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LGBTQ+ INCLUSION IN PROCUREMENT

POST SESSION RESOURCE

Stonewall is proud to provide information, support and guidance on LGBTQ+ inclusion; working towards a world where we're all free to be. This does not constitute legal advice and is not intended to be a substitute for legal counsel on any subject matter.

Pronouns

Pronouns are words we use to refer to people's gender in conversation.

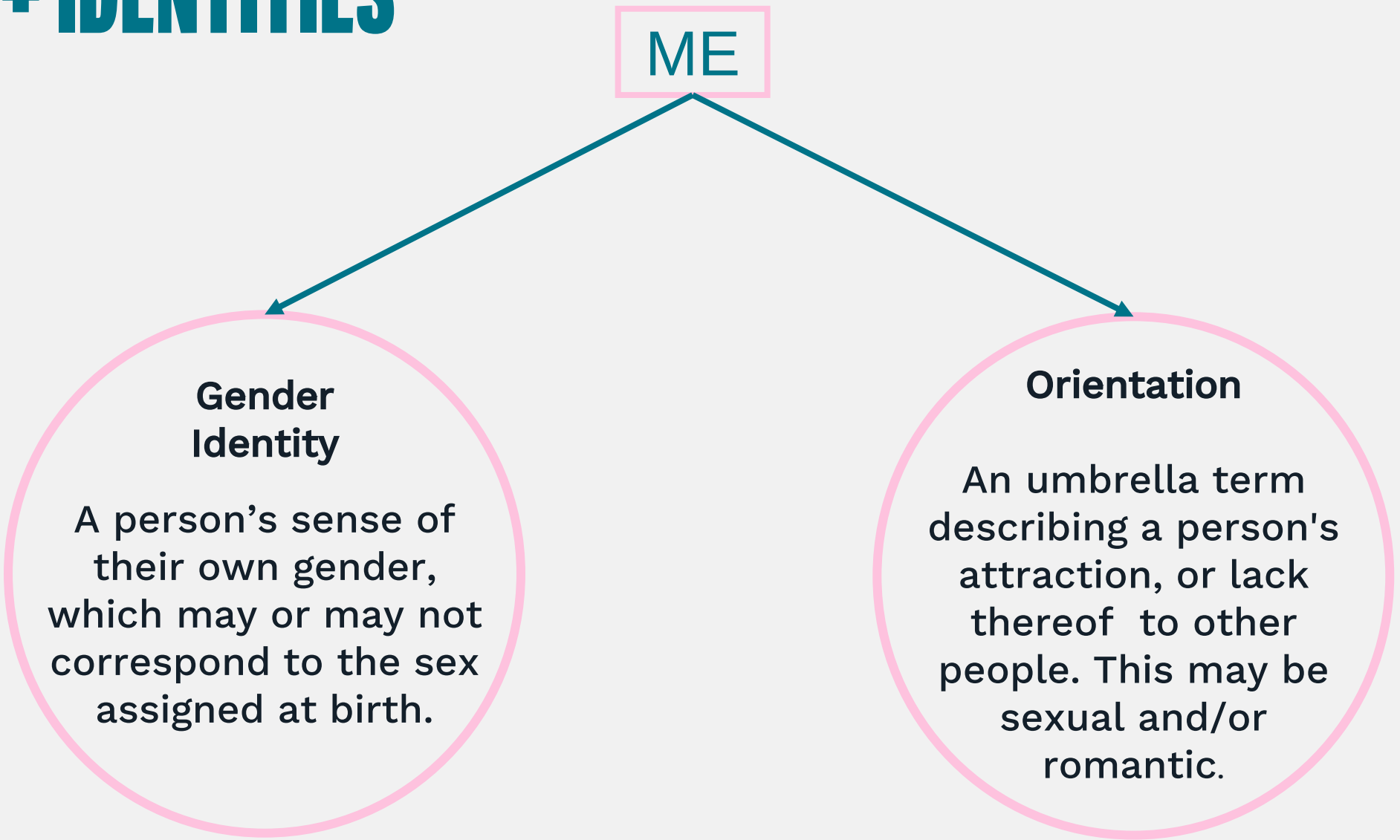
e.g. he/him, she/her, they/them

We can't assume other people's pronouns.

Sharing your pronouns is an easy way to let someone know you understand the importance of someone using the correct pronouns for you. You are also creating space for others to share theirs if they want to learn about pronouns.

IDENTITY, LANGUAGE AND TERMINOLOGY

LGBTQ+ IDENTITIES



Key Terminology

Lesbian refers to a woman who has a romantic, emotional and/or sexual orientation towards women. Some non-binary people may also identify with this term.

Gay refers to a man who has a romantic, emotional and/or sexual orientation towards men. Also a generic term for lesbian and gay sexuality. Some women non-binary people use this term.

Bi is an umbrella term used to describe a romantic and/or sexual orientation towards more than one gender.

Trans is an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

Queer is often used as a more fluid term to describe someone's romantic/sexual/emotional attraction to others and/or their gender identity. Queer has been and still can be used as a slur, others view it as a word that has been reclaimed.

+ is used to express the inclusion of the broad range of identities held by people within the community, e.g. intersex, asexual, aromantic, two-spirit.

QTIPOC	Queer, Trans, Intersex People of Colour. Due to their intersectionality Black, Indigenous and other non-white Queer, Trans and Intersex People of Colour experience the world differently to their white Queer Counterparts.
Cisgender	Someone whose gender identity is the same as the sex they were assigned at birth. Non-trans is also used by some people.
Ace and Aro Spectrum	Umbrella terms used to describe the wide group of people who experience a lack of, varying, or occasional experiences of romantic and/or sexual attraction, including a lack of attraction.
Non-binary	An umbrella term for a person whose gender identity doesn't sit comfortably with 'man' or 'woman'. This includes people who identify with some aspects of binary identities, while others reject them entirely.

Inclusive language

Most of us worry about saying the wrong thing and causing offence to the person we're talking to. Some ways to avoid or approach that include:

- Keeping things gender neutral until you've been told someone's pronouns or gender or the gender of someone they're referring to.
- If you do make a mistake apologise, correct yourself and move on. Think about what you can learn from the experience afterwards but don't over-apologise in the moment.
- Keep things open – there are a huge range of experiences within the LGBTQ+ community (Transphobia, Biphobia). If something comes up it's absolutely okay to say "I have a bit of an understanding of xxx but could you tell me a little more about what that means for you?"

THE IMPORTANCE OF INCLUSVE PROCUREMENT

Impact on clients, customers and service users

One in eight LGBT people have experienced some form of unequal treatment from healthcare staff, this is one in three for trans people.

One in six LGBT people who visited a café, restaurant, bar or nightclub in the last 12 months have been discriminated against because of their sexual orientation or gender identity, this was almost one in three for BAME LGBT people.

One in seven LGBT people report experiencing discrimination because of their sexual orientation or gender identity when visiting a shop in the last year.

One in ten LGBT people were discriminated against when looking for a house or flat to rent or buy in the last year, this was one in four for trans people and BAME LGBT people.

Impact on LGBT staff

Two in five LGBT staff don’t agree that their workplace has equalities policies that protect lesbian, gay and bi people at work.

Over half of LGBT staff don’t agree that there are equalities policies in place to protect trans people at work.

One in five LGBT staff have been the target of negative comments or conduct from work colleagues in the last year because they're LGBT.

One in eight trans people have been physically attacked by customers or colleagues in the last year because of being trans.

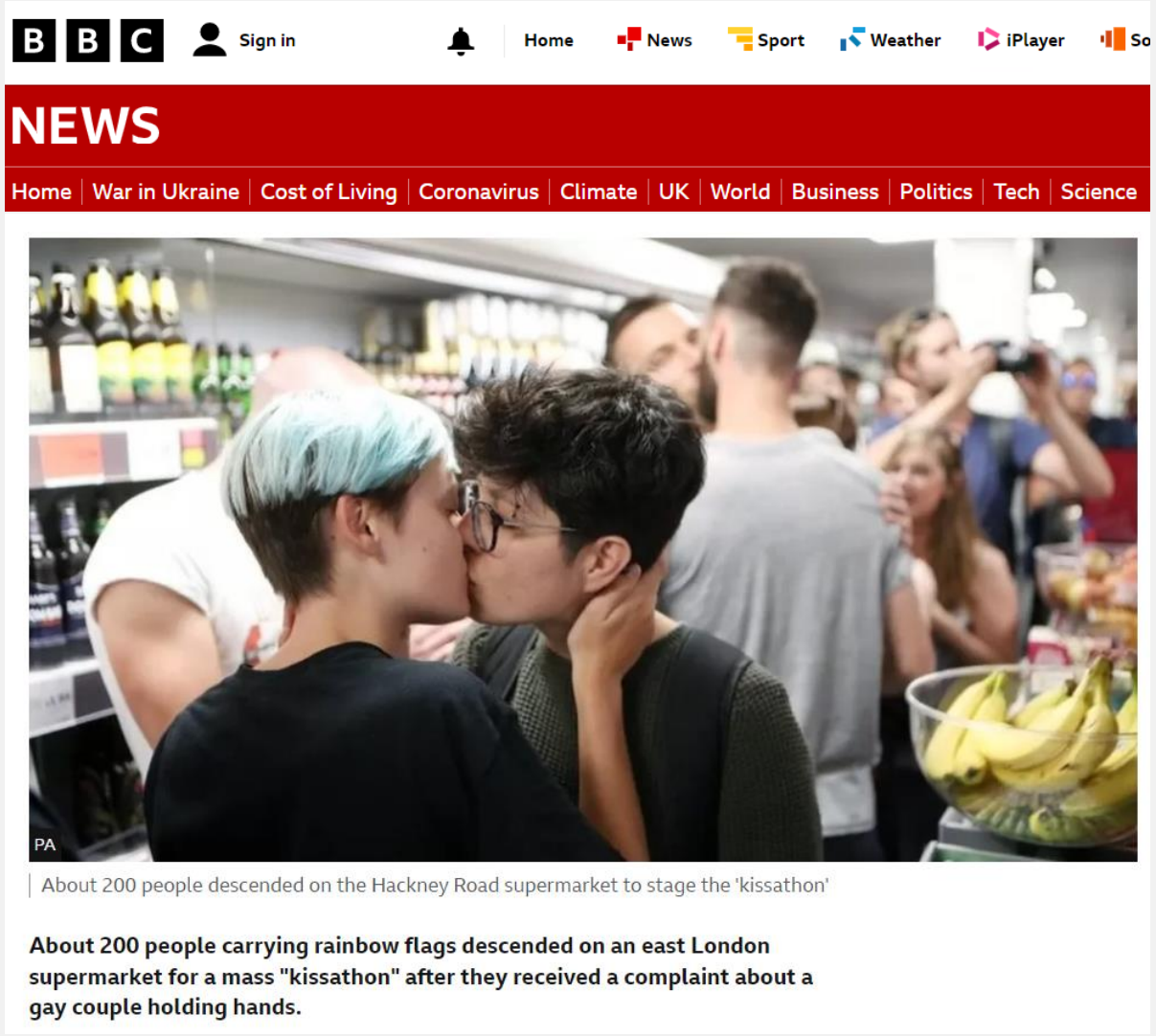
The value of inclusive procurement

1. Recruit Diverse Talent
2. Promote better working relations with your supply chain
3. Ensure consistent messaging within your organisation
4. Support your internal LGBTQ+ workforce

When procurement goes wrong

What happened?

A guard from an outsourced security company reportedly reprimanded two men for holding hands in the store after another customer deemed their holding hands to be inappropriate.



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- The role you have in embedding LGBTQ+ inclusion across procurement.
- The structure and framework you can use for this process.

What can we do?

Mapping

1.
Asking the questions

2.
Accountability

3.
Collaboration

Mapping

Asking the Question

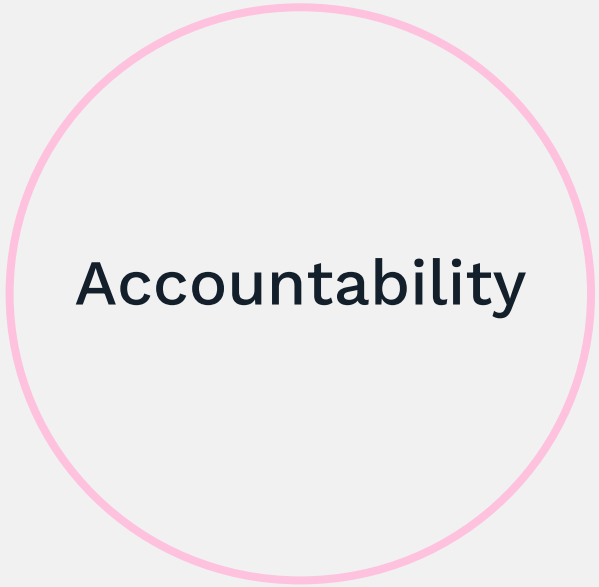
Specific questions in your tendering document sets the expectation of inclusion with suppliers and helps you understand where they are on their journey.

This could include:

- Key policies such as bullying and harassment or transitioning at work
- Number of LGBTQ+ related discrimination complaints they've received
- Whether they have a D&I strategy
- How they vet their suppliers

Then working on a plan together.

Mapping

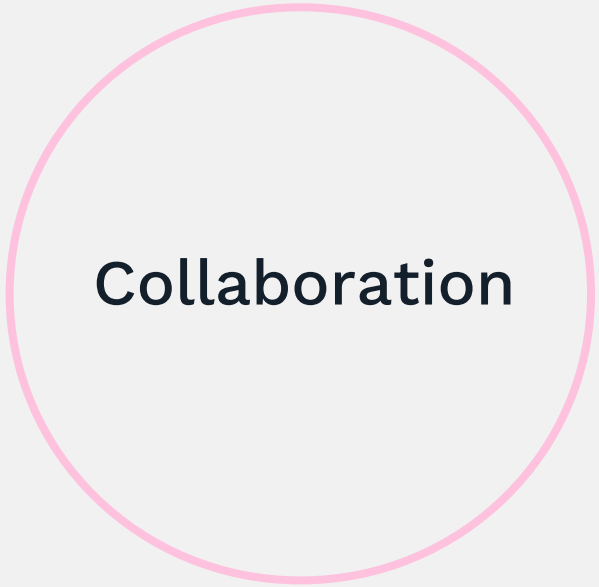


This is an opportunity to collaborate and share good practice with your suppliers.

You could approach this by:

- Including LGBTQ+ inclusion objectives of an Equity Impact Assessment in your contract
- Have a diversity and inclusion slot in contract monitoring meetings
- Monitor and analyse LGBTQ+-specific feedback on your supplier

Mapping



This work isn’t just about processes

You can engage your suppliers in creative ways year-round

- Diversity & inclusion roundtables
- Extending invites to your in-house training and events
- Find ways for your network groups to collaborate
- Brief your suppliers when you introduce new inclusive practices or policies
- Celebrate your suppliers who are doing good work and find opportunities to learn from them

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Action Planning

- Case studies: Supporting staff to embed inclusion
- Your action plan

Case Study One

You are a middle manager in a team who oversee catering in your organisation, there are a number of different suppliers involved and many staff work for third-party organisations.

The organisation has a thriving LGBTQ+ network, and its events are open to third party staff. The LGBTQ+ network has approached you because they have received several reports from third party staff in your team of bullying and harassment from their managers. All three complaints relate to the same supplier.

1. How would you respond to the network, what support can you provide?
2. What might you do to ensure that this doesn't happen to other staff?

Case Study One - Response

- Offer to meet with the network to discuss how you can work together to support staff members
- Work to understand confidentiality and the needs of those making the complaints
- Ensure that the individuals involved are supported to make complaints if they wish to and are covered by your policies
- Outline your planned approach to working with the supplier, ask them for thoughts and any feedback
- Follow-up on the progress of your work with the supplier, clearly demonstrating the changes that have been made

Case Study One - Response

- Work with the procurement team to conduct a contract review with this organisation, understand what policies and processes they have in place and ensure that they are followed

- If they take the incident seriously and are committed to preventing this in the future, then share how you can support them. This could include sharing good practice among suppliers, extending training and event invitations

- Explore what training they are providing to their teams and ensure that this covers bullying and harassment on the grounds of sexual orientation and gender identity, offer to review it with them if needed

- Ensure your policies and processes apply to supplier staff

Case Study Two

You have had a meeting with an external visitor who afterwards emailed you the following feedback:

‘I just wanted to share my experience as a non-binary person visiting your office. On the way into the building a security guard said “Excuse me sir, are you staff”. I said "No” and they directed me to reception. The receptionist I spoke to kept referring to me as Mr and Sir. Whilst waiting I asked the person at reception to direct me to the toilet and was given directions to the men’s toilets which weren't the facilities I'd use.’

(The security and reception teams are provided by a third-party organisation)

1. How would you respond to this email
2. What would you put in place to prevent this happening again

Case Study Two - Response

- Apologise for this experience, share your next steps, reassure anonymity and ensure that they are comfortable with your action. Agree how and if there will be a follow up.

- Explain your complaints process and ask them whether they would like to submit a complaint.

- Demonstrate that you recognize the harm that this could have caused. And consider whether this apology should come from you or a more senior member of the organisation.

Case Study Two - Response

- Explore your agreement with the suppliers, do they have EDI training and policies in place – follow up with them
- Ensure that there is specific training for all front of house staff on creating an inclusive environment, including using gender neutral language and directing people to all facilities.
- Ensure that you have gender neutral facilities available with good signage
- Consider introducing pronouns onto staff name badges

Action Planning

Something I will do right away

Something I will do in the next month

Where I want my workplace / department to be a year from today