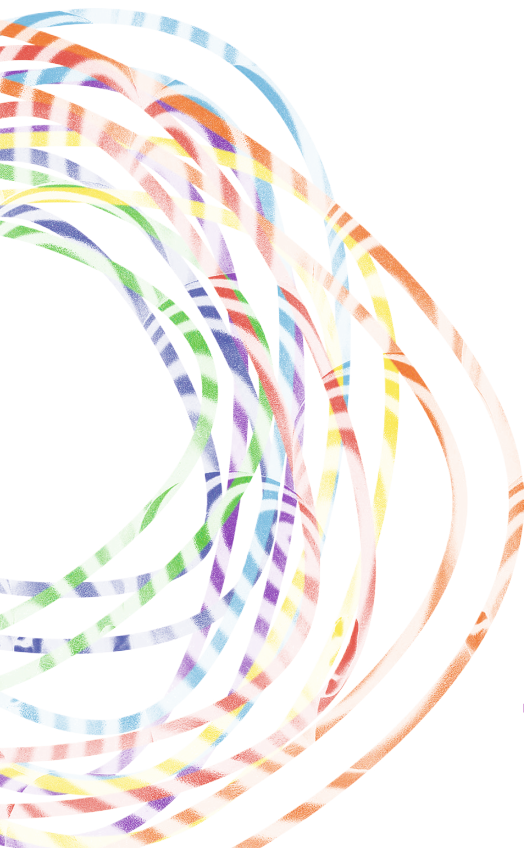


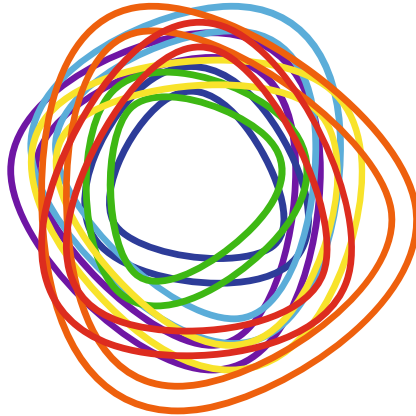
LGBTIQ  
EMPLOYMENT  
EQUALITY  
INDEX



A Product of  
**the HeadHunter®**



# THE LGBTIQ EMPLOYMENT EQUALITY INDEX



A BOLD EXPERIENCE OF DATA-DRIVEN MOTIVATION  
TO THE PRIVATE SECTOR TO SAFEGUARD  
THE LGBTIQ COMMUNITY AGAINST DISCRIMINATION

A Product of

**the HeadHunter®**



LGBTQ  
EMPLOYMENT  
EQUALITY  
INDEX

2017

Bronze



LGBTQ  
EMPLOYMENT  
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INDEX

2017

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British Council Albania

**Gold**

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**Gold**

2017

The LGBTIQ Employment Equality Index is an expression of The Headhunter's mission to facilitate dignified, meaningful employment for all as well as to stamp out discrimination in employment. Using the spirit of competition in the private sector, the Index rewards those companies who take active measures to uphold the dignity and protect the rights of LGBTIQ job-seekers and employees.

First developed in 2015, the LGBTIQ Employment Equality Index is a first-of-its-kind system in Eastern Europe and Central Asia which rates companies on their measures to reduce discrimination in the workplace. The Headhunter considers employment discrimination one of the worst types of discrimination because it harms a person's sense of empowerment, often leading to a life of poverty.

Already, more than 200 companies have been rated throughout the Western Balkans. Several even achieved the highest Gold status, surprising many that such policies and actions were already being taken by a few innovative companies. Even though many companies did not earn an award, the data from the Index nevertheless was informative in establishing a roadmap for actions to be taken in the future.

The interest from companies to be rated and from international actors who see the Index as a tool for anti-discrimination has been strong in all the countries where the idea has been introduced. With this interest as well as the Index's ability to adapt to multiple contexts, The Headhunter intends to expand this tool for use in further countries.

## Why a Rating System?

Rating systems are powerful tools which....

- Use rewards and prestige to motivate companies to take action
- Encourage competition in the private sector to motivate companies to take measures to achieve ever higher ratings, thereby surpassing competitors in their industry
- Show the extent of compliance with local anti-discrimination laws in the labor sector
- Draw attention of international actors to the issue of employment equality
- Provide tangible, verifiable data on individual companies and the private sector
- Provide justification and a clear road map for further trainings and consultancies for the human resource departments of participating companies



Ambassador Lu of the United States presents one of the awards in Albania

## Why The Headhunter?

As a human resource company, The Headhunter issuing the ratings provides transparency, credibility, and technical expertise. In this way, all stakeholders can have confidence that the results are based on verifiable data and without political interference.

The Headhunter Ltd is a United States-headquartered human resources company with presence in Bosnia Herzegovina, Montenegro, Kosovo, Macedonia, Greece, Serbia, Cyprus and Albania. Its main avenues of service are headhunting, recruitment, staff leasing, training, market research, and salary surveys. It has subsidiaries including Karriera, an online job posting site, and has founded a corporate foundation, RINI Albania Foundation. It is currently implementing a job training and placement USAID-funded project, People First, in Albania.



The Headhunter presents an award to one of the winning companies in Kosovo



## How Does It Work?

The LGBTIQ Employment Equality Index measures how well a particular company upholds the dignity of and protects the rights of job-seekers and employees in several areas:

- Recruitment Process
- Human Resource Policies and Staff Behavior
- Compliance with the Country's Anti-Discrimination Laws—or, if they don't exist, general anti-discrimination principles
- Corporate Social Responsibility and the Company's Engagement with the LGBTIQ community in the country of operations

The Index awards exemplary companies Bronze, Silver, and Gold level awards. To achieve a Gold award, a company must show significant engagement with the LGBTIQ community as well as robust human resources policies and protections. The Index does not “punish” those companies who do not achieve a rating; rather, it marks them as Unrated and provides encouragement to improve policies and practices.

Participation is completely voluntary. The Headhunter staff verify all answers with a review of the company's written human resource policies and systems to provide accuracy and credibility to the results.

## Early Results

The Index has been widely and positively received by both the private sector as well as international actors. As it expands to more countries throughout the Balkans, it continues to attract further attention.

The Index has already been carried out in Albania (2016-2017), Bosnia & Herzegovina (2017), and Kosovo (2018). Index results will be announced in Macedonia, and again in Albania and Bosnia & Herzegovina later in 2018.

The Index shows many trends across the Balkans—most of which are not surprising, but yet informative and paint a clear picture of awareness-raising, trainings, and reforms for companies in the region.

- Companies do not ask job-seekers regarding their gender identity or sexual orientation, either on application forms or during interviews. This was an encouraging sign.
- Most companies have no specific mention of LGBTIQ job seekers and employees in their human resource policies. In Albania, only 25% of companies reported that they make a specific mention. In Bosnia, it was only 4%.
- Most companies do not assign a specific mandate to human resource staff to be responsible for anti-discrimination for LGBTIQ employees. In Bosnia, 95% of companies reported that they have no such mandate. In Kosovo, it was 100%.
- Most companies' human resource managers have no training in issues related to LGBTIQ employees nor in anti-discrimination measures. In Albania, 80% of companies did not offer such training to its human resources staff. In Kosovo, 94% did not.
- Most companies do not offer trainings to all their employees in anti-discrimination at all. In Albania, 84% of companies had no trainings on workforce diversity at all.

- Most companies do not have staff trained on how to respond to instances of discrimination or harassment in the workplace. In Albania, 65% of companies had no mechanism to deal with harassment.
- While companies increasingly are beginning corporate social responsibility programs, very few actually engage with the LGBTIQ community in the countries of their operations. In both Albania and Bosnia, only 3% of companies did so. In Kosovo, there were none.

Furthermore, most LGBTIQ anti-discrimination projects in the region do significant work in awareness-raising and sensitization, but it is mostly aimed at the public, policy-makers, or other stakeholders. Rarely do those projects engage with the private sector.



HE Ambassador Vlahutin of the European Union presents a Gold award to one of the winning companies in Albania

## Expansion for the Future

The Index provides a platform which can be adapted to multiple countries and contexts. The Headhunter intends in the short term to continue the expansion throughout Eastern Europe and into Central Asia. In the long term, The Headhunter is examining how it can expand into other regions.

The Headhunter is seeking funding for training and the creation of adaptable materials for human resource departments of companies throughout the region.





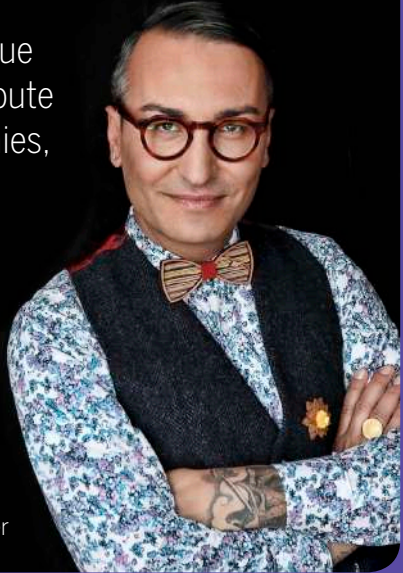
Mr. David Saunders, Representative of UN Women in Bosnia and Herzegovina  
From Bosnia and Herzegovina activity.





“Every person has unique talents which can contribute to the growth of companies, the economy, and their country. Only free from discrimination can those talents be fully realized.”

Elton ILIRJANI,  
Founder and CEO of The Headhunter



**For Further Information**

[www.theheadhunter.com](http://www.theheadhunter.com)

[www.theheadhunter.com/LGBTIQindex](http://www.theheadhunter.com/LGBTIQindex)

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