

Conversation guide

# EACH FOR A LGBT+ INCLUSIVE WORKSPACE



**SOCIETE  
GENERALE**

# EDITORIAL



Fighting all forms of discrimination is a matter of equality & mutual respect, but also performance. That is why Societe Generale defends the values of diversity and inclusion in the workplace on a daily basis. Quite simply, that means creating a space where our differences shine and where we can guarantee a work environment in which everyone feels free to be themselves without hiding or erasing their identities.

To achieve this goal, we are implementing the UN's guiding principles for fighting anti-LGBT+ discrimination in the workplace and in all aspects of professional life. As a reminder, I would also like to point out that discrimination is a crime in France.

We are working to ensure that everyone feels listened to and valued--regardless of their sexual orientation or gender identity\*--from the job interview and promotions to management principles.

The Group, alongside Pride & Allies which unites employees from different countries, works to create and defend a corporate culture that promotes inclusion and equal rights for LGBT+ employees.

Through this brochure, we are presenting best practices to apply using concrete examples of situations to help you broach LGBT+ subjects with your teams, colleagues, managers, and clients. Let's all work together for a more inclusive work environment. I am counting on you!

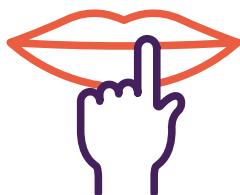


**Diony Lebot**  
**Deputy Chief Executive Officer**

\*Gender identity: The gender with which a person identifies.

\*LGBT+: Acronym meaning (Lesbian, Gay, Bi, Trans) and + for all the others (intersex people, asexuals, pansexual people, etc.).

# KEY FIGURES \*



**77%**

of LGBT+ people in a relationship **avoid talking about their sexual orientation or gender identity** at work.

**1992**

**The date when homosexuality stopped being classified as a mental illness** by the World Health Organisation.



**88%**

of gay and lesbian employees have been **subjected to homophobic remarks during their career.**



## ORIGINS OF THIS ABUSE:



# KEY FIGURES \*



**1 - 2  
MILLION**

LGBT+ employees  
are not 'out' at work.



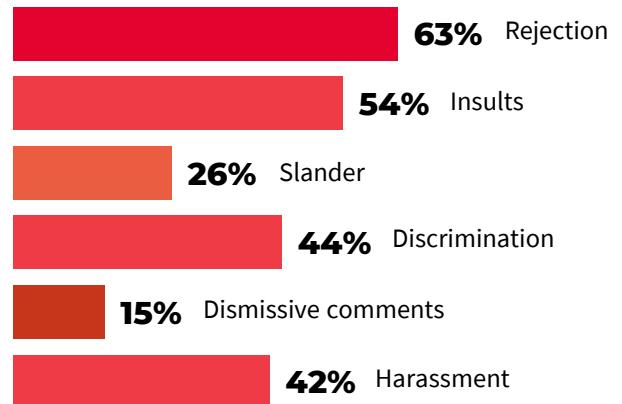
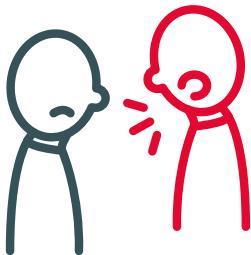
of employees surveyed  
believe that it is **difficult to  
broach the subject of their  
sexual orientation** at work.

**1 OUT OF 3  
LGBT+ PEOPLE**

believe that being out at  
work could pose a risk to  
their career.



THE MOST FREQUENT TYPES  
OF ATTACKS ON AND ISSUES  
FACING LGBT+ PEOPLE



# 4 CONCRETE SITUATIONS TO SHOW YOU THE BEST WAY TO TALK ABOUT IT



The subject of LGBT+ is not an easy one for everyone and much depends on people's culture, origins, education, etc.

Below, you will find 4 concrete examples of situations to help you facilitate conversation.



## 1 A COLLEAGUE OR FELLOW TEAM MEMBER MAKES JOKES ABOUT LGBT+ PEOPLE

A member of the team has the habit of making jokes and remarks about LGBT+ people. I don't know if anyone on the team is LGBT+ but, if they were, it could make for an uncomfortable situation.

### WHAT DOES THIS MEAN?

My colleague or team member may not be aware that their remarks could be hurtful.

### WHAT SHOULD I SAY?

"I understand that your remarks were meant to be funny, but you have to be careful about what you say because some people could find it hurtful."

"How do you think an LGBT person might take that?"

### WHY?

An LGBT+ person or someone involved indirectly (e.g. a member of their family could be LGBT+) could feel excluded, lose self-confidence and become withdrawn, which would go against the Group's Diversity and Inclusion policy. Societe Generale is an inclusive company where employees are happy because they are able to be themselves.

## 2 A MEMBER OF THE TEAM HAS JUST COME OUT

A member of my team has just told me they are coming out\*!  
I don't really know what to say or do. What's the best way of showing my support?

### WHAT DOES THIS MEAN?

This person really trusts me.

### WHAT SHOULD I SAY?

"Thank you for telling me about it. I'm glad you feel comfortable telling me."

"Now that I know, how would you like me to handle this information? Do other people know? Do you consider yourself "out" at work?"

### WHY?

Coming out is a complex process. Some people tell everyone around them, others only tell a few people. You need to understand the person's situation in order to respect their boundaries and privacy. You must always treat the information you are given as confidential.

## 3 MY CUSTOMER IS AWARE OF THE GROUP'S COMMITMENTS TO OUR LGBT+ EMPLOYEES AND THEY ARE NOT HAPPY

I work with a customer who is against the inclusion of LGBT+ people. After visiting Societe Generale's website, my customer doesn't approve of our position. What should I do?

### WHAT DOES THIS MEAN?

I should take the customer's point of view into account but also uphold our colleagues.

### WHAT SHOULD I SAY?

"I understand that you do not share our commitment to diversity and inclusion of our LGBT+ colleagues."

"At Societe Generale, we have a policy of inclusion of all diversities. We aim to be a company where our employees are happy because they are able to be themselves, thus mirroring the diversity of the customers we serve and the society in which we operate."

"The Group wants its employees to work in the best conditions so they can express their full potential in order to better serve our customers."

### WHY?

Our commitment to LGBT+ employees is part of our Group HR policy, which promotes the inclusion of all diversities: beliefs, age, disability, parenthood, ethnic origin, nationality, sexual or gender identity, sexual orientation, membership of a political, religious, trade union organisation or a minority, or any other characteristic that could be the subject of discrimination.

\*Coming out: abbreviation of the expression coming out of the closet, which means voluntarily announcing sexual orientation or gender identity. Coming out can take place at various life stages and in various settings: family, friends, colleagues, etc.

## 4 AN LGBT+ MEMBER OF MY TEAM FEELS DISCRIMINATED AGAINST

An LGBT+ colleague tells me that he feels that his colleagues are not always respectful towards him/her because of his sexual orientation. I know there are different opinions on this matter and I want to make sure that everyone feels respected.

### WHAT DOES THIS MEAN?

My job is to understand the situation and offer help.

### WHAT SHOULD I SAY?

“What are the facts that make you think you’re being disrespected?”

“How would you like us to deal with this matter?” (talk directly to the people concerned, remind the entire team of the Group’s diversity and inclusion policy, refer the matter back to HR to conduct a “survey”)

### WHY?

Societe Generale is committed to combating all forms of discrimination. Every employee is invited to:

- contribute responsibly to a work environment that respects the dignity of each individual and embraces diversity,
- behave with integrity, courtesy and respect towards colleagues and partners,
- adopt an open attitude when working with their colleagues and partners.

The company is vigilant in ensuring that all employees comply with the Group’s Diversity and Inclusion policy, regardless of where they may be.

The Group has set up a whistle-blowing system so that employees who witness or are victims of inappropriate behavior can alert the Group anonymously. In some countries, discrimination may be considered an offence.



# MAKE A DIFFERENCE!



Do you want to play an active role in including LGBT+ colleagues?

Become an Ally\* and find us on SBC!



## WHAT WE EXPECT FROM OUR ALLIES

- Take the time to talk with your friends and colleagues who are LGBT+. They may have suggestions for making your work environment more welcoming for LGBT+ people.
- Ask yourself how you would like to be treated at work and also ask your colleagues this question.
- Share your own experiences and those of your LGBT+ friends and colleagues (if they have given you permission).

# Pride & Allies

## Our role

Our mission is in line with the objectives set by the company for its employees and represents our continued support for the United Nations standards of conduct. We aim to fight discrimination against LGBT+ people, attract talented people, and promote an inclusive work environment for LGBT+ employees and their allies in France.

## What are the benefits?

The opportunity to be ourselves at work helps everyone reach their full potential. It's not just the right thing to do, it's good for everyone.

## Join us!

We regularly organise events to promote networking and mentoring. We collaborate with associations and institutions to make our environment more inclusive.

- Feel free to speak openly about the importance of including LGBT+ people within the company.
- Be yourself and show your colleagues that you are committed to LGBT+ equality, not because you are obligated to be, but because you firmly believe in it.

\*Ally: A person who doesn't identify as LGBT+ but supports the rights and inclusion of those who do.