

UNDERSTANDING CHILEAN LGBTQ+ WORKPLACE EXPERIENCES

Chile **NO** Sabe

A Project of:

OUT  EQUAL
THE BUSINESS OF BELONGING™

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Background and Context

Chile has made remarkable strides in LGBTQ+ rights, becoming a leader in South America. Although it was one of the last in the region to legalize same-sex relations, after a long and inspiring fight for LGBTQ+ equality led by Fundación Iguales and Movimiento de Integración y Liberación Homosexual de Chile, Chile today boasts some of the most pro-LGBTQ+ legislation on the continent. This progress has created a more favorable environment for LGBTQ+ workplace inclusion, but significant challenges remain.

Research demonstrates that inclusive workplaces benefit from increased productivity, innovation, and talent retention (Deloitte, 2023) and that the business case for LGBTQ+ inclusion in Chile is compelling and increasingly recognized by companies (IDB Invest, 2023).

The 2024 Equidad Chile report shows a substantial increase in firms supporting LGBTQ+ talent, with 70 out of 151 participating companies achieving top scores. (Human Rights Campaign Foundation, 2024). These trend lines indicate Chilean businesses understand the competitive advantage of fostering diverse and inclusive workplaces.

Our research further strengthens the business case for LGBTQ+ inclusion in Chile, while highlighting the significant cost of failing to bridge gaps between policy and culture. The data reveals more than 1 out of 3 LGBTQ+ employees have experienced workplace violence, harassment or discrimination, with 73% of those affected reporting it significantly impacted their job performance. This demonstrates the direct link between inclusive workplace cultures and employee productivity.

Defining Workplace Violence in Chile

In our survey and analysis, “**workplace violence**” is a recognized umbrella term in Chile (distinct from other markets) that covers the following behaviors:

- **Workplace Harassment:** Insults, spreading rumors, mockery, undermining decisions, overloading with work, etc.
- **Sexual Harassment:** Unwanted physical contact, requests for sexual favors, abuse, or sexual assault.
- **Verbal Violence:** Insults, derogatory comments, criticism, etc.
- **Institutional Violence:** Dismissal or change of roles based on arbitrary discrimination (due to sexual orientation, gender identity, disability, etc.).
- **Physical Violence:** Hitting, pushing, etc.
- **Psychological Violence:** Intimidation, threats, humiliation, etc.
- **Arbitrary Discrimination:** Distinction or exclusion based on factors such as sexual orientation, gender identity, disability, or gender without reasonable justification.

Workplace Violence

The data reveals alarming rates of harassment and discrimination, particularly among transgender employees. Seventy-eight percent of trans participants reported either having experienced workplace harassment or not knowing if they had. These findings are consistent with broader employment challenges faced by the trans community in Chile, as the *2020 Survey of Chile's Trans Population* found 70% of transgender people do not have a stable source of employment.

Impact of Workplace Violence on Job Performance and Reporting:

The economic impact of workplace violence is significant. Nearly 3 out of 4 (73%) of those who experienced workplace violence said that it significantly affected their job performance. Moreover, 80% of LGBTQ+ employees with such experiences did not report them. These statistics underscore the critical need for effective reporting mechanisms and supportive workplace cultures, which directly impact company productivity and employee retention.

Specific Challenges and Experiences

Many LGBTQ+ employees face difficulty recognizing and reporting harassment, experience jokes and negative comments, and do not feel safe being open about their identity at work. Their sense of security drops when interacting with managers, and only 40% of LGBTQ+ employees report not experiencing any type of harassment.

Key Findings from the Data

- 68% of LGBTQ+ employees are unaware if their company has inclusive policies.
- Less than half (only 46%) of LGBTQ+ employees believe their organization's DEI policy promotes a respectful and safe environment.
- Almost 60% of LGBTQ+ employees who experienced harassment never told anyone.

These findings highlight a disconnect between the existence of inclusive policies and employee awareness, as well as disparities in the perception of DEI policy effectiveness. This gap represents a missed opportunity for companies to fully leverage the benefits of their DEI initiatives.

Moving Forward: Strategies for Advancing Inclusivity in Chilean Workplaces

This report concludes by outlining action steps that Chilean organizations can take to create more inclusive and supportive workplace environments for LGBTQ+ employees, including cisgender women, where employees feel they truly belong.

By implementing these recommendations, companies can ensure not just the mental and physical well-being of their LGBTQ+ workforce, but enhance organizational performance, innovation, and competitiveness to the benefit of all employees.

Out & Equal, October, 2024

Chile Now Knows: Challenges Remain in Creating Attractive and Safe Work Environments

Nearly a decade has passed since we last assessed Chile's understanding of diversity, equity, and inclusion (DEI). In 2015, we measured how LGBTQ+ [individuals](#) accessed, developed professionally, and expressed themselves in the workplace. The results were disheartening: almost 7 out of 10 LGBTQ+ workers did not feel comfortable expressing their identity at work, fearing rejection, violence, or dismissal. This stark reality motivated the creation of the *Pride Connection Chile* network and subsequently, our consulting firm *Factor Diverso*, to promote inclusive and safe spaces for all.

Over the past decade, both the country and its companies have evolved. Legislation such as the *Civil Union Agreement* (2015), *Gender Identity Law* (2019), and *Equal Marriage* (2021) have improved public acceptance of sexual diversity. This shift has permeated the workplace, with more companies adopting DEI strategies to attract and retain talent, particularly for LGBTQ+ individuals. Sexual and gender diversity has become one of the most addressed issues in Chilean organizational DEI strategies.

This transformation has been captured in *Chile No Sabe (Chile Doesn't Know) 2024*, a survey conducted in collaboration with Out & Equal, a leading organization in LGBTQ+ workplace inclusion programs between May and July of this year, involving nearly a thousand respondents from across the country.

Has progress been made over the past decade? Undoubtedly. Among the most significant findings, an increasing number of LGBTQ+ workers are openly discussing their sexual orientation or gender identity in the workplace. While 68% refrained from doing so in 2015, 52% now verbalize or express their identity with friends and colleagues at work, a number that is even more pronounced among those under 30 years of age. However, with this progress comes new challenges.

Increased visibility appears to correlate with a higher likelihood of discrimination. Thirty-five percent of LGBTQ+ respondents admit to having experienced some form of workplace violence (verbal, psychological, or physical) throughout their career, while 25% are unsure if they are victims, highlighting how deeply ingrained certain actions or comments are in workplace culture, making it difficult to discern whether they constitute discrimination.

Among those who experienced discrimination, 55% of pansexual women report having experienced some form of workplace violence, compared to 50% of gay men and 25% of lesbian women. Gender disparities are also evident. While only 9% of cisgender men have experienced workplace violence, nearly one out of four (24%) of cisgender women have.

These figures underscore the need to deepen inclusion efforts in companies and public institutions. Although 45% of respondents believe

their workplace's DEI policy has been effective in fostering an inclusive workplace, a significant 41% report that their workplace either lacks such policies or that they are unsure if such policies exist.

The absence of inclusion strategies, coupled with a lack of awareness of corporate policies, is generating uncertainty among workers. Four in five (80%) are reluctant to report acts of discrimination or workplace violence, fearing leadership's response. This silence is more pronounced among women, with 64% of those who have experienced workplace discrimination not reporting it, compared to just 17% of men.

Challenges extend beyond acts of workplace violence to inequities. While 64% of cisgender men believe there is pay equity in jobs when comparing their salaries to women, only 39% of cisgender women share this belief, perceiving unfair remuneration for equivalent work.

Chile No Sabe 2024 is a tool for continuing to build attractive, equitable, and safe cultures for all individuals. The data compels us to move beyond merely implementing policies and regulations that promote inclusion, towards deepening efforts to eradicate all forms of injustice and workplace violence, paving the way for everyone to flourish.

Emilio Maldonado Quevedo (he/him)
Managing Director
Factor Diverso

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Chile NO Sabe

A NATIONAL SURVEY ON DIVERSITY AND INCLUSION IN THE WORKPLACE



Chile No Sabe: A National Survey on Diversity and Inclusion in the Workplace

In an increasingly interconnected and diverse world, understanding and promoting inclusion in all its forms is paramount for fostering a more equitable and just society. This project aims to illuminate the experiences, challenges, and opportunities encountered by various demographic groups within Chilean society, specifically in the professional sphere. Our focus includes individuals who identify as part of the LGBTQ+ community (lesbian, gay, bisexual, transgender, queer, and others), as well as cisgender men and women not part of the LGBTQ+ community in the Chilean workforce.

Context:

In our diverse world, it's imperative to acknowledge that each individual possesses a unique set of characteristics and experiences. Chile is no exception to this reality. According to the 2022 National Socioeconomic Characterization Survey (CASEN), approximately 3.8% of the population identifies as part of the LGBTQ+ community. The percentage of people who identify as part of the LGBTQ+ community in Chile aligns with trends observed in other countries, where this group represents at least 3% to 5% of the population (Francisco Aguayo, 2016). Although there is no detailed data on the exact number of LGBTQ+ individuals in the country, the 2017 abbreviated census reported 860,189 men identified

as bisexual or gay, and 897,201 women as lesbian or bisexual (MOVILH, n.d.).

LGBTQ+ workplace experiences, despite recent legislative and policy advances, reveal some concerning trends: 20% of LGBTQ+ individuals report experiencing discrimination related to their sexual orientation or gender identity, as per a 2021 study by MUMSⁱ and the Luis Gauthier Unionⁱⁱ. Furthermore, the XXII Annual Report on Human Rights of Sexual and Gender Diversity in Chile indicates that employment discrimination in 2023 increased by 22% compared to the previous year (MOVILH, 2024).

Access to employment presents significant challenges, particularly for the transgender community. Data shows that 79% of trans women work in the informal sector (economic activities and employment not regulated or protected by the state) while 75% of trans men lack formal employment contracts, highlighting structural barriers to workforce participation for this group (MUMS and Sindicado Luis Gauthier, 2021).

Gender disparities also persist in the Chilean labor market. Cisgender women in Chile earn 22% less than their male counterparts, with this gap widening to 30% in informal employment sectors, according to the Observatory of the Economic

ⁱ MUMS is a social, political, community, and cultural movement focused on the fight for civil and human rights for sexual and gender diversity. It is composed of individuals with diverse experiences who advocate for recognition and equal rights for all. Additionally, MUMS is affiliated with the International Association of Lesbians, Gays, Bisexuals, Trans, and Intersex People.

ⁱⁱ The Luis Gauthier Union is an organization representing LGBTIQ+ workers in the workplace. Founded in 2003, its mission is to promote the participation of LGBTI workers in their workplaces and to drive cultural changes within the labor sector.

Context at Diego Portales University (OCEC, 2022). As Chile pursues sustainable development goals, it is imperative to foster inclusive dialogue about creating a society where all individuals, regardless of sexual orientation, gender identity, or gender expression, can fully realize their potential and contribute their unique talents. This is not just a matter of ethics, but a critical factor in Chile's future success.

To this end, it is crucial to examine the lived experiences and perceptions of LGBTQ+ individuals and cisgender women in the workplace, as well as how cisgender and heterosexual colleagues perceive and support gender diversity and equity.

By analyzing the intersectionality of these experiences, we can gain a more comprehensive understanding of the current state of DEI in Chilean workplaces. This knowledge is essential for developing effective organizational policies and strategies that not only promote LGBTQ+ inclusion but create a culture of belonging for all employees.

By embracing and leveraging the full spectrum of human diversity, Chilean businesses can drive innovation, enhance productivity, and contribute to sustainable economic growth while building a more equitable society.

Methodology Note:

Our gender-sensitive analyses are based on responses from cisgender individuals (women and men) regardless of sexual orientation, defined as those whose gender identity aligns with their sex as assigned at birth. This approach allows for a more precise

analysis of phenomena such as the gender pay gap and equity issues, while also providing insight into cisgender men's perceptions of these issues. The experiences of transgender individuals are specifically addressed within the LGBTQ+ population analysis.



Chile NO Sabe

I. CHILE DEMOGRAPHIC OVERVIEW

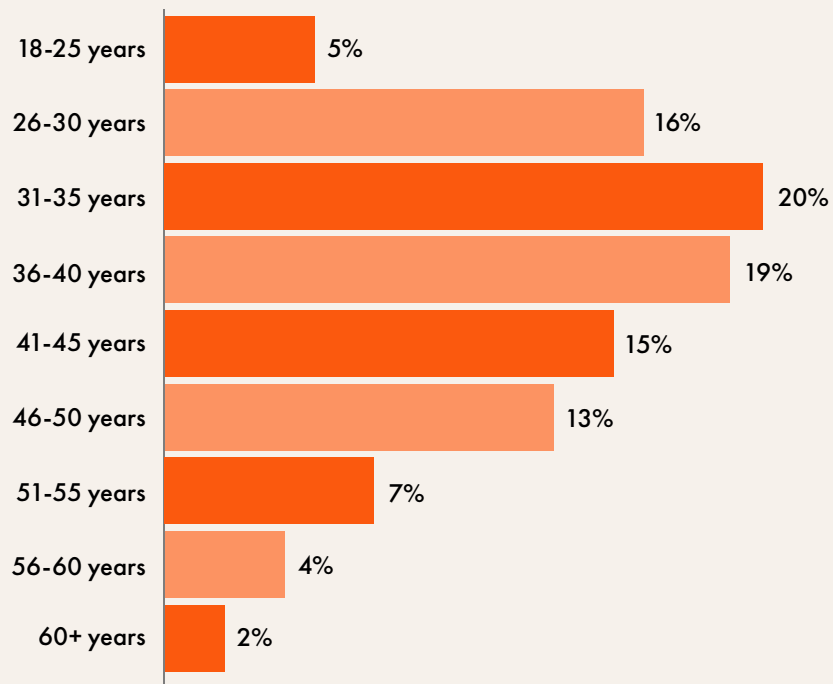


Age Distribution

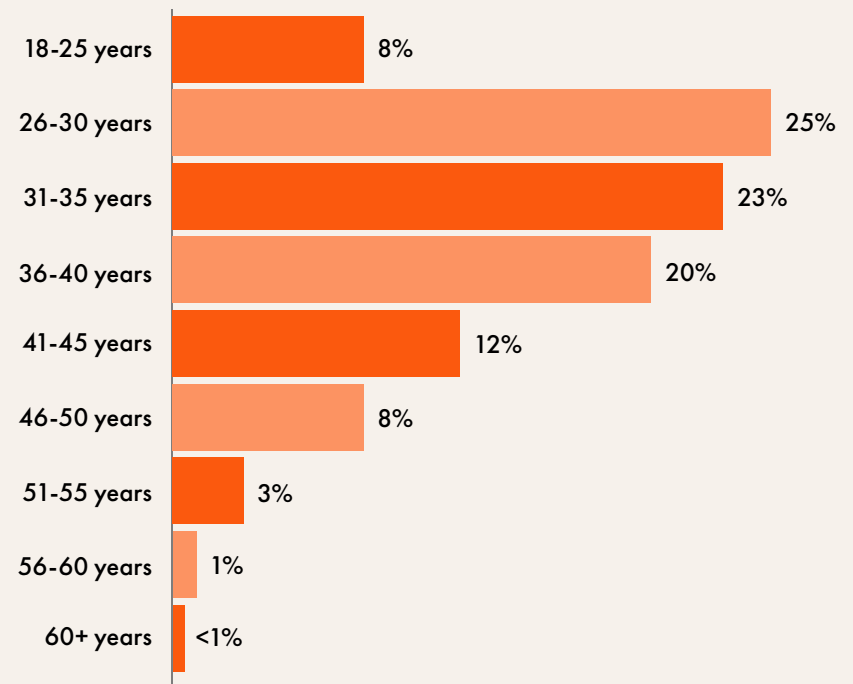
A total of 999 individuals participated in the “Chile No Sabe” survey. The modal age range is 36-40 years, representing 19% of the surveyed population. Among respondents who self-identify as

part of the LGBTQ+ community, the modal age range is also 36-40 years, accounting for 20% of the 389 individuals in this group. Analysis of age distribution by gender reveals that the modal age range for both women and men was 36-40 years old.

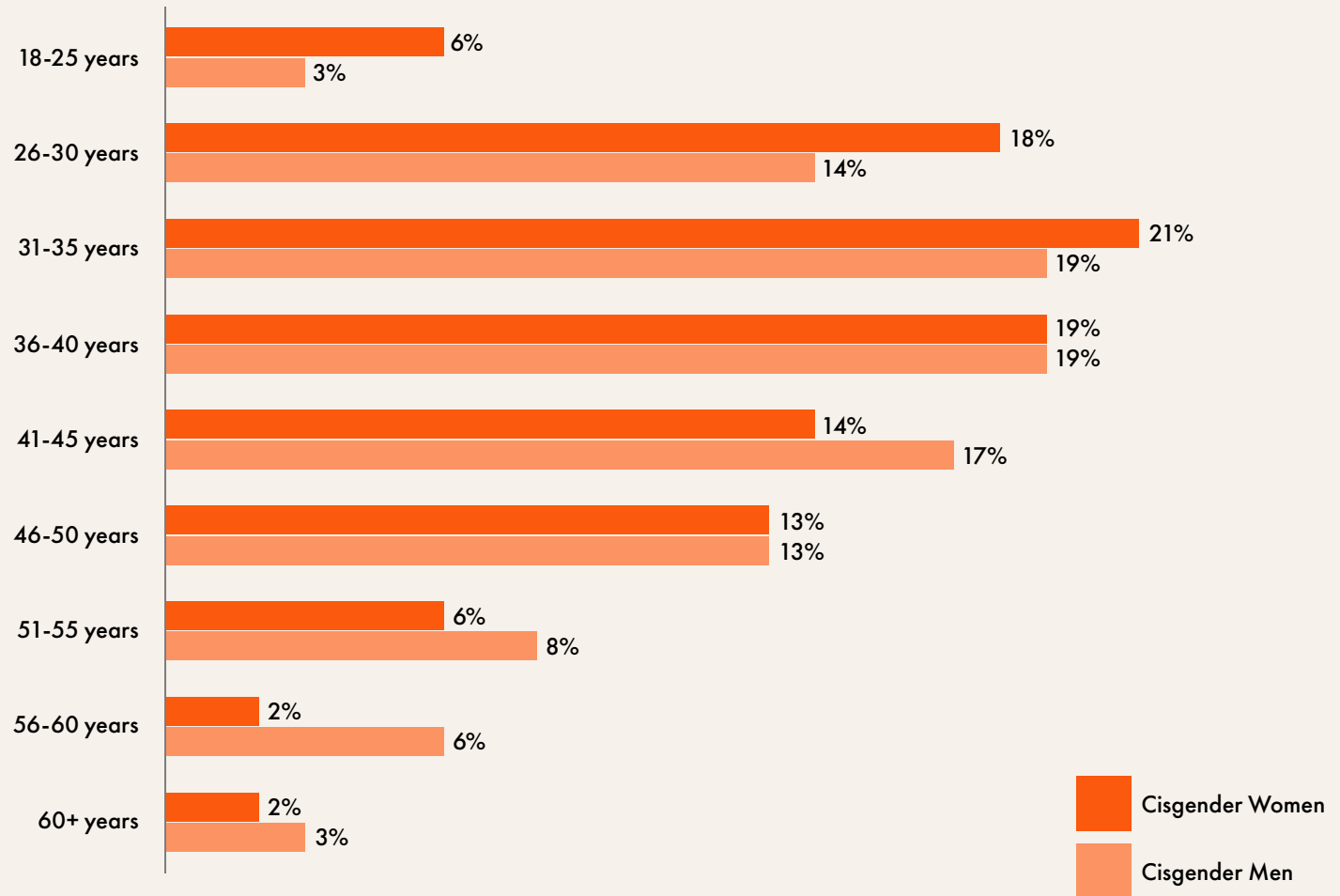
Age of Participants in Chile No Sabe



Age of LGBTQ+ People



Age by Gender



Sexual Orientation

Analysis of participants' sexual orientation reveals that 60% identify as heterosexual. This is followed by 19% who identify as gay, 10% as bisexual, 8% as lesbian, 2% as pansexual, and 1% other sexual orientations, including asexual, demisexual, and omnisexual.

Marital Status

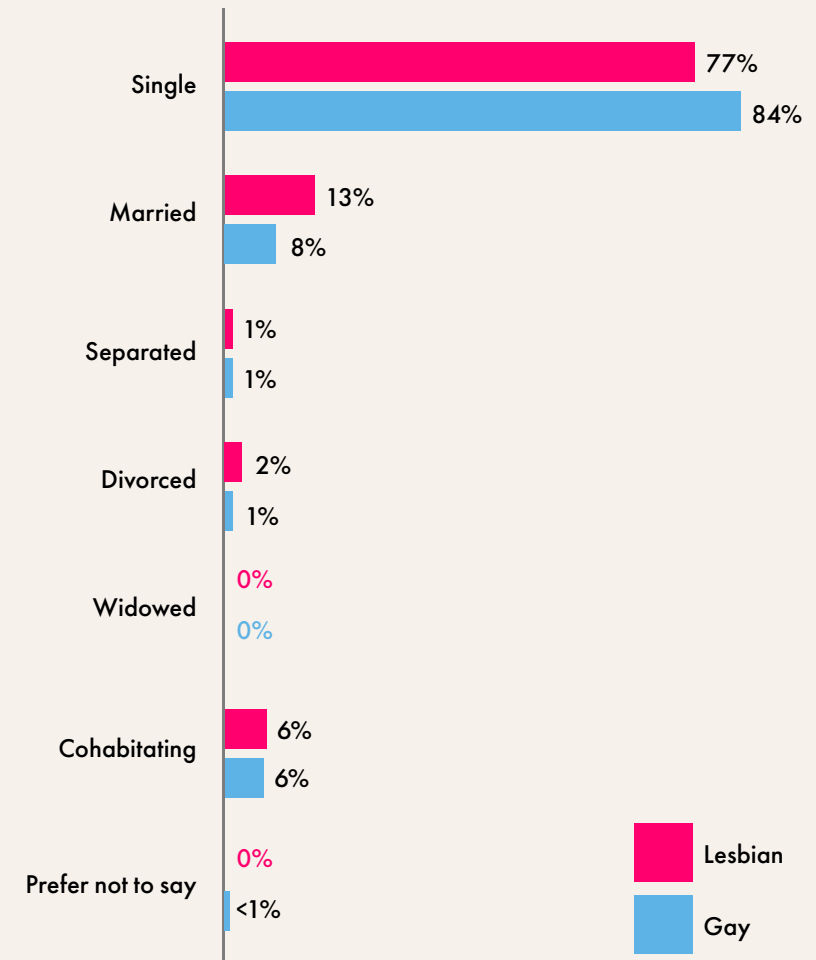
Unmarried single individuals make up the majority of those surveyed across all demographic groups: in both the general population (58%) and LGBTQ+ community (80%).

However, significant social change has taken place since the first version of *Chile No Sabe* in 2015, when progress towards equal rights for LGBTQ+ people began in earnest.

In October of that year, same-sex relationships were legally recognized through the implementation of the Civil Union Agreement (AUC – Acuerdo de Unión Civil). Today, 4% of respondents report being in a Civil Union Agreement, with this figure rising to 5% in the LGBTQ+ community.

One of the most significant milestones in recognizing LGBTQ+ rights between the first version of *Chile No Sabe* and the current 2024 edition is the enactment of the Equal Marriage Law in 2022. According to our survey data, 11% of LGBTQ+ respondents report being married. Of these, 13% are lesbians and 8% are gay men.

Civil Status of Homosexual People (lesbians and gays)



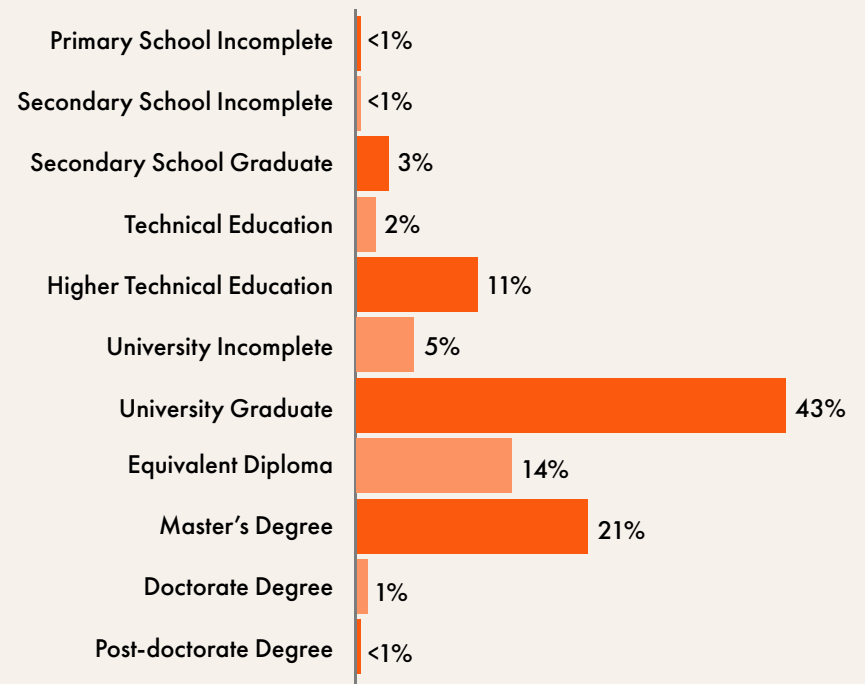
Educational Level

Our survey indicates that respondents are highly educated, with 90% holding professional qualifications. This breaks down to 11% with higher technical degrees, 43% with undergraduate degrees, and 36% with postgraduate degrees. Among postgraduate qualifications, master's degrees (21%) and other diplomas (14%) are most prevalent.

The LGBTQ+ subgroup mirrors this trend, with 87% possessing professional degrees. However, educational disparities emerge within the trans community. While 50% of trans women have undergraduate degrees, only 20% of trans men do. Notably, 55% of trans respondents have only completed a secondary level of education, the highest rate of non-college graduation among LGBTQ+ subgroups.

It's crucial to note only 18 survey respondents identify as transgender. While this data offers insights into the potential workplace experiences of trans individuals, the limited sample size precludes generalizing these findings to the broader trans population in Chile.

Educational Level of People in Chile No Sabe



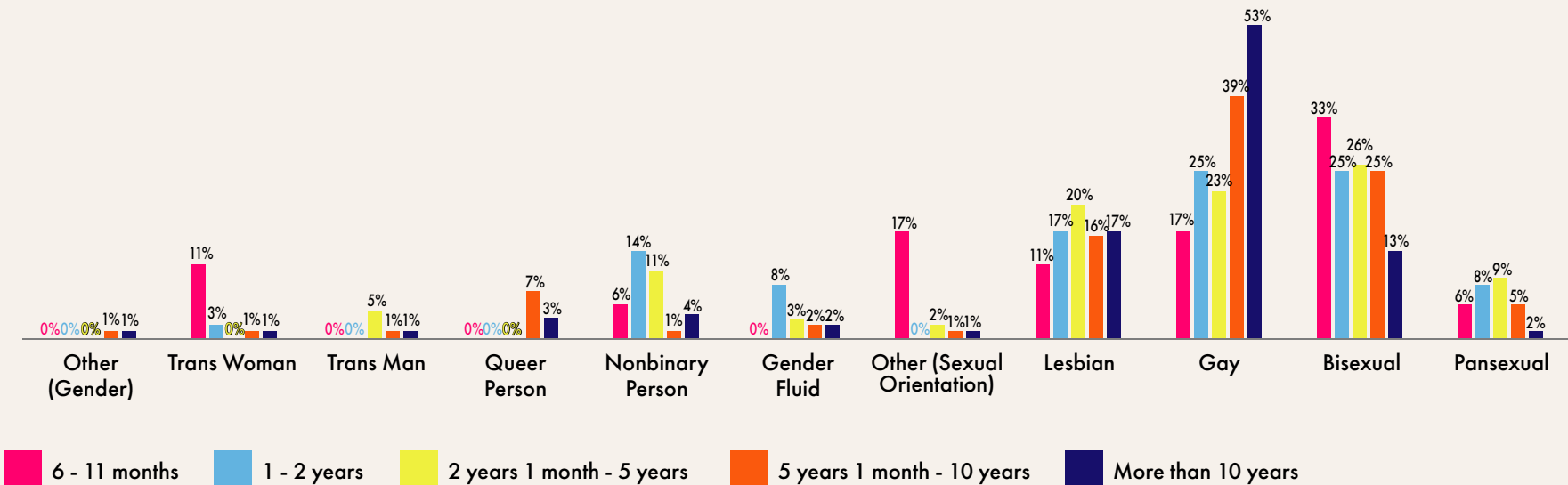
Professional Experience

Our survey data indicates that 59% of respondents have over 10 years of work experience. Within the LGBTQ+ community, gay men lead, with 53% having worked over a decade.

Lesbian respondents show a bimodal distribution. One in five (20%) have 2-5 years of experience while 17% have 10+ years. Bisexual participants display diverse experience levels, with the highest concentration (33%) in the 6-to-11-month range.

Trans respondents report the least work experience among LGBTQ+ subgroups. Trans women predominantly fall in the 6-to-11-month range, while trans men cluster in the 2-to-5-year bracket.

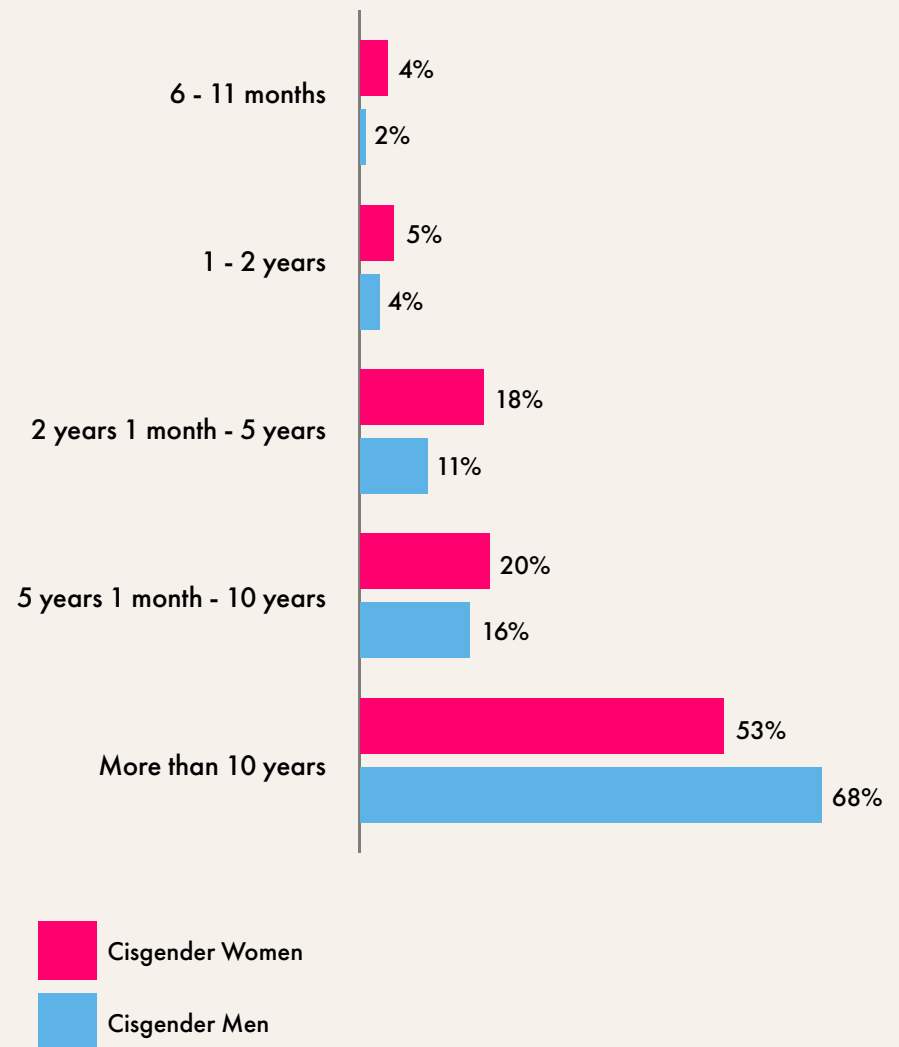
Work Experience of LGBTQ+ People



Gender-based analysis reveals significant gaps in experience. Cisgender women dominate shorter experience ranges while men lead in the 10+ years category. Interestingly, women are more prevalent (73%) in the youngest age group, suggesting earlier entry into the workforce.

This paradox—cisgender women starting work earlier yet men having more work experience—likely stems from the impact of parenthood and caregiving responsibilities on women’s careers. These factors contribute to labor market disparities between genders, a phenomenon explored in “Gender Gaps in the Labor Market” from the book “Disparity Under the Magnifying Glass,” which examines wage and labor participation differences in Chile.

Work Experience by Gender



Compensation

The average monthly net income of survey participants, which is the amount received after tax and social contributions, ranges from \$1,750,001 to \$2,000,000 Chilean pesos. Notably, 23% of respondents report a monthly net income exceeding \$3,000,000 pesos. Among LGBTQ+ individuals, the average income aligns with that of the general population.

When examining net salary by gender, a slight disparity is evident between cisgender women and men.

Cisgender women participating in the survey have an average income ranging from \$1,750,001 to \$2,000,000 Chilean pesos, whereas men have an average income between \$2,000,001 and \$2,250,000.

Although a significant percentage of individuals in both groups earn more than \$3,000,000, there is a 10-percentage point difference in salary favoring men.

In contrast to these findings, national data from 2023 indicates that the average net income in Chile was \$729,301 pesos, representing approximately 30% of the population. The current minimum wage in Chile is \$500,000 Chilean pesos, and 56% of the population earns less than this amount due to informal participation in the labor market. Only 16% of the population earns more than one million pesos (Durán & Kremerman, 2024).

The data from *Chile No Sabe* may not fully reflect the country's general economic reality, as many survey participants are highly educated professionals with graduate degrees and over 10 years of work experience. This demographic tends to have higher incomes than the national average. It is important to consider this context to better understand the survey results and the circumstance of participants.



23%

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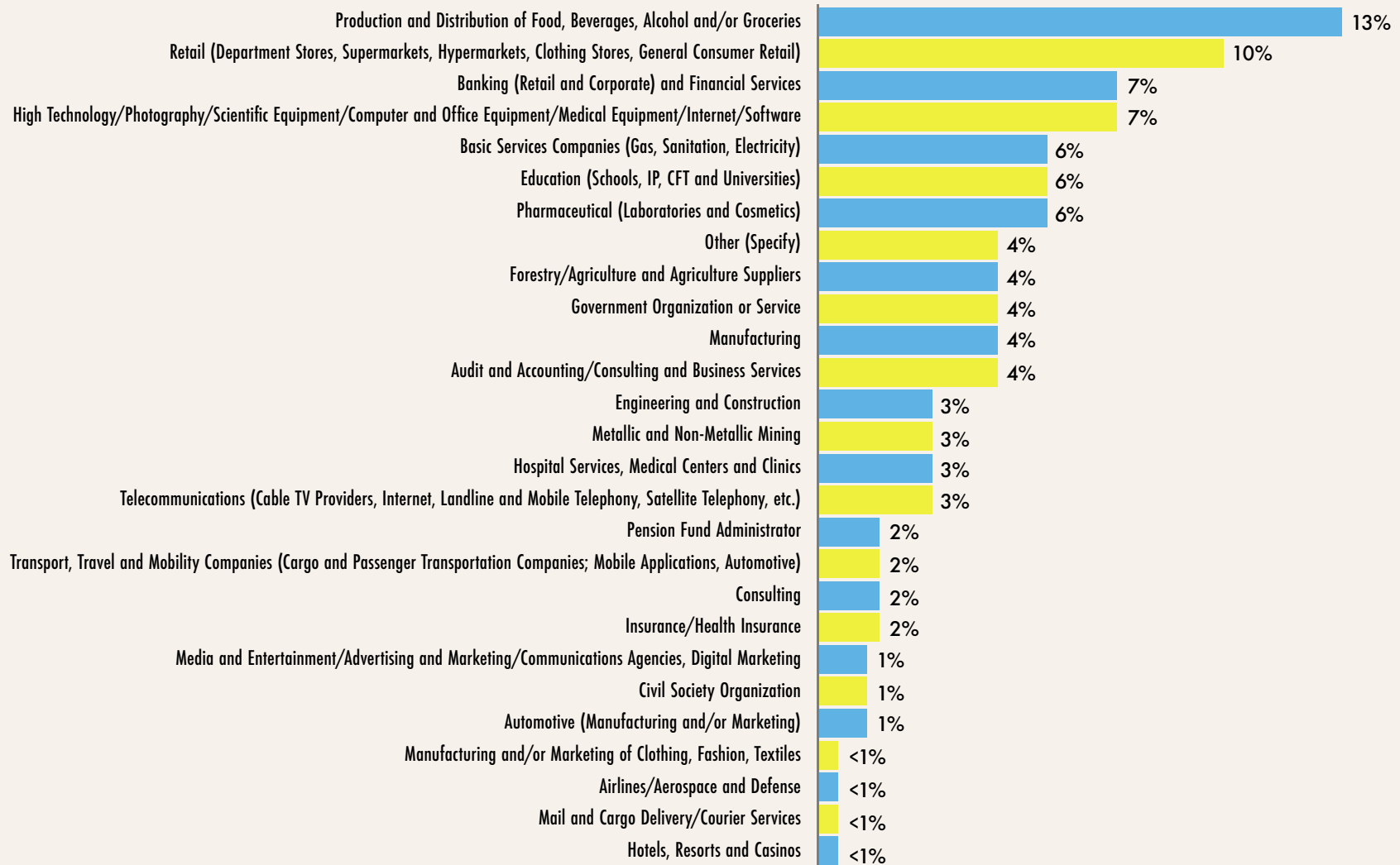
Industry Sector and Recruitment

The majority of survey respondents are employed by large organizations, which, in Chile, are defined as companies with a minimum of 200 employees. The leading industry represented is the production and distribution of beverages, alcohol, and groceries, accounting for 13% of participants, closely followed by the retail sector at 10%.

When asked about the method used to secure their current position, LGBTQ+ individuals most frequently cited “the recommendation of somebody I know,” with 50% of all respondents selecting this option. LinkedIn emerged as the second most common platform, used by 17% of those surveyed.



Industry Sector of Participants, Chile No Sabe



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II. WORKPLACE VIOLENCE



Distinguishing between violence and harassment in the workplace is crucial. Violence is characterized by its targeted and specific nature, manifesting through intentional and aggressive actions directed at a particular individual with the aim of intimidation or harm.

Harassment, conversely, presents in a more generalized manner, encompassing negative and derogatory behaviors that broadly impact members of an organization without necessarily targeting specific individuals. Rather than direct attacks, harassment manifests as recurrent attitudes or practices that are destructive to a work environment and which affect the community at large.

Clarification of Legal Terminology in Chile

In August 2024, Law N°21.643, known as the Karin Law, came into effect in Chile. This legislation mandates companies and government bodies to implement protocols to prevent workplace harassment, sexual harassment, and violence.

A significant change is the redefinition of workplace harassment, removing the requirement for repeat incidents. Now, a complaint can be filed based on a single instance of harassment without the need for prior conduct.² This represents

a critical change in workplace harassment legislation (Ministry of Labor and Social Welfare, 2024).

This contrasts with narrower definitions typically used in the United States, where workplace violence is often limited to physical acts or threats of violence occurring within the work environment between employees.³

Chilean law now also provides specific definitions of sexual harassment, workplace harassment, and workplace violence (Government of Chile, 2024):

- **Sexual Harassment:** Unsolicited sexual advances or requests made inappropriately by any means, threatening or affecting the recipient's employment situation or opportunities.
- **Workplace Harassment:** Any behavior, whether isolated or repeated, that constitutes harassment or aggression by an employer or co-workers, causing harm, mistreatment, humiliation, or threatening the affected person's employment situation. This also includes aggression by external third parties, such as clients or suppliers, in the context of service delivery.

¹ ^2^ "Chile: The Labor Directorate issues opinions on 'Karin Law,'" Englobally Latam, June 27, 2024, <https://engloballylatam.com/the-labor-directorate-issues-opinions-on-karin-law-procedures-in-companies/>.

² ^3^ "Chile tightens workplace harassment and violence laws," International Employment Lawyer, accessed September 30, 2024, <https://www.internationalemloymentlawyer.com/news/chile-tightens-workplace-harassment-and-violence-laws>.

This law reinforces Law N°20.607 of 2012, which amended the Labor Code to penalize workplace harassment practices.

Additionally, in Chile, individuals are protected against arbitrary discrimination in all aspects of life by Law N°20.609, known as the Zamudio Law, which specifically penalizes arbitrary discrimination. Arbitrary discrimination is understood as any distinction, exclusion, or restriction without reasonable justification that affects the exercise of fundamental rights enshrined in the Constitution or in international human rights treaties ratified by Chile (National Congress Library of Chile, 2018).

Workplace violence can have particularly severe impacts on LGBTQ+ individuals and cisgender women due to the various forms of discrimination and stigmatization they often face.

For LGBTQ+ individuals, violence may manifest as homophobic or transphobic harassment, including derogatory comments, deliberate exclusion, and other forms of intimidation that call into question their gender identity or sexual orientation. This can create a hostile environment that cuts off opportunities for professional advancement and affects emotional well-being.

For cisgender women at work, the most common challenges are sexual harassment, gender-based discrimination, and microaggressions that perpetuate stereotypes and traditional gender

roles. Hostile workplaces not only affect women's self-esteem and workplace safety, but can also impede professional development and perpetuate gender inequities at work.



People who experience violence in the workplace

LGBTQ+ individuals

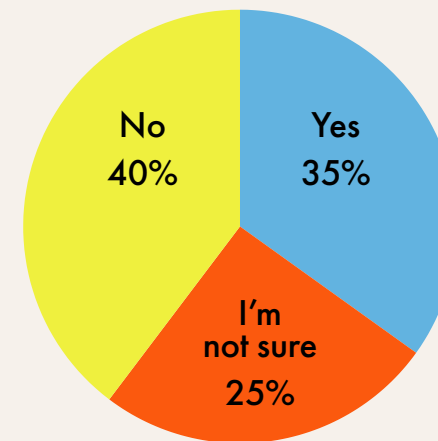
Our survey data highlights the ongoing challenges faced by LGBTQ+ employees in the workplace. A concerning 35% of LGBTQ+ individuals report experiencing workplace violence, including verbal harassment and abuse. Even more troubling is that 25% of respondents are unsure whether they've experienced such treatment.

This significant level of uncertainty underscores the urgent need for comprehensive LGBTQ+ inclusion training and clear workplace policies. It suggests that many employees may be normalizing discriminatory behaviors or lack awareness about the various forms of workplace violence. Moreover, it points to persistent power imbalances within organizations that can silence LGBTQ+ voices and experiences.

35%

of LGBTQ+ individuals
report experiencing
workplace violence

LGBTQ+ People Who Experience Acts of Violence in the Workplace



The data reveals a concerning concentration of workplace discrimination and harassment targeting LGBTQ+ employees in Chile's Metropolitan Region. This urban hub, encompassing the capital city of Santiago, accounts for a staggering 87% of reported incidents against LGBTQ+ workers.

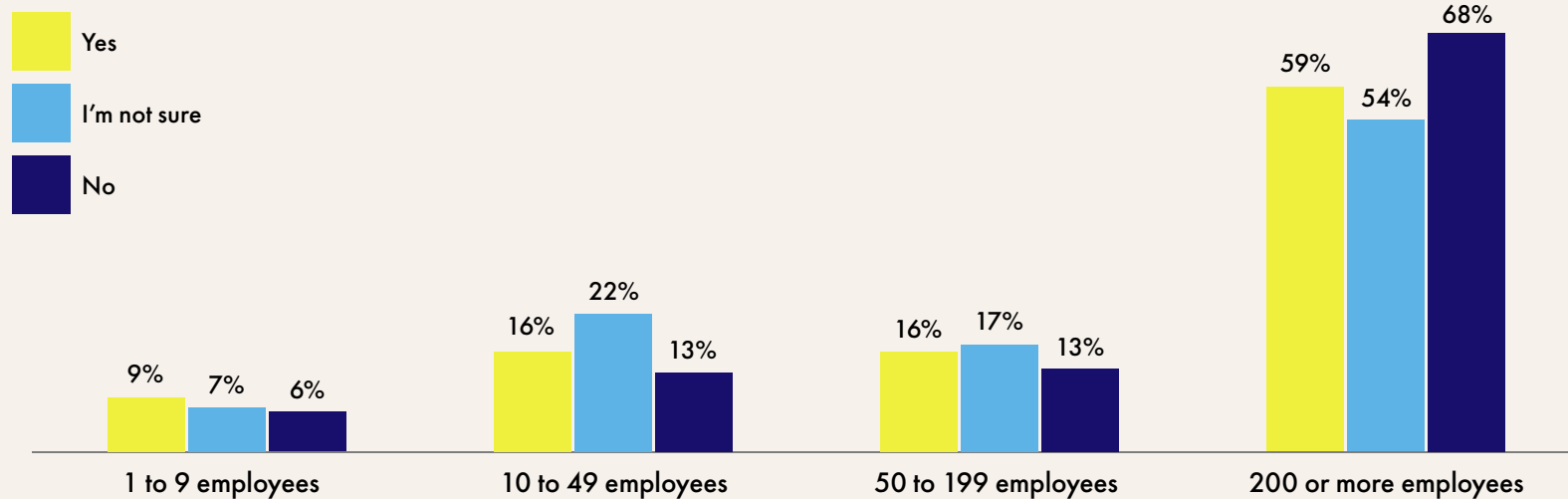
In the Santiago capital region specifically, 57% of LGBTQ+ people report experiencing "violence" at work, while 43% are unsure if they have been a victim.

Our data reveals that organizational size may not be a significant factor in shielding employees from workplace violence and

harassment. Surprisingly, 68% of respondents who have never experienced workplace violence are employed by large companies with 200 or more employees. However, a substantial 59% of those who have faced workplace violence also work for large organizations.

The prevalence of workplace violence seems to be relatively consistent across organizations, regardless of size. This suggests that other factors, such as the presence or absence of DEI policies, reporting mechanisms, and organizational culture, may play a more significant role in shaping employee experiences.

Reported acts of workplace violence towards LGBTQ+ people by organization size



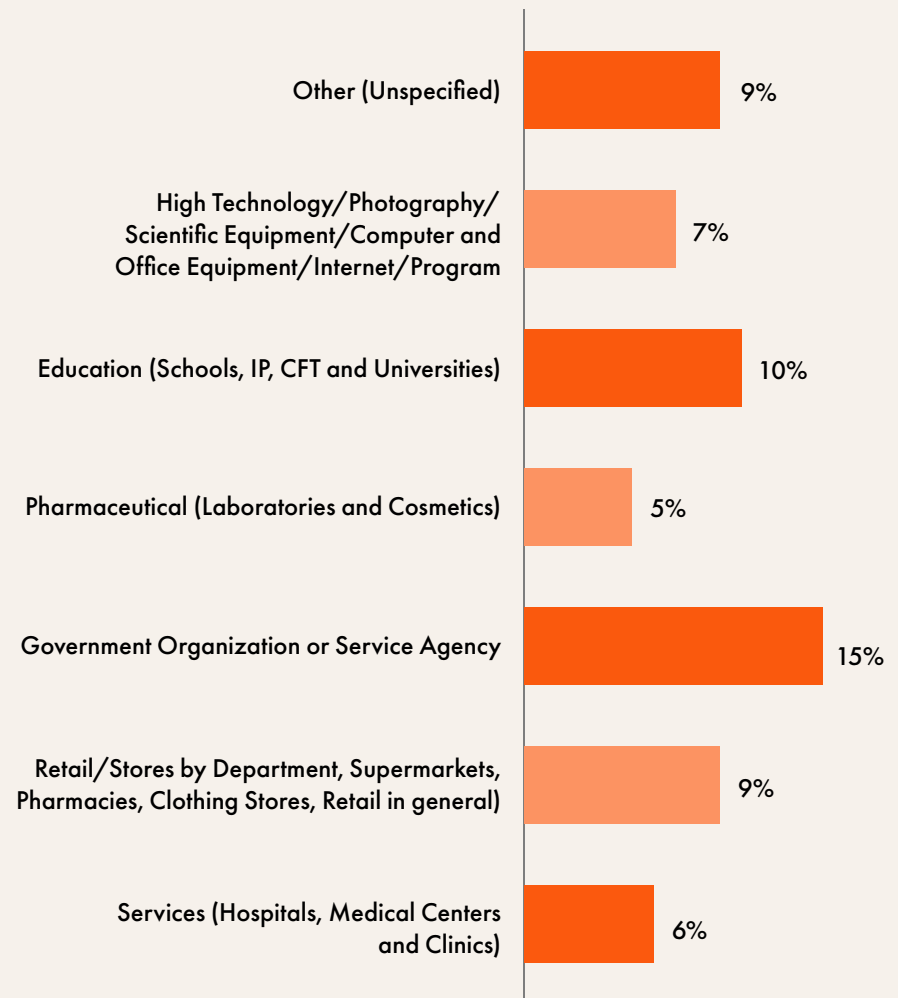
However, there are notable differences by industry and sector regarding LGBTQ+ employees' experience of workplace violence. Publicly-funded agencies and government employers rank first in instances of workplace violence, with 15% of respondents indicating they occur.

Fourteen percent of respondents say stereotypes and prejudices towards the LGBTQ+ community are common in their publicly-funded agency or government role. Similarly, 14% of LGBTQ+ people in these jobs report negative jokes and comments being directed at them while at work.

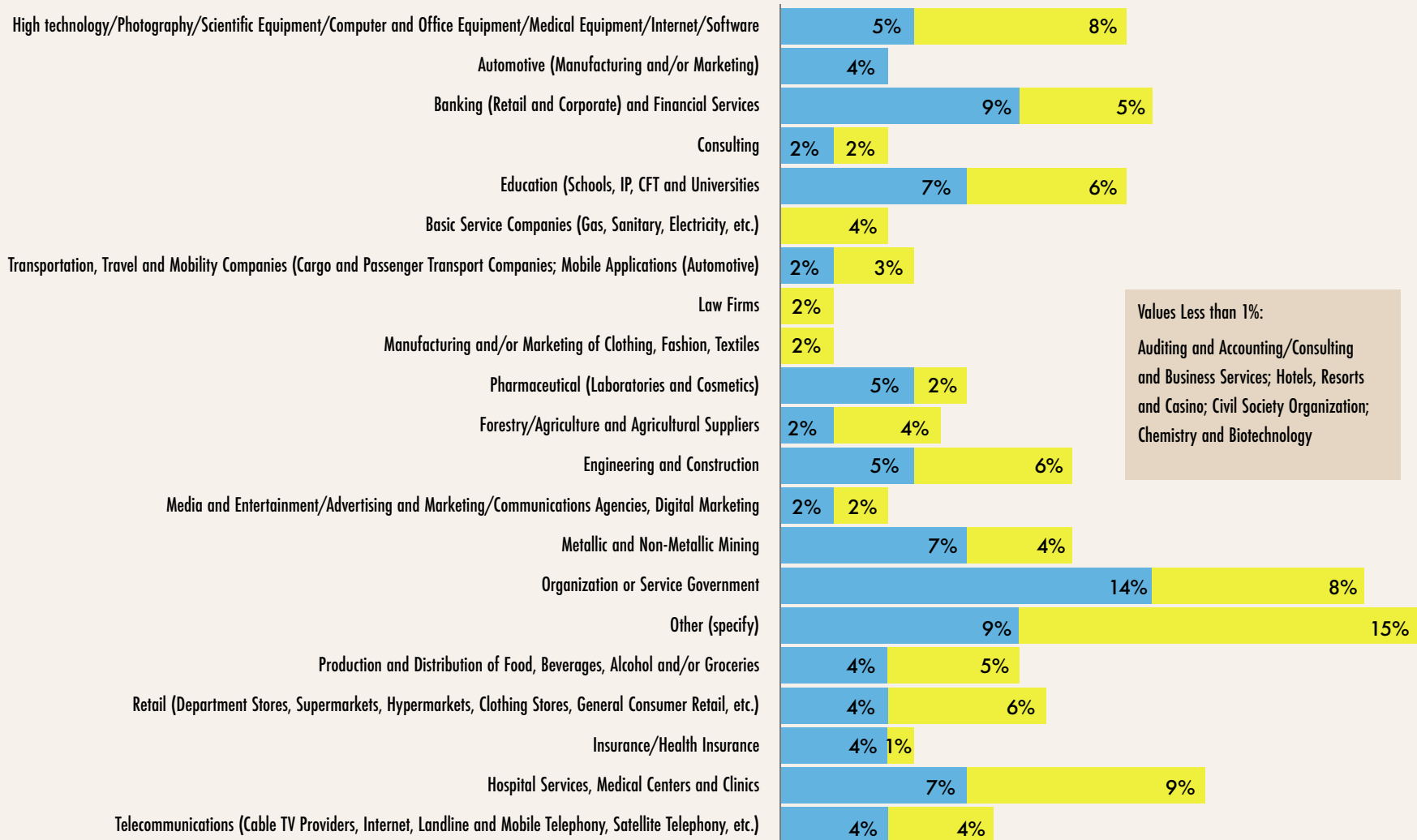
This reality reflects workplace cultures that lack inclusive practices and a sense of belonging for all employees. Such environments are often characterized by rigid hierarchies and inflexible leadership approaches that fail to embrace and celebrate the full spectrum of human diversity, including LGBTQ+ individuals.

In these settings, leaders may inadvertently perpetuate outdated norms that marginalize underrepresented voices, particularly those of LGBTQ+ employees. In such environments, leaders may also be internalizing elements of conservative organizational culture, typical of state-owned entities in Chile (Apóstol & Zambrano, 2023).

Acts of Violence Against LGBTQ+ People by Sector

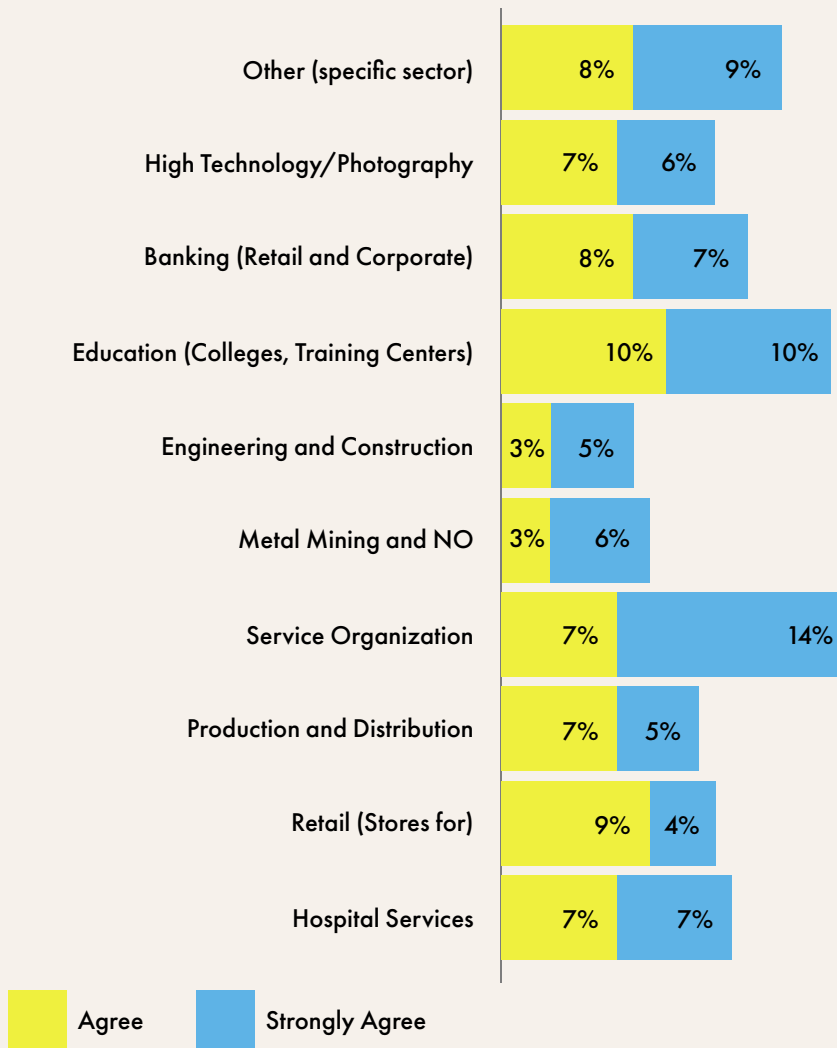


Frequency of Negative Jokes/Comments Towards LGBTQ+ People by Industry and Sector



Strongly Agree Agree

Existence of Stereotypes Towards LGBTQ+ People by Sector



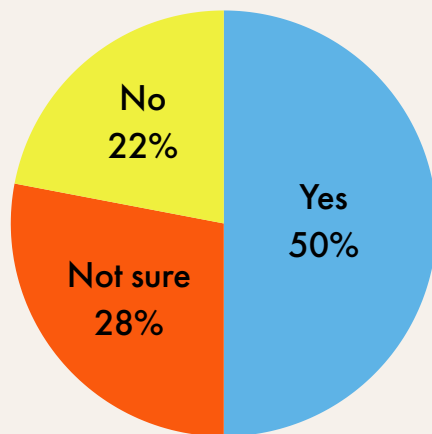
When it comes to the LGBTQ+ community, gay men report experiencing the highest incidence of workplace violence, with 50% having experienced it in some form. They are followed by lesbians at 26%, and bisexual individuals at 17%.

When looking at the question by gender, pansexual women report experiencing the highest rate of workplace violence at 55%, compared to their cisgender lesbian and bisexual counterparts, who report 41% and 18%, respectively.

Among trans survey participants, 50% have experienced instances of workplace violence, with an additional 28% unsure.

LGBTQ+ individuals experience various forms of workplace violence, with harassment being the most prevalent at 23%. This is followed by verbal violence (21%), arbitrary discrimination (19%), and psychological violence (15%).

Trans People Who Have Experienced Acts of Violence in the Workplace



23%

of LGBTQ+ individuals experience various forms of workplace violence, with harassment being the most prevalent

Grievance Rate

A staggering 80% of LGBTQ+ individuals who experience workplace violence or harassment do not report these incidents. The primary reasons for lack of reporting include fear of reprisals (29%), concerns about losing their job (21%), and the belief that reporting it would be ineffective (17%).

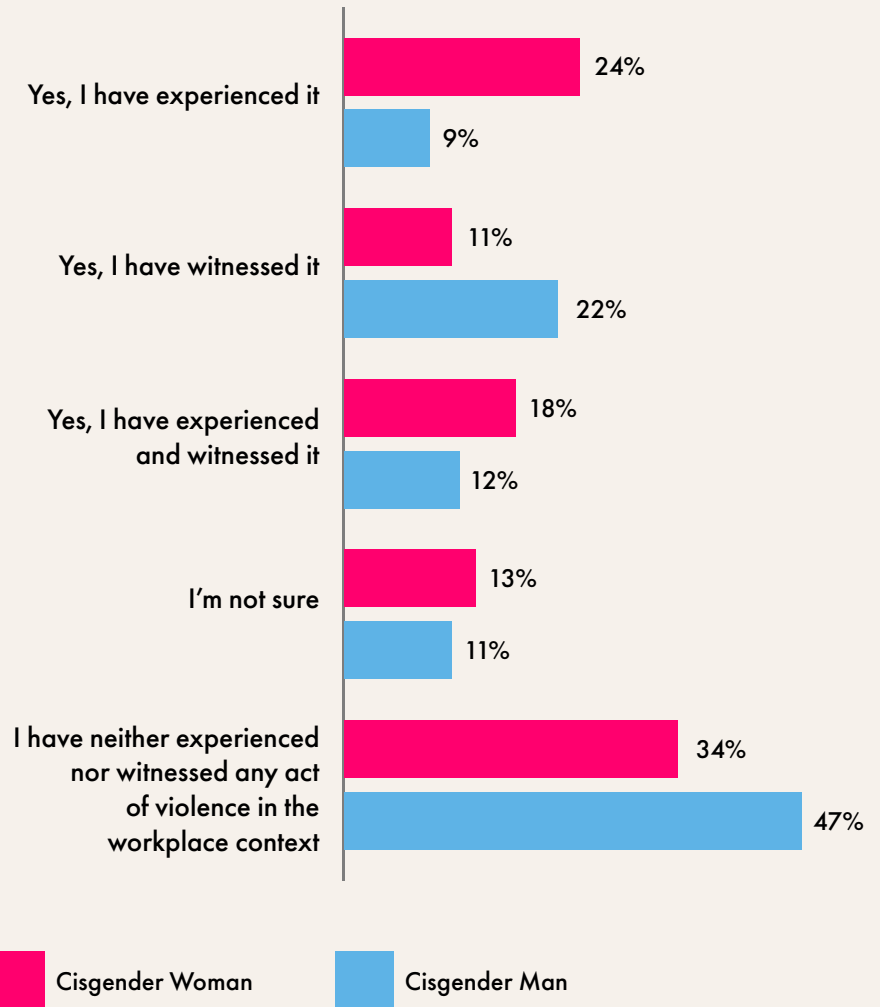
In cases of workplace violence or harassment, LGBTQ+ victims typically do not seek help from anyone (59%). Only a small percentage (15%) report the situation to their supervisor.

Violence & Harassment Through a Gender Lens

Looking at workplace violence and harassment through the lens of gender reveals significant disparities in experience. A substantial portion of survey participants reported no encounters with or observations of workplace violence, with cisgender men (47%) more likely than cisgender women (34%) to report never having had such an experience. This suggests that men generally face fewer instances of workplace violence.

Among those who do experience workplace violence a stark contrast emerges. Nearly one in four (24%) of cisgender women confirm having such an experience, compared to just 9% of men. However, when it comes to witnessing such acts of violence this trend reverses. Men report a higher incidence of observing violent situations with 22% claiming to have witnessed such acts while only 11% of women report the same.

Have you experienced or witnessed an act of workplace violence?



Further analysis reveals that harassment rates are even higher for LGBTQ+ women, with pansexual women experiencing particularly intense levels of harassment. This underscores the intersectional nature of workplace violence and the heightened vulnerability of certain groups within the LGBTQ+ community.

In situations of workplace violence, whether as a victim or witness, reporting behavior differs by gender, regardless of sexual orientation. Cisgender women tend to file slightly more complaints as victims compared to cisgender men.

Among those who reported witnessing workplace violence, rates were relatively comparable: 10% of women versus 7% of men.

The most significant difference is among those who have not filed complaints in either role (either as witness or victim):

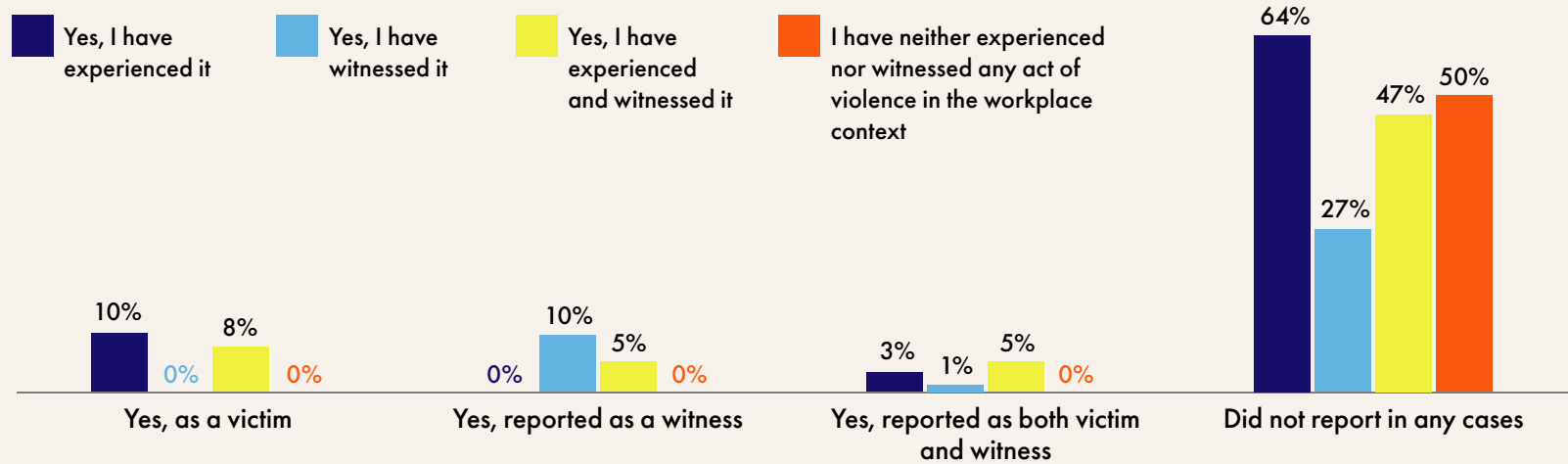
- 64% of cisgender women who experience workplace violence do not file a complaint, compared to 17% of men.
- 27% of cisgender women who witness workplace violence do not report it, compared to 52% of cisgender men.
- Among those who both experience and witness workplace violence without filing a complaint, 47% are cisgender women while 29% are cisgender men.



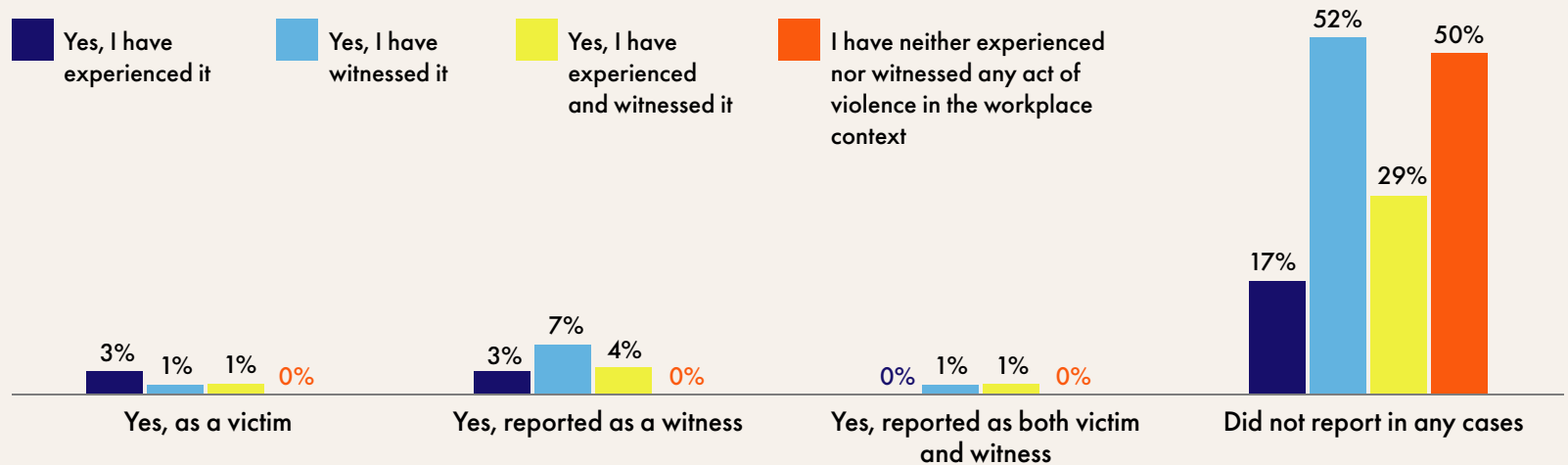
64%
of women

**who experience
violence do not
file a complaint**

Cisgender Women Reporting Acts of Workplace Violence



Cisgender Men Reporting Acts of Workplace Violence



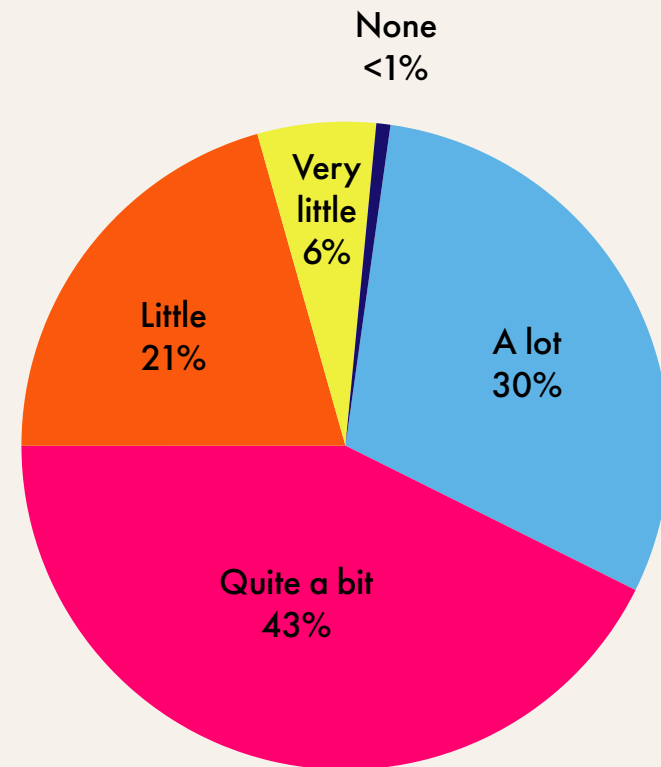
Impact of Workplace Violence on Performance

When asked about the impact of experiencing workplace violence on their job performance, all respondents indicated significant effects, ranging from “quite a bit” to “a lot.”

Workplace violence has a notable impact across demographics: 58% of cisgender women, 52% of cisgender men, and 43% of LGBTQ+ individuals report significant effects on their work performance.

These findings highlight the substantial impact of workplace violence on performance, irrespective of gender and sexual orientation.

How much did experiencing an act of violence affect your work performance (LGBTQ+ individuals)?



Chile NO Sabe

III. ORGANIZATIONAL MANAGEMENT



Formal Management

Formal management refers to the official structure of an organization. It is based on a set of clearly defined rules, structures, and procedures that are documented in regulations, processes, and organizational charts.

These elements specify the activities to be performed and the responsibilities of those in charge, aligned with pre-established objectives.

When LGBTQ+ individuals were asked if they were informed about their organization's DEI or other policies towards LGBTQ+ people at their time of application, 68% reported not being informed, while just 32% were.

Regarding the effectiveness of DEI policies in fostering a respectful and safe environment for LGBTQ+ employees, 46% find them to be effective. An additional 25% say their organization lacks such documented policies.

As for reporting channels, while 38% of LGBTQ+ individuals consider them safe and confidential, nearly as many members of the LGBTQ+ community (33%) do not.

Trust in an organization's whistleblowing channels is crucial as it protects the rights of individuals, enabling them to report inappropriate conduct without fear of retaliation. It helps identify and resolve internal issues and promotes a culture of transparency and accountability. This in turn contributes to job satisfaction, ensures compliance with legal and regulatory requirements, and prevents reputational damage to a company.

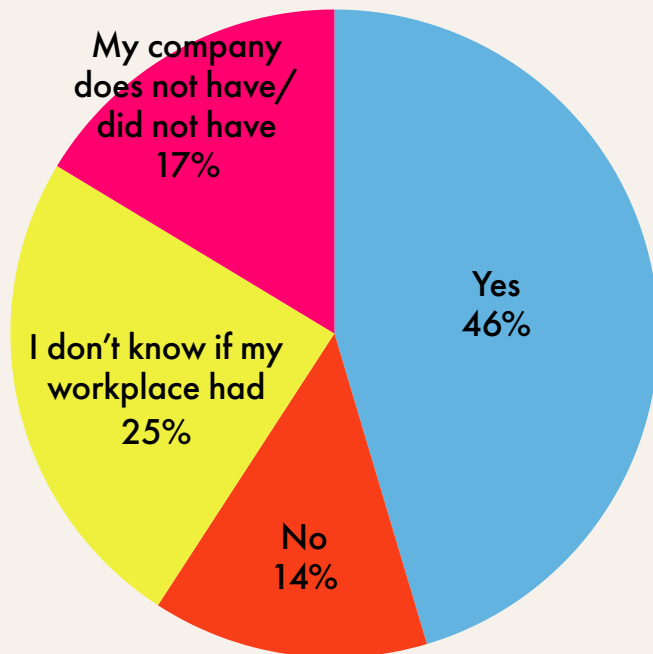
In terms of DEI, it is vital for employees to report discrimination or harassment in order to foster an inclusive and respectful work environment. Building trust requires ensuring confidentiality, protecting against retaliation, and an adequate response to complaints. It is important to note that individuals who experience workplace violence often do not report such incidents.



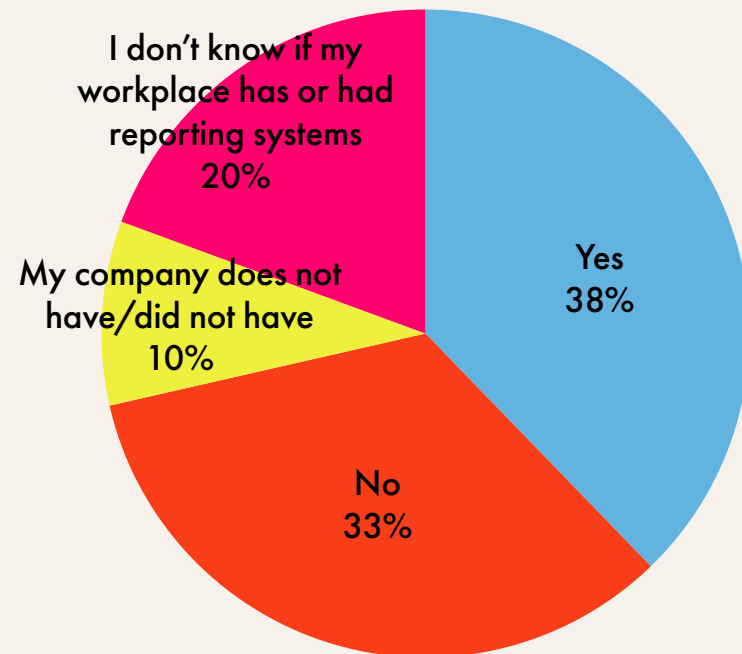
46%

find DEI policies in their workplace as fostering a respectful and safe environment for LGBTQ+ employees

Do you consider DEI policy effective in promoting a safe environment for LGBTQ+ people?



LGBTQ+ individuals who consider reporting channels to be safe and confidential



Informal Management

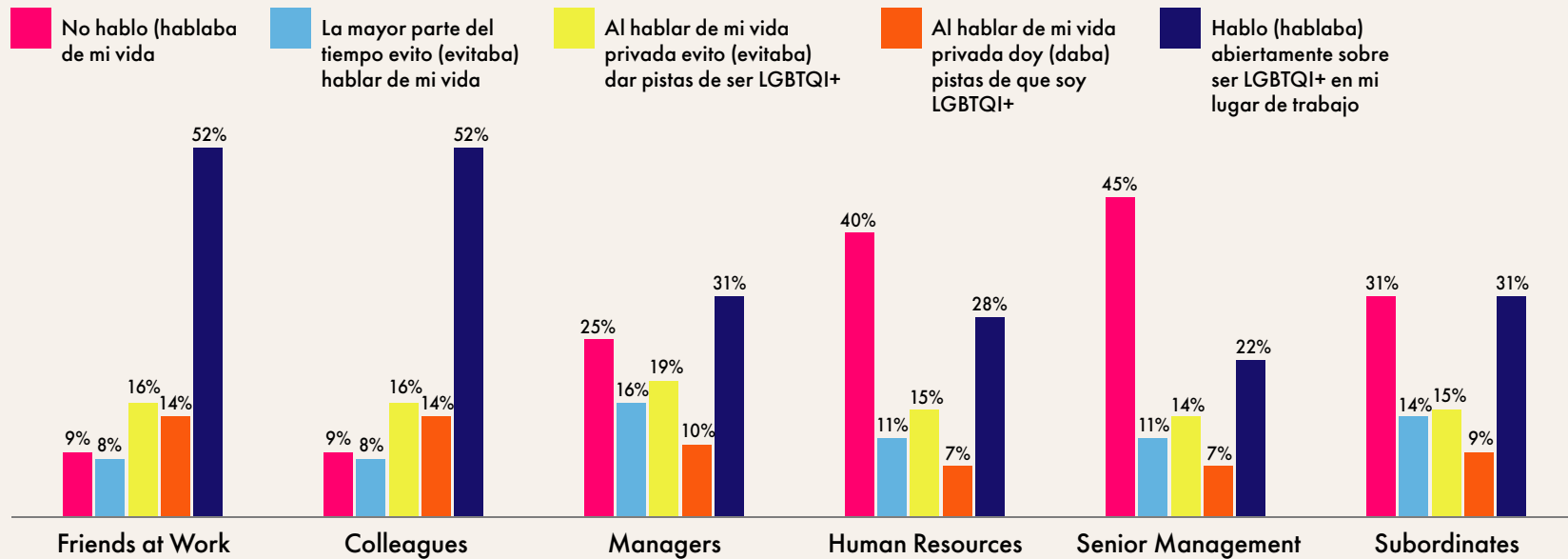
Informal management in an organization refers to the social relationships established among employees that are not formally defined in an org chart. These relationships arise spontaneously through shared spaces and work. How LGBTQ+ individuals express their identity significantly influences these workplace interactions.

Our survey shows that LGBTQ+ people are more likely to discuss their identity with friends and colleagues at work, with more than half (52%) doing so in both groups.

LGBTQ+ employees often feel more comfortable expressing their authentic selves with peers, but may hesitate to disclose their identities to those in positions of authority or influence. The data indicates that 45% of LGBTQ+ individuals choose not to share their identity with senior leadership, while 40% refrain from doing so with HR.

This trend suggests that horizontal workplace relationships provide a greater sense of psychological safety for LGBTQ+ employees to be open about their identities.

How People Talk About Their LGBTQ+ Identity at Work with Colleagues



Chile NO Sabe

IV. ORGANIZATIONAL FAIRNESS



Organizational fairness, the extent to which employees perceive that their workplace is fair and equitable, is essential because decisions and practices perceived as unfair can lead to negative reactions and behaviors in the workplace, and towards managers, colleagues, and the organization as a whole.

The perception of fairness when it comes to workload, compensation, opportunities for advancement, and respectful treatment directly impacts employee retention, performance, and job satisfaction. These factors also indirectly affect an organization's overall success (Mladinic & Isla, 2002, cited by Pérez, Herrera, et al., 2013).

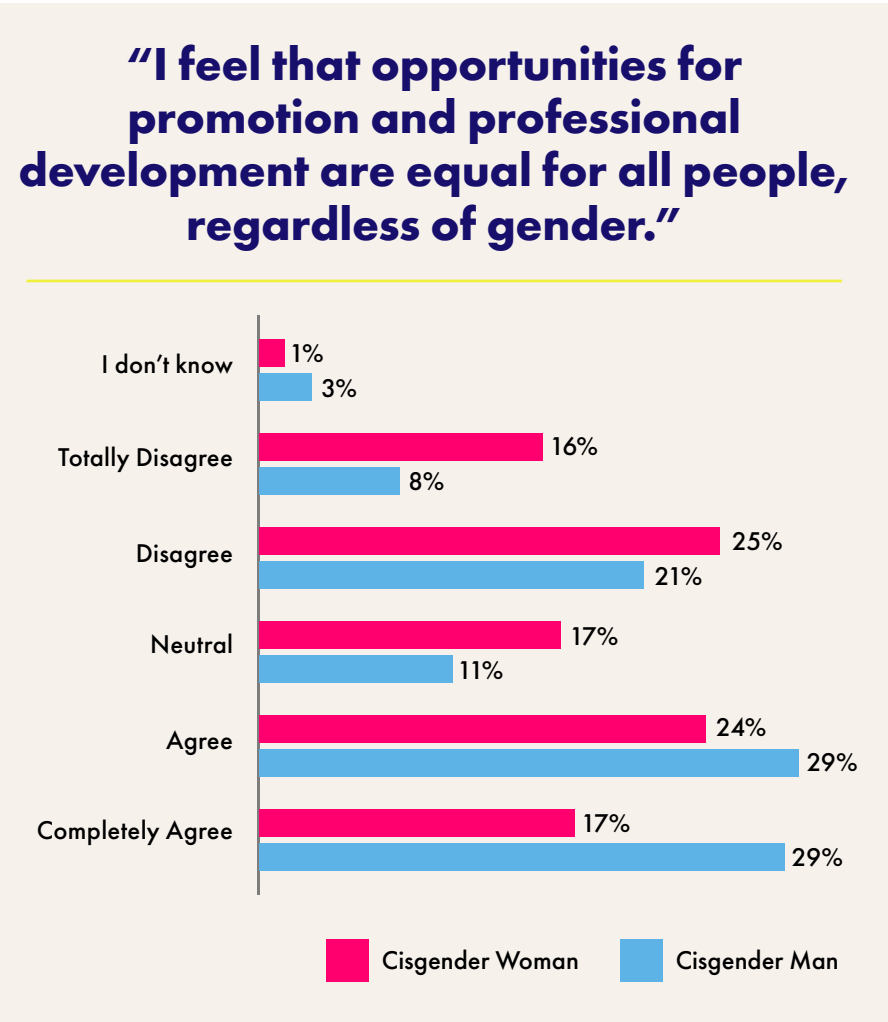
Distributive Fairness

Distributive Fairness refers to the perception within organizations that resources are being allocated fairly, taking into account factors such as salary, and opportunities for promotion.

LGBTQ+ employees report mixed experiences regarding equal opportunities for advancement and career development. While nearly half (49%) of LGBTQ+ professionals perceive equitable opportunities regardless of sexual orientation or gender identity, a significant portion (31%) still experience barriers to advancement based on these factors.

A closer examination reveals a pronounced gender disparity in perceptions of workplace equity. Cisgender men are more likely to view opportunities as equal, with 58% reporting a level playing field. In contrast, only 42% of cisgender women share this optimistic

outlook, highlighting a 16-point gap in perceived equality. Moreover, 41% of women actively disagree that opportunities are equal, compared to just 29% of men.



Interactional Fairness

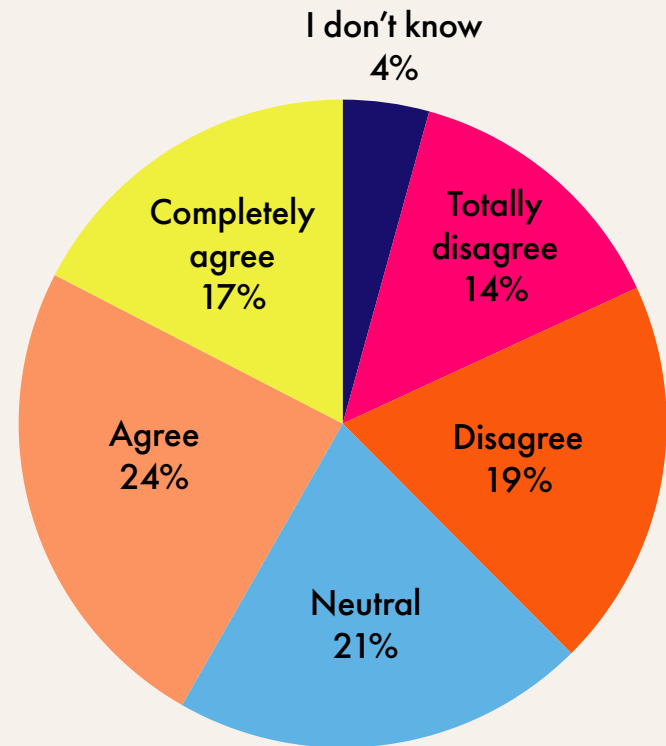
Interactional fairness is a crucial element in creating inclusive workplaces, focusing on how employees are treated in their day-to-day interactions with managers and colleagues. This aspect is fundamental to fostering a sense of belonging and psychological safety for LGBTQ+ employees.

The data reveals that only 52% of LGBTQ+ individuals feel truly respected in their workplace, with a concerning 25% reporting that they do not receive the respect they deserve. This highlights a significant opportunity for organizations to improve their inclusivity practices and create more affirming environments for LGBTQ+ employees.

Furthermore, there is a notable disparity in perceptions of LGBTQ+ visibility and participation in the workplace. While 42% of employees report seeing LGBTQ+ individuals as visible and active participants in their workplace, a majority (52%) indicate a lack of such visibility.

This 10-percentage point gap underscores the critical importance of ongoing initiatives aimed at increasing LGBTQ+ representation, which is essential for fostering trust and engagement across all levels of an organization.

“I believe that LGBTQ+ people are visible (active participants) at work.”



Chile NO Sabe

V. WORKPLACE PERCEPTIONS



Creating workplaces where LGBTQ+ employees feel empowered to express their authentic selves is essential for fostering equality and driving organizational success. When individuals can openly share their identities, it enhances mental and emotional well-being, boosts productivity, and cultivates a respectful environment for everyone. Embracing diverse perspectives, particularly from LGBTQ+ individuals, fuels innovation and creativity, propelling businesses forward.

By nurturing an inclusive culture where every employee feels valued and free to be themselves, organizations can build a sense of belonging that transcends fears of judgment or marginalization.

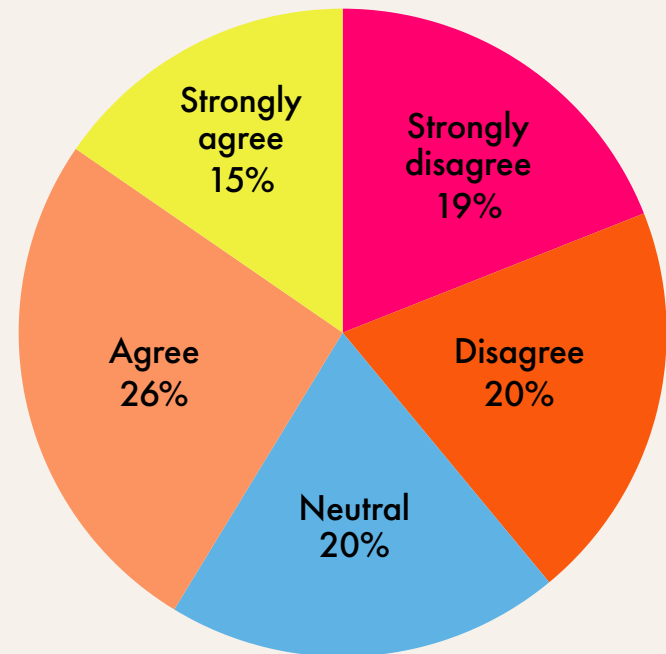
In Chile today, 41% of employees feel safe coming out as LGBTQ+ at work, while 39% do not share this sense of safety. Notably, individuals aged 26 to 30 feel the most confident, with 40% expressing comfort in coming out. Additionally, 62% of those in professional-level positions feel at ease being open about their LGBTQ+ identity.

These numbers underscore the ongoing need for robust LGBTQ+ inclusion initiatives.

There remain considerable headwinds when it comes to openly identifying as LGBTQ+ at work, especially when it comes to senior LGBTQ+ leaders.

At the managerial level, only 22% feel confident revealing their LGBTQ+ identity, with this figure dropping dramatically to just 3% of executives and senior managers.

“I feel safe to openly identify as an LGBTQ+ person at work.”



This disparity highlights the need to cultivate more inclusive and supportive work environments, particularly at the highest levels of corporate leadership.

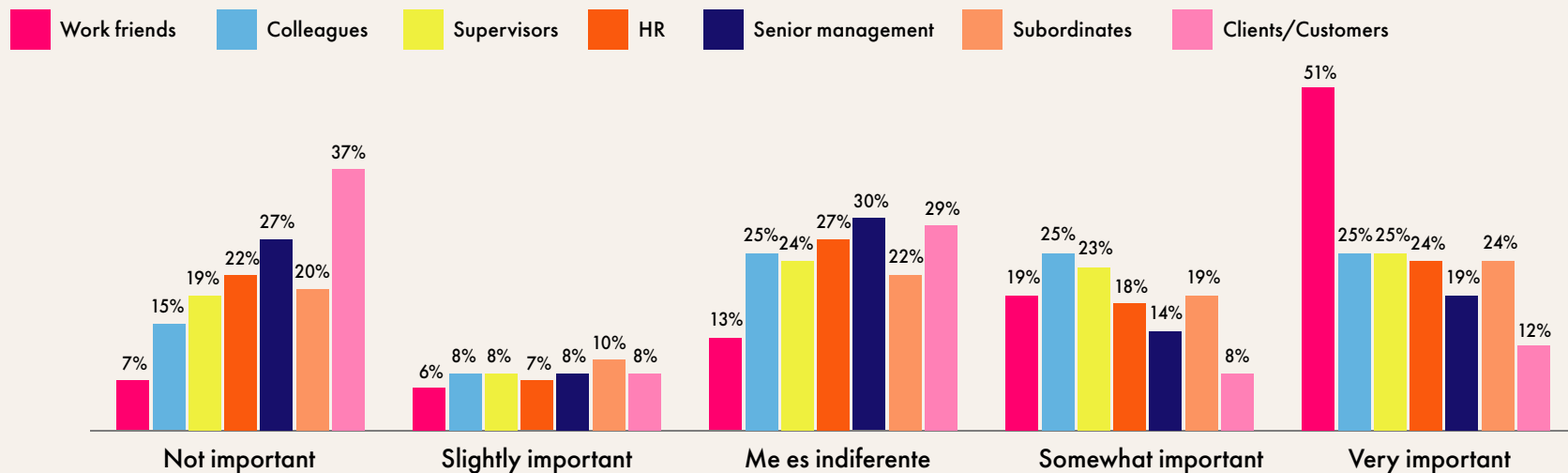
In our survey, an overwhelming 80% of LGBTQ+ employees now place a high value on sharing their sexual orientation and gender identity with friends at work, highlighting the critical importance of cultivating inclusive environments where LGBTQ+ individuals can bring their whole, authentic selves to work without fear or hesitation.

This shift represents a seismic change in workplace culture since 2015. The percentage of LGBTQ+ employees who value being out to

work friends has surged from 56% to 80%, while those who consider it important to be out to co-workers has doubled from 25% to 50%. These statistics underscore a growing recognition that authenticity at work is not just personally fulfilling, but also drives overall workplace satisfaction.

The importance placed on sharing one's LGBTQ+ identity remains consistent across various workplace relationships, including with colleagues, managers, HR, senior leadership, direct reports, and customers. This suggests that LGBTQ+ employees increasingly view authenticity as a holistic aspect of their professional lives, rather than compartmentalizing their identity based on workplace hierarchies.

How important is it to you that the following groups at your place of work know about your sexual orientation and/or gender identity?



Cultivating a workplace culture of belonging, where every employee feels valued, respected, and empowered to bring their authentic selves to work, is essential for nurturing the emotional well-being and resilience of employees.

By providing meaningful opportunities for professional growth, fostering a deep sense of purpose, and ensuring equitable access to comprehensive benefits and job security, organizations can create an environment where individuals thrive both personally and professionally.

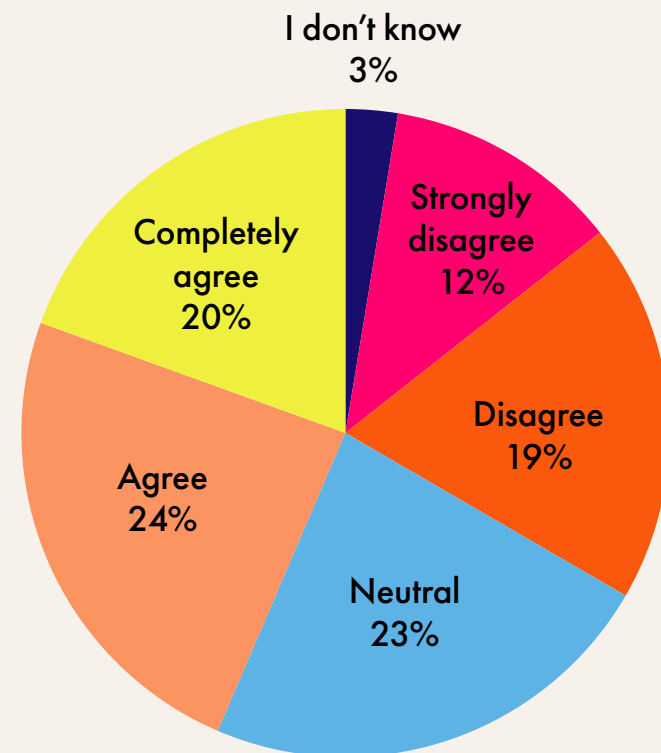
Open communication, active listening, and a genuine commitment to supporting the diverse needs of employees, including encouraging them to seek additional resources when needed, are key to building workplaces that promote well-being.

While 44% of LGBTQ+ individuals surveyed report that their work environment positively impacts their emotional well-being, a concerning 31% - or nearly one in three - do not share this experience.

The absence of robust DEI policies and practices can fuel a pervasive sense of exclusion and marginalization for LGBTQ+ employees, eroding perceptions of fairness and taking a heavy toll on their emotional well-being and professional engagement.

To ensure work environments where every individual can thrive, employers must demonstrate a commitment to DEI, reflected not just in programs and policy, but in the day-to-day culture of their organizations.

“I believe that my work environment contributes to my emotional well-being as an LGBTQ+ person.”



Conclusions

Impacts by Gender and Sexual Orientation

Our study reveals that workplace violence affects individuals differently based on their gender and sexual orientation. Cisgender women and LGBTQ+ people report a greater impact on their work performance due to their experience with violence. These groups face not only physical violence, but also more subtle forms of aggression, such as harassment and workplace discrimination. Workplace violence often manifests as persistent patterns of behavior that undermine the ability to work effectively and maintain emotional well-being, rather than as simple isolated incidents.

Manifestations of Workplace Violence

Workplace violence can take diverse forms, including sexual harassment, psychological harassment (mobbing), direct discrimination, and daily microaggressions. While microaggressions may seem small, their cumulative effects can be devastating to morale and mental health. LGBTQ+ individuals frequently report these behaviors, as they contend with specific prejudices and stereotypes related to their sexual orientation or gender identity, in addition to everyday workplace barriers.

Repercussions on Mental Health and Well-Being

The impact of workplace violence on mental health is significant, with affected individuals more likely to report higher levels of stress, anxiety, and depression. These mental health issues not

only affect employees' personal lives, but reduce productivity and organizational commitment, leading to increased absenteeism and turnover rates.

Our study also indicates a direct correlation between the experience of workplace violence and decreased work performance, with 43% of LGBTQ+ people, 58% of cisgender women, and 52% of cisgender men who experience workplace violence reporting substantial negative effects on performance.

Effects on Work Climate and Organizational Culture

Workplace violence is a pervasive issue that undermines the very foundation of an inclusive and equitable organizational culture. When left unaddressed, it creates an atmosphere of fear and mistrust that erodes the sense of belonging and psychological safety essential for all employees to thrive. The impact of workplace violence extends far beyond individual well-being, threatening team morale, collaboration, and ultimately, employee retention. Organizations that fail to prioritize the prevention and swift resolution of violence risk losing talented individuals who no longer feel valued or secure at work.

Mitigation and Prevention Measures

To mitigate workplace violence, organizations must implement clear and effective prevention and response policies, including:

1. **DEI Training:** Regular sessions for employees and leaders on diversity, equity, and inclusion, focusing on identifying and managing violent behavior and harassment.
2. **Secure Reporting Channels:** the establishment and promotion of confidential whistleblowing mechanisms perceived as safe and reliable by all employees.
3. **Consistent Disciplinary Actions:** the fair investigation of allegations of violence and consistent disciplinary measures against such perpetrators.
4. **Psychological Support:** Access to psychological services for victims of workplace violence to manage subsequent stress and anxiety.

Importance of Organizational Commitment

Organizational leadership must demonstrate a firm commitment to creating violence-free work environments. This involves not just policy implementation, but fostering a culture that values and respects diversity. Organizations should continuously evaluate and improve their violence prevention strategies to ensure that all employees feel safe and supported.

Perception of Diversity, Equity, and Inclusion (DEI) Policies

The perceived effectiveness of DEI policies varies among respondents:

- 46% of LGBTQ+ people believe these policies effectively promote a respectful and safe environment.
- 25% of LGBTQ+ people indicate their organization lacks any such policies.
- 68% of LGBTQ+ people do not inquire about DEI policies during their job application process, suggesting ineffective communication of these policies by organizations

Interactional Fairness and LGBTQ+ Visibility

Perceptions of interactional fairness and respect for diversity show disparities:

- 52% of LGBTQ+ believe they are treated respectfully in their workplace.
- 25% of LGBTQ+ people disagree with this assessment and feel disrespected
- 42% of respondents acknowledge an active and visible LGBTQ+ presence at work
- 52% report a lack of LGBTQ+ visibility within their company or organization

These findings underscore the need for continued efforts to actively include LGBTQ+ people across all professional fields.

Work Experience and Gender Gaps

Finally, this survey highlights significant differences in cumulative work experience among different groups:

- 59% of all respondents have over 10 years of experience.
- Lesbians' work experience is concentrated in the 2–5-year range.
- Bisexual individuals' highest percentage falls in the 6–11-month range.
- Transgender people have the lowest average work experience (1 year) among the LGBTQ+ population.

These disparities reflect significant barriers to access and retention in employment for certain LGBTQ+ subgroups.

39%

of women believe that pay equity has been achieved

Despite progress in workplace equality, significant pay gaps between cisgender men and women persist. The stark difference in perception, with 64% of men believing pay equity has been achieved compared to only 39% of women, highlights the need for transparent conversations and data-driven approaches to address wage inequality. This disparity is further exacerbated by the obstacles women face in securing leadership roles.

Additionally, there is a noticeable gap in cisgender women's work experience. Although women often enter the workforce earlier than male peers, they have less total work experience in our survey. This is likely because motherhood and caregiving responsibilities significantly impact career paths, reflecting the traditional gender roles assigned to cisgender men and women.

Overall Conclusion

This study reveals significant progress in DEI efforts compared to our 2015 "Chile No Sabe" report. However, substantial gaps persist regarding gender equity and the safety of LGBTQ+ people in their workplaces.

These findings further underscore the need for organizations to strengthen their diversity, equity, and inclusion efforts to ensure respectful and safe work environments for all individuals, regardless of their gender identity or sexual orientation.

Priority Areas of Work:

The data indicates that workplace violence disproportionately affects the LGBTQ+ community and cisgender women compared to heterosexual cisgender men. The intersection of these identities creates a dual vulnerability, especially in work environments where inclusion policies are ineffectual or largely invisible.

LBTQ+ women report significantly higher levels of violence than their heterosexual counterparts. For example, 55% of pansexual women have experienced some form of violence, highlighting the particular vulnerability faced by sexual minorities in Chile.

Trust in reporting channels is paramount for individuals to feel secure when reporting incidents of workplace violence or discrimination. Organizations must establish clear protocols and provide ongoing training on handling whistleblowing, to increase confidence in and utilization of these channels.

Also critical to DEI efforts is the effective implementation and communication of DEI policies throughout organizations. A lack of awareness around these policies significantly hinders their effectiveness. Organizations must ensure that all individuals, from the application phase onwards, are informed about DEI policies and their potential benefits.

Enhancing the visibility of LGBTQ+ people and ensuring their respectful treatment is crucial for creating an inclusive work environment. Organizations should foster a culture that values and

celebrates diversity through awareness campaigns, mentorship programs, and support for LGBTQ+ employee resource groups within their organizations.

Our study reveals significant disparities in cumulative work experience among different groups, particularly LGBTQ+ individuals. Organizations must identify and eliminate barriers that prevent individuals from accessing and retaining employment. Professional development programs, leadership opportunities, and equal pay policies are essential tools for closing these gaps.



55%

**of pansexual women
have experienced
some form of violence**

Crafting genuinely inclusive and equitable workspaces requires sustained commitment and action from all levels of an organization. DEI policies and practices must be seamlessly integrated into daily operations, becoming an integral part of a company's culture and values.

It is our collective duty to strive for a future where every employee feels valued, respected, and empowered to reach their full potential, free from discrimination or workplace violence. Embracing diversity, equity, and inclusion is not only an ethical obligation but a strategic catalyst for innovation, engagement, and organizational success.

By actively fostering a culture of belonging and investing in the well-being of all employees, including LGBTQ+ individuals, organizations can harness the power of diverse perspectives, and create safe work environments that thrive on mutual respect and understanding.

This commitment to inclusion is essential for building resilient, adaptable, and forward-thinking organizations that can navigate the challenges of an ever-evolving global landscape.



Project Objectives:

General Objective

To examine data on experiences and perceptions regarding LGBTQ+ individuals' access to employment opportunities in Chile.

Additionally, in an exploratory manner, this study seeks to examine how gender influences access to and professional development in the workplace. This study aims to provide a comprehensive view of the challenges and opportunities these groups face in the Chilean labor market.

Specific Objectives

- **Understanding Experiences:** Explore the experiences and challenges faced by cisgender women and individuals identifying as LGBTQ+ in finding work and in workplace settings.
- **Identify Barriers and Opportunities:** Determine the obstacles hindering inclusion and the opportunities promoting it for each of the groups analyzed.
- **Identify Personal and Social Effects:** Assess the personal (emotional, economic, professional) and social impacts that LGBTQ+ people and cisgender women attribute to their experiences in the formal labor market.

- **Promote Inclusive Policies:** Provide data and analysis to inform and facilitate the formulation of organizational policies and strategies that promote diversity and inclusion in Chile.
- **Provide Updated Data:** Offer new insights related to the LGBTQ+ community while exploratorily measuring impacts related to gender.

Our methodology employed a quantitative exploratory-descriptive transactional study, using a stratified sampling design.

Data collection was conducted through a self-administered survey instrument, drawing inspiration from the “Chile No Sabe” surveys developed by Fundación Iguales and Gestión Social in 2015, as well as “A Necessary Change: How to achieve full LGBTQ+ labor inclusion in Argentina” survey developed by Out & Equal in collaboration with the LGBTQ+ Chamber of Commerce of Argentina.

The 2024 iteration of the “Chile No Sabe” survey was conducted between May and June, comprising 69 closed-ended questions. These questions were tailored to the specific characteristics of each study group, aiming to gather nationwide information on participants' workplace experiences and perceptions.

The questionnaire was structured into two pillars corresponding to these study groups:

1. LGBTQ+ (24 specific questions)
2. Gender (9 specific questions)

Each pillar encompassed the following dimensions:

- I. Personal characterization of survey respondents
- II. Job characterization
- III. Workplace violence
- IV. Organizational management
- V. Organizational fairness
- VI. Personal workplace perceptions
- VII. Stereotypes and biases

Data analysis was conducted using the SPSS program, employing descriptive analysis and exploratory data analysis techniques.



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About Out & Equal

Out & Equal is the premier nonprofit organization working exclusively to advance LGBTQ+ representation, equity, inclusion, and belonging in the workplace and beyond.

As the largest convener, thought leader, and workplace champion for LGBTQ+ employees and their organizations, our global programs, Fortune 500 partnerships, and transformative events support organizations in creating workplaces of equity and belonging where LGBTQ+ professionals can contribute to their fullest potential and thrive.



About Factor Diverso

Factor Diverso, a change agency rooted in the Iguales Foundation and Pride Connection, is dedicated to transforming organizational cultures to embrace diversity and inclusion, with a focus on promoting sexual and gender diversity in Chile. Factor Diverso aligns organizational values with the principles of diversity through innovative design, guiding companies on their journey towards inclusive cultures where everyone can thrive. This is achieved through strategic consulting, awareness training, and coaching for partners, suppliers, and their families on topics related to diversity, equity, and inclusion.

