” of LGBT individuals:
Protestant (34%); Catholic (30%); Buddhist (25%).

Parental Status

Respondents who are not parents are generally more accepting.

- “Very accepting” or “Generally accepting” of LGBT individuals:
Non-parent (69%); Parent (49%).
- “Not really accepting” or “Not accepting at all” of LGBT individuals:
Parent (28%); Non-parent (14%).

Table 2: “Which of the following statements best describe how LGBT individuals are treated in Hong Kong?” (paragraph 2.2)

Age

A higher percentage of younger than older people believe that LGBT individuals are discriminated against or face negative treatment in Hong Kong.

- “LGBT individuals are subject to discrimination and prejudice”:
18-35 (68%); 36 – 55 (60%); 56 or above (46%).
- “LGBT individuals are disregarded or ignored”:
18-35 (42%); 36-55 (41%); 56 or above (27%)
- “LGBT individuals suffer verbal insult or mockery”:
18-35 (45%); 36-55 (36%); 56 or above (27%)

APPENDIX 5

Type of Employers

Overall, a higher percentage of people working in international companies believe that LGBT individuals are discriminated against or face negative treatment in Hong Kong.

- “LGBT individuals are subject to discrimination and prejudice”: International Companies (69%); Charitable Organisations/NGOs (66%); Government/public sector (63%); Hong Kong/Chinese companies (57%); Self-employed (53%).
- “LGBT individuals are disregarded or ignored”: Government/public sector (45%); International Companies (43%); Charitable Organisations/NGOs (40%); Hong Kong/Chinese companies (38%); Self-employed (35%).
- “LGBT individuals suffer verbal insult or mockery”: International Companies (47%); Charitable Organisations/NGOs (44%); Government/public sector (36%); Hong Kong/Chinese companies (35%); Self-employed (31%).

Education Level

A higher percentage of those who have received tertiary education or above believe that LGBT individuals are discriminated against or face negative treatment in Hong Kong.

- “LGBT individuals are subject to discrimination and prejudice”: Primary (54%); Secondary (58%); Tertiary or above (65%).
- “LGBT individuals are disregarded or ignored”: Primary (28%); Secondary (38%); Tertiary or above (43%).
- “LGBT individuals suffer verbal insult or mockery”: Primary (37%); Secondary (34%); Tertiary or above (42%).

Parental Status

In general, more people who do not have children agree that LGBT individuals face discrimination or negative treatment.

- “LGBT individuals are subject to discrimination and prejudice”: Non-parent (68%); Parent (55%).
- “LGBT individuals are disregarded or ignored”: Non-parent (43%); Parent (36%).
- “LGBT individuals suffer verbal insult or mockery”: Non-parent (46%); Parent (31%).

Table 3: “Do you personally know someone who is LGBT?” (paragraph 3.2)

Gender

More female respondents (48%) than male respondents (35%) personally know someone who is LGBT.

Age

A majority of younger people personally know someone who is LGBT. This percentage decreases with age.

- 18-35 (63%); 36-55 (36%); 56 or above (19%).

Type of Employers

More respondents working in international companies personally know someone who is LGBT than those working in any other type of companies.

- International Companies (54%); Charitable Organisations/NGOs (49%); Hong Kong/Chinese companies (42%); Self-employed (41%).

Education Level

More respondents who have received tertiary education or above personally know someone who is LGBT.

- Tertiary or above (53%); secondary (36%); Primary or below (16%).

Parental Status

More non-parents (56%) than parents (31%) personally know someone who is LGBT.

Table 4: “Have you or do you talk openly with LGBT individuals you know about their sexual orientation or gender identity?” (Paragraph 3.5)

Gender

Female respondents (33%) are more willing than male respondents (24%) to talk openly with LGBT individuals they know, about their sexual orientation and/or gender identity.

Age

Younger respondents are more willing to talk openly with LGBT individuals about their sexual orientation and/or gender identity. The percentage decreases with age.

- 18-35 (39%); 36-55 (21%); 56 or above (15%).

Ethnicity

70% of Chinese respondents do not talk openly with LGBT individuals they know about their sexual orientation and gender identity.

Parental Status

More non-parents (87%) than parents (37%) talk openly with LGBT individuals they know about their sexual orientation and/or gender identity.

Table 5: "If you were asked to work alongside someone who is openly LGBT, how willing would you be?" (paragraph 4.2) The following percentages answered "very willing" or "somewhat willing".

Gender

Women (74%) are more willing than men (61%) to work alongside someone who is openly LGBT.

Age

Younger people are more willing than older people to work alongside someone who is openly LGBT. The percentage decreases with age.

- 18-35 (72%); 36-55 (70%); 56 or above (59%)

Education

More respondents who have received tertiary education (73%) are willing to work alongside openly LGBT employees.

- Tertiary or above (73%); Secondary (66%); Primary or below (60%)

Parental Status

More people without children (71.7%) than parents (66.1%) are willing to work alongside openly LGBT employees.

Table 6: Below are some situations involving lesbian, gay, bisexual or transgender individuals in the workplace. How acceptable do you think each of the following situations is? (Paragraph 5.5)

Age

Older people find discriminatory employment practices more acceptable than younger people.

- "Not given a customer-facing role": 18-35 (16%); 36 – 55 (19%); 56 or above (28%).
- "Not offered a job": 18-35 (8%); 36 – 55 (15%); 56 or above (15%).
- "Not given a promotion": 18-35 (3%); 36-55 (7%); 56 or above (9%).
- "Not invited to a social event": 18-35 (3%); 36-55 (5%); 56 or above (12%).

Education Level

In general those who have a lower level of education find discriminatory employment practices more acceptable.

- "Not offered a customer-facing role": Primary or below (25%); Secondary (21%); Tertiary or above (17%).

- "not offered a job" Primary or below (17%); Secondary (14%); Tertiary or above (10%).
- "Not offered a promotion" Primary or below (13%); Secondary (6%); Tertiary or above (5%).
- "Not invited to a social event": Primary or below (6%); Secondary (7%); Tertiary or above (5%).

Parental Status

Respondents who are parents find discriminatory employment practices more acceptable.

- "Not offered a customer-facing role": Parent (22%); non-parent (16%).
- "Not offered a job" Parent (15%); non-parent (9%).
- "Not offered a promotion" Parent (7%); Non-parent (5%).
- "Not invited to a social event": Parent (7%); Non-parent (4%).

LGBT Employee Survey

Table 7: "To what extent are you open about your sexual orientation and / or gender identity (with parents and other family members)?" (paragraph 6.4)³¹ The following percentages answered "not open".

Gender

More women than men are not open with their families.

- "Parents" Male (44%); Female (46%)
- "Other family members" Male (46%); Female (49%)

Age

More young people are not open with their families.

- "Parents": 18-25 (50%); 26-35 (45%); 36 or above (34%).
- "With other family members": 18-25 (62%); 26-35 (44%); 36 or above (26%).

Table 8: To what extent are you open about your sexual orientation and/or gender identity (with friends)? (paragraph 7.2)³²

Gender

More female respondents (89%) are open with their friends than male respondents (76%).

Age

Respondents between 18-25 are most open with their friends (87%) where as respondents between 26 -35 (82%) are least open.

APPENDIX 5

Table 9: “To what extent are you open at work about your sexual orientation and / or gender identity?” (paragraph 8.4) The following percentages answered “not open”.

Age
In general, LGBT employees aged between 36 – 55 are least open at work. Those who are over 56 seem to show slightly more openness.
<ul style="list-style-type: none"> • “Colleagues in general”: 18-25 (62%); 26-35 (65%); 36 or above (50%). • “Only with close friends at work”: 18-25 (33%); 26-35 (38%); 36 or above (38%). • “Human Resources Department”: 18-25 (75%); 26-35 (77%); 36 or above (57%). • “Clients”: 18-25 (78%); 26-35 (80%); 36 or above (62%).
Type of Employers
LGBT employees who work in Government/public sector are generally least open at work; whereas those who work in international companies are most open.
<ul style="list-style-type: none"> • “Colleagues in general”: Charitable Organisations/NGOs (78%); Government/public sector (78%); Hong Kong/Chinese Companies (59%). • “Only with close friends at work”: Charitable Organisations/NGOs (51%); Government/public sector (46%); Hong Kong/Chinese Companies (37%). • “Human Resources Department”: Government/public sector (91%); Charitable Organisations/NGOs (85%); Hong Kong/Chinese Companies (75%). • “Clients”: Government/public sector (95%); Charitable Organisations/NGOs (88%); Hong Kong/Chinese Companies (78%).

Table 10: “How would you rate the overall attitudes towards LGBT individuals in your working environment?” (paragraph 9.2)

Type of Employers
LGBT employees working in international companies rate their working environment the highest; those working in Government/public sector the lowest.
<ul style="list-style-type: none"> • International company (6.33); Hong Kong/Chinese Companies (5.01); Self-employed (4.70); Charitable Organisations/NGOs (4.63); Government/public sector (3.92).

Table 11: “How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?” (paragraph 10.3) The following percentages are aggregate figures for “Frequently”, “Sometimes” and “Occasionally”.

Age
Overall, younger LGBT employees seem to be more seriously affected by a non-inclusive working environment than older ones. Those who are 56 or above are least affected.
<ul style="list-style-type: none"> • “Have had to lie about personal life at work”: 18-25 (72%); 26-35 (74%); 36 or above (64%). • “Difficult to build authentic relationships with colleagues”: 18-25 (53%); 26-35 (55%); 36 or above (52%). • “I could not express my views openly”: 18-25 (48%); 26-35 (48%); 36 or above (43%).
Type of Employers
Overall, LGBT employees who are self-employed or work in the Government/public sector seem to be more seriously affected by a non-inclusive working environment. Those in international companies are least affected.
<ul style="list-style-type: none"> • “Have had to lie about personal life at work”: Government/public sector (81%); Charitable Organisations/NGOs (78%); Self-Employed (73%); Hong Kong/Chinese Companies (70%); International companies (64%). • “Difficult to build authentic relationships with colleagues”: Government/public sector (64%); Charitable Organisations/NGOs (59%); Self-Employed (57%); Hong Kong/Chinese Companies (55.8%); International companies (44%). • “I could not express my views openly”: Self-Employed (55%); Hong Kong/Chinese Companies (51%); Government/public sector (47%); Charitable Organisations/NGOs (45%); International companies (40%).

Table 12: “How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?” (paragraph 11.2) The following percentages are aggregate figures for “Frequently”, “Sometimes” and “Occasionally”.

Age
Overall, the productivity of younger LGBT employees seems to be more seriously affected by a non-inclusive working environment than older respondents. Those who are 56 or above appear to be least affected.
<ul style="list-style-type: none"> • “Are exhausted, depressed, stressed having to pretend to be someone they are not”: 18-25 (54%); 26-35 (57%); 36 or above (46%). • “Wasted energy worrying when people find out about the fact that I am LGBT”: 18-25 (52%); 26-35 (52%); 36 or above (47%). • “Have stayed home from work” 18-25 (27%); 26-35 (25%); 36 or above (23%).
Type of Employers
Overall, the productivity of self-employed LGBT employees or those who work in Charitable Organisations or NGOs seem to be more seriously affected by a non-inclusive working environment. Those in international companies appear to be least affected.
<ul style="list-style-type: none"> • “Are exhausted, depressed, stressed having to pretend to be someone they are not”: Charitable Organisations/NGOs (66%); Self-Employed (63%); Government/public sector (59%); Hong Kong/Chinese Companies (53%); International companies (41%). • “Wasted energy worrying when people find out about the fact that I am LGBT”: Charitable Organisations/NGOs (61%); Government/public sector (61%); Self-Employed (59%); Hong Kong/Chinese Companies (52%); International companies (38%). • “Have stayed home from work” Self-Employed (32%); Hong Kong/Chinese Companies (31%); Charitable Organisations/NGOs (29%); Government/public sector (19%); International companies (18%).

Table 13: “How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?” (paragraph 12.2) The following percentages are aggregate figures for “Frequently”, “Sometimes” and “Occasionally”.

Age
Overall, a non-inclusive working environment has the biggest impact on retention and engagement of staff aged between 36-55.
<ul style="list-style-type: none"> • “Feel unhappy at work”: 18-35 (40%); 26-35 (44%); 36 or above (35%). • “Have left or considered leaving a job”: 18-25 (16%); 26-35 (28%); 36 or above (19%). • “Not able to be fully committed to employer”: 18-25 (19%); 26-35 (26%); 36 or above (21%).
Type of Employers
Overall, a non-inclusive working environment has the biggest impact on retention and engagement of staff in self-employed companies or charitable organisations or NGOs. The Government/the public sector seems appear to be least affected.
<ul style="list-style-type: none"> • “Feel unhappy at work”: Charitable Organisations/NGOs (51%); Self-Employed (47%); Hong Kong/Chinese Companies (42%); Government/public sector (37%); International companies (33%). • “Have left or considered leaving a job”: Charitable Organisations/NGOs (27%); Self-Employed (31%); Hong Kong/Chinese Companies (21%); International companies (19%); Government/public sector (17%). • “Not able to be fully committed to employer”: Self-Employed (29%); Hong Kong/Chinese Companies (24%); Charitable Organisations/NGOs (23%); International companies (21%); Government/public sector (16%).

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All web references are accurate as of 30 April 2012.

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- ⁴ <http://www.communitybusiness.org/countryviews/hongkong.htm>
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<http://www.iglhrc.org/cgi-bin/iowa/article/takeaction/partners/1426.html>; <http://ilga.org/ilga/en/article/mQxKlkh1rA>
- ⁸ http://www.communitybusiness.org/LGBT/HK_EmployResponsRights_OnlineFirst_LauStotzer.pdf
- ⁹ http://www.women.gov.hk/download/research/WoC-Survey-Finding-FAMILY_E.pdf It is important to note that this survey has been subject to criticism by local LGBT groups. See <http://www.fridae.asia/newsfeatures/printable.php?articleid=10634> for example.
- ¹⁰ <http://www.communitybusiness.org/images/cb/publications/2010/LGBT.pdf>
- ¹¹ <http://www.communitybusiness.org/images/cb/publications/2010/LGBT.pdf>
- ¹² In this Study, the working population refers to Hong Kong citizens of age 18 or above who speak Cantonese or English, who are currently working full-time, part time or seeking jobs.
- ¹³ In this Study, LGBT employees refer to lesbian, gay, bisexual and/or transgender individuals who are currently working full-time/part-time or seeking jobs.
- ¹⁴ Pink Season 2011: <http://pinkseason.hk/about/past-seasons/ps2011/> and the Pride Parade 2011: <http://hkpride.net/2011/tc/>
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- ²¹ For more information on the legal context regarding sexual orientation and gender identity in Hong Kong, please refer to the Legal Context section of the Resource Guide available here:
<http://www.communitybusiness.org/images/cb/publications/2010/LGBT.pdf>.
- ²² Stonewall Top 100 Employers 2010; p3.
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- ³⁰ <http://www.communitybusiness.org/countryviews/hongkong.htm>
- ³¹ Figures quoted in this table concerning 'gender' are results in relation to LGB individuals. The results in respect of transgender individuals are largely consistent with the results mentioned here.
- ³² Figures quoted in this table concerning 'gender' are results in relation to LGB individuals. The results in respect of transgender individuals are largely consistent with the results mentioned here.

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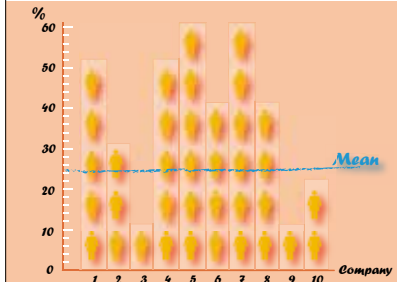
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