

COMMUNITY BUSINESS



Hong Kong LGBT Climate Study 2011-12

Media Briefing
17 May 2012, 10am-11am



Agenda

| Time | Agenda |
|---------|---|
| 10:00am | Introductions Kevin Burns, Community Business |
| 10.05am | Objectives, Methodology & Observations Robert Chung, The University of Hong Kong Public Opinion Programme |
| 10:15am | Key Findings Amanda Yik, Community Business |
| 10.30am | Commitment to Workplace Equality for LGBT Employees Richard Seeley, Barclays |
| 10.35am | Q&A |
| 10.55am | Photos |
| 11:00am | End of Press Conference |



Introductions



Kevin Burns
Senior Project Officer
Community Business



Introduction to Community Business

- A unique non-profit organisation dedicated to advancing Corporate Social Responsibility

Lead, inspire and support businesses
to improve their positive impact on people and communities



CSR Strategy



Diversity & Inclusion

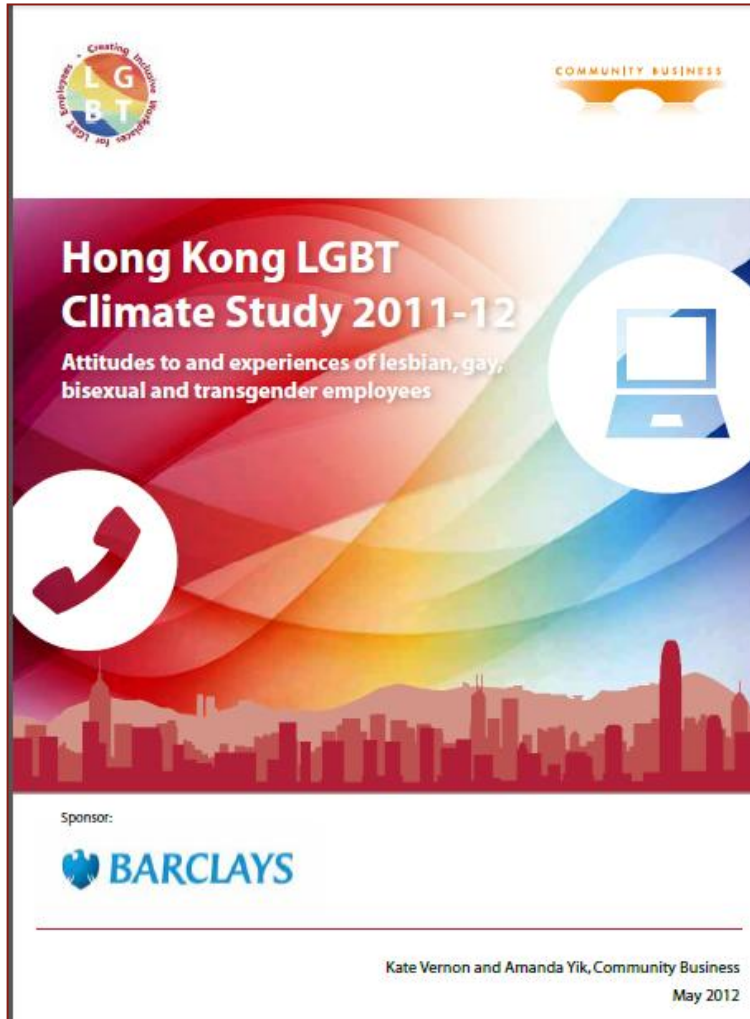


Community Investment



Work-Life Balance

Launch of New Research



- Sponsored by Barclays
- First study of its kind
- Attitudes to and experiences of LGBT employees in Hong Kong
- Fieldwork conducted by Hong Kong University Public Opinion Programme
- Between November 2011 and January 2012

Objectives, Methodology & Observations

Robert Chung
Director

Public Opinion Programme
The University of Hong Kong



Objectives and Background

- Objective: To gauge the local working population's awareness and attitude towards LGBT individuals in Hong Kong, and to uncover issues faced by the local LGBT employees in the workplace.
- Consisted of two parts, namely 1) Telephone Representative Survey of the Hong Kong working population, and 2) Online Focus Survey of the Hong Kong LGBT working population.
- HKUPOP and Community Business worked together to design the questionnaire; POP enjoys full autonomy in doing the survey; POP takes full responsibility for all findings.

Research Design – Working Population Survey

Date of interview

13 December 2011 – 8 January 2012

Sample size

1,002 local citizens of age 18 or above who were currently working full-time, part-time or seeking jobs at the time of interview.

Survey method

Random telephone survey conducted by real interviewers under close supervision.

Telephone numbers

Random numbers drawn from residential directories, plus another set of numbers generated by “plus/minus one/two”, in order to capture unlisted numbers.

Research Design – Working Population Survey

Birthday rule

When contact was established with a target household, one worker of age 18 or above was selected. If more than one subjects are available, one was selected using the “next birthday rule”.

Response figures

Effective response rate = 66.9%; Sampling error = not more than plus/minus 3.2 percentage points at 95% confidence level.

Research Design – LGBT Employee Survey

Date of interview

12 November 2011 – 14 January 2012

Sample size

A total of 628 submissions were received, among them, 626 cases were regarded as valid after data cleaning.

548 cases were LGB individuals whereas 78 cases were T individuals.

Overall Observations

- As an overall observation, it seems that most Hong Kong working people **say they are accepting of LGBT individuals**.
 - Most respondents agreed that LGB individuals **should feel able to be open** about their sexual orientation.
 - Most “*would have no special feeling*” or “*would not mind*” if someone close to them told them they were LGBT individuals.
- However, their **interaction** with LGBT individuals is generally **rare**, and they may not be able to understand the real problems.
 - Although majority of the general working population said they knew what the terms **gay, lesbian and bisexual** means, only less than one fifth claimed they know what “**transgender**” means.
 - **Almost 60%** said they **do not know any LGBT individuals** in Hong Kong. Those who do, **70% do not talk with** these individuals about sexual orientation or gender identity.

Overall Observations

- Most respondents believed **LGBT individuals** are subject to “*discrimination or prejudice*” and face “*negative treatments*”.
- The LGBT community, through the LGBT Employee Survey, has identified **a number of important issues** in their working environment, which **warrants further studies if not immediate actions**.
- **Mainstream opinion** is that
 - **companies** in Hong Kong **should take proactive steps** to ensure that LGBT employees are **treated fairly**
 - there is a need for **more inclusiveness** of the subject of sexual orientation and gender identity in Hong Kong.



Key Findings



Amanda Yik
Senior Project Manager
Community Business





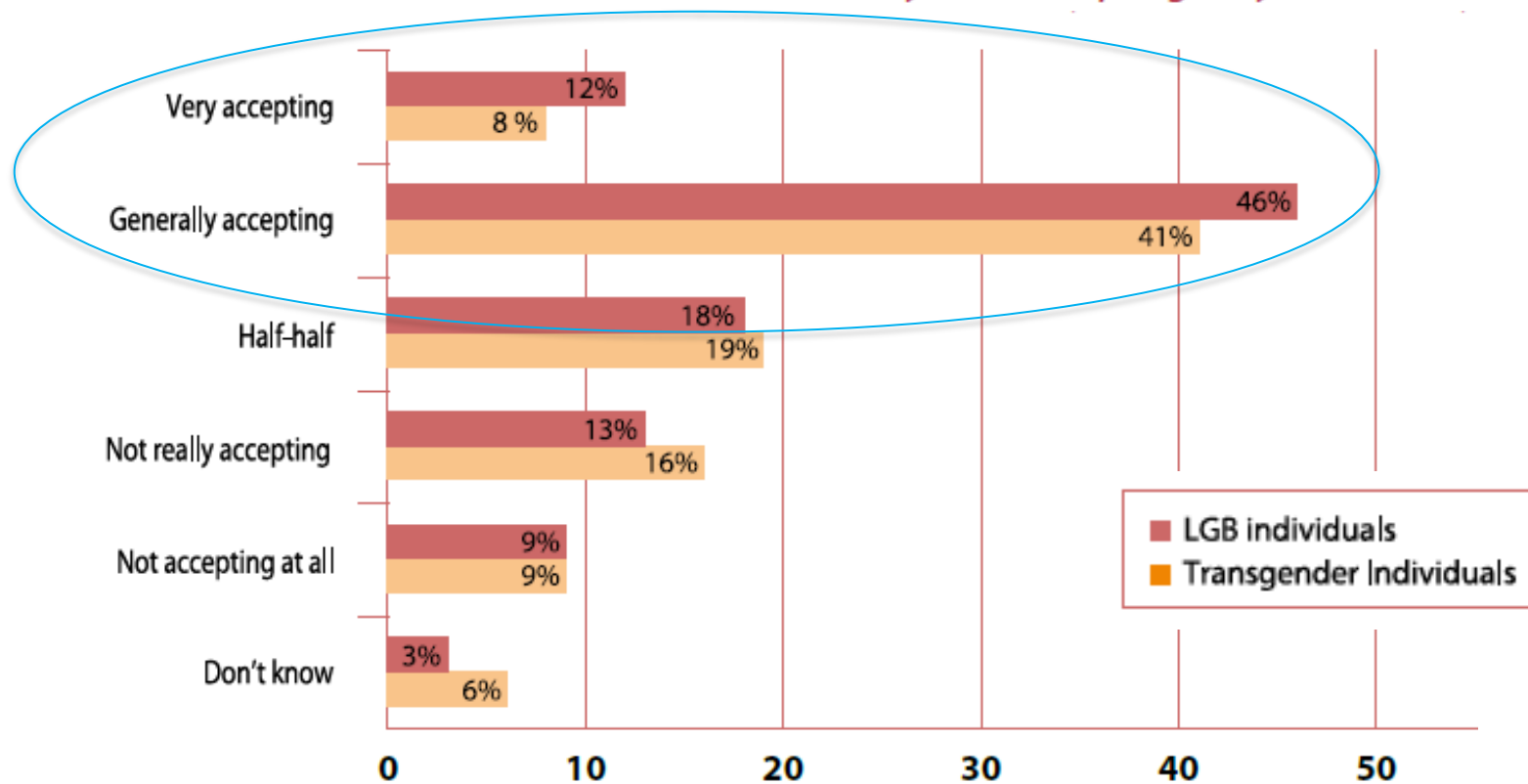
General Attitudes Towards LGBT Individuals



Signs of Greater Acceptance

- Over half of Hong Kong people say they are accepting of LGBT individuals

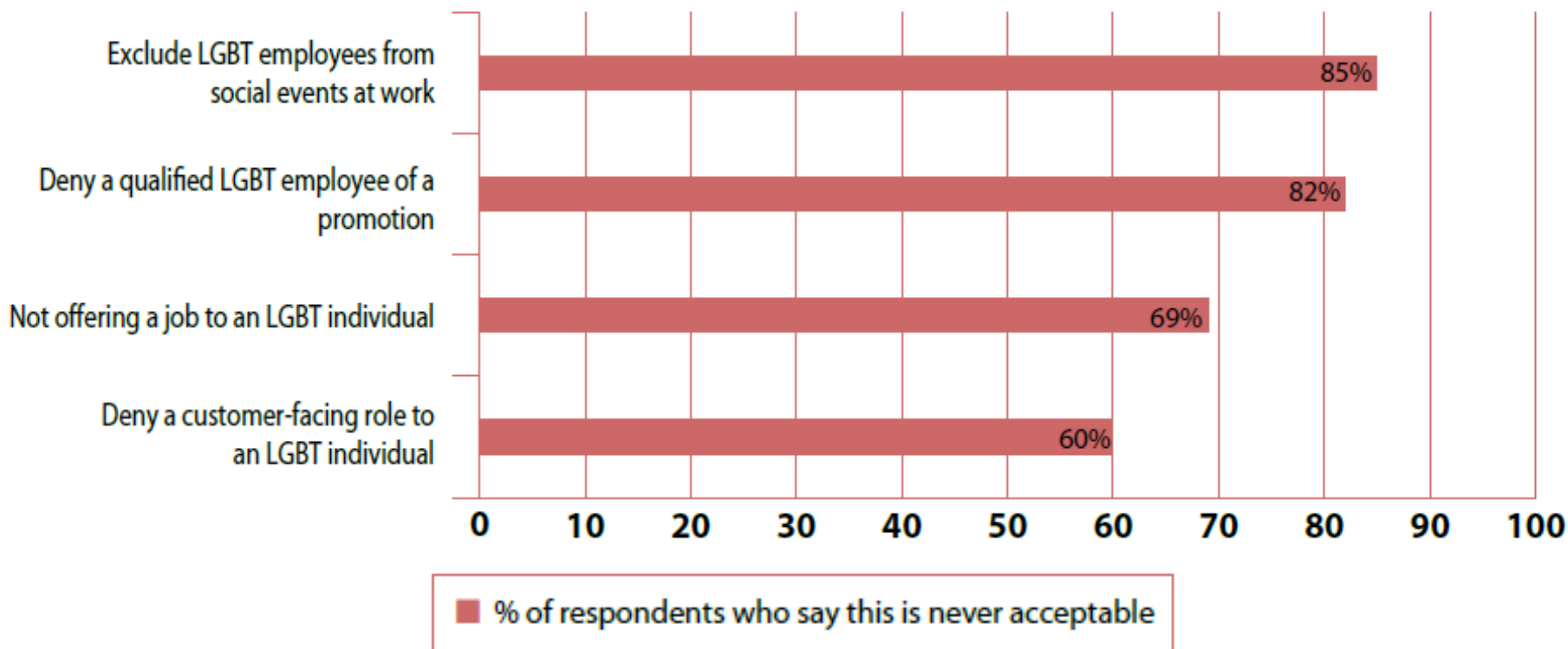
"How would you describe your personal attitude towards lesbian, gay, bisexual individuals? That is to say, how accepting are you?"



Signs of Greater Acceptance

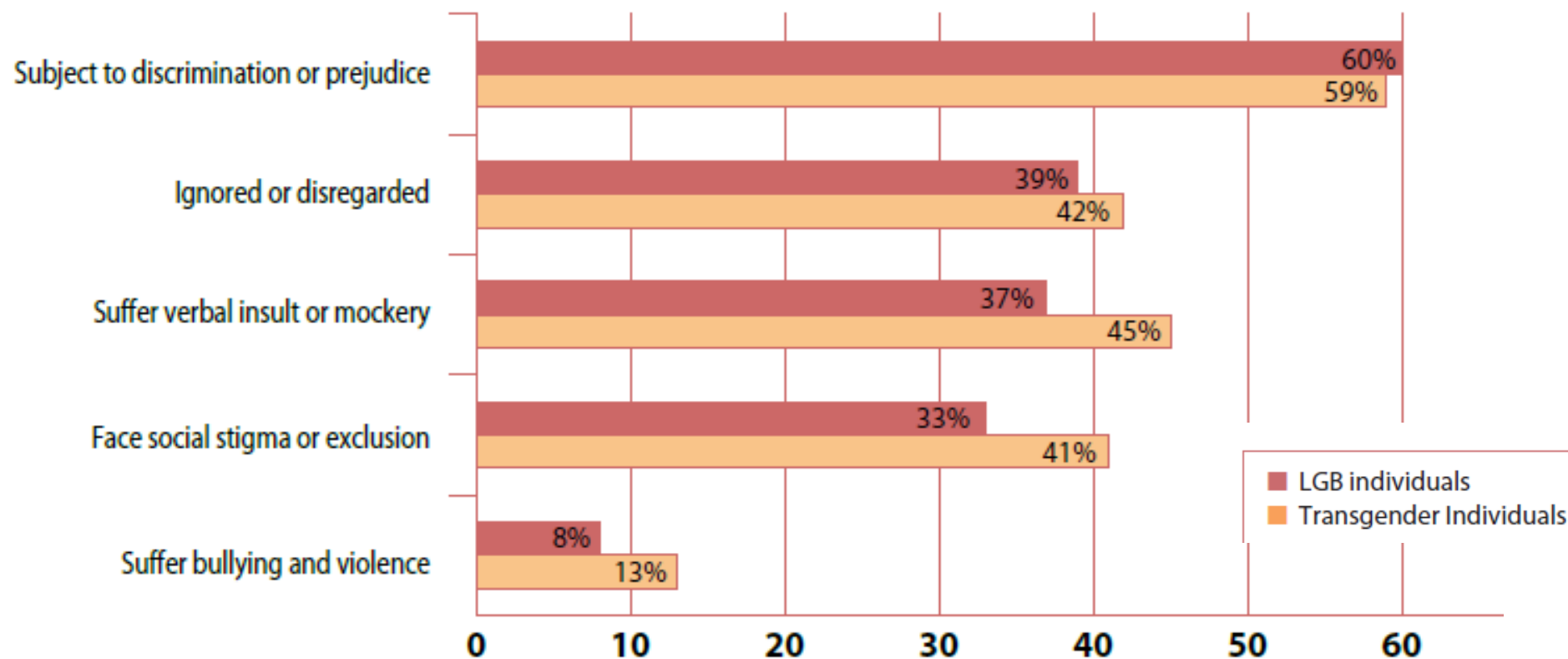
- Most people in Hong Kong find employment practices that discriminate against LGBT employees never acceptable

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



However ... Far From Inclusive

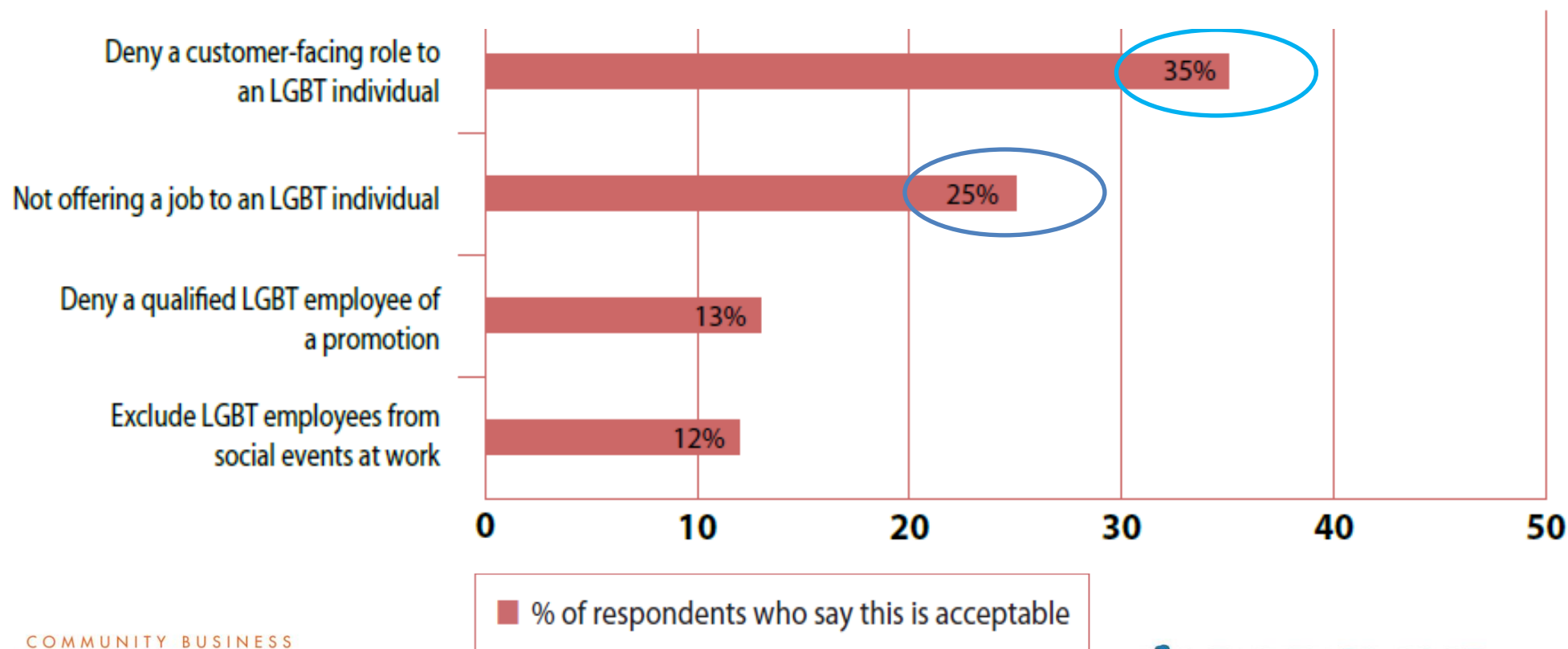
- Almost 80% of the Hong Kong working population think that LGBT individuals face discrimination or negative treatment



However ... Far From Inclusive

- Discriminatory employment practices continue to be accepted by some people in Hong Kong

"How acceptable do you think each of the following situations is?"





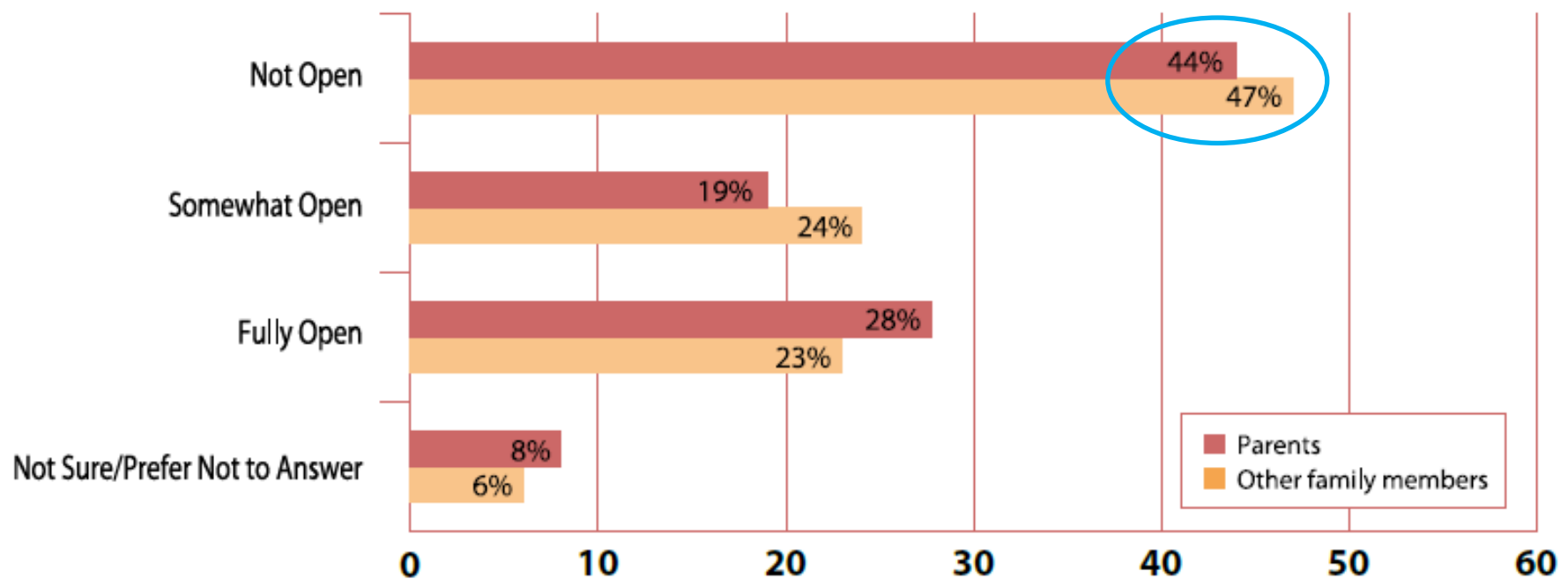
Experiences of LGBT Employees



Cultural, Social and Family Pressures Remain Strong Leading Many LGBT Individuals to Remain 'Closeted'

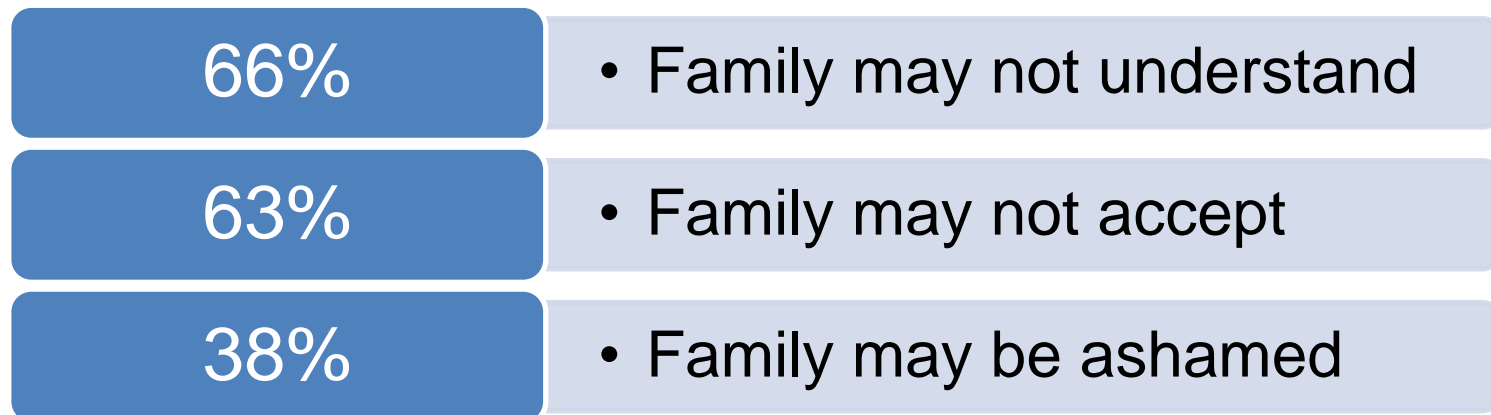
- Most LGBT employees are not fully open with their families

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



Cultural, Social and Family Pressures Are Strong Leading Many LGBT Individuals to Remain 'Closeted'

- The top 3 reasons LGBT employees in Hong Kong are not open with their families are:

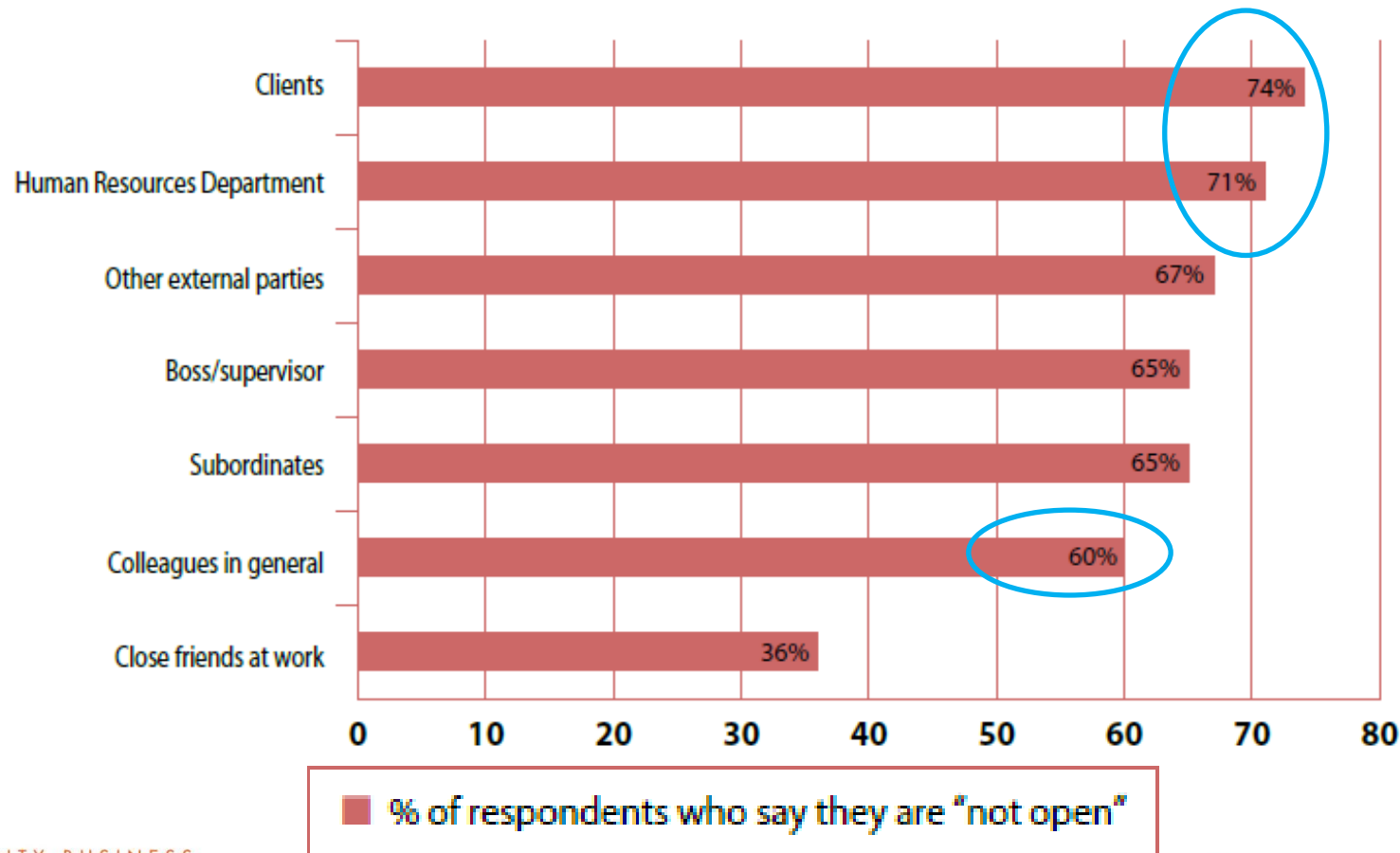


- 57% of the Hong Kong working population say they do not personally know anyone who is LGBT.

Majority of LGBT Employees Not Open at Work

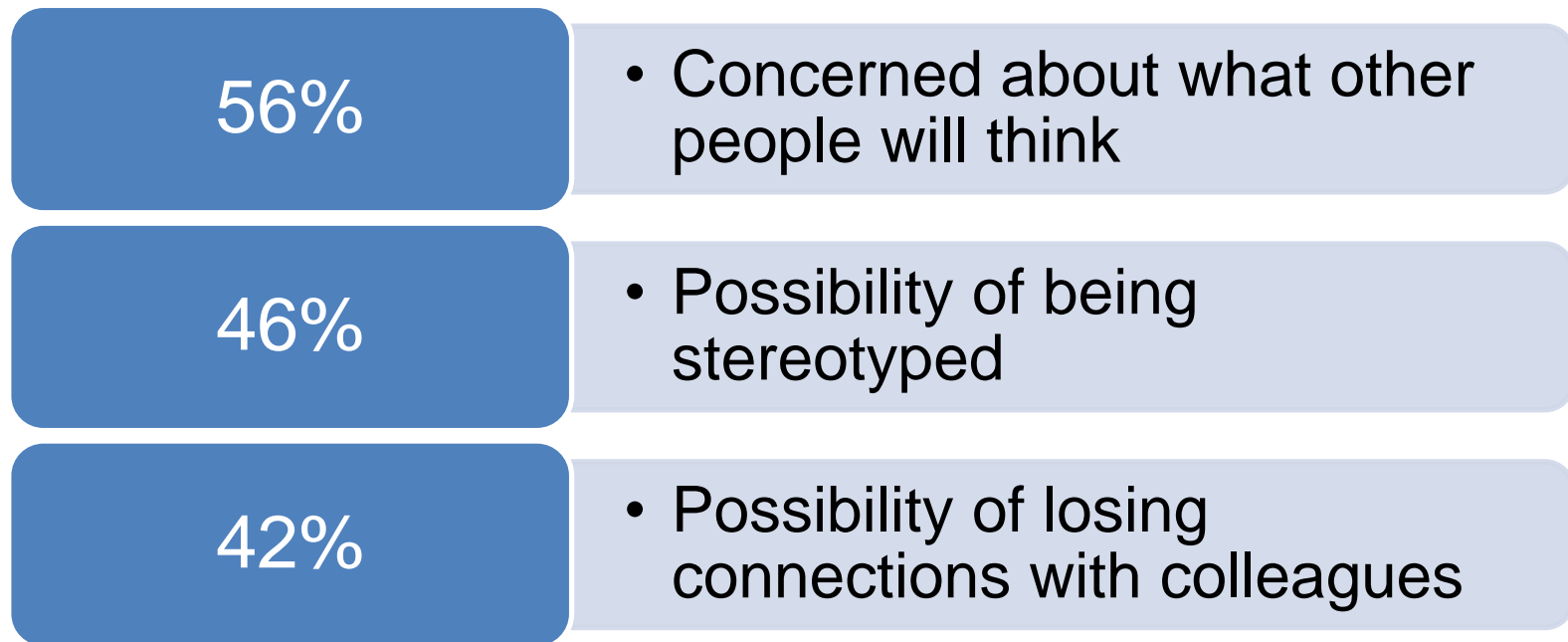
- LGBT employees are least open with clients and HR

"To what extent are you open at work about your sexual orientation and/or gender identity?"



Fear of Negative Consequences

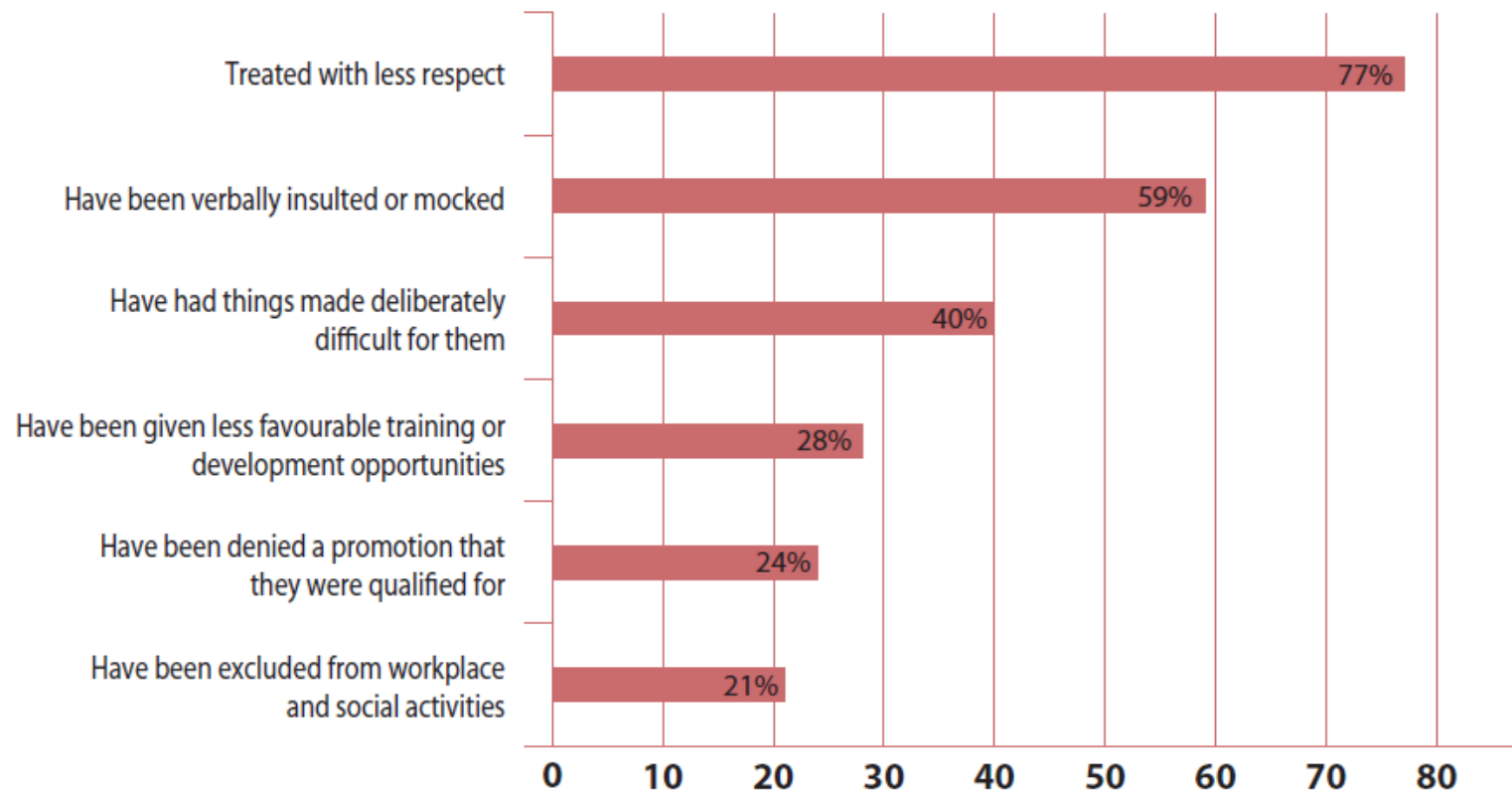
- The top 3 reasons for not 'coming out' at work:



LGBT Discrimination and Harassment is Rife in Hong Kong's Workplaces

- 13% say they have personally experienced negative treatment.
- An additional 34% say it is hard to tell

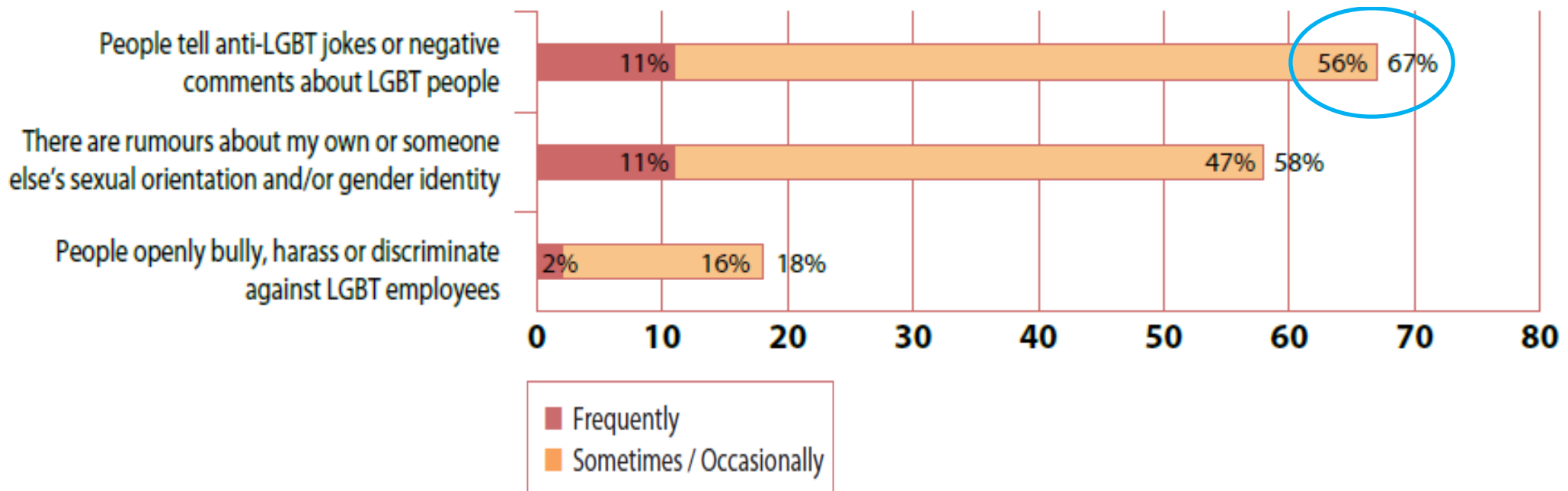
Figure 17: "If you have experienced any negative treatment in the workplace because of your sexual orientation and/or gender identity, have you experienced these specifically?"



LGBT Discrimination and Harassment is Rife in Hong Kong's Workplaces

- Hong Kong workplaces remain intimidating for LGBT employees

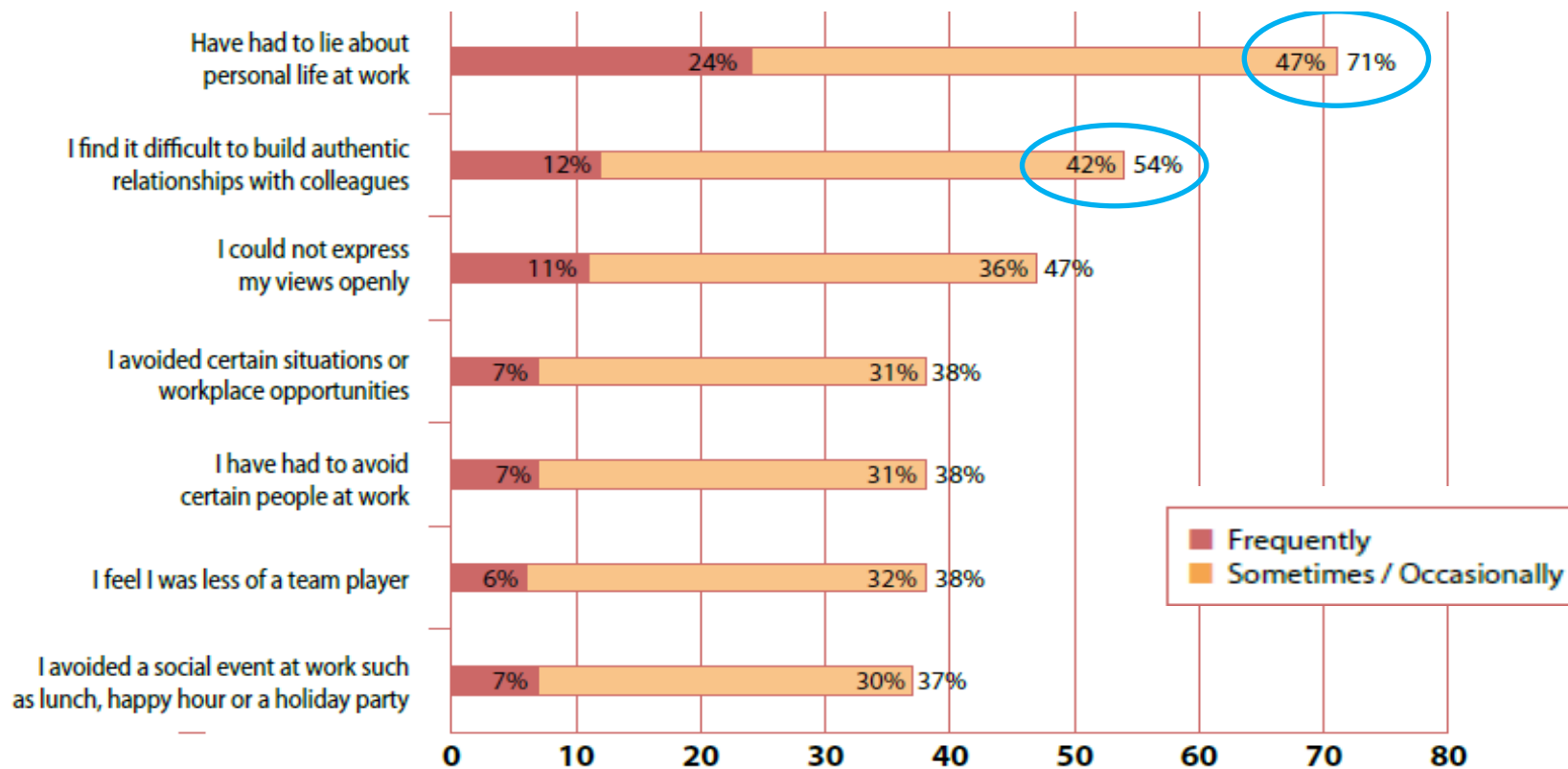
"How often does the following happen at your workplace?"



Non-Inclusive Workplaces are Bad for Business

- 85% of LGBT employees say a non-inclusive workplace has had a negative impact on them personally

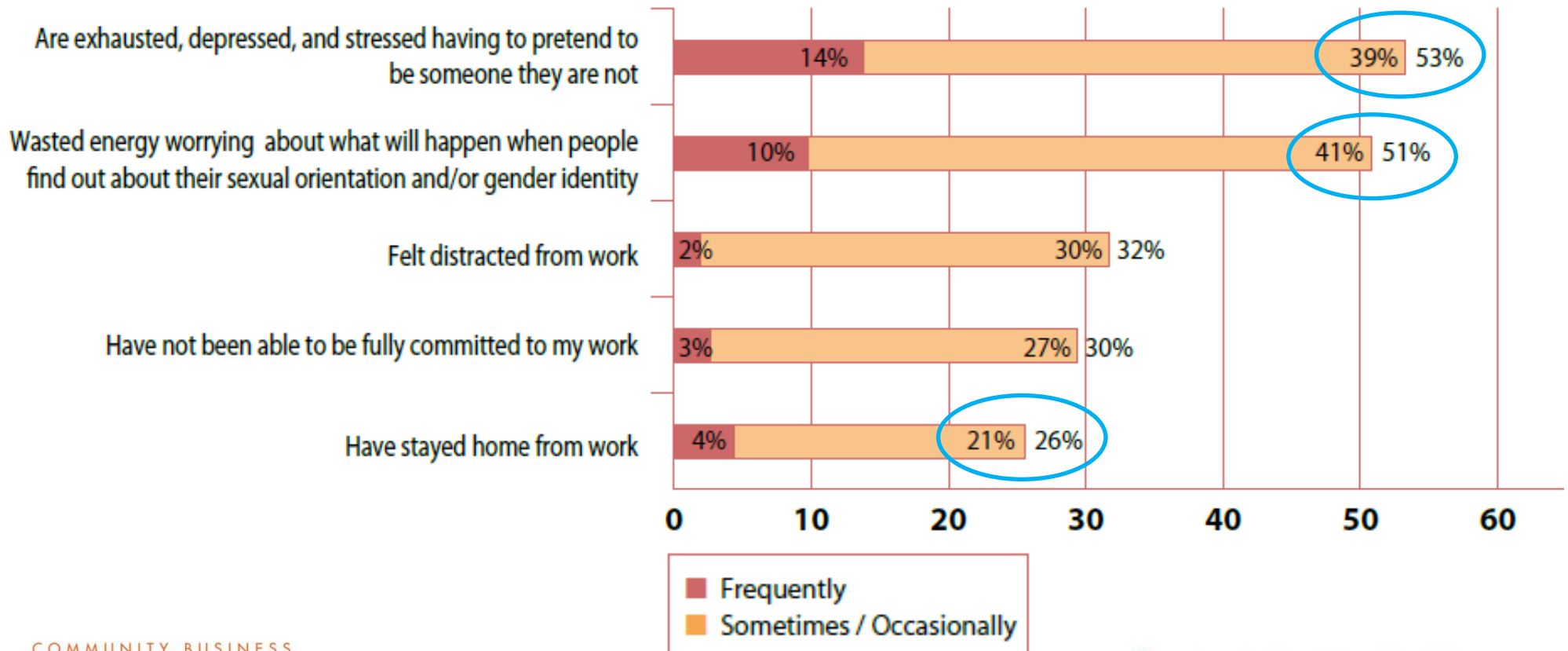
“How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”



Non-Inclusive Workplaces are Bad for Business

- Reduce employee well-being and productivity

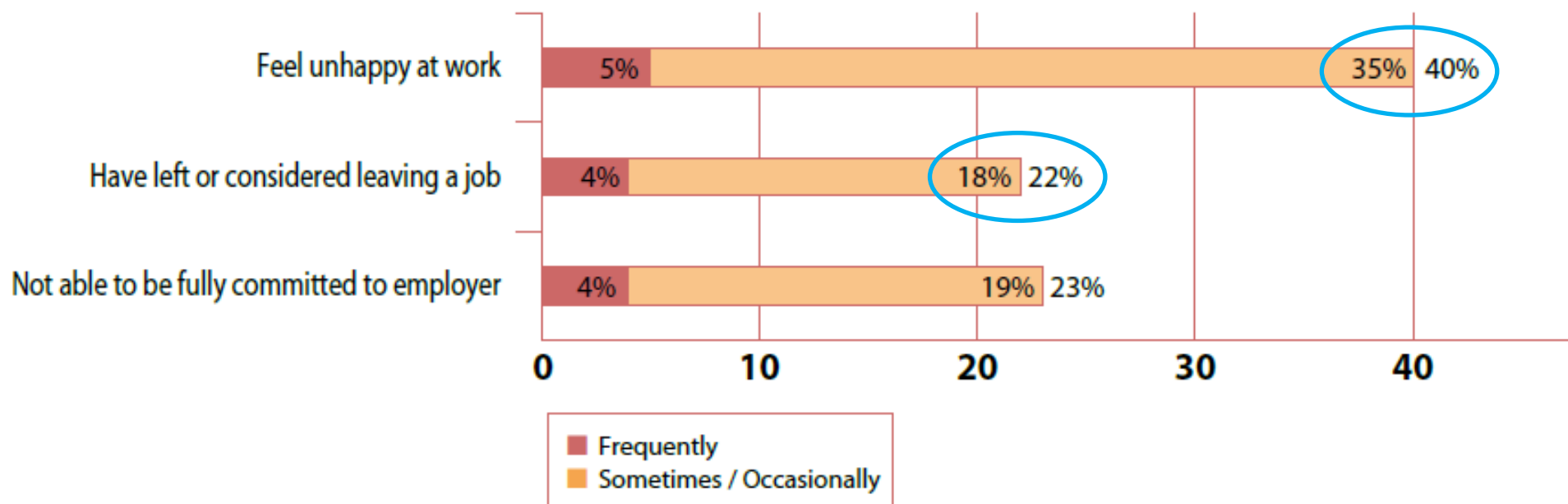
“How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”



Non-Inclusive Workplaces are Bad for Business

- Negatively impact employee engagement and retention

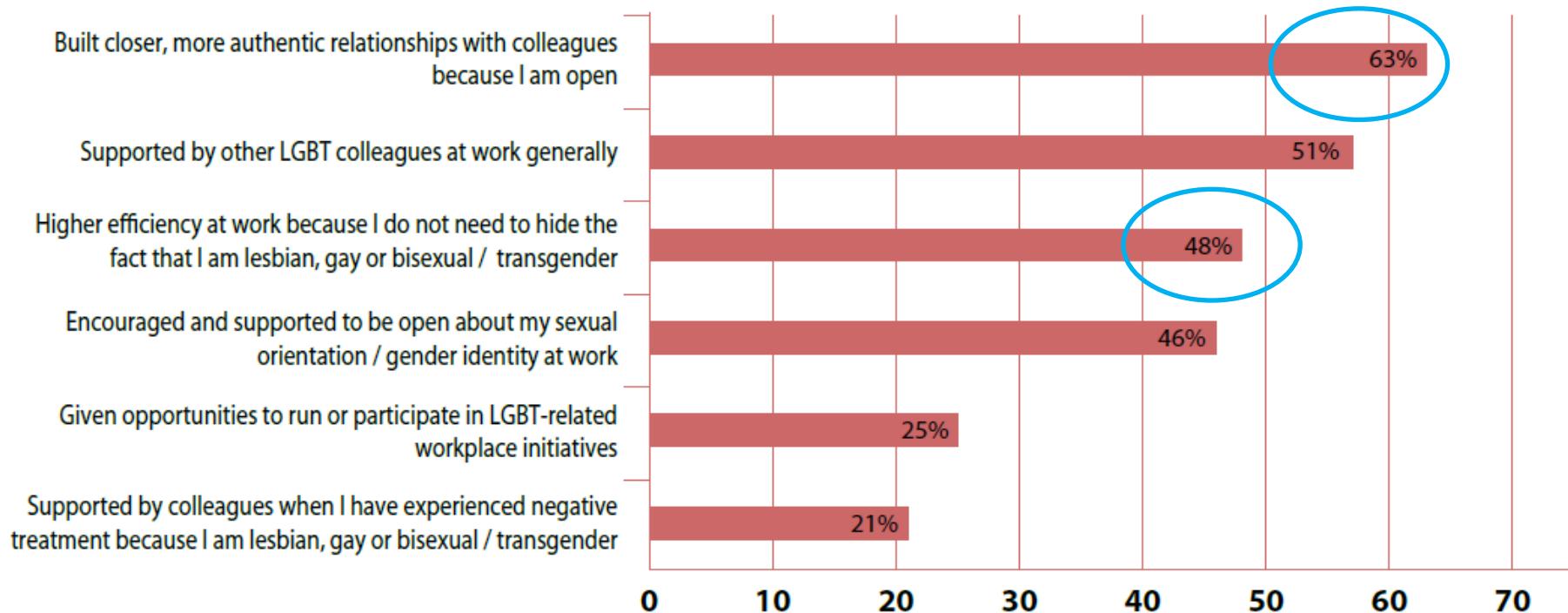
“How frequently have the following happened to you as a result of working in an environment that is not always accepting of LGBT people?”



Inclusive Workplaces are Good for Business

- Improve business relationships and work efficiency.

Figure 33: "Have you experienced any of the following positive treatment in the workplace because of your sexual orientation and/or gender identity?"



■ % of respondents who are fully or somewhat open about their sexual orientation and/or gender identity in the workplace

Call to Action – Hong Kong

85%

Hong Kong people are looking for greater inclusiveness and engagement on LGBT.

59%

• Government

19%

• Civil Society

17%

• Schools

12%

• Companies

Call to Action - Companies

80%

Hong Kong people say companies should take proactive steps to ensure LGBT employees are treated fairly in the workplace.



Yet ... Companies Currently Doing Very Little

2.7
out of 10

Rating given by LGBT employees for employers' efforts at creating an inclusive workplace.

35%

LGBT employees say their employers are doing nothing

Recommendations for Companies



Employee Benefits (65%)

Equal Opportunity Policy (46%)



Training and Communication (42%)

Language: e.g. use 'partner' v. 'spouse' (35%)

PARTNER

A Post 80s Perspective

- More accepting of LGBT individuals.
- More willing to work alongside openly LGBT colleagues.
- Lower tolerance of discriminatory practices.

Companies looking to attract the best Gen Y talent need to take LGBT workplace issues seriously.





Commitment to Workplace Equality for LGBT Employees



Richard Seeley
Head of Operations
Barclays



Q&A



Thank You

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