



UN STANDARDS OF CONDUCT FOR BUSINESS

Tackling discrimination
against lesbian, gay, bi,
trans & intersex people

YOUR STONEWALL
ACTION-PLANNING KIT

 **Stonewall**
Acceptance without exception

UN STANDARDS OF CONDUCT FOR BUSINESS

Tackling discrimination against lesbian, gay, bi, trans & intersex people

In 2017, the United Nations Human Rights Office developed five Standards of Conduct to support the business community in tackling discrimination against LGBTI people. The Standards build on the UN Guiding Principles on Business and Human Rights and reflect the input of more than a companies and non-governmental organisations.

Companies should...

 RESPECT HUMAN RIGHTS of LGBTI workers, customers and community members	 ELIMINATE DISCRIMINATION against LGBTI employees in the workplace	 SUPPORT LGBTI STAFF at work	 NOT DISCRIMINATE against LGBTI customers, suppliers and distributors-and insist that business partners do the same	 STAND UP FOR HUMAN RIGHTS of LGBTI people in the communities where they do business
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  **UNITED NATIONS HUMAN RIGHTS**
OFFICE OF THE HIGH COMMISSIONER

 **FREE & EQUAL**
UNITED NATIONS FOR LGBTI EQUALITY

"The Standards are intended to provide a set of benchmarks for assessing the role of business in tackling discrimination and related human rights abuses affecting LGBTI people, and to support good practice by companies.

The United Nations Human Rights Office encourages:

- *Companies to endorse, use, and refer to these Standards and promote their use by others.*
- *It also encourages civil society and other stakeholders to use the Standards as a tool in assessing and reporting on companies' commitments, policies, and practices."*¹

How to use this planning kit

The Standards present a thoughtful framework for action to turn your organisational global commitment to LGBTI equality into a reality wherever you operate.

You can use this kit to start planning steps that you and your organisation can take towards meeting each of the five Standards.

Every page contains one of the standards and lets you map out actions you can take back to your organisation. The kit also guides you towards thinking about local considerations for implementing initiatives and what success looks like.

¹UNCHR, *Tackling Discrimination against Lesbian, Gay, Bi, Trans, & Intersex People: Standards of Conduct for Business*, 2017

UN Standard 1: Respect human rights

“All businesses have a responsibility to respect human rights — including the rights of LGBTI people — in their operations and business relationships. Businesses are expected to develop policies, exercise due diligence, and, in cases where their decisions or activities have adversely affected the enjoyment of human rights, remediate such impacts. Businesses should also establish mechanisms to monitor and communicate about their compliance with human rights standards. Where higher levels of human rights violations against LGBTI people have been documented, including in countries with discriminatory laws and practices, companies will need to undertake more extensive due diligence to ensure that they respect the rights of LGBTI people.”¹

IN WORKING TOWARDS THE STANDARD, WHAT ARE YOUR OBJECTIVES?

ACTION <i>What action will you take to meet the standard</i>	WHO <i>Who will need to lead on the action</i>	CONSIDERATIONS <i>What do you need to consider before, during and after implementing the action to make sure you're sensitively and safely navigating the local context for LGBTI people</i>

EVALUATION

What KPIs can you set to measure success?

UN Standard 2: Eliminate discrimination

"Employees and other people with whom the business engages are entitled to freedom from discrimination. Businesses should ensure that there is no discrimination in their recruitment, employment, working conditions, benefits, respect for privacy, or treatment of harassment."¹

IN WORKING TOWARDS THE STANDARD, WHAT ARE YOUR OBJECTIVES?

ACTION	WHO	CONSIDERATIONS
<i>What action will you take to meet the standard</i>	<i>Who will need to lead on the action</i>	<i>What do you need to consider before, during and after implementing the action to make sure you're sensitively and safely navigating the local context for LGBTI people</i>

EVALUATION

What KPIs can you set to measure success?

UN Standard 3: Provide support

“LGBTI individuals are employees, managers, business owners, customers, and community members, among others, and yet many face formidable obstacles to workplace acceptance and inclusion. Businesses are expected to provide a positive, affirmative environment within their organization so that LGBTI employees can work with dignity and without stigma. This standard requires businesses to go beyond equal benefits and take steps to ensure inclusion, including addressing the specific workplace needs of LGBTI people.”¹

IN WORKING TOWARDS THE STANDARD, WHAT ARE YOUR OBJECTIVES?

ACTION	WHO	CONSIDERATIONS
<i>What action will you take to meet the standard</i>	<i>Who will need to lead on the action</i>	<i>What do you need to consider before, during and after implementing the action to make sure you're sensitively and safely navigating the local context for LGBTI people</i>

EVALUATION

What KPIs can you set to measure success?

UN Standard 4: Prevent other human rights violations

“Businesses should ensure that they do not discriminate against LGBTI suppliers or distributors, or against LGBTI customers in accessing the company’s products and/or services. In their business relationships, businesses should also ensure that business partners do not discriminate. Where a business partner discriminates against LGBTI people, businesses should use their leverage to seek to prevent that act of discrimination. This means looking beyond avoiding discrimination to address issues of violence, bullying, intimidation, ill-treatment, incitement to violence, or other abuses against LGBTI people that a company may be implicated in through their products, services, or business relationships. Companies should also ensure that they provide access to products and services to LGBTI customers.”¹

IN WORKING TOWARDS THE STANDARD, WHAT ARE YOUR OBJECTIVES?

ACTION	WHO	CONSIDERATIONS
What action will you take to meet the standard	Who will need to lead on the action	What do you need to consider before, during and after implementing the action to make sure you’re sensitively and safely navigating the local context for LGBTI people

EVALUATION

What KPIs can you set to measure success?

UN Standard 5: Act in the public sphere

“Businesses are encouraged to use their leverage to contribute to stopping human rights abuses in the countries in which they operate. In doing so, they should consult closely with local communities and organizations to identify what constructive approaches businesses can take in contexts where legal frameworks and existing practices violate the human rights of LGBTI people. Such steps can include public advocacy, collective action, social dialogue, financial, and in-kind support for organizations advancing LGBTI rights and challenging the validity or implementation of abusive government actions. Companies will need to undertake more extensive due diligence to ensure that they respect the rights of LGBTI people where higher levels of human rights violations have been documented, including in countries with discriminatory laws and practices.”¹

IN WORKING TOWARDS THE STANDARD, WHAT ARE YOUR OBJECTIVES?

ACTION <i>What action will you take to meet the standard</i>	WHO <i>Who will need to lead on the action</i>	CONSIDERATIONS <i>What do you need to consider before, during and after implementing the action to make sure you're sensitively and safely navigating the local context for LGBTI people</i>

EVALUATION

What KPIs can you set to measure success?

HOW STONEWALL CAN HELP YOU MEET THE UN STANDARDS OF CONDUCT FOR BUSINESS

GLOBAL DIVERSITY CHAMPIONS PROGRAMME

Stonewall's flagship workplace programme empowers multinational employers to take a strategic and structured approach to LGBT equality initiatives. The programme provides a network of global employers working alongside each other and sharing best practice to advance LGBT equality.

It also offers range of features that help businesses meet the UN Standards of Conduct and ensure their workplaces and business practices advance LGBTI equality and human rights. Members can access a range of best practice resources, including toolkits, guides and webinars, that enable them to ensure their global practices are LGBT inclusive. These are brought to life by bespoke guidance offered by expert Account Managers with sector specific knowledge.

Find out more at

www.stonewall.org.uk/global-diversity-champions-programme

GLOBAL WORKPLACE EQUALITY INDEX

Stonewall's Global Workplace Equality Index is the definitive benchmarking tool for employers to measure LGBT inclusion in workplaces globally. It offers a strong framework to meet the UN Standards of Conduct.

Participating employers can assess their achievements and progress on LGBT equality across 10 key areas of employment policy and practice. Organisations are scored, demonstrating what areas are successful and where a greater focus is needed. In-depth, tailored feedback on submissions allows businesses to develop a concrete action plan based on expert input, empowering them to make the changes necessary to work towards LGBT equality in the workplace and beyond. Every year, the best entrants to the Global Index are celebrated as Top Global Employers.

Find out more at

www.stonewall.org.uk/global-workplace-equality-index