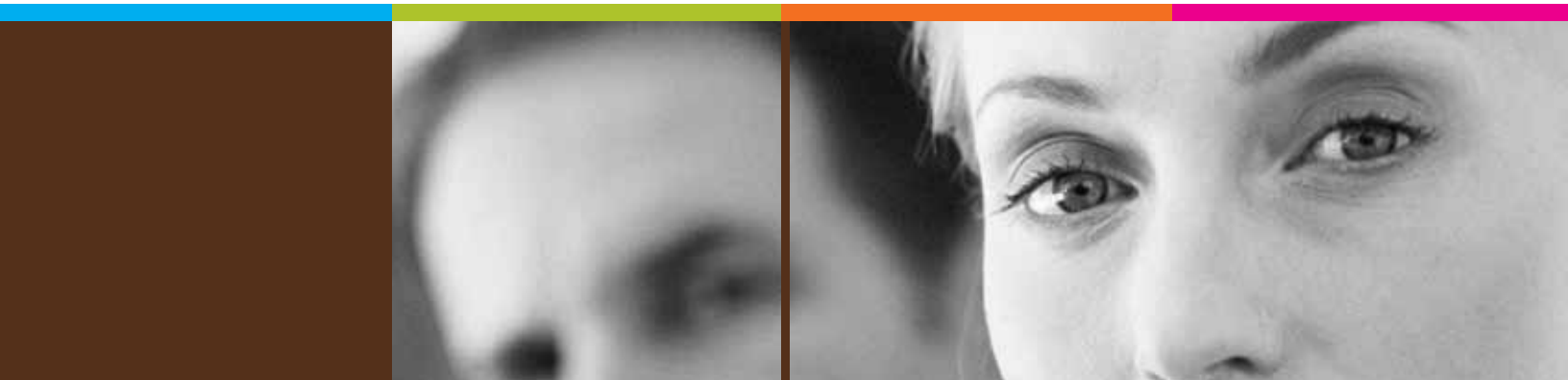




IGLCC

INTERNATIONAL BUSINESS EQUALITY  
**INDEX2010**



THE MOST LGBT FRIENDLY CORPORATIONS IN THE WORLD



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INDEX2010

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## A MESSAGE FROM THE SECRETARY GENERAL OF THE IGLCC

“The advancement of diversity in the business world through initiatives that promote equality and the creation of opportunities for the members of the international LGBT business community”

*IGLCC Vision Statement*

There is perhaps no other single activity the Chamber could undertake that would further our mission and vision than the annual International Business Equality Index that we are publishing for the second time.

The Index uniquely allows companies to measure and track the effectiveness of their internal and external LGBT diversity activities across countries. While progressive global corporations generally understand the importance of diversity, they are often faced with the reality that in some of the countries in which they operate LGBT acceptance is in its infancy or even non-existence. The Index allows these companies to measure the implementation of their global policies even in hostile environments, and to compare these with other countries in which they do business and also, importantly, with other like-minded global firms.

IGLCC believes, as a matter of faith, that commerce plays a leading role in the development of human rights. It is through the positive actions and diversity programs corporations introduce throughout their global activities that equality in business and ultimately universal equality will evolve. In this respect, the Index, in its short existence, has already been a catalyst in bringing corporations to the forefront as strong allies in the promotion of this equality.

Of equal importance is the positive effect that we have been told the Index has on the participating companies' own diversity programs. The Index, through its country and competitive ranking brings LGBT diversity to the attention of the most senior levels of management.



Thanks to the participation of the 15 founding corporations in the 2009 Index, we can see the process take form. But, let us not kid ourselves; we have a long way to go. While 2010 has seen some improvements in the acceptance of LGBT people in some countries (Eastern Europe comes to mind), it has also seen backsliding in terms of human rights (Malawi and Uganda come to mind). Indeed, as accelerators of positive LGBT change, multi-national corporations must become even more involved and active in this global movement for human rights.

The 2010 Index has built on the success of its predecessor: 66.7% more companies, representing 500,000 additional employees in 176 countries participated. Bringing the participation level of the 2010 Index to: 25 corporations, operating in 220 countries, representing 2.2 millions employees.

I would like to take this opportunity to express our sincere thanks to each and every company that participated and to the associates within those companies around the world that completed the questionnaire. We would also like to thank the 2010 Index committee for their dedicated contribution to the project.





## A MESSAGE FROM THE 2010 INDEX COMMITTEE CHAIRMAN

Last year we challenged everyone to make the most of the Index as an effective tool to promote equality for the international business community. And we are gratified to see that the Index has been integral to the global strategy and diversity policy development for major international companies.

I am inspired to see how many new corporations have answered the call and motivated by those who joined us in the second year of the Index. Clearly, more companies are realizing the importance of the Index as a tool in the global management of LGBT diversity.

Because we can clearly see from the Index that the road to equality is far from completion, I join my voice to all my colleagues in saying that we must make the most of this tool and focus on our own responsibility as individuals, but also as businesses and corporate members of the world.

To do so, I encourage all corporations to become partners of the IGLCC in the Index and invite all members of the LGBT community in urging them to do so. All multinationals have a large array of practices and policies that once shared with others become powerful instruments of change, and I invite all of them to share in this resource.

From the point of view of LGBT employees, I also would like to call on all members of the international LGBT business community to join forces with the IGLCC Index so we can advance together the precarious situation in which some of our peers work in some parts of the world.

I thank all members of the 2010 Index Committee for their work and volunteer spirit, as well as all partners and supporters of the Index.

Our belief is much stronger thanks to the common goals that we all share.

Again this year, let's make the most of this very effective tool to promote equality for the international business community.

The international committee in charge of this unique initiative to promote diversity in the business world includes gay, lesbian and transgender professionals that live and work in nine different European and North American countries.

Members of the 2010 International Business Equality Index Committee:

**Committee chair:**

- › David Pollard, Vice-Chairman – Company Pride Platform (the Netherlands)

**Committee members:**

- › Silvan Agius, Police Director - ILGA Europe (Belgium)
- › Stephen Barris, Communications Officer - ILGA World (Belgium)
- › Angelo Caltagirone, President - EGMA (Switzerland)
- › Lenna Cumberbatch, Gingerbeer Webguide (United Kingdom)
- › Irwin Drucker, Program Director, GLBT GROUP & International Programs - IBM (United States)
- › Albert Kehrner, National Board Member – Völklinger Kreis (Germany)
- › Pascal Lépine, Secretary General – IGLCC (Canada)
- › César Maschmann, Director of Communications & Member Services – IGLCC (Canada)
- › Paul Overdijk, Director Strategy - TNT (the Netherlands)
- › Geoffrey Ross, National Board Member - L'Autre Cercle (France)
- › Jean-Luc Vey, Business Manager - PrOut@Work (Germany)
- › Persia West, A place at the table (United Kingdom)
- › Manfred Wondrak, President – AGPRO (Austria)

Thanks to their participation and common understanding of the many realities of the business world, all partners bring a global vision to the table. This includes corporate, community and social aspects of today's changing world, making this a truly international and interdisciplinary Index.

## CHANGES FROM PREVIOUS YEAR:

With the feedback from the 2009 participants in mind, the 2010 Index Committee has updated the methodology for the 2010 Index in 3 specific areas:

### 1. Weighting

The 2010 Index methodology has been updated in reference to the weighting applied to two of the four sections.

The weight applied to the statistics for the four questions that comprise “Diversity & Inclusion” has been increased by 2.5% to 22.5%

The weight applied to the statistics for the two questions that comprise “Supplier Diversity” has been reduced by 5% to 2.5%.

The other two sections remain unchanged.

### 2. Bonus

Since we wanted to recognize the fact that certain corporations go the extra mile and enforce their policies and practices even in countries where homosexuality is punishable by law, the committee has agreed to create a bonus criterion to that effect. For the purpose of accuracy and fairness, such list of countries was obtained from the ILGA map.

No deductions or penalties were imposed on companies who do not yet offer these practices and policies in the countries where homosexuality is still punishable by law.

### 3. Eligibility

To be eligible a corporation must have offices in at least three (3) countries and have more than ten thousand (10,000) employees OR have offices in more than ten (10) countries and at least five thousand (5,000) employees.

## DATA COLLECTION

Eligible corporations were invited to register on the IGLCC website and complete an online set of detailed questions regarding their LGBT diversity activities in the various countries in which they operate.

## EVALUATION

For evaluation purposes, the seventeen questions were divided into four sections and weighted according to relative importance:

1. *Diversity & Inclusion (22.5% - 4 questions)*
2. *Sexual Orientation and Gender Identity Policies and Practices (60% - 8 questions)*
3. *Supplier Diversity (2.5% - 2 questions)*
4. *Marketing and Community Involvement (15% - 3 questions)*

The final index score for each corporation is the total of the weighted percentages achieved in each section, with a maximum achievable Index score of 100.

Evaluation criteria are applied equally to all participating corporations regardless of independent factors such as size of company, industry, home location, etc.

Since we wanted to recognize the fact that certain corporations go the extra mile and enforce their policies and practices even in countries where homosexuality is punishable by law, the committee has agreed to create a bonus criteria to that effect. For the purpose of accuracy and fairness, such list of countries was obtained from the ILGA map. No deductions or penalties will be imposed on companies who do not yet offer these practices and policies in the countries where homosexuality is still punishable by law. All data was reviewed and processed internally by IGLCC staff. Total confidentiality of data was maintained and no data was released to any person or organization other than IGLCC staff and IGLCC Marketing Counsel, Protean Strategies Inc. The data was reviewed and analysed by Protean Strategies Inc. a Toronto based research company.



The purpose of the International Business Equality Index continues to be to help leading international corporations become better global corporate citizens by implementing effective LGBT diversity policies. In fulfilling this purpose, we move slowly but inexorably closer to the ultimate goal: Equality for all LGBT people in the global workforce.

And as we know, in the end, companies benefit as much as the people they employ, and corporations benefit as much as the communities in which they operate.

## NEW FOR 2010

This year, IGLCC is going further with the creation of additional benefits related to participation in the Index.

- Index Seals offer participating companies “branding opportunities” and a way to show their justifiable pride in their diversity.
- Individual corporate reports will provide greater depth of proprietary information for participating companies.
- Index Seminar will be presented this year in London to assess the initiative, provide exchange of best practices between the participants and draw on common strategies with all partners and corporations for the future.

## Index Seals

All companies participating in the 2010 Index are entitled to display the 2010 Index Seal of Recognition attesting to their leadership in global diversity. They are also invited to tag internal and external communications and marketing materials.



Additionally, corporation among the top five globally or in any individual country will be entitled to display and use the Index Top 5 Recognition Seal, applauding their achievements as one of the five most LGBT Friendly corporations in the world or the restricted Index Top 5 Recognition seal, asserting their position as one of the Top 5 LGBT in [Country]



## TWO NEW CATEGORIES IN 2010

As a result of external demand, the 2010 Index committee opened two new categories: Law Firms and NGO's. Both these categories represent global employers that are respected for their inclusive LGBT policies and their diversity programs. We look forward in 2011 and beyond to building on the foundations set by two global contributing law firms and one NGO. We salute them for their pioneering spirit.

## CAVEAT

Based upon the recommendations of the committee, only the final percentages for the top five corporations are being released along with their ranking. The ranking for the top 25 are released without their percentages. However, this report highlights the major findings and trends based on the responses of all participating corporations.

## PARTICIPATING COMPANIES

We salute each and every company that participated in this year's Index. These are world leaders in LGBT diversity. We all look to them to continue helping IGLCC by promoting their diversity policies, proudly displaying their IGLCC Index 2010 Decals and encouraging their peer corporations around the world to participate in the 2011 Index

COMPANY	NUMBER OF EMPLOYEES	HOME COUNTRY	NUMBER OF COUNTRIES COMPANY OPERATES IN	INDUSTRY	2009 revenues (\$000,000)*
AMERICAN AIRLINES	86694	USA	40	Transportation	19.92
BT GROUP	97781	UK	170	Telecommunications Services	30.43
CISCO SYSTEMS	65000	USA	123	Technology Hardware & Equipment	35.53
CONTINENTAL AIRLINES	41300	USA	55	Transportation	12.59
CREDIT SUISSE	47600	Switzerland	50	Diversified Financials	50.26
CUMMINS, INC	34855	USA	190	Capital Goods	10.8
DEUTSCHE BANK	80849	Germany	72	Diversified Financial	62.98
DEUTSCHE POST DHL	477280	Germany	220	Transportation	66.29
GOOGLE	20621	USA	42	Software & Services	23.65
IBM	399409	USA	170	Software & Services	95.76
ING GROUP	107173	Netherlands	50	Diversified Financials	167.49
KUONI TRAVEL HOLDING LTD	9070	Switzerland	40	Leisure Travel Organization	3.9
LAN AIRLINES	16500	Chile	29	Transportation	3.52
LENOVO GROUP	22511	China	62	Computer and Communications Systems (Products)	14.95
MERCK	100000	USA	53	Drugs & Biotechnology	11.1
MORGAN STANLEY	61993	USA	35	Diversified Financials	30.07
PHILIPS	115924	Netherlands	61	Conglomerates	33.22
ROYAL DUTCH SHELL	101000	Netherlands	71	Energy	278.19
TD BANK FINANCIAL GROUP	74000	Canada	11	Diversified Financials	2.43
THE DOW CHEMICAL COMPANY	52000	USA	160	Chemicals	44.88
TNT	159663	Netherlands	62	Transportation	14.33
UBS AG	65233	Switzerland	51	Diversified Financials	43.22
NGOS					
BRITISH COUNCIL	7500	UK	110	Organization for Cultural Relations and Education Opportunities	N/A
LAW FIRMS					
PAUL HASTINGS L.L.P.	1047	USA	8	Legal Aid	N/A
SQUIRE, SANDERS & DEMPSEY L.L.P.	1659	USA	15	Legal Aid	N/A
<b>TOTALS</b>	<b>2246662</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1051.61</b>

\* Forbes 2009, April 2010

The results of the 2010 Index strongly suggest that companies are becoming increasingly focused on diversity, and specifically LGBT diversity. This year a total of 42 companies registered for the Index, with 22 private sector companies, two law firms and one NGO completing the arduous submission process. This compares with a total of 15 companies that participated in 2009.

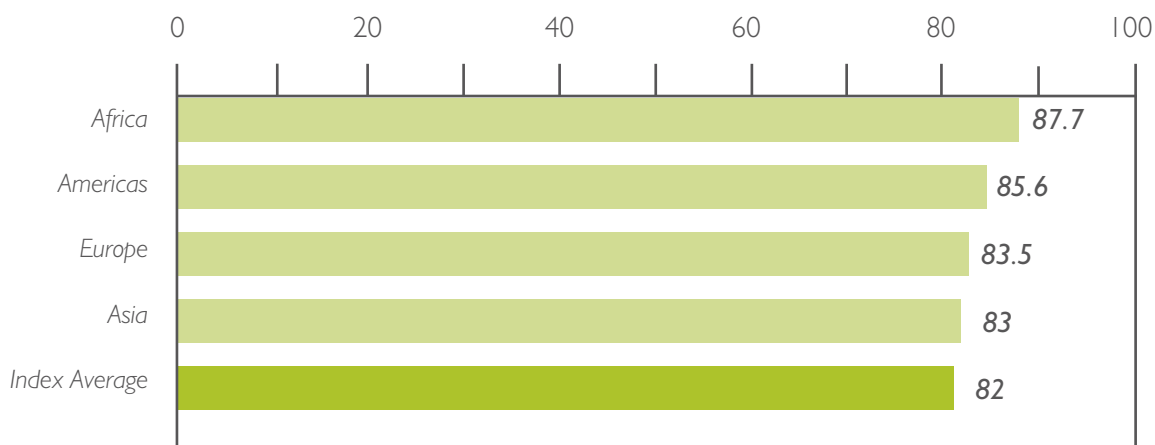
	% of Organizations	% of countries reported on	% of Employees	Total Revenue (\$ 000,000)
<b>2010</b>	25	176	2 246 662	1 051.61
<b>2009</b>	15	227*	1 701 420	800.28

\* In 2010, corporations were instructed to report only in the countries where they had offices.

The results suggest that this increasing interest in LGBT issues is aimed primarily internally at their own work force – this is a double sided coin, where companies increasingly realise that improving the work environment for the people that work for them not only improves productivity, but also affects the level of acceptance and tolerance for gays and lesbians in the communities they operate in.

Companies are not focusing only on the “easy win” countries – they are working hard to bring equal levels of diversity programming and policies in countries that are not accepting of alternative life-styles. In fact, we see companies implementing equivalent policies in “death penalty” countries as in legalized marriage countries.

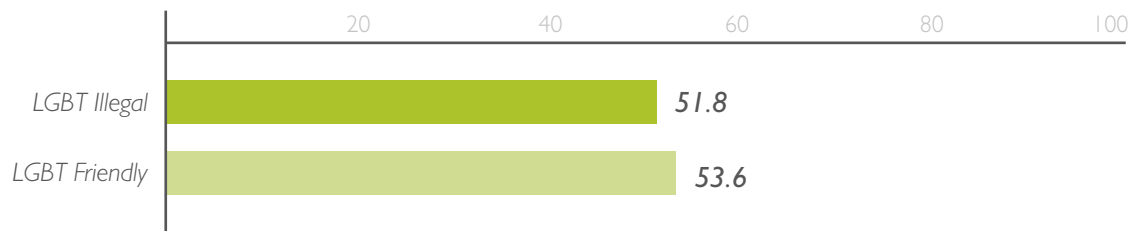
## REGIONAL RANKINGS: AVERAGE SCORES OF TOP 5 IN EACH REGION



This comparison of the top 5 performers in each region shows that these companies work harder to bring their GLBT diversity policies in Africa than they do in more accepting regions. Obviously this is not the whole story, and there are a number of companies in each region that are having difficulty in implementing their policies equally, but those that are successful deserve high praise.

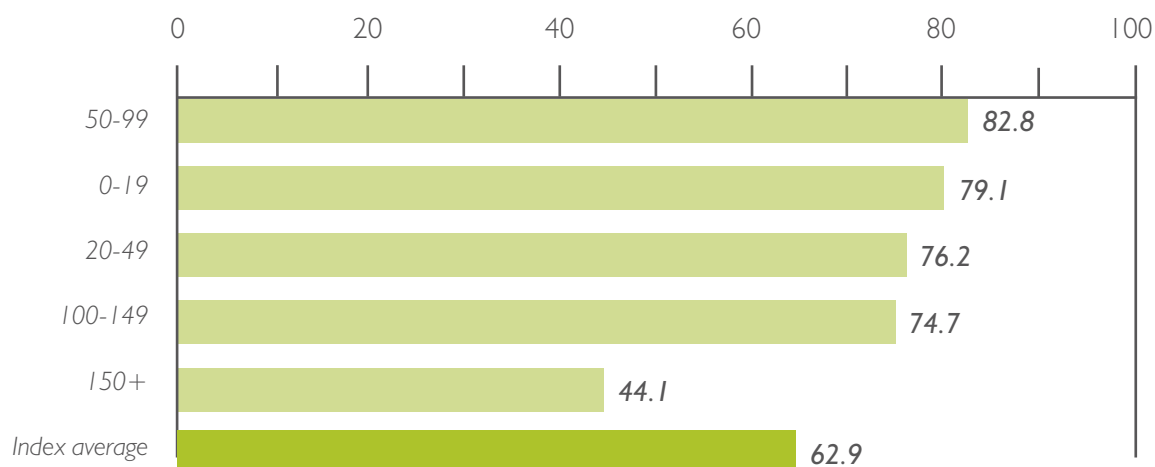
This is born out in comparing the average Index achievement in so-called LGBT Friendly countries and so-called Illegal countries (as determined by ILGA):

### COMPARISON OF INDEX AVERAGES IN COUNTRIES AT DIFFERENT LEVELS OF EQUALITY



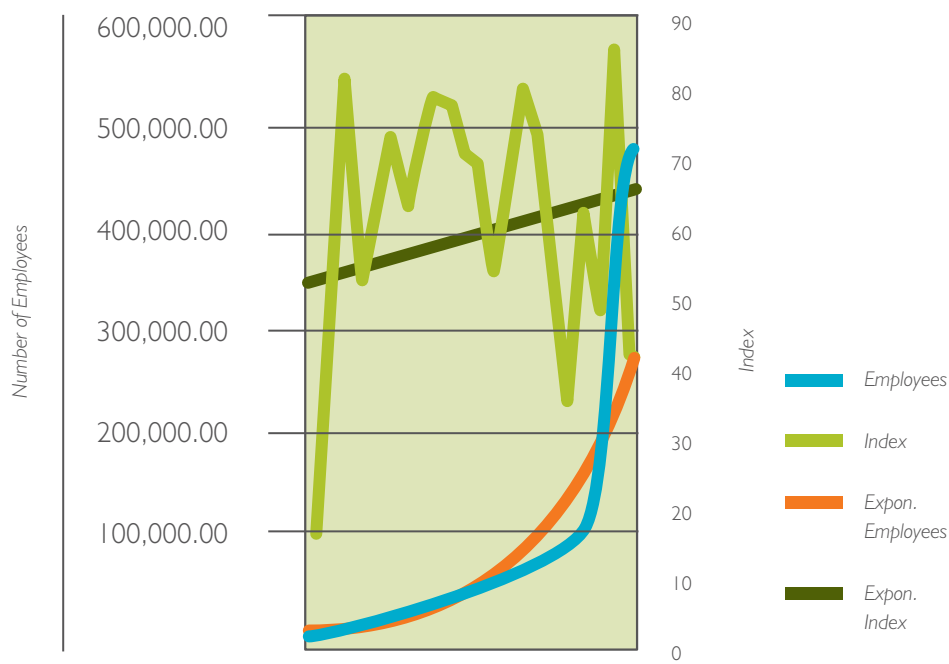
It appears, not surprisingly, that the more countries a company operates in, on average they will be less successful in LGBT diversity implementation -- companies operating in more than 149 countries appear to have considerable less success (in Index terms) in implementing policies across the board.

### AVERAGE INDEX ACHIEVED BY COMPANIES OPERATING IN DIFFERENT NUMBERS (EXPRESSED IN RANGE) OF COUNTRIES



The reverse trend is detected in the relation between the number of employees and the Index achievement levels. Although not linear, the trend lines clearly demonstrate that the larger the company in terms of employees to higher the Index score should fall.

Relationship between number of employees and Index



Not all industries are equal as the following chart demonstrates:

Index Range	Industries   Falling Within the Range
75+	Telecommunications Services, Commercial Service and Supply, Technology and Related Services*
70 to 74.9	Pharmacy, Biotechnology and Life Sciences, Consumer Durables, Materials
63 to 69.9	Energy, Automobiles and Components, Household and Personal Products, Helathcare Equipment, Transportation
45 to 62.9	Financial Services and Banks, Consumer Services

Nor, obviously, are all countries equal. This chart lists the top and bottom five countries (excluding countries where fewer than 10 companies have reported on).

Top 5 Countries	Index	Bottom 5 Countries	Index
<b>United States (24 corporations)</b>	77.70%	Thailand	53.29%
<b>United Kingdom (25 corporations)</b>	69.65%	Bulgaria	54.55%
<b>Netherlands (19 corporations)</b>	65.33%	Turkey	54.58%
<b>Germany (23 corporations)</b>	63.43%	United Arab Emirates (18 corporations)*	54.58%
<b>Canada (22 corporations)</b>	63.37%	Singapore (20 corporations)*	55%

\* Red indicates the country is on the "Illegal" list

It is informative to note some of the countries on which only a very few companies reported, but where, in spite of what one imagines are considerable political and social difficulties, companies are implementing LGBT Diversity policies as part of their global commitment. The following are the countries in which companies score the lowest Index regardless of number of reporting companies:

Countries	Index
<b>North Korea (3 corporations)</b>	45.10%
<b>Guinea (3 corporations)*</b>	45.10%
<b>Iran (3 corporations)*</b>	45.10%
<b>Macau (3 corporations)</b>	43.14%
<b>Liechtenstein (3 corporations)</b>	33.33%

\* Red indicates the country is on the "Illegal" list

But, 2010 was not clearly improved versus 2009 in all sections of the survey. Significant improvement is seen in the first three sections, but not so in the fourth.

Section	2010	Changes vs 2009
<b>Section 1</b> Diversity & Inclusion	73.5	34.9%
<b>Section 2</b> Sexual Orientation and Gender Identity Policies and Practices	76.9	20.5%
<b>Section 3</b> Supplier Diversity and Marketing	34.7	45.8%
<b>Section 4</b> Community Involvement	5.9	- 55.3%

The sharp decline in Community Involvement Index scores are of some concern. Certainly, given that this section measures advertising and promotional investment, it is likely that the global recession impacted this number. The recession has been a convenient excuse for many companies to cut back on marketing costs, but these numbers raise the question whether the LGBT budgets were cut disproportionately. Unfortunately, if this is the case, it is likely the canary in the bird cage, warning of increased resistance to both community support investment and marketing programs. This is an area that should be followed closely in the next Index.

In the next sections, we report the actual results of the Index study on a question by question basis, as well as various lateral slices. As with any study of this size, there is always additional information needed, and you are encouraged to contact IGLCC to answer any specific questions you may have.





**RESULTS 2010**

THE MOST  
FRIENDLY

INATIONS  
VOFFED



- › 1 IBM
- › 2 Google
- › 3 BT
- › 4 Morgan Stanley
- › 5 Cisco Systems
- › 6 Continental Airlines
- › 7 Merck
- › 8 UBS AG
- › 9 The Dow Chemical Company
- › 10 TD Bank Financial Group
- › 11 American Airlines
- › 12 Cummins, Inc.
- › 13 Credit Suisse
- › 14 Philips
- › 15 Royal Dutch Shell
- › 16 Lenovo Group
- › 17 Deutsche Bank
- › 18 TNT
- › 19 Deutsche Post DHL
- › 20 LAN Airlines
- › 21 ING
- › 22 Kuoni Travel Holding Ltd.

2010 Rank	2010 Score	2009 Rank	Improvement over 2009: 2009=100
1	86.9 IBM	(3)	124
2	82.2 Google	n/a	n/a
3	81.9 BT Group	(1)	105
4	79.7 Morgan Stanley	n/a	n/a
5	79.5 Cisco Systems	(5)	129



86.9

**IBM**

Number of employees = 399409  
Number of countries = 170  
Sales amount = 95.76

82.2

**GOOGLE**

Number of employees = 20621  
Number of countries = 42  
Sales amount = 23.65

81.9

**BT GROUP**

Number of employees = 97781  
Number of countries = 170  
Sales amount = 30.43

79.7

**MORGAN STANLEY**

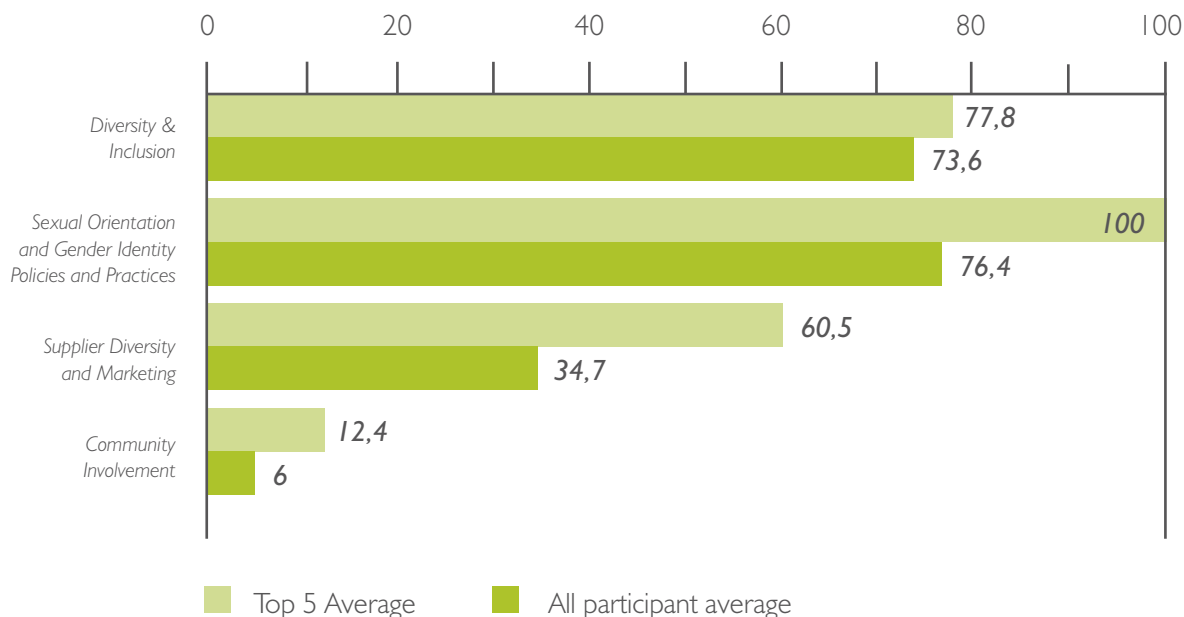
Number of employees = 61993  
Number of countries = 35  
Sales amount = 30.07

79.5

**CISCO SYSTEMS**

Number of employees = 65000  
Number of countries = 123  
Sales amount = 35.53

## AVERAGE OF TOP 5 VERSUS OVERALL AVERAGE SECTIONS



The achievements of the Top 5 corporations are beyond stellar, and we congratulate all five companies. Three of these global corporate leaders (IBM, BT GROUP and Cisco Systems) are in the top five for the second year in a row – furthermore, each one of them scored higher this year. This tells us that these companies do not consider LGBT diversity to be a static policy, but regard it as an ongoing process and essential part of the business.

We need, too, to congratulate Google and Morgan Stanley who are joining this list for the first time this year. Both these companies deserve the admiration of their peers and the gratitude of the LGBT communities wherever they operate.

All five of these companies scored 100 in the all important “Sexual Orientation and Gender Identity Policies and Practices” section. This means that, among many other important diversity policies, they have specific transgender awareness training; relocation policies that include same-sex spouses; and five other stringent requirements.

All five have managerial positions whose job description includes LGBT issues.

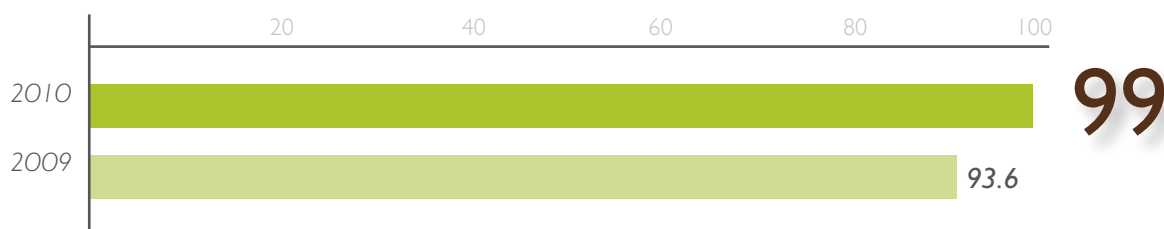
It is interesting to see how the rankings vary within each of the four regions:

TOP 5

	Africa	America	Asia	Europe	Overall
1	IBM	Google	IBM	IBM	IBM
2	BT Group	IBM	Google	BT Group	Google
3	Cisco Systems	Morgan Stanley	BT Group	Morgan Stanley	BT Group
4	Morgan Stanley	BT Group	Cisco Systems	Google	Morgan Stanley
5	Google	Cisco Systems	Morgan Stanley	Cisco Systems	Cisco Systems

## QUESTION 1

*In 2009, did your corporation have a diversity & inclusion program?*

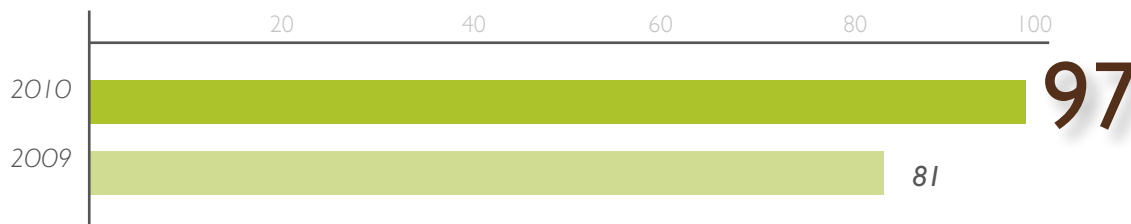


### Remark

Twenty three companies tied for Top Position with a perfect score

## QUESTION 2

*In 2009, did your diversity & inclusion program cover LGBT issues explicitly ?*

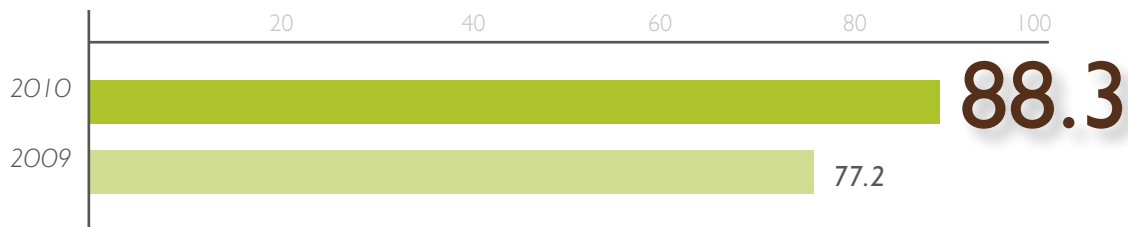


### Remark

Twenty two companies tied for Top Position with a perfect score

## QUESTION 3

*Question 3: In 2009, did your corporation have a managerial position whose job description included LGBT issues?*



### Remark

Twenty two companies tied for Top Position with a perfect score

## QUESTION 4

*In 2009, was there anyone in your corporation who is openly LGBT and occupied a decision-making position?*



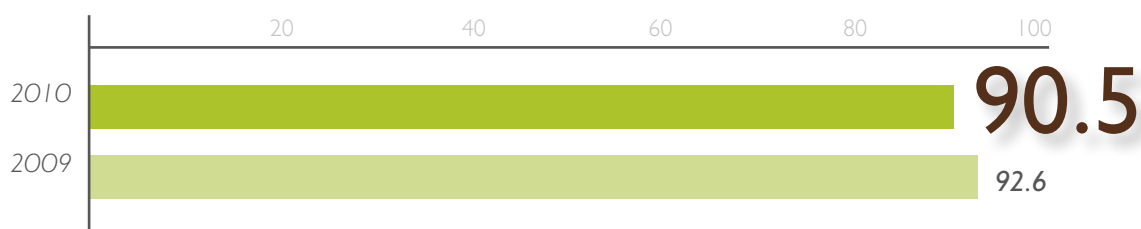
### Top 5

1 Google - 2 TD Bank Financial Group - 3 Continental Airlines Squire  
4 Deutsche Bank - 5 IBM



## QUESTION 5

*In 2009, did your corporation have a written policy barring discrimination based on, and using words referring to “sexual orientation”?*

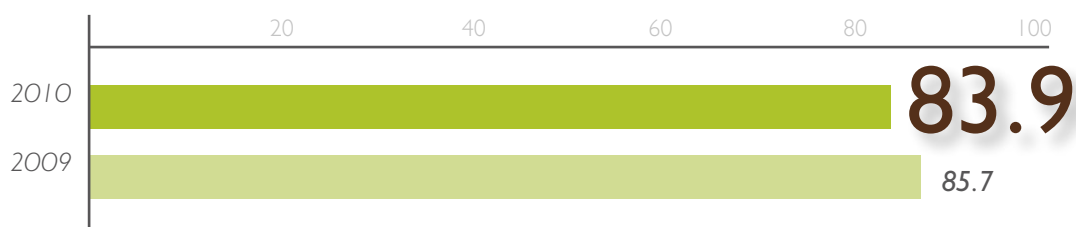


### Remark

Twenty companies tied for Top Position with a perfect score

## QUESTION 6

*In 2009, did your corporation have a written policy barring discrimination referring to transgender people?*

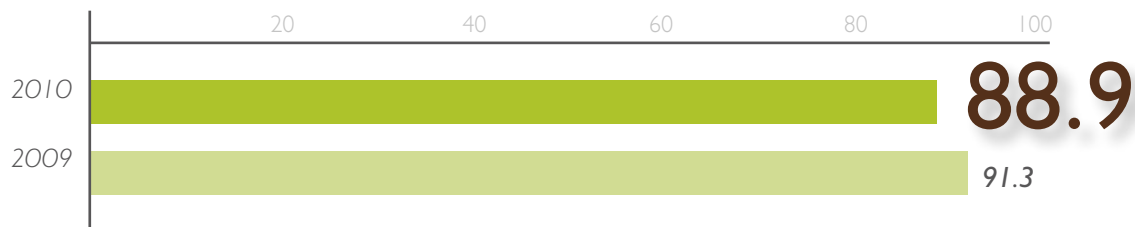


### Remark

Twenty companies tied for Top Position with a perfect score

## QUESTION 7

*In 2009, did your international relocation policies include LGBT employees and their same-sex spouses?*

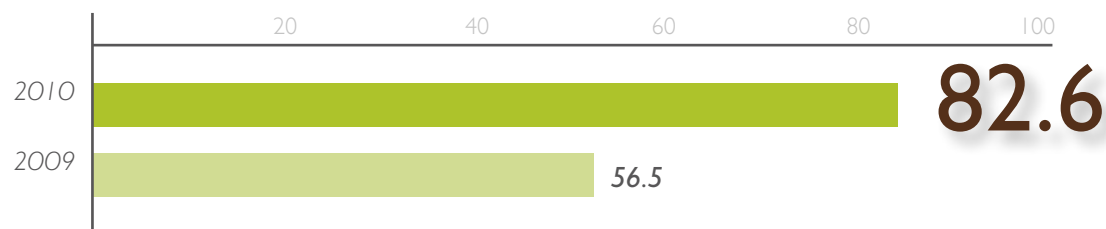


### Remark

Eighteen companies tied for Top Position with a perfect score

## QUESTION 8

*In 2009, did your corporation provide diversity awareness training that deals with the specifics of sexual orientation?*

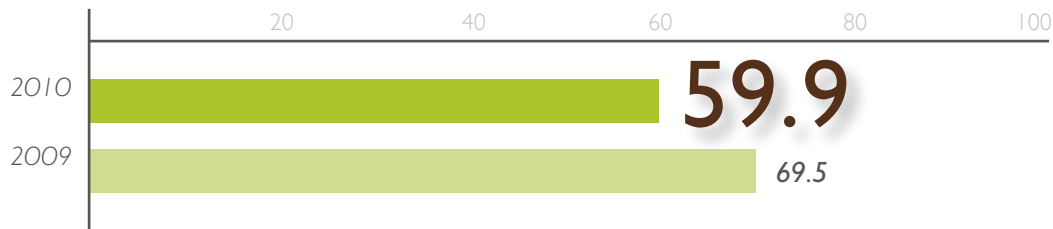


### Remark

Fifteen companies tied for Top Position with a perfect score

## QUESTION 9

*In 2009 did your corporation provide transgender awareness training?*



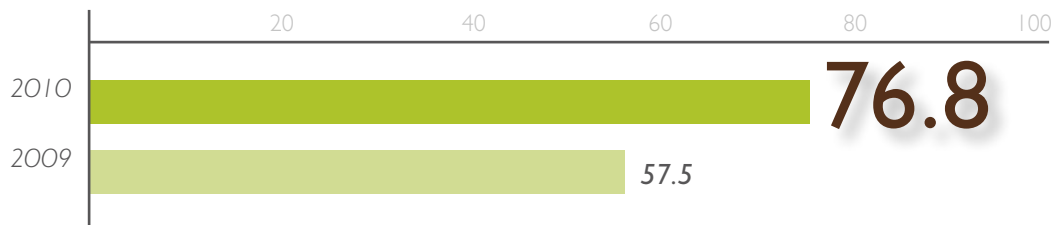
### Remark

Eight companies tied for Top Position with a perfect score

It is difficult to understand the reason for the significant drop in score for this question. It can possibly be explained by reviewing the absolute number of respondents in 2009 versus 2010 and surmising that 2009 corporate respondents were proportionately more likely to be leaders in the area of transgender equality.

## QUESTION 10

*In 2009, did your corporation's partner benefits also apply to your LGBT employees?*

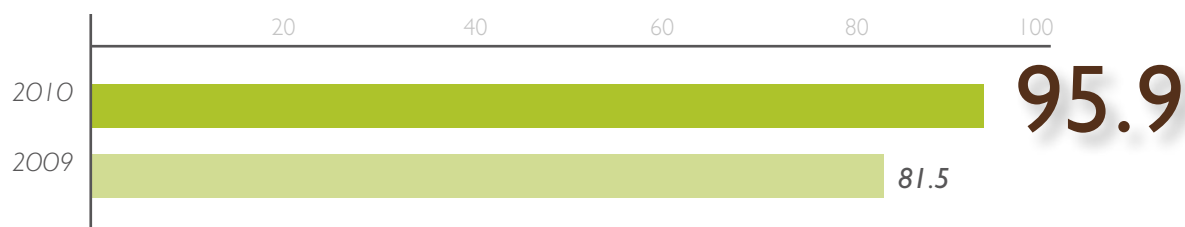


### Remark

Fifteen companies tied for Top Position with a perfect score

## QUESTION 11

*In 2009, could your LGBT employees contact someone in your corporation to specifically discuss issues of harassment?*

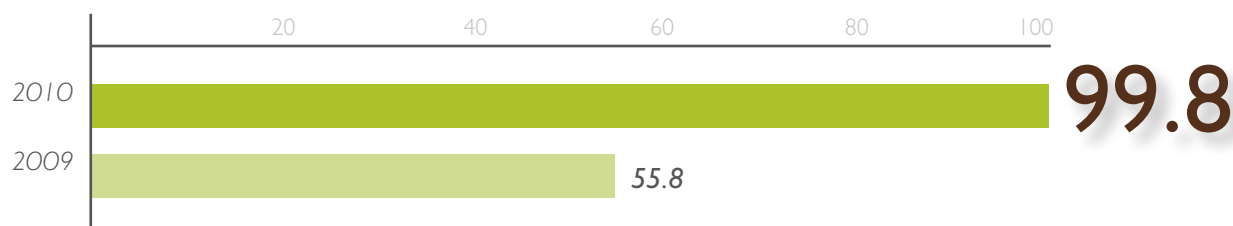


### Remark

Twenty two companies tied for Top Position with a perfect score

## QUESTION 12

*In 2009, did your corporation have a recognized LGBT employee resource group for your staff?*

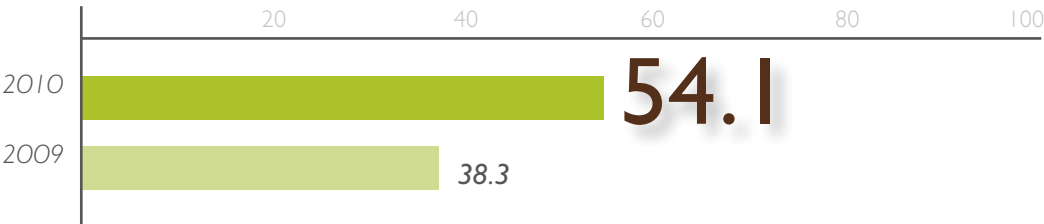


### Remark

Twenty companies tied for Top Position with a perfect score

QUESTION 13

*In 2009, did your corporation have a supplier diversity program?*

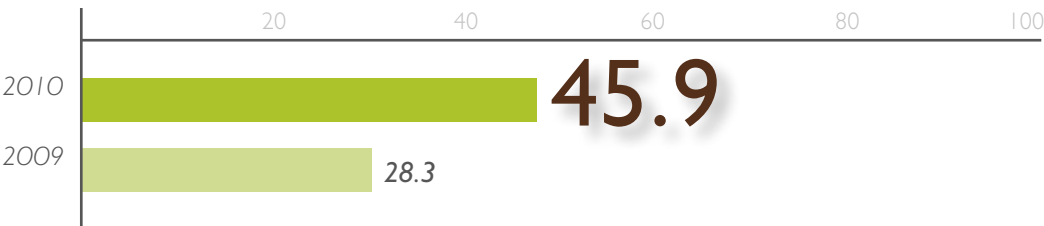


Remark

Eight companies tied for Top Position with a perfect score

QUESTION 14

*In 2009, did your corporation include LGBT owned and controlled enterprises in your supplier diversity program?*



Top 5

Top five companies tied with a perfect score

- I IBM - I Continental Airlines - I Lenovo Group
- I LAN Airlines - I BT

## QUESTION 15

*In 2009, did your corporation use advertisements in the LGBT media?*

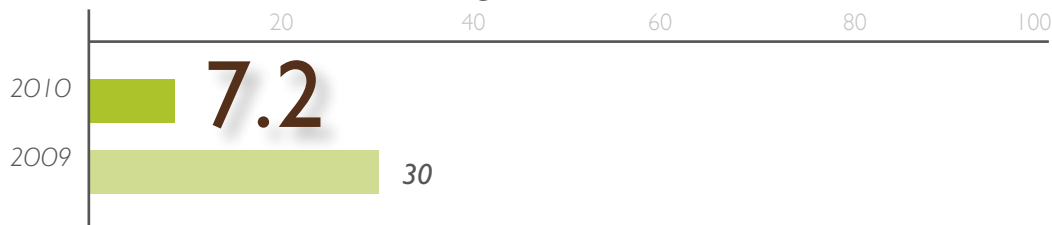


### Top 5

1 IBM - 2 American Airlines LLP - 3 TD Bank Financial Group  
4 Deutsche Bank Group - 5 UBS AG

## QUESTION 16

*In 2009, did your corporation include LGBT themes in your mainstream media advertising?*



### Top 5

1 IBM - 2 TD Bank Financial Group - 3 Kuoni Travel Holding Ltd.  
4 LAN Airlines - 5 Credit Suisse

## QUESTION 17

*In 2009, did your corporation offer any financial or in-kind support to an LGBT organization or event outside of your company?*



### Top 5

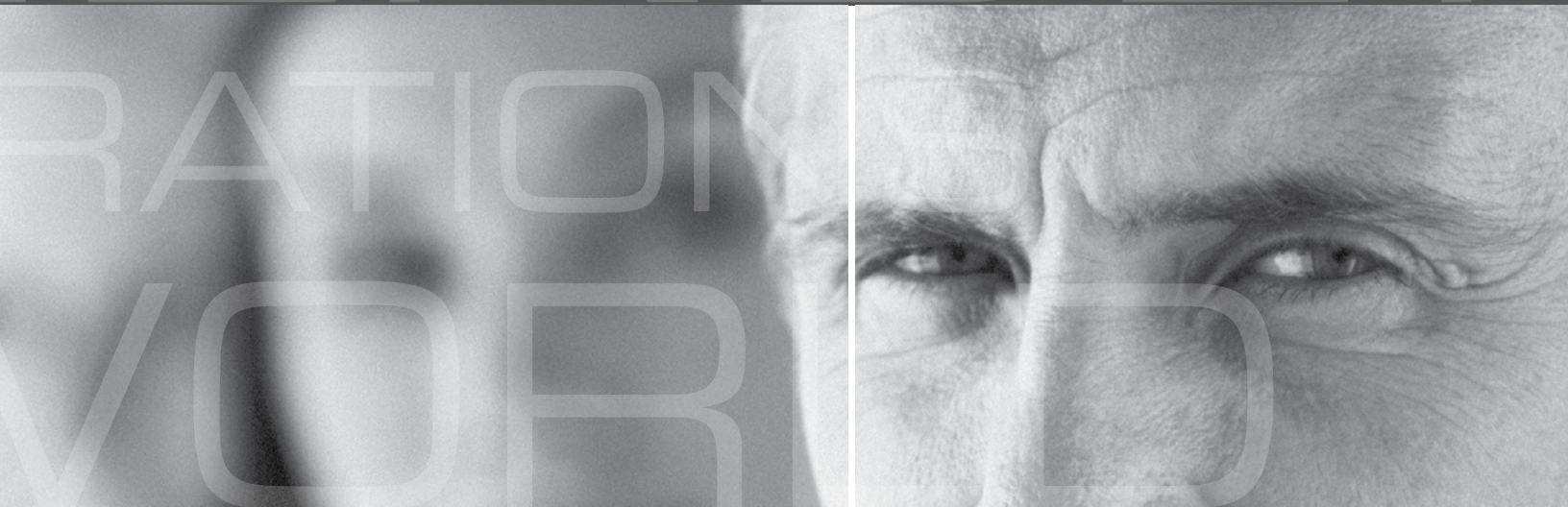
1 IBM - 2 ING - 3 Google - 4 BT Group - 5 TD Bank Financial Group

It is possible to attribute the significant drop in Index scores between 2009 and 2010 for both Question 16 and Question 17 to the economic downturn (see comment in introduction)

## RESULTS BY SECTION

THE MOST  
FRIENDLY

GENERATION  
VOR

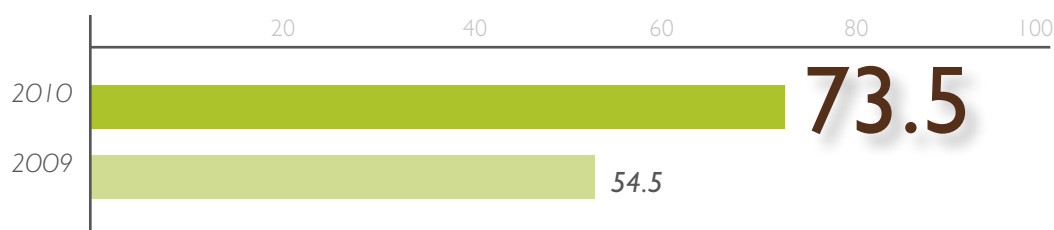




## SECTION I

### Diversity & Inclusion

1. In 2009, did your corporation have a diversity & inclusion program?
2. In 2009, did your diversity & inclusion program cover LGBT issues explicitly?
3. In 2009, did your corporation have a managerial position whose job description included LGBT issues?
4. In 2009, was there anyone in your corporation who is openly LGBT and occupied a decision-making position?



### Top 5

- 1 Google - 2 TD Bank Financial Group - 3 Continental Airlines
- 4 Deutsche Bank - 5 IBM

## SECTION 2

### *Sexual Orientation and Gender Identity Policies and Practices*

5. In 2009, did your corporation have a written policy barring discrimination based on, and using words referring to “sexual orientation”?

6. In 2009, did your corporation have a written policy barring discrimination referring to transgender people?

7. In 2009, did your international relocation policies include LGBT employees and their same-sex spouses?

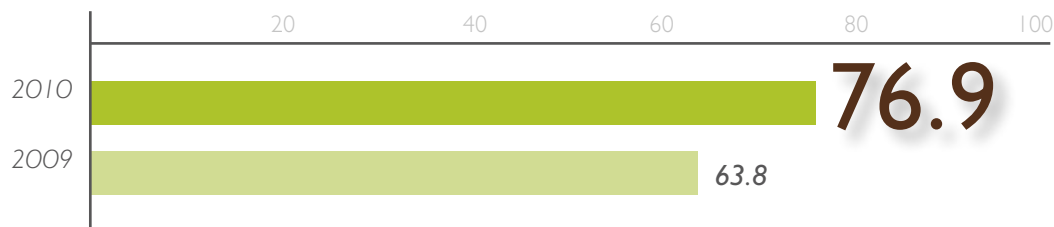
8. In 2009, did your corporation provide diversity awareness training that deals with the specifics of sexual orientation ?

9. In 2009, did your corporation provide transgender awareness training?

10. In 2009, did your corporation’s partner benefits also apply to your LGBT employees?

11. In 2009, could your LGBT employees contact someone in your corporation to specifically discuss issues of harassment ?

12. In 2009, did your corporation have a recognized LGBT employee resource group for your staff?



### Top 5

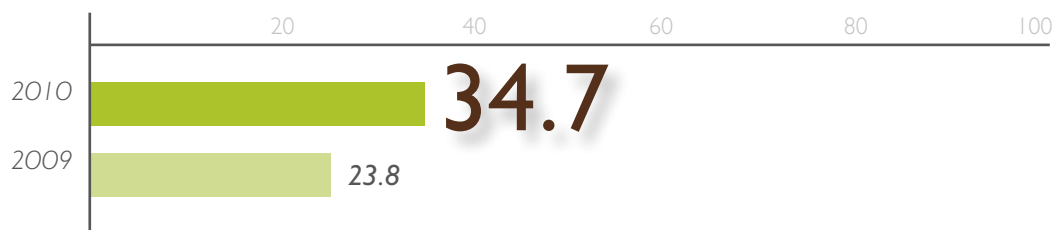
- 1 IBM - 2 Google - 3 BT Group
- 4 Morgan Stanley - 5 Cisco Systems

## SECTION 3

### Supplier Diversity and Marketing

13. In 2009, did your corporation have a supplier diversity program?

14. In 2009, did your corporation include LGBT owned and controlled enterprises in your supplier diversity program?



#### Top 5

1 Continental Airlines - 2 BT - 3 Lenovo Group  
4 IBM - 5 LAN Airlines

## SECTION 4

### Community Involvement

15. In 2009, did your corporation use advertisements in the LGBT media?

16. In 2009, did your corporation include LGBT themes in your mainstream media advertising?

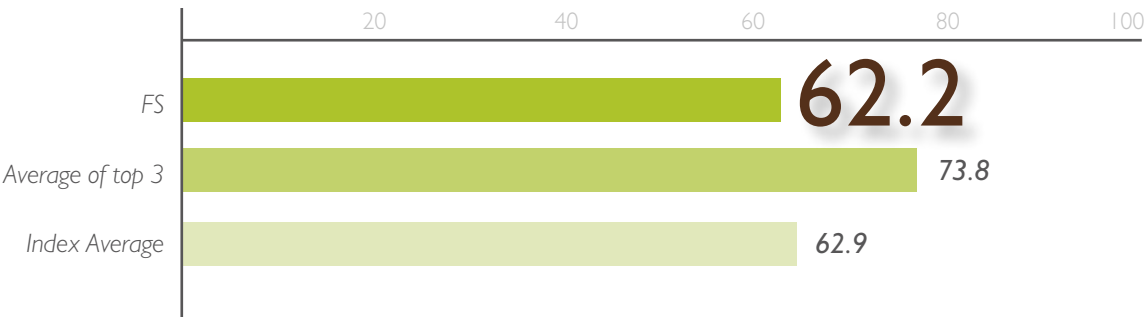
17. In 2009, did your corporation offer any financial or in-kind support to an LGBT organization or event outside of your company?



#### Top 5

1 IBM - 2 TD Bank Financial Group - 3 ING  
4 Google - 5 Deutsche Bank

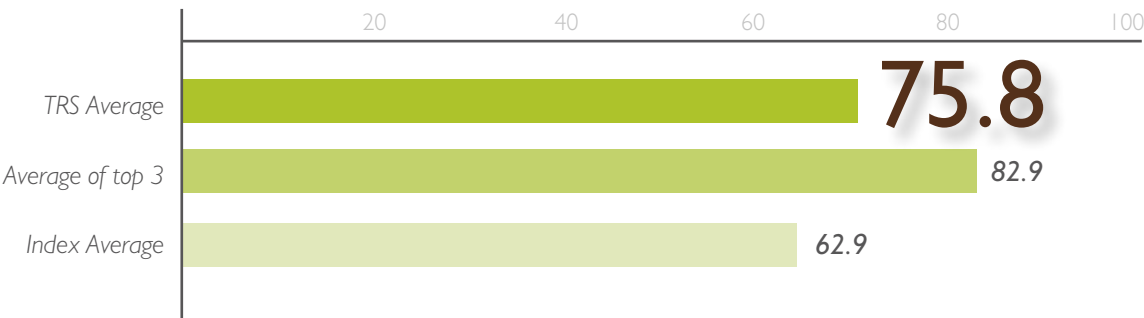
FINANCIAL SERVICES AND BANKS



Top 3

1 Morgan Stanley - 2 UBS AG - 3 TD Bank Financial Group

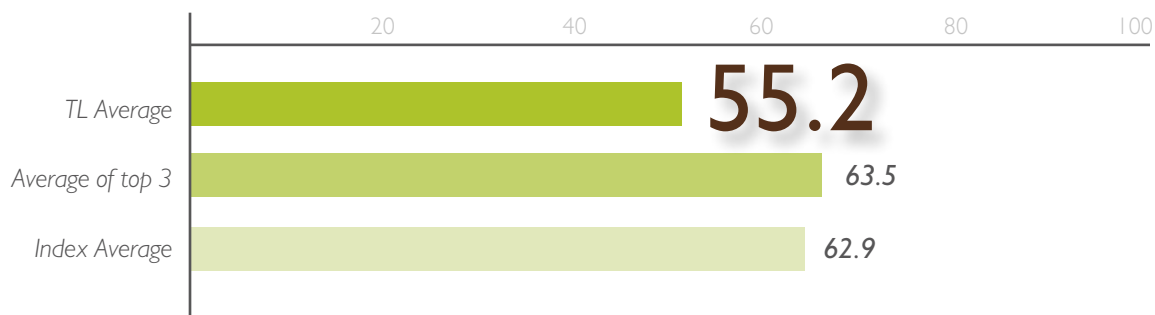
TECHNICAL AND RELATED SERVICES



Top 3

1 IBM - 2 Google - 3 Cisco Systems

## TRANSPORTATION & LOGISTICS



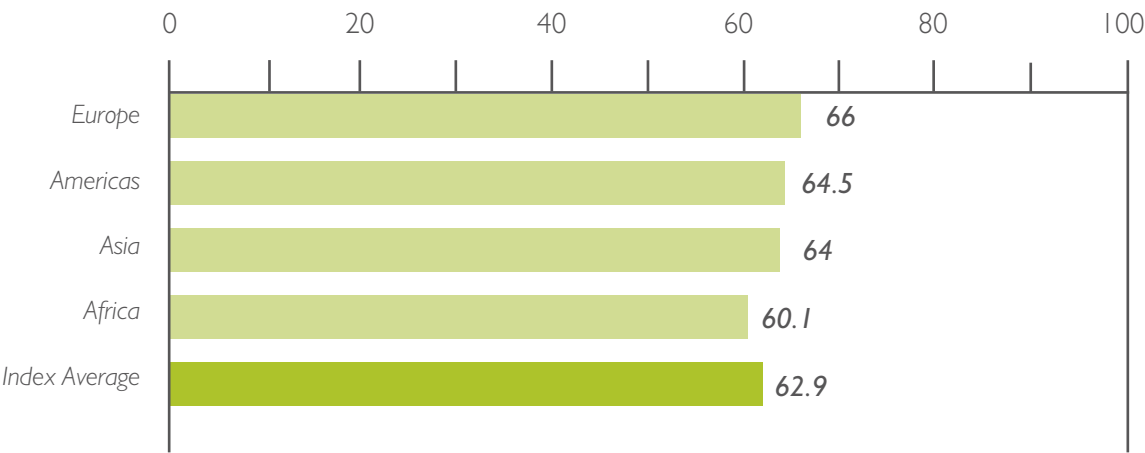
### Top 3

1 Continental Airlines - 2 American Airlines - 3 TNT

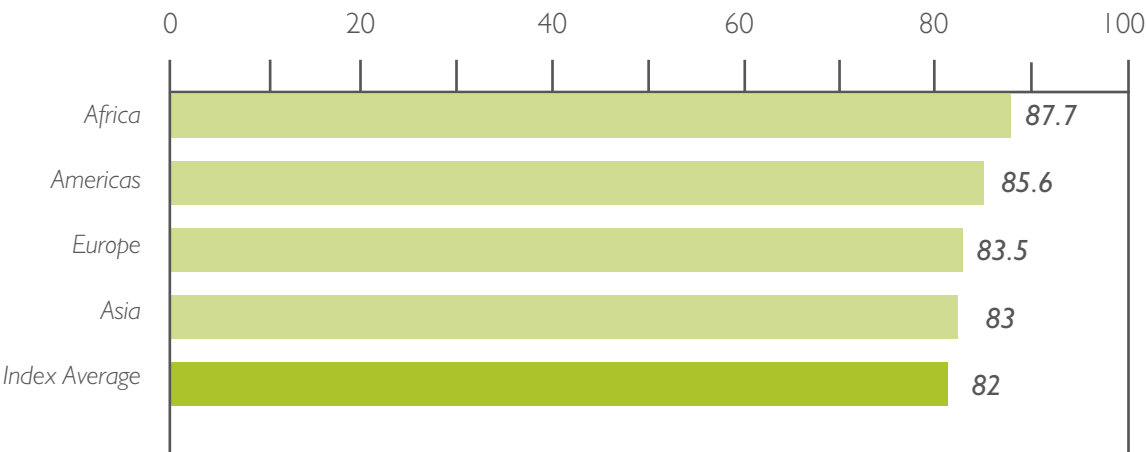
RESULTS PER REGION / COUNTRY

	Average	Top 5
Africa	60.1	87.7
Americas	66	85.6
Asia	64	83
Europe	64.5	83.5
Index Average	62.9	82

REGIONAL RANKINGS: AVERAGE SCORES



REGIONAL RANKINGS: AVERAGE SCORES  
OF TOP 3 IN EACH REGIONS



## ACKNOWLEDGEMENTS

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Many thanks to Lucie Charbonneau who, by designing the 2010 Index Report, shares with us her passion and savoir-faire.





# THE MOST FRIENDLY CORPORATE IN THE

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