

**Interview with Tim, Radius Consultant (“T”)
and
Andrew Wieser, Senior Manager of Internal Audit and Financial Advisory, Protiviti UK (“AS”)**

Names	Commentary
T	So I am here today with Andrew Wieser from Protiviti. Before we get into the subject of this case study today, do you want to introduce yourself, your involvement with networks and then a bit about Protiviti?
AW	Sure. So, like he said, I’m Andrew Wieser. I am a Senior Manager here in our Internal Audit and Financial Advisory practice. I’ve been in the UK for about four years now and I transferred over from the US. Since I started at Protiviti, I’ve been involved in our proPRIDE LGBT+ organisation, which is a global network. But, since I moved over here, I’ve been more involved and become the Co-Chair of the network for the last three years.
AW	So, Protiviti is a global risk and consulting firm. We have around 6,000 or more employees across the globe. In the UK, we have seven locations including our largest office in London. We have around 200 here and 50 across the UK.
T	Mmm, mmm.
AW	So, fun fact I guess – about 3% of us (I calculated) are out as LGBT+ in the entire office but we are quite a successful network. We also have a lot of other diversity networks in our office, including our Women’s Network – iGROWW, our Family Network, our mental health – iMatter – and our proPRIDE Network.
AW	Our parent company is Robert Half so we share a floor here in The Shard with them. They have earned 100% on the HR scene Corporate Equality Index the last few years and we’ve...they’re our parent company. So, we’re kind of proud of that.
T	Mmm, mmm.
AW	And, so, proPRIDE UK was established a little bit later than the Global Network. So, we were started in 2016 – the year that I moved over here to the UK – and about 5% of the office are active members, but we’ll get into more details about how we’ve gotten our Allies in the office involved. And, so, that is one of our focuses of 2020 as well, is to get more Allies involved.
T	Great. And we are recording right now from about half way up The Shard I think...
AW	Estimated.
T	...Fun fact. I can actually see my house from here, cos I’m a local, which has been handy because I did come into your office last year to help with the setup of this Allies effort on the webinar...
AW	Yes, you did.
T	I remember talking to a recorded webinar that got distributed to your global offices and we explored what it means to truly be an ally, not just wear a rainbow lanyard and our history goes back even a bit further than that because a colleague of yours, Belton, was on our Employee Network Leadership Programme a couple of years ago and, I know I’m not allowed to give away any secrets, but I hear he’s been nominated for some kind of award – at time of recording – for his leadership. So, we’re all very proud parents back in Radius.
AW	TBC

T TBC exactly.

[Laughter]

T Alright, let's go on to our case study.

AW So, how did we get our Allies more involved at Protiviti? So, one thing that's fine and easy for Allies to get involved in is social events. So, we've done funding of social activities with proPRIDE being a sponsor. We did some silent discos here in The Shard – the Time Out Silent Discos – at the top. We did one in collaboration with our Women's Network – Breaking Glass Ceilings – at the top of The Shard. We did Pride Brunches, where we have...we started with about 15, now we're over 30; 35/40. We did a Drag Brunch which was really interesting because it was a lot of people's first drag show – seeing anybody in drag – so it was a great experience for some people to kind of open their eyes, to experience something different, share something with their peers and a learning opportunity. We also have gone to a West End show and we plan on going to another West End show this quarter. We went to Falsettos last year. So, these are LGBT+ themed...

T Mmm, mmm.

AW ...shows and we're planning on going to And Juliet this quarter, so it's a non-gender conforming roles in the play and its leads. So, we're looking forward to that as well.

T Right. So, and what's important about the social aspect of what you do for an organisation?

AW I think it's helpful in bringing people together. Again, like I said earlier, it's a little...it's easier for people to digest especially Allies that have never been involved. So, if it's something that sounds fun...

T Mmm, mmm.

AW ...it's an opportunity for them to show their support at the same time as having fun with people in the network.

T Yeah.

AW And there have been a lot of people that haven't been involved and then there's a social event, they get to know each other better and they become more involved in network events moving forward and helping planning and things like that.

T Yeah. And it's a bit of, a bit of soft learning and exposure I suppose. So...

AW Exactly.

T ...before you hit them with the hard stuff.

AW Exactly.

[Laughter]

T Alright. Let's see what's next.

AW So, next is educational opportunities that we've provided to Allies and people outside of our network. So, we distribute quarterly newsletters out to the office – as you can see an example here, with...usually we have one story or headline and then a lot of upcoming events. So, things that have happened with people in the networks. We also have done some webinars. We have Global Unconscious Bias Training – that's obviously global. We had our Ally 1010 that you were referring to earlier...

T Mmm.

AW ...kindly came in and volunteered and help lead that session and had very positive feedback. Then, we've had Out Panel discussions occasionally, where we have a group of LGBT individuals sitting in front of a room or on a webinar globally, and just a Q&A on several topics and a lot of people find that very beneficial. Just to learn things on the top of their heads. It's very open and it's internal. We also have done Awareness Days. We had National Coming Out Day...

T Mmm, mmm.

AW ...in October last year and we had our member share his coming out story which, again, went very well. There's some tears in the audience when he was sharing his story.

T Mmm.

AW And we try to educate through story telling and I think that's a very important one because it can kind of get people that are not interested or don't understand why our network is important or people like us are important and that it kind of puts them into our shoes and seeing through a different lens that they may be not have seen or thought of before.

T Yeah. I think what was interesting about the approach you took to education, from my exposure from your Ally 101 session, was trying to remove as much judgment from it as possible and educate without sort of making people feel dumb for not knowing some of the terms we use for example, that we take for granted and are quite complicated and, you know, by saying we're going to start right at the very beginning, here are some issues you may never have thought of or you don't know exist, you let them know that it's not just about celebrating a characteristic, it's about solving problems that exist for real in the workplace and in the world and different environments. So, I think trying to...trying to find that nice level between data and information, personal story telling and making sure you're pitching it at the right place to help onboard people who aren't already familiar, is so important.

AW Exactly.

T Okay, let's see what's next.

AW So, another thing we've been doing with our Allies is displaying their ally-ship. So, what we've done the past couple of years is to assign titles or roles to individuals. We used to have a specific title or like the Ally Lead for each level in our organisation, from Consultant to MD, and now we kind of just have a Lead Ally role of our network. And we also, during Pride and year round, we have rainbow ribbons that people can have at their desks or on their lanyards. We also collaborate with the other ERGs, like our Women's Network. Like I mentioned before, we did the Silent Disco at the top of The Shard. We also did DNI – Design Thinking Workshop – here in The Shard with our clients and DNI experts from around the City. We've had our Sports Committee help be involved and show up as an Ally, with participation in the Rainbow Laces Campaign...

T Mmm, mmm.

AW ...and so forth, our Rainbow Laces Campaign last November. And we've worked with our CSR, fundraising. We did a proPRIDE package which included our t-shirt and sunglasses...

T Mmm, mmm.

AW ...and swag that we had from Pride.

[Overtalking]

- AW Leftover swag, yeah.
- T Everyone loves some swag.
- AW So, it was good to work with them and I think we're going to be working with them moving forward in some other fundraising events. I think they're doing a cinema event coming up and we're hoping to have a LGBT+ themed one, sponsored by our network.
- T Mmm, mmm.
- AW So I think working with other networks is a very easy way to get more people involved because they're passionate about, you know, fundraising or sports and we're passionate about diversity and inclusion, and just putting those altogether, just...
- T Yeah. It's such a good point that a lot of particularly newer networks don't realise that they can lean on things like sports and social clubs in their organisation, to help with that event management. You can sometimes feel that it's all on your shoulders as a Chair, particularly if you've got a smaller network. But it's great for the sports and social club to also be able to demonstrate that they're adding value to the organisation and they're not just something you do after work. So, I think it's a really good point you raise.
- T On the role of an Ally Leader or representative, I mean, how does that come about? Did you write like a job description? Did you go and recruit? Was it all volunteers?
- AW It was a mixture of recruiting and volunteers. Some people did volunteer from the get-go who we did mention that we wanted Ally Leads to be named and kind of included in our quarterly distribution of our newsletter, just to show that these are the people you can go to and talk to and feel safe with, if there's any issues or anything going on. But there were some that we kind of just walked around the office and had to be proactive and say, you know, I know you're supportive of this...
- T Mmm, mmm.
- AW ...sometimes may be you don't speak up but are you comfortable in being an Ally Leader? And sometimes people don't feel comfortable and we didn't want to pressure anybody so that we were just like, okay, we'll move on to the next person.
- T Yeah.
- AW But, it was quite a positive reaction and I think that it was nice to have those people kind of...and there was no formal pledge and I think that's something that we can talk about a little later...
- T Oh, okay. Well, let's move on to that now. I think let's see what kind of impact these efforts that we've just seen have had.
- AW Sure. So, the case that we picked that showed a lot of, I guess, impact in our allyship here at Protiviti UK was attending and being in, walking in and marching in the Pride in London parade in 2019. This was really important for Protiviti because we are the first office globally to march behind the Protiviti banner. Our parent company, Robert Half, I believe has walked before but we are the first Protiviti office to be marching in a parade.
- AW So, like I said earlier, we only have about 5% active members that are proPRIDE members, but we have 17% of the UK office either attending the parade to spectate or coming to the Brunch that we've hosted for three years now, or marching in the parade. So, we were really excited to get so many people involved in the Pride in

London. And we saw our Allies gaining all the attributes that we spoke about before that makes a good ally. So, gaining an understanding. So, after the parade, we just sent out kind of an email for some feedback and some quotes because we wanted to kind of share the impact that it had on a lot of people...

T Mmm.

AW ...because not everybody obviously was involved and may not have understood how it felt for those people; especially Allies, I wanted to get their feedback on how it was. So I have some quotes...

T In fact, I think we've got those on the next slide...

AW Oh, yeah, yeah, yeah.

T ...I can open them and we can talk about those as we go on.

AW Sure. So, one of the quotes relating to understanding, somebody said, "*The fact that in today's day and age, minority groups still experience prejudice is just shameful. Everyone should be who they want to be without being judged*". Someone else said, "*My favourite part of the day was seeing how much it meant for the people involved and understanding how close it was to them*". And a couple...these quotes just reflect on and is their own reflections in realising how they're gaining that understanding...

T Mmm.

AW ...and you can see that they were becoming Allies, in seeing how important that day and the purpose of the march.

AW Then we saw another Ally attended in support of his LGBT+ brother. I don't think a lot of people in the office may have known he had a LGBT+ brother. So, I think that was very important for him to show up for his brother as well as other people in the office...

T Mmm.

AW ...to see that there was an Ally there in the office...

T Mmm.

AW ...and maybe they didn't know existed before. We have one of our LGBT+ members who it was his 50th Birthday on the 50th anniversary of Stonewall. He'd just come out of the closet and he was...I think he had the most amazing experience of seeing so many Allies. He said, "*I noticed how we had 35 plus Allies compared to five or six LGBT individuals. That said a lot of how society has changed even in the workplace. That support means a great deal to me*". And so I think he's now more involved than ever...

T Mmm.

AW ...in proPRIDE. He's...he was part of some of our Out Panel sessions and he's the one who spoke on National Coming Out Day and he also attended our Out Equal Conference and I think he's more comfortable in his own skin than ever and thanks to all those Allies that showed up, he can feel that way.

T Mmm. It's great to see so much immediate, positive impact. Obviously, something like Pride can be a huge event. I think for all networks, that challenge then is converting that into a longer term impact. How do we measure it? How do we keep momentum? What are your plans around tracking that or looking at kind of more in the long-term for impact?

AW Yup. So, well actually, we're going to speak a bit on that on the next slide.

T Oh, okay.

AW So due to the success that our network had through 2019, mostly due the success of our allies and positive feedback that they had given, we earned some recognition for it, we won an ITA award for best LGBT+ network here in London, and we also won an internal Protiviti award at our all-hands meeting in front of the CEO of Protiviti Global, so I think it was important for him to see that we are making a difference here in the UK, largely due to the participation of our allies. Looking forward to 2020 we want more of that inclusivity, more participation from our allies. This year we have an allies co-chair leading Pro-Pride UK. I'm very excited to be working with her, she has good fresh ideas for increasing our relationship with other networks as well as our allyship in the office. Our leadership is looking into investing some time and money to review and revamp our internal policies, and I think it's due largely to the success of our network, and how far we pushed things. I believe now leadership thinks it's a no-brainer, whereas maybe in the past it was questioned: is it worth it? So we're just looking forward to that, it will impact our HR, recruiting, our organisation and our culture here. We're looking forward to 2020, doing more around the area where we're located, looking into partnership with firms in the Shard quarter. Like with Guy's Hospital, looking at doing some LGBT charity work as well. And as I was saying earlier, looking into working with our parent company, because of their success in D&I as well, they're much larger, more resources, so working with them.

T I think we're seeing that a lot particularly with smaller networks, the partners they work with, the suppliers, the environment they work in, all of these start to form a much bigger network. It's so interesting to see that natural growth, and it's been great to see you as a network develop, and as individuals, so thanks Andrew for taking time today and sharing all of this with Radius as well.

AW You're welcome, thanks for having me.

T Thanks

AW Thanks

T Thanks (they laugh)