

11 November 2020

DIVERSITY MANAGEMENT FOR LGBT + DIVERSITIES IN ENTERPRISES AND DESIRABLE ACTIONS TO IMPROVE INCLUSIVENESS AT WORK

Year 2019

Istat and UNAR present the main results of a thematic study aimed at investigating diversity management measures for LGBT+ diversity implemented by enterprises of industry and service sectors with 50 or more employees¹. Diversity and/or inclusion management (DM) indicate the set of measures and tools that by managing and enhancing the diversity of workers, aim at promoting their inclusion in the workplace.

This report also presents the outcomes of interviews with various stakeholders at national level (i.e. enterprises' associations, active LGBT+ associations tackling job inclusion and discrimination at work, trade unions, networks of LGBT+ workers, public administration and institutions with competence on the matter, equality bodies and observers). Respondents were asked to indicate possible future actions, policies or initiatives to make working environments more inclusive and respectful of diversity based on sexual orientation and/or gender identity, with reference to different work contexts. The emerged proposals therefore refer both to enterprises and to other actors with different spheres of competence and levels of action.

The research is part of the activities indicated in the collaboration agreement between the two entities (Istat and UNAR) which aims at creating a detailed information framework on "Access to work, working conditions and discrimination at work for LGBT+ people and diversity policies implemented in enterprises". This agreement is supported by funding granted by the availability of funds allocated under the National Operational Programme (PON) 2014-2020 Inclusion, co-financed by the European Structural Fund (ESF), and in particular Axis 3² (Social Intervention Systems and Models) and Axis 4 (Administrative capacity) under UNAR competence.

DIVERSITY MANAGEMENT FOR LGBT+ DIVERSITY IN ENTERPRISES

Disability and gender, the prevailing areas of diversity management measures' implementation

In 2019 the estimated percentage of enterprises (over 5,700 in absolute value) that adopted at least one not-provided-by-law measure to manage and enhance diversity linked to factors such as gender, age, citizenship, nationality and/or ethnicity, religious beliefs or disabilities among workers was 20.7% (Table 1). The phenomenon is more widespread in large enterprises (at least 500 employees), with 34% compared to 19.8% of smaller enterprises (50-499 employees). The major attention of larger enterprises on not-provided-by-law diversity measures, is confirmed for all the surveyed areas. The most frequently implemented DM measures concern disability (15.9%) and gender (12.7%), these percentages exceed 25% among those enterprises with 500 or more employees. The same applies to measures aimed at managing and enhancing diversity in terms of age (10.4%), citizenship, nationality and/or ethnicity (9.7%) and religious beliefs (9%) which were adopted in the largest enterprises in 19.5%, 16.3% and 12% of cases respectively. Among enterprises with at least 50 employees, 8.3% introduced measures in a single area of diversity, 7% in all the five investigated areas.

¹ In implementation of the signed agreements, the thematic study on diversity management (DM) was inserted, in the period October-December 2019, as an ad hoc module in the Istat surveys " Monthly survey on employment, working time, earnings and labour cost in large enterprises" (OCC1) and "Quarterly survey on job vacancies and hours worked" (VELA) addressed to enterprises. For more details on the methodological aspects and the content of the ad hoc module, please refer to the methodological note.

² Axis 3 of PON 2014 - 2020 (Social Intervention Systems and Models) provides for action to increase the employability and participation of the most vulnerable people in the labour market. Axis 4 (Administrative capacity) provides for action to increase transparency, interoperability and access to public data. For further information on the PON see <http://poninclusion.lavoro.gov.it/>

TABLE 1. ENTERPRISES ADOPTING NOT-PROVIDED-BY-LAW DIVERSITY MANAGEMENT MEASURES (DM) IN AT LEAST ONE OF THE AREAS CONSIDERED BY THE SIZE CLASS OF THE ENTERPRISE AND THE TYPE OF DIVERSITY.

Year 2019. Percentage values (100 enterprises with the same characteristics)

DIVERSITY	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
Gender (male/female)	11.9	25.5	12.7
Age	9.8	19.5	10.4
Citizenship, nationality and/or ethnicity	9.2	16.3	9.7
Religious belief	8.8	12.0	9.0
Disability	15.2	25.6	15.9
At least one measure	19.8	34.0	20.7

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

In all the interviewed enterprises more than a quarter of those enterprises in the middle age class (between 12 and 31 years) adopted DM measures in at least one of the considered fields; the quotas for younger enterprises (0-11 years) and older enterprises (32 years and over) were lower.

For enterprises with at least 500 employees the enterprise age did not determine significant differences in the adoption of DM measures: 36,4% of enterprises of this size, and aged between 0 and 11 years adopted at least one measure, *ultra legem*, in one of the considered areas (gender, age, citizenship, nationality and/or ethnicity, religious beliefs and disabilities); not very different the situation of the oldest enterprises (aged 32 and over) with 34.2% and those of intermediate age (between 12 and 31 years) with 33.1% (Table 2).

From a territorial point of view, there are marked differences. In the largest enterprises (500 and more employees) the DM is indeed more widespread. In the North 37.8% of large enterprises adopted at least a not-required-by-law measure in at least one of the five considered areas. The shares are lower for the enterprises of the Central (29.3%) and the Southern regions (20.2%)³. Even for enterprises with 50-499 employees the lowest share was in the South and Islands regions while Centre and North were on the same levels (with a slight prevalence of the Centre).

TABLE 2. ENTERPRISES ADOPTING NOT-PROVIDED-BY-LAW DM MEASURES, IN AT LEAST ONE OF THE AREAS CONSIDERED⁴ BY ENTERPRISE SIZE AND AGE CLASS, GEOGRAPHICAL AREA AND SECTOR OF ECONOMIC ACTIVITY.

Year 2019. Percentage values (100 enterprises with the same characteristics)

MEASURES IN AT LEAST ONE AREA OF DIVERSITY	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
AGE CLASS OF THE ENTERPRISE			
0-11	14.7	36.4	15.4
12-31	24.9	33.1	25.4
32 and over	16.4	34.2	18.0
GEOGRAPHICAL AREA			
North	20.9	37.8	22.0
Centre	21.1	29.3	21.7
South and Islands	14.8	20.2	15.0
ECONOMIC ACTIVITY			
Industry in the strict sense	19.9	39.0	21.0
Construction	*	*	*
Services	19.9	31.6	20.8
TOTAL	19.8	34.0	20.7

*Not significant because of the small sample size

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module 2019

³ The geographical area refers to the physical location of the enterprise. In the case of multiple locations, it refers to the registered office.

⁴ Gender, age, citizenship, nationality and/or ethnicity, religious beliefs and disabilities are the considered factors.

As for the sector of economic activity, enterprises operating in industry in the strict sense showed very different values depending on the size class: enterprises with 50-499 employees presented lower values compared to enterprises with 500 or more employees which implemented at least one not-provided-by-law measure (39%). Even in the services sector the share was higher among the largest enterprises (31.6% against 19.9% of enterprises with 50 to 499 employees).

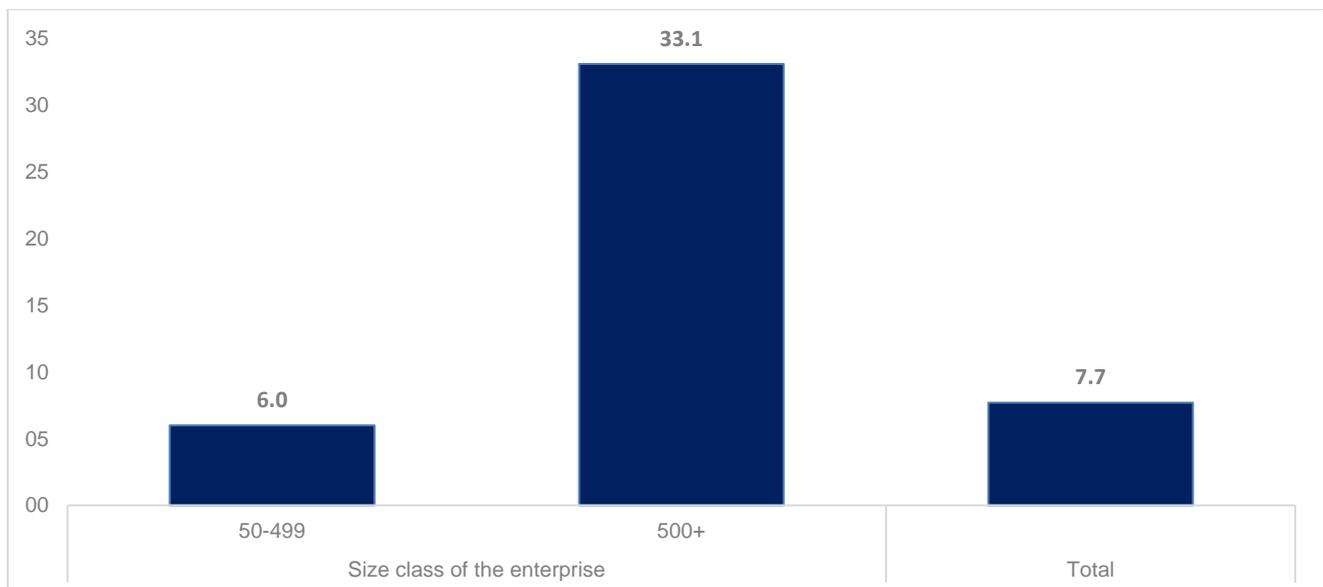
“Cirinnà Law” concretely applied by only a third of the largest enterprises

Law 76/2016 (Cirinnà Law) introduced in our legal system the Civil union, that provides for the legal recognition of same-sex couples. Its effects concern also the working sphere. Employers had, therefore, to reshape their rules according to the law providing the same rights to the parts of the civil union as it is for married couples. These measures include leave rights, the obligation to extend to the parts of the civil union leave and permits provided for by legislation and collective bargaining for certain family needs (e.g. paid monthly allowance to assist disabled partners in a situation of proven seriousness L. 104/1992); the obligation to extend welfare patterns, introduced through collective agreements, regarding facilities (extra collective agreements) on education, recreation, social or health care, working time flexibility, smart working, use of the enterprise car for the partner⁵.

Though all enterprises have been called to transpose the law provisions, 7.7% only of the enterprises of industry and service sector with at least 50 employees (more than two thousand), were in the real condition of meeting the workers' requests as for Cirinnà Law provisions on civil unions (Figure 1), from 2016 to 2019.

The number of applications was higher in large enterprises, involving about one in three enterprises with at least 500 employees, compared to 6% of enterprises with 50-499 employees.

FIGURE 1. ENTERPRISES, WHICH APPLIED, AFTER THE REQUEST OF EMPLOYEES, THE CIRINNÀ LAW FROM 2016 (YEAR OF THE LAW) TO 2019 BY SIZE CLASS OF ENTERPRISE. Year 2019. Percentage values (100 enterprises with the same characteristics)



Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module 2019

Considering the enterprises that had to apply the “Cirinnà Law” at request of the workers, 43.5% declared they guaranteed marriage leave after the civil union⁶; 37.1% managed one request only, 6.4% more than one. As for the largest enterprises, 18.9% managed multiple requests. As for enterprises with at least 50 employees, 22.2% declared they did not receive any requests for marriage leave after the civil union (Table 3)

⁵ See glossary "Law 20 May 2016 n. 76 (Cirinnà Law)".

⁶ It should be remembered that as of January 1, 2019, more than 17.5 thousand people were or have been in civil union (by dissolution or death of the partner) (Source: demo.istat.it; provisional data).

TABLE 3. ENTERPRISES WHICH HAVE APPLIED AT REQUEST OF WORKERS THE CIRINNÀ LAW FOR MARRIAGE LEAVE AFTER CIVIL UNION FROM 2016 (YEAR OF THE LAW) TO 2019 AND ENTERPRISE SIZE CLASS. Year 2019. Percentage values

REQUESTS FOR MARRIAGE LEAVE AFTER CIVIL UNION	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
No request	25.6	13.2	22.2
One request	41.3	26.2	37.1
More than one request	*	18.9	6.4
Doesn't know	31.5	41.7	34.3
TOTAL	100.0	100.0	100.0

*Not significant because of the small sample size.

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

Focusing on enterprises with more than 500 employees, those who declared that they concretely applied, on the request of the workers, the Cirinnà Law are relatively more in the Center (37.6%) and in the North (34.9%). Law application was more frequent among enterprises of intermediate age: 35.5% of those aged between 12 and 31 said they applied it on the request of their workers. The phenomenon was also more widespread in the services sector (35%), with higher values to the total of the largest enterprises (33.1%), followed by industry in the strict sense (30.7%) (Table 4).

TABLE 4. ENTERPRISES WHICH HAVE APPLIED ON THE REQUEST OF WORKERS THE CIRINNÀ LAW BY SIZE CLASS OF ENTERPRISES AND AGE CLASS, GEOGRAPHICAL AREA AND SECTOR OF ECONOMIC ACTIVITY Year 2019. Percentage values (100 enterprises with the same characteristics)

ENTERPRISES WHICH HAVE APPLIED ON THE REQUEST OF WORKERS THE CIRINNA LAW ON LABOUR	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
AGE CLASS OF THE ENTERPRISE			
0-11	6.4	27.9	7.1
12-31	6.3	35.5	8.0
32 and over	5.3	32.3	7.7
GEOGRAPHICAL AREA			
North	7.6	34.9	9.5
Centre	5.2	37.6	7.4
South and Islands	*	16.6	*
ECONOMIC ACTIVITY			
Industry in the strict sense	5.2	30.7	6.6
Construction	*	*	*
Services	6.8	35.0	8.9
TOTAL	6.0	33.1	7.7

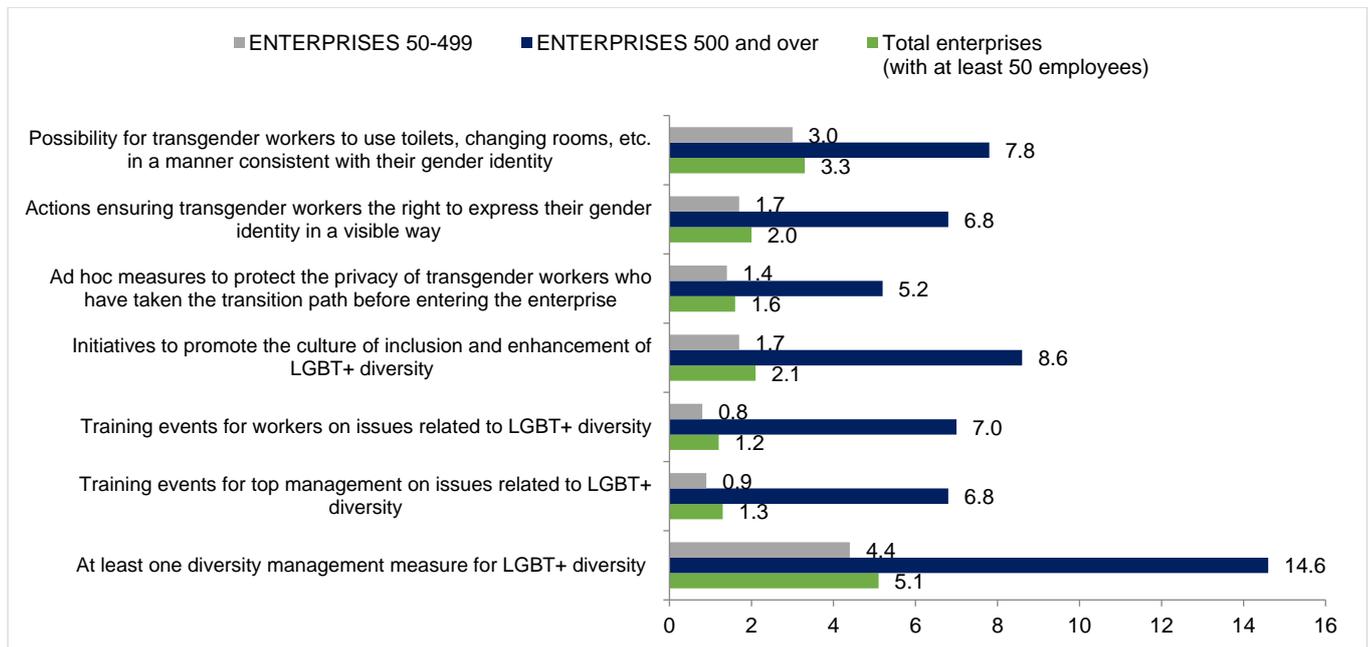
* Not significant because of the small sample size.

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

Not-provided-by-law of measures of DM for LGBT+ diversity in only five out of 100 enterprises

As of 2019, 5.1% of enterprises with at least 50 employees (i.e., over a thousand enterprises) adopted at least one extra not-provided-by-law measure in 2019, aimed at encouraging the inclusion of LGBT+ workers, namely training events for top management and workers on issues related to LGBT+ diversity; initiatives to promote the culture of inclusion and enhancement of LGBT+ diversity; ad hoc measures for transgender workers; permits, benefits and other specific measures for LGBT+ workers. The share increased together with the enterprise size: from 4.4% for enterprises with 50-499 employees to 14.6% for the larger ones.

FIGURE 2. ENTERPRISES THAT HAVE ADOPTED AT LEAST AN EXTRA NOT-PROVIDED-BY-LAW OF DM MEASURES FOR LGBT+ DIVERSITY, BY SIZE CLASS AND TYPE OF MEASURE. Year 2019. Percentage values (100 enterprises with the same characteristics)



Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

The most adopted measures were those in favour of transgender workers (Figure. 2). 3.3% of the enterprises considered the possibility for these workers to use toilets, changing rooms, etc. in accordance with their gender identity. The distribution of this measure, which is the most indicated among those investigated, greatly varies depending on the size class of the enterprise: ranging from 3.0% for enterprises between 50 and 499 employees to 7.8% for larger enterprises.

The same situation applies to initiatives that guarantee transgender workers the right to express their gender identity in a visible way (including clothing), which is the third measure in terms of impact on the overall ranking of measures implemented. This measure covers 2.0% of enterprises with at least 50 employees, while the largest enterprises account for 6.8% (1.7% of enterprises with 50 to 499 employees). The second most adopted measure, which involves 2.1% of enterprises, deals with the implementation of initiatives to promote a culture of inclusion and enhancement of LGBT+ diversity. This measure was the most widespread in the largest enterprises, accounting for 8.6%.

Following the ad hoc measures protecting privacy of the transgender workers who began the transition path before entering enterprise (1.6%), and training events on issues related to LGBT+ diversity involving the top management (1.3%) and workers (1.2%). Even for these measures the implementation is greater in larger contexts respectively for 5,2%, 6,8% and 7% in enterprises with at least 500 employees. Permits, benefits and other specific measures for LGBT+ workers, other than those provided by law, have been adopted in a residual manner by enterprises.

In all the considered geographical areas and sectors of economic activity, the share of enterprises that adopted at least one extra measure to what is established by law in 2019 in order to encourage the inclusion of LGBT + workers is higher in larger enterprises (500 employees and more), compared to the total of enterprises with at least 50 employees. In particular, among the largest enterprises, the DM is more widespread among those of the Centre (17.9%) and in the sectors of industry in the strict sense (15.8%) and services (14.2%). On the other hand, a smaller percentage was recorded for older enterprises (Table 5).

The largest enterprises (500 employees and more) that have adopted at least one measure for LGBT+ diversity, additional to those required by law, and have also provided a specific budget for the implementation of these measures were 12.7%.

TABLE 5. ENTERPRISES WHICH HAVE ADOPTED AT LEAST AN EXTRA MEASURE⁷ OF DM, WHICH IS NOT PROVIDED BY LAW FOR LGBT+ DIVERSITY BY SIZE CLASS AND AGE CLASS, GEOGRAPHICAL AREA AND SECTOR OF ECONOMIC ACTIVITY. Year 2019. Percentage values (100 enterprises with the same characteristics)

ENTERPRISES THAT HAVE ADOPTED AT LEAST A DM MEASURE FOR LGBT+ DIVERSITY	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
AGE CLASS OF THE ENTERPRISE			
0-11	6.2	15.0	6.5
12-31	5.2	15.7	5.8
32 and over	2.1	13.5	3.1
GEOGRAPHICAL AREA			
North	4.0	14.8	4.8
Centre	*	17.9	*
South and Islands	*	*	*
ECONOMIC ACTIVITY			
Industry in the strict sense	1.9	15.8	2.7
Construction	*	*	*
Services	6.6	14.2	7.2
TOTAL	4.4	14.6	5.1

* Not significant because of the small sample size.

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

Considering all the areas of application of diversity management (gender, age, citizenship, nationality and/or ethnicity, religious beliefs, disability, sexual orientation and gender identity), the enterprises with at least 50 employees that implemented not-provided-by-law measures on all six areas were 3.5%. In almost eight out of ten cases, enterprises have not adopted measures for LGBT+ diversity or measures concerning other diversity, which are additional to the law provisions. In 17.3% cases, measures for other diversity only have been implemented, but no specific measures for LGBT+ workers; finally, 1.6% of enterprises have adopted measures for LGBT+ diversity and no any measures for other diversities. The picture is greatly affected by the enterprise size: among the largest enterprises the share of those tackling all diversities is three times higher. (Table 6).

TABLE 6. TYPE OF ENTERPRISE FOR MEASURES IMPLEMENTED FOR DM, WHICH ARE NOT PROVIDED BY LAW, AND THE SIZE CLASS OF THE ENTERPRISE(a). Year 2019. Percentage values

DIVERSITY MANAGEMENT MEASURES	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
LGBT+ and other diversity measures	3.0	10.9	3.5
LGBT+ measures and no other diversity measures	1.5	3.7	1.6
No LGBT+ measures and other diversity measures	16.9	23.1	17.3
No LGBT+ measures and no measures on other diversity	78.7	62.4	77.7
TOTAL	100.0	100.0	100.0

(a)The sum of the values may not return to 100 and may differ from those presented in table 1 due to rounding

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

Overall, 22.4% (21.4% of enterprises between 50 and 499 employees; 37.7% of larger enterprises) of enterprises implemented measures to manage and enhance the diversity of workers in at least one of the six considered areas.

⁷ At least one diversity management measure (DM) for LGBT+ diversity or LGBT+ measures means at least one measure adopted by the enterprise, additional to those required by law, to facilitate the inclusion of LGBT+ workers between: training events aimed at top management, training events for workers on issues related to LGBT+ diversity, initiatives to promote the culture of inclusion and enhancement of LGBT+ diversity, ad hoc measures to protect the privacy of transgender workers who have embarked on the transition path before entering the enterprise, actions that guarantee transgender workers the right to express their gender identity in a visible manner (including through clothing), the possibility for transgender workers to use toilets, changing rooms, etc. in a manner consistent with your gender identity, permits, benefits and other specific measures for LGBT+ workers.

DM tools for LGBT+ diversity are still little used by enterprises

In addition to measures specifically aimed at workers, the enterprise may have adopted diversity management tools, which are provided by law, such as formalising the enterprise's adherence to the principles of non-discrimination and inclusion of LGBT+ workers in one or more internal documents, the presence of a professional figure and/or an organisational unit dealing with diversity, including LGBT+ diversity, and support for an internal group dealing with LGBT+ diversity.

TABLE 7. ENTERPRISES BY COMPANY SIZE CLASS AND DM TOOLS, NOT PROVIDED BY LAW, FOR LGBT DIVERSITY. Year 2019. Percentage values (100 enterprises with the same characteristics)

TOOLS OF DM	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
Principles of non-discrimination and inclusion of LGBT+ workers in one or more internal documents	14.1	34.1	15.4
Organisational unit also dealing with LGBT+ diversity	2.2	13.3	2.9
Professional figure who also deals with LGBT+ diversity	1.3	10.6	1.9
Support for the activities of an internal group of workers dealing with LGBT+ diversity	*	4.9	1.0

* Not significant because of the small sample size.

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

In enterprises with at least 50 employees 15.4% formalized in one or more internal documents, such as the code of ethics, the charter of values, assessment tools and policy documents, adherence to the principles of no-discrimination and inclusion of LGBT+ workers with a percentage up to 34.1% for enterprises with 500 employees and more (Table 7).

This practice was more widely adopted by younger enterprises (17.6%) and those in the North and Centre (17.1% and 16%) (Table 8).

As for organisational structures for the management and enhancement of diversity, 2.9% of enterprises have an organisational unit that also deals with diversity, including LGBT+ diversity, with an incidence ranging from 2.2% to 13.3% for larger enterprises.

Only 1.9% of enterprises have a professional figure dealing with diversity, including LGBT+ diversity (e.g. diversity and/or inclusion manager). The size of the enterprise remains an important factor: it ranges from 1.3% for enterprises between 50 and 499 employees to 10.6% for those with at least 500 employees (Table 7). This evidence is partly justified by the increased economic availability of larger enterprises and the fact that membership of large international groups often encourages the implementation of policies already initiated by the parent enterprise.

TABLE 8. ENTERPRISES WHICH HAVE ADOPTED DM TOOLS NOT PROVIDED BY LAW, FOR LGBT DIVERSITY+ BY ENTERPRISE AGE CLASS, GEOGRAPHICAL AREAS AND SECTOR OF ECONOMIC ACTIVITY.

Year 2019. Percentage values (100 enterprises with the same characteristics)

TOOLS OF DM	PRINCIPLES OF NON-DISCRIMINATION AND INCLUSION OF LGBT+ WORKERS IN ONE OR MORE INTERNAL DOCUMENTS (%)	ORGANISATIONAL UNIT ALSO DEALING WITH LGBT DIVERSITY+ (%)	PROFESSIONAL FIGURE ALSO DEALING WITH LGBT DIVERSITY+ (%)
AGE CLASS OF THE ENTERPRISE			
0-11	17.6	*	1.7
12-31	13.8	3.5	2.0
32 and over	16.1	2.2	1.9
GEOGRAPHICAL AREA			
North	17.1	3.8	2.4
Centre	16.0	2.1	1.7
South and Islands	8.6	*	*
ECONOMIC ACTIVITY			
Industry in the strict sense	15.0	2.9	2.2
Construction	*	*	*
Services	16.6	3.1	1.8
TOTAL	15.4	2.9	1.9

* Not significant because of the small sample size.

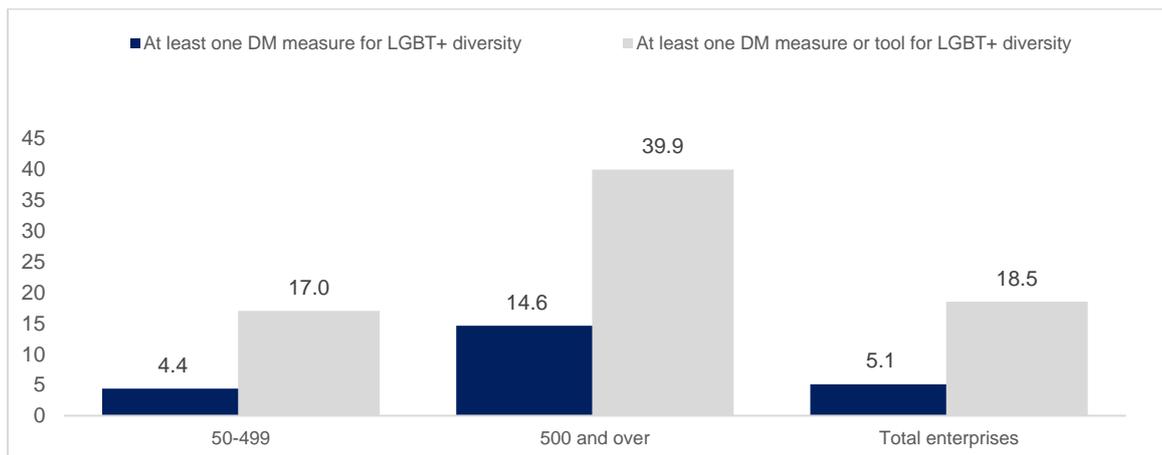
Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

Support to the activities of an internal group of workers dealing with LGBT+ diversity is implemented for only 1% of enterprises with at least 50 employees increasing to 4.9% for enterprises with at least 500 employees.

If, in addition to the measures for LGBT+ diversity not required by law, tools such as adherence to the principles of non-discrimination and inclusion of LGBT+ workers formalised in enterprise documents were also considered, the presence of DM figures and/or structures which also deal with LGBT+ diversity and support to the measures for LGBT+ to an internal group working on LGBT+ issues, the share of enterprises that have adopted at least one measure or tool in favour of LGBT+⁸ workers passed from 5.1% to 18.5%. In this case, the most important factor is the formalisation of the principles in internal documents (Figure 3).

FIGURE 3. ENTERPRISES WHICH HAVE ADOPTED AT LEAST ONE DM MEASURE AND/OR TOOL, NOT PROVIDED BY LAW, FOR LGBT+ DIVERSITY BY SIZE CLASS OF THE ENTERPRISE.

Year 2019. Percentage values (100 enterprises with the same characteristics)



Source: Istat, Rilevazione VELA e OCC1, Modulo ad hoc 2019

⁸ It means at least one measure or DM tool not required by law between: training events aimed at top management, training events aimed at workers on issues related to LGBT+ diversity, initiatives to promote the culture of inclusion and enhancement of LGBT+ diversity, ad hoc measures to protect the privacy of transgender workers who have taken the transition path before entering the enterprise, actions that guarantee transgender workers the right to express their gender identity in a visible way (including through clothing) the possibility for transgender workers to use toilets, changing rooms, etc. in a manner consistent with their gender identity, permits, benefits and other specific measures for LGBT+ workers, formalisation of the commitment to inclusion and non-discrimination for sexual orientation and gender identity in internal documents, presence of diversity figures and structures also covering LGBT+ diversity and support for the activities of an internal group of workers dealing with LGBT+ diversity.

Investment in measures and/or tools in favour of LGBT+ workers increased together with the enterprise size of to the extent that it involved about four out of ten enterprises with 500 and more employees.

30.4% of enterprises that adopted such measures and/or diversity tools disseminate and communicate their commitment, inside and/or outside the enterprise.

Few enterprises involved in external initiatives on LGBT+ issues

The involvement of enterprises in initiatives on LGBT+ issues addressed outside the enterprise is very little: only 1.8% of the total has indeed achieved in the three-year period 2016-2019 at least one initiative for LGBT+ diversity. The size of the enterprise was confirmed as a discriminating factor, also because of the increased economic availability: from 1.4% for enterprises with 50-499 employees, the figure rose to 7.8% for enterprises with 500 employees and more (Table 9).

TABLE 9. ENTERPRISES WITH AT LEAST 500 EMPLOYEES⁹ AND TYPE OF EXTERNAL INITIATIVE IMPLEMENTED ON LGBT+ ISSUES. Year 2019. Percentage values (100 enterprises with the same characteristics)

TYPE OF INITIATIVE	SIZE CLASS	TOTAL (%)
	500 and over (%)	
Sponsored events organized by the LGBT+ community	3.3	1.0
Participated in events organized by the LGBT+ community	5.0	1.1
Organized awareness-raising events or conferences on issues related to LGBT+ diversity	5.0	0.9
At least one outward initiative on LGBT+ themes ¹⁰	7.8	1.8

* Not significant because of the small sample size.

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

Overall, the most frequent actions, although with very low impact, concern participation in awareness-raising events or conferences on issues related to LGBT+ diversity, the sponsorship of events organized by the LGBT+ community and the organisation of awareness-raising events or conferences on issues related to LGBT+ diversity; each of these initiatives involved about 1% of enterprises.

It is mainly the larger enterprises that carry out such initiatives: 5% of enterprises with at least 500 employees participated in events organized by the LGBT+ community; a similar share applies to the organisation of awareness-raising events or conferences on issues related to LGBT+ diversity. The sponsorship of events carried out by 3.3% of the largest enterprises follows.

Overall, one in four enterprises with at least 50 employees (among those that have adopted diversity management measures for sexual orientation diversity and gender identity for their workers/employees) also implemented at least one external initiative on LGBT+ issues over the past three years.

⁹ Due to the small sample size, for the 50-499 employee size class it is not possible to provide robust estimates for these indicators.

¹⁰ At least one of the following initiatives shall be considered: sponsoring events organised by the LGBT+ community, funded LGBT+ associations, participating in events organised by the LGBT+ community, organising awareness-raising events or conferences on LGBT+ diversity issues, other activities in support of the LGBT+ community.

Preventing discriminatory acts first reason for the adoption of measures or tools for LGBT+ diversity

In addition, the reasons that most frequently led enterprises to adopt measures and/or tools for LGBT+ diversities that are not provided by law, were investigated. Preventing discriminatory acts within the enterprise is the motivation most reported (in 49.8% of cases), indicated by about half of enterprises (Table 10).

The second most common reason, reported by 42.5% of enterprises, was to promote the well-being, satisfaction and motivation of workers. Then followed the other reasons linked to the stimulation of the skills and talents of workers: create a working environment that encourages the expression of each worker's talent (21.4%) and attract the best workers, regardless of their sexual orientation or gender identity (18.4%). The most residual reason given for the adoption of such measures or tools was, meeting the demands of workers.

TABLE 10. ENTERPRISES WHICH HAVE ADOPTED AT LEAST ONE NOT-PROVIDED-BY-LAW MEASURE OR TOOL OF DM FOR LGBT+ DIVERSITY, BY SIZE CLASS AND MAIN REASONS. Year 2019. Percentage values (100 enterprises with the same characteristics)

MAIN REASONS	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
Preventing discrimination within the enterprises	51.3	40.3	49.8
Promoting the well-being, satisfaction and motivation of workers	41.5	48.7	42.5
Creating a working environment that makes everyone's talents more explicit	19.9	30.5	21.4
Attract the best workers, regardless of their sexual orientation or gender identity	18.7	16.5	18.4
Strengthening the team spirit	15.6	9.5	14.7
Improve the reputation and image of the enterprise	12.3	6.7	11.5
Other reasons	*	10.5	6.1

* Not significant because of the small sample size

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

The ranking of the reasons concerning the adoption of measures or diversity management tools, not provided by law, for LGBT+ diversity, slightly differs depending on the size class of the enterprise. For enterprises with 500 and more employees favouring the well-being, satisfaction and motivation of workers became the most common reason (48.7%), followed by the prevention of discriminatory acts (40.3%) that in the 50-499 employees' class was reported by about one in two enterprises.

Enterprises with 50-499 employees more often than larger enterprises also indicated the need to strengthen the group spirit (15.6% to 9.5%), attract the best workers regardless of their sexual orientation or gender identity (18.7% to 16.5%) and improve the reputation and image of the enterprise (12.3% to 6.7%)..

Among the enterprises that have never adopted DM measures or tools for LGBT + diversity, which are not provided by law, only 2.9% planned to adopt them in the next three years.

TABLE 11. ENTERPRISES WHICH DO NOT INTEND TO TAKE MEASURES OR TOOLS OF DM, WHICH ARE NOT PROVIDED BY LAW, FOR LGBT+ DIVERSITY BY SIZE CLASS AND MAIN REASONS. Year 2019. Percentage values (100 enterprises with the same characteristics)

MAIN REASONS	SIZE CLASS		TOTAL (%)
	50-499 (%)	500 and over (%)	
There was no need to adopt these measures	79.4	60.7	78.7
The legal measures are enough	23.7	26.3	23.8
Working environment is already inclusive	23.1	26.9	23.2
Inclusion of LGBT+ workers requires no further measures than those required for all workers	22.8	*	22.7
At present, encouraging the inclusion of LGBT+ workers is not a enterprise priority	14.6	*	14.5

* Not significant because of the small sample size.

Source: Istat, VELA and OCC1 surveys, 2019 ad hoc module

The most recurrent argument for enterprises that did not intend to adopt measures or tools other than those required by law¹¹ for LGBT+ diversity was that there was no need to do that. This motivation was indicated by 78.7% of enterprises with at least 50 employees (Table 11). Following in the classification of the motivations, with a remarkable detachment, the consideration that the provided-by-law measures were enough (23,8% of the enterprises); the working environment is already inclusive (23.2%), the inclusion of LGBT+ workers requires no further measures than those required for all workers (22.7%) and that at the moment it is not among enterprise priorities to promote the inclusion of LGBT+ workers. The ranking of the reasons was not significantly affected by the change in the size class of the enterprise

STAKEHOLDERS' DESIRABLE ACTIONS TO MAKE WORK ENVIRONMENTS MORE INCLUSIVE TOWARDS LGBT+ DIVERSITY

The need for a cultural change

The interviewed stakeholders¹² indicated the cultural aspect as the main driving force for the change towards a more inclusive and respectful-of-differences society as for sexual orientation and gender identity. However, neither actors and roles nor the necessary actions to activate this process of change were uniquely identified.

Legislative interventions are seen as a vehicle for such a change. In particular they emphasized the importance of adopting normative participations of wider scope regarding the single work field. Firstly, there is the urgent need for a law against homophobia and transphobia. Other measures of a general nature, desired at the level of the country system, concern the issue of the intersex people and the possibility for trans people to write the perceived gender in their documents or use an alias, as already happens in some universities. Such practices would facilitate the overcoming of many barriers in the phase of access to work. Stakeholders noticed as well that issues related to the trans and intersex people condition still appear poorly present in the public debate.

The respondents also stressed the need to formally transpose the anti-discrimination rules and the Cirinnà law, inserting specific articles in national collective agreements that recall the law. More generally, there is a desire for "inclusive bargaining", even at the second level, which guarantees, for example, greater protections, permissions and benefits for de facto households, including LGBT+. They also stress the importance of encouraging the setting up of committees dealing with discrimination, diversity and inclusion in working environments, inter alia to make effective the use of the existing protection system.

Overall, the stakeholders' assessment of the existing legislation on the protection of LGBT+ people in the workplace was enough positive, although possible improvement was reported. In the opinion of some respondents, the rules, in some cases, could result in an excessive burden on employers, especially in the case of small enterprises. Furthermore, the rules were not considered to be a suitable tool for combating and denouncing the less obvious and subtle forms of discrimination and harassment.

The stakeholders, indeed, agree on the complementarity between rules and interventions able to act on cultural aspects such as stereotypes and prejudices that prevent the full inclusion of LGBT+ people.

Similarly, equal opportunities and diversity management policies in work environments are not in themselves sufficient to generate changes. These are desirable actions when they not only result in a formalization of principles but also succeed in acting on cultural aspects; when they become practices and therefore contribute to the construction of inclusive work contexts, such as facilitating the coming out.

Training and awareness-raising towards a culture of differences

For the interviewed stakeholders, the priority axes for action to promote the inclusion of LGBT+ people are based on the dissemination of a culture of differences and the implementation of training activities to diversity,

¹¹ Enterprises could indicate up to three main reasons.

¹² The qualitative study, carried out through semi-structured interviews, was aimed at a number of stakeholders (institutional representatives or reference figures for the issues investigated within their own institutions) operating mostly at national level and belonging to different categories: trade associations (es. Confcommercio, Confcooperative, Confindustria), public administration and equality bodies (e.g. Consigliera nazionale di parità, rete Re.a.dy), trade unions (e.g. CGIL, UIL), LGBT+ associations working on the specific topic (e.g. Parks), LGBT+ worker networks (e.g. Be-friendly), employment and job brokering services, observatories on the subject. The main indications emerged with reference to the policies are reported, the measures and tools that are desirable in order to make working environments more inclusive for sexual orientation and/or gender identity diversity and to combat discrimination against LGBT+ persons in the workplace. The respondents were therefore asked for a reflection on the actors most involved and the actions considered priority. For more details see the methodological note.

not only in relation to the working sphere. Society in general has to deal with these issues. This culture should be promoted at different levels, starting with educational institutions.

Either it is a specific training on LGBT+ issues or it is a more general emphasis on diversity, stakeholders believe that training should be directed primarily to employers (public, private and third sector) and top management. Some of the respondents also stressed the importance of an explicit position by employers, both public and private, in favour of LGBT+ rights.

The enterprises themselves can be vehicles of such culture, inside and towards the other enterprises and the own suppliers. In particular, large enterprises can act as a driving force for small and medium-sized enterprises to adopt behaviours in favour of diversity, such as UN standards. Awareness-raising actions are also called for by the realities of the third sector, which by nature should be oriented to the principles of inclusion and equality.

In addition to employers and workers, training and awareness-raising on diversity issues should also be directed at various actors working to combat discrimination and should therefore be promoted, for example, among trade union delegates to be fully aware of discriminatory phenomena, in police schools and among other security forces.

The role of public institutions and the importance of networking

For most of the stakeholders interviewed is the public institution the main actor to promote a cultural change. A commitment by the institutions, primarily at national level, is needed to foster the development of a culture of differences.

Greater accountability by public institutions and political forces is therefore called for. According to the respondents, public institutions at different levels, national and territorial, should deal with the protection and full inclusion of LGBT+ people and at the same time promote the creation of networks. It is important to involve stakeholders, such as trade unions and equality bodies, in the signing, for example, of framework agreements on harassment and anti-discrimination issues and more generally in participatory approaches.

Networking and synergies between multiple actors are considered particularly effective strategies to make work environments inclusive, intervening at different levels. It is therefore wished that networks and tables will be set up, including also associations and networks of workers in order to work together in a spirit of mutual support and exchange of information.

As for work tools, some stakeholders highlighted the potential to link the issue of harassment and discrimination to the issue of safety at work. Finally, to intervene on the inclusion and non-discrimination of LGBT+ people in the workplace, some respondents suggest the use of tools already used to combat gender discrimination in the workplace.

Glossary

Code of ethics, charter of values and charter of diversities: documents by means of which the enterprise expresses its rights, moral duties and objectives that determine the ethical-moral responsibilities to be respected, in order to avoid irresponsible or illegal behaviours on the part of those who operate in or with the enterprise. The "Charter for equal opportunities and equality at work" falls into this type of documents.

Coming out: expression used to indicate the decision to declare their LGBT+ identity. It originates from the English expression *coming out of the closet*. In a broader sense, coming out represents the path that a person undertakes in becoming aware of their sexual orientation and/ or gender identity and externally declares it.

Corporate (UN) standards to combat discrimination against lesbian, gay, bisexual, trans and intersex people (Standards of Conduct for Business): standards of behaviour for enterprises that are based on UN Guiding Principles and UN Global Compact. They are a guide for enterprises to respect the rights of lesbian, gay, bisexual, trans and intersex people.

Discrimination in the workplace: unfair and negative treatment of workers, based on their personal characteristics that are not relevant to the performance at work. It is possible to distinguish between formal and informal employment discrimination. The first concerns with institutional policies and decisions relating to the worker's career (hiring, firing, promotions and salaries). The second concerns, for example, with the working climate/environment, attitudes and interpersonal dynamics.

Diversity (or difference): refers to one or more elements / aspects that differentiate, in qualitative and / or quantitative terms, an individual or a group.

Diversity and/or inclusion management: set of measures and tools that by managing and enhancing the diversity / differences of workers, aim at promoting their inclusion in environments and workplaces.

Diversity and/or inclusion manager: professional figure who deals with the management and enhancement of diversity / differences of workers in organizations.

Employees: employed with an employment relationship, whether regulated or not by contract.

Enterprise age: age calculated from the first year in which the enterprise carries out its business.

Enterprise: juridical-economic unit that produces goods and services that can be sold and which, according to the law in force or to its own statutory regulations, has the right to distribute the profits made to proprietary subjects, whether private or public. The enterprises include: sole proprietorships, partnerships, joint stock enterprises, cooperatives, private law consortia, public economic bodies, special enterprises and public service enterprises. Self-employed and self-employed professionals are also considered enterprises.

Law 20 May 2016 n. 76 (Cirinnà Law): Law 76/2016 governs de facto cohabitation and introduces the institution of civil union into our legal system for same-sex couples. On the one hand, the law has expressly attributed certain rights and, on the other hand, has introduced in paragraph 20 a general rule according to which the provisions of laws, acts having the force of law, regulations, administrative acts and collective agreements referring to "marriage" or which contain the terms "spouse, spouses or equivalent terms" also apply to the parties to the civil union (remaining excluded from this general rule only the provisions of the civil code not expressly referred to by the "Cirinnà" Law and the matter of adoption referred to in Law 184/83). In general, this entailed new obligations for the employer such as: leave comparable to that provided in the event of marriage for workers who have contracted a civil union; the obligation to extend to the parties of the civil union leave and permits provided for by legislation and collective bargaining for certain family needs for assistance (e.g., monthly paid permit to assist the partner with disabilities in a situation of ascertained seriousness L. 104/1992); the obligation to extend welfare systems, introduced through corporate collective agreements, relating to facilities (additional to collective bargaining) in terms of education, recreation, social or health assistance, flexibility of working hours, smart working, use of the enterprise car by the partner.

Law on homophobia and transphobia: law that contrasts and punishes discrimination and violence related to sexual orientation and gender identity. Many Italian Regions have legislated to this effect.

LGBT+: the acronym LGBT+ stands for lesbian, gay, bisexual and transgender people. The + symbol is used to include all other diversities / differences in sexual orientation, gender identity and intersexuality.

Network of employees dedicated to inclusion: group of workers within the enterprise that deal with the diversity/differences among workers by providing an area of expression and dissemination, and a culture oriented to diversity/differences in the working environment.

Not-provided-by-law measures of diversity management (DM): policies, practices, initiatives, formalized and not, undertaken by the enterprise to manage and enhance the diversity/differences of workers. Reference is made to further measures than those required by law. The measures also include initiatives such as the organization of training events on issues related to diversity/differences and initiatives to promote the culture of inclusion and enhancement of diversity/differences (e.g., seminars, conferences).

Not-provided-by-law measures of diversity management (DM) for LGBT+ diversity: measures adopted by the enterprise, in addition to those required by law, to promote the inclusion of LGBT + workers among: training events for the top management, events, training courses for workers on issues related to LGBT + diversity, initiatives to promote the culture of inclusion and enhancement of LGBT + diversity, ad hoc measures to protect privacy of transgender workers who have undertaken the transition path before entering the enterprise, actions that guarantee transgender workers the right to express their gender identity in a visible way (including by clothing), possibility for transgender workers to use toilets, changing rooms, etc. consistent with their gender identity, permits, benefits and other specific measures for LGBT+ workers.

Not-provided-by-law measures of diversity management (DM), on diversity other than LGBT+: measures adopted by the enterprise, additional to the provided by law, to manage and enhance the diversity/ differences of workers related to gender, age, nationality and/or ethnicity, religious beliefs, disability.

Not-provided-by-law tools of diversity management (DM), for LGBT+ diversity: tools adopted by the enterprise to manage and enhance the diversity / differences of workers related to sexual orientation and gender identity, among them: formalization of the commitment for inclusion and non-discrimination based on sexual orientation and gender identity in internal documents of the enterprise, presence of figures and / or structures for diversity also concerning LGBT + diversity, support for the activities of an internal group of workers that deals with LGBT + diversity.

Permissions, benefits and other specific measures for LGBT+ workers: refer, for example, to parental permissions for LGBT+ workers in civil union who are social and affective parents; supplementary health care or paid leave for medical, surgical and aesthetic interventions necessary for the transition process.

Sexual orientation: indicates the direction of sexual attraction and/or affectivity towards persons of the same sex, of different sex, or of both sexes.

Social responsibility report: reporting and communication tool by means of which an organization (enterprise, public body or association) periodically communicates the results of its activities to the stakeholders. It is not limited to the financial and accounting aspects only, but includes also social and environmental policies.

Trans*: trans/non-binary gender identity person.

Transgender or trans/binary person with non-binary gender identity: indicate a person with a gender identity (or gender expression) that does not match with what society associates with his biological sex; it includes both persons with a binary gender identity and non-binary gender identity.

Methodological note

Istat-Unar project on work discrimination based on sexual orientation and gender identity, and diversity policies in enterprises

The Istat-UNAR research project on “Working discrimination based on sexual orientation and gender identity, and diversity policies in enterprises” is one of the activities included in the collaboration agreement between the two entities signed on March 1, 2018. The agreement aims at filling an information gap by producing a comprehensive information framework on "Access to employment, working conditions and discrimination against LGBT+ people at work and on diversity policies implemented in enterprises".

The project is characterized by a mixed research approach (quantitative-qualitative) and multiple perspective approach (LGBT+ people, employers, stakeholders).

In detail, the project is divided into two macro-areas of activity that include the direct collection of information from LGBT+ people (A) and the collection of information from employers, in particular enterprises, and the main stakeholders (B).

The first macro-area of the project (A) aims at providing an insight on the condition of occupational discrimination related to sexual orientation and gender identity and, more generally, at investigating the situation of LGBT+ people in the labour market. Various surveys are planned in order to have a complete information framework:

- a total survey of individuals who are or have been in civil union;
- a survey on LGBT+ people who have never been in civil union, through an advanced snowball sampling technique;
- a focus, with a non-probabilistic sample, on trans* persons who are clients of targeted services or desks.

These surveys are based on respondents' self-identification as LGBT+ people and is going to be carried out by a web self-completed questionnaire. Participation in the surveys is voluntary, prior the consent of the interviewee.

The survey of individuals who are or have been in civil union is going to start in December 2020; the other two surveys on LGBT+ individuals will be conducted during year 2021.

The second macro-area of the project (B) aims at investigating the point of view of enterprises (employers) and of the main stakeholders, mostly operating on a national scale (i.e. enterprises' associations, active LGBT+ associations tackling job inclusion and discrimination at work, trade unions, networks of LGBT + workers, public administration and institutions with competence on the matter, equality bodies and observers), on work discrimination by sexual orientation and gender identity as well as diversity management policies for LGBT+ diversity.

The involvement of stakeholders and LGBT+ associations played a role also in the design phase of the survey tools (questionnaires, interview track).

The project included the creation of a Working Group composed by associations and bodies of the «Permanent Consultation Table for the promotion of LGBT rights and the protection of LGBT persons» established in 2018 to the Presidency of the Council of Ministers. The associations that have joined the Working Group are: Arcilesbica, Arcigay, Azione trans, Cgil Nuovi Diritti, Circolo Mario Mieli, Coordinamento LGBT Treviso, Edge, Famiglie arcobaleno, Gay Center, Gay Lex, I-Ken, L'altro Circolo, Movimento Identità Trans (M.I.T.), Parks liberi e uguali, Polis Aperta, Ra. Ne - Rainbow Network, Rete Genitori Rainbow.

The sharing and discussion with the Working Group were very useful in identifying the information needs and the main areas to be investigated. In addition, it facilitated a correct use of the specific terminology and the formulation of some questionnaire items in order to make them easy to understand for respondents.

A fruitful exchange with academics and experts on the subject (among others the LGBT Observatory of the University Federico II of Naples, Centro Sinapsi - Services for Active and Participatory Inclusion of Students - of the University of Federico II of Naples) was implemented.

The first output of the project concerns the main results of the survey addressed to enterprises on diversity management for LGBT+ diversity and the suggestions emerged from the stakeholders' interviews, with regard

to desirable actions to make working environments more respectful and inclusive of differences involving sexual orientation and gender identity. Further studies and publications on the other outputs of the project will follow.

The survey on diversity management for LGBT+ diversity in enterprises

Objectives and survey design

The study on diversity management (DM) for LGBT+ diversity is part of the Istat-UNAR collaboration agreement on "Access to employment, working conditions and discrimination against LGBT+ people at work and diversity policies implemented in enterprises". The aim of the survey is to provide a national framework for the dissemination of DM measures and tools to enterprises that deal with LGBT+ diversity.

Diversity and/or inclusion management indicates the set of measures and tools that manage and enhance the diversity of workers, aimed at promoting their inclusion in the workplace.

The survey on diversity management was carried out by means of an ad hoc module included in the ISTAT surveys "Rilevazione mensile sull'occupazione, orari di lavoro, retribuzioni e costo del lavoro nelle grandi imprese" (OCC1/Grandi Imprese) and "Indagine trimestrale su posti vacanti e ore lavorate" (VELA). The information of the ad hoc module was collected in the VELA survey in the fourth quarter of 2019 and in the OCC1/GI survey in November 2019.

The decision to use a module was motivated above all by methodological reasons, i.e. guaranteeing satisfactory response rates and a good quality of the results, while the choice of the host surveys was determined by two fundamental considerations: the nature / characteristics of the surveys (work as a theme, continuity over time, business loyalty and therefore good response rates, mandatory responses) and the involvement of the human resources manager by the enterprise in filling-in the questionnaires (and therefore the form).

The OCC1/GI survey collects data on all enterprises classified in industry and services (sections B to S of the Ateco 2007 classification - excluding section O: Public Administration and Defence; Compulsory Social Insurance) with at least 500 employees in the average base year (from 2018, the base year is 2015), which constitute the reference panel for the calculation of survey indicators.

It is a monthly survey submitted by means of an electronic questionnaire that the respondent can fill-in accessing the ISTAT Enterprise Portal (<https://imprese.istat.it>).

The surveyed variables relate to work positions, hours worked, wages and salaries (broken down by individual wage item), social security contributions and, for the final month of each quarter, vacancies; all variables are measured by distinguishing between clerical and manual qualifications.

The quarterly survey of vacancies and hours worked (VELA), has been conducted by ISTAT since the third quarter of 2003. It collects information on enterprises in the sections of economic activity from B to S (excluding section O: Public Administration and Defence; Compulsory Social Insurance) of the Ateco 2007. The information collected relates to the evolution of labour demand: the number of positions occupied at the end of the current quarter and the previous quarter; employment flows in and out of the quarter; the number of vacant posts at the end of the current quarter; hours worked in the quarter – ordinary and extraordinary - not worked but paid, the hours of Redundancy Fund (separate in ordinary and extraordinary, the latter including the one in derogation) and unpaid hours for strikes. As regards positions occupied and ordinary, overtime and non-worked but remunerated hours, the survey distinguishes between full-time and part-time employees.

The VELA survey is based on a probability sample of a stratified stage following a rotation pattern: about one third of the units are renewed every first quarter of the year. As of 2016, the sample, in addition to enterprises with 10-499 employees also includes those with less than 10 employees (provided that the number of employees is strictly positive).

The Vela is a quarterly survey submitted by means of an electronic questionnaire that the respondent can fill-in accessing the ISTAT Enterprise Portal (<https://imprese.istat.it>).

The Diversity Management Survey (DM) for LGBT+ diversity is a mixed type survey with a sample component and a census component resulting from the VELA and OCC1/GI surveys respectively. As the DM stemmed from large organizational contexts, the sample selected for the VELA survey was only partially used, i.e. sampled enterprises with at least 50 employees.

The reference population of the ad hoc diversity management module (DM) for LGBT+ diversity consists of all enterprises with at least 50 employees in industry and services performing their economic activity in sections B to S (excluding section O: Public Administration and Defence; Compulsory Social Insurance) of the Ateco 2007 classification. The reference universe consists of over 27 thousand enterprises.

The unit for the survey and analysis of the module is the enterprise defined as a legal-economic unit that produces market goods and services and that, according to the law in force or its own rules of association, has the right to distribute the profits to the owners, whether private or public. Enterprises include: sole proprietorships, partnerships, limited enterprises, cooperative societies, private-law consortia, economic public bodies, special enterprises and public service enterprises. Self-employed and self-employed persons are also regarded as undertakings.

The ad hoc module covered a theoretical sample of enterprises composed of about 2000 enterprises defined in the design phase of the host VELA survey and all enterprises with 500 and more employees of the survey OCC1/GI i.e., about 1500 units.

The field surveys

The survey phase of the ad hoc module on diversity management was carried out in the fourth quarter of 2019 as regards the sample of VELA enterprises and in November 2019 for the survey enterprises OCC1/GI.

The collection of data was done with CAWI technique, or with questionnaire in electronic format through the ISTAT Portal of enterprises (<https://imprese.istat.it>). The ad hoc module was included in the standard questionnaires of the VELA and OCC1/GI surveys, before the section dedicated to information about the respondent. The module was addressed to a manager working in the personnel and/or human resources.

An on-going monitoring has been carried out during the survey on the module twice a week; the active toll-free number for the host surveys, supported users even in the compilation phase of the ad hoc module.

The respondents to the module were about 80% of the total enterprises involved in the two surveys, VELA and OCC1/GI. The fall in responses was mainly for enterprises with between 50 and 99 employees, while it was less for larger enterprises.

Detection tool

The ad hoc module presented questions on diversity management relating to the adoption by enterprises of measures, additional to those required by law, to manage and enhance the diversity of workers (e.g., gender, age, citizenship, nationality and/or ethnicity, religious beliefs, disability), and then went into details of the measures for diversity related to sexual orientation and gender identity. For LGBT+ diversity enterprises were asked whether they had adopted:

- measures, not provided by law, specifically aimed at enterprise workers such as training events for the top management and workers on issues related to LGBT+ diversity, initiatives to promote the culture of inclusion and enhancement of LGBT+ diversity, ad hoc measures for transgender workers, permits, benefits and other specific measures for LGBT+ workers;
- tools, which are not provided by law, to promote the inclusion and respect of diversity in terms of sexual orientation and gender identity. These tools concern the competences and organisational structures of the enterprise - such as the presence of a professional figure (e.g. diversity and/or inclusion manager) and/or an organisational unit dealing with diversity, including LGBT+ diversity or enterprise support to a group of workers dealing with diversity by sexual orientation and gender identity - and the formalisation in one or more internal documents of the enterprise's adherence to the principles of non-discrimination and inclusion of LGBT+ workers (e.g. code of ethics, charter of values, assessment tools, policy documents, etc.);
- initiatives on LGBT+ issues addressed outside the enterprise.

In addition to this, the concrete application of the law 20 May 2016 n. 76 (so-called Cirinnà Law) in the workplace with reference to the rights of persons in civil union.

Finally, the main reasons that led enterprises to adopt or not measures and/or tools for LGBT+ diversities, not provided by law, were investigated.

Enterprises belonging to multinationals, were required to refer to measures, tools and initiatives implemented in the Italian context.

Estimation process and level of accuracy

The estimates produced by the survey are essentially relative frequency estimates and refer to different periods, mainly to 2019.

The estimates are obtained by means of a fixed weighting estimator, which is the estimation method used for most ISTAT surveys of enterprises and households.

The final weight attributed to the enterprises responding to the module was obtained by means of a calibration procedure through which the post-stratification weight (stratification defined by the cross-modality of variables "Sections B-N of the ATECO-2007 economic classification" and "employee classes: 50-99; 100-499; 500 and over") applied to host surveys has been adjusted to correct the distortive effect of the total non-response to the form (implicit response template) and to ensure consistency between the distributions of the sample estimates of the total enterprise and the known values of the enterprise.

The known totals used in the calibration model are derived from the OROS source (ISTAT Survey on Employment, Wages and Social Charges) and refer to sub-populations of enterprises belonging to:

- 10 sections of the ATECO-2007 economic classification (B to S - excluding Section O)
- two classes of employees (50-499; 500 and over) and 10 sections of the ATECO-2007 economic classification (B to S - excluding section O);
- three classes of employees (50-99; 100-499; 500 and over) and three geographical subdivisions (North, Centre, South and Islands);
- three classes of employees (50-99; 100-499; 500 and over) and three economic sectors (Industry in the strict sense, Construction, Services);
- three geographical areas (North, Centre, South and Islands) and 10 sections of the ATECO-2007 economic classification (B to S - excluding Section O);
- two classes of employees (50-499; 500 and +), three economic sectors (Industry in the strict sense, Construction, Services) and three geographical subdivisions (North, Centre, South and Islands).

Solutions to the calibration model were found through the algorithm implemented in the Regenesees software. The algorithm is used to solve a constrained minimum problem, in which the function to minimize is a function of distance between the base weights and the final weights, respecting the constraints of equality between the sample estimates of the population totals and known values. In order to ensure positive final weights, not extreme and not dissimilar from the basic ones, a linear distance and bound function of 0.75 and 5.5 has been used.

The degree of accuracy of the estimates has been assessed by taking into account the sample variability of the estimates produced by the survey. For this purpose, the relative sampling error (percentage change coefficient of estimates (CV%)) and the confidence intervals of estimates were calculated, obtained by considering the absolute sampling error and a confidence level (α) of 95%.

These statistics have been calculated for all estimates obtained for sub-populations of enterprises defined on the basis of:

- "Age of the enterprise" (three age groups: 0-11, 12-31, 32 and over), a variable acquired from the ASIA register - Statistical Register of Active Enterprises;
- "Enterprise size" (two classes of employees: 50-499, 500 and over; three classes of employees: 50-99, 100-499, 500 and over);
- "Geographical breakdown in which the enterprise operates (three subdivisions: North, Centre, South and Islands);
- "Section of economic activity to which the enterprise belongs" (B to S - excluding Section O);
- "Economic sector of the enterprise" (three economic sectors: Industry in the strict sense, Construction, Services);
- "Size of the enterprise " and its "Economic sector" (three classes of employees: 50-99, 100-499, 500 and over; three economic sectors: Industry in the strict sense, Construction, Services);
- "Size of enterprise " and "Geographical breakdown in which it operates" (two classes of employees: 50-499, 500 and over; three geographical subdivisions: North, Centre, South and Islands);

- “Size of enterprise” and its “Economic sector” (two classes of employees: 50-499, 500 and over; three economic sectors: Industry in the strict sense, Construction, Services);
- “Size of enterprise” and “Age of the enterprise” (two classes of employees: 50-499, 500 and over; three age groups: 0-11, 12-31, 32 and over).

Interviews with the stakeholders

The research project Istat-UNAR has provided for the realization of semi-structured interviews to some stakeholders identified among the different actors, mostly operating at national level or chosen as examples of certain policies.

Stakeholders belong to the following categories: professional associations, public administration, equality bodies, trade unions, LGBT+ associations active on the specific theme, LGBT+ worker networks, employment services and employment mediation, observatories on the subject.

Nineteen out of the thirty-one stakeholders involved (Table 12) responded to the official invitation letter and agreed to carry out the interview, For the rest, the interview could not be concluded for various reasons, including the lack of information on the subject. Interviews were conducted between September 2019 and April 2020; they were recorded, transcribed, reported in special summary sheets; were subsequently jointly analysed.

The interview track has been articulated into seven areas aimed at investigating the perceptions and opinions of stakeholders with regard to a series of aspects such as: spreading and forms of discrimination and the level of inclusion/exclusion of LGBT+ persons in the workplace; existence of measures, tools and initiatives to promote the inclusion and enhancement of LGBT+ people in working environments; existing protection policies and tools for LGBT+ workers; desirable actions to promote the inclusion and enhancement of LGBT+ people in the world of work and to combat discrimination.

The existence of any quantitative and qualitative sources of data concerning the inclusion of LGBT+ workers and cases of discrimination in employment was also investigated. Finally, they were asked to indicate what, in the opinion of the respondents, the main information needs on the subject and the role that official statistics could play to fill the existing information gap.

Table 12 – Stakeholders

Type	Stakeholder
Professional associations	AIDP* (Associazione Italiana Direzione del Personale) CNA*, Coldiretti, Confagricoltura, Confapi, Confartigianato* , Confcommercio* , Confcooperative* , Confesercenti, Confindustria* , Confprofessioni, Legacoop Forum Terzo Settore*
Public administration	ANCI (Associazione Nazionale Comuni Italiani) RE.A.DY. (Rete Nazionale delle Pubbliche Amministrazioni Anti Discriminazioni per orientamento sessuale e identità di genere) - Servizio LGBT del Comune di Torino*
Equality bodies	Consigliera Nazionale di parità* Coordinatore Nazionale dei Difensori civici
Trade unions	CISL Coordinamento Diritti UIL* Ufficio Nazionale Nuovi Diritti CGIL*
Networks of LGBT+ workers	BE-FRIENDLY (Banca d'Italia)* Globe-Mae del Ministero degli esteri e della Cooperazione Internazionale* Polis Aperta*
LGBT+ associations active on the specific theme	Edge* Parks Liberi e uguali*

	Rete Lenford* Universitrans
Employment services and employment mediation	Assolavoro (Ass. Nazionale di categoria delle Agenzie per il lavoro) Centri per l'impiego - ANPAL (Agenzia Nazionale Politiche Attive Lavoro)
Observers on the subject	ONIG* (Osservatorio Nazionale sull'identità di genere) OSCAD* (Osservatorio per la sicurezza contro gli atti discriminatori)

* The asterisk indicates the stakeholders who participated in the research and underwent the interview

For clarifications

Eugenia De Rosa, eugenia.derosa@istat.it

Valeria de Martino, valedema@istat.it