

TAKE PART IN THE GLOBAL WORKPLACE PRIDE BENCHMARK

Company name : ING LUXEMBOURG

Activity sector : Activités financières et d'assurance

Company category : Grande Entreprise

Description of the action

Workplace Pride is a not-for-profit foundation dedicated to improving the lives of LGBTIQ+ people in workplaces globally. It fosters inclusive environments where individuals can be themselves, are valued, and help lead change through their contributions

Context

What It Means to Take Part? Advancing Inclusion Through Action

Participation involves contributing to initiatives that make LGBTIQ+ inclusion measurable, visible, and meaningful. ING, for example, has been recognized at the “Advocate” level in the Workplace Pride benchmark, reflecting its top-tier commitment to inclusion

Objectives

Participating in the Global Workplace Pride benchmark is a rigorous and strategic exercise that functions as a real audit of an organization’s LGBTIQ+ inclusion practices. It involves reviewing and responding to over 100 detailed items, each requiring clear evidence such as documents, screenshots, or communications. The process yields a customized report with scores across key dimensions—like policy, employee networks, and engagement—alongside actionable recommendations. This enables organizations to measure progress, identify gaps, and align globally while adapting locally. It also fosters visibility, mobilizes internal networks, and strengthens accountability, making inclusion efforts transparent, repeatable, and impactful.

Approach

Taking part in the Workplace Pride Global Benchmark is a thorough and rigorous audit process that evaluates how well an organization supports LGBTIQ+ inclusion. It’s not just a symbolic gesture—it’s a structured, evidence-based exercise that requires deep reflection and documentation.

What the Process Involves

The benchmark includes over 100 items across multiple dimensions of LGBTIQ+ inclusion, such as policies, leadership, employee engagement, and external impact.

For each item, organizations must:

- Review the question carefully
- Provide a written response
- Submit supporting evidence—this can include screenshots, internal documents, communications, photos, or links.

Evidence Submission

Evidence must be clear, concise, and relevant. If a question is answered with “yes,” proof is required—otherwise, the item may be removed or marked incomplete.

Each country or location can submit its own evidence, but only one example per item is needed unless further clarification is requested.

Why It’s a Real Audit

The benchmark is externally administered by the Workplace Pride Foundation, and submissions are reviewed for completeness and credibility.

Follow-up questions are common. We were requested additional evidence for Luxembourg's submission to validate claims made in the survey.

The process is time-intensive and requires coordination across departments, local SPOCs, and leadership teams.

Impact

Organizations that perform well receive an Advocate-level endorsement, as ING did in 2025 with a score of 93.9% . This recognition is based not only on survey responses but also on the quality and depth of submitted evidence.

« To do »

The first time it will allow organizations to understand and make a clear check up of what an organization is doing, strengths and weaknesses. We have initiated several actions following the first take of the benchmark. ING Luxembourg in only 2 years made a huge jump forward obtaining rank 6 overall in the Global ING group, from position 15 last year.

« Not to do »

Filling out the Global Workplace Pride benchmark quickly and without attaching evidence will lead to a very poor result. It's essential to take the time and commit to the process, as it's a genuine audit that requires thoughtful responses and documented proof. This approach not only ensures accuracy but also supports continuous improvement in LGBTIQ+ inclusion practices