



# Philippine Corporate SOGIE Diversity & Inclusiveness Index 2018

Manila, Philippines



A project of the Philippine  
LGBT Chamber of Commerce  
with research undertaken by  
Cogencia Consulting Inc.

Supported by



Kingdom of the Netherlands





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# Message from the Ambassador of the Netherlands Embassy in the Philippines

Keeping the benefits of diversity requires awareness and action from all sides—from employers, from employees and also from the government. Diversity is about inclusion.

We welcome this research as a guiding instrument for all concerned, especially for companies, to see what aspects of businesses can be improved and how businesses can be more inclusive.

**H.E. Marion Derckx**

Ambassador of the Netherlands Embassy in the Philippines

November 2018 Manila, Philippines



**Kingdom of the Netherlands**

# Foreword & Message from the Philippine LGBT Chamber of Commerce

It is a whole new world.

In the next decade and generations, there will be more SOGIE-diversity (sexual orientation, gender identity, and expression) around the globe. The Philippine LGBT Chamber of Commerce is preparing the country and the region for that.

The Corporate SOGIE Diversity & Inclusiveness (CSDI) Index is the first study of its kind in the Philippines. This CSDI Index is a tool for organizations to benchmark themselves against international and local standards in Diversity in the workplace. We hope that this new information will usher in a time of great innovation, efficiency, development, and business excellence in the region as companies know more information about Diversity, realize themselves, and embrace SOGIE Diversity.

We in the LGBT advocacy sphere are finding ways to create safer workplaces for our employees, rights for individuals when it comes to protection, privacy, and dignity, and to activate the leadership potential of LGBT in every sector. We are extremely thankful for the guidance and support of our friends from various institutions, LGBT organizations, friends in business and society, and fellow proponents. We believe that, together, we can make this world a better place – for all of us.

**Brian U. Tenorio**

Chair & Founder

The Philippine LGBT Chamber of Commerce

November 2018 Manila, Philippines



## The Philippine LGBT Chamber of Commerce

Founded in 2016, the Philippine LGBT Chamber of Commerce is an industry organization of businesses of, by, and for the LGBT in the Philippines. The main bottom line of the organization is good business and national economic development via the efforts of its LGBT members. The core purpose of the LGBT Chamber is to champion the LGBT contribution in Philippine Business.

Chair & Founder	Brian Tenorio
Vice Chair for Internals	Amrei Dizon
Vice Chair for Education & Research	Simoun Ferrer
Vice Chair for Externals	Angel Romero
Vice Chair for Government & Policy	Jeoff Solas
Vice Chair for Business & Industry	Evan Tan

## Cogencia

Cogencia is a full service research, training and consultancy company with a strong focus on Asia and the major Western markets. It is one of the most cost-competitive and reliable alternatives to global and regional research agencies. Cogencia is a proud member of ESOMAR—the global voice of the data, research and insights community

## Project Leads & Acknowledgments

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### We would like to thank the following people who provided their insights:

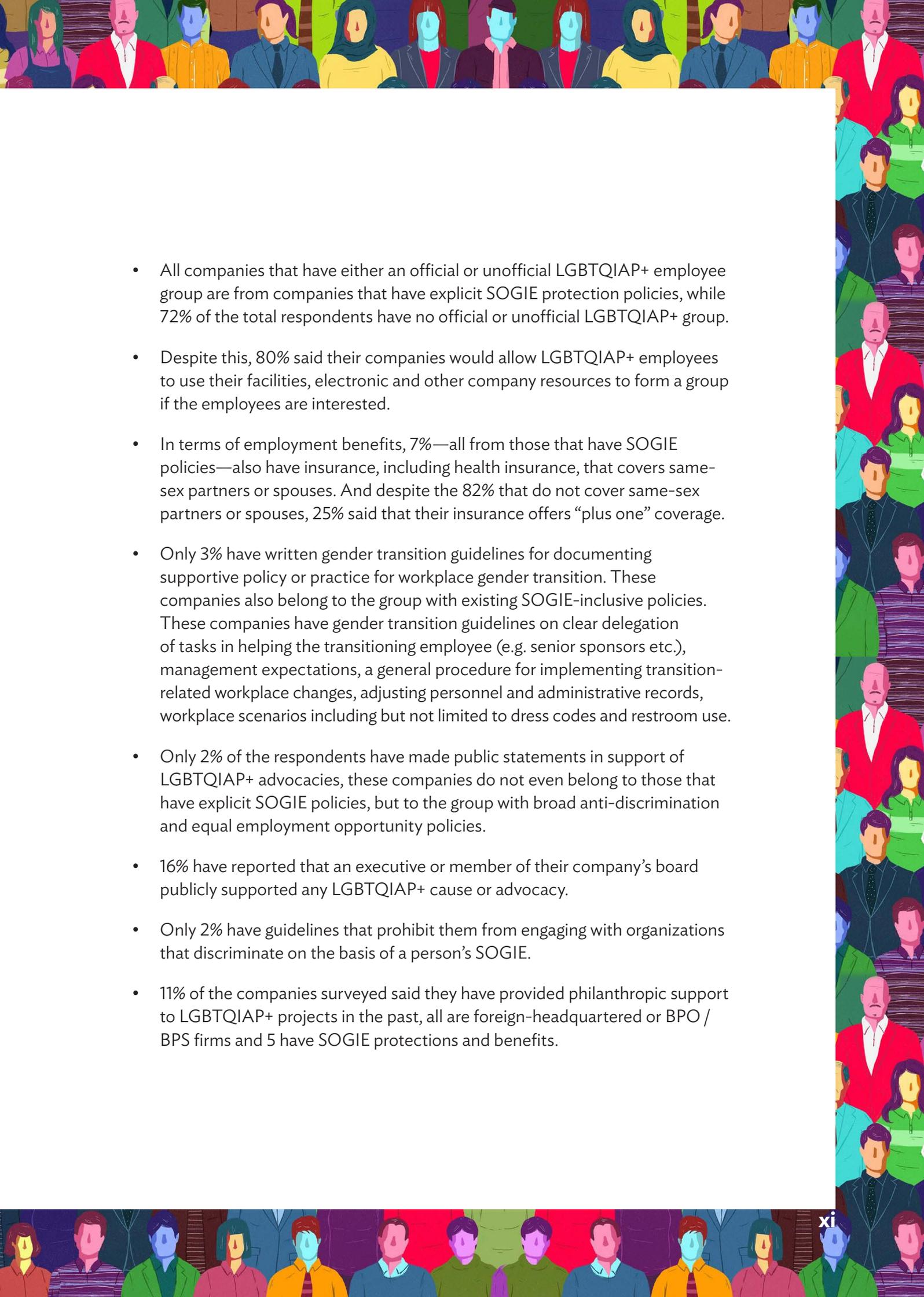
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Roxanne Doron, *Bisdak Pride*  
Vince Liban, PANTAY  
Watson Vergara, PUP *Kasarianlan*



## EXECUTIVE SUMMARY

# Study Highlights

- A total of 100 companies that employ more than 267,000 in the Philippines participated in the 2018 Philippine Corporate SOGIE Diversity and Inclusiveness Index. The survey was conducted from July to September of 2018. Business Process Outsourcing / Services account for 16% of the respondents, the rest (84%) come from a variety of industries such as technology, food & beverage, energy, financial services, among others.
- 56% of the respondents are Philippine-based companies and the public sector while 42% are either foreign-headquartered companies or from the BPO/BPS industry.
- Only 17% have anti-discrimination policies that explicitly reference “sexual orientation”, “gender identity” and/or “gender expression”. These companies are all from the BPO/BPS sector or are foreign-headquartered. Less than half of these companies, however, have policies that reference specific behaviors and actions against LGBTQIAP+ employees that are discouraged or not permitted. Examples of these include the use of slurs, catcalling, “outing”, and misgendering.
- Apart from those that explicitly reference SOGIE, 14% have broadly-phrased anti-discrimination and equal opportunity policies. These policies can be interpreted to also cover SOGIE, while 57% have no SOGIE-inclusive policies and benefits in place. The remaining 12% answered “Don’t know / Not sure”.
- Of the 71% that either does not have SOGIE-inclusive policies or only have broadly-phrased policies, 59% explicitly said they are not working on them and the remaining 41% said they “Don’t know.” or are “Not sure.”
- 41% of the respondents shared that to their knowledge, no LGBTQIAP+ employees have reached out to the management to discuss having SOGIE-based anti-discrimination policies in the workplace while 59% are either not sure or are now aware if this happened in their company. Only 15% reported that external organizations have reached out to them to offer help in developing SOGIE-inclusive policies.
- 10 of the 17 companies that have SOGIE anti-discrimination and harassment policies have a structure for tracking SOGIE inclusiveness education programs and only six of these companies have conducted any educational discussions or training on SOGIE. This means that 11 companies that have SOGIE protections in place have not had a SOGIE training or talk at least in the last two years. Three companies, on the other hand, have had their managers and top executives attend SOGIE discussions and training.

- 
- All companies that have either an official or unofficial LGBTQIAP+ employee group are from companies that have explicit SOGIE protection policies, while 72% of the total respondents have no official or unofficial LGBTQIAP+ group.
  - Despite this, 80% said their companies would allow LGBTQIAP+ employees to use their facilities, electronic and other company resources to form a group if the employees are interested.
  - In terms of employment benefits, 7%—all from those that have SOGIE policies—also have insurance, including health insurance, that covers same-sex partners or spouses. And despite the 82% that do not cover same-sex partners or spouses, 25% said that their insurance offers “plus one” coverage.
  - Only 3% have written gender transition guidelines for documenting supportive policy or practice for workplace gender transition. These companies also belong to the group with existing SOGIE-inclusive policies. These companies have gender transition guidelines on clear delegation of tasks in helping the transitioning employee (e.g. senior sponsors etc.), management expectations, a general procedure for implementing transition-related workplace changes, adjusting personnel and administrative records, workplace scenarios including but not limited to dress codes and restroom use.
  - Only 2% of the respondents have made public statements in support of LGBTQIAP+ advocacies, these companies do not even belong to those that have explicit SOGIE policies, but to the group with broad anti-discrimination and equal employment opportunity policies.
  - 16% have reported that an executive or member of their company’s board publicly supported any LGBTQIAP+ cause or advocacy.
  - Only 2% have guidelines that prohibit them from engaging with organizations that discriminate on the basis of a person’s SOGIE.
  - 11% of the companies surveyed said they have provided philanthropic support to LGBTQIAP+ projects in the past, all are foreign-headquartered or BPO / BPS firms and 5 have SOGIE protections and benefits.



# About the Survey

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## A. Study Background & Objectives

This research is a project of the Philippine LGBT Chamber of Commerce, an organization that champions the LGBT contribution in Philippine business, and research firm Cogencia, with the generous support of the Embassy of the Kingdom of the Netherlands in the Philippines.

The goals of this project are:

- To establish a quantitative baseline SOGIE Corporate Diversity and Inclusiveness Index across the top corporations as well as other small and medium enterprises in the Philippines
- To obtain insights on steps companies are taking to ensure greater equity for LGBTQIAP+ workers and their families in terms of comprehensive policies, benefits, and practices
- To use the study findings to craft programs that will help companies and organizations advance inclusive policies in the workplace

Proponents of this research recognize that reliable data on the LGBTQIAP+ population in the Philippines in general, and labor practices that affect them in particular, are very limited. We undertake this research to contribute to the growing body of literature—and quantitative data—on marginalized groups in the country. We also hope that highlighting gaps in corporate and workplace policies and the progress some companies have made in the right direction will generate awareness and eventually put pressure on business decision-makers, legislators, local government leaders, among others to adopt policies that promote diversity and inclusion.

For the purpose of this research, we define SOGIE-based discrimination as any distinction, exclusion, or preference made on the basis sexual orientation, gender identity or gender expression, which has the effect of impairing equality of opportunity or treatment in employment or occupation.

According to a 2014 UNDP & USAID report, *Being LGBT in Asia: The Philippines Country Report*, although the Philippines is signatory to many international covenants and agreements promoting human rights, LGBTQIAP+ rights, specifically, are not always supported by the state and both pro- and anti-LGBTQIAP+ policies exist in various offices, institutions and private establishments.

It further established: “Employment is an area identified where LGBT organizations and parts of the community (such as overseas workers and sex workers) are not playing an active role. Case studies in this area included appealing to progressive global corporate practices to advance local policies for LGBT employees and testing anti-discrimination ordinances in relation to employment issues.”

The Report also notes that LGBTQIAP+ individuals experience challenges in the workplace both on an individual level and as members of a marginalized community. Examples of these challenges or incidents of harassment, bullying, discrimination, were documented both in the recruitment of employees and during regular employment.

Prior to the publication of the research paper *How Discrimination Happens: Being LGBT and the Experience of Discrimination in Access to Employment, and the Labour Market in the Philippines* published by Patricia Angela Luzano Enriquez in 2017 for the International Institute for Social Studies of Erasmus University, research on SOGIE-based discrimination and related incidents in the work setting were usually qualitative—in the form of case studies, in-depth interviews. LGBTQIAP+ advocacy and human rights organizations typically monitor and document these incidents while also providing legal aid, counseling, and other services to victims.

While the primary data in the Enriquez paper came from openly LGBT employees, our research now focuses on collecting data from employers or their representatives, mostly Human Resources executives.

Our research and Enriquez' overlap in important areas and throughout the discussion of our results, we will show how employers' and employees' perspectives on certain issues merge and diverge.

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## **B. Methodology**

### **Stakeholder Consultations & Questionnaire Design**

Prior to conducting the survey, consultations with stakeholders were conducted to obtain inputs from various experts and key LGBTQIAP+ organizations which helped us design the research framework and parameters. These organizations include Bisdak Pride, Babaylanes, Kasarianlan, Open Table Metropolitan Community Church, PANTAY, LBGTS Christian Church and ProudCampaign.PH. Most of these consultations were conducted through face-to-face interviews, and where it was not feasible, through telephone interviews.

The key experts shared valuable insights on a number of areas including the ways SOGIE-based discrimination manifests in the workplace as well as the various efforts organizations are undertaking to encourage companies to be more diverse and inclusive.

The survey questionnaire was designed using inputs from the stakeholder consultations as well as from more established efforts such as the 2017 Corporate Equality Index by the Human Rights Campaign, and the 2017 Hong Kong LGBT+ Inclusion Index by Community Business. While these studies require documentation (copies of Equality and Diversity policies and similar) from respondents to support their survey responses, the Philippine Corporate SOGIE Diversity and Inclusiveness Index, due to limited time and resources as well as the fact that this research is also meant to test the feasibility of expanding the coverage of this study in future iterations, did not implement this requirement.

The survey is divided into 5 main sections:

1. Non-discrimination and equal opportunity employment policy
2. Internal education and accountability metrics
3. Equitable benefits
4. Transgender-inclusive policies and benefits
5. Public commitment to LGBTQIAP+ equality

## Recruitment of Respondents & Challenges

The Philippine LGBT Chamber of Commerce and Cogencia commenced with the recruitment of potential respondents in July 2018. The target respondents for the research initially were the top corporations (based on annual revenue) in the Philippines, but due to the limited response we received, we opened the study to include SMEs, essentially relaxing our respondent qualification to include all institutions and companies that operate in the Philippines. This was also done in consideration of the different types of companies and organizations that employ the LGBTQIAP+.

The initial list of potential respondents was developed for this research from the annual gross revenue data provided by the SEC and published by BusinessWorld: BusinessWorld's Top 1000 Corporations in the Philippines. The companies that appear in the list are also some of the Philippines' biggest employers. Potential participants were then recruited primarily through cold calling. Existing study respondents also recruited future subjects from among their professional acquaintances from other companies.

The survey was conducted either through telephone interviews or a self-administered online questionnaire. During the initial recruitment phase, potential interviewees were hesitant to participate in the study and many of them wanted assurance that their identities would not be revealed i.e. they would not be mentioned in the report. Thus, at the start of the interview, the respondents were informed that the survey is anonymous—their identity and any personally identifiable information that they share would not be disclosed to the public or to any third party. Most respondents also requested that the names of the companies they represent not be revealed as their employers may feel that their participation in this study may pose reputational risks for the company.

A total of 100 respondents agreed to participate in the survey—below 10% of the total number of potential respondents we contacted. For most of these respondents, the completion of the surveys took as long as 3 to 4 weeks from the time they committed to participating until the survey is submitted or accomplished.

## Quality of Responses

The responses we received for many questions in this survey indicate hesitation and uncertainty on the part of the respondents with the “Don't know / Not sure” accounting for as much as 59% and “Blank,” 15%. Survey fatigue, common in surveys that take more than 5 minutes to complete and characterized by blanks and “Don't know / Not sure” responses, has also impacted the quality of responses for this survey. For future iterations of this research, we recommend a longer time frame for data collection as well as shortening the questionnaire.

## C. Definition of Terms

**SOGIE** – stands for Sexual Orientation, Gender Identity and Gender Expression. Sexual orientation is the direction of emotional, sexual attraction, or conduct toward people of the same sex (homosexual orientation) or towards people of both sexes (bisexual orientation), or towards people of the opposite sex (heterosexual orientation), or to the absence of sexual attraction (asexual orientation). Gender Identity, on the other hand, refers to the personal sense of identity as characterized, among others, by lifestyle, manner of clothing, inclinations, and behavior in relation to masculine or feminine conventions. Gender Expression are the various ways a person communicates gender identity to others through behavior, clothing, hairstyles, communication or speech pattern, or body characteristics.

**LGBTQIAP+** – the collective of persons who are lesbian, gay, bisexual, transgender, queer, intersex, asexual, pansexual, and the plus (+) stands to incorporate other marginalized and minority sexuality/gender identities

**BPO / BPS** – Business Process Outsourcing / Business Process Services

**Heteronormativity** – of, relating to, or based on the attitude that heterosexuality is the only normal and natural expression of sexuality

**HRC** – Human Rights Campaign

**Misgendering** – referring to someone (especially a transgender person) using a word, usually a pronoun or form of address that does not correctly reflect the gender with which they identify

**Pinkwashing** – using a variety of marketing and political strategies to promote brands or products by appealing to LGBTQIAP+-friendliness, in order to be perceived as progressive, modern and tolerant

**Philippine-based company** – as used in this report, means a non-BPO/BPS company that is headquartered in the Philippines

**SME** – small and medium-sized enterprises

**SOGIE-based Discrimination** – refers to any distinction, exclusion, restriction, or preference which is based on any ground such as sex, sexual orientation, gender identity or expression, and which has the purpose or effect of nullifying or impairing the recognition, access to, enjoyment, or exercise by all persons on an equal footing of all rights and freedoms  
**Equal employment opportunity** – policies that help ensure that people are hired, retained and promoted on the basis of their ability to perform a job, rather than discriminated against on the basis of factors such as race, color, age, gender, national origin, sexual orientation, veteran status, religion, marital status, or mental or physical disability

# Survey Results

## A. Survey Participants

A total of 100 companies that employ more than 267,000 in the Philippines participated in the 2018 Philippine Corporate SOGIE Diversity and Inclusiveness Index. These companies can be classified according to these broad categories: Philippine-based (those that operate mainly or are headquartered in the Philippines), Foreign-headquartered, BPO/BPS (Business Process Outsourcing / Services) and Government.

Table 1 Survey Participants by Category

Category	Count / Percentage
Philippine-Based	52
Foreign-Headquartered	27
BPO / BPS	17
Government	4
<b>TOTAL</b>	<b>100</b>

This study also features a diverse set of participants coming from various industries such as the outsourcing and shared services sector, technology, food & beverage, manufacturing, and retail.

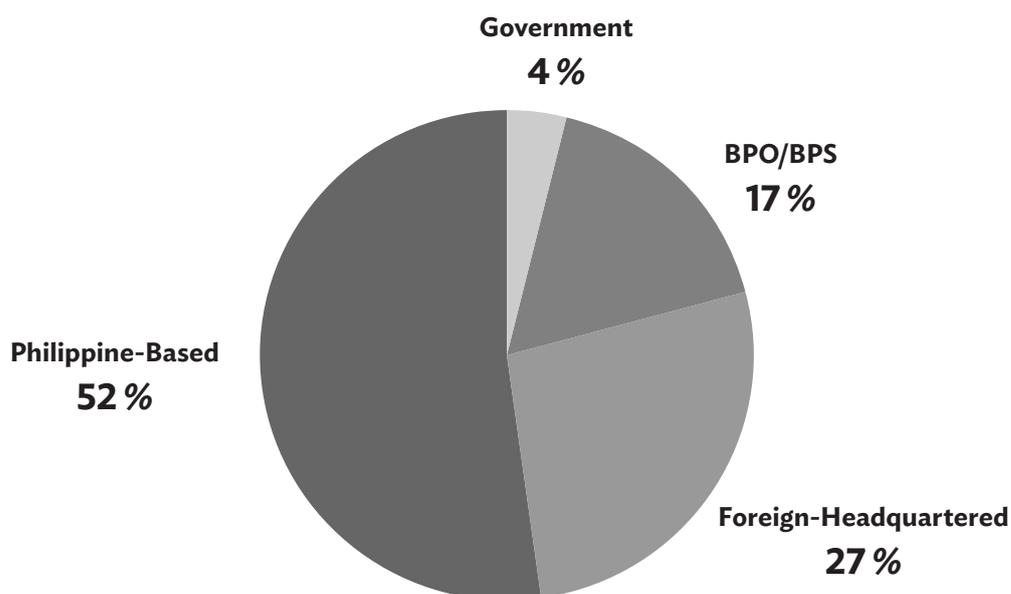


Figure 1 Visual representation of Table 1 data

Table 2 Breakdown of Participants by Number of Employees &amp; Industry

Industry	Number of Employees	Count / Percentage
BPO / BPS	92,150	16
Technology	14,983	14
Financial Services	36,800	7
Food & Beverage	17,600	6
Healthcare	1,568	6
Manufacturing	24,890	6
Property Development	1,480	5
Retail	21,450	5
Pharmaceuticals	6,600	5
Government	11,250	4
Education	6,200	3
Energy	380	3
Human Resources	720	3
Consumer Electronics	5,000	2
Transportation	—	2
Steel	—	2
Logistics	360	2
Telecommunications	500	1
Hotel & Restaurant	300	1
Agricultural Production	4,000	1
Media	10,000	1
Construction	2,400	1
Professional Services	6,000	1
Automotive	—	1
Utilities	2,200	1
Personal Care	400	1
<b>TOTAL</b>	<b>267,231</b>	<b>100</b>

Some respondents did not indicate an estimated number of employees for their respective companies and are denoted by “—” in the table above.

Respondents also requested that the names of the companies they represent not be revealed as their employers may feel that their participation in this study poses reputational risks for the company. This study, unlike the research conducted by HRC in the US and Community Business in Hong Kong, is the first in the Philippines. As such, we feel that businesses in general are not yet comfortable to reveal their practices to the public, especially if they believe they’re not as liberal or progressive in their policies.

Below is a listing of some of the companies that participated in this study.

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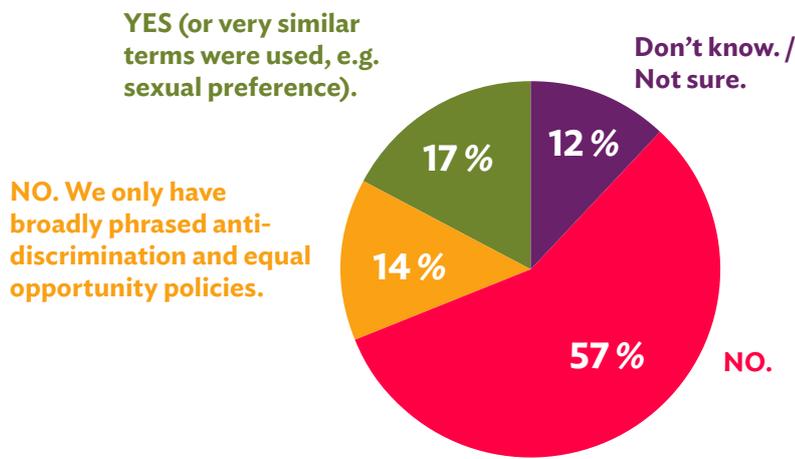
ABS-CBN	Management, Inc.
Alexander Mann Solutions	Intertouch Business Solution
Alorica	Joy-Nostalq Hotel & Suite Manila
Alta Resources	Lapanday Foods Corporation
BPI	Mr. Group of Companies
CGI Philippines	Northern Builders
Cimpress Philippines Inc	Optum Global Solutions
Concentrix	Quantrics
Concentrix	Quezon City General Hospital
Conduent	Reed Elsevier Philippines
Diversify Intelligent Staffing Solution	San Miguel Pure Foods
DLSU	Sun Life of Canada (Philippines)
Eastern Petroleum Corporation	Synnex Corporation
Epson Precision Philippines Inc.	TaskUs
Ernst and Young Philippines	Transcom
Fatima University Medical Center	Truphone
Google	Unilab, Inc.
International Crewing & Ship	Virtela Services Phils Inc.

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## B. Non-Discrimination and Equal Opportunity Employment Policy

**Q1: Does the company’s employment opportunity policy or employee handbook or manual have anti-discrimination policies that include the terms “sexual orientation”, “gender identity”, and/or “gender expression”?**

Only 17% of the survey participants responded Yes, and all are from BPO/BPS and Foreign-headquartered organizations.



**Figure 2** Responses for “Does the company’s employment opportunity policy or employee handbook or manual have anti-discrimination policies that include the terms “sexual orientation,” “gender identity,” and/or “gender expression”?”

**Table 3 Breakdown of Responses by Company Category**

Response	BPO/BPS & Foreign-Headquartered	Philippine- Based & Government	TOTAL
Don't know. / Not sure.	6	6	12
No.	10	47	57
No. We only have broadly phrased anti-discrimination and equal opportunity policies.	9	5	14
Yes (or very similar terms were used, e.g. sexual preference, sexuality).	17	0	17
<b>TOTAL</b>	<b>42</b>	<b>58</b>	<b>100</b>

The table above shows that there are no Yes responses from Philippine-based companies and government institutions. During our Stakeholder Consultations, it was noted by our interviewees (LGBTQIAP+ rights advocates) that companies that are known for having progressive policies for employees are BPOs / BPS and firms from Western markets. Our results validate their hypothesis.

It should be noted that “No. We only have broadly phrased anti-discrimination and equal opportunity policies.” mean that the companies do not specifically mention SOGIE but may state, for example, that they “do not tolerate discrimination of any kind” or that they are an “equal opportunity employer”.

In comparison, the Corporate Equality Index 2018 developed by the Human Rights Campaign (HRC) in the US registered 95% of the participating companies that provide employment protections on the basis of sexual orientation in the US and globally, while 93% provide protections on the basis of gender identity.

And in the recently published 2017 Hong Kong LGBT+ Inclusion Index by Community Business, of the 40 companies and businesses that participated, all companies have some form of policy against discrimination or harassment based on sexual orientation, gender identity or gender expression.

The 57% that do not have SOGIE-based anti-discrimination protections represent a tremendous challenge for LGBTQIAP+ rights advocates. Although there are efforts from various organizations to reach out to these companies and offer expertise, resources and guidance in the form of training, workshops, consulting and other forms of support, we have observed that these have largely been done without coordination among these groups that could potentially result in a more efficient and systematic way of addressing this gap.

During our Stakeholder Consultations, our interviewees shared the following reasons why companies don't have these LGBTQIAP+ protection policies:

- The needs of LGBTQIAP+ employees are not urgent and not prioritized because they comprise only a small minority of companies' workforce
- Companies fear that having anti-discrimination policies and inclusive benefits may cause them to lose market share and customers, considering that the Philippines is a “conservative country”
- Corporate culture in the Philippines is generally still heteronormative
- As long as government and labor regulations do not include SOGIE policies, companies will not be inclined to change their policies

Of the 17 companies with SOGIE-based anti-discrimination and equal employment opportunity policy, only 3 could not determine when these policies took effect. This means that almost all of these companies have had these policies in place for at least more than 5 years.

**Table 4 Responses for How long have these policies been in place?**

Response	Count
Don't know / Not sure	3
More than 10 years	2
More than 5 years	3
Since the foundation of the company	9
<b>TOTAL</b>	<b>17</b>

There are also a number of ways that these policies are phrased, and our research shows that 11 of the 17 companies have explicitly referenced/used sexual orientation, gender identity and gender expression (SOGIE) in their anti-discrimination policies. While 3 companies have policies against discrimination on the basis of an employee’s sexual orientation, and 3 on the basis of an employee’s gender identity or gender expression.

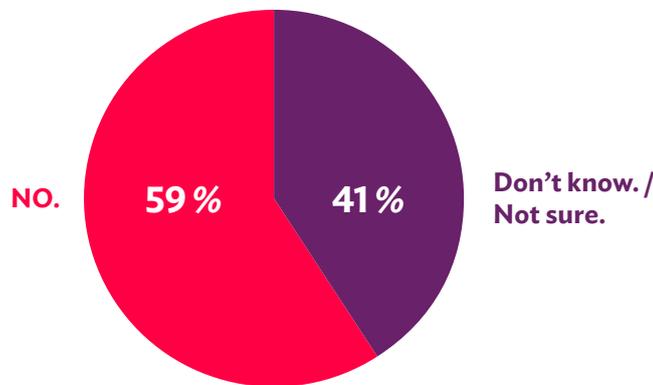
As for SOGIE-based anti-bullying and harassment policies, 5 companies have referenced the complete SOGIE while 3 used only “sexual orientation”, and 1 explicitly mentioned “gender identity and gender expression”.

In a study conducted by Patricia Angela Luzano Enriquez and published in 2017, *How Discrimination Happens: Being LGBT and the Experience of Discrimination in Access to Employment, and the Labour Market in the Philippines*, Enriquez concludes: “Discrimination in employment and the labor market actually happens as a result of how one performs their gender identity and expressions. It is not entirely because of one’s sexual orientation, but more of what is visibly seen that can be categorized against one’s biological sex.”

Further, 86.67% of the 105 respondents, all LGBT employees, in the same study believe that labor and employment discrimination against LGBT is real in the Philippines and 74.29% feel that heterosexual people are treated better over the LGBT in the labor market.

In terms of specific behaviors and actions directed toward LGBTQIAP+ employees, 7 companies have policies that explicitly reference specific behaviors and actions that are sanctioned, discouraged and not permitted in the workplace. A few examples of these behaviors and actions include catcalling, “outing”, misgendering and use of sexually explicit words when communicating with an LGBTQIAP+ employee among others.

**Q2: Is the company working on creating such policies?**

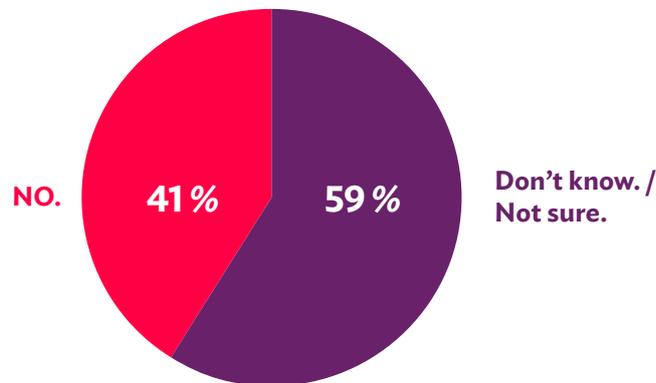


**Figure 3** Responses for Is the company working on creating such policies?

71 companies either do not have any policies against SOGIE-based discrimination and harassment in the workplace or only have broadly phrased anti-discrimination and equal opportunity policies. When asked if their company is working on creating such policies, 42 companies (59%) said No, while 29 companies (41%) said they don’t know or are not sure.

The data above tells us that developing and implementing SOGIE inclusive policies and benefits are not a priority for Philippine companies. Understandably, drafting policies take considerable resources and expertise and these are the barriers to adoption that need to be addressed. Providing benefits such as health insurance that cover same-sex couples also cost more because there are only a limited number of insurers that provide this in the Philippines.

**Q3: Have members of the LGBTQIAP+ community who are employees of the company reached out to the management to request to have these policies in place?**

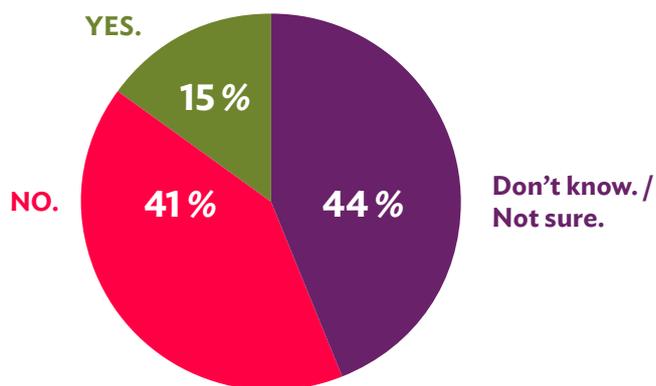


**Figure 4** Responses for Have members of the LGBTQIAP+ community who are employees of the company reached out to the management to request to have these policies in place?

41% of the respondents shared that to their knowledge, no LGBTQIAP+ employees have reached out to the management to discuss having SOGIE-based anti-discrimination policies in the workplace. The remaining 59% are either not sure or are now aware if LGBTQIAP+ if this happened in their company. It may be that LGBTQIAP+ employees are not be equipped to push for policies that benefit them or the process and channels for changing policies are not clear to employees.

Based on our Stakeholder Consultations, employees often opt to resign when they experience discrimination and bullying in the workplace instead of pushing for their rights.

**Q4: Have external organizations reached out to the management to offer help in developing policies?**



**Figure 5** Responses for Have external organizations reached out to the management to offer help in developing policies?

15% said that external organizations reached out to them to offer help in developing policies. However, these already have existing policies. This question was asked to all respondents because proponents of this study believe that existing policies can still be improved upon.

But of the 71 companies that either do not have any policies against SOGIE-based discrimination and harassment in the workplace or only have broadly phrased anti-discrimination and equal opportunity policies, however, no LGBTQIAP+ organizations reached out to them to offer help in developing policies, or at least to conduct SOGIE talks or gender sensitivity training with employees of the company.

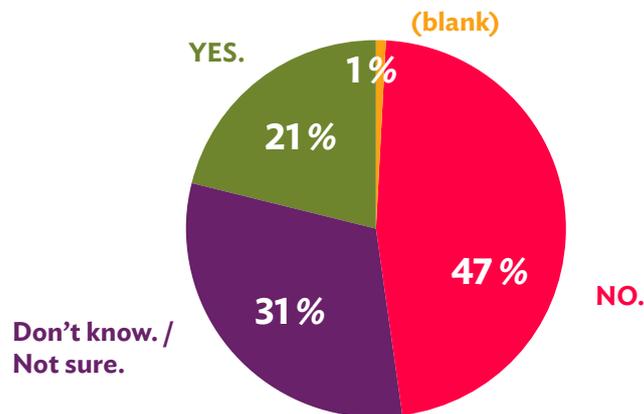
When we interviewed representatives from LGBTQIAP+ organizations for this study, a number of them shared that their organizations pro-actively reach out to companies to offer training and workshops on SOGIE, gender sensitivity, and related topics. However, very few such organizations have adequate funding to sustain these projects.

According to the 2014 UNDP, USAID report, Being LGBT in Asia: The Philippines Country Report, 80% of LGBT organizations stated that financial limitations affect their operations. 81% of the organizations have inadequate financial resources for LGBT-related activities.

Further, “57.5% of the LGBT organizations do not have internal revenue-generating capacity to support activities. 93% have no long-term, reliable sources of funding. This lack of funding affects the ability of many LGBT organizations to operate. For instance, many of these organizations are unable to keep the right people working for them.”

If LGBTQIAP+ employees and advocacy organizations are not equipped to drive the adoption of diversity and inclusiveness policies and benefits, this leaves the government and the companies as the remaining stakeholders that can push for these changes. However, our experience with the Anti-Discrimination Bill in Congress as well as data in this research suggest that it may take a long time before we can achieve any meaningful progress.

**Q5: Does the company have a firm-wide diversity council or working group with a mission that specifically includes SOGIE diversity?**



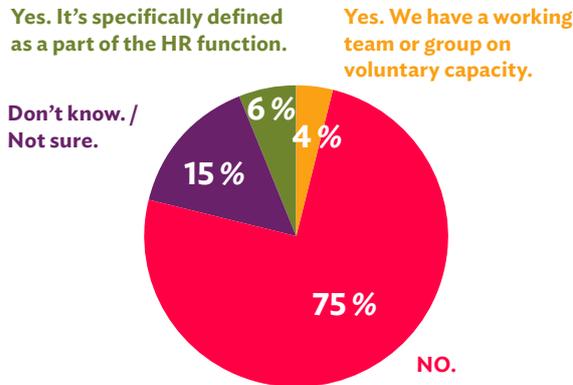
**Figure 6** Responses for Does the company have a firm-wide diversity council or working group with a mission that specifically includes SOGIE diversity?

All (17) of the companies that reported having SOGIE protection policies have a firm-wide diversity council or working group. 4 companies that only have broadly phrased anti-discrimination and equal opportunity policies also have a diversity council or working group.

These councils and working groups ensure that the policies are reviewed periodically, and that inclusiveness is always on the corporate agenda. They also develop processes and structures for reporting SOGIE-based incidents in the workplace.

## C. Internal Education and Accountability Metrics

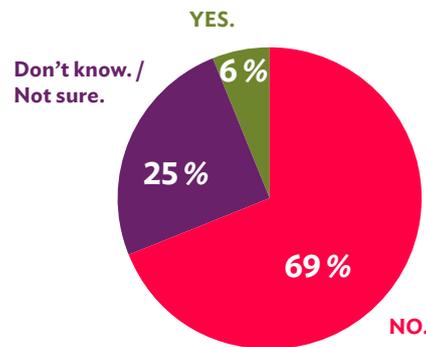
**Q6: Does the company have a structure for keeping track of sogie inclusiveness and education?**



**Figure 7** Responses for Does the company have a structure for keeping track of SOGIE inclusiveness and education?

Only 10—6% as part of HR function and 4% have a working team or volunteer group—of the 17 companies that have SOGIE anti-discrimination and harassment policies have a structure for tracking SOGIE inclusiveness education programs.

**Q7: Has the company conducted any educational discussions or training and workshops with employees on SOGIE?**



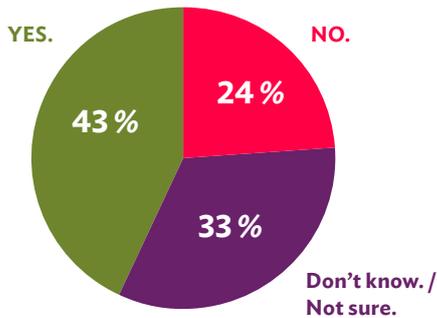
**Figure 8** Responses for Has the company conducted any educational discussions or training and workshops with employees on SOGIE?

It is also alarming that only 6 companies have conducted any educational discussions or training on SOGIE. This means that 11 companies that have SOGIE protections in place have not had a SOGIE training or talk at least in the last 2 years. It could also be that these companies had training previously but were unable to track these since they don't have a mechanism for recording and evaluating these programs. Of these 6 companies, only 3 said that their managers and top executives have attended these discussions and training. In terms of frequency and regularity in conducting educational discussions, only 2 reported having employees undergo these at least once a year or once upon getting hired.

These educational discussions cover an in-depth discussion of SOGIE, SOGIE-based harassment and violence, SOGIE-related scenarios, and even other concepts such as women's rights, feminism, intersex and gender fluidity and at least more than half of the employees of these companies have attended them.

This gap could easily be addressed through more proactive efforts by LGBTQIAP+ organizations, prioritizing those who have existing policies and those who have broadly phrased anti-discrimination policies (14 companies) since they are more likely to be open to doing this, as well as having the budget (assuming they are funding their diversity programs).

**Q8: Does the company keep track of SOGIE-based incidents in the workplace?**

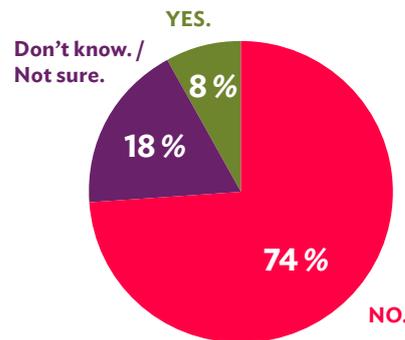


**Figure 9** Responses for Does the company keep track of SOGIE-based incidents in the workplace?

The high response rate for Yes for this question, 43%, is attributed to the fact that all reported “incidents” are tracked regardless if they are SOGIE-based or not. The researchers are unable to determine how exactly SOGIE-based incidents are identified, documented and, more importantly, resolved, especially in workplaces where no SOGIE protections exist.

For context, the Enriquez study reveals that 25.71% of 105 LGBT employee respondents have experienced harassment by their employer or superior because of being LGBT, 33.33% have been harassed by their co-workers for being LGBT, and 60.95% have been the subject of slurs and jokes in the workplace.

**Q9: Does the company have employee surveys such as employee engagement surveys where employees can voluntarily and anonymously disclose their gender identity and sexual orientation along with other demographic questions such as religion and gender?**

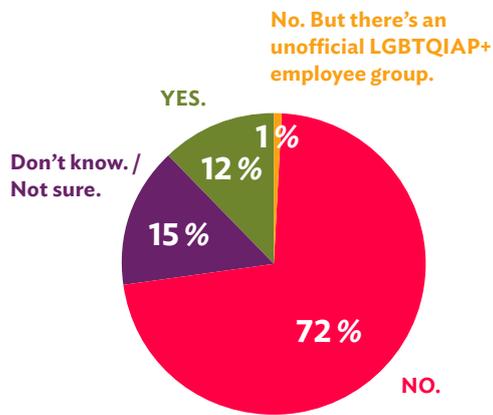


**Figure 10** Responses for Does the company have employee surveys such as employee engagement surveys where employees can VOLUNTARILY and ANONYMOUSLY disclose their gender identity and sexual orientation...

Philippine companies do not have employee surveys where employees can voluntarily and anonymously disclose their gender identity and sexual orientation. Some respondents shared that they do not feel comfortable collecting this information and that it may be misinterpreted by the employees as some form of profiling that may negatively impact their standing in the company.

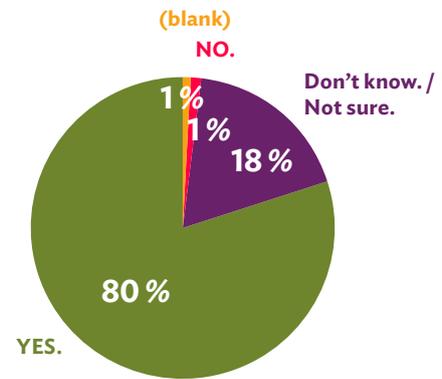
When asked if the company uses a confidential human resources data system where employees can voluntarily disclose their gender identity and sexual orientation (along with other demographic questions such as religion and gender), the answers were similar to the above with only 11% answering in the affirmative.

**Q10: Does your business have an officially recognized LGBTQIAP+ employee group?**



**Figure 11** Responses for Does your business have an officially recognized LGBTQIAP+ employee group?

All companies that have either an official or unofficial LGBTQIAP+ employee group are from companies that have explicit SOGIE protection policies. Unfortunately, even companies with the largest number of employees that participated in this study have reported to not having even an unofficial LGBTQIAP+ group. The lack of a support system or a sense of community in the workplace could also be a reason why LGBTQIAP+ employees are not demanding policy changes from management.



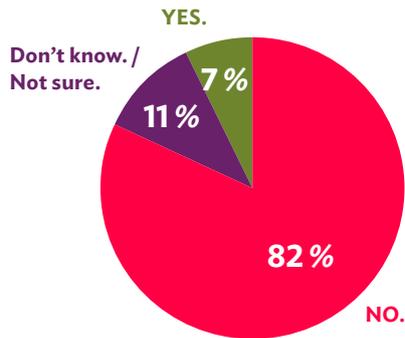
**Figure 12** Responses for Would your business allow LGBTQIAP+ employees to use its facilities, electronic and other company resources to form a group if one expressed interest?

However, respondents said their companies would allow LGBTQIAP+ employees to use their facilities, electronic and other company resources to form a group if one expressed interest. This is something that LGBTQIAP+ employees should be taking advantage of as part of their efforts to get more organized.

In contrast, according to the Enriquez study, 74.29% of the LGBT employee respondents said that they are not able to join or form LGBT specific groups or unions in the workplace. The discrepancy between the data in this research (from employers) and the Enriquez data (employees) could be attributed to the inclusion of the word “unions” in the question in the Enriquez survey. Technically, employee groups, official or otherwise, are not the same as unions and many companies in the Philippines forbid the formation of unions.

## D. Equitable Benefits

**Q11: Does your company’s insurance (including health insurance) contract definition of “spouse” include same-sex partners and/or same-sex spouses?**



**Figure 13** Responses for Does your company’s insurance (including health insurance) contract definition of “spouse” include same-sex partners and/or same-sex spouses?

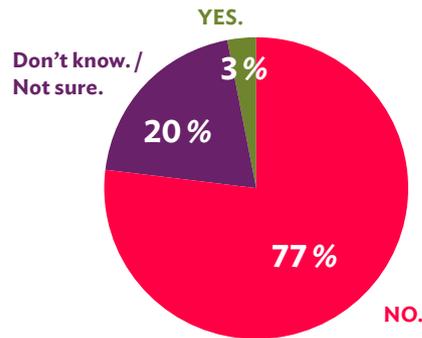
7 companies, all from those that have SOGIE policies, also have insurance, including health insurance, that covers same-sex partners or spouses. And despite the 82% that do not cover same-sex partners or spouses, 25% said that their insurance offers “plus one” coverage.

According to the Enriquez study, only 8% of LGBT employee respondents feel or know that they are receiving a lower salary/remuneration in comparison to those with equal qualification and position due to being LGBT, but 18% reported having been discriminated against benefits that heterosexual employees receive such as parental leave, domestic partner benefits, etc.

Our stakeholder interviews also reveal that there is a sense that LGBTQIAP+ employees in the Philippines are not aware of the types of benefits that should be entitled to them. This is definitely a factor in why they are not as proactive in asking for these benefits from their employers.

## E. Transgender-Inclusive Policies and Benefits

**Q12: Does the company have written gender transition guidelines documenting supportive policy or practice on issues pertinent to a workplace gender transition?**



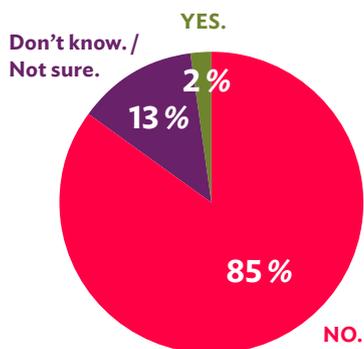
**Figure 14** Responses for Does the company have written gender transition guidelines documenting supportive policy or practice on issues pertinent to a workplace gender transition?

Only three companies have written gender transition guidelines for documenting supportive policy or practice for workplace gender transition. These companies also belong to the group with existing SOGIE policies.

These 3 companies have gender transition guidelines on clear delegation of tasks in helping the transitioning employee (e.g. senior sponsors etc.), management expectations, a general procedure for implementing transition-related workplace changes, adjusting personnel and administrative records, workplace scenarios including but not limited to dress codes and restroom use. These companies also have at least one health insurance plan available to all employees that includes coverage for the medically necessary health care services that transgender people need.

## F. Public Commitment to LGBTQIAP+ Equality

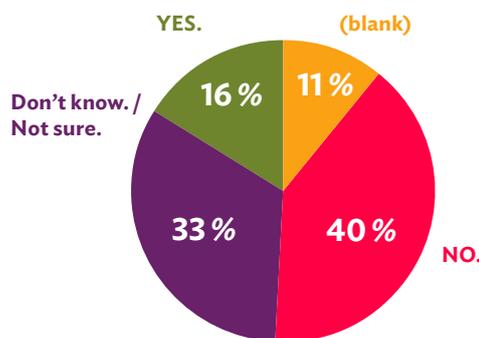
**Q13: Has the company issued public statements supporting LGBTQIAP+ advocacies in the past?**



**Figure 15** Responses for Has the company issued public statements supporting LGBTQIAP+ advocacies in the past?

Apart from measuring internal efforts to advance LGBTQIAP+ rights, we also looked at how Philippine companies collaborate with and support the community in general.

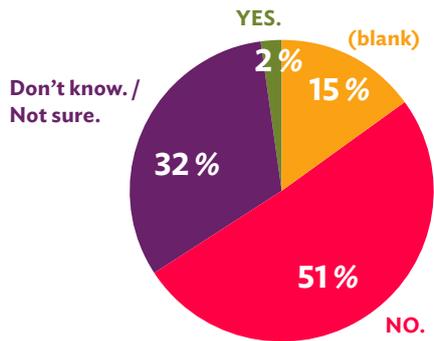
Only 2% of the Philippine companies have made public statements in support of LGBTQIAP+ advocacies, these companies do not even belong to those that have explicit SOGIE policies, but to the group with broad anti-discrimination and equal employment opportunity policies.



**Figure 16** Responses for To your knowledge, has any executive or member of the company's board publicly supported any LGBTQIAP+ cause or advocacy?

High ranking officers of these companies have been more proactive, however, as 16% have reported that an executive or member of their company's board publicly supported any LGBTQIAP+ cause or advocacy.

**Q14: Has the company engaged in marketing or advertising to the LGBTQIAP+ community (including sponsorships of LGBTQIAP+ organizations and events)?**



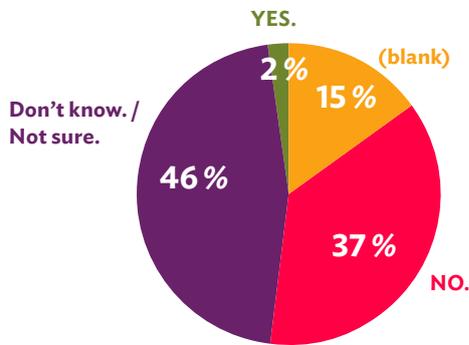
**Figure 17** Responses for Has the company engaged in marketing or advertising to the LGBTQIAP+ community (including sponsorships of LGBTQIAP+ organizations and events)?

When asked if the company has engaged in marketing or advertising to the LGBTQIAP+ community (including sponsorships of LGBTQIAP+ organizations and events), only 11% answered Yes and these are all either BPO / BPS or foreign-headquartered firms.

It was also raised by the advocates we interviewed during the Stakeholder Consultations that companies should avoid pinkwashing—using a variety of marketing and political strategies to promote brands or products by appealing to LGBTQIAP+-friendliness, in order to be perceived as progressive, modern and tolerant.

For many advocates in the Philippines, the true measure of being a company that is an ally of the LGBTQIAP+ community is having SOGIE-inclusive policies and humane working conditions, not just ads showing couples of the same sex holding hands.

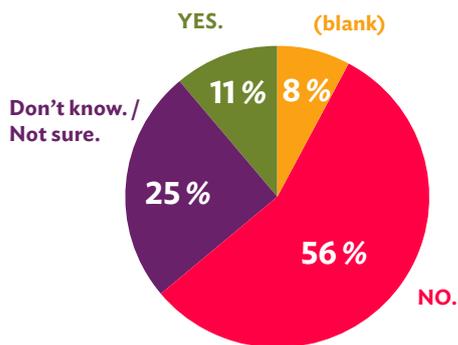
**Q15: Does the company have guidelines that prohibit philanthropic support (financial or in-kind) to an organization that has a written policy of discrimination against LGBTQIAP+ people (i.e. organizations that actively discriminate on the basis of sexual orientation and/or gender identity)?**



**Figure 18** Responses for Does the company have guidelines that prohibit philanthropic support (financial or in-kind) to an organization that has a written policy of discrimination against LGBTQIAP+ people?

Only 2% of participating Philippine companies have guidelines that prohibit them from engaging with organizations that discriminate on the basis of a person's SOGIE.

**Q16: Has the company provided philanthropic support (financial or in-kind) to LGBTQIAP+ health, educational, political or community-related organizations or events?**



**Figure 19** Responses for Has the company provided philanthropic support (financial or in-kind) to LGBTQIAP+ health, educational, political or community-related organizations or events?

The LGBTQIAP+ advocacy community in the Philippines has very limited resources to pursue important projects and programs. Our data shows that even though companies do not make public statements (only 2%), 11% of the companies surveyed said they have provided philanthropic support to LGBTQIAP+ projects in the past, all of which are either BPO / BPS or foreign-headquartered.

In terms of engaging in targeted recruiting efforts to the LGBTQIAP+ community, publicly supporting SOGIE equality through local and national legislation, seeking out LGBTQIAP+-owned businesses as suppliers or requiring suppliers, distributors and partners to prohibit SOGIE-based discrimination, our research shows that across these metrics, only less than 3% practice these.

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### **About the Corporate SOGIE Diversity & Inclusiveness (CSDI) Index**

The Corporate SOGIE Diversity & Inclusiveness (CSDI) Index is the first study of its kind in the Philippines. This CSDI Index is a tool for organizations to benchmark themselves against international and local standards in Diversity in the workplace. The authors of this report hope that this new information will usher in a time of great innovation, efficiency, development, and business excellence in the region as companies know more information about Diversity, realize themselves, and embrace SOGIE Diversity.

### **About the Philippine LGBT Chamber of Commerce**

Founded in 2016, the Philippine LGBT Chamber of Commerce is an industry organization of businesses of, by, and for the LGBT in the Philippines. The main bottom line of the organization is good business and national economic development via the efforts of its LGBT members. The core purpose of the LGBT Chamber is to champion the LGBT contribution in Philippine Business.

[www.LGBTph.org](http://www.LGBTph.org)